

**MINUTES of MEETING of HELENSBURGH & LOMOND**

Why at no time were the reported faults logged on the website as reported, as other lighting faults are?

Can we please be assured that this problem will not occur again. Functional Street Lighting is a matter of Health and Safety particularly for women, girls, the elderly and the

Mark Calder, Project Manager responded by advising that the lighting was not currently operational. This was as a result of the columns being non-standard construction, requiring specialist parts. He advised that the ordering had been impacted by a review of suppliers to ensure continued best value. The parts have been ordered but due to the specialist nature there was no timescale for their delivery.

With regard to the upheld complaint, Mark explained that the complaint was in regard to the flow of information rather than the fault. This had been due to the operational and customer facing case management systems being misaligned due to a glitch. Regarding the website, he advised that the complaint had been logged, was in the system, and was being actioned.

In terms of assurances that there would be no further issues, Mark commented that it was not possible to assure that there would never be another fault but that changes in the management and reporting system should reassure that service requests are robustly and appropriately managed. Mark advised that he was in correspondence with the author of the question and that he would update the person directly when more was known about the delivery timescales.

Councillor MacQuire commented that to his knowledge 14 of the 22 lights had now been fixed.

## **5. POLICE SCOTLAND UPDATE**

The Committee considered an update by Inspector MacNeill which included the appointment of a new Chief Inspector, Samantha Glasgow; Operation Balaton (the multi-agency approach to ensure effective policing due to summer tourism); joint patrols with Argyll and Bute Council and National Park Wardens; support for community events such as discos and a Midnight football league; speeding and crime figures; and DBI (Distress Brief Intervention) which training is ongoing to ensure those in distress can be assisted to get the right care of partner organisations.

### **Decision**

The Chair, on behalf of the Committee, thanked Inspector MacNeill for his attendance and informative update.

(Reference: Undated Report by Inspector MacNeill, submitted)

## **6. INTEGRATION JOINT BOARD PERFORMANCE REPORT (MAY 2022)**

A report providing the Committee with an update on the impact on service performance and the progress made with regard to remobilising health and social care services in Argyll and Bute up to 31 March 2022 was considered.

## Decision

**9. APPOINTMENTS TO OUTSIDE ORGANISATIONS**

## **Decision**

The Helensburgh and Lomond Area Committee agreed to award the sum of £833 from the Helensburgh and Lomond Area Twinning Budget for 2022/23 to Helensburgh and District Twinning Association.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Support dated 25 June 2022, submitted)

### **11. AREA SCORECARD FQ4 2021-22**

A paper presenting the Area Scorecard for Financial Quarter 4 2021/22 (January to March 2022) which illustrated the agreed performance measures was considered.

## **Decision**

The Helensburgh and Lomond Area Committee:

1. noted and considered the performance and supporting commentary as presented;
2. noted that upon receipt of the Quarterly Performance Report the Committee should contact either the Responsible Named Officer or the Performance Improvement Officer with any queries;
3. noted that work was ongoing and that Members should respond to the Performance Improvement Officer with requests or comments regarding the layout and format of the Performance Report; and
4. noted the proposal to include the additional Corporate Outcome Indicators within the quarterly Area Committee report.

(Reference: Report by Executive Director with responsibility for Customer Support Services dated 9 May 2022, submitted)

### **12. HELENSBURGH, CARDROSS AND DUMBARTON CYCLEPATH UPDATE**

A report updating Members on the progress made since the previous report to the Helensburgh and Lomond Area Committee on 17 March 2022 in relation to the delivery of a dedicated, high quality walking and cycle route linking Helensburgh, Cardross and Dumbarton was considered.

## **Decision**

The Helensburgh and Lomond Area Committee the continued efforts of Officers to engage with WSP Design Consultants to confirm the programme to complete the design process.

(Reference: Report by Executive Director with responsibility for Strategic Transport dated 19 May 2022, submitted)

### **13. HELENSBURGH AND LOMOND AREA COMMITTEE WORKPLAN**

The Helensburgh and Lomond Area Committee Workplan was before Members for information.

