

Wallisdown, Winton West & Ensbury Park Area Forum

Minutes of

Public Meeting 24th January 2015

Bernie Culver Chair WWWEPAF opened the meeting and welcomed the Residents in Attendance

The Chair introduces the Committee Members:

Chris Caley – Treasurer

Pat Neilson – Committee Member

Joyce Rolls - Committee Member

Wayne Cook - Committee Member

Speakers:

Matt King – Environmental Health

PC Andy Scarrett – Safer Neighbourhood Scheme

Sabrina - Care line from Bournemouth Borough Council

John Jenkins - Why Payday Loans? Better alternative must be. Credit Unions, DotComUnity or Coastal.

Cllr Rod Cooper – Ward Councillor

H & S Information given -- Emergency Evacuation

Apologies

Cllr Nicola Greene Deputy Leader a Ward representative – Bournemouth Borough Council

Cllr Susan Phillips – Ward representative

Nigel Hedges

Cllr Jane Kelly - Ward Representative Boscombe

Minutes of Meeting Held on 25th October 2014

(Chair) Are there any matters arising from the minutes of 25th October last year? There are copies on the table, and it's also on our website. It is not as quick as we would like it to be, but we have to give our speakers a chance to agree that the wording and spelling is correct before publishing .

Are there any comments in respect of the Minutes?

There has been a response from Steve Hoyle in respect of the request for improvement in Ensburry Avenue. That yellow lines to restrict Parking of vehicles on both sides of the road also traffic calming measures to lower the speed. There have been accidents along that road, which have been recorded so we will have to wait and see what happens in the near future.

(Resident) In the past Highfield Road has been mentioned, I noticed in the latest yellow line NCRO's that they are going ahead and will be done this time round, it's been authorised.

(Chair) Well at least that is progress if it has been authorised. That is a good result.

The motion to accept the minutes from the meeting held on 25th October 2014 was proposed by Joyce Rolls and seconded by Chris Caley.

The Chair introduced the Police to discuss the 101 service

PC Scarrett is an Officer of the Safer Neighbourhood Scheme, he attended on behalf of the SNT for Northbourne, Wallisdown and Winton West. His area is the University and his role is to deal with student related matters. I think the first thing to stress is that it is a non emergency number, if you believe you need the Police quickly ring 999, as Calls to 101 are prioritised. A lot of people are scared of 999, that if you ring they will tell you off because it is not an emergency, they will let you know as soon as you ring up, they will ask you to ring 101 or will put you through. From the 1st April last year to the 15th January this year there have been 16,942 calls made in North Bournemouth and Wallisdown. There were 2,709 incidents during that period of time. PC Scarrett then asked if there were any questions or any other Police or student related matters. How many of you have tried to ring 101?

(Resident) Well I didn't actually ring the 101, I rang 222222 there were 9 people in the queue, I rang off and rang when I got home.

(PC Scarrett) The reason for some of the delays. They are amalgamating the "Force" control room who dedicate calls to us and send us out on incidents via the radio. This involves a time delay organising the important issues and the number of Officers needed for each issue.

(Chris) In Slades Farm, occasionally motorbikes ride all over the Open Space and pathways. With the Park Guardians Scheme going, would this be the non- emergency number 101?

(PC Scarrett) Yes then 999 for the other incidents, such as an Emergency.

(Chris) There are 01202 which are BBC numbers for dog on dog attacks.

(PC Scarrett) If it is in relation to incidents with dogs, this would be the Council response, unless there has **been a criminal act, that would be a Police matter.**

(Chris) Fly tipping is 01202 451199

(PC Scarrett) Yes, that's the Council

(Chris) If somebody was fighting around Slades Farm, if we saw a motorbike it's 999 ?

(PC Scarrett) Yes, if you see someone is committing a criminal act ring 999, something like that if we don't get there quick we are going to miss them. I've always said to people, if you believe we need to respond

(Chris) The trouble with that is at Slades Farm they know it is illegal but they still use it like a racetrack, I wanted to mention that.

(PC Scarrett) I know for a fact although I am obviously at the University on the weekends whenever we are part of Operation Target, so we go around all the hotspots in North Bournemouth and we were doing that last night, so I am aware they congregate there, also Muscliff to the Shack, they try different areas, they have even come into the car park at the University. There were a few out last night. The problem you have is those little mini motorbikes which are not licensed or insured, ridden by under aged children.

