



BUCKINGHAM TOWN COUNCIL

TOWN COUNCIL OFFICES, CORNWALLS MEADOW,
BUCKINGHAM. MK18 1RP

Telephone/Fax: (01280) 816 426

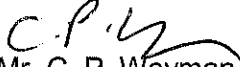
Email: office@buckingham-tc.gov.uk
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Town Clerk: Mr. C. P. Wayman

Wednesday, 30 March 2016

Councillor,

You are summoned to a meeting of the **Environment Committee** of Buckingham Town Council will be held on **Monday 4th April 2016** at 7pm in the Town Council Chamber, Cornwall's Meadow, Buckingham.


Mr. C. P. Wayman
Town Clerk

Please note that the Environment Committee meeting will be preceded by Public Session lasting for a maximum of 15 minutes, in accordance with Standing Order 1.3.

AGENDA

1. Apologies for Absence

Members are asked to receive and accept apologies from members.

2. Declarations of Interest

To receive declarations of any personal or prejudicial interest under consideration on this agenda in accordance with the Localism Act 2011 Sections 26-34 & Schedule 4.

3. Minutes

To receive the minutes of the Environment Committee meeting held on 15th February 2016 and approved at Full Council on the 14th March 2016.

Copy previously circulated

4. Motion from Cllr. P. Collins:

That Lace Hill Community Centre in future be known as "Lace Hill Sports and Community Centre".

5. Action Report

5.1 To receive the report and note the updated information.

Appendix A

5.2 To discuss a suggestion from Cllr. Stuchbury that the Tanlaw Mill Race be reinstated on the Action List, in light of concerns about its silting up.

Copies of letters sent to the University in 2012 and 2014 are attached for information.

Appendix B

6. Budgets

6.1 To receive the latest figures

Appendix C

6.2.1 To discuss and agree that any outstanding budget in Bourton Park – Repairs and Maintenance (4601/252) be carried forward into next year's financial budget to be spent on outstanding tree work in Bourton Park;

6.2.2 To discuss and agree funding (and identify a budget heading) for edible woodland plants and materials of £130.

6.2.3 To discuss and agree that any money left from the Environment budget be put into Earmarked Reserves under Parks Development budget 9035/901;

Buckingham



LOCAL COUNCIL
AWARD SCHEME
QUALITY GOLD



Twinned with Mouvoux, France

Members are reminded to declare any prejudicial interest as soon as it becomes apparent

6.2.4 To discuss and agree that any outstanding budget in Devolved Services (4124/204) be carried forward to the next year's budget to fund the future operation of the Devolved Services

7. Loss of trees in the town

To note the loss of mature trees from a number of sites within Buckingham and to agree possible action/protection for the future – Cllr. Stuchbury

Appendix D

8. Annual Town Meeting – Environment matters arising.

To receive a verbal report from the Chair.

9. Sports Pitches

To receive a report from the Town Clerk on Sports Pitch Provision

E/54/15

10. Devolved/Transferable Land

To receive a report from the Town Clerk on Devolved or Transferable Land

E/55/15

11. Lace Hill football pitches

To receive and discuss a report from the Deputy Town Clerk on Hire Charges, and agree terms.

E/56/16

12. Bourton Park – Exercise class

To receive and discuss a request from Mr. A. Peacock to hold an exercise session in Bourton Park on Monday evenings.

Appendix E

13. Litter in the town

To receive and activate the Recommendation from the Planning Committee agreed at Full Council on 14th March 2016; the full minute (829/15) is included for information:

696/45: Members **RECOMMENDED** that the Environment Committee take on the issue in the first instance; to identify and further involve AVDC to address problem areas of rubbish accumulation around the town, educate householders, and investigate how to resolve frequently reported left waste.

Members discussed the Recommendation and the possible sources and causes, noting in addition that though businesses put commercial waste out for collection the evening before the appointed day, actual collection was often a day or two late, leading to a further accumulation of bags. Furthermore, binmen were not permitted to pick up extra bags (ie those not in bins), and some flexibility should be advocated to benefit the appearance and cleanliness of the town. AVDC would be asked to send out a standard letter to householders.

14. Dog bins

To receive and discuss a request from the Canal Society for a dog bin at the bypass end of the towpath.

Appendix F

15. (776/15) Festival of Health

To receive and discuss information from Cllr. Harvey on this event proposed for September 2017.

Appendix G

16. Dementia Friends

To discuss and agree whether the Council should join the Dementia Friends scheme. The next training session (45mins, free of charge) is on 17th May 2016, or if more than 6 people wish to attend a special session can be arranged.

Appendix H

17. MK Clinical Commissioning Group – consultation

To receive information on the consultation and a drop-in event in Milton Keynes on 13th April 2016. Further information and the survey response form is at

www.miltonkeynesccg.nhs.uk/improving-urgent-care-services-in-milton-keynes

Appendix I

18. Access Awareness

To receive and discuss any new concerns.

19. Fairtrade

19.1 To note that the Town has retained its Fairtrade status (certificate presented to the Mayor at Full Council and displayed in the Chamber window).

19.2 To note that a weekend of events to celebrate the 10th anniversary of the Town gaining Fairtrade status is planned for 16th/17th September 2017.

20. News Releases

21. Chair's Announcements

22. Date of Next Meeting: Tuesday 31st May 2016.

To:

Cllr. Ms. J Bates
Cllr. T. Bloomfield
Cllr. G. Collins
Cllr. P. Collins
Cllr. Mrs. M. Gateley
Cllr. J. Harvey
Cllr. P. Hirons
Cllr. D. Isham – Vice Chair

Cllr. A. Mahi - Mayor
Cllr. Ms. R. Newell – Chair
Cllr. Mrs. L. O'Donoghue
Cllr. M. Smith
Cllr. Mrs. C. Strain-Clark
Cllr. R. Stuchbury

APPENDIX A

Minute No	Action Required	Action Taken	Result
215/11, 334/11 & 709/14	Discussion Paper – Renewable Energy	Report regarding fuel poverty – Solar panels for Community centre. Issue with testing of roof to be resolved	Awaiting permission from AVE
737.2 & 344/13	Cemetery Paths	Prices to be sought for a replacement of all paths, budgets to be set aside in earmarked reserves for the replacement footpath	Agreed - awaiting scheduling
741/11	Chandos Park lime trees	GSM to produce report regarding planting a replacement row of trees as one of the lime trees had to be removed	To be within Chandos Park Management Plan
481/12 & 498.3	BMX Track	Look into possibilities for new BMX track and if it could be included in the Neighbourhood plan	Under S106 for Moreton Road
878/13, 598/12, 199/14;830/14	Bourton Ponds Project	Public being consulted as to opinion of proposed plans, funding being sought,	On Hold
330/14	Ken Tagg Play Area	Replacement of play equipment	Installed – official opening 15/2/16
580/14	Purchase or rental of New Premises	investigate the purchasing or rental of suitable premises	Done
705/14 & 326/10 & 218/13	Cemetery Burial Space	Report to be brought to committee regarding further provision	Update when available
708/14, 87/15	Bollards at Church	Parking issue on grass to side of Church	On Hold
831/14 & 93/15	Chris Nicholls Walk	Seek information on ownership and possibility of taking over	Ongoing
90/15	Entrance signs for Bourton Park	get prices for entrance signage to areas of Bourton park and information boards	
92/15	Sports Pitch Provision	Sports provision questionnaire issued, follow up meetings arranged, project being investigated to provide 3G sports pitch.	On Agenda
255/15	Green Flag Status	Areas to be addressed where the criteria is not currently met. With a view to put in an application for the Cemetery, Bourton and Chandos Parks.	Ongoing. Survey to be carried out.
839/14, 257/15	Table Tennis Table Bourton Park	Pricing being sought	Ongoing
261/15	Access Awareness	Consider suitable sites in Town centre for further benches	2 locations being considered
498.1	Grounds Maintenance Contract	Receive tender submission results and agree preferred applicant.	agreed
502/15	Access Awareness	Step from Church Street to Church is a problem for access to church due to high step	Investigate
771/15		Cllr. Strain-Clark to supply photos	
630/15	Wild flower planting for bees – Bourton Park	Identify sites and costs	Ongoing
773/15	Lace Hill Community Centre	DTC - policy respecting supervision of minors in changing rooms GSM – discuss one-way system & signage with BCC	Ongoing
774/15	Bus Shelters	GSM to identify possible locations and funding	Investigate
774/15	Access	GSM to contact University re repairs to path GSM to report on flooding by St.Rumbolds Well	Investigate
775.2/15	Grit bins	GSM to contact BCC re new bin on Tingewick Road	Done
776/15	Festival of Health MK CCG	Add to agenda as standing item DTC to write re Buckingham meeting	

