



## **COUNTY COUNCILLOR'S COLUMN**

**April 2020**

I am always on hand to try and deal with any concerns you may have about services provided by Leicestershire County Council. Such as street lighting, highways, footpaths, overhanging trees and hedges onto the highways/footpaths, social services etc.

### **Coronavirus ( COVID-19)**

I would like to take this opportunity to thank everybody who has stepped in to help and support members of our Community who needed support during this period.

Shepshed Community Bus helped with shopping previously they took people shopping, but they arranged for someone to come and get their shopping lists and did their shopping and delivered back home. If you are still in need of help you can contact Alison on 01509 650531.

Shepshed Volunteer Bureau set up a team of volunteers call Angie, if you need help or wish to volunteer, on 01509 508040.

### **Adults and Communities Overview and Scrutiny Committee – 9<sup>th</sup> March**

#### ***Careonline Service***

A report discussed the decommissioning of the Careonline Service (COL) and went on to report that the transitional funding had been allocated to Enrych, (which was originally set up by Sue Ryder and Leonard Cheshire) who proposed to develop an extension of its offer called Enrych Connect. Additional funding from the Big Lottery fund had also been confirmed by Enrych giving them three years of secure funding to develop their project. Enrych is a national organisation with 30 years experience of supporting people with disabilities to lead active and independent lives. They planned to develop a similar service to COL, called Enrych Connect.

The COL Service sat within the Communities and Wellbeing Service. It was a non-statutory service with an aim of providing training ICT equipment and telephone support to enable people to use IT to increase their independence. Service users with limiting conditions such as frailty, mental health problems, visual impairments and long-term health conditions or a disability used the service. During the first three months of transfer, Enrych managed to transfer of those COL service users who



requested continued support into the new arrangements. Enrych enrolled 77 service users, received 59 enquiries and 174 home training visits.

### ***Use of Resources in Adult Social Care***

National data suggests that average spending per adult has increased by 4% but there is a higher increase in spending on young adults (aged 18-64) of 4.7% than for older adults, which has increased by 3.1%.

Most of the spending on younger adults, aged between 18 and 64 is on people with learning disabilities. Care needs among adults aged 65 and over are not uniform but tend to be lower among those aged 65-74 than those aged 75-84 and especially those aged 85 and over. Although recent analysis in Leicestershire shows a growth in long term care placements for people aged 65-74 and a reduction in people aged over 85 years.

### ***Smart Libraries – performance review***

A report was given to the Committee with an update on the performance of SMART libraries following implementation in April 2019.

The installation of SMART library technology enables customers to 'swipe' their library card to obtain entry to and exit from library and provides self-service kiosks for borrowing, returning and renewing items (including the payment of charges) without staff support. This offered the potential for increasing opening hours.

To use the library in SMART mode, customers scan their library card at the door and put in their unique PIN to gain entry (known as a login). In the first six months there were 43,010 logins across all 24 libraries. There has been a steady increase across months, with September being the highest to date at 7,720. All SMART library members need to undertake an induction before their card is activated. To make this process more user friendly and to reduce the impact on staff, an online version of the induction was introduced. This has proved popular and to date roughly half of all inductions are completed online.

As part of the project, a range of actions were put in place to mitigate health and safety risks for members of the public as they use the library in non-staffed hours. These have included:



- Live CCTV monitoring of all sites with voice over system that enables communication between public and monitoring site;
- Emergency locked down phone provided with shortcuts to 999 and the County Council's Property Helpdesk;
- All customers required to undertake an induction before having their card activated;
- All customers required to sign a Customer Use Agreement to acknowledge their understanding of the system and their responsibilities as users of it;
- First aid kit at all sites;
- Floor plans showing emergency exits on view in all sites and on library website – customers shown these at home sites and advised to consult plans if going to an unfamiliar library;

On balance the first six months of SMART library operation has been positive. Overall performance has remained stable and the robust mitigating measures that have been put in place to ensure public safety have kept incidents at low levels. Further work is anticipated to develop wider community use of the facilities during SMART time and also to increase opportunities for stakeholder organisations to utilise the facilities as potential workspaces and touchdown points. Officers will continue to closely monitor the safety elements of the project to ensure that customers remain confident in their use of self-access.

