



You can do it!
Adopt for Inverclyde

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or visit the Council website

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Award winning Gourock



Gourock regeneration scheme scoops top awards

The Gourock Pier redevelopment project has been on the receiving end of national awards and accolades.

The project received a special award commendation at The Saltire Society's Awards for Civil Engineering 2016.

It is the second award for the Inverclyde Council and Riverside Inverclyde (ri) project which also scooped the Herald Property Awards 'Best Townscape Regeneration Project'.

It was also shortlisted in the category of 'most improved town' in the prestigious SURF awards.

Riverside Inverclyde chairman, Gerry McCarthy, said: "The winning projects in this year's Saltire Awards, the Forth Road Bridge repairs and the A82 Pulpit Rock Realignment at Loch Lomond, show the calibre of engineering projects which the Gourock project was

up against. This is the second national prestigious awards the Gourock project has been recognised in and is a fitting reward for the hard work of all of those involved in this project."

Inverclyde Council's Environment and Regeneration Convener, Councillor Michael McCormick, said: "The Gourock redevelopment project was a significant investment in the town by the council and was delivered in a tight timescale by all of the organisations and businesses involved. Recognition at two prestigious national awards and shortlisting in a third, can only help to showcase Gourock and Inverclyde to a nationwide audience and is a testimony to the quality of the work delivered."

The commendation from the Saltire Society awards judges stated: "The project demonstrates the great benefit that civil engineering brings to society and the local community."

Top recycling gong

Inverclyde Council's record as one of the best local authorities in Scotland for recycling has earned a special prize at this year's prestigious COSLA Excellence Awards.

The Council has been given *The Excellent People, Excellent Outcomes Award* for its project The Challenge for Consistency - Improving Recycling in Inverclyde.

Environment & Regeneration Convener Councillor Michael McCormick said: "I am delighted our impressive track-record has been recognised and would like to send my congratulations to everyone involved."

Port mural brightens station



A new mural is showing off the history of Port Glasgow and helping to make the town's station a brighter and more inviting place for travellers.

The idea for an art display in the station came from the community and representatives who sit on the Port Glasgow town centre regeneration forum. The forum was set up to deliver projects identified in the 2014 Port Glasgow charrette.

The mural was funded by ScotRail's culture and arts fund and Riverside Inverclyde (ri). It was brought to life by RIG Arts.

Photo by George Munro
(Greenock Telegraph)

Welcome

Welcome to the latest edition of **InView**



Interesting times

It is claimed that the line: "May you live in interesting times" is an old Chinese curse.

The election of Donald Trump in the USA; the Brexit decision and the ongoing issues around the UK and Scottish constitution all combine to prove that we do indeed live in incredibly interesting times.

I will leave it to you to decide on whether this is a curse or not.

Global and national events have a direct and indirect effect on our area.

On the exit from the EU, for example, Inverclyde has benefited from £7 million worth of European funding since 2008. Our businesses have interests across Europe and across the rest of the world.

This means that global trade issues, the global economy, how the United States and United Kingdom governments operate and support business all have an impact on our area and economy.

The state of the economy impacts on how much government funding we receive to deliver public services.

In this edition of **InView** you will find consultation information on the Council's budget. Officers have identified a potential funding gap that could be as high as £22.5 million over the next three years.

We have worked hard to absorb significant financial savings in recent years. All of these have been with an

eye towards protection of essential front line services. With savings of the level we now face, cuts to front-line services appear inevitable.

That's why it is crucially important you have your say on how you see Council services being delivered in the future.

I would urge you to visit www.inverclyde.gov.uk/yoursay and let the council know your views in this important consultation.

As we head towards the close of one year and the start of a new one, it is a time to look back and to look forward.

You will see in this edition of **InView** that our area has been on the national stage many times this year. Our high performing recycling record and recognition of the significant investment in Greenock town centre have helped to showcase Inverclyde in a very positive light.

Looking to next year, we have the local government elections.

While parties' and independent candidates will have time to make their cases for election or re-election, the one area we all agree on is that it is vitally important to use your vote.

Ahead of the Council elections, please take the time to make sure you are on the electoral register, so you can have your say on the 4 of May.

Finally, can I take this opportunity to wish you and yours a Happy Christmas and a prosperous New Year in 2017.

We're only a click away



You can now pay for a wide range of council services online, with just a click of your mouse or a swipe on your mobile device.

Sorting out council tax, planning, lots of licenses and even parking fines has never been easier.

And this is only the beginning as Inverclyde Council is planning to extend service to make things easier for mums and dads.

Watch out for paying online for everything from school ties to trips.

Inverclyde Council Leader, Councillor Stephen McCabe, said: "While you'll always be able to get help from your council in all the usual ways, we're also developing an online self-service function and even an app that will allow you to access lots of services from wherever suits you."

Visit inverclyde.gov.uk/pay-it-online to find out more

Resolving complaints

If something goes wrong, or you are dissatisfied with services, the Council is urging you to get in touch.

It is easier to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

Complaints are valued and used to help improve services.

You can raise a complaint in person at any office, by phone, in writing and by email.



