

- Circulation of the Agenda and Minutes – GDPR concern that all email addresses were listed. Sam Murrell apologised for this oversight and said this would not happen again. In future all notices would be B.c.c.
- Concern at the move to three weekly general waste collections. Mr. Tallins asked what provision would be made for those people with high/special care needs? Three weekly collections would not serve those households who have nappies and other waste of a clinical nature to dispose of. Chris Hall advised that the new waste contractor would put in place special collections to those households requiring an additional service.
- **ACTION POINT 2** – Ensure that this extra service provision is adequately advertised prior to the launch of the revised collection times. Village Agents need to be notified so as to assist vulnerable households with high care requirement.
- Escorting of wide loads – As these are not escorted by the Police and cause a lot of disruption, is there any way this can be better communicated? A general discussion ensued but was agreed to forward comment to SCC Highways.
- **ACTION POINT 3** – David Peakes. Do SCC have any jurisdiction about how/when Wide Loads are able to use the roads? Is there a way this can be better communicated?

Following the Area Panel Meeting Chris Hall found the following link which explains the legalities around Wide Loads.

<https://www.gov.uk/government/publications/special-types-enforcement-guide/special-types-enforcement-guide>

- Amenity Area Maintenance – Could some guidance be provided on maintaining play/amenity areas once they have been handed over from a developer? What are the procedures i.e. can they be handed over to the Parishes for a commuted sum, or when out of the maintenance agreement time (25years). It was agreed that someone with Local Planning knowledge would be best placed to answer.
- SCC Parking Fines – Can someone check the SWT website page please as the link does not take a person through to the right place on the SCC website. It provides Policy Information but does not allow a person to “Challenge or Pay” the Parking Fine. No clear narrative on how to do this?
- **ACTION POINT 4** – Sam Murrell will follow this up with the Communications team. *SWT128788989 – Logged via Firmstep internal service request. Asked for better signposting to the SCC website to enable payment/challenge of on-street parking fines.*

Sue Goss – Stogursey Parish Council

- A concern was raised that the proposed Special Full Council Meeting that had been scheduled to take place in the Williton Council Chamber on the following evening (Tuesday 19th June) was re-

located to Deane House, due to a “lack of tables and chairs in the Williton Council Chamber”. This was met with great consternation by the Parish Council representatives.

- **ACTION POINT 5** – Chris Hall to obtain further information and relay back.

The reply received from Governance was that the “Special” Meeting was in respect of two Taunton issues: namely management of Firepool and the Coal Orchard open spaces and a lot of press and public were expected to attend. There is not sufficient capacity to accommodate all Councillors, Press and Public in the Williton Chamber in its current state. Governance have flagged this with the Project Management Pipeline to look at possible solutions. There is a commitment to hold 1/3 of Committee Meetings in Williton, but this is subject to Agenda Items and anticipated attendance levels. It was deemed on this occasion to move the meeting to a Taunton venue, to enable maximum attendance and accessibility, on these two Town Centre issues.

Gordon Tizzard – West Quantoxhead Parish Council

- Stated that he wanted a list of the new staffing structure so he knew where reporting lines and contact points were for the future. He had been told that Sam Murrell “was the point of contact for the District Council” but he was unable to get hold of her. Chris Hall advised that the Customer Services number should always be the first place to call, and service requests would be triaged to the relevant officer from there. Customer Services Number is 0300 304 8000.
- Gordon expressed disappointment and frustration at the time it had taken to acknowledge a recently submitted planning application. He said that the Council was failing in its Statutory Function to provide an adequate service. This point was echoed by Phil Gannon. Chris Hall advised that it members of the panel wanted help and advice on specific service areas, advance notice should be given, then the Council would ask an appropriate person to attend.
- **ACTION POINT 6** – Make a request for a Planning Case Manager to be present at the next Area Panel Meeting to discuss service issues.
- Concern was expressed that no senior officers are based permanently at West Somerset House. Also concern that there are no designated officers to deal with specific service requests. I.e. who are the Planners and Environmental Health Officers? Chris reiterated that all calls should be sent through Customer Services

Penny Rowland Hill – Engage

- Penny introduced herself and talked about the work at Engage and how they support the voluntary sector.

