



Letterbox

Our Way to Better Customer Care

IT'S BACK...

Oadby & Wigston Charity Show

**Bank Holiday Monday 30th August
Parklands Leisure Centre
10am 'til 4pm**

Stall enquiries are welcomed by crafts people and registered charities. Places are limited so please book early to avoid disappointment.

For bookings and further information call David on 0116 282 7225 or visit

www.charityshow.moonfruit.co.uk



All proceeds going to



Kindly supported by Oadby & Wigston Borough Council

Winner of Oscar Owl's Easter Egg Competition

Thank you to everyone who entered the competition, 10 year old **Hassan Malik** is the winner! He was presented with a Chocolate egg!



Pride of the Borough



Simon, who lives in Oadby is the Council's Officer in charge of Grounds Maintenance. In 2003 with a group of residents and councillors he formed a committee called **Pride of the Borough** (Oadby & Wigston).

Simon has been its chairman from the outset and has taken responsibility for leading the group which organises the borough's entry into the East Midlands in Bloom competition. For the last seven years Simon has brought together representatives from all sectors of the community including groups of people who have worked to improve the areas in which they live.

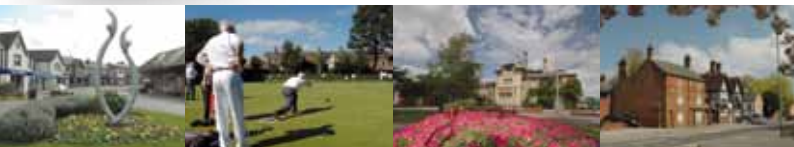
Simon's work and experience in the competition has now been recognised by the East Midlands in Bloom judges who have asked him to join their panel and be part of the team who will, this year, judge the 11 entrants in the Small Towns category.

This is a busy time of the year as preparations are made for the judges' visit to our borough, which is scheduled for the morning of Tuesday 13 July. The tour will start at the main council offices and will take in parks, town centre planters, an allotment, Brocks Hill Primary School (to show off their wonderful gardens), examples of environmental work and areas maintained by neighbourhood groups finishing with a tour of the Botanic Gardens who will then provide a buffet for the judges. All this in only 3 hours!

Simon and the Pride of the Borough committee, like many residents, appreciate the hard work that goes on in many front gardens to brighten our borough. This is recognised by the Floral Displays Competitions they organise; the judging of which also takes place in early July.

Pride of the Borough are about more than just getting ready for one day in a competition; there are many activities that go on throughout the year; bulb planting, reclaiming unloved areas, weeding parties etc. To learn more about the committee visit our web site

www.beehive.thisisleicestershire.co.uk/prideoftheborough or ring **0116 2572839**



Wasps and wasp nests



Wasps can be a nuisance - although they do not carry disease, they do have a sting which can affect people in different ways. Therefore if there is a wasp nest in, or close to your home, you may wish to consider having the wasps destroyed.

Treatment

Wasp nests can be treated by householders, but this is only recommended when the nest is small. Treatment should be carried out early or late in the day, when wasp activity is at a minimum. Most hardware shops and garden centres will sell products for wasp treatments but you must take care to follow the instructions on the label.

Council treatment

The council's trained pest control officer may be able to undertake a treatment for you, for a standard charge, depending on exactly where the nest is.

He will tell you what he can do and what precautions you should take, and he will leave a safety sheet with you providing information about the insecticide that has been used. However, we recommend that a nest is only treated where the wasps come close to people. If left undisturbed, wasps are unlikely to be a pest. At the end of the year, the nest will die and the wasps will not return to it again.

For more information about this service, call the Environmental Health Department on 0116 257 2669.

Doorstop Sellers & Bogus Callers

Take care when opening the door to anyone and bear in mind that not everyone is genuine.

Bogus callers may come in many guises; they might pretend to be legitimate salesmen, council officials, the police or say they are there to read the gas meter.

Here are a few simple tips that should be followed whenever someone unexpected calls at the door.

