



**MINUTES**  
**Monday April 3<sup>rd</sup> in the Village Club**  
**Draft for Approval**

**Members Present:** - Margaret Vass, Alan Hutton, Richard Arnold, Julie Hutchison, Grace Edmonds, Rob Davies, Sue Rand, Elspeth Neill, Avril Keen and John Gray.

**In attendance:** Councillor Graham Lambie, Ian Denvir, Lynne Watson + 4 residents.

*(SC = Stirling Council. CC = Community Council. CDT= Community Development Trust \* Denotes an action)*

**1. Welcome from the Chair and any apologies**

**Apologies** – Willie Oswald, Marian Lever

MV opened the meeting and welcomed those present, especially Lynne Watson from the SC Contact Centre.

**2. Declaration of interests –**

There were no declarations of interest.

**3. Police Report**

See attached report

Once again there were no officers in attendance. GL noted that there is an agreement that there will be attendance at every 3<sup>rd</sup> CC meeting and suggested contacting the local Superintendent. He plans to contact Superintendent Steven McAllister regarding non-attendance.

**4. Stirling Council Contact centre**

Lynne Watson gave an overview of how the centre operates. There are 8 – 10 operators on duty at any time, handling approximately 350,000 calls and 20,000 electronic contacts every year. She said that it is best for members of the public to use the centre as a point of contact with SC as all calls are logged giving a record of contact. If the call is a service request the caller will be given a reference number, but if the call is requesting advice no reference number is given. The centre is open 24 hours but prefers to operate mainly between 8.30 and 5.00.

RA asked about emails. These also go through the call centre and are handled 24 hours a day. Emails are also given reference numbers. LW requested

feedback from anybody using the service to allow her to see if it is meeting the needs of the public.

GL asked about response times from council officers getting back to the customer. LW said that these vary according to the department concerned. For example Roads will generally respond in 24 hours, Waste will take 5 days. LW wants the response time to be standardised across all departments and said it should be 24 hours, even if only a holding reply. MV said that the CC would fully support a standardised response time from all service areas.

GL asked if the centre gets confirmation of a request being completed. LW said no, they don't get an automatic notice

LW said that she hopes to have a system of logging calls onto a "Golden List" of calls per customer. She hopes to have this in place by the end of the year. She also said that it would be helpful if we were calling on behalf of the CC that we state this at the beginning of the conversation so that the call can be logged on to the list for the correct CC.

AH asked about the type of calls received. About 30% of calls are requests for information and another 30% are people who want to speak to a particular person. The remaining calls are service requests.

LW mentioned that none of her staff come from rural areas and asked for any help we can give identifying local names for roads, areas etc. ID said this has been an issue for Waste Services as many of their experienced staff have retired and a lot of local knowledge has been lost.

LW said that pictures are very useful when making service requests, especially for potholes.

MV thanked LW for attending

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## **5. Minutes of March meeting and matters arising**

There were no amendments or additions. The minutes were approved by JG and seconded by EN

Matters Arising – The primary school children were asked to design a poster for a new dog fouling campaign. Primaries 2, 5 and 6 took part in a competition for the best poster. MV, GE and EN judged the entries and the winners were Archie Baxter from P2, Abigail Stevens from P5 and Isla Whittet from P6. Isla was the overall winner and her poster will be used in the campaign. All the winners received a £10 Amazon voucher.

MV contacted Elaine Bannatyne at BHS regarding anti-social behaviour in the village, particularly in the grounds of the Primary school. Staff at BHS are looking into this and will highlight that this is not acceptable.

MV spoke to Sir Archie Edmonstone regarding parking at Dumgoyne as he had previously offered use of a site for this. He is now concerned about the site being used on a temporary basis, but if we could match the rent that the previous tenant was paying he would be pleased to have the ground used as a car park. Otherwise Duntreath Estate has plans to develop the site for tourist use. MV thinks a site visit to Dumgoyne with Council officers is needed. She plans to work

with Killearn CC who have responsibility for the parking area and who are also concerned about this. GL said that he would liaise with the Council office regarding a site visit. RD suggested that Duntreath Estate might be interested in running a paying car park. AK asked if compulsory purchase could be used to acquire land, but GL said he had never seen this done for a car park.

