

Evidence of a customer service in how the council handles correspondence with the public

Parish Council Meeting Agenda – This contains a section to discuss correspondence received from the public since the last meeting which needs a Parish Council decision (see example below from the January 2023 Agenda)

091/22 CLERKS REPORT/OTHER CORRESPONDENCE/DISCUSSION TOPICS

- a. Clerks Report – [To receive the clerk's report for information only.](#)
- b. Icy Roads – [To receive correspondence regarding icy roads in Bilbrook and a copy of the current gritting map which also shows the lack of grit bins in Bilbrook](#)
- c. 3 x 2b houses at Lime Tree Road Garage Site – [To approve the local connection criteria.](#)

The Clerks Report – An agenda item at all Parish Council meetings which amongst other things gives an overview of correspondence with the public for the month (see example below from the clerks report taken to the January meeting.) The clerk's report is always an appendix of the minutes of the meeting so kept in the public domain.

Clerk's Report for Jan 2023 Meeting

- Funding applied for from South Staffs Council Community is the best medicine fund to help advertise Warm Hubs in Locality 4.
- Funding was applied for via the Staffordshire County Council Climate Change Fund to purchase wildflowers for the King's Coronation. £500 awarded.
- Several complaints were received from residents regarding slippery roads and pavements around the Parish. Staffordshire County Council Staffordshire County Council Highways was contacted. January agenda item.
- Tetterhall Rotary confirmed they raised £150.50 at the Christmas Light Switch-on.
- Royal British Legion has confirmed that poppy wreaths can be recycled. Village orderly to collect wreaths when they start to deteriorate.
- Request sent to Codsall Community High School to help organise a litter campaign. Confirmation received that the request has been forwarded sent to the Headteacher.
- Local plan response for Bilbrook Parish Council submitted.
- Request from Housing Plus for confirmation of the local connection criteria. January agenda item.
- Canal & River Trust contacted to arrange a meeting to discuss the work to be done on Bank's Field

Maintenance

- Village Hall & office plastered
- Village Hall car park gritted due to ice.
- A damaged tree guard on the top field was repaired
- Blubs planted in the new planter on the Village Green

Items emailed to Councillors

- SPCA Bulletins
- South Staffs Council News
- SPCA Course availability
- Making representations to the Local Plan
- Street Scene News
- Barnhurst Lane
- Christmas Collection
- SAVE THE DATE - Community Health Parish Summit - 9th February 2023 9-12 pm
- Chief Inspector Chris Cotton's visit

On-going Matters

- Disabled Access to the skate park field – One quote was received for the gates plus installation plus three for the gates. Quotes are being sought for the path.
- Picnic benches for the play park. Two benches, one with an extension for the disabled to be ordered in the spring.

Planning decisions outside of meetings: None

Planning decisions Issued by SSC Planning Dept.

22/00264/REM – Approved with conditions

Training:

Procurement – Assistant Clerk
South Staffs District Council Parish Clerks Forum - Clerk

Upcoming diary dates:

- King Charles III coronation working group meeting Event – Tuesday 17th January 7.30 pm. The Woodman.
- Chief Inspector Chris Cotton visit – Friday 6th January 12:30 pm.
- King Charles III coronation Event – Monday 8th May 2023

Use of delegated powers: None

Website/Facebook Posts

- Various Police Community Messaging Alerts
- South Staffs Council News
- Local Plan review
- Bilbrook Coronation Celebrations
- Locality 4 Warm Spaces
- Merry Christmas
- Citizens Advice at the Codsall Hub
- Coping at Christmas
- Bilbrook Buzz
- Bilbrook Recycling Centre opening times
- Commenting on a planning application
- Damaged bins or signs
- Bilbrook Playpark – photos needed.
- Bilbrook repair café.
- Bin collection dates

Example of correspondence sent by post.