- Fit and use a door security chain every time you open the door.
- **ALWAYS** ask for identification, that you can verify. Do not let the caller into your house until you have verified the caller's identification.
- Check the identification of the caller by ringing his/her employer. Use the telephone number from a phone book.
- **Do not** agree for anyone to carry out work in your house until you get a second opinion as to whether you actually need the work done.
- **Do not** agree to any work where the caller says "We are only in your area today".
- If you agree to buy any goods or services from a doorstep caller, and you did invite them to call, then you may have a short period of time to cancel the contract after it has been signed. Keep all paperwork in a safe place.
- In order for the contract to be completed successfully by both parties, the trader must serve you a notice of your cancellation rights. This will be in a form of a printed document giving you details of how to cancel the contract. Generally the goods/services must be over £35 in value in order to cancel the contract. There are other circumstances where you have no
- rights of cancellation. Contact your Trading Standards Department for further advice.
- Never keep large sums of money in the house and keep purses out of sight, not near a door.
- Keep a list of numbers of your credit cards and important documents in case of loss.
- People should not feel embarrassed about checking a callers' credentials. A genuine caller will not take offence at having their identity confirmed.

This publication can be made available in your language and in alternative formats such as Braille, large print, electronic and audio tape. Tel: 0116 257 2712 or Email: pr@oadby-wigston.gov.uk

Tenants' help needed to improve housing service

Tenant involvement is a vital part of Oadby & Wigston's housing service and we are asking for your help to improve what we do. You can make a difference to our services by telling us what you think.

There are a number of ways to become involved;

- **Become a member of the Tenants Panel.** Meetings are held monthly
- **Join our Tenants' Sounding Board.** You can have your say without leaving your home. We will contact you from time to time for comments and ideas.
- **Estate Inspections.** Meet your Housing Officer on site to walkabout and point out problems and issues that could be improved. Details of dates for Estate Inspections will be published shortly.
- **Repairs & Maintenance Working Group.** This is a new group which will start shortly. You can be involved in our targets and performance and have a say in how you feel this service could improve. Meetings will be held every two to three months.
- **Voids Inspector.** You can have involvement in the way you feel properties should be re-let to other tenants by visiting void properties with a Maintenance Officer. Training will be given and you will be required to give feedback to the housing service.

- **Set up your own local resident association.** Help and advice can be given to you by our Resident Involvement Officer.
- **Meet your Resident Involvement Officer** to put forward your ideas to be involved in the new Resident Involvement Strategy. You can telephone or call in at the Council offices.

To help you get involved, we will;

- Pay out of pocket expenses.
- Provide free training for our tenants. There are some really interesting courses coming up and they are free. If travel is involved, we will pay any travel costs for you. If you want to know more please give Claire a call
- Provide rooms for tenants and resident groups to hold meetings.
- Provide an annual budget for tenant involvement.

For further details on any of the above involvement opportunities please contact your Resident Involvement Officer Claire Erskine on; Tel 0116 2572619, or email her on [claire.erskine@oadby-wigston.gov.uk](mailto:erskine@oadby-wigston.gov.uk)

We need you to help strengthen, shape and improve our service.

Estate Inspections 2010/2011

	Lorraine Findlay	Carole Roley	Claire Erskine
April-June 2010	Brabazon Road, Bruins Walk, Cartwright Drive, Davenport Avenue, Goddards Close, Iliffe Avenue, Kenilworth Drive, Queen Street, Regent Street	Bennett Way, Blaby Road	Lansdowne Grove, Leopold Street, Railway Street, Station Street, Timber Street, Mill Close, King Street
July-Sept 2010	Aylestone Lane, Central Avenue, Holmden Avenue, Northfield Avenue, South Avenue, Whitehead Crescent	Albion Street, Bassett Street, Belper Close, Canal Street, Clifton Drive, Countesthorpe Road, Fairfield Street, Glengate, Hazelwood Road, Kirkdale Road	Burgess Street, Cherry Street, Junction Road, Margaret Crescent, Maromme Square, Pullman Road
Oct-Dec 2010	Chartwell House, Churchill Close, Garden Close, Malham Way, Marriott House, St Peters Path, Wigston Road	Bude Road, Falmouth Drive, Harcourt Road, Horsewell Lane, Littledale, Rectory Close, Welford Road	Elizabeth Court, Queens Drive, Regent Close, Rutland Avenue, West Avenue
Jan-March 2011	Boulter Crescent, Estoril Avenue, Gibson Close, Gladstone Street, Kings Drive, William Peardon Court	Elizabeth Crescent, Dukes Close, Orson Drive, Owston Drive, Rolleston Road, Warwick Road, Wiltshire Road, Manor Street, Orchards Drive, Coronation Avenue, Clarkes Road	Cedar Avenue, Davenport Road, Blunts Lane, Long Street, Newton Lane, Exmoor Close

We will write to you nearer the time, with the exact dates and times of your Estate Inspection. We welcome you to join your Housing Officer on a walkabout of the Estates, your feedback and opinions will help us to improve the area that you live in. The results of your Estate Inspection will be fed back to you at a later date.



