



UPPINGHAM NEIGHBOURHOOD FORUM



Notes of a General Meeting of the Uppingham Neighbourhood Forum held on Thursday January 30th 2020 in The Falcon Hotel, Uppingham

Present

Town Mayor Cllr David Casewell; Town Cllr Liz Clark, Town Cllrs and Executive Members David Ainslie BEM, Christine Edwards, and Ron Simpson BEM; UNF Executive Members David Greengrass, Margaret Simpson, Sue Streeter and Tony Streeter; and a total of 61 other residents including representatives, volunteers and members of the following institutions and community groups:-

Beeches Residents' Association, St Peter & St Pauls Church, Methodist Church, E J Toon Trust, Uppingham Bowls Club, Probus, Uppingham Rotary Club, Uppingham Business Forum, Uppingham First, Neighbourhood Watch, Uppingham Brownies, The Limes, Firs and Spurs Residents' Association, Uppingham in Bloom, Uppingham WI, UppWatch and the Hopper Heroes.

Guests

PC Joshua Ace (Leicestershire Police) and Sandra Pollock (Founder of the East Midlands Womens Awards)

Apologies for Absence

Margaret Demaine, Janet Thompson; Mark Shaw; Damian Mortimer (Barclays Bank)

1. Chair's Welcome and Opening Remarks

In the absence of the Chair and Vice Chair, Executive Member David Ainslie BEM was invited to chair the meeting. David welcomed everyone to the meeting and noted the excellent attendance.

2. Roll Call of Organisations and Residents

Attendees were reminded to sign the attendance sheet if they wished the minutes of the meeting to be e-mailed to them.

3. Messages from the Chair and RCC

The following community news from Janet Thompson was broadcast to the meeting.....

We are pleased to welcome to the Executive Committee Tony Streeter as a representative for Uppingham in Bloom and Sue Streeter for the WI. If any group in Uppingham feels that they are not represented, please contact one of the committee. We are very pleased that Richard Cole, in April, is expected to be taking up the role of 'High Sheriff of Rutland' from Margaret Miles who has been very focused on her role and is doing a great job for Rutland. It is so nice that Richard lives in Uppingham and congratulations to him on his role in supporting the Lord Lieutenant and as the Queen's representative in Rutland.

Janet Thompson has joined the NHS Assurance Forum for the Leicestershire & Rutland Patient's Participation Group; the main topic now is the consultation regarding the re-configuration of the 3 Hospitals in Leicester. The aim is to create Acute Medical, Maternity and Children's Hospitals for the area focussed on the two sites of LRI and Glenfield. The consultation will commence very shortly, and surveys will be forthcoming. The topic of Rutland Memorial Hospital will also be included, and Janet will keep the Forum informed.

Surgery Update from Vicki Abbot (Practice Manager)

Telephone System - Our new telephone system goes live on Wednesday 29 January – we kindly ask that patients remain patient whilst we navigate the new system. The new system will also have the facility to record telephone calls to enable the practice to address any poor patient experience, unacceptable patient behaviours and to aid staff training and development

New Faces at the Practice - Dr Phil Green has joined the practice as a salaried GP to work in conjunction with Dr Alison Corah (joint practice list), Dr Green was previously a partner at Jubilee Surgery in Syston. Dr James Burden joins the practice on 3 February as a partner to replace Dr Patel. Dr Burden was previously a partner at Lakeside, Corby.

Corona virus - We would like to reassure patients that the surgery have a protocol in place to support the team in anticipation of any patients with suspected corona virus.

The Surgery would like to thank residents for their co-operation whilst the car park was resurfaced. The hopper bus was utilised well.

An update from County Cllr Lucy Stephenson

Unfortunately the meeting on the 30th clashes with budget scrutiny so I won't be able to attend the UNF meeting: Would you be happy to update the attendees on my behalf about the following?

Litter pick and tidy: first Saturday of every month for an hour 11 - 12

Dog poo: RCC have been very swift responding to the concerns I raised regarding the proliferation of dog fouling ... email sent on Monday, officer out on Tuesday - new signs, spray, Biffa clearing by Wednesday. I am currently continuing the spraying (pink so people see and don't go through the poo) and have given spray cans to some other residents who will spray in their areas. I am also having a meeting this week with the relevant officer to see if there is anything else we can be doing.

Boy Racers: I need folk to note down time and place to see if there is a pattern that can be shared by the police.

4. Community Emergency Plan –

The meeting acknowledged the publication of an updated Uppingham Community Emergency Plan. Read it at www.uppinghamneighbourhoodplan.info The updated plan now includes the location of all seven public defibrillators in Uppingham.

