



Congleton Town Council

Historic market town

Town Clerk: **BRIAN HOGAN**



24th September 2015

Dear Councillor,

Community, Environment and Services Committee – Thursday 1st October 2015

You are requested to attend a meeting of the Community, Environment & Services Committee, to be held in the Town Hall, High Street, Congleton on **Thursday 1st October 2015 at 7.00pm.**

The Public and Press are welcome to attend the meeting. There may be confidential items towards the end of the meeting which the law requires the Council to make a resolution to exclude the public and press.

Yours sincerely,

TOWN CLERK

AGENDA

1. Apologies for absence. (Members are reminded of the necessity to give apologies in Advance of the meeting and to give reasons for absence).
2. Minutes of Last Meeting (Enclosed)

To confirm the minutes of the meeting held on the 27th August 2015 as a correct.

3. Declarations of Interest

Members are requested to declare both "pecuniary" and "non pecuniary" interests as early in the meeting as they become known.

4. Outstanding Actions
5. Cheshire Police

To receive and consider a verbal report from a representative of Cheshire Police on Policing matters affecting Congleton.



Congleton
beartown
where friends are made



6. Floral Arrangement Working Group (Enclosed)

To receive the minutes of the Floral Arrangement Working Group held on 15th September 2015.

7. Floral Bedding (Enclosed)

To receive a letter from a member of the public complimenting the Council for its floral displays.

8. Environmental Mitigation Work M6 J16-19 (Enclosed)

To consider the correspondence from Highways England concerning Environmental Mitigation Assessment on the M6 between junctions 16-19.

9. Buglawton Post Office (Enclosed)

To receive correspondence from the Post Office concerning changes to the Post Office at Buglawton.

To: Members of the Community, Environment and Services Committee

Cllrs:

Mrs S A Holland (Chairman), P Broom (Vice Chairman)
N Adams, Mrs A L Armitt, C Booth, G P Hayes, Mrs A M Martin, Mrs A E Morrison,
Mrs J Parry, G S Williams

Ccs:

Appointed Members - Mr G Baxendale (Honorary Burgess)
Mr E Clarke (Honorary Burgess)

Other members of the Council and Honorary Burgesses (3) for Information; Press (2)
Congleton Library, Congleton Tourist Information Centre.

CONGLETON TOWN COUNCIL

MINUTES OF THE MEETING OF THE COMMUNITY, ENVIRONMENT AND SERVICES COMMITTEE HELD ON THURSDAY 27TH AUGUST 2015

PRESENT: Councillors Mrs A L Armitt
 P Bates
 C H Booth
 P Broom (Vice Chair)
 D T Brown
 G R Edwards
 G P Hayes
 Mrs S A Holland (Chair)
 Mrs A M Martin
 Mrs A E Morrison
 Mrs J D Parry
 G S Williams

1. **APOLOGIES.**

Apologies for absence were received from Cllrs N Adams and ex-officio committee member Mrs E Wardlaw.

Apologies were also received from Cllrs Mrs S Akers Smith, J G Baggott, and H Richards who are not members of this particular Committee.

2. **MINUTES OF LAST MEETING**

CES/10/1516 RESOLVED that the minutes of the meeting held on the 25th June 2015 were confirmed as a correct record and signed by the Chairman.

3. **DECLARATIONS OF INTEREST**

Members are requested to declare both "pecuniary" and "non-pecuniary" interests as early in the meeting as they become known.

Cllrs P Bates, D T Brown, G P Hayes and G S Williams declared a non-pecuniary interest in any matters related to Cheshire East Council.

4. **OUTSTANDING ACTIONS**

There were no outstanding actions.

5. **CHESHIRE POLICE**

There were no members of Cheshire Police present at the meeting.

6. ANTI-SOCIAL BEHAVIOUR WORKING GROUP

CES/11/1516 RESOLVED that the minutes of the meetings held on 11th August 2015 were received.

7. FLORAL ARRANGEMENT WORKING GROUP

CES/12/1516 RESOLVED that the minutes of the meetings held on 13th July and 5th August 2015 were received.