By phone call the relevant service area or department.

By post Complaints, Inverclyde Council, Municipal Buildings, Greenock, Inverclyde PA15 1LY

By email comments@inverclyde.gov.uk

If you need to find out more please visit: www.inverclyde.gov.uk/complaint

Search for and apply for public sector jobs online



myjob
scotland.gov.uk

www.myjobscotland.gov.uk/inverclyde

New school building project

Inverclyde Council is pressing ahead with its plans to build a new £9.2 million St Ninian's Primary School in Gourrock.

A planning application has now been lodged for the project which will be sited on the blaes gravel pitches at the current school site and on the other side of the Multi Use Games Area (MUGA) between Staffa Street, Drumshantie Road and Kirm Drive.

Earlier this year the Council's Education & Communities Committee unanimously backed a proposal to deliver a new building for St Ninian's instead of a refurbishment.

It is part of a commitment to deliver the hugely ambitious £270 million schools investment programme five years early by 2020.

Education & Communities Convener Councillor Terry Loughran said: "We have achieved an unprecedented level of investment in new and refurbished

schools and the programme continues to deliver some of the best facilities in the country.

Education is the number one priority of the Council and I am delighted we have been able to deliver on our promise for children to learn in state-of-the-art schools and to bring forward an accelerated programme to deliver the outstanding projects."

The new £7 million St Patrick's Primary in Greenock has been completed along with the £4.4 million refurbishment of Kilmacolm Primary.

Other projects under development include the £5 million refurbishment of Moorfoot Primary in Gourrock and the £3.8 million refurbishment of Lady Alice Primary in Greenock.

A new £2.5 million early years facility to replace the existing Kelly Street Children's Centre and Nursery with St Mary's Primary School in Greenock is also in the pipeline.



Living wage call

Employers across Inverclyde are being urged to sign up for the Living Wage.

The move comes after the council increased the rate for 700 employees

Now, the council will implement the new rate which was set by the Living Wage Foundation at £8.45 per hour.

Inverclyde Council Leader Councillor Stephen McCabe said: "The Living Wage pays a fair rate for low paid workers. It's there to protect low paid workers and make sure they are paid

a fair and reasonable rate for the work they carry out. Now that the national rate has increased it is right that we reflect that in the money paid to our lowest paid workers."

Councillor McCabe also urged employers across Inverclyde and Scotland to embrace the Living wage and join the campaign to increase the hourly rate for low paid employees.

"The living wage is an important way employers large and small can support their employees. I would urge local companies to sign up to it."

More info at www.livingwage.org.uk

New car park for Dalrymple Street

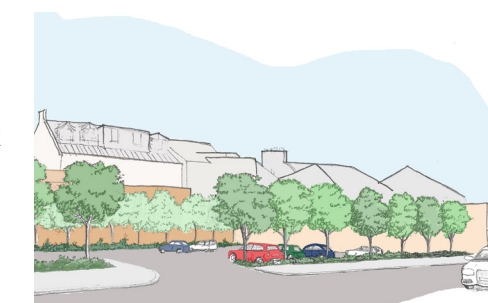
A derelict site in Greenock is in line for a new car park and landscaping.

For, the site of the demolished Dalrymple House on Dalrymple Street is being developed into a new car park for the town centre.

Work started in November and is expected to be completed in February.

Inverclyde Council's Environment and Regeneration Convener, Councillor Michael McCormick, said:

"The car park has taken a little bit longer to get started because of unexpected complications with the demolition of the former building. Work is now starting and expected to be completed by February. The car park will deliver new spaces into the town centre. The former Dalrymple House was a building with no future ahead



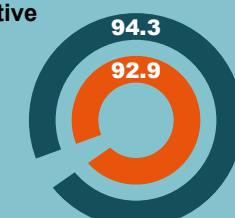
of it, so delivering some practical use for that space will be welcomed by shoppers and the many other visitors to the town centre."

Parking in Inverclyde Council car parks in Greenock town centre is free on Saturdays and Sundays. More details on locations are available at www.inverclyde.gov.uk/parking

The Education of Children 2014/15

% of school leavers entering a positive destination

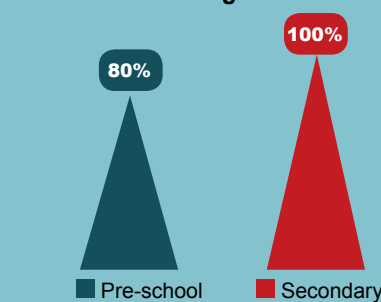
■ Inverclyde
■ Scotland



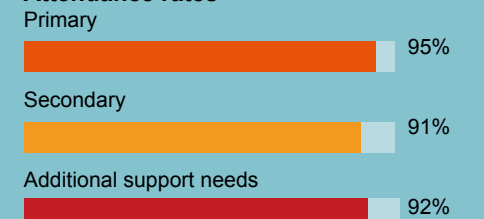
100%
of school/early years inspection reports were positive

88%
of adults are satisfied with local schools

% schools meeting national PE target



Attendance rates



S4 achieved five or more qualifications at National 4 or above



S5 achieved three qualifications at level 6



S6 pupils from deprived areas gained five plus awards at level 6

MERRY CHRISTMAS & A HAPPY NEW YEAR
From Inverclyde Council



Ethical care Standards

Inverclyde Health & Social Care Partnership (HSCP) has become one of the first in Scotland to achieve trade union recognition for its high standards in homecare and conditions for workers.

