

## COMMUNITY PARTICIPATION COMMITTEE

At a Meeting of the Community Participation Committee held in the Council Chambers, Municipal Buildings, Station Road, Dumbarton on Wednesday, 18 May 2005 at 10.00 a.m.

**Present:** Councillors Gail Casey, Margaret Bootland, Jackie Maceira and Marie McNair. Murdoch Cameron, West Dunbartonshire Community Councils Forum; Jeanette Jennings, Faifley Neighbourhood Forum; Hope Robertson, Association of Clydebank Residents Groups; Cathie Bauld, Association of Clydebank Residents Groups; Frances McGonagle, Gingerbread Scotland; Bill Rankin, West Dunbartonshire Access Panel; Abdul Ghani, West Dunbartonshire Minority Ethnic Association; Ian Campbell, Dumbarton Community Forum; Helen Ramage, Dumbarton District Housing Federation; and Rhona Young, Old Kilpatrick Senior Citizens.

**Attending:** Liz Cochrane, Policy Manager; Anne Clegg, Policy Officer – Community and Consultation; Jack McAulay, Section Head of Traffic; David Webster, Section Head (Performance Management); Susan Gardner, Team Leader Adult Learning; Billy McWhirter, Senior Community Learning and Development Worker; and Fiona Anderson, Administrative Assistant, Legal and Administrative Services.

**Apologies:** Apologies for absence were intimated on behalf of Councillors Dennis Brogan and Andy White. John Diamond, Bellsmyre Neighbourhood Forum; Patricia Rice, Clydebank Community Forum; Bernard Bell, Feis Dhun Breatainn An Iar; and Marjorie Muir, Dumbarton Community Forum.

### Councillor Gail Casey in the Chair

#### CHAIR'S REMARKS

5882 Councillor Casey welcomed Helen Ramage, Dumbarton District Housing Federation, and Rhona Young, Old Kilpatrick Senior Citizens, to their first meeting as Members of the Committee.

5883 Having heard Councillor Casey, the Committee noted:-

- (1) that Jim Biddulph had resigned from the Community Participation Committee as Vale of Leven Community Forum is no longer in existence;

- (2) that a letter had been sent to Mr Biddulph thanking him for his contribution to the work of the Committee; and
- (3) that Councillors George Black and Joe Pilkington had been nominated to serve on this Committee.

### MINUTES OF PREVIOUS MEETING

5884 The Minutes of Meeting of the Committee held on 21 March 2005 were submitted and approved as a correct record.

### RESPONSE TO OPEN FORUM QUESTIONS

#### (1) Information on Roads

5885 Reference was made to the previous Minutes (Page 1512, paragraph 5392 refers) when the following issues had been 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.

5886 It was noted that the Department of Housing and Technical Services had 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.

5887 Jack McAulay, Section Head – Traffic, was heard in response to Members’ questions and clarified the position regarding the proposed installation of a puffin crossing near the National Park Headquarters. It was noted that this was not currently a high priority but would be kept under review.

5888 The Committee agreed to note the responses.

## **(2) Allocation of Funding**

5889 The Committee noted the following response by the Director of Housing and Technical Services on the use of funds for the provision of new kitchens and new front doors:-

5890 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.

## **PRESENTATIONS**

### **(1) Adult Services**

5891 Susan Gardner, Team Leader – Adult Learning and Billy McWhirter, Senior Community Learning and Development Worker, gave a presentation on Adult Learning in West Dunbartonshire which included information on survey work and Adult Learners’ Forums; both ways of getting people’s views on what learning opportunities they would like. The Convener, on behalf of the Committee, thanked both officers for their interesting and informative presentation.

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

5892 Isla McAllister, Project Co-ordinator, gave a presentation on the Social Inclusion Partnership Arts for Regeneration and Careers (SPARC) and distributed explanatory literature.

5893 The Convener, on behalf of the Committee, thanked her for the interesting and informative presentation.

## **CUSTOMER SERVICE STANDARDS**

5894 A report was submitted by the Chief Executive on new proposed Customer Service Standards.

5895 The Committee agreed:-

- (a) that individual Committee members be invited to discuss these proposals with their organisations and provide any comments by 7 June; and
- (b) that a report be made to the full Council meeting in June asking for approval of these standards.

5896 Following discussion regarding the Employee Recognition Scheme, the Committee agreed:-

- (1) to note that there does not appear to be a system in place to provide feedback or acknowledge nominations; and
- (2) that Officers should highlight this anomaly to the relevant personnel.

## **CUSTOMER FIRST STRATEGY**

5897 A report was submitted by the Chief Executive presenting to the Committee a draft "Customer First" strategy for the Council.