8. SUPPORTING YOUNG CARERS IN CONGLETON

Kieran Hatton of the Young Carers Support Network provided an illuminating presentation on the plight of young carers in Cheshire and in Congleton. It was noted that Kieran would be applying for a grant from the Town Council to support young carers in Congleton.

9. PARKING EYE

It was noted that the parking charges levied by the Parking Eye system were similar to the previous scheme however, there was some confusion as to how the system works, resulting in motorists being fined.

A number of residents expressed concern at the methods used by Parking Eye and had taken this matter up with Fiona Bruce MP who is going to raise the issue in Parliament.

CES/13/1516 RESOLVED that:-

1. The Town Clerk to write to Fiona Bruce MP offering the Town Council's full support in her endeavours to raise this issue in Parliament.
2. The Town Clerk to write to East Cheshire NHS Trust to express concern at the introduction of Parking Eye at the War Memorial Hospital and to seek assurance that the 4 hours of free parking will remain a permanent feature.

10. STREETSCAPE REPORT

A report on the operation of the Streetscape Team was presented to the Committee. The members commented that it was apparent that the Town looked much tidier and the Streetscape Team ought to be congratulated for their efforts.

CES/14/1516 RESOLVED that to receive the report.

11. VISIT TO CONGLETON WATER TREATMENT WORKS

A report produced by Cllrs C Booth and Mrs A M Martin was considered.

CES/15/1516 RESOLVED to receive the report.

12. REVISED STATEMENT OF GAMBLING PRINCIPLES

In accordance with the Gambling Act 2005, Cheshire East Council reviewed its Statement of Principles and produced an overall document for comment. It was noted that the Committee had no comments to offer.

CES/16/1516 RESOLVED to receive the revised Statement of Principles.

13. BUS SHELTER IN BUXTON ROAD

The disused bus shelter on Buxton Road is in a poor state and should be removed. However, due to the efforts of Cheshire East Councillors G P Hayes and G S Williams, Transport Solutions, who are responsible for the bus shelter, have raised an order with ANSA to have the shelter removed and this will be actioned in the next few weeks.

CES/17/1516 RESOLVED to receive the verbal report.

Mrs S A Holland
Chairman (In the Chair)

MINUTES OF FLORAL ARRANGEMENT WORKING GROUP

Tuesday 15th September 2015

1. Apologies for absence (Members are respectfully reminded of the necessity to submit any apology for absence in advance and to give a reason for non attendance)

Apologies were received from Cllrs D Brown, A Morison and G Williams.

2. Minutes of the Last Meeting

The notes of the meeting held on the 5th August 2015 were approved as a correct record.

3. Declarations of Interest

Members are requested to declare both "pecuniary" and "non pecuniary" interests as early in the meeting as they become known.

There were no declarations of interest

4. Awards Ceremony

The Awards Ceremony will take place in Southport on the 30th October 2015

5. Preparation for 2016

1. New areas

- I. Bedding around Town signs
 - II. Identify area in the Park for Congleton Horticultural Society 50th anniversary
 - III. Phase 2 Antrobus Street garden
 - IV. Community Orchard accessibility plan

2. New features and equipment

- I. Britain in Bloom signs on roundabouts and town signs
 - II. Floral trail booklet
 - III. Multi planter
 - IV. Wooden planters

3. Reception for employees/councilors - invitees

- I. Arrange a thank you meeting for staff and councilors for 4th November; this will also be an opportunity for new councilors to meet the staff

- II. A volunteers and IYN entrant's thank you will be organised for the 11th November in the Town Hall
- III. Consider having a litter pick for March 4-6th to celebrate the Queens 90th birthday in partnership with Countrywide and Keep Britain Tidy campaign
- IV. Community Pride Ward will take place on 15th October JMc and the Mayor to attend
- V. Approach Partnership to ascertain whether they would like to take on ClB as they have access to more volunteers. CTC would continue to provide financial support and make Streetscape Team available

6. Date of Next meeting



Kidderminster

Worcs.