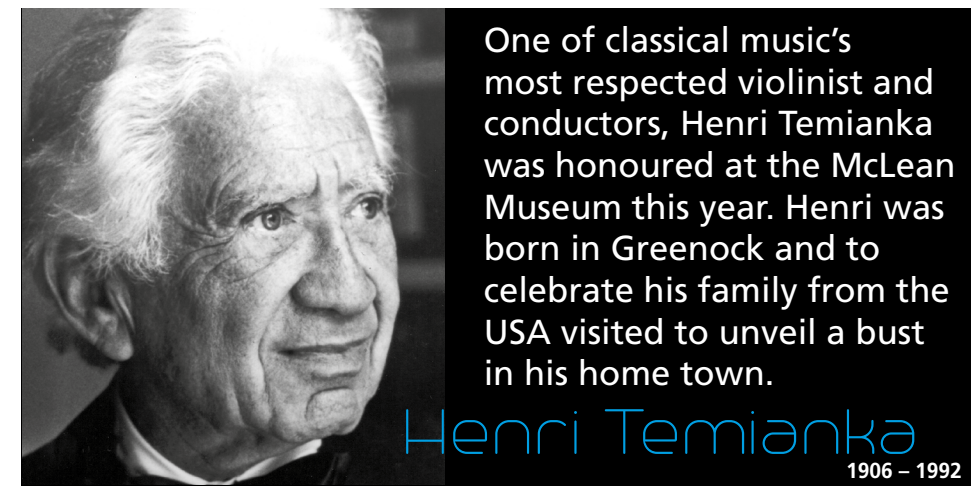
The Ethical Care Charter was developed by UNISON following concerns raised on a UK-level by service users, providers and staff.

A survey of staff highlighted fears poor terms and conditions were leading to lower standards of care for the mostly elderly and vulnerable people who use the service.

Inverclyde Council has now formally adopted the Charter after UNISON

recognised the high standards of care delivered and the emphasis on recruiting and retaining homecare staff.

Inverclyde HSCP Chair Councillor Joe McIlwee said: "For many years we have been developing the homecare service in Inverclyde putting user need and quality of care at its centre. We have long recognised the importance of ensuring staff receive the best possible pay and conditions and are given the opportunity to train and develop. I am delighted the Council and the HSCP's efforts have been recognised by UNISON and that we have formally signed up to commit ourselves to maintaining those standards."



One of classical music's most respected violinist and conductors, Henri Temianka was honoured at the McLean Museum this year. Henri was born in Greenock and to celebrate his family from the USA visited to unveil a bust in his home town.

McLean Museum to close for £2m facelift

The historic McLean Museum and Watt library are set to close for up to two years to undergo a £2 million refurbishment.

The buildings will be closed from December 2016 to allow emergency repairs to the parapets and towers, window replacement and roof repairs and treatment for wet rot.

Education Convener Councillor Terry Loughran said: "Where possible as many archives, books and objects will be left on site in areas unaffected

by the building work. Comprehensive measures to protect the large and heavy pieces that cannot be moved will of course be taken. We are anticipating the repairs will take between 18 months and two years to complete and we are of course looking at options to provide some of the museum and library's services elsewhere during the closure."

Education Convener Councillor Terry Loughran said: "Where possible as many archives, books and objects will be left on site in areas unaffected



Museum and Library online

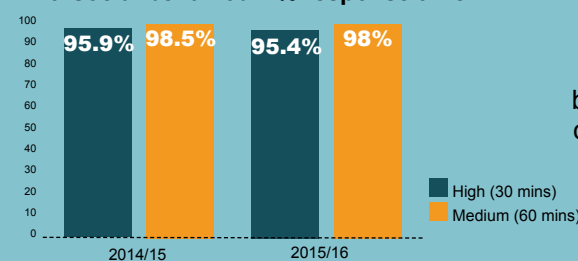
A range of heritage, museum and library resources are available online.

McLean Museum Collection online: www.mcleanmuseum.pastperfectonline.com

Inverclyde Libraries: www.inverclyde.gov.uk/libraries

Protective Services 2015/16

Anti-social behaviour: % response time



1.4 hours

is the average time between a domestic noise complaint and attendance on site.

95.2% of high priority public health complaints were attended by the next working day

95.2% of medium priority public health complaints were attended to in two working days

97.8% of low priority public health complaints were attended to in five working days

93.3% High priority pest control requests attended by next working day

98.7% Low priority pest control requests attended in five working days

100% Trading Standards advice requests were completed within 14 days

Inverclyde Leisure success

Inverclyde Leisure saw an increase of over 100,000 customers use its leisure facilities in another successful year.