Items not started

ongoing items

completed items



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Town Clerk: Mr. C. P. Wayman

Appendix B



Mr Jim Brown
Estates Bursar
University of Buckingham
Yeomanry House
Hunter Street
Buckingham
MK18 1EG

31ST October 2012

Dear Mr Brown

Re: Tanlaw Mill Leat

Buckingham Town Council held one of its annual river rinses on the 7th October, and the stretch of river rinsed was through Chandos Park and up as far as the University.

At that time it was noted that the Tanlaw Mill leat had become very silted up and needs to be cleared to improve the flow of the river. Concerns were also raised that if a child was to get stuck in the deep soft mud it could be fatal.

Please can you confirm that you will make arrangements for the leat to be cleared as soon as possible.

Your contact in this matter is Amanda Brubaker, Events Assistant, who can be contacted on 01280 816426 or events@buckingham-tc.gov.uk.

Yours sincerely,

Mr. C. P. Wayman
Town Clerk



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Mr Jim Brown
Estates Bursar
University of Buckingham
Yeomanry House
Hunter Street
Buckingham
MK18 1EG

14th August 2014

Our Ref: 180/14

Dear Mr Brown

Re: The River Great Ouse, Buckingham

For the last 9 years Buckingham Town Council have joined forces with volunteers from Stowe Sub Aqua Club to cleanse part of the River Great Ouse. Members of the public also volunteer their time to help and more recently we have been joined by fire fighters from Buckingham Fire Station. Debris such as dead branches, road cones, tyres and bicycles are pulled from the river each year. The first of this year's river rinses will be on Sunday 14th September.

In the last Town Centre & Events committee meeting which was held on 14th July 2014, members suggested that the riparian owners be contacted and asked if they could clear their section of the river.

In October 2012 I wrote to you as it was noted that the Tanlaw Mill leat had become very silted up and needed to be cleared to improve the flow of the river. Please can you confirm that the leat has been cleared.

Your contact in this matter is Amanda Brubaker, Events Co-ordinator, who can be contacted on 01280 816426 or by e-mail at events@buckingham-tc.gov.uk.

Yours sincerely,

Mr C P Wayman
Town Clerk

Buckingham



Twinned with Mouvaux, France



	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
ENVIRONMENT							
<u>201</u>	<u>ENVIRONMENT</u>						
4068	COMMUNITY SERVICE	6,980	4,680	6,750	2,070	2,070	69.3 %
4069	GRIT / SALT BINS	0	0	1,800	1,800	900	50.0 %
4101	SEATS AND BINS	576	0	3,000	3,000	556	2,444 18.5 %
4112	ENVIRONMENT EQUIPMENT	5,800	4,913	6,000	1,087	362	725 87.9 %
4118	GREEN WASTE DISPOSAL	300	300	360	60	60	83.3 %
	ENVIRONMENT :- Expenditure	13,656	9,893	17,910	8,017	1,818	6,199 65.4 %
	Net Expenditure over Income	13,656	9,893	17,910	8,017		
<u>202</u>	<u>ROUNDBABOUTS</u>						
4108	ROUNDBABOUT	7,924	7,767	10,000	2,233	671	1,562 84.4 %
	ROUNDBABOUTS :- Expenditure	7,924	7,767	10,000	2,233	671	1,562 84.4 %
1051	ROUNDBABOUT NO 1 OPEN	1,982	2,014	2,032	-18		99.1 %
1052	ROUNDBABOUT NO 2 ELLA	1,057	1,074	1,547	-473		69.4 %
1053	ROUNDBABOUT NO 3	1,735	1,762	1,778	-16		99.1 %
1054	ROUNDBABOUT NO 4 R & B	0	374	2,211	-1,837		16.9 %
1056	ROUNDBABOUT NO 6 EUROLANE	2,367	2,405	2,426	-21		99.1 %
1057	ROUNDBABOUT NO 7 RING ROAD	1,207	1,226	1,237	-11		99.1 %
	ROUNDBABOUTS :- Income	8,348	8,856	11,231	-2,375		78.9 %
	Net Expenditure over Income	-424	-1,088	-1,231	-143		
<u>203</u>	<u>MAINTENANCE</u>						
4063	VEHICLE HIRE AND RUNNING	3,880	4,055	6,000	1,945	1,945	67.6 %
4082	ALLOTMENTS	1,500	1,500	1,500	0	0	100.0 %
4102	DOG BINS	2,867	4,211	4,000	-211		-211 105.3 %
	MAINTENANCE :- Expenditure	8,247	9,766	11,500	1,734	0	1,734 84.9 %
	Net Expenditure over Income	8,247	9,766	11,500	1,734		
<u>204</u>	<u>DEVOLVED SERVICES EXPENSES</u>						
4124	DEVOLVED SERVICES	0	25,127	29,770	4,643	541	4,102 86.2 %
	DEVOLVED SERVICES EXPENSES :- Expenditure	0	25,127	29,770	4,643	541	4,102 86.2 %
1017	DEVOLVED SERVICES INCOME	17,750	39,992	32,000	7,992		125.0 %
	DEVOLVED SERVICES EXPENSES :- Income	17,750	39,992	32,000	7,992		125.0 %
	Net Expenditure over Income	-17,750	-14,865	-2,230	12,635		

Month No : 12

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<u>250</u> <u>LACE HILL</u>							
4050 LACE HILL PLAYING FIELDS	0	9,711	7,500	-2,211	1,106	-3,317	144.2 %
LACE HILL :- Expenditure	0	9,711	7,500	-2,211	1,106	-3,317	144.2 %
Net Expenditure over Income	0	9,711	7,500	-2,211			
<u>251</u> <u>CHANDOS PARK</u>							
4106 PLAY AREA MAINTENANCE	139	483	500	17		17	96.6 %
4601 REPAIRS& MAINTENANCE FUND	6,890	2,008	7,180	5,172		5,172	28.0 %
4602 ELECTRICITY	371	204	500	296		296	40.8 %
4603 WATER	2,313	1,284	1,500	216		216	85.6 %
4605 HORTICULTURAL CONTRACT	15,014	13,983	15,470	1,487	1,271	216	98.6 %
CHANDOS PARK :- Expenditure	24,727	17,963	25,150	7,187	1,271	5,916	76.5 %
1030 BOWLS INCOME	550	550	550	0			100.0 %
1035 TENNIS COURT RENT	625	625	750	-125			83.3 %
CHANDOS PARK :- Income	1,175	1,175	1,300	-125			90.4 %
Net Expenditure over Income	23,552	16,788	23,850	7,062			
<u>252</u> <u>BOURTON PARK</u>							
4106 PLAY AREA MAINTENANCE	359	640	500	-140		-140	127.9 %
4601 REPAIRS& MAINTENANCE FUND	9,614	5,372	12,000	6,628	57	6,571	45.2 %
4605 HORTICULTURAL CONTRACT	26,084	24,292	26,867	2,575	2,208	366	98.6 %
4708 PLAY EQUIPMENT	39,095	0	0	0		0	0.0 %
BOURTON PARK :- Expenditure	75,151	30,304	39,367	9,063	2,266	6,797	82.7 %
1078 NEW HOMES BONUS	38,513	0	0	0			0.0 %
BOURTON PARK :- Income	38,513	0	0	0			
Net Expenditure over Income	36,638	30,304	39,367	9,063			
<u>253</u> <u>CEMETERY</u>							
4225 RATES	2,251	960	1,300	340		340	73.8 %
4601 REPAIRS& MAINTENANCE FUND	2,725	1,524	4,760	3,236	105	3,131	34.2 %
4602 ELECTRICITY	295	740	400	-340		-340	185.1 %
4605 HORTICULTURAL CONTRACT	21,746	20,253	22,510	2,257	1,841	416	98.2 %
4620 EXPENSES RE BURIAL DUTIES	3,489	8,752	5,000	-3,752		-3,752	175.0 %
CEMETERY :- Expenditure	30,506	32,228	33,970	1,742	1,946	-205	100.6 %
1041 BURIAL FEES	12,486	19,054	10,000	9,054			190.5 %
1045 CEMETERY WAR GRAVES COMM	60	0	60	-60			0.0 %
CEMETERY :- Income	12,546	19,054	10,060	8,994			189.4 %
Net Expenditure over Income	17,960	13,175	23,910	10,735			