DY10 3BF

14/9/15

To The Councillors, Town Clerk, Maintenance Manager and all Members of the Streetscape Team.

I would just like to express my appreciation of the excellent standard of floral bedding carried out on your traffic islands in the town of Congleton over the last few years.

I travel between Kidderminster and Marple around 6 times a year and it is always a pleasure to visit Congleton on my route. I am quite sure the residents and visitors to the town are delighted by the attractiveness of the traffic islands. Naturalistic plantings are fine in their place, but busy streets need a dash of greenery and colour!

Although I am now retired, my career runs from an apprentice gardener at Stamford Park in Stalybridge, to Plant Propagator in Glossop Parks, Supervisor at Warwick and later Parks and Open Spaces Manager for local authorities at Stratford on Avon and Malvern. Many years ago I was Manager at Stratford when we won Britain in Bloom for the very first time for the town, so I fully understand the skills, knowledge and effort required for the displays to stand out.

I know local authorities have less to spend on parks and open spaces but it is nevertheless an important part of our life and credit is due to everyone involved in making our lives and environment more pleasant.

Well Done!!!!

With Best Regards

A handwritten signature in black ink, appearing to read 'Adrian Wyle', with a long horizontal line extending from the end.

Our ref: M6 J16-19 SM-ALR
Your ref:

Mr B Hogan
Town Clerk
Congleton Town Council
High Street
Congleton
Cheshire
CW12 1BN



Philip Litherland
M6 16-19 SM-ALR
The Cube
199 Wharfside Street
Birmingham B1 1RN

2 September 2015

ENVIRONMENTAL MITIGATION ASSESSMENT WORK - M6 J16-19

Dear Mr B Hogan

As you may be aware, Highways England held a series of public information exhibitions in July 2015, providing residents around the vicinity of the M6 16-19 smart motorway project and other stakeholders the opportunity to find out more about the scheme and to ask any questions they may have had.

A number of concerns about the current levels of noise, and air quality, were brought to our attention and we are looking to do more investigation and assessment work to see whether there is more we can reasonably do to improve conditions for those impacted most.

The M6 16-19 smart motorway project has undertaken a rigorous environmental impact assessment, the conclusion of which was that the scheme's environmental impact is not significant.

It is important to note that the environmental assessment process considers the potential impact of the scheme in its opening year as compared to the conditions which would prevail in the opening year had the scheme not been implemented. As such, mitigation is only mandatory if the changes are assessed as significant against the situation in the opening year without the scheme in place; it does not seek to address any perceived issues with current conditions.

In cases where mitigation measures are not shown to be required due to the scheme, enhancement measures are optional extras that could be considered for voluntary provision by Highways England, however there is no obligation to provide these. As a result of the concerns raised, we will fully consider enhancement measures for those

most impacted which offer a genuine benefit, are achievable and maintainable within the highway boundary, offer no other disbenefits and are affordable.

Members of our design team will be undertaking some localised site visits in the area toward the end of September as part of this commitment.

If you have any questions or concerns about this additional work, or the project more broadly, please do not hesitate to respond to our team at:

M6J16-19SmartMotorway@highwaysengland.co.uk

Yours sincerely

Philip Litherland
Major Projects - Smart Motorways



Mr Brian Hogan - Town Clerk
Congleton Town Council
Town Hall, High Street
CONGLETON
CW12 1BN

24 August 2015

Dear Mr Hogan

Buglawton Post Office®
64 Havannah Street, Congleton, CW12 2AT

Changes to your Post Office® - tell us what you think

Further to my colleagues letter dated 02 December 2014 in which she informed you that the above branch would not be proceeding with any changes at that time. I'm now writing to inform you that further discussions have been made with the Postmaster about the possibility of making some changes to the above Post Office we'd like you to tell us what you think about the changes before we finalise our plans.

What's happening?

