

**Minutes of a meeting of Rolleston on Dove Parish Council
held at the Old Grammar School Room, Church Road
on Monday 12 December 2022 commencing at 7.30pm**

Present

Councillor Stewart (in the Chair)

Councillors Appleby, Badcock, Houston, Robson, Sanderson, Scott, Sharples and Toon

In attendance

John Bridges, Secretary, Tutbury Practice Patient Forum

Emily Fenn and Evie Hetherington, Youth Representatives

Mary Danby, Clerk

Tutbury Practice Patient Forum

Mr Bridges gave a brief insight into the Practice:

The Telephone System

A new telephone system was installed throughout 2022. The Patient Forum was asked to look into the message that patients hear when they first contact the surgery. It was decided that this was far too long and came up with a shortened version which was, after discussion with surgery staff, introduced in September.

The previous telephone system had limited phone lines and had to deal with both incoming and outgoing calls. The new system has 10 incoming lines and the facility to monitor the number of calls and other information.

There have been several complaints regarding the inability to get through to the surgery, especially at 8am and 1pm, the times when patients want to make appointments. Because of this, a recent survey was carried out on one day between 8am and 8.20am with the following results:

- All 10 lines were available to receive calls and 3 staff available to answer those calls.
- During this 20-minute time period, a total of 758 attempts were recorded of people trying to gain access through the phone system. Of these, there were 10 numbers that ranged between 20 and 88 attempts accounting for 482 of these attempts.
- In addition, when some people got through, they then spent up to five mins complaining whilst the receptionist was asking if they required an appointment.

Whilst we appreciate the difficulties patients have, we wish to ask that people bear in mind the effect they are having on others. In addition, can we please ask that at these two critical times of 8am and 1pm patients only contact to make an appointment and not to discuss other matters, like asking for test results, etc. These requests can be made at other less critical times.

Unfortunately, the receptionists are still receiving verbal abuse, sometimes very cruel, and in some cases, while they are within the community when not at work. Although it was appreciated that some patients will feel frustrated, due to the difficulties in getting through to the receptionist, we, as a Forum strongly disagree with behaviour of this nature and would support any action taken by the surgery against repeat offenders.

Currently, telephone calls are recorded for training. If the abuse is “over the top” then a zero-tolerance letter is sent out to the patient concerned.

We will continue to work with the Practice and keep you informed of any further developments. Meanwhile can we please remind people to be understanding and not take their frustrations out on the staff, especially the receptionists who are the first point of contact and treat them with the courtesy and respect they deserve.

We appreciate that the above will not be what patients want to hear but we must take on board the advice being given and support the Practice.

Finally, when you contact your surgery for an appointment the receptionist may ask you several questions regarding your reason for calling. Based on the information patients give, they may direct you to someone other than a GP. This is NOT done to stop you from talking or seeing the GP, it is to direct you to a professional who can deal quickly and efficiently with your inquiry.

Patient Numbers

The number of registered patients continues to increase with the number being at 8265 as of 01 November. This compares with 8130 at the end of 2021. In 2013 the number was 6531. This continuous increase in patient numbers does not help our situation regarding getting to see a GP but also the building is at bursting point and the current site cannot be expanded. The increase in numbers is mainly due to the increase in housing development within our geographical area.

Regarding our GPs, we were very sad to say farewell to Dr Skinner who had been with the practice for 25 years. Dr Skinner has moved back to his roots in Lincolnshire.

It is important to point out that although it appears there are a good number of clinical staff some of these only carry out a certain number of sessions. One of the reasons for this is that the Practice is a teaching practice, so some time is spent at Keele training medical students. In addition, the Phlebotomist only works mornings, and the nurse's job share.

Public Forum

No members of the public were present at the meeting

117. Apologies

Councillors E McManus and S McManus.

118. Declarations of Interest and Dispensations

Councillor Scott declared a non-pecuniary interest in Planning Application No. P/2022/01158 as he is close neighbour and the applicant is known to him.

Councillor Stewart declared a non-pecuniary interest in Planning Application No. P/2022/01312 as the applicant is known to her.