Edward Pickard asked if there is space in the Beech Tree car park, but this is often full in the summer and there is no footpath between it and Dumgoyne.

RTA said that he has installed the security post at the entrance to the park and that there are spare keys in the library and the Co-op for emergencies. We plan to erect a sign stating that this is a private road. Edward Pickard agreed to this. A grant application is being submitted to the Community Pride Fund to cover the cost of this.

Lorna Young mentioned that a lot of the daffodils in the village have been pulled up.

## **6.Planning and Licensing**

JG has done the response to the Planning System on our behalf and circulated his response to CC members prior to the meeting. He based his comments on the Dunblane response with some changes, which he highlighted to the meeting. He believes that we should not be rejecting the proposals out of hand. One contentious area is whether the council has the correct allocation of houses in each area. Dunblane commented that the Reporter does not need to look at this but JG thinks it would make sense for the Reporter to look at this at the gate-check stage. He said that a mediator might be useful at an early stage also.

MV thanked JG for undertaking this huge piece of work. The meeting approved his comments.

Planning applications: Troughstone Cottage. This is a replacement house on the site of one destroyed by fire. We have no comments to make on this. JG will respond to the planners to this effect.

New application for a house above Ardunan Lodge. Again we have no comment to make. AK will look at the plans and respond. AK said that we have been asked to respond to the planners even if we have no comments to make.

## **7. Elected Member Report – Cllr Graham Lambie**

See attached report.

Buses – GL asked us to look at the appendix to his report regarding bus routes and feed back our comments to him. He wants as many comments as possible regarding this and what our community wants/needs from public transport. MV said that we would work on this.

SC has a good record in education and some of the revenue from increases in council tax will go to this area. GL wants the NEET number to be 0 within 5 years. He also wants more adults in classrooms, not necessarily teachers but also classroom assistants and learning specialists.

## **8. Feedback from community asset study**

MV reported that there have been two sessions so far. The first was a briefing session, which was well attended by groups in the village. The first session with the consultants was also well attended. MV will forward the presentation from this session to CC members. The study is about trying to maximise the use of buildings within the village. MV was surprised by the number of children attending the Out of School club. They have about 130 children attending regularly. They are currently working with SC to source new premises. AK asked if this would work towards a new hub with the school, library, Scout hall etc in one area. MV thought probably not. The library and the new Early Years accommodation that will have to be provided to meet Government legislation were the focus of discussion at the last meeting.

After the last workshop in May a report will be compiled by the consultants and sent to the CC.

## **9. Community Comments**

EN had a visit from SC to look at the water course on Craigenlay Avenue. SC will inspect this every two weeks.

AH noted that there is water leaking from a garden on Old Mugdock Road, creating pools on the road and possible ice danger in winter. It is unclear if this has been reported to SC so AH will report it.

JH asked if the work on the gardens in Blane Crescent has been completed. Residents are waiting for a completion letter from SC but this has been delayed. . MV has been in touch with SC to get a named officer whom residents can contact. This is Helena Kennedy.

EN attended Mugdock in place of JH and had an interesting meeting.

## **10. Roads and Land Services discussion**

Kevin McCormack and David Crichton are coming to the next meeting. ID suggested that we should prioritise the things we want to discuss with them. MV has already sent them a list of topics that might be raised. AK suggested adding the 40mph signs at Carbeth to the list.

## **11. Finance**

Instant Saver Account - £2336.59

Current Account - £1272.00

The grant application to cover new Christmas tree lights, signage and the dog fouling campaign will be submitted this week.

MV noted that Succession Planning is now a priority.

## **12. Correspondence**

GE had a letter from Steven Paterson MP regarding the agreement of BT to separate from Openreach. It is hoped that this will help with broadband provision.

**16. Date of next meeting Tuesday 9<sup>th</sup> May 2017 in the Primary School**