(Resident) I see one most nights going round the back of my house.

(PC Scarrett) Yes, it is hit and miss with those, but when we do catch them we will seize their bike and they will not get it back.

(Resident) Where do we stand on parking? We live down Slades Farm Road where the NHS offices have taken over the building on the corner, as you come round the cars are parked right round the corners, they are parked right up to entrances, and it's getting stupid. It is getting extremely dangerous for people to cross that road.

(PC Scarrett) We do tend to move the parking now onto the Parking Wardens to deal with.

(Resident) I have not seen one.

(PC Scarrett) They are about, I have seen them about, but with something like that you should put in a complaint with the Council saying this is an ongoing challenge and they should put it on their list of travels. I am sure as well there won't be as many wardens now as there were 5 or 10 years ago, but it will be on their list when they are out and about.

(Resident) Is it the fact that Police are only involved with moving vehicles not stationary?

(PC Scarrett) I have been involved in obstructions for example, of students parking their car and going off to Uni and leaving their car in front of residents driveways. We will get involved but the general issue in respect of parking in and around Bournemouth is the Parking Enforcement Dept; at Bournemouth Borough Council.

(Resident) Parking on and around corners with cars parked on the bend, creates a narrow width of road for busses to negotiate at times. The refuse vehicles experience a similar challenge.

(PC Scarrett) They will ring it in and report it as well.

(Resident) Nothing seems to improve. Every day its the same old problem.

(PC Scarrett) Have you informed the parking wardens?

(Resident) No..

(PC Scarrett) The problem is, other residents say they haven't then everybody assumes that someone else will have done it. You make the call. Although you are not going to see instant results, but at least you know that Bournemouth Borough Council have been informed.

(Resident) What it seems is that there is a case for having a single yellow line outside the Bournemouth Learning Centre to the corner of Gorsecliff Road?

(Resident) There is also a need for a crossing on Ensburry Avenue at the pathway through to the University. With vehicles parked either side of the road and the speed of cars, it is very difficult to cross the road safely. Consideration for yellow lines on one side of the road giving residents priority for parking.

(Resident) But as Andy has said, have you reported it?

(Resident) No.

(Cllr Rod Cooper) Well I think if you report it so that it can be highlighted. I believe you should contact Cllr Susan Phillips.

(PC Scarrett) Telephone Town Hall Reception on 01202 451451. They will connect you to the Parking Enforcement Dept.

(Cllr Rod Cooper) Now is a good time to do things with the elections coming up.

(Resident) Going back to Highfield Road, there was a sign at the end of that road which said Turning Point-No Parking, but of course it had no yellow lines. This is over 20 years ago. That was going back to when the road became a no Through Road and Boundary Road was widened as the relief road for Wimborne Road, Winton.

(Cllr Rod Cooper) It is better now, issues are resolved.

(Chair) Well that what we're hoping to see in the future.

(Resident) Could I make a suggestion? Could the council consider having a mobile traffic warden on a motor cycle for a rapid response in respect of unlawful parking?

Chair thanked the resident for his comment.

The Chair thanked PC Andy Scarrett for his contribution.

The Chair introduced Matt King in respect of Environmental Health

My main reason for being here is to talk about the noise nuisance number because we have out of hours officers now who can actually respond to noise nuisance, so when you have people blasting out music at various times of the night, we have officers who can attend providing they have been informed. We can serve a notice or give a warning, or whatever action deemed necessary at the time. We have a link into the Police for a very quick response. We actually work four hours with a Police Officer when they are on duty on a Friday and Saturday night, but we have extended the service to cover a few more nights in the summer. We are vigilant, particularly at the start of term where the students are concerned. Wallisdown, Winton West, and Winton East, I know was a massive topic. I am sure there are roads where a number of student houses are available in this Ward. I will give you a telephone number. Remember for evidence, phone when residents are suffering regarding noise. That

number is **0800 028 1870**, this will be answered by Careline. The priority for Careline is for people having difficulties. Emergencies in care homes are actioned from a priority list. We are introducing a community officer for these areas. Lynne for West Ward, Winton East, Moordown and Queens Park and they are linked to the Council. The idea of introducing a dedicated Community Officer through the Council, who can deal with noise nuisance and other issues, can inform the right department for an instant response. Our details will be on the Website.

