

**WEST DUNBARTONSHIRE COUNCIL**

**Council Offices, Garshake Road, Dumbarton G82 3PU**

11 May 2005

**MEETING: COMMUNITY PARTICIPATION COMMITTEE  
WEDNESDAY, 18 MAY 2005  
COUNCIL CHAMBERS  
MUNICIPAL BUILDINGS  
STATION ROAD  
DUMBARTON**

Dear Member,

Please attend a meeting of the **Community Participation Committee** to be held in the **Council Chambers, Municipal Buildings, Station Road, Dumbarton** on Wednesday, 18 May, 2005 at **10.00 a.m.**

The business is as shown on the attached agenda.

Yours faithfully

**TIM HUNTINGFORD**

Chief Executive

**Distribution:**

**Elected Members:-**

Councillor G Casey (Convener)  
Councillor G Black  
Councillor M Bootland  
Councillor D Brogan  
Councillor J Maceira  
Councillor M McGregor  
Councillor M McNair  
Councillor C O'Sullivan  
Councillor J Pilkington  
Councillor A White

All other Councillors for information

**Community Representatives:-**

Mr Murdoch Cameron, MBE, Community Councils Forum  
Mr Gilbert Howatson, Community Councils Forum [Substitute]  
Mr Francis McNeill, Community Councils Forum  
Mr Iain Robertson, Community Councils Forum [Substitute]  
Ms Jeanette Jennings, Faifley Neighbourhood Forum  
Mr Brian Rocks, Faifley Neighbourhood Forum [Substitute]  
Mrs Hope Robertson, Association of Clydebank Residents Groups  
Mrs Cathie Bauld, Association of Clydebank Residents Groups [Substitute]  
Mrs Frances McGonagle, Gingerbread Scotland  
Ms Elizabeth Conn, Gingerbread Scotland [Substitute]  
Mr Bill Rankin, West Dunbartonshire Access Panel  
Mrs Margaret Gilroy, West Dunbartonshire Access Panel [Substitute]  
Mr Abdul Ghani, West Dunbartonshire Minority Ethnic Association  
Mr Shahin Naz, West Dunbartonshire Minority Ethnic Association [Substitute]  
Mr John Diamond, Bellsmyre Neighbourhood Forum  
Ms Patricia Rice, Clydebank Community Forum  
Ms Mary Theresa Doherty, Clydebank Community Forum [Substitute]  
Mr Bernard Bell, Feis Dhun Breatainn An Iar  
Mrs K. Kerr, Feis Dhun Breatainn An Iar [Substitute]  
Mr Donnie McGilveray, Alternatives  
Mr Tony McGurn, Alternatives [Substitute]  
Mr Ian Campbell, Dumbarton Community Forum  
Mrs Marjorie Muir, Dumbarton Community Forum [Substitute]  
Mr Jim Foulis, Safe Bonhill Group  
Mrs Mary Dennett, Safe Bonhill Group [Substitute]  
Mrs Rhona Young, Old Kilpatrick Senior Citizens  
Mrs Helen Ramage, Dumbarton District Housing Federation

**Officers:-**

Chief Executive  
Director of Corporate Services  
Director of Development and Environmental Services  
Director of Education and Cultural Services  
Director of Housing and Technical Services  
Director of Social Work Services

# **COMMUNITY PARTICIPATION COMMITTEE**

**WEDNESDAY, 18 MAY 2005**

## **AGENDA**

**1. APOLOGIES**

**2. WELCOME OF NEW MEMBERS / INTIMATION OF RESIGNATION**

**3. MINUTES OF PREVIOUS MEETING (Pages 1 - 4)**

Submit for approval as a correct record the Minutes of Meeting of the Committee held on 21 March 2005.

**4. RESPONSES TO OPEN FORUM QUESTIONS**

**(a) Information on Roads**

With reference to the previous Minutes when the following issues were raised:-

- ◆ Investigate why Morrison's fuelling trucks heavy goods vehicles were using Bowling.
- ◆ Question why emergency vehicles were using the A814 and not the A82.
- ◆ Advise Amey on particular aspects of wear and tear on the A82.
- ◆ Make enquiries about the maintenance of fencing from 1929 at a particular bridge on the A81.
- ◆ Investigate wear and tear on traffic calming measures in Haldane.
- ◆ Raise the problem of cars parking on the pavement in Bowling with the local Police Traffic Inspector.

