



Kirriemuir Community Council

MINUTES OF THE MEETING of 26 October 2022 Held in Kirrie Connections Meeting Centre

Present: Heather Kelly (Chair), Irena Krasinska Lobban (Treasurer), George Aitken, Ron Lobban, Eric Mitchell, Jim Stewart

In attendance: Jean Henderson (Minute Secretary), Duncan Lean, Angus Council (part time), Sgt Vicki Crichton & Constable Megan Wood (part time), Cllr George Meechan, Cllr Ronnie Proctor

Heather opened the meeting by welcoming everyone to the October meeting and “Congratulating” the newly elected Kirriemuir Community Council Office Bearers

Heather welcomed **Duncan Lean, Angus Council**, for a Q&A session regarding the ACCESS Line.

- Duncan is the Angus Council Business Support Manager, supporting all Angus Council services. He also looks after Financial Process and the ACCESS Line. Duncan is also the Chair of DD8 and Bonfest.
- Duncan opened by saying there is always room for improvement.
- Jim reported he had rang the ACCESS Line six months ago, regarding a roads issue. ACCESS Line promised to ring back but didn't. He rang several times again but no response.
- Duncan said ACCESS Line had received 34,000 calls in the last quarter. 450 calls per day. ACCESS Line is a hub. If calls cannot be dealt with on the spot then they are referred to the relevant department. 30% of calls are usually dealt with at once, 70% have to be channelled to another service.
- Duncan said his role is to chase up these calls and achieve a satisfactory outcome.
- Cllr Meechan used to work for Angus Council around 6 years ago and worked for the ACCESS Line. Back then, when a call was received Cllr Meechan said he had 24 hours to get back to the caller with an update. If he was unable to respond in that 24 hour time frame, then the query was sent to his boss. If the particular issue was going to take longer than the 24 hours to investigate then Cllr Meechan would phone the caller to make them aware of a delay. Cllr Meechan said the “live” call remained on his screen until it was finalised and after a certain time he would get a “reminder.” All agreed this system was perfect. Why was it changed?
- Duncan said improvement is needed and every customer should be provided with an answer. He reported that a new system is being put together which should be introduced next year. The new system will allow the caller to know where they are in a queue and the speed of answering calls will improve.
- Jim had tried to book a stall for Christmas last year with ACCESS Line. After many attempts he finally got a reply the week before Christmas. Too late to take forward.
- Heather pointed out that Kirriemuir has a large elderly population,. There are reports of people hanging on the phone “for more than an hour” and then a recorded voice telling them to go on-line. A big percentage of people who are seeking help from the ACCESS Line are not “on-line.” Also, getting to the ACCESS Line in the Library is another obstacle for them, due to the reduced Library hours. The Glens bus timetable, which was highlighted with Angus Alive, does not correspond with the Library opening hours. Another obstacle facing the Glens community.
- The maximum wait time on an ACCESS Line call is 5 mins. Duncan said he was only aware of a few calls taking one hour to be answered. The ACCESS Office is open on Monday, Tuesday and Friday each

week and the ACCESS team is now in the office every day answering calls. It appears there is a problem between the call being made and the follow through. All agreed.

- Heather strongly criticised the ACCESS Line facility. It is not working for the community and hasn't been for a number of years. Irena pointed out that probably most of the calls relate to housing issues, e.g. heating problems, which for an elderly person is a number one priority. These people have every right to feel abandoned by Angus Council and have turned to the KCC for help.
- Duncan said he totally understood the frustration this was causing the community and reported that Angus Council hears the same criticisms on a daily basis from across Angus. This is the reason there is an urgent need to restructure the system and this is currently being put together.
- Duncan gave Heather his direct email address and asked for any complaints to be reported directly to him.
- Once the new system is up and running, Heather asked Duncan to re-visit KCC to discuss.

Heather thanked Duncan for taking the time to discuss the ACCESS Line with KCC and looked forward to seeing him again next year. Duncan left the meeting.

