

Royal Burgh of St Andrews Community Council Monthly Agenda – August 2007

There will be a meeting of the community council at 7pm Monday 6th August in the Burgh Chambers of the Town Hall, Queen's Gardens. There will be a short break at about 8pm during which the 200 Club draw will be made. The meeting is audio-recorded to assist the secretary in producing the minutes.

(Copies of Agendas and Minutes of the Community Council are held at Fife Council's Local Office, St Mary's Place and the Town Library, Church Square. Those from late 1997 on are on line at <http://www.standrewscc.net/>)

1. Apologies

2. Minutes of July 2007

Read for accuracy in matters of substance – harangue the secretary for minor errors (spelling etc) outwith the meeting.

3. Presentations

4. Fife Councillors

4.1. Frances Melville

4.2. Bill Sangster

4.3. Robin Waterston

4.4. Dorothea Morrison

5. Planning Committee

6. Matters Arising from Previous Meetings

6.1. St Andrews Post Office Closure/Transfer – update see Appendix C

6.2. Fife Access Seminar – report

6.3. Reports from representatives

6.4. Web Site/Community Council Minutes update

6.5. Any Other Matters Arising

7. From Committees

7.1. Recreation

7.2. General Purposes

7.3. 200 Club

8. New Business

9. Reports from Office Bearers

9.1. Chair

9.2. Treasurer

9.3. Secretary

9.3.1. Correspondence – Appendix A.

10. Any Other Competent Business

Please notify Chair of AOCB items before the start of the meeting or at the break. Hint: Given that the end of the meeting is often taken in something of a rush, unless items are urgent it might be better to submit them for next meeting's New Business

Appendix A – Correspondence

Date	from	Subject
July 2007	Fife Council Development Services	Weekly List of Planning Applications registered week ending 06/07/07
05/07/07	Scottish Executive Planning Directorate	Fife Matters: Finalised Structure Plan 2006 – letter re reappraisal requested
09/07/07	Fife Council: Transportation Services	Greyfriars Primary School – 20 mph zones, also Canongate 20mph zones with maps
05/07/07	Fife Council: Development Services	Re-appraisal of the Finalised Fife Structure Plan 2006-2026 Agenda item for 29/06/07 plus covering letter

12/07/07	Fife Council Law & Admin	St Andrews Common Good Fund – St Andrews Harbour Trust
July 2007	Scottish Executive – Planning	Consultation Paper: Environmental Impact Assessment of Reserved Matters Applications.
27/06/07	W.H.Smith	Letter from Kate Swann, CEO WH Smith re Post Office
29/06/07	Sir Menzies Campbell MP	Letter in reply to correspondence about Post Office
25/06/07	John and Karen Barnett, 53 Hepburn Gardens, St Andrews	Copy of letter to Chris Smith, Fife Council Development Services about New Park School site.
10/07/07	Fife Council Law and Admin	St Andrews Common Good Fund – Application from St Andrews Festival Ltd for ~£1000

Appendix B. Minutes of the Planning Meeting 09/07/07

The committee was saddened to hear of the unexpected death of our fellow committee colleague Mrs Nan Taylor.

1 New Applications

Application Reference	Address	Description	Comments
07/102058/ELBC	Trespass 109 South St	Listed Building New signage using Fret Cut Vinyl with down lighting	Fret Cut Vinyl is inappropriate material to use in a conservation area
07/02015/EFULL	24 Abbey St	Single storey extension at rear of building and installation of dormers at both front and rear	No comment
07/01989/EFULL	Waterstons Booksellers Ltd 103 Market St	Relocate air conditioning onto roof and remove air handling unit from roof	No comment
07/02051/EFULL	13 Kinnessburn Road	3 person HMO	No comment
07/02143/EFULL	57 Spottiswood Gardens	Erection 1.8m high screen fence	No comment
07/02165/EFULL	55 Younger Gardens	Erection of a two storey side extension	No comment
07/01993/EFULL	53 Lade Braes	5 person HMO	No comments

IG agreed to draft a letter for discussion at the next planning meeting in readiness for the next council meeting

Scottish Executive have agreed to Fife Council's request to re-appraise the housing and settlement strategy contained in the finalised Structure Plan submitted to Ministers in June 2006. The Scottish Executive look forward to the re-appraised finalised plan to be submitted to them by the end of this year at which time the Structure Plan assessment process will re-commence.

Date of Next Meeting Mon 24th July 2007 at 1930hrs

Appendix C: Letter from Kate Swann, WHSmith CEO

Dear Mr Marks

Thank you very much for your recent letter regarding the relocation of the Post Office in St Andrews to the WHSmith store.

At a time when many Post Offices are at risk of closure, our partnership with Post Office Ltd secures the future of main Post Office services in St. Andrews and ensures that the local community will continue to have access to the full range of over 170 Post Office services from a convenient and accessible location.

Post Offices were trialed in six WHSmith stores during autumn/winter 2006. Initially, some people expressed their concerns but once their new Post Office opened, customers quickly saw the benefits. In particular, they highlighted shorter queues, improved speed of service and longer opening hours, as well as the convenient location in the heart of the town and the modern and inviting environment. We were particularly delighted when one of the trial stores, Shrewsbury, recently won an award for outstanding customer service.

The natural overlap between the two businesses means that our complementary products and services further enhance the offer for both WHSmith and Post Office customers.

To ensure that customer service levels are maintained and that we are prepared for the number of customers likely to visit St Andrews new Post Office, we are working closely with Post Office Ltd to analyse how the existing facility is used. As part of the analysis, the number and type of counter positions required in the relocated branch will be carefully calculated, based on current and predicted footfall and the most popular Post Office services. Based on this research, the plan is for the new branch to have three counters and one bureau de change window, which we are confident, will ensure that customer service levels are maintained or improved.

With regard to your concerns about staffing issues, WHSmith pay competitive market rates that are part of

a wider package, which includes, for example, a bonus scheme. The new WHSmith Post Office team will receive the same high standard of training as those employed directly by Post Office Ltd to ensure the best possible customer service.

WHSmith is highly experienced in utilising space to its best advantage and we have identified additional space in our St. Andrews store that can be used to accommodate the Post Office. We have done this very successfully with our six store trial. The store layout will be altered to accommodate the Post Office, creating a dedicated area for the Post Office and giving customers plenty of space to carry out their Post Office business.

A lot of time has been spent planning the queuing system to ensure that it does not interfere with the rest of the store and we believe that extended opening hours will spread the flow of customers over a longer period.

Regarding access, please be assured that the location of the Post Office within WHSmith will be compliant with the Disability Discrimination Act. We have engaged an architect to produce plans for submission to the local authority to improve access without having a detrimental effect on the building as a whole.

In terms of security measures for the entrance and dealing with valuable mail, access for collection vans, and facilities to post letters outside WHSmith, these are issues that will be reviewed by the Post Office and Royal Mail.

In accordance with the Post Office's Code of Practice on Network Change, the Post Office is inviting the local community to submit comments on access as well as levels of service as part of a formal consultation process. This is a six week process and started on 19 June.

The Post Office is scheduled to open in WHSmith in spring 2008 and I very much hope that the people of St.Andrews will enjoy shopping at their new Post Office.

Thank you for taking the time to contact me. I hope that my response will help address your concerns. If I can be of further help, please let me know

Kate Swann