5. Community Group Notices and Events

The meeting was reminded of the following community events and activities:

- a) Uppingham in Bloom Winter Warmer Lunch - Saturday February 15th - Town Hall -12noon to 1.30pm
- b) Charity Race Night – Friday March 20th at 7.30pm. Cricket Club. Tickets £15 from 01572 822568
- c) Rotary Musical Quiz – Monday April 27th – Cricket Club – Team bookings to 01572 823465

More events and information at www.uppinghamfirst.co.uk

6. E J Toon Trust and the duplicate cheque book story

Ron Simpson, Principal Correspondent for the EJ Toon Charitable Trust, updated Forum members on the saga of the accidental duplication of two cheque books by the Trust's bankers HSBC. A significant number of cheques had required replacement following rejection by other banks. The task had incurred a huge number of extra volunteer hours of work, particularly by Trustee Margaret Simpson. A compensation claim will be submitted to HSBC in March once all replacement cheques have been cleared.

7. Presentations and Discussions

A series of presentations were next delivered to the Forum, with each being followed by a question and answer session

Policing Update - Leicestershire Police – PC Joshua Ace circulated his quarterly crime report and answered questions on a number of current concerns including CCTV operation, speeding, the presence of drugs in the town and the current crime detection rate. See <https://www.leics.police.uk/a/your-area/leicestershire/eastern-counties/uppingham/>

Midlands Womens Awards – Awards Founder Sandra Pollock offered an audio visual presentation on the history of the awards scheme and its many categories and how it was launched in Uppingham three years ago. The awards were expanding in 2020 to include the West and East Midlands. Uppingham had secured a winner in each of the three years. Forum attendees were encouraged to think about who might be nominated for 2020. See full details at <https://womeninmanagement.info/the-womens-awards/east-midlands-womens-awards/>

UppShop Project – Rotary in Uppingham President Ron Simpson reported on a major initiative to support the elderly in the transition to life in a cashless society and invited community participation. A full outline of project is appended to these notes.

Affordable Housing Project – Forum members were updated on progress with the project to build up to 6 dwellings on the donated Badley Orchard site. The project had received predominantly excellent feedback at the recent UTC Neighbourhood Plan Group 'Meet the Developer' Event held in the Town Hall. A meeting of the membership of the Uppingham Homes Community Land Trust was scheduled for February to move the project forward. A new website would soon be available at www.uppinghamhomes.uk

Uppingham Hopper Update - A very positive progress report on the Uppingham Hopper was presented to the Forum with its annual review revealing that it had undertaken 7629 passenger journeys in 2019, a significant increase on the previous year. Members of the community were again thanked for their extensive support for the Hopper; donations to date had resulted in 50% of the £25k loan from the county council now having been repaid. The service now had operational funding for 2020 from the National Lottery Community Fund and significant evening and weekend use of the bus by community groups was helping to increase donations. Community Partnership Uppingham First had successfully applied for a new 5 year permit to continue operating the bus. This was all only possible because of the outstanding voluntary service of the Uppingham Hopper Team. It was very fitting that they were now known locally as the 'Hopper Heroes'. Timetable and bus notices are now published online at www.uppinghamhopper.uk

Rutland Local Plan – A predominantly positive report was given on the progress of the emerging new Rutland Local Plan which appeared to recognise the right of the Uppingham community to determine the location and quantity of new development in the town. The Plan was expected to be approved for public consultation at an imminent meeting of the county council. Primary concerns locally appeared to be the sheer scale of the development planned for Rutland, the anticipated significant increase in traffic on the A6003 and the impact on the Uppingham commercial sector of the 2000+ homes planned for the St Georges Barracks site at North Luffenham.

Neighbourhood Plan Update - Former Town Mayor Cllr David Ainslie provided a brief update on progress with updating the Uppingham Neighbourhood Plan. Progress was now possible because of the emerging Rutland Local Plan. Jane Lang, Chair of the Uppingham N Plan Advisory Group was ready to start drafting an update of the existing neighbourhood plan. Developers had come forward with a range of interesting proposals which included more bungalows, a possible second supermarket, a new care home and a boutique cinema. Community consultation responses to the various developer proposals were circulated for information. Further progress would be reported at the next meeting of the Forum. The town's existing plan can be read at www.uppinghamneighbourhoodplan.info

8. Open Forum

There being no other matters for debate the meeting was closed by the Chair at 9.15pm.