Vulnerable young people across Leicestershire are in desperate need for a place to call home

A Supported Lodgings service has been launched by housing charity Stonham which is urging residents to open their doors to young people who are in danger of being homeless.

Volunteers will be paid a weekly allowance in return for providing a room, board and support to youngsters aged between 16-25 years-old with the majority aged between 16-18 years old.

Stonham's Service Manager Dave Rowell, said: "Householders receive a generous weekly allowance and get

to help a young person set off on the path to an independent life. A lot of the youngsters who come to us have had family problems or family breakdowns and for whatever reason are unable to live at home. A quite common reason is that one of their parents is in a new relationship and they have been asked to leave or do not feel comfortable living at home any more."

He encouraged more people to contact the charity to find out more and learn about the vetting process.

Mr Rowell added: "Our householders vary from being large families to widowers who enjoy the company of having a young person in their homes. Many people comment on how rewarding it is to see the young people mature and develop into responsible adults during their stay with them."

"We want the placements to work and we want it to be a positive experience for the householder and for the young person themselves," "We want them to see there is a different side of life, that there are people who do care and will help and support them"

For more information call Dave Rowell on 01455 618001 or email him at supportedlodgingsleics@homegroup.org.uk

About Stonham

Stonham is England's largest provider of specialist housing, care and support with more than 520 projects across England helping over 20,000 people each year. We specialise in offering housing, care and support to vulnerable and/or socially excluded people including single homeless people, young people leaving care, vulnerable young women, people escaping domestic violence, people with disabilities and people with mental health problems.

Stonham is a division of Home Group, one of the UK's leading providers of affordable housing, care and support. Home is committed to creating thriving communities where people want to live.

Stonham
part of
home

Performance Matters

Tenants have been telling us what matters to them and how well we are doing in dealing with these priorities.

'A well maintained home that meets the resident's needs'

During May, we completed all repairs within the timescale given. We have introduced a new appointments system for repairs, which we hope will make it easier for you when organising work to be done.

'A safe place to live'

We have now brought in a new procedure for dealing with anti-social behaviour, which will

help make sure that we deal with problems in a way that you expect. If you are experiencing any problems, then speak to your Housing Officer.

We have also continued to reduce our rent arrears – they are now 10% less than they were a year ago. This provides us with more money to improve the services for our tenants.

These are only a few of the ways that we check our performance every month. Further information is available on the Housing pages of the Council's website – www.oadby-wigston.gov.uk

Bonfires

You've done the washing, taken the environmentally friendly option and hung it on the line to dry... and next thing you know it smells of smoke because your neighbour is having a bonfire.

Smoke nuisance can be a real problem which can cause anything from annoyance to neighbours to damaging health problems for people with certain medical conditions such as asthma and bronchitis. Burning old furniture can cause particular hazards as some materials release toxic fumes when burnt. Most bonfire problems are dealt with informally by the Council's Environmental Health Department using nuisance legislation, as in practice, a fire would have to be a recurrent persistent problem for legal action to be taken.

There are several other ways of getting rid of waste including garden waste:

- Composting at home
- Taking your waste to the recycling centre on Wigston Road, Oadby
- Taking advantage of the Council's garden waste collection service (please contact 0116 2888961 for further details).

If you want advice on having bonfires or wish to make a complaint please contact the Environmental Health Department. Please note that anonymous complaints will not be investigated as we have to assess what effect the smoke is having on the individual concerned.



October 11-17 is the week when people across Leicester, Leicestershire and Rutland will be once again encouraged to make an extra effort to cut CO2 emissions and save money by pulling the plug on energy wasting habits.

Last year the reduction in energy use across Leicester, Leicestershire and Rutland during Big Switch Off Week was equivalent to an impressive 66,000 100 watt light bulbs being turned off for seven days.

