

North Ayrshire Council  
15 October 1996

**Irvine, 15 October 1996** - Minutes of the meeting of North Ayrshire Council held in the Council Chambers, Cunninghame House Irvine on Tuesday 15 October 1996 at 6.00 p.m.

**Present**

George Steven, John Donn, Thomas Barr, Patrick Browne, Jack Carson, Ian Clarkson, James Clements, Stewart Dewar, Thomas Dickie, David Gallagher, Samuel Gooding, Jane Gorman, Margaret Highet, James Jennings, Elizabeth McLardy, Peter McNamara, Thomas Morris, David Munn, Margaret Munn, Alan Munro, David O'Neill, Robert Rae, Robert Reilly, Gena Seales, John Sillars and Samuel Taylor.

**In Attendance**

The Chief Executive; the Directors of Financial Services, Community and Recreational Services, Housing Services, Commercial Services and Social Work; the Head of Corporate Business; the Head of Planning and Environment; L. Rowson, Head of Education Services; the Architectural Services Manager; the Personnel Services Manager; the Information Technology Services Manager; the Principal Officer (Marketing and Publicity); the Principal Officer (Policy/Administration); and D. McCaw, Assistant Administration Officer.

**Chair**

Mr Steven in the Chair.

**Apologies for Absence**

Elliot Gray, Irene Oldfather and Richard Wilkinson.

**1. Apprentices**

The Council received apprentices who are employed in the Commercial Services Directorate. The Council have made strenuous efforts to employ apprentices, two of whom have recently gained prize awards.

The Convener paid tribute to the hard work put in by the apprentices within the Directorate emphasising the need and benefit of employing apprentices not only by the Council but firms in the private sector.

The Council thanked the apprentices for their attendance at the meeting.

**2. Minutes Confirmed**

The Minutes of the meeting of North Ayrshire Council held on 3 September 1996 were confirmed.

### **3. Kilwinning: Hillsdown Holding: Closure of Factory**

Notice having been given in terms of Standing Order No. 13 Mr. Clements, seconded by Mr. Brown, moved a Motion in the following terms:-

"That this Council notes with concern the announcement by Hillsdown Holdings to close their Kilwinning factory with a loss of 285 jobs;

that the Council respond to Usdaw's urgent request for assistance in their campaign to retain the jobs in Kilwinning; and

that we enlist the support of the local MP and MEP in having the Secretary of State for Scotland investigate the alleged reason given by the Company for the closure and to assist the workforce in their campaign to retain production in Kilwinning."

Agreed.

### **4. Reports of Committees**

The annexed reports of Committees being the Minutes of their Meetings as undernoted were submitted, moved and seconded in terms of Standing Order No. 8 and approved as follows:-

<b>Committee</b>	<b>Pages</b>
Corporate Strategy Committee: 10 September 1996	1 - 41
Development Control Sub-Committee: 17 September 1996	42 - 47
Education Committee: 17 September 1996	48 - 55
Social Work Committee: 18 September 1996	56 - 66
*Housing Services Committee: 19 September 1996	67 - 80
Community and Recreational Services Committee: 24 September 1996	81 - 90
Infrastructure and Environment Services Committee: 25 September 1996	91 - 106
Protective Services Committee: 26 September 1996	107 - 116
Special Corporate Strategy Committee: 27 September 1996	117 - 121
Support Services Committee: 1 October 1996	122 - 132
Commercial Services Committee: 2 October 1996	133 - 137
Development Control Sub-Committee: 8 October 1996	138 - 146

#### **\*Housing Services: 19 September 1996**

##### **Housing Services Directorate: Structure**

Mr. Rae requested that his dissent be recorded in respect of item 2 on page 67 of the Committee.

Agreed.

#### **5. Kilwinning Rangers Football Club**

Submitted report by the Chief Executive advising that a series of meetings have been held to discuss progress in relation to the provision of a home football ground for Kilwinning Rangers Junior Football Club. The meetings were attended by representatives of the Community and Recreational Services Committee along with the Local Members.

A number of issues still require to be discussed in an effort to resolve this matter.

The Council agreed that in the interim the Chief Executive, in consultation with the Chairs of the Corporate Strategy and the Community and Recreational Services Committees, take any necessary action to secure the Council's position.

#### **6. Accounts for the period 6 April 1995 - 31 March 1996**

Submitted accounts for North Ayrshire Council as Shadow Authority for the period 6 April 1995 to 31 March 1996.