Month No : 12

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
254	CHANDOS PARK TOILETS						
4612	CONTRACTOR CHARGE	11,984	8,115	12,500	4,385	4,385	64.9 %
4709	MAINTENANCE	1,035	68	1,000	933	933	6.8 %
	CHANDOS PARK TOILETS :- Expenditure	13,019	8,183	13,500	5,317	0	5,317 60.6 %
	Net Expenditure over Income	13,019	8,183	13,500	5,317		
255	RAILWAY WALK & CASTLE HILL						
4120	FRIENDS OF GROUPS	434	437	2,000	1,563	1,563	21.9 %
4122	TREE WORKS	1,478	2,803	1,500	-1,303	-1,303	186.9 %
	RAILWAY WALK & CASTLE HILL :- Expenditure	1,913	3,240	3,500	260	0	260 92.6 %
	Net Expenditure over Income	1,913	3,240	3,500	260		
256	STORAGE PREMISES						
4053	GRENVILLE	0	46	650	604	604	7.1 %
4073	COLLEGE FARM	3,250	3,250	3,250	0	0	100.0 %
	STORAGE PREMISES :- Expenditure	3,250	3,296	3,900	604	0	604 84.5 %
	Net Expenditure over Income	3,250	3,296	3,900	604		
257	KEN TAGG PLAYGROUND						
4106	PLAY AREA MAINTENANCE	231	772	500	-272	-272	154.4 %
4122	TREE WORKS	0	280	500	220	220	56.0 %
4123	PLAYGROUND REFURBISHMENT	0	30,254	40,000	9,746	1,113	8,633 78.4 %
4605	HORTICULTURAL CONTRACT	1,024	954	1,150	196	87	109 90.5 %
	KEN TAGG PLAYGROUND :- Expenditure	1,255	32,260	42,150	9,890	1,200	8,690 79.4 %
1079	GRANTS FOR PLAYGROUND	0	0	40,000	-40,000		0.0 %
	KEN TAGG PLAYGROUND :- Income	0	0	40,000	-40,000		0.0 %
	Net Expenditure over Income	1,255	32,260	2,150	-30,110		
258	CEMETERY LODGE						
4034	PWLB REPAYMANTS INCL	4,702	4,702	4,702	0	0	100.0 %
4225	RATES	-1,309	0	0	0	0	0.0 %
4609	CEMETERY LODGE MAINT	0	56	500	444	444	11.2 %
	CEMETERY LODGE :- Expenditure	3,394	4,759	5,202	443	0	443 91.5 %
1061	CEMETERY LODGE RENTAL	8,436	7,774	8,000	-226		97.2 %
	CEMETERY LODGE :- Income	8,436	7,774	8,000	-226		97.2 %
	Net Expenditure over Income	-5,042	-3,015	-2,798	217		

Month No : 12

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<u>259</u> <u>OTTERS BROOK</u>							
4106 PLAY AREA MAINTENANCE	70	134	500	366		366	26.8 %
4122 TREE WORKS	0	80	230	150		150	34.8 %
4605 HORTICULTURAL CONTRACT	3,262	3,038	3,360	322	276	46	98.6 %
OTTERS BROOK :- Expenditure	<u>3,332</u>	<u>3,252</u>	<u>4,090</u>	<u>838</u>	<u>276</u>	<u>562</u>	<u>86.3 %</u>
Net Expenditure over Income	<u>3,332</u>	<u>3,252</u>	<u>4,090</u>	<u>838</u>			
<u>260</u> <u>CCTV</u>							
4100 CCTV ONGOING COSTS	696	0	1,002	1,002		1,002	0.0 %
CCTV :- Expenditure	<u>696</u>	<u>0</u>	<u>1,002</u>	<u>1,002</u>	<u>0</u>	<u>1,002</u>	<u>0.0 %</u>
Net Expenditure over Income	<u>696</u>	<u>0</u>	<u>1,002</u>	<u>1,002</u>			
ENVIRONMENT :- Expenditure	<u>187,070</u>	<u>197,749</u>	<u>248,511</u>	<u>50,762</u>	<u>11,095</u>	<u>39,667</u>	<u>84.0 %</u>
Income	<u>86,768</u>	<u>76,851</u>	<u>102,591</u>	<u>-25,740</u>			<u>74.9 %</u>
Net Expenditure over Income	<u>100,302</u>	<u>120,899</u>	<u>145,920</u>	<u>25,021</u>			

Month No : 12

Committee Report

	Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% of Budget
<u>EARMARKED RESERVES</u>							
901	<u>EARMARKED RESERVES</u>						
9001	INSURANCE	0	275	0	-275	-275	0.0 %
9006	NAG	78	97	1,598	1,501	1,501	6.1 %
9009	CAPITAL RESERVE	0	0	110,000	110,000	66,453	43,547 60.4 %
9011	WAR MEMORIAL	750	0	931	931	931	0.0 %
9012	CHRISTMAS LIGHTS	0	0	4,369	4,369	4,369	0.0 %
9013	YOUTH PROJECTS	0	0	3,270	3,270	3,270	0.0 %
9015	CHARTER FAIRS	0	0	11,140	11,140	11,140	0.0 %
9018	REPAIR OF FOOTPATHS	28,035	2,965	5,931	2,966	2,966	0 100.0 %
9019	MEMORIAL TESTING	2,663	0	2,874	2,874	2,874	0.0 %
9025	PLAY AREA REPLACEMENT	0	0	17,121	17,121	17,121	0.0 %
9026	TRIM TRAIL	4,810	0	0	0	0	0.0 %
9027	GREEN BUCKINGHAM GROUP	0	0	226	226	226	0.0 %
9029	CIRCULAR WALK MAINT	8,894	0	5,247	5,247	5,247	0.0 %
9030	TOURISM LEAFLETS	524	0	3,402	3,402	3,402	0.0 %
9031	YOUTH MUSIC EVENT	0	0	1,200	1,200	1,200	0.0 %
9032	BUCK NEIGHBOURHOOD DEV	10,242	1,088	18,601	17,513	17,513	5.9 %
9033	DESTINATION BUCKINGHAM	4,631	8,981	4,815	-4,166	-4,166	186.5 %
9034	RIVER AND POND MAINTENANCE	0	1,507	5,000	3,493	3,493	30.1 %
9035	PARKS DEVELOPMENT	14,315	11,355	32,129	20,774	20,774	0 100.0 %
9036	ELECTION COSTS	0	2,812	6,000	3,188	3,188	46.9 %
9037	JUBILEE BOOK	0	1,358	1,600	242	242	84.9 %
9038	NEW VEHICLE	0	15,180	28,995	13,815	13,815	0 100.0 %
9039	BARRIERS FOR EVENTS	0	560	3,168	2,608	2,608	17.7 %
9040	PARK RUN	-250	98	250	152	152	39.2 %
9041	MVAS	-1,177	1,818	1,177	-641	-641	154.5 %
9042	HOSTING OF TWINNING EVENT	0	0	2,000	2,000	2,000	0.0 %
9043	NEW BAGS AND LEAFLETS	0	0	1,532	1,532	1,532	0.0 %
9044	COMEDY NIGHT	0	0	2,057	2,057	2,057	0.0 %
9045	ACCESS FOR ALL	0	-500	0	500	500	0.0 %
	EARMARKED RESERVES :- Expenditure	73,515	47,595	274,633	227,038	104,008	123,030 55.2 %
1070	DESTINATION BUCKINGHAM	10,000	0	10,000	-10,000		0.0 %
	EARMARKED RESERVES :- Income	10,000	0	10,000	-10,000		0.0 %
	Net Expenditure over Income	63,515	47,595	264,633	217,038		
	EARMARKED RESERVES :- Expenditure	73,515	47,595	274,633	227,038	104,008	123,030 55.2 %
	Income	10,000	0	10,000	-10,000		0.0 %
	Net Expenditure over Income	63,515	47,595	264,633	217,038		