Consumption was recorded as being 0.5 per cent lower for the week across the area compared to the week before, amounting to a financial saving of almost £50,000* – that adds up to approximately £2.6 million a year!

Small changes such as not leaving computers / TVs on standby, unplugging chargers that are not in use and switching off unnecessary lights in rooms that aren't being used will all make a difference.

Special OWL energy monitors are available to borrow, free of charge, from

libraries across Leicester, Leicestershire and Rutland for anyone who would like to see which appliances eat the most energy in their homes.

To find out more about the Big Switch Off, and for more information on how to borrow an OWL monitor from your local library, visit: www.leics.gov.uk/bigswitchoff

The Big Switch Off is a partnership between local authorities across Leicester, Leicestershire and Rutland supported by the Rural Community Council, Groundwork Leicester and Leicestershire, the Energy Saving Trust, Environmental Action for a Better Leicestershire (ENABLE) and Central Networks. It is funded by the East Midlands Improvement and Efficiency Partnership (EMIEP).

**Savings were based on the assumption that the average energy price was 12p per kilowatt hour.*

Affordable loans on your doorstep

The Competition Commission says that doorstep lenders have overcharged borrowers by as much as **£100m** over the past five years.

Many people who need to borrow money believe that they have no option but to use doorstep lenders - but **Clockwise**, the Credit Union for the local community, offers a real alternative if you are looking for a 'low cost' loan.

Clockwise is a Savings & Loans co-operative that is owned and run by its members for the benefit of the local community.

It gives members access to safe and ethical savings and 'low cost' loans from £50 to £7,500 - based upon your ability to repay.

To help people who really want to get into the savings habit, Clockwise also offer a **Mini Cash ISA** savings account that pays 3% tax free dividend.

For more information, contact Clockwise, 20 Pockingtons Walk Leicester LE1 6BU Tel: (0116) 247 1740 or visit their website: www.clockwise-cu.co.uk





Freer Community Centre

A new community centre in Wigston was officially opened on 8th April by the Mayor of Oadby and Wigston, Councillor Kevin Loydall.

The new purpose built community centre has been called Freer Community Centre after the Freer family who lived on the original site. The building replaces the former 'Poplars Community Centre' which was demolished in 2009.

The groups that moved out of the former community centre have been meeting in alternative accommodation for the past twelve months and they were welcomed back by the Mayor. These include a keep fit/weightcare group, Poplars Pre-School, Winchingstone Ladies Social Group, 4th Wigston Brownies, Kumon, and Potters House Christian Centre.

The new community centre includes a large hall, smaller meeting room, kitchen and toilet facilities and parking. The centre is available for hire by community groups and local residents. Further information on hiring the facilities is available from Jenny Flude at Oadby and Wigston Borough Council, telephone Leicester (0116) 257 2841. The entrance is off the A5199, Leicester Road, Wigston.



Neighbourhood Action Week

Wigston Neighbourhood Action Week in March 2010 included the launch of a Community Safety Flat in Boulter Crescent. The project is a joint OWBC interdepartmental and multi agency initiative and has been acquired by the Housing Section for one year attracting some Neighbourhood Management grant funding for refurbishment. The facility will be open for business from the first week in June and available for use by agencies to engage with the local community on quality of life issues. During the launch week crime figures in the area decreased and local residents reacted positively to the proposal, 21 people accessed information or assistance or signed on for courses.

In addition a programme of graffiti removal was undertaken by OWBC Client Services and across the priority neighbourhood other local groups delivered information and advice, coffee mornings, walks and litter picking to promote community engagement and participation. A similar event is to be held in South Wigston during the week 17th to 24th July 2010.



A day in the life of...

My name is Lynn Middleton. I am a Human Resources (HR) Officer and work in the HR department at Oadby and Wigston Borough Council, where I have been for the last 4 years.

Each day throws up different queries, ranging from managerial concerns about individual and team issues to issues arising out of updates and changes to employment law. We will then ensure that Council's own employment policies and procedures are adequate and in accordance with, for example, equality and diversity issues. Research is a key part of my role. In the midst of all of this, I will inevitably receive telephone queries, perhaps from a frustrated Manager needing urgent advice on a complex case - the ability to hit the ground running and deal with these matters is a must!