The charitable company was established by Inverclyde Council in 2001 to deliver sports and leisure services to the community of Inverclyde in partnership with the Council.

According to its annual report Inverclyde Leisure's income rose by 9.5% and direct debits increased to just under £2.1 million from £1.8 million the previous year.

Inverclyde Council's Education & Communities Committee was told the company has also seen a massive increase in swimming lessons; skating; fitness memberships; health; vitality; gymnastics and live action programme participation.

Education & Communities Committee Convener Councillor Terry Loughran said: "Inverclyde Leisure has enjoyed another successful year delivering on the Council's commitment to encourage and support people towards a healthier lifestyle. Of course that brings with it enormous social benefits and it is extremely encouraging to see the large increase in people using the facilities"

Other significant achievements by Inverclyde Leisure include a £1.2

million investment in the Ravenscraig activity centre with X-Height climbing, soft play and affordable gym; installing the latest fitness equipment technology at the Waterfront Leisure complex and other sites and establishing the Cross Fit facility at Greenock Sports Centre.

Councillor Loughran added:

"Inverclyde Leisure has also been investing heavily in staff development and training; introducing a new award scheme; health and safety audit system; a customer charter and new web based booking system. We are fortunate to have excellent facilities across Inverclyde for sport and recreation thanks to major investment over recent years by both organisations. Inverclyde Leisure has taken on the task of maximising the benefits they bring to our communities and I am sure next year will see even more improvements."

Inverclyde Leisure Chief Executive Kieron Vango said: "Inverclyde Leisure are delighted with last year's successes and aim to stay at the forefront of Leisure in Scotland. All this would not have been possible without the foresight of Inverclyde's Board of Directors, hard work and dedication of the employees and our close working relationship with Inverclyde Council."



Inverclyde Leisure is a company limited by guarantee - not having share capital - delivering the management and operation of Inverclyde Council's sport and recreational services.

These include two swimming pools, a leisure centre with ice rink, athletics stadium, fitness centres and 22 outdoor pitches including five 3G all-weather pitches.

The company is also responsible for managing and running three town halls and six community halls.

Supporting the local economy and small business

Inverclyde Council is set to introduce a new procurement policy to further boost the local economy.

The new sustainable procurement policy which would increase the weighting for council tenders in relation to 'community benefits'.

The community benefits section of the proposed policy are contract clauses which create requirements to companies to deliver wider benefits. These could include targeted employment and training initiatives; education support or environmental benefits to the area.

Inverclyde Council's Environment & Regeneration Committee Convener, Councillor Michael McCormick said: "The council, as a large multi-million pound organisation has a great deal of spending power. The council spends over half of its procurement spending with small businesses and a third with local suppliers in Inverclyde. This is a



tremendous boost to the local economy and a large amount of direct support to small business. In the past year the actual value of that spending with local suppliers was £30 million. A new increased community benefit clause would provide further advantages to the local economy. While the council will always make sure that public money is spent wisely, if the councils procurement policy can help ensure that a local business which is able to deliver the best job at the best price can access more public contracts, that's good for business, good for the council and good for the local economy."

The sustainable procurement policy will now be part of a pilot tender introducing a new increased community benefit clause will be introduced to examine how it works in practice.

Planning & Building Standards 2015/16



98.7% of householder planning applications were dealt within two months

81.7% of non-householder planning applications were dealt within two months



Two days was the average time taken to register a building application

99.6% of building warrants were assessed within 20 working days of registration

279

local planning applications were received

6.7

weeks was the average time taken to deal with a local planning application

0

there were no planning appeals in 2015/16



Your Council, Your Say: Budget consultation launches

Inverclyde Council is launching a budget consultation to find you the views of residents on potential savings estimated to be £22.5 million.

Residents will be asked for their views on a range of options including whether discretionary services such as grants to voluntary organisations and physical regeneration should continue to be delivered or delivered at a reduced level.

They'll also be asked whether services such as primary and secondary school teaching or children and families social work services which are delivered at an enhanced level should continue at that level or whether they should be reduced.

And residents will also be asked whether charges should increase or stay the same for a range of services including school meals and charges for burials.

The consultation runs from 16 November 2016 to 9 January 2017.

The Council's Chief Executive, Aubrey Fawcett, said: "The council will set its budget for 2017/18 in February. For the three year period 2017/20 the council has calculated a range of scenarios requiring savings ranging from £13.1 million to £37.4 million with a mid-range of £22.5 million.

"It is important that councillors, who will make these decisions in the coming years, have the confidence that residents know the challenges being faced and what the implications of stopping or reducing front-line services mean.

"That's why the council has launched a consultation to find out direct from residents on where savings can be made.

"Inverclyde Council, like many other public sector organisations, is facing a very difficult and challenging financial situation. As a result of reductions in Government funding and increasing demand for certain services, the Council needs to make substantial savings over the next three years.

"A number of recent events have further increased the uncertainty around public finances and the potential impact on the Council's budget; these include the outcome of the European Referendum and how the Scottish Government will use its new tax raising powers.