In light of recent events where our community green environment has been damaged or lost, is it not time for the town to agree what it sees as important and seek ways to of protecting Buckingham's green lungs.

I propose that the Environment Committee discusses the following points with a view to forming a Recommendation to Council and planning the way forward. I believe being silent is now not an option:

- A) Do we need to call interested parties together firstly to agree what's important to keep Buckingham the place we all love;
- B) Draw knowledge together to one place by using any and all interested parties within Buckingham and our wider community, looking at what should be saved in light of recent large scale damage caused by housing developments;
- C) Once an agreed policy/agreement in these regards is formed, to look to drawing up local policies based on knowledge gained jointly regarding any legal protections which could be used in the future, while recognising change will take place;
- D) This is too large matter for the Town Council to go it alone, but could be built on the joint workings in the past with the Buckingham Society and Green Groups within the town and open to anyone who can bring information and ideas to bear in these regards, to the benefit of all and the wellbeing of our joint future;
- E) If the Environment Committee agrees to do this I would propose that a Public Meeting is called, which the Environment Committee Chair would lead, and bringing together constituents' thoughts, opinions and concerns before deciding what if anything can be done to defend and protect our Buckingham green environment from the chainsaw and lack of Enforcement within new planning applications. In light of recent events, public awareness of the matter can only be positive.



Cleared riverbank at Tingewick Road Industrial Estate



Land on Moreton Road, opposite the Old Police Station



Land behind Lenborough Close/Station Terrace

BUCKINGHAM TOWN COUNCIL**ENVIRONMENT COMMITTEE****MONDAY 4TH APRIL 2016.****Agenda item no: 9****Contact Officer:** Christopher WaymanSports Pitches**Background:**

1st of June 2015 – the Committee agreed to progress the sports pitch project. This was borne out of the Neighbourhood Plan and the evidence of a lack of sports pitch facilities which sat behind this. Updates were provided at various committee meetings since.

Meetings were held with the sports clubs in the area about existing and possible future need. It was identified that (excluding school teams) there were over 100 sports teams (clubs having multiple teams) associated with the town. It was identified due to the times that usage was required that there was up to 9 Astro turf pitches require on top of 4 more full sized grass pitches as well as other sport specific facilities.

Further meetings were held and the sports clubs felt that land owners should be contacted to see if they had any areas which could be used to provide sports pitches. In addition the area at Verney Park was identified as a potential venue for at least a pitch.

The poor surface and facility of the Astro turf at the Swan Pool was identified and the need for higher quality and more Astro turf facilities were identified as the priority as these can be more intensively used and with floodlights can be used in most weathers and during the winter.

Strategic Plan:

The project for sports pitches fits in with progression on from the Neighbourhood Plan, which identified a lack of sports pitches. In addition it fits under the heading of Critical Success Factor 5 and expanding and improving the green and open spaces.

Information:

The area at Verney Park was identified as a potential site. A brief scoping meeting has been held with BCC, The Buckingham School, the Royal Latin School and the University. This was to see if the area could be used to provide these facilities. The land is part of an existing tri-party agreement between the two schools and the university and currently there is a full marked out football pitch which has poor

usage. The area also fulfils part of the schools requirement for open space for their pupils.

It has been tentatively agreed that if a project is to go ahead an agreement could be in place to continue this, with the Town Council having a long term lease to run the facility (this would be needed to fulfil S106 criteria and possible other funding criteria)

The development of these pitches would create potential problems, noise, lighting, access and parking problems. Noise can be dealt with via acoustic fencing in strategic places and by the positions of the pitches. Regarding lighting this may be mitigated via planting and by the actual lighting proposed – likely to be a lower height than the swan pool.

Access and parking could be resolved via an agreement with the university, whereby the project could provide an extension to the existing university car park. Also the agreement could also help to alleviate an existing problem by possibly providing parking spaces next to the existing Astro turf.

In addition a landowner did come forward for placing a pitch on their land, Mr. Harper along the Gawcott Road. He would be willing to provide land next to the existing Gawcott Playing field for an Astro turf site on a long term lease (20 years+). This would have less restrictions and problems due to the remoteness of the site. However, there would need to be improvements to car parking. Existing car parking for the small industrial units could be used, however it is need of upgrading and marking out in places.

The consultant who has been advising on Lace Hill has given a broad indication (having not seen either area) of what the costs are for Astro turf pitches. No broad costs have been acquired for the parking schemes. The estimated cost for Astro turf pitches runs between £550,000 and £750,000. It was also advised that funders would request an initial survey to ensure that the sites are suitable for the provision of a pitch which would cost in the region of £4,000 per pitch (although the possible second pitch at Verney Park would be lower as the machinery would be onsite for the first pitch).

Recommendation:

That the two sites are taken forward and that funding be sought for the surveys required. With more detailed plans to come back to the Town Council.

BUCKINGHAM TOWN COUNCIL

ENVIRONMENT COMMITTEE

MONDAY 4TH APRIL 2016.

Agenda item no: 10

Contact Officer: Christopher Wayman

Devolved or transferable land

Background:

This is an initial scoping report on potential land which could be devolved or transferred to the Town Council. Its aim is to may Councillors aware of the parcels of land around town which this is a possibility for and to receive feedback on what the Town Council's current position should be going forward.

The Town Council has indicated previously through the Parks Policy and the Strategic Plan that there should be a uniformity in parks and green spaces ownership in the town and that the Town Council should expand its holding.

Strategic Plan:

Critical Success Factor 5 states that the Town Council will have "Maintained, improved and expanded our green and open spaces (including allotments and cemetery). Therefore this paper is in line with the desire of the Council to expand the Town Council's green and open spaces.

Information:

The areas are identified, given an estimate of their land area and an estimate (based on the new grounds maintenance contract for the maintenance. There is also a very brief set of notes on the area identifying any key information known.

The Heartlands - AVDC

Land area – 96,000m²

Estimated Cost per year - £17,000

Includes play area at Bridge Street and the Skate Park. The Stake Park needs refurbishment. Areas have been set aside for conservation cuts. Includes the ridge and furrow field, old sewerage works and retention basin.