Once I have dealt with anything urgent arising from my emails I'll then deal with any other required tasks scheduled in for that day



Summer at **Brocks Hill**

Brocks Hill Country Park in Oadby offers a countryside experience in an urban area and the play area, which has been in place now for almost two years, is still proving to be a great attraction.

Unfortunately however, the park is seeing an increase in vandalism, especially in the evenings. This includes fire damage to the play area, our sun god sculpture and fires lit in the woodland areas around the park, tree branches being ripped off and at the very worst trees are being cut down for fires. Not only is this mindless vandalism, but with the particularly dry weather, there is potential for a fire getting out of control and causing wider damage to the park. There have also been incidents recently involving cruelty to livestock in the fields. When walking through the fields with livestock in, please ensure that the gates are latched behind you and dogs are kept on a leash. We would like to take this opportunity to ask residents to be vigilant and call into the Visitor Centre during opening hours (or ring on 0116 2572888) to report any damage, vandalism or suspicious behaviour, or when the Visitor Centre is closed to call the Police directly on 0116 222 2222.

Our thanks to those who have taken the time to let us know of anything untoward. Thank you to those visitors who regularly let the staff know how much you appreciate the facilities and the ambience that is Brocks Hill. The Council hopes to set up a 'Friends of' group for Brocks Hill later this year and would like to hear from anyone interested in ensuring that this fantastic community facility continues to flourish to contact staff at the centre.

which require attention. All of this has to be factored around any meetings to discuss policy, procedure and other general HR issues. I am also required to sit in on employee interviews, disciplinary / investigation hearings and grievances. Answering questions in person also takes up much of my time as many people appreciate face-to-face guidance on personnel issues.

No matter how well organised I try and be at the start of the day, there will always be times when issues arise, as the service the Department provides to line managers is reactive as well as proactive. Finding solutions and reaching agreement on those problems - especially when they look impossible to solve - is challenging and sometimes frustrating as it means

- allowing for change to a planned day. Once the problem is resolved however, the frustration and challenge is always converted to a very rewarding experience particularly as I take great pride in resolving any query that lands on my desk.

- Resolving the problems is not always easy. For example line managers sometimes approach me for guidance on how best to help a member of staff who has been underperforming. Together with the line manager I look at the reasons for this. There might be a personality clash, or a misunderstanding regarding expectations about the job. Sometimes the employee might not have had the necessary induction and training, or the job may simply not be right for them. I support the line

- manager to rectify the problems and then possibly take further guidance, which may involve a referral to occupational health.
- Good listening skills are vital...as the saying goes; there are always two sides to every story! It is important to guide people to a mutually acceptable resolution, with a balanced perspective. So, in conclusion, no two days are ever the same and there is always plenty to be getting on with - for now, I am enjoying a breather away from the Council...I am due to give birth to my twins any day now so I am sure that my days will still be full of "two sides" to every event for a good many years to come!

Oadby & Wigston Young Citizen of the Year 2011

Do you know an outstanding young person living in the borough of Oadby and Wigston aged 14 to 20 years at the time of nomination, who has done something for the public good within the borough?

This can be something social, environmental or of family benefit or it can be some aspect of their activities or character which sets a high example to others. *(Please note: the award is not open to any relation of a councillor or senior staff member)*

For a nomination form please contact Kate Faulkner, Community Development Liaison Officer at Oadby & Wigston Borough Council, Station Road, Wigston, Leicestershire, LE18 2DR

Tel: 0116 2572 674

Email: kate.faulkner@oadby-wigston.gov.uk or alternatively nominations can be made on line at

www.oadby-wigston.net/ccd/youngcitizen.php

The closing date for nominations is Friday 03 December 2010

YOUNG CITIZEN OF THE YEAR



OADBY AND WIGSTON
BOROUGH COUNCIL





Community Health & Wellbeing

at Oadby Library

Do you need to find information on healthy eating, diabetes or sleepless nights? Oadby Library has a wide range of health books to borrow, leaflets to take away and helpful staff to support you with any enquiries.

The library is also working with local GP surgeries which are referring people to Oadby Library for books or help with looking up health information on the Internet. The library staff will also help anyone to book a hospital appointment online.

A Well Man's Clinic will be held at the library on Tuesday June 15th from 10-11.30am and a Local History walk will start from the library at 11.30am.

Please come in and browse! Leicestershire Libraries are free to join – Tel: 0116 305 8763 for further information.



