

## **COMMUNITY PARTICIPATION COMMITTEE**

At a Meeting of the Community Participation Committee held in Education Centre, St Margaret of Scotland Hospice, East Barns Street, Clydebank on Wednesday, 18 May 2011 at 2.05 p.m.

**Present:** Councillors George Black, Jim Brown, Jonathan McColl, Marie McNair and May Smillie; Murdoch Cameron, MBE, Community Councils' Forum; Neil Etherington\*, Clydebank Community Forum; Anne MacDougall\*, Clydebank Crime Prevention Panel; Francis McNeill, Community Councils Forum; Haji Munir, West Dunbartonshire Minority Ethnic Association; Tom Nimmo, West Dunbartonshire Community Care Forum; Justeen Peacock, West Dunbartonshire Access Panel; Ann Aire, Clydebank Women's Aid; Tom Wilmshurst\*, Association of Clydebank Residents Group; and Tom Woodbridge, Dumbarton Community Forum.

\* Arrived later in the meeting.

**Attending:** Peter Barry, Community Planning and Policy Manager; Anne Clegg, Policy Officer – Community and Consultation; Scott Kelly, Committee Officer, Legal, Administrative and Regulatory Services; Stephen Daly, Section Head, Corporate Contact Centre (in attendance for the item 'Presentation – Corporate Contact Centre' only); and Rodney Thornton, Fleet and Waste Services Manager, and Robert Robb, Waste Operations Co-ordinator (both in attendance for the item 'Glass Collection Pilot Scheme – Clydebank Area' only).

**Apologies:** Apologies were intimated on behalf of Councillors Ronnie McColl, Jim McElhill, John Millar and Martin Rooney; John Diamond, Bellsmyre Neighbourhood Forum; and Rhona Young, Clydebank Seniors Forum.

**Councillor Jim Brown in the Chair**

### **DECLARATIONS OF INTEREST**

It was noted that there were no declarations of interest in any of the items of business on the agenda.

### **MINUTES OF PREVIOUS MEETING**

The Minutes of Meeting of the Community Participation Committee held on 23 March 2011 were submitted and approved as a correct record,

Note: Anne MacDougall and Tom Wilmshurst entered the meeting at this point.

### **PRESENTATION – CORPORATE CONTACT CENTRE**

With reference to the Minutes of Meeting of the Community Participation Committee held on 23 March 2011 (Page 3542 refers), Stephen Daly, Section Head, Corporate Contact Centre, gave a presentation on the services provided by the Contact Centre.

The main points covered in the presentation were:-

- Background information on the establishment of the Contact Centre and its aims.
- An overview of the development of the Contact Centre since its establishment and the range of service areas which it now supports.
- That following the introduction of a new telephony system the Contact Centre is able to provide support outwith its standard opening times when there is a requirement, for example during the recent elections.
- That approximately 10% of customers were surveyed each week on their satisfaction with the service and that approximately 83% were satisfied.
- That a customer relations pilot had been established to streamline the procedures for customers who wished to complain and that a survey of customers had demonstrated that 84% were 'very satisfied' with the service, resulting in the extension of the pilot.
- An overview of the steps which will be taken to expand and streamline the services provided by the Contact Centre, including the use of social networking websites to engage with customers.

Following discussion and having heard Mr Daly and Councillor J. McColl in answer to members' questions, the Committee agreed:-

- (1) to note that managers regularly analysed the data produced by the Contact Centre in order to assess future service provision;
- (2) to note that contact centres would be opening in the town centres of Alexandria, Clydebank and Dumbarton which would provide 'face to face' contact for customers; and
- (3) otherwise to note the contents of the presentation.

Councillor Brown, on behalf of the Committee, thanked Mr Daly for his informative presentation and extended his congratulations to the Contact Centre staff for the good service which they provided.

Note: Neil Etherington entered the meeting during consideration of this item.

### **GLASS COLLECTION PILOT SCHEME – CLYDEBANK AREA**

With reference to the Minutes of Meeting of the Community Participation Committee held on 15 September 2010 (Pages 3091/92 refer), a report was submitted by the Executive Director of Housing, Environmental and Economic Development informing of the termination of the glass recycling pilot scheme in Clydebank and of the options which were being considered to secure alternative solutions.

Following discussion and having heard the Fleet and Waste Services Manager in further explanation and in answer to members' questions, the Committee agreed:-

- (1) to note that officers were presently investigating alternative methods for the collection of glass for recycling, including the possible use of optical separators which may allow for glass to be disposed of in blue bins in the future;
- (2) that a further report in relation to glass recycling should be submitted to a future meeting of the Committee; and
- (3) otherwise to note the contents of the report.

### **COMMUNITY DAY REVIEW FOLLOW UP**

With reference to the Minutes of Meeting of the Community Participation Committee held on 15 September 2010 (Page 3093 refers), a report was submitted by the Chief Executive providing further information on the Community Day review recommendations.

Having heard the Policy Officer – Community and Consultation in further explanation of the report and in answer to a member's question, the Committee agreed to note the contents of this report.

### **TRANSFER OF SERVICES TO CHIEF EXECUTIVE'S DEPARTMENT**

With reference to the Minutes of Meeting of the Community Participation Committee held on 23 March 2011 (Page 3544 refers), a report was submitted by the Chief Executive providing information on the decision taken by Council to transfer a range of services into the remit of the Chief Executive's Department.

Following discussion and having heard the Community Planning and Policy Manager in answer to members' questions, the Committee agreed:-

- (1) to note the concerns expressed by certain members in relation to the transfer of services;
- (2) that a report should be submitted to a future meeting of the Committee clarifying: (i) the Community Planning Partnership's decision-making structure; and (ii) its statutory partners; and

- (3) to note the assurance provided by the Community Planning and Policy Manager that there would be no dilution of the core role and responsibilities of the Welfare Rights and Money Advice service as a result of its transfer to the Chief Executive's Department.

### **CONSULTATION/ENGAGEMENT TRAINING 2010-11**

A report was submitted by the Chief Executive providing information on the consultation training carried out for employees during 2010-11 and the planning for training for 2011-12.

Having heard the Policy Officer – Community and Consultation in further explanation of the report and in answer to a member's question, the Committee agreed:-

- (1) to note the arrangements outlined at points 3.1 to 3.6 of the report; and
- (2) to extend its thanks to all who have participated in consultation training.

### **COMMUNITY NEWS**

Committee members were invited to provide information for the Community News item in advance of meetings on an on-going basis.

### **FUTURE AGENDA ITEMS FROM COMMUNITY REPRESENTATIVES**

Councillor Brown, Chair, invited community representatives to raise topics for inclusion on future Agendas.

It was noted that current topics included:-

- Clydebank Rebuilt
- Update on Regeneration of the Schools' Estate
- Fairtrade
- Regular update on Recycling and Waste Minimisation
- Future Development on Strathleven Corridor
- Council Tax Presentation (annually)
- An update on Addiction Services and in particular whether funding is internal or external
- Clyde Valley Community Planning Partnership
- Community Planning Partnership/Community Forums
- An update on the designations of staff in the Events and Halls Section

Following discussion, it was agreed that a report on Community Planning Partnership/Community Forums should be presented to the Committee in due course.

**OPEN FORUM**

The Committee noted that there were no Open Forum questions.

The meeting closed at 3.40 p.m.