

KILMARNOCK NORTH LOCAL COMMITTEE - 6 FEBRUARY 2001

MATTERS RAISED UNDER THE 15 MINUTE QUESTION AND ANSWER SESSION

	<u>ISSUE</u>	<u>ACTION</u>
1.	Maureen Brown - Requested litter pick-up at Baird Road/Baird Place adjacent to St Joseph's Academy.	Refer to Community Services for action and response to respondent.
2.	Archie Pryce - Raised problem of seagulls and litter gathering at James Hamilton Academy playground and entrance.	Refer to Director of Educational and Social Services for action and response to respondent.
3.	<p>Community Representatives raised a number of concerns in relation to a recent Voids Management report approved by the Housing Committee on 31 January 2001.</p> <ul style="list-style-type: none"> • Beryl Graham requested that consultation should take place not just with the tenants immediately affected but also with nearby residents prior to any further action being taken on proposals for demolition of houses in the Kilmarnock North Area. • Beryl Graham requested justification that rather than demolish houses, why can't the voids be modernised for family or single persons use and Matt Donnelly asked if rather than demolish, if the houses could be let instead to refugees. • Maureen Brown sought clarification once the houses were demolished, would the land be developed for new houses by a Housing Association? • Matt Donnelly requested progress in relation to the reinstatement of a house in Cameron Drive which had sustained fire damage. 	<p>The Chair responded to the concerns that the proposals for action included appropriate tenant consultation and this was confirmed by the Depute Chief Executive. The Chair indicated that the concerns would be responded to in writing.</p> <p>Refer to Director of Homes and Technical Services for action and direct response.</p> <p>Refer to Director of Homes and Technical Services for action and direct response.</p> <p>Refer to Director of Homes and Technical Services for action and direct response.</p> <p>The Chair updated on the current position and had been in contact with neighbouring tenants and the Director of Homes and Technical Services to respond direct.</p>

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4.	Beryl Graham raised further concerns in relation to the level of charges being set for the Out-of-School Care Group and asked that a meeting be arranged with a cross-section of parents to discuss further the action which could be taken to alleviate the impact of high level of charges being made.	Refer to the Director of Educational and Social Services in particular, the Principal Officer, Pre-5 Service, to action and respond direct.

MATTERS RAISED AT END OF MEETING

	<u>ISSUE</u>	<u>ACTION</u>
1.	<p>Maureen Brown raised a number of issues which concerned the Council Tax and Benefits Service as follows:-</p> <ul style="list-style-type: none"> • clarification of information contained in recent housing benefit and Council Tax benefit explanatory note leaflet as to which of the four Offices detailed would have responsibility for providing information on benefits and Council Tax; • concern that benefit forms were taking 2 days to get to claimant and claimant's were not having the full 14 days in which to reply; • requested why East Ayrshire Housing Partnership tenants (other than Council tenants) require 2 forms to be completed, one for housing and one for Council Tax when both forms have identical information; • letter to claimants notifying them of benefit entitlement was not clear and should clearly state the amount to be paid and that the calculation shown caused confusion to claimants; • claimants are experiencing a 9-12 week delay in receiving a response to forms returned in September/October; 	<p>Refer all points to Head of Exchequer Services for action and direct response.</p> <p>Refer all points to Head of Exchequer Services for action and direct response.</p> <p>Refer all points to Head of Exchequer Services for action and direct response.</p> <p>Refer all points to Head of Exchequer Services for action and direct response.</p> <p>Refer all points to Head of Exchequer Services for action and direct response.</p>

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<ul style="list-style-type: none"> • lighting and thick glass used in the Benefits Section in John Dickie Street is not beneficial to older people or people with a sensory impairment. The difficulties with the layout of the office make it easier for personal details to be divulged. Request that more use is made of a meeting room when necessary; • position of chairs in the waiting area in John Dickie Street could be better arranged to allow older persons to make use of them whilst not losing their position in the queue for the Benefits counter; and • can benefit forms for new Council Tax be sent out after pension/benefit increases are in force to eliminate double work for claimants and staff? It was considered that this may help against fraudulent claims 	<p>Refer all points to Head of Exchequer Services for action and direct response.</p> <p>Refer all points to Head of Exchequer Services for action and direct response.</p> <p>Refer all points to Head of Exchequer Services for action and direct response.</p>

7 February 2001

RB/SR

AGENDA