Noted.

#### **7. Authorisation of the Execution of Deeds on behalf of North Ayrshire Council**

The Council authorised in terms of Section 194(2) of the Local Government (Scotland) Act, 1973 the execution of the following Deeds on behalf of the Council:-

FEU DISPOSITIONS by North Ayrshire Council in favour of the undernoted and with regard to the subjects shown:-

Mr. and Mrs. J. Grimley	31 Campbell Avenue, Stevenston
Mr. and Mrs. W. Skeoch	20 Lawson Drive, Ardrossan
Mrs. M. Cain	87 Garnock Street, Dalry
Mr. and Mrs. W. Montgomery	32 Stewart Drive, Irvine
Mr. and Mrs. G. Hickman	57 Sinclair Drive, Largs
Mr. and Mrs. D. Hunter	41 Clyde Terrace, Ardrossan
Mrs. Mary McDill	5 Coalhill Place, Ardrossan
Mr. J. Hays	42 Thorntree Avenue, Beith
Ms. S. Baillie	7 Marble Avenue, Dreggorn

George Goldie	72 Meadowfoot Road, West Kilbride
Mrs. E.A. Hood or Fulton	9 Byres Loch, Kilwinning
William Lee	7C Lawson Drive, Ardrossan
Mr. and Mrs. J. Kerr	68 McKinlay Crescent, Irvine
Mr. and Mrs. A. Cairnie	32 Clyde Terrace, Ardrossan
Yvonne Cowan	16 Stepps Road, Irvine
Mr. and Mrs. T. Eskdale	210C Livingstone Terrace, Irvine

#### **8. Attitude Survey: Final Report**

The Council welcomed Mr. D. Brooks of Ashbrook Research and Consultancy who reported on the findings of a public attitude survey undertaken on behalf of the Council.

The Company undertook the survey with regard to the following objectives:-

- a) to determine awareness of the Council structure and the services it provides;
- b) to establish the extent of contact with the Council and attitudes to customer care;
- c) to identify priorities held by the Council's existing and potential customers;
- d) to assess how satisfied customers are with service delivery; and
- e) to assess customer's perceptions as to the strengths and weaknesses of the Council as a service provider.

The information was collected through two sources i.e. users of North Ayrshire Council services as they left Council facilities and other existing and potential users of Council services throughout North Ayrshire.

A total of 1000 interviews were held during July and August 1996 throughout North Ayrshire Council having regard to gender, age and area.

The findings of the survey indicated that levels of satisfaction amongst users of Council services are generally high. This included personal visits to Council offices and facilities. However, although telephone contacts generally emerged positively, there was some dissatisfaction expressed with regard to speed of response, ease of reaching the right person and action taken. This has an impact in view of the fact that most residents indicated that they would prefer to contact the Council by telephone.

The Council overall emerged positively with particular satisfaction being expressed on accessibility, having friendly, helpful and high quality staff and the provision of good quality services.

Thereafter Members of the Council asked various questions of Mr. Brooks to which he responded.

The Convener on behalf of the Council thanked Mr. Brooks for his presentation, and the Council thereafter noted the outcome of the market research and agreed that any follow up action on the outcome of the research should be undertaken.

## **9. Ayrshire and Arran Tourist Board**

The Convener welcomed Mr. P. Buchanan, the Chief Executive of Ayrshire and Arran Tourist Board to the meeting.

Mr. Buchanan explained how the Tourist Board operates with various partners including the Council. He set out the objectives of the Tourist Board, whose main objective is increasing tourism related expenditure in Ayrshire and Arran.

Following his presentation Mr. Buchanan responded to questions from Members of the Council and in particular to a point regarding the promotion of North Ayrshire as a destination for Conferences.

The Convener then thanked Mr. Buchanan on behalf of the Council for his informative presentation.

## **10. Ayrshire and Arran Health Board**

The Convener welcomed Dr. Drew Walker of Ayrshire and Arran Health Board who made a presentation to the Council on the operation of the Board.

Dr. Walker outlined the various topics with which the Board deals and gave outlines and details on each of these topics.

Dr. Walker also provided details of his own role and the relationship between public health and Local Authorities.

At the close of Dr. Walker's presentation the Convener thanked him on behalf of the Council for an interesting and informative talk.

The meeting ended at 7.30 p.m.