



## **MEETING HELD IN VILLAGE HALL, CRIANLARICH, ON 20<sup>th</sup> AUGUST 2019 AT 10.00 am**

### **Present:**

Robert Cairney, Anna Johnston, Moira Robertson, Delia Waddell, Hugh McClung, Philomena McClung, William Derrick, Alex Lamb

### **In attendance:**

Alasdair Tollemache (Councillor, Stirling Council)  
Ian Brown (Digital Inclusion Team, Stirling Council)  
Leza Lafferty (Independent TP Officer)  
Robert Bruce (Tenant, Crianlarich)

### **Apologies:**

Duncan Faichney, Mags Hughes, Allan Brown, Kathy Brown, Michael Griffiths

William welcomed everyone to the meeting and introduced Ian Brown from Stirling Council's Digital Inclusion Team.

### **Digital Inclusion Team**

Ian said that he was pleased to have been invited to attend today's meeting and to speak about what the Digital Inclusion Team can do. The team consists of four members who work all over the Stirling area, rural and urban, with all residents – not only Stirling Council tenants. The team's remit is to help people with everything online or technical. Service is free and can be carried out over weeks or months. Stirling Council had obtained funding to set up a team, particularly necessary with the impending introduction of Universal Credit where applications and maintenance of Universal Credit journals must be done online.

Help can also be provided with use of e-mail, applying for jobs, shopping online (although the team do not recommend any particular company), changing utility providers, keeping up with what children are doing, etc. Lap-tops, tablets or phones – help can be given with any form of technology. They can also warn people about the danger of scams. The team can visit a person in their home, or in a local community centre, library, etc.

Ian provided flyers with contact details and said that referrals are welcome.

Library staffs are providing an excellent service in providing assistance to UC applicants.

Hugh said that Scottish Government and Stirling Council are hoping to have all new properties IT-compatible, but this is not being well publicised.

It was queried how much emphasis Stirling Council is prepared to put on this, as not everyone has a computer or wants one. Ian said that he and his team are attending local events and will be having an official launch soon.

Ian reported that he had been at a meeting with the DWP member of staff who is dealing with the changeover to Universal Credit. Ian had been told that DWP have seen the problems that a few dozen people changing to Universal Credit have caused, next problems could involve many thousands changing over. Things are going to be hard.

Councillor Tollemache suggested that an article about the services provided by the team could be put in the next issue of Open Door – it was agreed that this would not be a problem. It was also agreed that STA would help with publicity and a copy of the team's flyer would be put on the relevant facebook pages, and on local notice boards.

William thanked Ian for the information he had given to the meeting.

### **Homelync**

Leza explained to Robert Bruce about the pilot scheme which Homelync had carried out, and about the recent update. Moira spoke about her experience as one of the tenants who had been involved in the pilot scheme. Leza took a note of Robert's contact details and will pass these on to Homelync.

- 1. Minutes of meeting held on 18<sup>th</sup> June 2019:** Acceptance was proposed by Hugh, seconded by Delia.
- 2. Matters arising:**
  - a) Page 1 Item 3a DVD – Robert had been advised by College that podcast had become crackling and had become unusable. It was decided not to proceed any further with the production of a podcast.
  - b) Page 1 Item 3b Telephone No. – Despite what Hugh, Philomena, William and Anna had been told at a meeting the 0845 277 7000 telephone number is still active. This is the contact telephone number which is displayed on Land Services vehicles, on the Mobile Library vehicle, on the large notice boards at the entrance to Viewforth, and in the window of the “One Stop Shop” in the City Centre. Anna had dialled the number to check if it had actually been disconnected and it had not. Anna should be reimbursed for the cost of the telephone call, but she declined.
  - c) Page 2 Item 4 Schedule of STA Meetings – It had not been possible to book the McLintock Hall in Balfron for the meeting on 17<sup>th</sup> September so that meeting will be held in the Mayfield Centre.
  - d) Page 2 Item 8 TP Officer’s Report – Leza amended this to read that she had not actually attended the Rethinking Human Rights Workshop on 5<sup>th</sup> June 2019. She had been provided with the worksheets which she had completed.
- 3. Chair’s Report:**
  - a) William said that, as previously agreed that the STA would be providing information stalls at some rural areas we had done so at Callander’s Summerfest

and at Killin's Agricultural Show. Unfortunately we had not met many Council tenants but interest had been expressed in our stall by others. Cowie's annual Fun Day is being held this Saturday – 24<sup>th</sup> August - and stall will again be put in place. Any help will be appreciated. William will go to Bookers to top up the sweets for the stall.