Stratford Fields – AVE

Land Area – 27,000m²

Estimated Cost per year – £2,000

Includes the Football ground and green areas around but not the car park. AVE may be open to a transfer as it is not an income generating area. There will be an existing lease or ownership of the football ground. Whole area floods during high flood levels, football pitch floods every year

Stratford Fields Play area – AVDC

Land Area – 4,500m²

Estimated Cost per year - £1,500

Includes the play area next to Wittmills Oak which was recently refurbished, footpath floods during high levels as does part of the junior play area.

Linden Village Green Areas – Receiver (Land Registry Check needed)

Land Area - Various sizes – estimated no more than 10,000m²

Estimated Cost per year - £2,500

Various sections around Linden Village, could bring under ownership and maintenance where ownership has been in question since the home builder went into receivership. Possible underlying problems and unlikely any great maintenance over the last 30 years, also there may be some perceived value in the land next to March Edge for building, even though protected under the Neighbourhood Plan.

Triangle Bourton Road next to Cricket Club – unknown (Land Registry Check needed)

Land Area – 7,000m²

Estimated Cost per year - £500

Scrub land at the moment however there is some perceived value as it has been put forward by developers for housing. However it is within the flood plain and could be utilised as parking for the cricket club. A walk could be created linking this and the Cricket club with the bottom of the Heartlands.

Badgers Green Areas – AVDC

Land Area – Various Sizes – estimated no more than 20,000m²

Estimated cost per year - £4,000

Various sections around Badgers including part of the circular walk (linking on to Otters Brook) could have connotations in relation to the stream which it boards and another section which floods running into Bourton Park.

Lace Hill Green Spaces – Developer

Land Area – unknown

Estimated cost – unknown as yet

There are two further play areas (one defiantly finished) and green spaces including the balancing pond, which are within the Lace Hill Estate which could be transferred to the Town Council. Currently they are with the developer and are being paid for via an estate charge. Due to building work I am unclear on how finished some of these areas are.

Triangle field on London Road between Badgers and Verney Park – BCC

Land Area - 8,000m²

Estimated Cost per year - £1,500

BCC currently looking at it to see if it is surplus to requirement, boards on the stream which runs next to Badgers.

Verney Park – BCC

Land Area – 34,700m²

Estimated Cost per year - £5,000

Please see separate report on Sports Pitches.

Embleton Way – AVDC

Land Area – 14,500m² (minus area for scouts extension)

Estimated Cost per year - £3,000

Doesn't include pavilion or the area which would form the extension for the scouts. Possibility of placing a new play area, however, it is understood that a football team will be using the green area from this summer. As a result of this possible income AVDC may not wish to transfer the land.

Scenic Walk – AVDC

Land Area – 18,000m²

Estimated Cost per year - £4,000

Area comes with a large number of trees, the likelihood would be that the responsibility for the bridges would also transfer over. Highly likely that this and Bertie's Walk. Railway walk group already active.

Bertie's Walk - AVDC

Land Area – 8,500m²

Estimated Cost per year £3,500

Area has a large number of fruit trees, the river and also floods in parts. Could form the basis of joining the area up with the Innov8 site with negotiation from land owners along Bath Lane to create a further walk. Railway walk group already active.

Hunter Street Churchyard – AVDC

Land Area – 4,500m²

Estimated Cost per year £2,000

Possible liabilities include the retain walls surrounding the churchyard and the upkeep of the grade II listed tombs, these might also require a faculty.

Chris Nicholls Walk – AVDC

Land Area – 1,900m²

Estimated Cost per year - £600

Floods, would come with street lighting and AVDC do not wish to resolve the ownership of the strip next to Ford Street.

Fishers Field – AVDC

Land Area – 4,000m²

Estimated Cost per year £1,200

Area floods in places, would form (along with Foundry Drive/Clarence Park and other future developments) the basis for a loop from the railway walk.

Foundry Drive/Clarence Park – Taylor Wimpey

Land Area – Unknown

Estimated Cost per year - £3,500

Area will likely flood and will have a play area and a retaining wall. It would help with the Town Council trying to help the natural habitat to re-establish and also form part of a further walking route.

Various Western Avenue – AVDC & VAHT

Land Area – Various sizes

Estimated Cost per year - £2,000

The green Spaces at the bottom of Western Avenue and the areas of green are owned by AVDC and VAHT as well as a parcel of land to the rear of Grenville Road and Adams Close.

Land behind Castle House – AVDC

Land Area – 6,000m²

Estimated Cost per year - £1,500

Underutilised land to the rear of Castle House with a number of trees and cut through, likely to be more popular once Summerhouse Hill is finished.

Overn Avenue Play Area – AVDC

Land Area – 2,500m²

Estimated Cost per year – £2,000

Has play area which was recently redone.

Verney Close – BCC

Land Area – 3,500m²

Estimated Cost per year – £1,000

A number of trees need work. However, currently look after land as it is easy to trim the nettles back.

Maids Moreton Avenue – AVDC & BCC

Land Area – 14,000m²

Estimated Cost per year - £4,000

A number of trees would need ongoing maintenance, but there is already a friends of group who we could liaise with. It would standardise the ownership of the avenue, which has been problematic, with two different owners and signs indicating that the Town Council is responsible.

Various Bradfield Avenue – AVDC

Land Area – Various - 4,000m²

Estimated Cost per year - £1,000

Mostly green areas at the front and within Bradfield avenue, only a few trees.

Moreton Road Estate – Developers

Land Area – Unknown

Estimated cost per year - £4,000

This would include the play area on the Moreton Road and the other green spaces within the two estates including the retention pond. . Currently they are with the developer and are being paid for via an estate charge.

Holloway Spinney – AVDC

Land Area – 1,600m²

Estimated cost per year - £3,000

Large area mostly of trees, unclear on the amount of tree work which is needed.

Various Page Hill – AVDC

Land Area – Various – 25,000m²

Estimated cost per year - £6,000

Mostly green space, however most are either on steep slopes or are areas where footpaths go through. There is one large flat space at the top of the hill behind Watlow Gardens.

Thornborough Bridge – BCC

Land Area – 6,300m²

Estimated cost per year £2,000

Picnic area with small grass areas, however there are a number of trees which will need ongoing maintenance. County have offered the area for the Town Council to take over.

Recommendation:

That Councillors decide if they wish for the Town Council to carry on taking over more Green Spaces. If so a priority list of 3-5 would enable to the office to prioritise transfer. Or a blanket decision over a number of sites would also be beneficial to progressing the item should that be what the Council wishes.

BUCKINGHAM TOWN COUNCIL**ENVIRONMENT****MONDAY 2 APRIL 2016****Agenda Item no. 11****Committee Chairman: Cllr. R Newell****Contact Officer: Mr Dean Jones
01280 816426****Report on Lace Hill Sports and Community Centre Hire Charges**

We have been in discussions with Buckingham United Football Club who are currently based in Tingewick. We have also been speaking with Buckingham Lions Football Club, a brand new club for juniors, run by a former Mortonville Football Club Manager.

Our initial plan was for Buckingham United, the more established of the two clubs, to be our primary users; sharing and coordinating use of the facility with Buckingham Lions. We felt, given that they are the more established of the two teams, this would give Buckingham United greater control over access to the pitches for league games and training. After further discussions Buckingham United would now prefer not to take on this co-ordinator role.

The Town Clerk and Deputy Town Clerk have discussed and negotiated with Buckingham United in great detail. To date neither side have been able to agree, on the grounds that the hire charges being proposed are unaffordable for Buckingham United.

To their credit Buckingham United are willing to provide Goal posts and flags, and regular grass cutting and lining of the pitches outside of the major Sports England requirements. (i.e. not including the £7500 annual maintenance costs).

Lace Hill Sports and Community Centre Pitch Hire

The pitches we have inherited cannot be used until September 2016, at which point they should be at Sports England Standard. As such they will require a higher level of on-going maintenance than most other amateur pitches in the area. As well as the desire to main the pitches to a decent standard; our understanding is that we are obliged, by the terms of the S106 agreement to do so.