"The current estimate indicates that Inverclyde Council will need to make savings of £22.5 million during the period 2017/20. Given the scale and pace of the savings required, the Council will have no option but to reduce spending in some areas of service delivery. This means that some front-line services currently delivered to Inverclyde residents will either be reduced or stopped altogether. The reason that front-line services are the main focus of potential savings is because those services cost the most money to deliver. The areas covered in this consultation are a representative sample of the choices about budget savings which the Council will face in the coming months and years.



Enhanced level of service

A number of services are currently provided by the Council at a more enhanced level than required. The survey asks about providing the services at the current level or whether service delivery should be at a reduced level.

Enhanced services and their yearly cost:

Primary and secondary school teachers	£37 million
School cleaning and catering	£4.2 million
School transport	£1.3 million
Library services	£1.1 million
Community Wardens	£0.71 million
Community learning and development	£1.3 million
Sports and leisure facilities	£1.35 million
Community centres and halls	£1.06 million
Roads and lighting maintenance	£1.1 million
Refuse collection and disposal	£4.7 million
Grounds maintenance	£1.9 million
Street cleaning	£1.5 million
Customer Service Centres	£0.64 million
Children and families' social work services	£10.37 million
Adult mental health services	£1.23 million
Older persons' care at home services	£9 million
Learning disability services	£6.48 million
Physical and sensory disability services	£2.07 million
Addictions services	£1.04 million

Discretionary services

The Council's budget consultation examines a range of services which are provided on a 'discretionary basis'. The survey asks whether or not the Council should continue to provide the services, either at the current level or at a reduced level, or whether the service should cease altogether.

Discretionary service and their yearly cost:

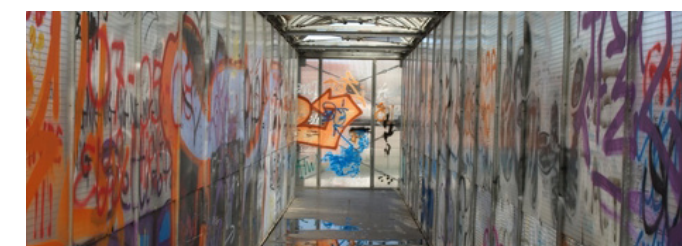
Breakfast clubs in schools	£0.15 million
School clothing grants	£0.21 million
Grants to voluntary organisations	£0.3 million
Public space CCTV	£0.19 million
Subsidised team sports for under 19 year olds	£0.16 million
Physical regeneration including a payment to Riverside Inverclyde	£0.34 million
Support for businesses, for example, marketing support and business grants	£0.21 million
Support for getting people into work and job retention	£2.53 million
Public conveniences	£0.17 million

Charging for services

The survey asks for views on a range of service and asks whether the council should charge the same or increase charges.

Services currently charged for and their yearly income:

School meals	£0.94 million
Pre-5 care - extra hours	£0.19 million
School lets	£0.2 million
Daily parking charges	£0.06 million
Burials	£0.28 million
Cremations	£0.55 million



Visit the council's budget consultation pages at
www.inverclyde.gov.uk/yoursay
for more information on the council's budget.

Visit the council's online survey to have your say on the budget
www.surveymonkey.co.uk/r/Inverclydecouncilbudgetconsultation



Universal Credit: your questions answered

UC **Universal Credit**



Q: What is universal credit?

A: Universal credit is administered by the department for work and pensions (DWP) and aims to make the welfare system simpler by replacing six benefits and tax credits with a single monthly payment.

Q: Which benefits are being replaced by universal credit?

A: Universal credit replaces: housing benefit; income support; income-based job seekers allowance; income-related employment and support allowance; child tax credits and working tax credits.

Q: How do I apply for universal credit?

A: To apply for universal credit go to www.gov.uk/universal-credit. You must have a bank account and an email address. Remember to include details of your rent when you claim universal credit so that your housing costs are included in your claim.

Q: What happens next after I apply?

A: You will be given an online account to manage known as a 'journal' which you will be advised by DWP how and when to access.

Q: Does universal credit include council tax reduction?

A: No. If you are entitled to council tax reduction, your universal credit will not include any council tax reduction you may be entitled to. Once you have made a claim for universal credit, you must make a separate claim to Inverclyde Council for your council tax reduction. Find out how to apply at www.inverclyde.gov.uk/claimctr

Q: How will I manage while waiting for my first universal credit payment?

A: If you're going to struggle financially waiting for your first payment, you may be entitled to an advance payment from the DWP while your claim is being assessed. Apply for a 'universal credit advance' by contacting your work coach. This can be done using your online journal.

Q: What help will I receive for rent costs?

A: If your universal credit award includes housing costs you may be eligible for a discretionary housing payment to help with your rent. Find out how to apply at www.inverclyde.gov.uk/dhp

Q: What is the Scottish welfare fund?

