

Agenda



West Dunbartonshire Council

Date: Wednesday, 29 September 2021

Time: 10:00

Format: Hybrid Meeting

Contact: Christine McCaffary, Senior Democratic Services Officer
Email: christine.mccaffary@west-dunbarton.gov.uk

Dear Member

Please attend a meeting of **West Dunbartonshire Council** as detailed above.

The Convener has directed that the powers contained in Section 43 of the Local Government in Scotland Act 2003 will be used and Members will have the option to attend the meeting remotely or in person at the Civic Space, Church Street, Dumbarton.

The business is shown on the attached agenda.

Yours faithfully

JOYCE WHITE

Chief Executive

Distribution:-

Provost William Hendrie
Bailie Denis Agnew
Councillor Jim Bollan
Councillor Jim Brown
Councillor Gail Casey
Councillor Karen Conaghan
Councillor Ian Dickson
Councillor Diane Docherty
Councillor Jim Finn
Councillor Daniel Lennie
Councillor Caroline McAllister

Councillor Douglas McAllister
Councillor David McBride
Councillor Jonathan McColl
Councillor Iain McLaren
Councillor Marie McNair
Councillor John Millar
Councillor John Mooney
Councillor Lawrence O'Neill
Councillor Sally Page
Councillor Martin Rooney
Councillor Brian Walker

Chief Executive
Chief Officers

Date of issue: 16 September 2021

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WEST DUNBARTONSHIRE COUNCIL

WEDNESDAY, 29 SEPTEMBER 2021

AGENDA

1 STATEMENT BY CHAIR

2 APOLOGIES

3 DECLARATIONS OF INTEREST

Members are invited to declare if they have an interest in any of the items of business on this agenda and the reasons for such declarations.

4 RECORDING OF VOTES

The Council is asked to agree that all votes taken during the meeting will be done by roll call vote to ensure an accurate record.

5 MINUTES OF PREVIOUS MEETINGS

7 – 25

Submit for approval, as a correct record, the Minutes of Meetings of West Dunbartonshire Council held on:-

- (a) 26 August 2021 – special meeting; and
- (b) 26 August 2021 – ordinary meeting*

*Note:- Members are asked to note that confirmation from the Trades Unions in connection with the item Community Planning Support has been received.

6 MINUTES OF AUDIT COMMITTEE

27 - 31

Submit for information, and where necessary ratification, the Minutes of Meeting of the Audit Committee held on 16 June 2021.

7 OPEN FORUM

The Council is asked to note that no open forum questions have been submitted by members of the public.

8 CHIEF SOCIAL WORK OFFICER'S ANNUAL REPORT 2020/21 33 - 70

Submit report by the Chief Social Work Officer providing information on the statutory work undertaken on the Council's behalf, including a summary of governance arrangements, service delivery, resources and workforce.

**9 COMMITTEE TIMETABLE – NOVEMBER 2021 TO 71 - 82
TO JUNE 2022**

Submit report by the Chief Officer – Regulatory and Regeneration seeking agreement of a committee timetable for the period November 2021 to June 2022.

Note:- The suspension of Standing Order 20 will be required to allow consideration of paragraph 2.1(b) of the report.

10 COVID-19 UPDATE To Follow

Submit report by the Chief Executive on the above.

11 LEAMY FOUNDATION 83 - 87

Submit report by the Chief Education Officer advising that officers will continue discussions with the Leamy Foundation to establish how we can best work together.

**12 WEST DUNBARTONSHIRE COUNCIL ANNUAL 89 - 111
PERFORMANCE REPORT 2020/21**

Submit report by the Chief Officer – Citizen, Culture & Facilities presenting the West Dunbartonshire Council Annual Performance Report 2020/21 and supporting performance information.

**13 GENERAL SERVICES BUDGETARY CONTROL REPORT To Follow
TO 31 AUGUST 2021 – PERIOD 5**

Submit report by the Chief Officer – Resources on the above.

**14 HOUSING REVENUE ACCOUNT BUDGETARY CONTROL To Follow
REPORT TO 31 AUGUST 2021 – PERIOD 5**

Submit report by the Chief Officer – Resources on the above.

**15 CRISIS IN AFGHANISTAN – WEST DUNBARTONSHIRE
COUNCIL RESPONSE**

113 - 118

Submit report by the Chief Officer – Housing & Employability providing an update on the progress of the Afghan Locally Employed Staff (ALES) scheme within the West Dunbartonshire Council area and seeking approval to extend the Council's participation in the scheme in the light of recent developments.

16 NOTICE OF MOTIONS

(a) Motion by Councillor David McBride – Anti-social Behaviour

This Council is concerned that although the anti-social behaviour budget has been cut, the number of cases continue to increase.

The Council notes that in 2017/18 the anti-social behaviour budget was **£719,000** and there were **312** anti-social behaviour cases during the year.

However by 2020/21 the budget reduced to **£398,000** and the number of anti-social behaviour cases had increased to **978**.

The 2021/22 budget increased slightly to **£446,000** but before the mid-year point, the number of anti-social behaviour cases had reached **511** which suggests that the total instances could exceed **1,000** by the end of the financial year.

Council also notes that staff reductions now means the Council only operates with a maximum of 3 anti-social behaviour officers on duty each day and the service ends at 02:00.

In addition the number of mediation referrals has also steadily reduced from **93** in 2017, **71** in 2018, **41** in 2019, and to **13** in 2020/21 when the service was suspended due to COVID. There have been no referrals during the current financial year 2021/22.

Given the above, the Council calls on the Chief Executive to bring forward a report to a future Council meeting setting out the details of the anti-social behaviour service including staffing levels, case work and operational arrangements across the our Council area.

(b) Motion by Councillor Martin Rooney – Abandoned Calls

This Council notes that there has been significant concern from residents about abandoned calls to the Council helpdesk.

Although the Council is not able to measure or record the average time to answer a telephone call, it does have information on abandoned calls.

- In 2020 a total of **19,590** calls were abandoned which represented **17%** of the total calls abandoned.
- As at August 2021 **7,411** calls have been abandoned which represents **15%** of the total calls.

Council notes that unlike previous years, during the pandemic local residents who didn't complete their call, could attend council offices in person.

Given the above, this Council calls for the Chief Executive to bring forward a report on the how the council can improve its customer helpdesk function for the public.

The report should consider how we could measure, record and improve the average time to answer a call.

In addition, it should consider what other options may be available to ensure that the number of abandoned calls can be reduced in future years.