The following rates are based on the council covering the cost of maintaining the pitches and changing rooms to a satisfactory standard, keeping comparable charges in mind.

Direct costs associated with maintaining the pitch include:

- Cleaning £2730 (**associated with football use only**). Figures are based on up to 4 games per day over the weekend. Hourly rate £7.50 per hour 2hrs per day 52 weeks per year. 1.5 x hourly rate or 2 x hourly rate for weekends.
- Other staffing not necessary if the clubs are key holders
- Energy & Water Bills £850 per year for Weekend use (minimum)
- Pitch Sand £6200 (essential annual maintenance)
- Grass Seed £1000 (essential annual maintenance)
- Aeration treatment £350 (essential annual maintenance)

Pitch Hire Rates (for discussion)

	Casual Booking	Half Permit (15 games)		Full Permit (30 games)	
		Pitch Only	Pitch & Dressing room & showers	Pitch Only	Pitch & Dressing room & showers
Adults	£90	£1250	£1500	£2500	£3000
Juniors	£60	£1000	£1250	£2000	£2500

Committee Room Hire Rates (for discussion)

	Summer		Weekend Day		Weekend Evening
	Pay per session	Block (10 weeks)*	Pay per session	Block (10 weeks)*	Pay per session
Adult Rate	£45	£350	£65	£450	£100
Local Community Group	£35	£250	£55	£400	
Junior Clubs	£25	£175	£45	£350	

Sports Hall Hire Rates (for discussion)

	Weekday		Weekend Day		Weekend Evening
	Pay per Session	Block (10 weeks)*	Pay per session	Block (10 weeks)*	Pay per session
Adult Rate	£55	£450	£75	£550	£150
Local Community Group	£45	£350	£65	£450	
Junior Clubs	£35	£250	£45	£350	

Green Spaces Manager

From: Albert Peacock <albert@naturallyhuman.co.uk>
Sent: 29 February 2016 16:01
To: greenspaces@buckingham-tc.gov.uk
Subject: Fitness Classes in Buckingham Parks
Attachments: Albert-Peacock_certificate_L2.pdf; DC502 - PL certificate.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Lee

Thank you for the information you provided over the phone on Friday.
Following our discussion please see below for the details of my plans for use of the green spaces within Buckingham for use at the town council meeting next month.

Trading under the business name Naturally Human, I intend on running fitness classes (up to 16 people per class) and private sessions for individuals and small groups (up to 4 people) in the green public spaces within Buckingham. My current plan is to hold a class on a Monday evening (19:00 - 20:30) at Bourton Park. If the classes are a success then I would want to hold a second class later in the week, also at Bourton Park. With regards to the private sessions I am unable to provide set times as this will be dependant on the preferences of any students wanting private classes; however with the smaller group size I would be able to be more flexible in my immediate location to avoid disturbing other park users.

The teaching method I will be using will be a movement skills based approach, which is possibly different from other fitness classes you may have seen. The principle is to practice movement skills that have a real world application and learning to perform them with skill and efficiency. As a key part is the application of these skills, a varied environment like a park is perfect because the different features can give context to a wide range of movements. The movement skills are things that we are all capable of and spent our childhood practising through play but stopped doing as we grew up. My goal is to help people relearn the love of moving that we all had and help them live a happy, healthy and active life without it having to be achieved through tough exercise routines.

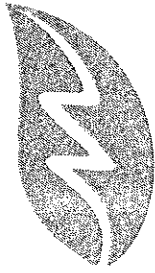
Please find attached a copy of my public liability insurance certificate and a copy of my Movnat certified trainer certificate. Please let me know if there is any other information that you would like regarding my plans.

If you would like to find out more about my teaching method, please have a look at my website (www.naturallyhuman.co.uk). Please be aware, however, that my website is still under construction, so you may wish to also look up Movnat, as it will give you a better idea of how and what I will be teaching.

Kinds Regards,
Albert Peacock

albert@naturallyhuman.co.uk
07530 719138
Naturally Human.

CERTIFIED TRAINER LEVEL 2



movNat[®]

hereby certifies that

Albert Peacock

is a MovNat Certified Trainer Level 2 in good standing
with all the rights, responsibilities, and privileges
specified as conditions of registration

on this 9th day of February, 2016

CERTIFICATE VALID UNTIL: 09/02/18

Erwan Le Corre
MovNat Founder & Master Instructor

MovNat Certification Team Instructor



Certificate of Public and Products Liability Insurance
Albert Peacock TA Naturally Human

Certificate of Public and Products Liability Insurance

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Middle Claydon
BUCKINGHAM

Postcode: MK18 2EY

Policy number: PL-PSC10000299025/00

Insurer: Hiscox Insurance Company Limited

Period of insurance: Continuous cover from 14/03/2016 until the policy is cancelled. Policy anniversary date 14/03/2017

Limit of indemnity: £2,000,000
each and every claim or loss, excluding defence costs and criminal proceedings costs.

Signed on behalf of Hiscox Insurance Company Ltd

Steve Langan
Managing Director, Hiscox UK

Note: this certificate is for information purposes only and does not contain the full terms, conditions and exclusions of the insurance cover and does not constitute a contract of insurance.

Green Spaces Manager

From: Terry Cavender BCS [<mailto:terry.cavender@buckinghamcanal.org.uk>]
Sent: 14 March 2016 07:43
To: Christopher Wayman
Subject: dog bin

Hi Chris

I wonder if you can help explore getting a dog waste bin near the A413 end of the canal section towpath. Lots of dog waste starting to appear and some dog waste bags have been used for pickup but then left as no bin is present.

Not sure if there is one in the vicinity that could be moved or a new one purchased

Feedback welcome☺

Thanks

Terry Cavender

Buckingham Canal Society CIO No. 1156662

Executive Officer and Trustee

Buckingham Canal Society website

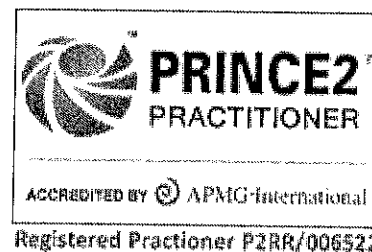
www.buckinghamcanal.org.uk ✉ terry.cavender@buckinghamcanal.org.uk

7 Buckingham Road, Akeley, Buckinghamshire MK18 5HL

Phone 0300 323 1350

Terry direct ☎ +44 1280 860316 (Home) 📱 +44 7976 629440 (Mobile)

✉ terry.cavender@btinternet.com personal website: www.terrycavender.com



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----- Forwarded message -----

From: **Phillips, Martin - (County Councillor)** <mphillips@buckscc.gov.uk>
 Date: 16 March 2016 at 12:35
 Subject: RE: Celebrating Health Visitors
 To: Jon Harvey <jonharvey2014@gmail.com>
 Cc: "O'Grady, Jane" <JAOGRADY@buckscc.gov.uk>

Hi Jon, I can only refer you back to Jane's email, I'm sure if you go ahead with this BCC would be more than happy to attend, but in the current circumstances we would not be able to offer any officer support. If you do proceed I'm sure Richard Wells in the Comms team could help with publicising the event

From: Jon Harvey [<mailto:jonharvey2014@gmail.com>]
Sent: 16 March 2016 11:42
To: Phillips, Martin - (County Councillor)

Subject: Fwd: Celebrating Health Visitors

Dear Martin

Rather than ring you as Angela suggest - I thought I would email you in the first instance to bring you up to speed as it were. We can then have a conversation, if you would like to pursue matters. I am writing to you in the context of your leadership on community engagement and public health, naturally

There is a long email trail below (please do review if you wish!) but to cut to the essence: it began with an email from me to Angela in May last year:

I have just read this wonderful article by Ed Grimsdale in the Buckingham Advertiser: **Who are the most important people in Buckingham's history?**

<http://www.buckinghamtoday.co.uk/news/local/back-to-the-past-with-ed-grimsdale-who-are-the-most-important-people-in-buckingham-s-history-1-6083074>

As you will read, he describes the remarkable life of a local doctor who was instrumental in establishing the Health Visitor service:

“The world's first conference for health missionaries held at Buckingham Nursing Home in 1892. Through the passionate advocacy of Frederick Verney it was financed by the **new Bucks County Council** and George De'Ath was its tutor. The health visitors it trained rode around north Bucks on bicycles advising women how to improve their family's health through better sanitation and hygiene in their cottages. **Within 10 years, Buckingham had the lowest death rate of any town in England.** From this humble beginning led by George De'Ath in north Bucks, the concept of health visitors and district nurses spread worldwide.” [my highlighting]

How about Bucks CC and Buckingham TC work together on hosting an **'International Festival of Health'** (or something...) to mark the 125th anniversary (Summer of 2017) of this conference? We have three years to plan it... What do you think?