A: The Scottish Welfare Fund provides assistance if you need help to set up or stay in your home, or you or your family has been hit by a crisis. You can apply for a crisis or community care grant. Find out how to apply at www.inverclyde.gov.uk/scottishwelfarefund

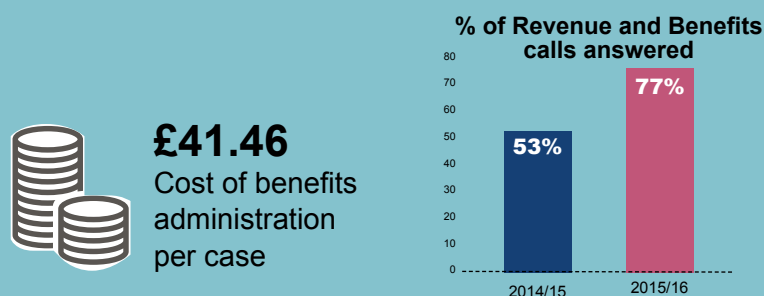
Help with handling your money
If you need help with your money moving to a monthly budget, there is help available. A dedicated personal budgeting support team is available to help you manage your universal credit payments.



The budgeting support team can also refer you to other agencies if you have multiple debts. If you'd like some help managing your budget get in touch.

Talk to your work coach at the Jobcentre or use your online journal to contact them. Alternatively, call supporting Inverclyde future skills on **01475 788915** or **0800 013 2196**

Benefits Administration 2015/16



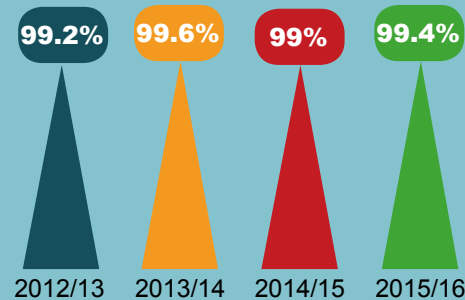
25.98 days

Average number of days to process a new benefits claim

4.02 days

Average number of days to process a change of circumstances claim

Accuracy of benefits processing



Confident about disability

Inverclyde Council has become the largest employer in the area to sign up to a scheme to support disabled people in employment.

For, opening an event in Greenock Town Hall which promoted Disability Confident, Provost Robert Moran highlighted that the council has signed up to the scheme and encouraged more employers to join.

Speaking at the event, which brought a range of agencies, organisations and employers together to find out more about disability issues, Provost Robert Moran said: "This event is part of a nationwide drive to promote Disability Confident. Disability Confident replaces the current double tick scheme and aims to highlight the benefits to business and employers of recruiting disabled people.

"This event and the overall campaign will work when the entire community gets involved, so seeing so many different organisations engaged is hugely welcome.

"Inverclyde Council is the single largest employer in our area and is a keen supporter of the principles behind this campaign. I am delighted to announce that Inverclyde Council is signing up, as an employer, to Disability Confident.

"I hope this sends a signal to other

employers, either in the public or private sector, that a good employer does not look on the myths about disability but focuses on the benefits.

"I hope also that this sends a signal to current and future employees that Inverclyde Council will work to break down barriers."

Around 17% of working age people in the UK has a disability. There are now more than 3.3 million disabled people in employment, up 365,000 over the past two years.

The Disability Confident campaign offers employers tips on how to attract, retain and recruit disabled people and highlights the business benefits of an inclusive workforce. Disability Confident employers are those who have identified and removed barriers in the recruitment of disabled people, tapped into the support available, and successfully offered an opportunity to or hired local disabled job seekers.

So far, over 1,000 employers have signed-up to Disability Confident with numbers increasing steadily. Help and advice on how to get involved in Disability Confident can be accessed via the Gov.UK website



Christmas and New Year bin collections

Regular day of collection Revised day of collection

Mon 26 Dec	Tues 27 Dec
Tue 27 Dec	Wed 28 Dec
Wed 28 Dec	Thurs 29 Dec
Thurs 29 Dec	Fri 30 Dec
Fri 30 Dec	Sat 31 Dec
Mon 2 Jan	Tue 3 Jan
Tues 3 Jan	Wed 4 Jan
Wed 4 Jan	Thurs 5 Jan
Thurs 5 Jan	Fri 6 Jan
Fri 6 Jan	Sat 7 Jan

If refuse collections are delayed due to adverse weather conditions, please put your bins out by 7am every day to allow collection at the earliest opportunity.

Large cardboard packaging and additional recyclates can be placed beside your blue bin for collection.

Gourock Games new home

The first Highland Games of the Scottish season is moving to a permanent new home.

For, Inverclyde Council has decided on a permanent move after the successful event staged at Battery Park in 2016.

The Gourock Highland Games takes place on the second Sunday in May and the next event will now take place at Battery Park at noon on Sunday 14 May 2017.

Councillors also decided to fund, over the next two years, additional events leading up to the Gourock Highland Games weekend after the successful events held earlier this year in Gourock.



Powerboats back in 2017

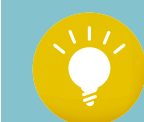


Marine motorsport fans across Scotland are in for another dose of high-speed powerboat action next summer after it was announced that the P1 Scottish Grand Prix of the Sea will return to Greenock in 2017.

Following a successful 2016 debut, organisers confirmed that the event will be back in Inverclyde for a second time on Saturday 24 and Sunday 25 June 2017.