119. Planning matters

119.1 Planning applications

Resolved That the following observations be submitted to ESBC:

| Application No. | Location | Proposal |
|------------------------|--------------------------------|---|
| P/2022/01158 | The East Lodge Hall Grounds | Demolition of existing extension, garage and garden structures along with lowering of land levels to facilitate a single storey extension and part single part two storey garage and car port with storage and accommodation below including extension of and increase in height of boundary wall to Church Road. Erection of |

| | | |
|---|-----------------------------------|---|
| | | retaining walls and formation of a vehicular access & erection of 1.9m high gates |
| <p>The Parish Council trusts that, as the property is a Listed Building, the Local Planning Authority will ensure that the relevant criteria will be adhered to and that appropriate building materials will be used for the proposed works. Councillors also commented that it would have been useful to have seen a visual illustration of the proposed final design.</p> | | |
| P/2022/01163 | The East Lodge Hall Grounds | Listed Building Consent for the demolition of existing extension, garage and garden structures along with lowering of land levels to facilitate a single storey side extension including extension of and increase in height of boundary wall to Church Road and erection of retaining walls. Internal alterations comprising of demolition of existing partitions, chimney breast and stairs, installation of new staircase and partition walls, repair to existing chimney walls, floors and ceilings |
| <p>The Parish Council trusts that, as the property is a Listed Building, the Local Planning Authority will ensure that the relevant criteria will be adhered to and that appropriate building materials will be used for the proposed works. Councillors also commented that it would have been useful to have seen a visual illustration of the proposed final design.</p> | | |
| P/2022/01312 | 30 Church Road | Felling of Twisted Willow tree |
| <p>Councillors asked that a tree surgeon and/or the Tree Officer inspect the tree to ascertain that it is appropriate that it should be felled.</p> | | |
| P/2022/01332 | 4 Station Road | Remodelling of dwelling to include raising of ridge height to facilitate additional living accommodation, part one and a half storey and single storey side and rear extension, including front and rear dormers, front canopy, Juliette balcony to side and alterations to existing access |
| <p>The Parish Council trusts that the Local Planning Authority will ensure that neighbouring properties would not be overlooked by the proposed raised ridge height to facilitate the loft conversion including rear dormer and Juliette balcony and that sufficient parking spaces would be provided for the proposed development.</p> | | |
| P/2022/01373 | Meadow View Play Area Meadow View | Extension to Meadow View Play Area and installation of play equipment |
| <p>Whilst accepting that the above Planning Application has been submitted by the Parish Council, Councillors wished to express the council's support for the proposed extension to the Meadow View Play Area.</p> | | |

| | | |
|----------------|------------|--|
| TPO 24 and 442 | South Hill | Revocation of TPO 24 following updated mapping system; new TPO 442 relating to various trees at land at South Hill |
| No objection | | |

120. Minutes

Resolved That the Minutes of the meeting held on 10 October 2022 be approved and signed as a true record.

121. Matters arising

Minute No. 102 re Minute Nos 74 and 116.5

The RSHG had examined the CCF application form and felt that it would be most appropriate if the Parish Council handled this project. The RSHG were willing to donate £1000 to the cost of rebuilding the wall in a manner sympathetic to its original build. They were fully aware that a structural report was needed before quotations for rebuilding could be sought. As the Group's funding comes from public donations, it was felt that if they paid towards the cost of the structural report and the rebuilding did not materialise, their credibility with donors would suffer.

The RSHG had been advised that the CCF funds that were available for bids have been allocated and that Ms Sara Botham, ESBC will be happy to discuss any future opportunities with groups such as themselves. The council was asked if it was amenable to the RSHG seeking advice from Ms Botham, she had visited the station site some years ago and will be familiar with the project.

Agreed That the council was happy for the RSHG to seek advice from Sara Botham on funding opportunities.

Minute No. 102 re Minute Nos. 60.4 and 85

It was noted that the ESBC Officers had not yet responded on why the Parish Council does not receive all planning decision notices. The Officers had agreed to look into this and respond via email in due course.

Minute No. 105.4

It was reported that the chippings had been laid at the gate barrier in the middle of the Jinny Trail.

Minute No. 112

Rolleston Civic Trust had advised that it would be problematic to include the Directory within the Rollestonian. They said that the Rollestonian only has a finite number of pages, if they exceed that limit they would need a stronger, more expensive publication. They said that it would also mean that less space would be available for other village organisations and the Editor finds it difficult to include everything as it stands.

The Clerk had confirmed that the external printer was the one that prints the Rollestonian and that their quote included printing, folding and inserting the Directory into the Rollestonian.

Resolved That the quotation provided by Reflect Print in the sum of £183.32 for 1750 copies of the 2023 Village Directory be accepted.

