

BVCA – Residents Meeting – 13th April 2016

Notes of the Meeting Held in the Community Centre

Stuart Knowles – BVCA Chairman opened the meeting by welcoming invited representatives from RMG, Aldi, Doctor's Surgery, BVC, Lancashire County Council, Chorley and South Ribble Councils and the 50 or more residents who turned out to hear updates on issues related to the village and to put their questions to the invited panel.

Local Policing

Joining the meeting for a short time was the Buckshaw Police and Community Support Officer, who gave an update on recent incidents and anti-social behaviour on the village and went on to stress the importance of liaison between the Community and the Police in order to ensure the level of crime across the village is minimised.

Residents can contact the Police at Chorley 01257 246225 or can report non-emergency incidents using the 101 telephone number. Alternatively you visit the PCSO base at Euxton Library.

Anyone interested in hearing more about the PCSO work in and around Buckshaw and Astley Villages are welcome to attend the next Police and Community meeting (PACT) which will be held at 7.00 p.m. on 4th May at the Ravensthorpe Centre, Astley Village.

Buckshaw Village Church (BVC)

James Gwyn-Thomas raised everyone's awareness to a couple of events organised by the Church:

On Friday nights there is Youth and Men's football at the Astro-turf from 8.00 to 9.00. Cost £1 to play and all are welcome.

Commencing 17th May there will be a Money Management Course run over 3 evenings to help with "Family Budgeting". Anyone interested in attending should contact James on the BVC Facebook page.

Surgery Update

Surgery Practice - Craig Lee from the Buckshaw management team informed the meeting that the Surgery Practice have now taken over the Eaves Lane Surgery in Chorley.

Surgery Contract - As residents are aware the time limited contract for the surgery is up for renewal and the GP practice is currently awaiting the outcome of the qualifying stage of the NHS procurement process. If successful the practice will be allowed to enter the bidding stage. The successful bidder will be known towards the end of May/early June and the new contract will commence 1st October.

Appointments – With over 50 hours of Doctors time wasted during March due to 249 appointments not being kept by patients, a plea was made for patients to make contact with the surgery if they need to cancel an appointment.

A new appointment process has been introduced which guarantees anyone ringing before 12 noon will have a clinician call them back within 30 minutes to advise the patient.

A question was raised regarding the length of waiting time patients are kept waiting on the phone when ringing the surgery. Craig Lee told the meeting that the practice was using a more targeted questioning approach with patients so that call times are minimised thus freeing up the lines for other patients. The practice is also looking at technological answers where-by all surgeries in the group can share admin resources.

The following questions were raised:

Q. Will speaking to a clinician just be a way of jumping the queue to get an appointment with the GP as routine appointments can involve a wait of up to 15 days.

A. The aim is that routine appointments should be within 7 days, although this can be longer if the patient wants to see a named GP. An assessment of an individual's need will be made when speaking with a clinician and appointments will be made accordingly by the clinician.

Q. Given the recent poor satisfaction report given for Eaves Lane, residents questioned whether bringing that surgery up to standard would result in reduced services at Buckshaw?

A. As part of the Local Health Service strategic plan GP Surgeries are being encouraged to join together to form larger practices as this would allow more specialist services to be provided across a group of surgeries. Resources at Buckshaw will not be reduced as a result of taking on the Eaves Lane Surgery.

Q. How will Chorley A&E closing as from Monday 18th April affect the surgery?

A. This news has only just broken and it is too soon to tell. However, it is understood to be a temporary measure. One of the Councillors added that it was because of staffing issues from 18th April. It is believed that urgent care will remain open.

ALDI

Mark Lang-Yates, ALDI's Regional Manager confirmed the new store will open on 26th May and will be 1250 sq. metres in size, which is ALDI's largest format store. The opening will be performed by an Olympic star and there will be many special offers (TVs, Mixers, Pressure Washers, Hampers and Golden Tickets etc.).

The following day 27th May will be a "Fun Day" with amongst other things a DJ, Magician and Face Painter.

The area where ALDI is located will also be the site for the new Community Centre and another retail outlet. There will be parking for 200 cars.

The recruitment of staff has been completed and currently the new staff are being trained at other ALDI stores. However, ALDI are still looking for apprentices and anyone interested should contact the Store Manager.

Q. Is there an ALDI Community Liaison Officer.

A. Not specifically as this is all part of the Area Managers role.

Q. Do you need a £1 to use a shopping trolley?

A. Yes, this means that customers return the trolley rather than have an employee collect them. This helps keep costs down and prices down.

A draw took place for a £50 Hamper, donated by ALDI.

New Community Centre

Clarification was given by Chorley Council that the new Community Centre would be a Council Asset and managed by the Council. As with other facilities the aim will eventually be to handover to the Community.

Residential Management Group (RMG)

Paul Hitchen – Regional Manager and Simon Pearson – Estate Manager gave a presentation on the work of RMG across the village.

Q. Are the cycle paths on adopted roads RMG responsibility?

A. No. Adopted areas are the responsibility of the Council. If the area is not adopted it is the Developers responsibility. However, RMG will help liaise on any specific issues that residents may have.