More than 30,000 spectators enjoyed the first Scottish event in June and co-hosts and lead partners Inverclyde Council and Riverside Inverclyde have given P1 the green light to start planning next year's spectacle.

Roads and Lighting 2015/16



90% of street lighting repairs were completed within seven days



100% of traffic repairs were completed within 48 hours

Footways resurfaced

% of footways resurfaced

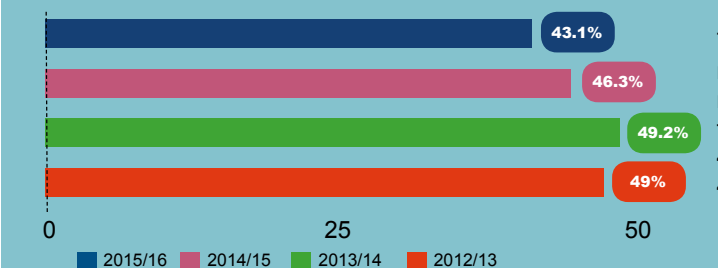
Year	% of footways resurfaced
2015/16	1.1%
2014/15	1.0%
2013/14	0.75%

Road gullies emptied

road gullies emptied per year

Year	road gullies emptied per year
2015/16	8870
2014/15	7680
2013/14	8189

Percentage of the roads carriageway condition requiring maintenance treatment



The percentage of the roads network that requires maintenance treatment fell from 49% in 2012/13 to 43.1% in 2015/16

Dementia friendly Inverclyde

Gourock is set to become the first town in Inverclyde to be named dementia friendly.

A pilot programme co-ordinated by Inverclyde Health & Social Care Partnership (HSCP) has been encouraging local businesses, shops, community groups, faith-based groups and organisations to sign up to become a dementia friendly organisation.

Inverclyde Council's Health & Social Care Convener Councillor Joe McIlwee said: "In Scotland there are over 90,000 people living with dementia and that is set to double in a generation. I think most of us know of someone living with dementia so we need to take action now to support them along with thousands of partners, carers, family members and friends. By talking about dementia we improve our understanding and we can break down the stigma."

Inverclyde's dementia friendly strategy aims to ensure people living with the disease; their families and carers receive the best possible support, feel included and remain part of their community for as long as possible.

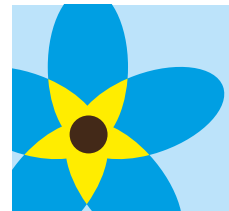
An integral part of becoming a dementia friendly organisation involves businesses and community groups taking part in short awareness session

delivered by Alzheimer's Scotland or via the online link

www.dementiafriendsscotland.org

There are already a range of local voluntary and community organisations working closely with Inverclyde Council and HSCP. Alzheimer's Scotland, Inverclyde Carers Centre, CVS Inverclyde, Scottish Care, Riverclyde Homes and Your Voice all provide information, advice and support enabling people living with dementia to continue to maintain their independence and access community facilities.

Councillor McIlwee added: "Becoming a dementia friend supports staff; volunteers within organisations, groups and businesses to develop a better understanding about dementia. We are fortunate to have members of the local Inverclyde Dementia Focus group - all of whom are living well with dementia - to help demonstrate to businesses how small changes to their environment can support people living with dementia."

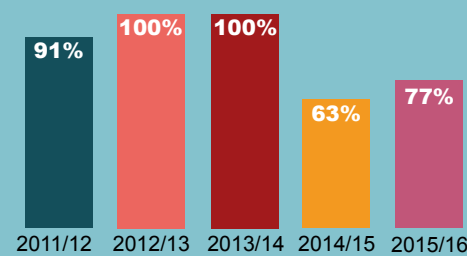


More information
HSCP Website:
www.inverclyde.gov.uk/health-and-social-care
Tel: 01475 715365



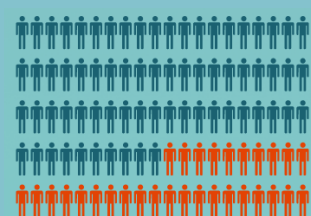
Responsiveness to Communities 2015/16

% community groups in disadvantaged neighbourhoods who increased their capacity

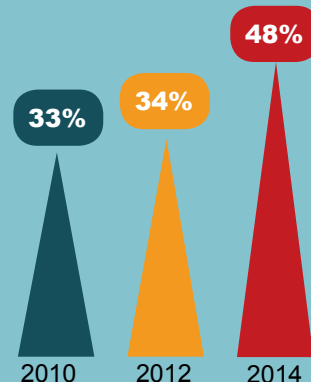


% resident satisfied with the way their views are taken into account when decisions are being taken

Experience of finding information on the Council's website



Easy to find / quite easy (70%)
Some time to find / difficult (30%)



New director appointed as HSCP chief announces retirement

Inverclyde Council has appointed a new Corporate Director of Environment, Regeneration & Resources.

Scott Allan will replace Aubrey Fawcett following his promotion to Chief Executive of the Council in the summer.

Scott has over 30 years' experience in Scottish local government and is currently Head of Amenity Services at Renfrewshire Council.