(Resident) Do you have student wardens?

(Matt) Yes. We do have student wardens who we helped to introduce and part fund. They have expanded this year. It was a pilot last year with just four Wardens. This has been increased to six in December. We have the Bournemouth University and the Arts University. These are two very different institutions. We have Student Wardens who communicate with residents, letting them know that they can report issues, such as, informing us that they have a family with children who go to school also working parents who require rest in the evenings and during the night. If we receive a report for late night music and noise, we will get Andy to attend and give them a rude awakening as soon as possible. Winton and Wallisdown were pilot areas. Student issues were the hot topic for a long time, but these go on, and I am not saying that we can solve all of them, but I am hopeful I can guarantee we can get the right people round the table and look for a solution. We are trying to expand Student wardens across the Borough.

(Resident) There has been student parking in Evelyn road.

(Matt) We have a parking dept, and from reporting the situation ,we can deal with it.

(Resident) Students were parking in the area, probably from the University, but are now visitors, as I haven't seen them before.

(Matt) If they block the drive then a parking warden should deal with it. As the occupier you should telephone them. We will give you the links and the numbers on the mailing list and I will e-mail them first thing Monday morning.

(Resident) It's an ongoing problem. Rather a nuisance phoning for a parking warden.

(Matt) Long term solutions have been looked into, but the problem you get with student issues is that you get a change of tenancy every 12 months. As soon as they learn where to park etc, the process starts all over again in September. I am glad you have had experience with the student wardens.

(Resident). Can I just make a suggestion? There are 110 Universities in the UK. Is there a system where we can find out the best practice experienced by other Universities. We are not trying to re-invent the wheel, but there could be someone else that has come up with a brilliant idea.**(Matt)** The student warden was actually an idea

of Oxford Brooks and we actually utilised that idea. We have two University towns coming down to meet Bournemouth University to find out how we have good links with the Police and look for best practice.**(Resident)** The system does work now because we used to get the answer that you are in Bournemouth and they are in Poole,

you are the other side of Wallisdown Road. I will say that Matt's initiative with the noise does work well, even with the builders.

(Matt) It's not just student parties. We are one of the leaders in communicating with the Police.

(Resident) There are residents who leave their bins out week after week.

(Matt) That again can be reported to our office or Bournemouth Borough Council.

The Chair and those in attendance thanked Matt for his concern and consideration with these matters.

The Chair introduces Sabrina on behalf of Careline

Obviously in relation to the 24/7 service, Careline generally is aware that it means someone wearing a button and having an alarm in their home has instant contact. We install these for residents who are vulnerable and you can understand this to be an elderly person or someone who has a disability. In terms of nuisance calls you can have something along the line like a Bogus Button, so if you are having disturbances from neighbours you can have an individual button that will call straight through to us. This is an emergency call, so we react to it slightly different than we would to a general call. The Bogus Button itself can either be in the home or you can wear it up to 50 metres away from base. This is used by the Council to help support people who have abusive neighbours. It is a 24 hour support where we can contact the police for immediate action. I am actually an installer for Bournemouth Careline. We do provide other bits of equipment that can be linked into this, door entry sensors, bed mats, chair mats. The service is £13.31 pcm. We can offer it to people who are elderly, who do not have local family or friends for support. There were issues with people being able to gain entry, so we are now fitting a new type of key safe which you can hear if it is being taken off the wall, before anybody can physically get your key. We want to be able to supply the best there is for you within your home. Sabrina passed the key safe round so we could feel how solid and heavy it is. These are actually the ones we are providing for £80. We have recently had a new database and call system installed, so our response times are improved.

The Chair thanked Sabrina for her Presentation

(Chair) Have you any questions for our speakers?

(Resident) You say that all the emergency services can always access it, do you maintain a register?(Sabrina)
We do indeed, so if you are obviously on our system then we keep that number, so if you are able to call in using this service then we are able to access that information straight away. If you are having both fitted at the same time, there is a £30 charge. To fit the key Safe independently there will be a £30 installation fee.

