

**MINUTE**  
**of**  
**CABINET**

**Minute of Meeting held at 10.00am in the Council Chamber, Council Headquarters, Giffnock on 2 October 2014.**

**Present:**

Councillor Jim Fletcher (Leader)  
Councillor Danny Devlin

Councillor Alan Lafferty  
Councillor Mary Montague

Councillor Fletcher, Leader, in the Chair

**Attending:**

Lorraine McMillan, Chief Executive; Andy Cahill, Director of Environment; Margaret McCrossan, Head of Accountancy (Chief Financial Officer); Louise Pringle, Head of Customer and Business Change Services; John Fitzpatrick, Head of Education Services (Inclusion, Schools and Staff); Phil Daws, Housing Services Manager; James Toal, Trainee Environment Officer; and Eamonn Daly, Democratic Services Manager.

**Apologies:**

Councillors Tony Buchanan (Deputy Leader), Elaine Green, Ian McAlpine and Vincent Waters.

**DECLARATIONS OF INTEREST**

**1237.** There were no declarations of interest intimated.

**AREA FORUM MINUTES**

**1238.** The Cabinet considered the Minutes of the meetings of the undernoted Area Forums which form Appendices 1, 2 and 3 accompanying this Minute:-

- (i) Giffnock and Thornliebank, Netherlee, Stamperland and Williamwood Area Forum – 3 September 2014;
- (ii) Newton Mearns South, Busby, Clarkston and Eaglesham Area Forum – 9 September 2014; and
- (iii) Neilston, Uplawmoor and Newton Mearns North and Barrhead Area Forum – 11 September 2014.

The Cabinet agreed to note the Minutes and approve the recommendations therein.

## **REVISED POLICY ON UNACCEPTABLE ACTIONS BY CUSTOMERS**

**1239.** The Cabinet considered a report by the Deputy Chief Executive, seeking approval of an updated policy on unacceptable actions by customers. A copy of the proposed policy was appended to the report.

The report explained that the policy aimed to provide updated guidelines as a safeguard for employees, elected Members and other representatives acting on behalf of the Council when dealing with the very small minority of customers whose actions or behaviours were considered to be unacceptable.

Whilst noting that the Council had introduced an unacceptable actions policy in October 2013, the report explained that the policy required to be reviewed to reflect the increase in the use of social media and internet communication. Furthermore, it also sought to provide more concise guidance to assist employees, elected Members and other representatives to deal with actions or behaviours from customers and others engaging with the Council that were deemed unacceptable, whether directed at them verbally, in writing or by social media and the internet.

The key provisions of the unacceptable actions policy included defining unacceptable actions, managing unacceptable actions, deciding on restricting access and the process of appeal, and reviewing the decision to restrict contact.

In response to a question from Councillor Montague, Councillor Fletcher confirmed that the policy could be applied to anyone who engaged with the Council.

The Cabinet approved the proposed updated policy on unacceptable actions by customers.

## **HOUSING SERVICES – CUSTOMER ENGAGEMENT STRATEGY**

**1240.** The Cabinet considered a report by the Director of Environment, seeking approval for a proposed Customer Engagement Strategy for Housing Services. A copy of the strategy was appended to the report.

The report explained that the aim of the new strategy was to ensure that housing services was able to consult with more customers in a manner that met the needs and wishes of its customers. Whilst noting that only by listening to the Council's customers would the Council be able to deliver the services that its customers wanted, the report highlighted that a robust and practical customer engagement strategy was essential in order to achieve this.

The Cabinet approved the improved Customer Engagement Strategy for Housing Services.

## **HOUSING SERVICES – LANDLORD REPORT**

**1241.** The Cabinet considered a report by the Director of Environment, advising of the Council's landlord report published by the Scottish Housing Regulator and the key areas of risk that might be identified in future Assurance and Improvement Plans. A copy of the landlord report was appended to the report.

The report explained that in accordance with the provisions of the Housing (Scotland) Act 2010, the Scottish Ministers had set standards and outcomes in the Scottish Social Housing Charter (SSHC) that all social landlords should aim to achieve. It was noted that one of the key responsibilities of each landlord was to provide the Scottish Housing Regulator (SHR) with details of performance against 37 performance indicators and information for 32 contextual indicators by 31 March each year. Once this information was received the SHR would produce a landlord report for every social landlord in Scotland and publish this on its website by the end of August each year.