Re-opening of Iliffe Park, Oadby after major refurbishment

On Friday 26th March 2010 the Mayor of Oadby and Wigston, Councillor Kevin Loydall opened a new play area at Iliffe Park, Oadby. He was assisted by children from Langmoor Primary School who were involved in the play area design.

The new play area was partly funded (£50,000) by the Department for Children, Schools and Families as part of their 'Playbuilder' funding and partly by Oadby Residents' Forum (£20,000).

'Playbuilder' is a £235m Government investment scheme in children's' play aimed at ensuring that children across the country benefit from innovative and adventurous play sites. Leicestershire has been allocated £1.1 million of the funding to develop at least 22 play areas across the county over a two year period and this funding is being administered by Leicestershire County Council. Playbuilder sites

aim to create inspiring places for play where children can be challenged, learn to take risks and interact with the natural environment.

Iliffe Park was the first 'Playbuilder' site in Leicestershire to have its official opening. The project started in 2008 when children from Langmoor Primary School were encouraged to draw up plans for what they would like to see on the park. The council then worked with the Friends of Iliffe Park and used the children's designs as part of their submission for grant funding. Connor Biddle from Langmoor Primary School had the honour of cutting the 'opening' ribbon and was presented with a certificate by the Mayor. The children were clearly delighted with their new play area and spent the afternoon playing on the equipment that they had helped to design.

Iliffe Park has open public access and can be found on Iliffe Avenue in Oadby.



Police Community Volunteers that were presented with the Leicestershire Constabulary Police Community Volunteer Team Award for their continued work in setting up No Cold Calling Zones throughout the borough which has resulted in a drop in Distraction Burglaries.

The Photo shows L-R Dr John Sugden, Clarice Maes, Dorothy Armitage, Chief Constable Chris Eyre, Florence Drage and Joan Gray.



September is Older Persons Month

September is chosen as **Older Person's Month** for Leicester, Leicestershire and Rutland each year. A series of events aimed at 'Listening to Older People' will be taking place across the county throughout September. The launch takes place in Leicester on 26th August.

Voluntary agencies, emergency services, health and local authorities will be joining forces to engage with older people in their own communities, providing information and advice on what services and activities are available, and listening to their views on services in their local areas.

To request a booklet (booklets), help with distribution and publicity, or just to get more information on what is happening, please contact

Liz McGregor, CVS Community Partnership, Tel: 0116 2334243 e-mail: liz@ccp.org.uk

Senior Citizens Young at Heart Day

Wednesday 29 September 2010

Don't miss out on your chance to have a wonderful day out taking part in various activities, craft sessions, information stands, lunch and tea, at Parklands Leisure Centre, Oadby.

This year our theme is intergenerational entitled

'Young at Heart Meet Young in Years'

For more information and a booking form, please contact **Kate Faulkner** Telephone: **0116 2572 674**

Booking forms will be sent out as normal to those people already on the mailing list.



CHANGE OF DATE
Members of the senior citizens action group
The forum due to be held on Thursday 12 August 2010 has changed to **16 August 2010 at the earlier time of 1pm**, at the new **Freer Community Centre**, Welford Road, Wigston, Leicestershire.

Fludes Lane Woodlanders

The regular conservation volunteer group continue to undertake a lot of good work along the lane.

Native saplings have been planted beyond the formal area to ease the eye into a more natural planting scheme thus reflecting the longer term management of the woodland

In the Nene Court section of the lane we have undertaken some hedge-laying to thicken up and increase the life span of the hedge, cleared dead bramble, planted some trees and coppiced some of the over mature elder trees along the brook. Several areas have also benefited from hedge planting and litter picking continues to be a regular task. Anyone is welcome to join us. We meet on the last Sunday of the month at 10.00am

at Severn Road flood-basin and work through until about 3.00pm with a break for refreshments and lunch. Work can vary depending on the weather and the time of year, but wear suitable clothing and footwear, bring along your own lunch and join in the camaraderie of knowing that you're making your local neighbourhood a better place! Call Helen Gregory, the Countryside and Biodiversity Officer on 0116 257 2651 for further information.

Fludes Lane Woodland features in the County Council walks leaflet **Strolls on Your Doorstep** (Walk 10) which is available from Brocks Hill Country Park or can be accessed on-line at Leicestershire County Council www.leicestershire.gov.uk/paths