### **Rogue Traders Alert**

It has been brought to the attention of the police that there has been a gentleman in Shepshed who employed the services of 3 men to clean his gutters following a knock on his door. The said individuals have then damaged his roof in the course of their activities and charged a lot of money for the privilege.

PLEASE – if approached at your door by traders check their backgrounds and credibility. Consider using online resources to search for their company and their reputation. If you are offered a deal too good to be true – it often is.

Please do not be a victim of these malicious practices and support your neighbours and those you know who may be taken advantage of. Report any rogue traders through trading standards. If approached by such take good note of their descriptions and any vehicles they are using, especially registration numbers.



If we can be vigilant and not engage with these “traders” then we can dissuade them from their activities, with Trading Standard support.

### **Amazon Prime Scam Alert**

Criminals are targeting unsuspecting members of the public using Amazon Prime scam calls. The scam involves victims receiving an automated call, informing them that they have been charged for an Amazon Prime subscription.

They are subsequently instructed to ‘press 1’ to cancel the transaction, when they do this, they are directed to a fraudster posing as an Amazon customer service representative. The fraudster advises the victim that the subscription was purchased fraudulently and that remote access to their computer is required in order to fix a security flaw that will prevent it from reoccurring. The victim is asked to download a remote access application, often the ‘Team Viewer’ software is then misused by the criminal to capture sensitive personal and financial information from the victim’s computer. Other variants of the crime involve fraudsters stating that the recipient is eligible for a refund for an unauthorised transaction on their Amazon account.

PLEASE be aware that Amazon will not contact you and ask you to do this. This is a scam and allows fraudsters access to your personal information. Unfortunately people have fallen victim to this and have lost a lot of money.

HAVE THE CONFIDENCE TO REFUSE UNUSUAL REQUEST FOR PERSONAL OR FINANCIAL INFORMATION.

### **Courier Fraud**

What is it? – Courier Fraud occurs when a fraudster contacts victims by telephone claiming to be a police officer, bank official or work for the government including HMRC. The caller sounds plausible and may confirm the victim’s name and address, basic information which can be obtained easily.

There are a couple of different ways in which people are then defrauded.

In some instances, after trust has been gained, the fraudster will claim money has been withdrawn from the victim’s account by staff within the bank. They persuade them to go to their local branch to take out a large sum of money from their account.



The fraudsters then send someone to collect the money from the victim's home address 'as evidence'.

In other cases, the victim is encouraged to transfer money to a 'Safe Account' – Banks nor Police will EVER ask you to do this and the phrase SAFE ACCOUNT is a sure fire confirmation this is a fraud!

Sometimes the victim will be allegedly contacted by a Police Officer regarding suspicious transactions on their account and advised that we need to send an unmarked car to collect their bank cards personal information to help the investigation.

Police nor Banks will never contact people in this way. Police are asking people to remain vigilant. Please tell neighbours or relatives who may be venerable and advise them of this information. – please do not assume everyone knows, Police are dealing with a number of victims who have lost thousands.

## **VISITS**

### ***Green plaque honour for war hero surgeon***

I attended the unveiling of the plaque to honour a Leicestershire Regiment soldier, John Barrett, who was awarded the Victoria Cross for bravery and who went on to be a leading surgeon.

A lieutenant at just 21, John Cridlan Barratt was recognised for his bravery after leading an attack on enemy positions at Pontruet in France, just three weeks before the end of the First World War.

Despite being severely wounded, he led his men in a charge on a trench, attacking the garrison and disposing of two machine guns before fixing his position to locate the enemy and issuing instructions to allow his men to reach safety. The war hero, who earned a scholarship to St Thomas's Hospital in London in 1916, resumed his studies at the end of the conflict and qualified as surgeon in 1924.