The landlord report was split into a number of sections including homes and rents, tenant satisfaction, quality and maintenance of homes, neighbourhoods and value for money. In addition, to the key areas outlined in these sections the SHR also had information on other areas of service and as a result might identify additional areas of risk in the forthcoming Assurance and Improvement Plan (AIP). Details of the risks already identified in the AIP were also outlined in the report. These included bed and breakfast use, tenancy sustainment and medical adaptations.

The report concluded by indicating that the SSHC and the performance indicators had only been collated and published for the first time in 2014. The first annual report demonstrated that the Council's Housing Services were performing well in a number of key areas highlighting that there had been significant areas of improvement and the areas of risks identified by the SHR were reducing. However, it was noted that there were still key challenges for the Housing Service in terms of bed and breakfast usage, re-let times and tenant satisfaction which were all currently being addressed.

Councillors Lafferty and Fletcher having welcomed both the positive direction of travel for the service as demonstrated by the indicators and the proposed additional investment, the Housing Services Manager reported that since the preparation of the report the latest tenant satisfaction survey results had been obtained. These showed an increase in tenant satisfaction levels from 71% to 83% this figure being higher than both the 2012 results and also the Scottish average.

The Cabinet noted the:-

- (a) key areas of risk that might be identified in future Assurance and Improvement Plans; and
- (b) content of the landlord report.

## **RENTAL OFF THE SHELF**

**1242.** The Cabinet considered a report by the Director of Environment, seeking approval to accept the Scottish Government's offer of funding of £400,000 from the Council's Affordable Housing Resource Planning Allocation and provide Council funding of around £420,000 to participate in a 'rental off the shelf' programme.

Whilst noting that current shortages with the availability of land within East Renfrewshire had limited the capacity of the Council to deliver as much new affordable housing as was desired, the report highlighted that Housing Services staff had approached the Scottish Government for permission to participate in a scheme to purchase existing properties on the open market and to make them available for rent.

The proposal to purchase property 'off the shelf' was seen as an innovated approach to address, in the short term, some of the pressures faced by waiting list applicants looking for one bedroom properties which were in short supply due to recent changes in entitlement to Housing Benefit.

The report proposed that the Council purchase up to 10 properties over financial years 2014/15 and 2015/16 estimated to cost £820,000. The project would be funded by accepting the Scottish Government's offer of funding of £400,000 from the Council's Affordable Housing Resource Planning Allocation with the balance being met by committing around £420,000 from its second home Council Tax discount and commuted sums fund.

Councillor Devlin having explained that it was hoped to purchase the majority of the properties in the Eastwood side of the authority, and Councillor Lafferty having welcomed the innovative approach to tackling the shortage of 1 bedroom properties for let, the Cabinet agreed:-

- (a) to accept the Scottish Government's offer of funding of £400,000 from the Council's affordable housing resource planning allocation to participate in a rental off the shelf programme;
- (b) to commit around £420,000 from its second home Council Tax discount and commuted sums fund to partially finance the project; and
- (c) that delegated authority be granted to the Director of Environment to make all the necessary arrangements to purchase suitable properties.

CHAIR

**MINUTE**  
**of**  
**GIFFNOCK AND THORNIEBANK, NETHERLEE, STAMPERLAND AND**  
**WILLIAMWOOD AREA FORUM**

**Minute of Meeting held at 7.00pm in Woodfarm High School, Woodfarm, on 3 September 2014.**

**Present:**

Councillor Mary Montague (Chair)  
Councillor Gordon Wallace

Councillor Ralph Robertson

Lynne Arnott (Thornliebank Seniors Forum); Monty Cowen, (Jewish Representative Council); Savio D'Souza (Giffnock Community Council); Lisa-Marie Patton (Thornliebank and Giffnock Tenants and Residents' Association); and Helena Shanks (Thornliebank Community Council).

Councillor Montague in the Chair

**Attending:**

Paul O'Neil, Committee Services Officer.

**Apologies:**

Councillors Jim Fletcher and Vincent Waters.

**MINUTE OF PREVIOUS MEETING**

1. The forum considered and approved the Minute of the meeting held on 28 May 2014.

**PROJECT MONITORING AND PROPOSALS 2014/15**

2. The forum considered a report by the Deputy Chief Executive, providing details of projects previously approved by the forum in 2014/15; the balance outstanding in the General Services budget for 2014/15; and details of projects that had been submitted for consideration.