	ACTION
<p>1. Apologies: Cllr Julie Bell, Frances Havenga, Jeanette Reioch (**Jeanette's update)</p> <p>2. Approval of 28 September 2022 Minutes: Agreed as a true and correct record. Proposed by Irena and seconded by Jim.</p> <p>3. Police Report: Circulated. Sgt Vicki Crichton and Constable Megan Wood joined the meeting.</p> <ul style="list-style-type: none"> • Sgt Vicki Crichton reported that the Police are speaking to the children, in conjunction with the schools, about the “Save Angus” programme. The Police are working with Scottish Fire and Rescue Services and other services on this programme. 1st year pupils are being targeted to teach them for the future – keeping them safe. • Police have been speaking to the community to ask them to be aware of the problems surrounding fireworks on 5 November. • There is a strong Police focus on anti-social behaviour. • Constable Barrie Taylor had emailed KCC with regard to the Minutes/Agenda circulation list. Can KCC include taysidekirriemuirdeancpt@scotland.police.uk in their circulation list in the future. Agreed. Jean will add to list. • Jim highlighted the back door is open at the old Bank building. Sgt Crichton reported that this area has been surveyed and monitored. • Ron reported a group of under-age children drinking at the Hill. Sgt Crichton said the Hill and other areas are being closely monitored. <p>Sgt Crichton and Constable Wood left the meeting.</p> <p>4. Scottish Fire & Rescue Services Report: October 2022 Report: Community Safety: 4 x Home fire safety visits 3 x Operational Intelligence visits 3 x Care Home visits and Response Plans completed</p>	<p>JH</p>

Incidents:

4 x AFA (Automated Fire Alarm)
2 x Smoke Detector Operating
2 x Special service calls
1 x fire

We need people to join Scotland's fight against fire and help us protect our communities. We want the public to know:

Key Messages:

- It is safer to attend an organised bonfire or fireworks display.
- Our [website has a list of organised events around Scotland](#).
- Deliberate fire setting is an offence, don't accept it – report it.
- We see an increase in deliberate fires and antisocial behaviour towards crews within the autumn season.
- We will work together with multi agency partners to reduce the amount of deliberate fires and fire related offences within the autumn period.
- Outdoor fires, in particular rubbish and refuse fires, can overstretch local SFRS resources, taking firefighters away from other incidents and put lives at risk.
- Schools and educational premises are often targeted within the period and local areas will consider initiating a “school watch programme”.
- Young people between the ages of 11 and 16 can anonymously provide information to Crimestoppers about a crime by visiting www.fearless.org .
- We encourage residents within affected neighbourhoods to pro-actively report fire related offenders through the Crimestoppers website www.crimestoppers-uk.org or via 0800 555 111.
- If you must organise a home event, read our safety advice and information carefully first. This will reduce the risk of an accident or the need to call SFRS for an emergency response.
- We welcome the new fireworks legislation and any measures that minimise the misuse of fireworks to keep our crews and the wider community safe.

5. Treasurer's Report: As at October 2022. KPP fund £200.00, KCC fund £620.89, Defib fund £595.50, Grant £407.04, VAA fund £10,300.00 – **Total £12,123.43**

6. Matters Arising:

B25 Development Trust update:

- Heather attended the meeting on 24 October. Moving forward. A prospectus is being put together for the Groups. Steering Group to be organised which will put together a Constitution. Anyone on the list will be asked if they wish to join the Steering Group – 7/9 people – Trustees for the first year. Contact Gordon Grewar, Angus Council, if interested.
- Next meeting is Monday, 14 November.
- Huntley DT and DATS are visiting Kirriemuir on 19 November, between 10 am and 1 pm, for a Q&A session in Kirrie Connections Meeting Centre. Sustainable Kirrie is taking

this forward under the umbrella of the Development Trust brand – a new organisation.

- Facebook page being set up and email address.

B49 No signage at Slade Road: Cllr Proctor has paid a site visit. Original path goes around the back and stops abruptly. Hard core was put down many years ago. It was confirmed that the existing bus shelter has not been moved. Cllr Proctor reported that there are no funds available – cost would be around £30,000. The signs will be erected around the housing. Cllr Proctor reported that the sign will state that anyone using the path does so at their own discretion. This is the answer at the moment. All agreed it is currently dangerous to walk on the road – poor lighting and no footpath.

B55 Free period products promotion: No response from DD8.

B64 Promoting Community Council update re Facebook: ** Jeanette's update: “ I do not wish my name on the Facebook page. As documented in the past, I was hounded by a member of the public via Community Council mail and Facebook and also my own Facebook page, which caused me a great deal of upset. Therefore, I am not including my details on the Community Council Facebook as a point of contact or anything else.”

