



<p>4. Minutes:-</p> <p>(a) 10 July 2006</p>	<p>Approved, subject to the Chairman's name being removed from the list of those present and inserted into the list of apologies.</p>	<p>Neil Picken to include in minutes</p>	<p>Included in Minutes - no further action required.</p>
<p>(b) Update on items from last meeting:-</p>	<p><u>Brownhills Common</u></p> <p>A response from Countrywide Services was read out as follows:-</p> <p>“Countrywide Services have only cut down a single tree since last winter and this was used to make a bench on site. We ensure that all brash is chipped whenever we do tree works as we now have access to a chipper. This has only been available since Spring 2006. Countryside Services have worked closely with Brownhills Local Committee over recent years and do intend to involve the Committee when we next intend to carry out management work on the Common. Funding received through the LNP last year was through local people putting projects forward that came from</p>	<p>PSR to note</p> <p>Parpinder Singh Randhawa confirmed that an officer from Countryside Services would attend a CAG if required.</p>	<p>Noted.</p> <p>An officer was not requested to attend - no further action required.</p>

	<p>discussion and site visits with Countryside Services.”</p> <p><u>Response from Leader of the Council</u></p> <p>Response from the Leader of the Council to a member of the public, the Chairman responded stating that he had spoken to the Leader of the Council who had expressed surprise at the member of public’s concerns as he did not intend to cause offence. In this regard, he requested that the Chairman pass a message of regret to the member of the public.</p>	None.	An adequate response was provided at the meeting - no further action required.
	<p><u>Problems with drains on the Fullelove Estate</u></p> <p>The Chairman reported that WHG had investigated the drains using cameras, rodded and cleared them. He was aware that there had been a blockage in the High Street that had been rectified and that he was not aware of any further problems. Furthermore, a problem with drains in Chester Road, by the Anchor Pub, was being investigated.</p>	None	An adequate response was provided at the meeting - no further action required.

	<p><u>Extension of the driveway to the new Community Centre to join Holland Park</u></p> <p>The following response was given:-</p> <p>“The extension of drive is not possible as part of the initial Brownhills budget as there is only a limited fund to be able to complete the design/appraisal stage. Something may be put rest as part of the construction phase, however, this will not take place until 2009 at the earliest and that is subject to approval being granted from DFT.”</p>	None	An adequate response was provided at the meeting - no further action required.
	<p><u>CCTV in Brownhills</u></p> <p>Parpinder Singh Randhawa read out a response provided by Andy Jones.</p>	PSR to invite the CCTV Officer/Manager, or a representative from Safer Walsall Borough Partnerships, to the next LNP on 13 November to explain, in person, the CCTV issue and possible SWBP structure changes.	Brian Holland to attend the meeting on 13 <sup>th</sup> November, 2006.

	<p><u>One Stop Shops</u></p> <p>Sue Grainger provided an update on the issue of One Stop Shops explaining that there had been a survey distributed to members of the public to establish those places which would be most accessible. This information would then be used to look at what's available, whilst providing best accessibility for members of the public. It was hoped that a paper would be submitted to Cabinet on this issue before Christmas.</p>	<p>Jez Holding to provide update to the next meeting.</p>	<p>Briefing note received (Appendix 1).</p>
5. Declarations of Interest	<p>None received</p>	<p>None</p>	<p>None.</p>
6. Petitions	<p>None received</p>	<p>None</p>	<p>None.</p>
7. Public Forum	<p><b>Q</b> It was asked when doctors would be moving into the new medical centre at the Brownhills Neighbourhood Resource Centre.</p> <p>The tPCT representative reported that it was unlikely that the post would be filled imminently. Adverts were currently out and current doctors in the area were</p>	<p>That the tPCT representative, Lesley Woakes, provide a briefing note on all of the issues to the next meeting.</p>	<p>Briefing note received (Appendix 2).</p>

encouraged to apply for the places at the surgery. The LNP was assured that the tPCT were looking at every application and had put a temporary practice in situ until a permanent practice was found.

The tPCT representative reported that a doctor should be in position by 1 November 2006, however, this would leave two further places for other doctors in the NRC.

**Q** A further question was asked regarding the premises of Dr. Pansari who had sold his premises. It was asked what patients would have to do in this situation.

The representative of the tPCT reported that Dr. Pansari would still hold a contract and provide a service. He would have to inform patients where his new premises would be. Should Dr. Pansari move from his list area, the tPCT would re-allocate patients to a new doctor. Though patients have a choice, which would not necessarily be restricted to the same boundary, many doctors do stick to those areas.