The Chair introduces John Jenkins- Payday Loans & Credit Unions

About 5 years ago I became aware of horror stories of people that have been trapped in Payday loans. When I first read it I mixed it up with Wonga Wonga. I couldn't believe that Wonga Wonga loans were 5,000 % and people

were in dire straits and suicidal because of the big debts they had racked up. On the face of it a Payday loan is OK if you're stuck for cash and its a few days before pay day. But unfortunately once you get caught up in this web, once you get over the original rate of interest it goes up and escalates. The solution to this was right under my nose, but not very well publicised. **The solution is Credit Unions, like Mutual Insurance and Building Societies, they were all Co-operatives.** If you saved with them, you could get a good loan, also a good savings rate, with your money being secure. About 25 years ago, Building Societies and Mutual Insurance were privatised, so they all went out to shareholders. **Credit Unions are in fact owned by their members.** As soon as you become a member of a Credit Union, all the profits are re-invested back into the fund. Have any of you been caught out by Payday loan? You probably know someone who has or is thinking about it. Do everything in your power to stop them and introduce them to a **Credit Union**, it will help people manage their finances properly. They offer a full Banking Service, Credit Card, Bank Account and Standing Orders, you can have your wages, benefit or pension paid in and your bills paid out. Any savings you make are guaranteed up to £85,000 by the Government. Having discovered a **Credit Union**, I thought the best thing I could do is promote **Credit Unions**. I gave a day a week voluntarily to help them become established. Government support amounted to £38,000,000, which sounds a lot of money. **It was not given** to the **Credit Unions** to lend out, it was given to update all their systems and computerisation. There are 780 Credit Unions and they vary from huge ones, like the British Airway staff have, there is a huge one in Glasgow and London, but on our doorstep we have two, we have one in Boscombe which is **Coastal Credit Union** and another one in Poole, they were the first people I called on. There is another one as well which has its headquarters in the Lansdowne and that is **DotComUnity** , so they are the three outlets for **Credit Unions**. They deserve your support, but much more if you know someone who is in dire straits financially to contact the **Credit Unions**. The leaflets are here, take one away with you. They usually do small loans up to about £7,500. You can get these loans for anything you like, and you can get them even if you have a couple of nasty ticks on your credit rating. Even if you have a CCJ against you, you can still get a **Credit Union Loan**, all you have to do is say I had this CCJ a couple of years ago. The interest rates are low and there is no set up fee. At the same time you are repaying the loan, you are encouraged to save 10% of the repayment and that 10% goes into your savings account.

Nearly three years ago now the Arch Bishop of Canterbury woke up to this fact and he immediately declared that within two months he would put them out of business, he was a leading executive in a lot of companies before becoming Arch Bishop, a fortnight later it was discovered that the Church of England had investments in a company that was backing WongaWonga loans. As from this month, the loans are "capped", but they are only capped to a degree, they are still horrendous when they are rolled up, although there are certain elements that are a big improvement. They agree to student loans as well, if they come along to the **Credit Union** and the **Credit Union** say ok if you want to go on a course, they will back you and lend you the money, which is repayable sometimes over five years, so as soon as you get a job they start paying it back.

(Chair) Thank you John. Are there any questions?

(Resident) If I need some money until the next pay cheque, how do they decide? What guarantee have they got of getting their money back?

(John) Well they haven't, the rates of bad debt is very low. They will ask you for a financial statement, asking you about your income and why you need the money. If it is a regular practise of pay - day loans, they will look at a Flexi - Loan. A Flexi- Loan is like having an overdraught facility with a bank. The difference is that the interest rate will be lower than the bank. **Credit Unions** will not charge a set up fee and will not snatch it away with a moment's notice.

(Resident) So if I wanted £100 until the next Friday, how much will they charge?

(John) It would be anything between 12 and 24%. There are green bonds as well, its help with grants for keeping your property warm, replacing your boilers, it is sensible lending, it is ethical lending.

(Chair) That was very interesting, especially if you were not aware of the difference between Payday loans and **Credit Unions**.

The Chair thanked John Jenkins for his contribution .

(Chair) **Questions to Cllr Rod Cooper. I am sure he will be pleased to answer any questions.**

(Resident) A couple of weeks ago I had an e-mail circulation which I get from a sister organization which I belong, the Surveyor Magazine, and they circulate to me, Local Government emails. It says in the email that Neighbourhood Forums will be able to trigger a review for a new Parish Council without submitting a petition. It then goes on to say Parish and Town Councils have a crucial role to play having a democratic structure for taking community action. If I could give you this leaflet Bernie, I can actually forward it to you in word document what I have downloaded. It refers to another document about what the responsibilities are.

(Chair) Thank you for the information.