He worked as a surgeon at Leicester Royal Infirmary from 1929 until 1962 and was a member of the Council of the Royal College of Surgeons from 1958 to 1966. He also continued his military service in the Territorial Army, where he climbed the ranks of the 5<sup>th</sup> Battalion, The Leicestershire Regiment to attain the rank of Colonel. He



was appointed Deputy Lieutenant of Leicestershire in 1950. He died in 1977 at the age of 80.

The Green plaque is sited at the former Glen Parva barracks in Wigston. The barracks was the home of The Leicestershire Regiment – between 1881 and 1960.

### **Advance notice of a temporary traffic regulation order (TTPO)**

A TTPO is to be made for the following location; **Charley Road, Charley/Shepshed, Oaks Road** from 6<sup>th</sup> to 17<sup>th</sup> April – 09.00- 18.00.

The purpose of the TTRO is to allow Leicestershire County Council to safely facilitate water retexturing.

*\*\* Please note these works are weather dependant and may change at short notice \*\**

The TTRO will incorporate temporary road closures and parking restrictions.

Details can be viewed at <https://one.network>

A TTPO is to be made for the following location: **The Lant**, Shepshed. The purpose of the TTRO is to allow Severn Trent Water to safely undertake works to replace a manhole cover and frame.

The TTRO will incorporate a temporary road closure and temporary suspension of one-way system.

The duration of the restriction is not anticipated to exceed a period of 1 day commencing on 5<sup>th</sup> May (09.30 – 15.00)

A TTRO is to be made for the following location: **Kirkhill, Garendon Road and Freehold Street**. The purpose is to allow Comex 2000, on behalf of Virgin Media to safely undertake works to upgrade the telephone network.

The TTRO will incorporate a temporary road closure and temporary prohibition of waiting and loading restriction.

The duration of the restriction is not anticipated to exceed a period of 2 consecutive weekends commencing on Saturday 9<sup>th</sup> May (09.00 – 16.00 each Saturday and Sunday)



## **Iveshead School Campus**

County officers have met with the developers and they need to undertake a series of in-depth surveys (asbestos, structural, fire risk etc) before they can give a firm cost to what needs doing to the college. This will be undertaken hopefully over Easter. This will depend on the uncertainty regarding Covid-19.

On the plus side the new Primary short stay school in the former youth centre block is due to open after Easter (again dependant on the Covid-19) as well as the new SEMH unit in the former admin block of Iveshead School being open for the middle of May.

## **Road Works**

Morgan Sindall were appointed by Leicestershire County Council to deliver the M1 Junction 23 and A512 improvement scheme. Due to the Covid-19 virus they are taking precautionary measures and will not be delivering letters to the public. As a result they will be providing information about closures and disruption on their scheme website page [www.leicestershire.gov.uk/M1J23](http://www.leicestershire.gov.uk/M1J23).

If you have any concerns about these works, please call 07779 417695 or you can email [A512improvements@morgansindall.com](mailto:A512improvements@morgansindall.com)

## **Your help and support**

Again I would like to thank the residents who keep me informed regarding issues around Shepshed, such as overgrown hedges, litter, dog mess, inconsiderate parking (on pavements, yellow lines, outside of schools) etc., without your eyes and ears I could not get them reported and sorted.

If for some reason you do not receive your copy of the Eye. I now have my information posted on my web page at County. This will also help you to keep track on road closures etc.

For help and advice on County matters, I can be contacted on 01509 502974 or e mail [christine\\_radford@hotmail.com](mailto:christine_radford@hotmail.com) or [christine.radford@leics.gov.uk](mailto:christine.radford@leics.gov.uk) or due to the lock down I will not be able to have my regular monthly Surgery on the FIRST Saturday of the month in the Town Council Offices, 47a Charnwood Road.