There's an exciting programme of investment and transformation taking place across the Post Office network, helping to make our branches more modern and convenient for you and for the Postmasters. We're talking to the Postmaster about changing to one of our new-style local branches and if the change goes ahead:

- Post Office services would be offered from a low-screened, open plan style service point, integrated into the retail counter
- The branch would be open for longer:
Mon – Fri 07:30 – 19:30, Sat 08:00 – 19:30 & Sun 08:00 – 14:00.
(Current opening times are: Mon - Fri 09:00 – 17:30 & Sat 09:00 – 12:30)
- Customers will still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to visit an alternative Post Office, go on-line or, telephone our customer helpline. Details of product availability are provided overleaf
- To get the new branch ready, it may need to close for up to seven days during November/December 2015 for refurbishment

What's next?

We want to know what's important to you and would like you to tell us what you think, particularly on the following areas:

- Why you use this Post Office and what you like about it
- What you think about the proposed new-look Post Office. For example the Post Office service point would be on the retail counter, so is there anything you'd like to ask us or would like us to take into consideration about the proposed location of the Post Office till or the queuing area
- What you think about any changes to the opening hours
- If you have any comments about how you will access the Post Office products and services that won't be available at the branch if the change goes ahead
- If you have any comments about the potential closure period during the refurbishment or access to other branches in the area

There's also a list of frequently asked questions provided at the end which you may find useful.

It's easy to let us have your feedback by completing our convenient online survey via the following link postofficeviews.co.uk and entering the unique code for this branch 27243299

If you have a QR scanner on your mobile phone, all you need to do is scan here:




Customer information materials are also being displayed in branch and details are published on our website too at postofficeviews.co.uk


We'll be accepting comments up to and including 22 September 2015.

You can also let us have your comments in the following ways:

 postofficeviews.co.uk

 FREEPOST Your Comments
(This is the full address to use.
No further address or name details are required)

 comments@postoffice.co.uk

 Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

We won't be responding to you individually however the feedback received will be taken into consideration as we finalise plans with the Postmaster. We'll write to you again outlining the main comments received and our response to these and also to explain the final plans for the branch. All of the responses received will be provided to the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

When would the changes happen?

We're planning to make these changes in November/December 2015 and we'll put a poster up in branch at least two weeks before to let customers know the exact date and to tell them how we've considered the feedback. We'll make sure any disruption caused by the refurbishment is kept to a minimum.

The following branch will be happy to provide customers with Post Office services during this period.

- Congleton Post Office, Unit 2, 34 Mill Street, Congleton, CW12 1AD

We'll also be asking customers for their feedback once the changes have taken place and details will be available in branch shortly after the new look branch opens.

Yours sincerely

Alan Currie
Area Manager

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Buglawton Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	Current branch	New branch
Mail		
First & Second Class mail	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	Express 24 & 48
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. signed for & Airtsure)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	x
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card & enveloped cheque deposits. Also barcoded deposit slips.	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments		
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	x
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros	Euros
Travel insurance referral	✓	✓
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
Payment by cheque	✓	x
<p>Products marked * are available at Congleton Post Office, Unit 2, 34 Mill Street, Congleton, CW12 1AD</p> <p>Opening times: Mon – Fri 08:30 – 18:00 Sat 09:00 – 17:30</p>		

Frequently Asked Questions.

Why are you looking to make this change?

This change is part of major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Limited. The Programme is underpinned by Government investment which will see up to 8,000 branches modernised and additional investment in up to 3,000 community and outreach branches.

Will my transactions still be private?

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. A low level serving screen helps to aid privacy and there would be enough space for people to wait back from those being served. Post Office training also covers the protection of confidential information and personal data.

What about security?

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

Will people still be properly trained?

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

Will there be enough space?

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

Can I see the floorplans?

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster, including the final layout. Once the change takes place, will be asking customers for their feedback on how they are finding their new style service.

Will I have to wait longer to be served?

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

Will I still be able to do business banking?

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

Will I still be able to leave my mail securely?

Mail will be held safely at the branch ready for collection by Royal Mail.