I am pretty sure the Town Council would back such an idea, what about the County Council...?

I have not given up on the idea and nor has the Town Council. We are still keen to celebrate this important part of Buckingham's history. The plan at the moment is to seek to establish a conference - jointly backed by the County and Town Councils - probably in the Autumn of next year (so that we are well past the County elections). The aim would be for the event to be held in Buckingham - perhaps using the University premises (who have just established a medical school and therefore might have an interest too) and that it would be self financing - there would be no cost to the public purse.

Jane O'Grady has responded thus:

Hi all

This is an interesting idea but the PH team are struggling with their workload as it is and we don't have any capacity to do this. The local health visitors service will be working hard to respond to our tender for health visiting and school nursing services over this period so I don't think they will have much capacity either but it may be worth approaching them.

If BCC wants to pursue I would suggest the BCC events organisers and comms team would be best placed and they could work with the national health visiting association.

Jane

... but I am an optimist and I think that with the right level of leadership and community support, energy would be found to help make this conference happen.

So... what do you think?

I look forward to your thoughts

Thank you

Very best wishes

Jon

From: "Gowen, Pam" <pgowen@buckscc.gov.uk>
To: "Stuchbury, Robin - (County Councillor)" <rstuchbury@buckscc.gov.uk>
Subject: Dementia friends

Hi Robin

Following our conversation yesterday about Dementia friends. I have attached the briefing notes for Buckinghamshire for businesses. As Buckingham has its own Dementia Alliance group and is aiming to be a dementia friendly town Sue and I have been tasked along with the Fire Service to talk to all the businesses in town to ask if their staff would be willing to become dementia friends. This involves attending a 45minute free session or if they cannot free their staff to do this there is an option to watch an on line video. We can arrange the dementia friends sessions at a time that suits the town council and we already have a session planned for Saturday 12th March at 11am.

Further information can be found on the Alzheimer's website-
www.alzheimers.org.uk/dementiafriendlycommunities

Many thanks
Pam

Pam Gowen
Library Service Co-ordinator
Buckingham Library
Verney Close
Buckingham
MK18 1 JP
01296 387855
07734495069

0845 2303232
Calls to our 0845 numbers cost 7p per minute service charge
Plus your telephone company's network access charge




Buckinghamshire Local Offer

Local information and advice for children and young people aged 0-25 with a special educational need or disability



www.bucksfamilyinfo.org/localoffer

Email: familyinfo@buckscc.gov.uk Tel: 01296 383065

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Making Buckinghamshire a Dementia-Friendly county

What is a Dementia-Friendly community?

Dementia-Friendly communities aim to:

- Empower and include individuals
- Reduce social isolation
- Challenge stigma
- Raise awareness
- Support carers

Why do we need to be dementia-friendly?

Dementia currently affects over 850,000 in the UK.

There are many forms of dementia, but they are all diseases of the brain which can cause:

- Problems with memory
- Problems with everyday tasks, like handling money
- Problems with communication
- Problems with perception

It is progressive in that it starts off with very mild symptoms and gets worse over time.

It affects everyone differently. No two people with dementia are the same.

Why do we need to know about dementia?

In Buckinghamshire more than 6,800 people have been diagnosed with dementia with many more experiencing problems with memory.

With an ageing population this number is expected to rise to over 9,700 within the next 10 years.

Increasingly, people with dementia are living for much longer in the community, and that will mean that increasingly, more and more of your customers, and potential customers will have dementia.

You probably already have some customers who have dementia.

You certainly have many potential customers who have dementia.

Making it easier for people with dementia to use your service, and supporting your staff to serve them more effectively has a number of very clear benefits:

- It will enable you to maintain your existing customers who might have, or be developing, dementia. If they do not find it easy to use your business, they are likely to seek out another.
- It will enable you to attract new customers. There will be an increase in the numbers of people with dementia living independently. They will use the businesses which are easiest to use.
- Your business may have a community charter, or a community benefit component to your quality assurance programme. Making it easier for people with dementia to use your business will be a very big 'plus'.
- It will help with compliance to the Equality Act 2010.

- Staff who are unsure how to best serve customers with dementia may be hesitant in helping, causing delays to themselves, the customer with dementia, and other customers.

How can I make things easier for people with dementia to use my business?

1. Ask people with dementia what it is like to use your business.

You may already know people with dementia – if so, that is a great place to start.

People with dementia will often be able to tell you very directly which aspects of your business they find easy to use, and which present barriers to them.

For more information – if you don't know any people with dementia, you can contact your local Alzheimer's Society, who might be in a position to arrange for people with dementia to visit and then let you know what they think.

2. Have a look around at your buildings and facilities – are they dementia-friendly?

There are often some very simple changes we can make which make the environment much easier for people with dementia.

The Dementia Action Alliance organisation has a useful [check list](#) for making simple changes to the physical environment.

3. Check whether the information you provide about your business is dementia-friendly

At the very least you should make sure you use plain English.

A rough guide for businesses wanting to make their information dementia-friendly is available on request from the Innovation in Dementia organisation:

www.innovationindementia.org

or email

ideas@innovationsindementia.org.uk

4. Raise your awareness of dementia

Dementia Friends is an initiative by the Alzheimer's Society delivering **free awareness sessions**, lasting about 45 minutes, in the local community. Contact www.dementiafriends.org.uk to find out more or to book a session.

Age UK is another source of useful information.

People with dementia tell us repeatedly that it is the attitude of those they encounter in their communities which has the biggest impact on their lives in their community.

Our work in Buckinghamshire has shown that those with good 'people skills' or within organisations with a strong focus on customer care may already have many of the attributes or skills they need to be able to support people with dementia as customers.

However, a basic understanding of the impact of dementia and how to support people can make a huge difference both to the experience of the customer, and to that of the staff involved.

People living with dementia will encounter a range of people on a day-to-day basis as they go about their business.

They may experience a range of problems associated with dementia that have the potential to impact on their ability to interact with those they encounter. Similarly those they encounter may be unsure how and whether to help people who appear to be experiencing difficulties.

People with dementia all differ in the way they experience their dementia, but generally speaking in public situations people with dementia may have a range of difficulties, including:

- Have problems remembering what they are doing
- Have difficulties in communicating clearly
- Have problems handling money

- Have problems navigating in complex or confusing environments

How staff respond to people who may be experiencing these kind of problems makes the biggest difference.

How to help customers with dementia and memory problems

1. What are people with dementia like?

Everyone experiences dementia in different ways, and no two people are the same.

What is a problem for one person, may not be for another, and visa-versa.

The image of a person with dementia you might have in your head is perhaps that of someone who is:

- Very confused
- Needs a lot of help
- Lives in a care home
- Can't communicate
- Cannot control themselves

If you have this image in your head, it would not be surprising, as that is the way people with dementia are often portrayed in the media.