Following discussion, the forum agreed:-

- (a) that the following project be approved:-

**General Services Budget – Opening Balance £8,002**

<b>PROJECT</b>	<b>COST/COMMENTS</b>
Installation of dropped kerb at the start of pavement on Summerlea Road on the even side closest to Kennishead Road, Thornliebank.	£2,400 (i.e. 2 sets at £1,200 per set)
<b>TOTAL</b>	<b>£2,400</b>
<b>REMAINING BALANCE</b>	<b>£5,602</b>

- (b) that consideration of the remaining projects be continued to the next meeting;  
and
- (c) to otherwise note the terms of the report.

**POLICE/FIRE AND RESCUE SERVICES - UPDATE**

3. There were no police or fire representatives in attendance at the meeting.

**DATE OF NEXT MEETING**

4. It was noted that the next meeting would be held in Woodfarm High School on 3 December 2014 at 7.00pm.

**MINUTE**

of

**NEWTON MEARNS SOUTH, BUSBY CLARKSTON AND EAGLESHAM AREA FORUM****Minute of Meeting held at 7.00pm in Williamwood High School on 9 September 2014****Present:**

Provost Alastair Carmichael  
Councillor Alan Lafferty

Councillor Ian McAlpine  
Councillor Stewart Miller

Inspector Alan Dickson (Police Scotland); George McLachlan (Busby Community Council); John Seenan (East Renfrewshire Neighbourhood Watch Association); and Irene Yona (Newton Mearns Community Council).

Provost Carmichael in the Chair

**Attending:**

Eamonn Daly, Democratic Services Manager.

**Apologies:**

Councillors Barbara Grant and Jim Swift and Bill Duguid (Eaglesham and Waterfoot Community Council).

**MINUTE OF PREVIOUS MEETING**

1. The forum considered and approved the Minute of the meeting of 29 May 2014.

**PROJECT MONITORING AND PROPOSALS 2014/15**

2. The forum considered a report by the Deputy Chief Executive giving details of the expenditure and projects associated with the allocated General Services budget for 2014/15.

Having heard Councillor McAlpine on the request for resurfacing at Kings Drive/Gardens, and Mr Daly indicate that he had been unaware of the lack of progress in moving forward the project to install a small slide and matting at the children's playpark at Cartside Drive, but that he would take this matter up with the appropriate officers, the forum noted the report.

**POLICE/FIRE AND RESCUE SERVICE UPDATE**

3. Inspector Dickson reported that Acting Chief Inspector Crawford was moving to the Operational Planning section in Govan and that Chief Inspector Angela Carty had been appointed Chief Inspector for the area, taking up post on 17 September.

Inspector Dickson explained that the police annual satisfaction survey was currently taking place. This would allow the force to determine levels of satisfaction with the service and help shape priorities for the coming year.

He also tabled the Quarter 1 performance figures, in respect of which further comment was made. Reference was made in particular to the number of serious assaults that had taken place in East Renfrewshire already in 2014/15, which at 14 was higher than the 7 recorded for the whole of 2013/14. It was confirmed that all 14 had been detected. Good progress in tackling theft and housebreaking was also reported.

In response to questions, Inspector Dickson explained it would be up to the new Chief Inspector to decide whether the quarterly ward meetings with councillors would continue. He also explained the position regarding parking enforcement around the Broom shops, it being explained that parking enforcement was now a matter for the Council's Community Warden Service. However, the wardens were aware of those circumstances where police intervention was required, and would contact the police as appropriate. He also commented on the ability of the police to check vehicle details, particularly valid road fund licences, in view of the imminent change where vehicles would no longer display a licence disc on the windscreen.

#### **QUESTION AND ANSWER SESSION**

4. In response to a question regarding repairs to the community council notice board at Broom shops, Mr Daly clarified that whilst the area forum had purchased the noticeboard for the community council and arrangements had been made by officers for it to be installed, notice boards were the property of community councils and so it was their responsibility to arrange and pay for any maintenance that was required.

#### **DATE OF NEXT MEETING**

5. It was noted that the next meeting would be held on Tuesday, 3 December 2014 at 7pm in Mearns Castle High School.



**MINUTE**  
**of**  
**NEILSTON, UPLAWMOOR AND NEWTON MEARNS NORTH AND BARRHEAD**  
**AREA FORUM**

**Minute of Meeting held at 7.00pm in the Council Offices, 211 Main Street, Barrhead on 11 September 2014.**

**Present:**

Councillor Tony Buchanan

Sergeant Jim Boyle, (Police Scotland); Steven Healy, (Neilston Community Council) (Vice Chair); David Jesner, (Mearns Community Council); Linda McCullagh, (Hillside Tenants and Residents Association); and Alan Walker, (Neilston Development Trust).