The Department of Housing and Technical Services has made the following response:-

- ◆ The A814 is a principal route with no restrictions to traffic movement applied. Motorists are fully entitled to use either the A82 or the A814.

- ◆ Amey will be advised of Members concerns with particular reference to the condition of the A82 at the next liaison meeting between the Council and Amey which will be held on the 20th May. Amey manage and maintain the section of the A82 from Dalnottar Interchange northwards to Stoneymollan Roundabout.
- ◆ The parapet fencing on the Ardoch Burn bridge within Gartocharn is programmed for painting this financial year. It is anticipated that the works would be undertaken in the summer months.
- ◆ The damaged traffic calming features within Haldane have been repaired/replaced during the previous two months.
- ◆ The concern of cars parking on the footway within Bowling has been raised with the Roads Policing Inspector within Dumbarton. They will respond to any specific issue raised by the general public.

Jack McAulay, Section Head – Traffic, will be in attendance to respond to any questions.

Members are asked to note the responses.

#### **(b) Allocation of Funding**

The Director of Housing and Technical Services has made the following response on the use of funds for the provision of new kitchens and new front doors:-

No capital allocation funding is used to fund repairs. The Council approved this year's 2005/2006 HRA Capital Plan which includes specific monies for both projects referred to, these being the amounts of £3,700,000 for kitchen upgrades and £950,000 for new uPVC back and front doors. The criteria for spend is clearly outlined in the report to Council dated 10 February 2005 by the Director of Housing and Technical Services.

## **5. PRESENTATIONS**

### **(a) Adult Services**

Susan Gardner, Team Leader – Adult Learning and Billy McWhirter, Senior Community Learning and Development Worker, will give a presentation on Adult Learning in West Dunbartonshire.

### **(b) SPARC Community Arts Project**

Isla McAllister, Project Co-ordinator, will give a presentation on SPARC.

**6. CUSTOMER SERVICE STANDARDS (Pages 5 - 21)**

Submit report by the Chief Executive on new proposed Customer Service Standards.

**7. CUSTOMER FIRST STRATEGY (Pages 23 - 28)**

Submit report by the Chief Executive presenting to the Committee a draft "Customer First" strategy for the Council.

**8. CITIZENS PANEL QUESTIONNAIRE – FEBRUARY 2005 (Pages 29 - 60)**

Submit report by the Chief Executive providing an update on the conclusions from the recent Citizens Panel Questionnaire.

**9. COMMUNITY DAY AND WEEK 2005 (Pages 61 - 67)**

Submit report by the Chief Executive providing feedback about Community Day and other events during Community Week.

**10. MEMBERSHIP OF COMMITTEE/COMMUNITY REPRESENTATIVES' LEAFLET**

Anne Clegg, Policy Officer – Community and Consultation, will update the Committee on the Membership of the Committee and the Community Representatives' leaflet.

**11. FUTURE AGENDA ITEMS FROM COMMUNITY REPRESENTATIVES**

(a) The Committee is asked to consider the undernoted suggestions for inclusion on future Agendas:-

- Funding – Demonstration of Grantfinder by Lorne Campbell, Funding Officer for West Dunbartonshire Council.

- Welfare Rights – Information on Welfare Rights from John Hepburn, Welfare Rights Officer.
  - Town Centres Initiative – Dumbarton and Vale of Leven
  - Clydebank Rebuilt
  - Up-date on the Health Improvement Role of West Dunbartonshire Council from Bobby Jones, Health Improvement Officer
- (b) Community Representatives are invited to raise topics for inclusion on future Agendas.

## **12. OPEN FORUM**

Members of the public are invited to ask questions or raise issues during the Open Forum Session.

For information on the above agenda please contact Fiona Anderson, Administrative Assistant, Legal and Administrative Services, Council Offices, Garshake Road, Dumbarton, G82 3PU on Tel: (01389) 737210 or e-mail: [fiona.anderson@west-dunbarton.gov.uk](mailto:fiona.anderson@west-dunbarton.gov.uk)