Discussion ensued. It was unanimously agreed to leave the Facebook page as it is. Not necessary to include photos.

B68 Overgrown hedges/plants hazard update: Jeanette received the following email from Greg Prophet, Angus Council:

-Quote- I can confirm that the overgrown vegetation at Maryton has now been cut back and Delson is organising a contractor to trim the hedge outside of their property. The property at Shielhill Road, overgrown into the bus stop, is currently in transition as the owner, unfortunately, has passed away. Contact was made and the family of the previous owner is arranging to have the hedge trimmed back as soon as possible. Letters have been sent to the properties in Forfar Road and Morrison Street. No response to date. This will be followed up. -Unquote-

The fuchsia bush at the top of Tannage Brae is currently being looked at.

1. George reported the path up from Beechwood Place to Davidson is difficult to navigate due to the dense vegetation.
2. Jim reported the house on East Hill Road, Aldbar, which is on the corner of East Hill Road and Mart Lane, has a large, overgrown hedge on the Mart Lane side of the property.
3. 5 Clova Road has overgrown plants causing a hazard.

Cllr Proctor offered to investigate the three recent reports.

B71 Angus Alive: Kirsty Hunter's feed back on the following:

1. Library hours not coinciding with Glens bus arrivals
2. Increased publicity needed regarding services offered by the Library
3. Access costs to football pitch
4. Swimming Pool opening hours and availability for the public
5. Involving the community before possible cuts

The above five items have been outstanding since July.

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Discussion ensued. Over the last months Jeanette has emailed Kirsty Hunter several times asking for an update for KCC. To date no response has been received. Community Councillors expressed disappointment at this lack of respect for Kirriemuir Community Council and ultimately for the Kirriemuir community, who raised these issues with KCC for Kirsty Hunter in July.

It was unanimously agreed to write to the Trustees of Angus Alive regarding this matter. Heather asked Cllr Proctor, as a Director of the Board of Angus Alive, for a list of the Trustees so that a letter can be sent to them.

B74 Lines in Tannage Brae car park: Cllr Proctor reported that he has investigated this and been advised that there are no funds available for this work. . Karyn Dillon, Angus Council, is going to have Contractors look at the car park.

B75 Vehicles turning right at the bottom of the Roods: Cllr Proctor's response has been circulated. Jim raised this issue and accepted the fact that signs are in place. However, he thought the signs would be more noticeable if they were nearer the junction, the “No right turn” sign, for example. Off the Agenda.

7. Councillors' Reports:

Cllr George Meechan reports:

It has been a quieter month with meetings and constituent issues. I have attended the following Committee Meetings:

Civic Licensing
Licensing

I attended Isla Primary Schools reading breakfast.

I attended an information session given by Revenue and Benefits.

I attended the Cost-of-Living Roadshow at Gayfield Park in Arbroath.

I had a week's holiday.

Updates

- I met with the Chief Finance Officer of the Angus IJB
- I met again with the local Housing Manager regarding housing issues in Kirriemuir

Issues from constituents included the following:

- Welfare issues/benefits
- Roads/parking
- Dogs (dangerous)
- Neighbour disputes
- Housing issues, repairs
- Recycling issues

Cllr Julie Bell reports:

- Delighted to report that the Co-op is supporting the funding bit with Kirriemuir Regeneration Group, to site inclusive play equipment at Kirrie Hill. We have funding of over £25,000 for the swing, working towards the roundabout now.
- The first two weeks of October have been the recess period with no committee meetings but I managed to cram in a lot of NHS meetings, visits and case work.
- I have attended online meetings about the evolution of the National Care Service
- On 11 October I was invited to attend the launch of an LGBTQ1A+ charity based in Angus and available Scotland-wide, along with Maggie Chapman MSP, possibly due to

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the online support groups I was involved in helping during Covid. Forum www.1rainbowonline.com Website www.1rainbow.org.uk

- Pharmacy Issues: I have continued to raise the ongoing pharmacy issues, both locally and nationally. As previously stated, these are national issues that affect the sector. However, in addition to the opening hours and availability, I have raised my concerns about people being sent to the “back door” with the CEO of Community Pharmacy Scotland, the NHS Tayside Area Clinical Forum and the Angus Drug and Alcohol Partnership. These concerns are being raised with both Boots' and Lloyds' regional managers and with other company representatives.
- Carers: On 13 October I recorded a wee clip for Angus Carers Centre, for Carers' Week and look forward to promoting both local support and the Scottish Government's support for Carers during that focus week.
- The Den House: Our solicitors are still compiling records and evidence to submit to the Registers of Scotland as evidence of Angus Council Possession.
- Surgery: My next Surgery will be on Monday, 7 November, at 11.30 am in Kirrie Connections. No booking required.