Mr Healy in the Chair

**Attending:**

Ron Leitch, Committee Services Officer.

**Apologies:**

Councillors Kenny Hay (Chair), and Paul O’Kane; and Grace Brookmyre (East Renfrewshire Faith Forum).

**MINUTE OF PREVIOUS MEETING**

1. The forum considered and approved the Minute of the meeting held on 29 May 2014 subject to clarification by Councillor Buchanan that seating within the new public realm works on Main Street, Barrhead had been damaged in transit and it was anticipated that replacements would be installed within the coming 6 to 8 weeks.

Mr Jesner, referring to the abandoned property which he had raised under Item 6, advised that the building had subsequently been destroyed by fire.

The forum noted the updates provided.

**POLICE/FIRE AND RESCUE SERVICES – UPDATE**

2. Mr Healy invited Sergeant Boyle to update members on the activities of Police Scotland in the forum’s area since the date of the last meeting.

Sergeant Boyle advised the forum that Chief Inspector Angela Carty would take up the post of Area Commander for East Renfrewshire within the next 2 weeks. He went on to highlight the results of the most recent public satisfaction surveys which continued to show a general downward trend in those areas considered to be priorities by the public.

Responding to a comment from Mr Jesner regarding the increased incidence of housebreaking and other theft within Newton Mearns, Sergeant Boyle explained that a number of arrests had recently been made in this regard following an intelligence led investigation; that the accused persons remained in custody awaiting trial; and that it was anticipated that the recent upward trend would now be reversed as a result.

Sergeant Boyle explained the background to a recently reported headline story in the Barrhead News regarding an affray in Barrhead Main Street, explaining that 4 people and 9 police officers had been involved in the incident and that as a result a total of 13 charges had been reported to the fiscal for consideration.

Responding to further enquiries from members, Sergeant Boyle advised that he was unaware of any reported incidences of criminal behaviour locally linked to the Scottish Independence Referendum and that action was ongoing with regard to a spate of vandalism within Newton Mearns and Neilston. He concluded his report by advising that the incidence of fire raising and other anti-social behaviour within the former Shanks Business Park had reduced considerably following the installation of lockable entrance gates.

Having heard Mr Healy thank Sergeant Boyle for his presentation, the forum noted the position.

### **PROJECT MONITORING AND PROPOSALS 2014/15**

3. The forum considered a report by the Deputy Chief Executive, giving details of the budget allocation for 2014/15 and submitting proposals for consideration.

Following full and detailed discussion on the proposals submitted, the forum agreed:-

(a) that the following projects be approved:-

#### **Opening Balance £15,360**

<b>PROJECT</b>	<b>COSTS/COMMENTS</b>
Repairs to memorial bench, Main Street, Neilston (subject to further clarification regarding ownership and up to a maximum of £300)	£252
Litter bin at Neilston Road, Neilston	£180
Litter bin at Pig Square, Neilston	£180
<b>Total</b>	<b>£612</b>
<b>Remaining Balance</b>	<b>£14,748</b>

- (b) that the following projects be withdrawn:-
- (i) Repairs to notice board locks at Main Street, Neilston
  - (ii) Replacement of Perspex on notice board, Neilston village.
- (c) that the following project, which had been received too late to be included in the forum papers, be continued pending clarification from Police Scotland:-
- Provision of a notice board near Barrhead Police Office.

Following further discussion, in the course of which alternative methods of funding various projects were raised, the forum agreed to note the report.

#### **QUESTION AND ANSWER SESSION**

4. The following issue was raised:-

##### Review of Community Council Scheme of Establishment

Mr Jesner asked when the report on the Review of the Community Council Scheme of Establishment would be available. Councillor Buchanan advised that the report would be presented to a special meeting of the Council on 24 September with a recommendation that the Council approves the commencement of the Stage 2 consultation and that the report should be available on the Council website on the afternoon of 19 September.

The forum noted the position.

#### **DATE AND VENUE FOR NEXT MEETING**

5. It was reported that the next meeting of the forum would be held in the Council Offices, Main Street, Barrhead on Thursday, 11 December 2014.