122. County Councillor's report

Councillor White had provided the following report:

“The reconstruction of Station Road continues to proceed well with kerbing works largely complete. The crews are now focusing on replacing ironworks and attending to drainage issues which does require the closure of the road between School Lane and Needwood Avenue between 8:30am and 4pm on weekdays this week and next. Access to properties (residential and business) is still available during these times.

These works include a major repair by Severn Trent to the drainage pipes in between Meadow View and Needwood Avenue which it has been established are the cause of the localised flooding in this area during heavy rainfall.

The road will then be fully open from 23 December to 09 January when the road will again be closed for the final stage of the works which is the full removal and replacement of the road surface. Closures are planned to take place on a rolling basis as the road is reconstructed section by section. Following this, all the remaining areas of pavement yet to be completed will be resurfaced marking the successful conclusion of the project.

The Highways team have asked me to pass on their thanks to villagers for their friendly and helpful approach towards them as they go about their work. It is very much appreciated.”

123. Borough Councillor’s report

Councillor Toon said that the dredging of the Brook Hollows lake should start in the Spring – more details will be provided in due course.

124. Parish Councillors’ reports

124.1 Councillor Robson reported that he had seen on a recent Staffordshire Police newsletter that a catalytic convertor had been stolen from a vehicle and that a vehicle had been stolen on Knowles Hill. He queried whether CCTV could be installed at key points in those areas in the Parish where there is only one entrance/exit. **Agreed** that the query be put to the local PCSOs for response.

He also reported that due to the extremely cold weather forecast for 16 December, the community Carols event would take place in the Church at 6.30pm, not around the Christmas tree at the Almshouses.

124.2 Councillor Sanderson reported on suspicious activity on Station Road where unknown persons in a van had taken a manhole cover which had been put to one side. The contractors were made aware and pursued the van, resulting in the cover being ejected from the van and recovered by the contractor.

124.3 Councillor Appleby reported that the hedges on Beacon Road and Anslow Lane had not been cut.

124.4 Councillor Sharples reported that the Starbucks Newsagents owner would attend the January meeting to introduce himself to the council.

124.5 Councillor Badcock reported that ESBC had now agreed that the Brook Hollows works funded by the Donor would be VAT-free and that the VAT paid on the recent invoice will be refunded.

He also reported that ESBC had issued a contract for the Mink to be trapped.

125.9 Councillor Stewart reported that:

- Councillor Badcock had requested that a map be collated to show how Footpath 14 could be linked to Brook Hollows to illustrate how TTTV money could be used to fund improvements to Footpath 14.
- She had yet to liaise with the Amey Site Manager to ask if they could clean and paint the railings.
- There were c45 No. concrete barrel posts left unused from the Craythorne fencing project. Councillors were happy with the work that had been done and **Agreed** that the remaining posts should be returned to the supplier and a refund requested.
- Thanked the Youth Representatives for decorating the council's tree for the recent Christmas Tree Festival organised by the Church.

126. Youth Representatives' report

Evie reported that they were meeting with the Rolleston Kindergarten on 13 December to discuss the proposed community library and that they hoped to collaborate with them to include the library with the proposed children's library.

127. Financial Matters

127.1 Schedule of payments

| Payee | Description | Payment Method | Gross £ | VAT £ |
|------------------------------|---|-------------------------|------------------|-----------------|
| Clerk | Reimbursement: Planning Application fee (Meadow View play area) | BACS (paid 28/11/22) | 263.20 | 5.37 |
| Hilton Main Construction Ltd | Craythorne Road playing field – fencing: Railings and posts | BACS | 12,690.82 | 2,115.14 |
| b3 architectural | Drawings to accompany Meadow View play area planning application | BACS | 1,417.15 | 0.00 |
| The Croft Christmas Trees | Christmas tree (installed at the Almshouses) | BACS | 145.00 | 0.00 |
| RBL – Poppy Appeal | Remembrance wreath | BACS | 20.00 | 0.00 |
| P Gould | Mowing contract | BACS | 1,171.07 | 0.00 |
| IONOS Cloud Ltd | RPC website | DD | 5.99 | 1.00 |
| HMRC | NI/PAYE: 3 rd quarter 2022/23 | BACS | 1,460.98 | 0.00 |
| Clerk | Salary and expenses | BACS | 1,920.66 | 0.00 |
| Glasdon UK Ltd | Supply 1 No. metal litter bin (Tafflands) | BACS | 765.17 | 127.53 |
| J Deacon | Craythorne car park - lock/unlock November 2022: £180.00 Environmental contract: £1,058.64 Jinny Trail steps: £426.00 Tafflands (trees): £72.00 Fencing materials (Craythorne car park): £117.60 | BACS | 1,854.24 | 309.04 |
| O2 | Council mobile | DD | 18.35 | 3.06 |
| | | TOTAL | 21,732.63 | 2,561.14 |

Resolved That the above payments be approved.