Most people with dementia you will encounter will not resemble this stereotype at all.

They are more likely to have much less pronounced difficulties, living independently, getting out and about,

using shops and cafes, doing the same kind of things we all do.

BUT they may just need a little more help to carry on doing these things as time goes by.

2. How can I spot a person with dementia?

You can't.

Most people with dementia are over 65, but some are younger.

Some people with dementia will tell you if they are having problems, and how you can help.

Some people carry a card which explains the problems they have and how you might help.

You might also notice customers doing, or saying things which suggest that they are having problems that might be caused by dementia.

These include:

- Looking, or saying that they are a bit lost or confused.
- They might appear to be searching for something they can't find
- They might be looking like they don't know what to do next
- They might appear to have problems handling or understanding their money, or how to use their card.
- They might be finding self-service facilities hard to understand

- Their speech might be hard to understand
- They might appear to have problems understanding what you are saying
- They might forget to pay for things they have picked up

Of course, there are all sorts of reasons why people might be having these problems that are nothing to do with dementia or memory problems.

Generally speaking the younger the person appears to be, the less likely it is to be dementia-related. But remember, younger people can have dementia too.

3. What can I do to help?

If you have good 'people skills' and work for a business with a good culture of customer care, you already have much of what you need to provide great service to people with dementia.

Kindness, common sense, avoiding stress, using good communication skills and a smile go a very long way.

Let's look at what we do to help if you see people having these kinds of problems:

What can I do if people are:

- Looking or saying that they are a bit lost or confused?
- Appearing to be searching for something they can't find
- Looking like they don't know what to do next

DO: approach them in a friendly open manner, and ask “can I help?”

It really is that simple, and for many people with dementia, this will be all they need, and will be able to explain how you can help.

DON'T: call to them from a distance

Many people with dementia have also got hearing problems, or might have difficulty locating where the voice is coming from. It is also much less friendly than approaching someone directly.

What can I do if people are:

- Appearing to have problems handling or understanding their money, or how to use their card.
- Appearing to find self-service facilities hard to understand.

Again, simply asking if you can help can go a long way.

Also, **DO:**

Tell them to take their time, there's no hurry

- Offer to pick out the right money if someone appears to be struggling to work out the coins or notes in their hand.
- Offer to run the items through self-service, or show them how to do it.
- Ask if they would like to sign for their purchase if they can't remember their PIN

- Offer to keep their shopping to one side so that they can come back and collect if when they have remembered their PIN

DON'T:

- Attempt to hurry them
- Let any impatience show, especially in the form of raised eyebrows, 'tutting', or exchanging knowing looks with other customers or staff

What can I do if people are hard to understand?

Some people with dementia develop problems with their speech, and these can be made worse if they feel stressed or hurried.

DO:

- Encourage them to take their time
- Listen very carefully and make sure that you are communicating through your body language that you are listening and focused on them
- Be conscious of their body language
- If you still don't understand – then take a best guess and say something along the lines of “I'm finding it hard to understand you, are you saying ...?”
- If this doesn't work, then ask them to point at what they want
- Some people are still able to write – so ask them if they can write it down

What can I do if someone appears to have problems understanding what I am saying?

Some people with dementia can develop problems understanding what is said to them, especially if they feel stressed or hurried, or if there is a lot of background noise and distractions.

DO:

- Take your time, speak clearly and not too quickly
- Try to make only one point at a time
- Say things more simply if you need to
- Make sure you are at the same level as the person, and use good eye contact
- Try saying things another way
- Use sign language and gestures to reinforce what you are saying, that can be a big help.

What can I do if someone appears to have forgotten to pay for something?

This is difficult. While someone may have forgotten to pay, they might equally be engaged in theft, and your safety is the most important thing.

If you know the person, and you know that they have dementia, then you can simply ask if you can help, and if they

would like to pay. This will often be all you need to do.

People with dementia will sometimes think that they do not need to pay, or may feel that they shouldn't.

In these cases, it is up to the discretion of the manager. Some businesses, if they know the person and their carer, have simply totted up the value of the goods, and asked the carer to arrange for payment.

If you do not know the person, then your businesses usual policy on theft should apply.

What if none of this works and I need help?

One approach is to ask the person if they would like to take a rest or to sit down somewhere quiet, so long as you have that facility available. Quite often, after a break, people feel much better and are able to function more effectively.

Ask the person if there is anyone you can contact who might be able to help. If so, then call them.

If none of this works, and the person appears to need help, then you should call for your manager to help.

If you are the manager, or are working alone, then depending upon the nature of your business and location you could call:

- The disability support centre if you are in a large retail complex

- Your community police officer, you should have their number on hand
- Social services outreach
- If the person appears to be at risk, then the emergency services as a last resort

If you would like to find out more about Dementia Friendly Communities, or information about dementia please contact:

Gemma Workman at Buckinghamshire County Council

01296 387821

dfcommunities@buckscc.gov.uk

Alzheimer's Society in Buckinghamshire

01296 331722

Memory Advice Service
Age UK Buckinghamshire

01296 438415



**Milton Keynes
Clinical Commissioning Group**

15 February 2016

Sent on behalf of Nicola Smith, Chair of NHS Milton Keynes Clinical Commissioning Group (CCG)

I am emailing to announce the start of the NHS Milton Keynes CCG public consultation on the future of the urgent care walk-in service at Broughton Gate Health Centre. The public consultation will last for 12 weeks from Monday 15 February to Monday 2 May 2016.

We are keen to make sure that services for local people offer the best care possible, in the most appropriate place, at the right time.

Alongside wider work in progress to look at the way we provide healthcare services in Milton Keynes, we have been looking at how we can integrate Urgent Care and GP out-of-hours with the local A&E department to deliver a better urgent care service.

The vision for urgent and emergency care provision must be for a system that is as straightforward as possible, with patients aware of and able to access appropriate high quality clinical care and support at the right time and in the right place. By integrating urgent care service into a single point of access, urgent care services will be easier to navigate meaning that patients will see the most appropriate clinician at the right time.

We are also thinking about the walk-in service that is part of the GP-led health centre at Broughton Gate. The contract for this service will expire later this year so we want to think about what kind of walk-in service local people would like in the future. This includes where the walk-in service is, and what hours it is open.

The GP services provided at Broughton Gate health centre will remain as they are now; it is only the urgent care walk in service that is being reviewed.

It's really important that we understand local people's views when we make decisions about the future service. You can have your say online at:

www.miltonkeynesccg.nhs.uk/improving-urgent-care-services-in-milton-keynes/

Printed copies of the consultation document and questionnaire will also be available and we expect to distribute them to GP surgeries, and a range of community settings over the period of the consultation. The consultation survey has a Freepost return address.

Public meetings will also be held during the consultation period where people can meet with health leaders and discuss their views. There is no need to register for the drop in events, just turn up between the hours of 3pm and 6pm to one of the following venues:

- **Tuesday 8 March 2016** at Milton Keynes Christian Centre, Strudwick Drive, Oldbrook, Milton Keynes MK6 2TG
- **Wednesday 13 April 2016** at Brooklands Primary School (Countess Way Campus), Countess Way, Broughton, Milton Keynes MK10 7HN

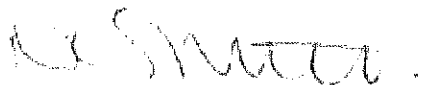
If you would like to be sent a printed copy of the consultation document, please call 0116 295 4183.

We would be grateful if you would take a few moments to complete the online questionnaire and also cascade the information about how to get involved in this consultation to service users, staff, family and friends who live in the CCG area.

Also, please feel free to send a letter or email with your organisation's response to:

Freepost NHS QUESTIONNAIRE RESPONSES

Your views are important to us and we do hope you will take part.



Dr Nicola Smith

Chair, NHS Milton Keynes CCG