Areas such as Central Avenue which is adopted the responsibility of the Council extends to include the drainage ditches either side of the road and RMG responsibility starts on the other side of the footpath.

Simon re-iterated that residents should always report issues to RMG who will either deal with it or direct it to the right person.

Chorley Council added that issues can be reported on the Chorley web site on the “My Account” page. And the Council will deal with the problem. Resident using the web site will also get a response and update on action taken.

South Ribble Council stated that they also have a similar system on their web site. Issues can also be reported Councillor Caroline Moon.

Q. Can blinds be fitted to the high level windows in the Community Centre ?

A. This is under review.

Q. Grass cutting - RMG/EnviroCare make a brilliant job cutting the grass and then collecting and taking away the cuttings. Why can the same not be done by South Ribble, who leave the cuttings behind which causes a mess.

A. South Ribble Council explained that this was to do with Service level agreements. The council agreement is for a cut and drop service which is cheaper than the cut and collect service level implemented by RMG. The council contract is typical of most council contracts in the Country and is driven by the need to keep rates down.

Q. Who pays for the damage to grass verges caused by developers Lorries.

A, The developer’s repair all such damage and RMG chase them to ensure repairs are undertaken.

Q. Can additional parking spaces be created at the Sports Area to stop people parking on the roadway and causing a danger?

A. There is no scope to increase parking spaces as the grassed areas at the side must be left in keeping with the developer's site plan. The problem is being looked at to see what can be done.

Q. Why are there no yellow lines on adopted roads to prevent people causing an obstruction.

A. Matthew Tomlinson (LCC) stated that yellow lines are a last option and that he would prefer to work with residents to find a solution. Matthew would welcome any suggestions from residents.

Q. What is being done about the flooding at Bridgend Gardens?

A. RMG have raised this with the developers and will continue to chase them on the issue.

Q. What is being done about dropped manhole covers such as near Tesco and ALDI?

A. This is a developer responsibility. RMG will liaise with the developer.

Q. What is the difference between a "Surplus" and a "Reserve" stated in RMG accounts?

A. Money collected and not spent is a "Surplus" and money allocated for future planned work e.g. fence painting is a "Reserve".

Q. Will the replacement of the Astro-Turf be for multi-purpose use and not just football?

A. RMG are considering this.

Q. What is happening regarding the school?

A. The annexe on G1 (this is the Group 1 development near the Retirement Village) hit a legal/technical difficulty, which has now been resolved. It is expected that the school will be ready for September 2018.

Q. What is being done about the parking problem at the current school site?

A. All schools have an issue at the start and end of the day. Physical enforcement is difficult and Chorley Council are looking into the problem.

Matthew Tomlinson outlined that although this problem was not in his area he agreed to take the issue away to discuss with other LCC Councillors to try to resolve the issue.

Stuart Knowles – BVCA Chairman thanked Subway and the Coffee Cow for providing refreshments, ALDI for the £50 Hamper and also thanked the representatives and residents for attending the meeting.

Residents were also reminded that the BVCA AGM will be held on 28th April in the Community Centre, There are several vacancies on the Committee and anyone interested in joining the committee would be welcome.

The Meeting closed at 9.40 p.m.

The following Questions were received through Facebook and the answers outlined below were given during the course of the Residents meeting:

Q 1. Who is dealing with the continuous flooding on Old Worden Ave, close to Bridgend Gardens?

A. RMG have raised this with the developers and will continue to chase them on the issue.

Q 2. Who is going to repair the grass verges between on Old Worden Ave from Lancaster Ave to Central Ave?

A. The developer's repair all such damage and RMG chase them to ensure repairs are undertaken.

Q 3. Who is going to remove the concrete bases left from the removal of signage in the grass verges near Poole Ave?

A. This is the Developers responsibility, RMG will follow this up.

Q 4. Who is going to remove the concrete posts and sharp metal plastic tubing at the corner of Buckshaw Ave and Village Way, these are located in the grass verge?

A. This is the Developers responsibility, RMG will follow this up.

Q 5. Inspection covers are sinking on the road near to the new Aldi store and behind Tesco's, who is responsible for the repair?

A. This is a developer responsibility. RMG will liaise with the developer.

Q 6. Parking on the grass verges at the sports facility on Old Worden Ave, it's getting a joke, and who will be paying for the repairs?

A. There is no scope to increase parking spaces as the grassed areas at the side must be left in keeping with the developer's site plan. The problem is being looked at to see what can be done.

Q 7. Is there an update about the new community centre? I would love to get an evening group & no space at current Community Centre.

A. Clarification was given by Chorley Council that the new Community Centre would be a Council Asset and managed by the Council. As with other facilities the aim will eventually be to handover to the Community.

Q 8. Who will be in charge of bookings /enquiries?

A. The new Community Centre would be a Council Asset and managed by the Council.

The following question was not raised during the meeting:

Q 9. Do you have a contact at Buckshawlink I would love to enquire about permission for my banner?

A. Contact details can be found on the Buckshawlink web site

<http://www.buckshawlink.co.uk/contact.php>