Cllr Proctor reports:

I have been involved with various activities over the month of October in addition to addressing housing, roads and other ward issues I have been involved in: -

Organising two memorial services, one in Brechin and one at Edzell to commemorate the 8th anniversary of Operation Freshman where two Angus men lost their lives attempting to blow up the Heavy Water Plant in Norway to stop the Nazis from developing the Hydrogen Bomb. Robert Norman from Brechin and Jim Falconer from Edzell both lost their lives. Jim's brother Edward (Ward) Falconer spent his life in Kirriemuir after the war.

As a Board member have attended and will attend a further progress meeting on the Tay Cities deal on Thursday. Although this does not involve Kirriemuir directly there will be a spin off from the activities in Montrose and the enhanced rail link which may provide employment for local people throughout Angus including Kirriemuir.

I attended a Treasury Management meeting on teams where external finances investments, loans etc was explained to councillors. The message being that money is tight and will continue to be so.

I later attended a virtual meeting showcasing the work being carried out by a small, dedicated team in helping young people of all backgrounds and abilities gain a foothold on the employment ladder through being assisted in obtaining apprenticeships indifferent trades and employments for both young men and young women. In short it is a good success story which we hope will continue.

I have attended the opening of the refurbished sports centre in Arbroath which has been fitted with the latest equipment, this equipment has been also installed in Montrose and Brechin, Forfar will be next, Kirriemuir will also be included and will most likely be further down the line as funds become available. The sports centre may receive redeployed equipment in the interim.

I have attended an Angus Alive Directors meeting earlier n the month and will attend a further Directors seminar on Friday.

I have been advised by Karen Dillon Parks Dept that there is no funding to paint parking bay lines at the tannage brae. She will however get this costed and see if it could go into next year's

budget, but she is not hopeful.

I am still awaiting feed back regarding signage at the Slade. I have suggested a site meeting and am still awaiting a response.

Again I am awaiting a response regarding overgrown hedges and I forwarded the response I received regarding turning right at the bottom of the Roods.

8. **Correspondence:** Circulated throughout the month.

9. **Planning:** No report.

10. AOCB:

10.1. Irena asked if everyone could please choose KRG on the Co-op Charity Card for the next twelve months.

10.2. Cllr Meechan reported that the concrete blocks are now in place and the plastic ones have gone. No signs up yet. Cllr Meechan has asked Roads Dept. if it is acceptable to paint the blocks. If agreed, Cllr Meechan plans to approach the schools to see if they are interested in carrying out the painting as a project.

10.3. Eric highlighted a beautiful planter in Rattray and thought something similar could be erected at the top of the Double Dykes. Eric will discuss this with Irene Robertson, Planters Group.

10.4. Heather highlighted the Kinnordy Path. Cllr Bell was looking into this one. Heather asked if any of the two elected members had any further information. The path should have been concreted both sides. As it is at the moment, it will wash away. All agreed it is not fit for purpose.

10.5. Jeanette's update: There are lights out at Tannage Brae car park, across from the Den. Due to the dark evenings, this is causing problems for the Health Centre staff and the public when accessing their vehicles. There is also a light out at the bottom of Bellies Brae. This is near where the car is always parked, which was highlighted at a recent KCC meeting. Cllr Meechan offered to investigate.

10.6. **Jeanette's update:** Everyone confirmed they had received the Community Council information which Jeanette circulated, following the election at the Inaugural Meeting.

10.7. **Ron** said KCC is not receiving input from the Roads supervisor, e.g. regarding grit bins. Andy Barnes is the contact. Grit bins are not now taken away for filling up but are filled, when needed, in situ.

10.8. **Heather** is unable to attend the 13 November Remembrance service at the War Memorial. Irena has the wreath and will attend on behalf of KCC.

11. Date of next meeting: Wednesday, 30 November, 7 pm in Kirrie Connections Meeting Centre.

29.10.22

JB

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