(Chair) Are there any other questions?

(Resident) I am also on the circulation list for Winton East; we do attend the Winton Action Group. I have started getting a weekly email regarding planning applications taking place in the ward. There is a planning appeal just down the road here, I believe there has been a decision made on that but I can't find it, I have looked through various planning meetings, but it's disappeared of the radar, I presume a decision has been made, what the decision was I don't know.

(Cllr Rod Cooper) I am sure it is on public display.

(Chair) Thank you to the Resident. and Cllr Rod Cooper

The Chair introduces Corinne with a report from Cllrs Nicola Greene and Susan Phillips

Good morning and please accept our apologies that we are unable to be with you today as we have another commitment. Corinne has kindly agreed to read this report on our behalf and has promised to do so faithfully. We are absolutely delighted to let you know that we have managed to secure funding for a new zebra crossing on Columbia Road, near to the junction with Priestly Road. It will link up with the cut through to Heaton road and will make travel to and from Kingsleigh Primary School and Bourne Academy much safer for our children. Additionally, it will provide another safe crossing place for all those, including the elderly, who like to get out and about. At a time of great difficulties for Council budgets, we are thrilled that we were able to make the case for this support of our residents. We would like to thank this Forum for helping us to do so but particularly to Corinne (who is far too modest to say so herself) for instigating the whole process. Work should begin next month and be completed shortly.

Best wishes to all from Cllr Nicola Greene and Cllr Susan Phillips.

(Chair) Thank you Corinne

(Chair) I believe we should give a round of applause to Corinne as she highlighted the need for the Crossing after the incident involving he daughter. Well done Corinne.

(Resident) Can I just say I have been trying to get some form of calming regarding traffic on Withermoor Road. I have been talking to one of the officers. I know that certain things I would like, that cannot be done, so am trying to find an alternative way to achieve it.

(Chair) It is now down to any other business and I would just like to say to start off with, there will be an Open Day at the Ensbury Park Community Centre on 12th July. We had an Open Day last year, which was a success, and it turned into a bit of a festival because other people joined in and took part with other activities, which we anticipate happening this July. The other point I would like to bring to your attention is that the car parking area has been repainted for the drivers who use the Ensbury Park Community Centre during the week.

Chris Caley would like to explain the progress. It was arranged through the University and was to assist us with the problem of not having parking spaces for our elderly members who attend the EPCC, and partly because they had so many vehicles using our car park.

(Chair) Thank you Chris.

(Chair) It now stands out quite clearly that it is for Community Centre use only.

(Resident) Can I ask what the result of our survey on the car park was?

(Chris) It's ongoing because of the Universities continuing development. There are still builders vehicles parked here, not as many as there were in the Summer. They have just started the next phase of construction and will not be finished until late Winter or early Spring 2016. This will create between 30-50 vehicles a day for the finishing Trades at the end of the year into January next year. We should now take this to our Councillors as this problem is going to arise again.

(Resident) I just wondered what the percentage was.

(Chris) I can say that the University Builders and the Students are probably 50%. The Bournemouth Learning Centre next door, they probably have 30-50 vehicles a day.

(Chair) Is it still a Learning Centre as it is partly used as Council Offices? We probably need another storey of car parking because we seem to be attracting a number of people to Ensbury Park for a variety of reasons.

(Chris) It has improved since Christmas in the car park. Some days between 8-11:30 there will be 8 or 9 spaces, before Christmas there were none.

(Resident) It was surprising when we done the survey that there were people coming from Columbia Road to leave their vehicle in the car park.

(Chair) Thank you.

(Cllr Rod Cooper) I have another item. The Councillors have a Local Improvement Fund, we still have some money left. If any of you have any suggestions of spending a small amount of money on such things as seating or whatever, if you just let us know, I believe again it's Cllr Susan Phillips who is dealing with that, we have only got a couple of weeks to spend it.

(Chair) We will consider the memory of Tony Rawlings who passed away last year. He was Chair of the Community Centre for the 18 years since it was built, and actually championed the building in the first place all those years ago. Then he looked after it until we took over from him in the Autumn of 2013. We are considering having a bench with a plaque on it to commemorate his contributions for the area.

The Chair said thank you to everyone for attending the meeting and looks forward to them attending the next

Public Meeting at 10:30 hrs on the 18th April at Ensbury Park Community Centre.