Notes Circulated 12.2.2020

Ron Simpson BEM

Crime Stats for 4th Quarter in Uppingham 2019 – Uppingham Neighbourhood Forum

October:

14/10/19 – 3 x Burglary, Ayston Road
18/10/19 – Assault, Queen Street
20/10/19 – Criminal Damage, Town Hall
24/10/19 – Theft of Plant Machinery, Ayston Road

November:

05/11/19 – Assault, Uppingham Surgery
17/11/19 – Arson to Motor Vehicle, Hornbeam Lane

December:

12/12/19 – Burglary, The Quadrant
12/12/19 – Theft of Plant Machinery, Ayston Road
18/12/19 – Theft From Motor Vehicle, Adderley Street
19/12/19 – Shop Theft, Central Garage
19/12/19 – Shop Theft, Co-Op
21/12/19 – Shop Theft, Central Garage
24/12/19 – Shop Theft, Boots
28/12/19 – Shop Theft, Boots
30/12/19 – Shop Theft, McColl's

Message from the Beat Team:

Following information received in relation to alleged shoplifting offences, officers conducted a stop and check of a vehicle in the area of OLD SCHOOL MEWS, Uppingham this morning (27 January). Three men from this vehicle, aged 34, 35, and 52, all from CORBY, have been arrested on suspicion of theft.

One of the males was also subject to a Court Warrant for failing to appear.

Subsequently, a 40 year old female was located and arrested from an address in CORBY on suspicion of being involved in the same series of thefts.

They all currently remain in police custody.

A vehicle suspected to have been used in a number of these offences was also seized by police. Enquiries are ongoing.

If you have any other concerns you would like made known to the police, then you can always report them through calling '101' or '999' if it's an emergency, or by approaching Andy or I in the street when on patrol. You can also meet us by attending a "Beat Surgery" which we hold every month in various locations around Uppingham. The next Beat Surgery is on Friday 28th Feb 2020 between 10-11am in the Uppingham Library on Queen Street. We are also very active on social media and can be contacted at "**Rutland Police**" on **Facebook** and "**@UppinghamPolice**" on **Twitter**.

PC 2988 Joshua Ace | Eastern Counties – DNO NR38 Beat

Uppingham Community Beat Office

2020 Rotary Project

UPPSHOP



UppShop - Rotary Community Project Led by the Rotary Club of Uppingham January to June 2020

Volunteer Information Form

Dear Neighbour,

I understand you have expressed a wish to be one of the pilot group of residents (two groups of five) who would like to participate in this project. Our supporting organisations look forward to working with you and we will be in touch in a few days to invite you to an introductory meeting in The Falcon Hotel where all will be explained and an individual support programme can be arranged and your new Dorro 8040 smart phone issued.

In order to ensure we communicate effectively with you, I should be grateful if you would complete the following volunteer contact information and then telephone 01572 823465 to have it collected. Your data will not be shared further without your specific permission. Thank you. The Club looks forward to working with you.

Ron Simpson BEM
Club President

9.2.2020

SURNAME

FIRST NAME(S)

ADDRESS

POST CODE

HOME TELEPHONE NUMBER

MOBILE NUMBER (IF YOU ALREADY HAVE ONE)

E-MAIL ADDRESS (IF YOU ALREADY HAVE ONE)

ANY DAYS OF THE WEEK (Monday to Friday) NOT AVAILABLE FOR PRELIMINARY MEETINGS

BRIEF DETAILS OF ANY ONLINE EXPERIENCE TODATE (If any)

SIGNATURE

DATE

2020 Rotary Project

UPPSHOP



Addressing Disadvantage and Social Isolation in a Cashless Society A Rotary Community Project Led by the Rotary Club of Uppingham January to June 2020

Aim – To address many of the issues raised in the appended article (copyright permission now given), and acknowledge the loss of the last bank in Uppingham, by harnessing the community spirit evident in Uppingham Rutland to bring old and young together to empower a pilot group of the elderly or housebound with the skills and knowledge necessary to operate online banking and to shop in the local high street with home delivery of the goods via the Uppingham Hopper Community Bus

Key Partners

- Project Leader – The Rotary Club of Uppingham
- Rotary District 1070
- The Coop
- Uppingham First
- Uppingham Neighbourhood Forum
- Uppingham Community College
- ClockedIn – Local IT Company
- Key Safe Charity
- Barclays Bank

Equipment

- Basic Smart Phones incorporating support button – to be purchased
- Tablets – to be donated
- Key Safes – to be purchased and installed
- Electronic map of shopping opportunities – to be part donated