3. Apologies for Absence

David Peakes – Highways Report was submitted prior to the meeting
Cllr Loretta Whetlor SWT & WTC
Cllr Ian Aldridge SWT

4. Notes of the Meeting of the 19th March and Matters Arising.

The notes were confirmed as a correct record, although Gordon Tizzard expressed dissatisfaction at the fact they were not on the Council's website and he had not seen them until the day before this meeting. Sam Murrell advised that she had asked the Governance Team to publish them, but they were currently working through a backlog of information. They were not considered High Priority at the present time, but would be published in due course.

- **ACTION POINT 7** - DRAFT Minutes of Area Panel Meetings would be distributed to the Parish/Town Clerks/Agencies when they are ready, but the emphasis is on DRAFT. They would not be approved until the subsequent meeting. – Sam Murrell

5. Introduction to the Work of the Village Agent – Izzy Silvester

Izzy gave an overview of her work covering the Quantock Hills, Watchet, Williton and neighbouring parishes. She is funded by the Somerset Community Council. She expressed her complete satisfaction in the SWT service towards vulnerable people in respect of housing; discretionary housing payments and help with tenancy sustainment. She made personal reference to Jo Ross (Vulnerable people at SWT) and the front-line Customer Services Team.

They can assist with applications for funding to support the elderly, adult social care and carers support agency. Main client base: Mental health patients; dementia care and families in crisis.

Village Agents are based in hospitals now. Part of their work is to carry out front line assessment of carer needs before patients are discharged. They support individuals throughout Somerset in our communities. Another 10 Village Agents have just been recruited to support the growing need. Mainly funding through Adult Social Care and the Care Quality Commission.

Other schemes that involve the Village Agents are:-

- Good Neighbours Scheme – Rolling out to villages. (An emergency phone number that can be called to assist Village Agents when they are stretched). Would like parish councils to champion it. Lottery funded. Aimed to set up communities so people can help one another in their own and neighbouring communities. 27 groups have expressed an interest. Further information and a setting up guide is available on the website.

Full information on all the services and advice SCC provide are available on the website: www.somersetccc.org.uk. Tel no's: 01823 331222

- Fundraising and food box delivery.
- Talking Café – Izzy runs Williton and Stogursey. There are others across the district, facilitated by other Village Agents.
- Memory Café / Bridgwater Arts Centre

6 Police Report – Not present

7. Highways Report – David Peakes was not present, but comments featured under “Have Your Say” will be passed on to him for feedback . A prepared Highway Report was circulated before the meeting.

8. Devon & Somerset Fire & Rescue Service – Not present

In their absence, Penny Rowland Hill advised about the Home Fire Safety Survey that D&SFS will readily undertake in People’s homes. This point was emphasised by Chris Hall.

9. Somerset West and Taunton Council

Chris Hall advised:

- Recruitment for the new Council is ongoing. There have been sweeping changes in recent weeks with a large number of staff leaving the organisation, and others moving to new roles. Despite the recently publicised redundancies, there were still vacancies to be filled and there were recognised knowledge gaps. Some service areas had felt a greater impact than others, but customer service response times were now improving. Despite rumours to the contrary, staff that were formally employed by WSC and TDBC were not given redundancy, and then immediately re-employed by SWT. Staff who wanted to go, were released and free to seek employment opportunities elsewhere.
- Asked that attendees notify the Panel in advance of questions they wished to raise. This would ensure smoother running, and help with providing answers. If there were common themes, it would be possible to invite guest speakers/experts along to provide a fuller response.
- Due to fewer staff, all enquiries should be directed on-line or via telephone to customer services. Various views were expressed from calls being recorded, and or the lack of will on the part of rural parishioners to engage in this process.

9. Meeting closed at 8:40pm

Dates of Future Meetings

Tuesday 17th September 2019

Tuesday 3rd December 2019

Tuesday 17th March 2020

The West Somerset House Council Chamber has been reserved for this purpose.