Bilbrook Parish Council
Bilbrook Village Hall
Joeys Lane
Bilbrook
South Staffordshire
WV8 1JL
Tel: 01902 840007

Email: clerk@bilbrookparishcouncil.gov.uk
www.bilbrookparishcouncil.gov.uk

Office Opening hours: 10:00 am - 12:00 noon weekdays except Thursday



REDACTED

5th September 2022

Dear REDACTED,

Thank you for your letter. Congratulations on your selection to go on the international guide trip next year. What an amazing achievement!

The Parish Council has a grant scheme that supports local groups that operate in Bilbrook or have members from Bilbrook. Unfortunately, this grant scheme does not extend to individuals so we are not able to help you financially.

It was noted that you are planning to do a tombola at the Codsall Christmas Fayre. You are welcome to apply for a stall at the Bilbrook Light Switch On Event on Friday 25th November 6:00-8:00 pm. Please follow the link to apply.

<https://tinyurl.com/BPCXmas> There would be no charge, however, you would need to bring your own table, gazebo & lighting)

As your Guides group meets in Bilbrook, the grant scheme does extend to the group so perhaps you could ask your guide leader to apply to the council for a grant to cover some of the group's other activities. <https://tinyurl.com/BPCFunding>

Wishing you good luck with your fundraising and the trip.

Kind Regards

Example of correspondence on social media.

12 Sept at 15:08

Hi there, I think it's great how there is a refurbishment taking place at Bilbrook public Park, Joeys Lane. However on the media showcase of the proposed look of the park it states 'fireman's Pole' I find this terminology disappointing, as the correct terminology should be firefighter pole. As a firefighter myself it starts with educating children at a young age to ensure future generations are made to feel inclusive of any role/ career they wish to pursue this starts from play as a young child. Thank you for reading I hope this can be changed.



Thank you for contacting Bilbrook Parish Council. Someone will get back to you as soon as possible.

Auto-reply

13 Sept at 19:42

Hi! Thank you for your message. I will mention this to the contractors and see if they can correct it.

16 Sept at 10:16



16 Sept at 11:22

That's fantastic and all these small changes make a huge difference to how our little people view and participate in play. Thank you for helping to make these changes possible. 🙌

Example of Email Correspondence

From: Bilbrook Parish Council Clerk <clerk@bilbrookparishcouncil.gov.uk>
Sent: 13 December 2022 17:21
To: REDACTED
Subject: Re: Road safety

Dear REDACTED,

Thank you for your email. Roads and pavements are the responsibility of Staffordshire County Council. They have a webpage for reporting issues. I have done this for you on this occasion. The reference is **4302571**. It may however be worth you raising the issue and adding pictures to help make the case. <https://apps2.staffordshire.gov.uk/web/reportfault/#divSelectionHeader>

Kind Regards,
Karen Daker, Parish Clerk
Bilbrook Parish Council
Bilbrook Village Hall
Joeys Lane, Bilbrook
South Staffs, WV8 1JL
Tel: [01902 840007](tel:01902840007)

Email: clerk@bilbrookparishcouncil.gov.uk

Website: www.bilbrookparishcouncil.gov.uk

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From: REDACTED
Sent: Tuesday, December 13, 2022 3:24:06 PM
To: Bilbrook Parish Council Clerk <clerk@bilbrookparishcouncil.gov.uk>
Subject: Road safety

I am emailing the Bilbrook council to make you aware of the terrible road conditions of the Wesley Road/ Wesley Avenue and Oakfield Road estates. It is currently covered in a thick ice which is causing cars to slide around on the roads. It has numerous bends on the roads following each other and needs gritting immediately. It is in the best interests of Road safety and safety of the older residents in the area. The postcode is WV8. I live on Oakfield Road which is WV8 1LA and the neighbouring roads are affected.

If this is not the right contact please put in touch with the correct contacts.

Thank you,
REDACTED

Outcome – Staffordshire County Council Highways response "The road you have reported is not on the primary or extended treatment network. It may be actioned, subject to the availability of resources once the treated network has been cleared."

I raised the issue with the County Councillor who suggested the Parish Council buy grit bins. This is being taken to the January Parish Council meeting for a decision.