127.2 Bank reconciliation at 30 November 2022

| | | Bank Accounts | | Total £ |
|---------------------------|----------------------------|------------------|---------------------|-------------------|
| | | Treasurer £ | Instant Access £ | |
| 01 April 2022 | Bank Statement | 8,574.16 | 100,698.22 | 109,272.38 |
| Movement in funds to date | PLUS Income | 105,449.81 | 4,407.53 | 109,857.34 |
| | LESS Expenditure | 66,841.02 | - | 66,841.02 |
| 30 November 2022 | Bank Statement | 47,182.95 | 105,105.75 | 152,288.70 |

Resolved That the above was a true record.

127.3 Earmarked Reserves

Resolved That the council's Earmarked Reserves (EMRs) at 30 November 2022 were:

| | Opening funds 01/04/2022 £ | Movement in funds to date £ | Available funds as at 30/11/2022 £ |
|----------------------------|----------------------------------|-----------------------------------|--|
| Environmental improvements | 3,111.39 | (304.00) | 2,807.39 |
| Brook Hollows | 50,000.00 | (17,393.24) | 32,606.76 |
| Play areas | 3,642.00 | 0.00 | 3,642.00 |
| Andy Starbuck seat | 351.00 | (351.00) | 0.00 |
| s106 College Fields | 0.00 | 11,753.25 | 11,753.25 |
| Total | 57,104.39 | 6,294.99 | 50,809.40 |

127.4 Lloyds Bank: Debit Card

The Parish Council was requested to approve an application to be made to the Bank for a Debit Card to be issued and used solely by the Clerk when purchasing goods, etc for the council. The request comes as it is not appropriate or good practice for the Clerk to have to pay for these purchases and then be reimbursed. There is no annual cost for the card. Transactions would be recorded in the accounts in the normal manner.

Resolved That an application be made to Lloyds Bank for a Debit Card to be issued for use solely by the Clerk when purchasing goods, etc for the council.

128. Receipts/payments to 30 November 2022 and draft 2023/24 budget

Resolved That:

- The report be noted and that Councillors give thought to the draft 2023/24 budget in readiness for the January meeting of the council when it must set the 2023/24 precept.
- In principle, a 10% increase be recommended bearing in mind the rising costs across the board for goods and services and the need to continue to appropriately maintain the council's assets.
- The Clerk provide the % increases on the precept for the last four years and that this be provided to all Councillors prior to the next meeting.
- The Clerk calculate a 12.5% and 15% increase on the precept and Band D and that this information be provided to all Councillors prior to the next meeting.

129. Risk Assessment: Annual review

Resolved That the updated Risk Assessment be approved.

130. CPRE Staffordshire: Invitation to parish councils to join CPRE

Resolved That the invitation be declined.

131. Correspondence

131.1 Staffordshire Parish Councils' Association

The SPCA's newsletters had been circulated to all councillors.

131.2 Communications Log

The Comms Logs had been circulated to all councillors.

132. Exclusion of the press and public

Resolved That under the Public Bodies (Admissions to Meetings) Act 1960 (Section 2) (and as expended by Section 100 of the Local Government Act 1972), the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information.

133. Quotation

133.1 Jinny Trail: Tree works

Resolved That the quotation provided by Burton Tree Care for the continuation of tree works on the Jinny Trail, as discussed during site visit, approximately 3 days' work in the sum of £990.00 be accepted.

134. Staffing Matters

The Chair advised Councillors of the Clerk's annual appraisal conducted by herself and the Vice Chair in December and the comments raised and the proposed objectives. Councillors agreed with all of the objectives, including the addition of a specific objective to review the contract tendering process which will need to commence in September 2023. Councillors also commented on Mary's professional manner and approach evidenced at all times, that they value her support and knowledge and thanked her for her hard work over the last year.

The meeting closed at 9.20pm

Signed

Date