

CUMNOCK AREA LOCAL COMMITTEE - 30 MARCH 2006

QUESTIONS ARISING FROM 15 MINUTE QUESTION AND ANSWER SESSION

<u>MATTER RAISED</u>	<u>RESPONSE/ACTION REQUIRED</u>	<u>CURRENT POSITION</u>
<p>Community Representative Mr James Hastie made reference to the continuing traffic management difficulties arising on the A76 at New Cumnock due to ongoing roadworks for the installation of traffic calming measures.</p>	<p>Sergeant Kelly advised that the Police were continuing to monitor the situation but that despite the best efforts of all concerned, there were still unavoidable delays occurring due to the nature and location of the roadworks.</p> <p>The Chair sought assurance, and this was given by Sergeant Kelly, that the Police would use all possible influence which they have in order to minimise the difficulties occurring at this location.</p> <p>Councillor Menzies suggested that an appropriate representative of the local community may wish to make representations to Cathy Jamieson, MSP, regarding this matter, in view of the Scottish Executive's responsibilities for maintenance of the A76 trunk route.</p> <p>Councillor Smith advised, for information, that East Ayrshire Council was consulting with the Scottish Executive and Amey, in terms of the A76 Route Action Plan, on ways in which the level of disruption/restrictions arising from roadworks etc on the A76 could be limited.</p>	<p>N/A</p>

<u>MATTER RAISED</u>	<u>RESPONSE/ACTION REQUIRED</u>	<u>CURRENT POSITION</u>
<p>Community Representative Mr James Hastie drew attention to the theft of the post box located at Castlemains Avenue, New Cumnock, and enquired as to whether there is any action which East Ayrshire Council would take to expedite reinstatement. The loss of the post box was of particular concern for older people in the area.</p>	<p>The Chair advised that he had already been in contact with Royal Mail regarding this matter, but that so far there had been little progress, as evidence by Mr Hastie's comments.</p> <p>After discussion, it was agreed that the Administrative Officer would write to Royal Mail, advising of the Local Committee's concerns on this matter and seeking swift reinstatement of the post box.</p>	<p>See letter from Toby Thomas, Royal Mail Headquarters on this issue (copy appended).</p>
<p>Community Representative Mrs Jean Smith (a) advised that individuals can obtain, from RADAR, a key for the disabled persons toilet within the Glaisnock Shopping Centre, Cumnock, at a cost of £4.19 including VAT, upon application and subject to providing their disability registration number; and (b) enquired as to whether a key for the disabled persons toilet could be made available at another location within the Shopping Centre, other than "Kenny's" store, which is closed on Wednesday afternoons.</p>	<p>Noted the information provided by Mrs Smith; and agreed to request the Council's Property Section to liaise with the Caretaker at the Shopping Centre and the proprietor of Kenny's regarding the appointment of a second key holder.</p>	<p>The Senior Surveyor within the Department of Development and Property Services has arranged for the Farmfoods Store within the Shopping Centre to be a second key holder.</p>

10 April 2006
SN/SR

Date: 28 April 2006

Your Ref:

Our Ref 1-1803757410



Mr Bill Walkinshaw
Adminstration Manager
East Ayrshire Council
Council Headquarters
London Road
KILMARNOCK
KA3 7BU

Dear Mr Walkinshaw

Thank you for your letter of 11 April 2006 addressed to Allan Leighton, Chairman of Royal Mail about the posting box on Castlemains Avenue, which was stolen in February 2006. Your letter has been passed to me for investigation and reply on Mr Leighton's behalf. I am sorry that my reply is delayed; my investigation has taken longer than expected.

I was concerned to read your comments; therefore I have contacted Andrew Wood, Area General Manager for KA postcodes. Andrew has also raised with Tommy Sweeney, Collection Support Manager (West of Scotland). If I may explain that we are adhering to our Operating Licence and fulfilling our obligations under our Licence Agreement with the Regulator and provisions of the Postal Services Act 2000. As such we will not be replacing the posting box on Castlemains Avenue, let me stress that we would not wish to impact negatively on our customers; however, it is vital that we balance operational and financial requirements.

If I may also explain that our obligations are clear, in so far as posting boxes must be provided where they best meet our customer needs and allow the most efficient collection arrangements. In each postcode area where the delivery point density is not less than 200 delivery points per square kilometre not less than 99% of users or potential users of postal services must be within 500 metres of a posting box. If I may add that we continually monitor the collection of mail from our posting boxes and as stated, at present we already provide an effective service with the current posting boxes in the area.

In closing, I appreciate that my comments may not be favourable, however, I hope I have been able to explain the situation. May I thank you for bringing this matter to my attention.

Yours sincerely

Toby Thomas

Royal Mail Headquarters

c.c Andrew Wood, Area General Manager, Tommy Sweeney, Collection Support Manager

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