Key Activities

- Identification of pilot group of clients and students
- Identification of supporting local businesses and volunteers
- Safeguarding briefing/training
- Mentoring training for students and volunteers by Rotary and local businesses
- Purchase of hardware and creation of software
- Supervised engagement of student mentors with pilot group of clients and volunteers
- Negotiation of personal support and training contracts for clients
- Key Safe installation for those that need/wish it
- Negotiation of pilot shopping lists with local traders
- Supervised sample shopping experiences
- Feedback from clients and student mentors
- Evaluation and project publicity
- Determination of the best way forward for the community and the high street

Rotary Project UppShop – The Case for Action

Article from the magazine ‘Computer Shopper’ Feb. 2020

Mind the Gap - Author - Mel Croucher

(Reproduced with the permission of Computer Shopper Magazine)

Here we are all living in the digital age, and those who are not engaged with this brilliant new world are being left further behind more rapidly than ever. People without digital skills, are losing out badly in their access to opportunities, knowledge, services and goods. This phenomenon has been labelled the digital divide. It’s the gap between those of us who have access to information and communications technology, and those of us who don’t. In this article we are going to explore how big the problem is, the economic impact, the reasons behind it, and why it matters so much.

How big is the problem?

There’s hardly any aspect of life in today’s society that does not involve online activity, but according to the Centre for Economics and Business Research, the UK is losing billions in potential savings because of digital exclusion. Currently, 11.3 million adults in the UK are digitally excluded, meaning that they lack the basic skills to handle everyday online activity.

In a massive survey of more than a million UK adults, Lloyds Bank reports that 34% have no idea how to stay safe online, 27% can’t handle banking or transactions online, and 21% can’t use a search engine. It seems hardly credible, but the report states that one in ten people surveyed are unable to turn on a smart phone or a laptop, although we probably need to take that with a pinch of salt. Let’s hope so.

According to the 2019 House of Commons Digital Skills Crisis Report, last year digital exclusion cost the UK economy £63 billion. The report concludes that to achieve a fully digitally included population would cost £1.2 billion over the next 10 years, but that “Providing everyone in the UK with the essential digital skills they need will lead to a benefit of £15 for every £1 invested.

These are fine words and it would seem to be a no-brainer but they’re completely daft, because they rely on the assumption that you can pay for people to become digitally savvy and that somehow you can force them to comply. Unfortunately, this is a fallacy.

Why is there a digital divide?

There are five main reasons why people have fallen on the wrong side of the digital divide, and these reasons have been quantified by huge national polls carried out by the University of Oxford. The overwhelming reason why people don’t go online is simply because they refuse to. Seven out of ten non-users declare that they are not interested and really can’t be bothered with the digital world.

What about the others? Well, two out of ten non-users have never learned how to get online, and don’t seem fussed about taking steps to do so, and fewer than one in ten reckon they are afraid about invasions of privacy and their personal data being misused, and cite fear of data breaches as the main reason they do not make use of online services.

As for the number of non-users who say they can’t get any online access even if they want to, this hovers between 1% and 2%. It may be because there is no service where they happen to live, or online facilities in libraries, job centres and other public areas have either been cut or they never existed in the first place.

There is another reason why people are digitally excluded, and this sector doesn’t make it into the official statistics at all. It’s the group that consists of people who are permanently or temporarily suffering from fate dealing them a rotten hand. They may be incapable of independent living, they may be severely autistic, they may be out of their skulls on alcohol or narcotics, or they may suffer from the delusion of all those little screens are possessed by pixies and

forbidden by their favourite god. Whatever the reason, they cannot be embraced by the online society, they are usually way below the radar, and their numbers are unknown.

Where is the problem concentrated?

The pattern of the digital divide is by no means the same across all regions of the UK. London has the lowest proportion of non-users at 7%, whereas Northern Ireland suffers the highest proportion at 14%. In Scotland, statistics provided by Citizens Advice reveal a shocking digital divide affecting the most vulnerable. One in three people seeking help with Universal Credit in Scotland have no access to the internet to make their claim. The trouble is, claiming Universal Credit is an online only system. In fact, the situation is so bad that Citizens Advice Scotland has reported to the United Nations and submitted its evidence to the UN Special Rapporteur on Extreme Poverty and Human Rights.

The evidence includes a pitiful example of chronic anxiety and depression suffered by a claimant repeatedly sanctioned for not going online to use the system correctly. This claimant has no computer skills or online access at all and no money, being entirely dependent on crisis grants and food parcels to keep going. How is such an individual supposed to find a terminal, logon, open a claim and deal with all the complexity designed into an online system for the internet savvy?

There are also significant differences in the digital divide when it comes to ethnicity. Over 10% of so-called whites are off-line, people of Black, African, Caribbean, Indian, Pakistani and Bangladeshi descent are in the 5% to 8% bracket, while fewer than 2% of people of Chinese or other Asian origins are digitally deprived.