	<p><b>Q</b> A further question was asked regarding the pharmacy that was currently vacant at the NRC. Again, the tPCT representative reported that the vacant premises was down to the pharmacy itself and not the tPCT. Contracts had been exchanged, however, it was up to the contractors as to when to occupy the premises.</p>		
	<p><b>Q</b> It was asked whether dog fouling bins could be provided at Shire Oak and Copsy Hall Parks. Steve Chapman reported that this was down to funding and that he was aware that other LNPs had provided funding for bins. There was also another issue whereby certain parks could be targeted with a Dog Warden to attend and fine people.</p>	<p>That Dave Roberts, Streetpride rep for this LNP, provides costing to the next meeting detailing the cost of provision of the bins and also maintenance costs on a yearly basis.</p>	<p>Decision taken by Head of Environmental Protection that no more dog fouling bins will be placed throughout the borough as there are already sufficient bins available. Current park bins can now be used for mix waste including dog waste as long as plastic bags are used. Officers have stated that they can look at placing stickers on current bins notifying residents that they can be used for dog waste on the proviso that the waste is sealed in the relevant plastic bag.</p>

			<p>Further suggested that as a first point of action an officer looks at exactly how many bins are in the park and report back suggestions.</p> <p>Nigel Ilsley will be at the LNP to add further information on the new policy around dog bins.</p>
	<p>Barry Poxon wished to take this opportunity of Public Forum to thank officers for weeding the flower beds in the Parade.</p> <p><b>Q</b> A question was raised regarding the ownership of parks, particularly Clayhanger. Concern was expressed that Shire Oak Saints were now using this facility that could be put to an alternate use for the community.</p> <p><b>Q</b> Question received regarding the opening and closure times of parks and the level of supervision provided.</p>	<p>Noted</p> <p>Gary Nicholson to identify a representative from Parks and Leisure be invited to the next meeting to discuss this issue</p> <p>Gary Nicholson to identify an Officer to respond to next meeting.</p>	<p>Noted.</p> <p>Nigel Ilsley to attend the meeting on 13<sup>th</sup> November, 2006.</p> <p>Nigel Ilsley to attend the meeting on 13<sup>th</sup> November, 2006.</p>

8. Island Naming	<p>(a) That the presentation be noted;</p> <p>(b) That the three islands in Brownhills and Aldridge North be named the Rising Sun Island, the Clayhanger Island and the Brownhills Island;</p> <p>(c) That an item be placed on the next CAG meeting to discuss the appearance of the islands once sponsorship had been agreed.</p>	<p>Noted</p> <p>Noted</p> <p>PSR</p>	<p>Noted.</p> <p>Noted.</p> <p>Appearance of the islands yet to be agreed.</p>
8(a) Late Item:- Local Accessibility Plan	Presentation received	None	None.
9. LNP Funding	<p>(a) Progress noted on projects;</p> <p>(b) That the Project Champions feedback progress at the next meeting;</p> <p>(c) That nominations for funding be submitted to Parpinder Singh Randhawa.</p>	<p>PSR to note</p> <p>PSR to monitor</p>	<p>Noted.</p> <p>Progress to be reported at 13<sup>th</sup> November, 2006 meeting.</p> <p>No nominations received.</p>

<p>10. Update from Community Action Groups</p>	<p>(a) That LNP Members continue in attendance at the Community Action Group meetings;</p> <p>(b) LNP to note the progress of Community Action Groups;</p> <p>(c) That Keith Astin be appointed Chair of Health and People;</p> <p>(d) That the Chair for Safer and Stronger Community Action Group be deferred to the next meeting.</p>	<p>PSR to provide report</p>	<p>Report submitted to the 13<sup>th</sup> November, 2006 LNP.</p>
<p>Late Item:-</p> <p>Selection Panel for Locally Appointed Partners</p>	<p>(a) Alan Paul be appointed as one of the Ward Members for the Selection Panel?</p> <p>(b) That the second Ward Member be appointed via post nominations</p> <p>(c) That Lynda Cooper be appointed the LAP representative on the Selection Panel;</p> <p>(d) That the WBSP partner be deferred;</p>	<p>Noted</p> <p>PSR to write to 3 ward members asking for nominations Noted</p> <p>PSR to write to partners requesting nominations for panel.</p>	<p>Nomination was received. No further action required</p> <p>No nomination was received, however selection panel went ahead. No further action required.</p>

Meeting terminated at 8.15 p.m.