5898 The Committee agreed:-

- (a) that individual Committee members be invited to discuss these proposals with their organisations and provide any comments by 7 June; and
- (b) that a report be submitted to the full Council meeting in June;

5899 Following discussion, the Committee agreed to note:-

- (1) that problems continued to be experienced relating to the implementation of information relayed to Council Tax staff via telephone calls;
- (2) that a pilot scheme to log customer contact was being conducted within the Council Tax section; and
- (3) that the five Project Teams would work at an operational level and that other mechanisms would be available to ensure community input to the processes.

### **CITIZENS' PANEL QUESTIONNAIRE– FEBRUARY 2005**

5900 A report was submitted by the Chief Executive providing an update on the conclusions from the recent Citizens' Panel Questionnaire.

5901 The Committee agreed:-

- (1) that a report be prepared for distribution to individual Citizens' Panel Members along with an information pack of relevant material;
- (2) that individual Committee members discuss this report with their organisations and provide any comments by 7 June;
- (3) to note that funding had been identified, initially for one year with the possibility of an extension to three years, if successful, to employ a Consultant to manage the Citizens' Panel. A Consultation Needs Questionnaire was used to gather information on the potential use of the Panel by partners. The results of the Questionnaire are being taken into account in the new arrangements;
- (4) to note that the recent Citizens' Panel Questionnaire referred to above had a lower response rate than normal and that there could be a number of reasons for this, such as:-
  - no stamped, addressed envelope enclosed
  - Panel hadn't been used for over a year so people had become unaccustomed to responding

### **COMMUNITY DAY AND WEEK 2005**

5902 A report was submitted by the Chief Executive providing feedback about Community Day and other events during Community week.

5903 Following discussion, the Committee agreed:-

- (1) to note the information contained in the report and make comment on any issues which might be considered when planning next year's Community Day and Week;
- (2) that anyone interested in taking part in the planning group for 2006 should contact the Policy Officer, Community and Consultation on 01389 737177;
- (3) to make the following comments:-
  - that Community Day and Week 2005 had been very worthwhile with good networking opportunities for local groups and partner agencies;
  - that the multi-cultural evening had been superb;

- that the venue for Community Day had proved to be too small;
  - that some members of the public had been disappointed by the cancellation of the “Trail of Robert The Bruce” event; and
- (4) to note that the “Trail of Robert The Bruce” event referred to above would be rearranged.

### **MEMBERSHIP OF COMMITTEE/COMMUNITY REPRESENTATIVES’ LEAFLET**

5904 Anne Clegg, Policy Officer – Community and Consultation, updated the Committee on the Membership of the Committee and the Community Representatives’ leaflet.

5905 Following discussion, the Committee agreed:-

- (1) to note that all three SIP Forums had originally had places on the Committee;
- (2) to note that the Vale of Leven Community Forum had already been disbanded and the community representatives had resigned their places on the CPC;
- (3) to note that no decision had been taken regarding the representation from Dumbarton and Clydebank Community Forums as an alternative structure for them had not yet been identified;
- (4) that community representatives should give consideration to when the two places which had been allocated on a rota basis should be replaced and submit their views to the next meeting;
- (5) to note that the production of the proposed Community Representatives’ Leaflet had been delayed due to the recurring changes in membership of the Committee; and
- (6) that the Policy Officer, Community and Consultation, will report on the Membership of the Committee and the Community Representatives’ leaflet to the August meeting.

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

5906 After discussion, the Committee agreed:-

- (1) that the undernoted topics which had been suggested by Officers be included 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.
  - Up-date on the Health Improvement Role of West Dunbartonshire Council from Bobby Jones, Health Improvement Officer.
- (2) that the undernoted topics which had been suggested by Community Representatives following further discussion, be included on future Agendas:-
- Anti-social behaviour (suggested speaker Martin McKendrick, Anti Social Behaviour Co-ordinator) should feature on the Agenda an early date; and
  - An Update on the Health Board changes should also be a priority.
- (3) that future Agendas would include only one presentation to allow time for adequate coverage of the subject matter.

### OPEN FORUM

5907 The undernoted questions/issues were raised by Community Representatives:-

- (a) In response to a question relating to reconnection charges for cookers following the redesign of kitchens in council housing, it was agreed that officers would ask the relevant department to contact the questioner direct.
- (b) In response to an issue raised by a community representative, it was agreed that Officers would investigate the claim that correspondence had been sent to a deceased person by the Council Tax Section and respond to the questioner direct.

The meeting closed at 12.05 p.m.