It's a very surprising fact that 56% of adult Internet non-users are disabled. This is much higher than the proportion of adults in the UK population as a whole who have any sort of disability, which is estimated to be 22%.

But when it comes to the age gap, there are absolutely no surprises at all. Youngsters in the UK have almost universally embraced the digital world, but the figure zooms up to 60% of people on the wrong side of the digital divide that are aged 75 years and older. As for how levels of income affect things, the lowest earners among us will always remain the biggest non-users, with four in ten never using the internet on an income of less than £12,500. Meanwhile, the number of males to females in the mix is exactly the same across all these demographics.

What's the impact of the digital divide?

Those of us with basic digital skills have an advantage over those on the other side of the divide in several ways, all of which are equally important. The most visible downside to being excluded is economic, with a gap of thousands of pounds a year in reduced incomes.

Someone who is unemployed without digital skills suffers from significantly reduced chances of finding work, whether long-term or casual. They are certainly excluded from online job searches and registrations, and completely barred from anything in the gig economy that relies on apps, such as deliveries, taxi work and the hospitality industry. There is an immediate average benefit of a 3% income hike when people acquire digital skills, and this usually rises to 10% extra earnings after the first year.

Computer shopping

But it doesn't matter how much or how little you have in your pocket when it comes to the difference in 'value for money' that's caused by the digital divide. Online shopping is on average 13% cheaper than the high Street, even including the cost of deliveries.

Not only that, many web enabled consumers will still visit the store to check out goods, but then go home and order them online anyway to take advantage of reduced prices, special offers and discount codes. Again, this affects the poorer sectors of society disproportionately, because if you're not online and forced to shop in retail outlets, chances are they will have to pay to get to and from the shopping centre on public transport. Impaired mobility and trailing infants may be additional complications. And, even if they are close enough to walk, there's the significant time factor involved in having to schlep around in the physical world, browsing the wares.

The inability to save time isn't just restricted to shopping; in fact, it affects most activities for the digitally deprived. The best deals for train tickets are online. Uber is online. Deliveroo is online. Parking is paid for online. Banking in person is a major hassle, now that more and more high street branches have closed. Post offices are disappearing, and points of sale in bars and restaurants are becoming cashless.

What takes a couple of minutes online can easily take a couple of hours off-line. Most government services have moved online, as have social services, dealings with the authorities and the police, as well as medical communications.

In fact it was announced as recently as mid-October 2019 that digitising the entire prescription service is a key part of keeping up the drive to make the NHS fit for the 21st-century. This will free up vital time for GPs and allow pharmacists to spend more time with their patients, and save millions of pounds a year. It's another important step towards making all prescriptions paperless.

Well that's the great news for the sick and walking wounded, unless of course you're one of the 11.3 million who are excluded for the reasons discussed, which brings us to the most worrying exclusion of all caused by the digital divide: social apartheid. The most seismic social change since the Industrial Revolution has been in the realm of personal communication, which is now seamlessly integrated into the portable devices carried by the majority of people. Basic digital skills allow us to connect and communicate with our families, colleagues, peer groups, lifelong friends, and one night stands. Social media apps allow us to expand our horizons, feed our prejudices and generally participate not only in our local communities but in society on a global scale.

We can hold meetings with anyone, anywhere, at the touch of a button. We can trace lost pets and broadcast movies of joyous reunions with them when they are found. We can share images, words, sounds and good haptic vibrations. We can catch up on events at home and abroad across the generations. Unless, of course, we can't!

What's the solution?

Hey, this is Computer Shopper magazine, not a fantasy election manifesto. There isn't a solution to the digital divide, and there is nothing that governments, or industries or businesses will do about it, because there are no votes or profits in it short term, whereas the long-term implications are someone else's problem. Our society marches onward towards the digital horizon, and as we embrace the online world more passionately and more intimately, that's where we want to be headed, too.

Since governments, industries and businesses don't give a monkeys about the more than 11 million folk in our society on the wrong side of the digital divide, it's up to the rest of us to do what we can to help individuals, our community, anyone who we cross paths with, who might need some tech support. If we make an effort to spot the problems where we can, understand what we can, empathise how we can, and help with random acts of practical kindness when we can, it won't close the huge gap, but it will at least patch up some of the holes.

Rotary in Uppingham Response

Much can be done by Civil Society to address these issues if community partners collaborate. Following the creation of its much acclaimed defibrillator network, Rotary is now taking the lead in Uppingham to address its community's digital society needs. Support the Uppingham Co-op initiative to assist the project at <https://membership.coop.co.uk/causes/40395>