Inverclyde Council Leader Councillor Stephen McCabe said: "Scott will be a welcome addition to the senior management of the Council. Local government is facing many challenges and his approach to excellent service delivery and innovation will be crucial at an important time in the life of Inverclyde Council."

Meanwhile the Corporate Director/Chief Officer for Inverclyde Health & Social Care Partnership Brian Moore

is to retire at the end of March 2017.

He joined the Council in 2011 and has been in his post with the HSCP for five years.

He said: "Through our established integrated working arrangements for delivering health and social care services, Inverclyde HSCP provides support to many individuals, families and communities in the Inverclyde area and I am particularly proud of these achievements. This progress has been enabled by the positive collaborative working between Inverclyde Council and Greater Glasgow and Clyde Health Board and other partners."

Inverclyde Council Chief Executive Aubrey Fawcett said: "When he retires next March, Brian will be sorely missed not just within the Council and NHS but across the entire care sector for his knowledge and expertise, his good humour and calm demeanour."

Access a range of Council services at www.inverclyde.gov.uk

Your Councillors

Ward 1, Inverclyde East



Jim MacLeod



Stephen McCabe



James McColgan



David Wilson

Ward 4, Inverclyde South



Keith Brooks



Vaughan Jones



Joseph McIlwee

Ward 2, Inverclyde East Central



Jim Grieve



Michael McCormick



Robert Moran

Colour codes to political parties



Ward 5, Inverclyde West



Ronnie Ahlfield



Terry Loughran



Chris McEleny

Ward 3, Inverclyde North



Martin Brennan



Math Campbell-Sturgess



Jim Clocherty



Kenny Shepherd

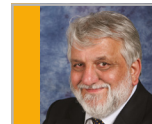
Ward 6, Inverclyde South West



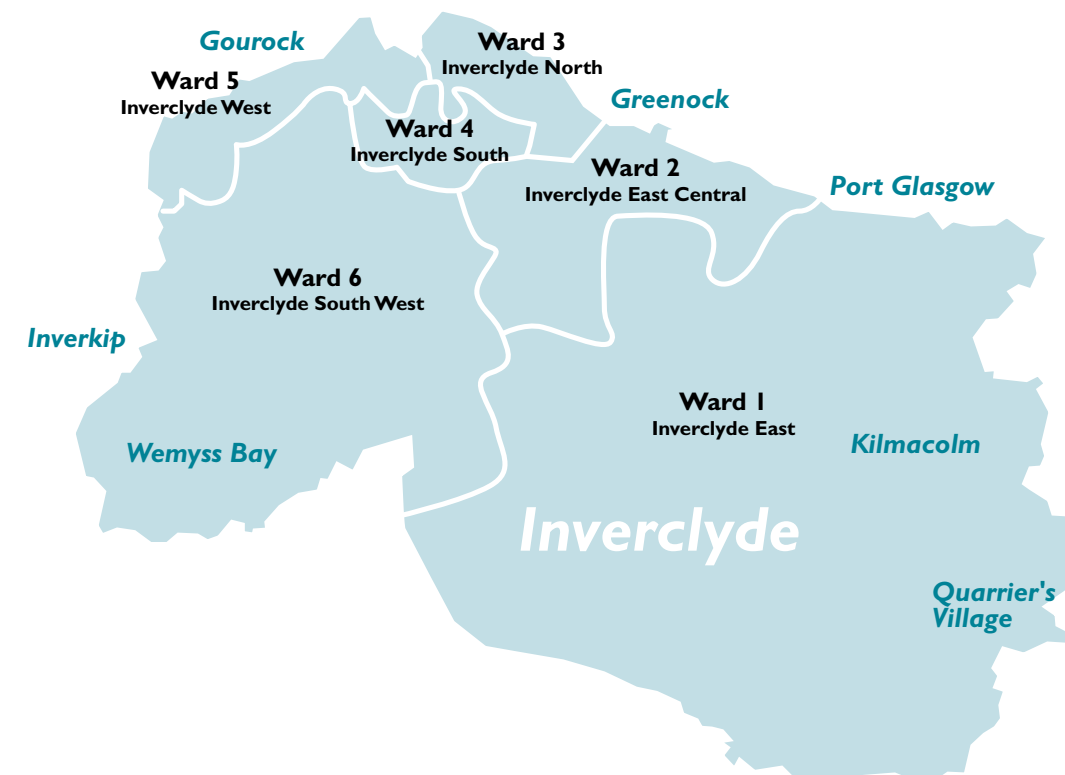
Gerry Dorrian



Innes Nelson



Ciano Rebecchi



If you have a comment to make about any Council service or you have concerns about your neighbourhood you can contact your Councillor during office hours on:
(01475) 712727 / 712020

You can write to your Councillor at:

**Inverclyde Council
Municipal Buildings
Clyde Square
Greenock
Inverclyde PA15 1LY**

Councillors' surgery information is available on our website at:

www.inverclyde.gov.uk

Got something to say, find out how to raise a petition at www.inverclyde.gov.uk/petitions



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