- b) Stirling Council had held an Open Information Day at Cornton and William and Anna had been invited to attend. Leza had passed on some information and questionnaires to Anna as she had been unable, through illness, to attend. William and Anna had explained this to the Council officers who were present, so Anna was surprised to hear from Hugh that he had been advised that Council officers had been surprised that no TPAS representation was at the Open Day. At that point Leza pointed out that she had not actually been invited to attend the Open Day.

**4. Secretary's Report:**

- a) Anna said that she and William had been invited to sit on a further accreditation panel. This had been done.

**b) Treasurer's Report:**

Moira presented the current financial report – balance £4,428.33. Payments are still being made to Kiswebs and Leza offered to contact them so that access can be given to get website updated.

**c) Other Reports:**

- i. Hugh - JHPDG (Joint Housing Policy and Delivery Group) had published a record of a table discussion on public perception to homelessness. We have already advised Stirling Council that this will affect people already on the waiting list and will probably result in people declaring themselves as homeless.
- ii. Hugh – e-mail received from Local Government Communities Committee. Committee has launched a call for written evidence and all views will be welcome. The Committee is asking for public views on how Government finances are managed. Hugh expressed concern that Scottish Government's financial restrictions are limited and wondered if we should comment. It was agreed that more discussion is needed.
- iii. Hugh – provided a print-out of minutes of a meeting between Regional Network representatives and the Minister for Local Government, Housing and Planning. Print-out will be retained by Anna if anyone wishes to read it in more detail.
- iv. Hugh – reported on the meeting of the Repairs Group from 23<sup>rd</sup> July 2019. Launch of windows and central heating replacements had been discussed. New repairs policy had been agreed for onward submission.
- v. Hugh – reported on the meeting of Housing Advisory Group held on 12<sup>th</sup> August 2019.
  - No notes had been provided from meeting on 10<sup>th</sup> May 2019. Lorna Cameron said that Leza and Gillian had taken notes at that meeting but that neither of them was available at this time.

- We discussed SHIP. There will be a number of one-bedroom properties in the current plan, and more in the future.
  - Discussion on rechargeable repairs did not take place owing to time restrictions – will be discussed at next HAG meeting.
  - Meeting was provided with an update on welfare reform.
  - Rapid Rehousing Transition Plan – Meeting received a presentation from Chief Housing Officer on the 5-year plan. The budget allowed for the first 2 years was not considered feasible. Support mechanism is stretched to the maximum at the moment – who will pay for shortfall? Councillor Tweed went round the room and the majority said that they did not support the programme. Those who said they did support it did express concern about the financial restraints. It was also pointed out that tenants have not seen the plan or had a chance to comment on it. Councillor Tollemache did say that the plan had been on the agenda for the Councillors' Environment & Housing Committee meeting but had been withdrawn until the next meeting in September. Funding must come from other sources eg NHS. We need to consider making a response to the paper and to point out that it is not feasible on a limited budget. Tenant participation needs to be involved and we need to think what steps could be taken to facilitate this.
- Hugh wondered about contacting all Councillors to say that the STA does support the report in principle but that more information is required on the financial implications. Hugh felt that Councillors need to take the Chief Housing Officer to task and he was authorised to write to all Councillors and to the Chief Executive Officer, liaising with William and Anna.

vi Robert had asked Lorna Cameron at the STA's Annual Conference if she had met or would be meeting with young people. Lorna was in agreement but it does not appear that there has been any development.

d) **TP Officer's Report:**

- STA budgeted for 4 x ½ days training over the next 2 years. Everyone was asked to contact Anna with suggestions of topics for training.
- Leza has been working on Allocations Review. So far 200 paper returns and 100 online returns have been received.
- William and Leza have met with Youth Services to discuss meeting with young people. Further information will be provided at next meeting. Leza has volunteered for mentoring service.

**Date of next meeting – 17<sup>th</sup> September 2019 at 10.00 in Mayfield Centre.**

**William closed the meeting and thanked everyone for attending.**