## **Briefing note for Brownhills Local Neighbourhood Partnership**

### **Proposals for improving customer access**

#### **Purpose**

To inform the LNP of the plans and proposals for improving customer access to residents of the borough

#### **Background**

The development of the civic centre First Stop Shop has been a major step in transforming the way we do business with our customers. The facility has been a major success with more than a quarter of a million visitors in the first year. The latest customer satisfaction survey resulted in 99% of customers rating the facility as good or very good

Despite the success of the FSS it is clear that we still need to do more to improve customer access to our services. This needs to take account of the citizens location, individual needs and personal preferences

The results of a recent Walsall citizens panel survey supports the view nationally that the telephone is the publics preferred method of contact (68%). With that very much in mind the council is in the process of reviewing its existing telephony arrangements and developing a customer contact centre. The contact centre will look to replicate the approach of the First stop shop by training customer service professionals to be able to handle a range of service requests and take ownership of customer enquiries and transactions.

#### **Proposals**

While the contact centre will be key to improving customer access it is important that we continue to recognise those individuals whose needs or preference is to conduct their business on a face to face basis. Being based in the town centre the First stop Shop is not easily accessible to everyone and as a consequence we need to look at service provision at a more local level, hence the idea of a network of information and local access points and possibly a mobile facility. These would provide citizens with access to a broad range of service information and requests at a local level and enhance the provision provided by the FSS and contact centre.

#### **What are information and access points?**

Local access points would be small customer service centres staffed by customer service professionals able to deal with a range of enquiries and requests relating to council and partner services, these might include

- Order and payment for a new bin
- Request for rubbish removal
- Report an abandoned vehicle or fly tipping
- Processing senior citizens bus passes
- Request or renew a disabled parking permit
- Request and submit council job applications
- Request and submit planning application forms
- Copy and verification of benefits forms

The facility would provide a small waiting area and private interview room with access to internet terminals for self access where appropriate. Additional support could be provided to customer service staff by the provision of service specific surgeries with attendance of technical officers on selected days. Depending on the needs of the area these might include benefits, planning or housing support officers.

Access points would be supported by a network of information points where customers could obtain general council information and advice, collect or submit various forms or be informed of the relevant contact for their enquiry.

In addition to the above the proposals also include the idea of a customer service bus. This would again be staffed by customer service professionals and would provide the benefit of being able to access areas that may not have a suitable building for a location or particular minority community groups that would find this type of facility more appropriate. These buses have already been successfully implemented in other authorities such as Coventry, Fleetwood and Halton.

### **Where might they be located?**

A feasibility study is currently being undertaken to identify suitable locations. However it has already been recognised that Walsall already has an excellent library network across the borough. Given that our libraries have just commenced a three year modernisation programme it makes strong business sense to include customer access in the overall plan and utilise these locations where possible.

### **Next Steps**

Capital and revenue bids have been submitted for this project and a cabinet report will be submitted on completion of the feasibility study.

Jez Holding  
Customer Contact Manager – Neighbourhood Services

# WALSALL TEACHING PRIMARY CARE TRUST

REPORT TO Brownhills and Aldridge Neighbourhood Partnership

REPORT FROM Lesley Woakes, Primary Care Development Manager

SUBJECT Briefing note to report on GP provision in Brownhills

## 1.1 PURPOSE

To inform the LNP of the outcome of the recruitment for new GPs in Brownhills and the accommodation at Brownhills Health Centre.

## 1.2 EXECUTIVE SUMMARY

- Following the retirement of Dr. Dewada, a locum GP provided by the tPCT has been delivering medical services to the registered population.
- The vacancy has been advertised and subsequently the interviews took place on September 20<sup>th</sup> 2006 and a new contractor was appointed.
- The new doctors being Dr. Haire and partners will take up the contract on November 1<sup>st</sup> 2006. The practice consists of 5 partners who already have a surgery at Lichfield Street Walsall and are therefore experienced in the needs of patients from the Walsall area.
- This practice will be one of three based at the new Brownhills Health Centre development.
- It is expected that Dr. Pansari and partner will shortly move into one of the vacant surgeries and the other space will be filled by Dr. Kaul and partners with Dr. Rajeshwa who have merged practices.

## 1.3 RECOMMENDATIONS

That the report be received for information.

Lesley Woakes, Primary Care Development Manager  
1<sup>st</sup> November 2006