KIPPEN COMMUNITY COUNCIL
YOUR LOCAL VOICE

Minutes of the Meeting held on Wednesday 10th of September 2025 7.30pm in the Reading Rooms

1. **Members present, apologies and people attending:**
   Present: Barbara Ross (Chair), Ann Milligan (Planning), Jackie Graham, Neil Beaton
   Attending: Councillor Gerry McGarvey and 4 members of Kippen community
   Apologies: Robert Clubb, Scott Crawford, Pippa McLean, Christine Stewart

2. **Approval of minutes of the last meeting held on 21.06.25:**
   Proposed by Ann Milligan and seconded by Neil Beaton

3. **Matters arising from the last meeting:**
   - It has been agreed that the new format Police Report is very informative but there is a problem with timing as the latest report does not always fit in with community council meetings. Gerry McGarvey said that this has been the experience in some other community councils, and he will feed this back to the relevant authorities.
   - Training course for the defibrillator: none organised for the Reading Rooms equipment, however, there was recently a training course in the Village Hall for the new defibrillator located there.
   - Dawn Homes allocated monies for play facilities: Ann Milligan contacted Jolanda McNeill about remaining funds for Kippen Playpark. No reply to date so Ann will send another email and copy in Gerry McGarvey.
   - Local Housing Strategy 2026 -2031: information and link to survey shared with community on social media (completed by Scott Crawford)
   - Fraud awareness: information shared with community via social media (completed Scott Crawford)
   - Digital Voice Transition: Shared on social media (completed by Scott Crawford)
   - Sustainable mobility survey: Shared on social media (completed by Scott Crawford).
   - Land ownership of the glass recycling bin (ongoing, Neil Beaton). See discussion at 4b.10 below.
   - Wee Vine article: Copy deadline 30.06.25: To include information on Local Place Plan/Community Action Plan, Fraud awareness, Digital Voice Transition (completed by Barbara Ross).

4. **Matters for discussion:**

4a Police Report

The July Police Report recorded an incident of antisocial behaviour in Kippen. “A male was arrested and released on a Police undertaking to appear at court at a later date, having acted in an abusive and threatening manner toward a member of the public”
Full Police report for all villages in Forth and Endrick Ward is attached (see Appendix 1).

4b Correspondence

4b.1 Gathering of Stirling Community Councils
Members of Kippen Community Council have been invited by Stirling Council to take part in a gathering of community councils. The event will take place on Wednesday 24th September in the Albert Halls, Stirling between 4 and 8pm. Pippa McLean has registered to attend.

Action: Pippa McLean to attend on behalf of Kippen Community Council

4b.2 Recyke a Bike
Reckye-a-Bike has shared projects and programmes that they are currently offering which may be of interest to our community. Details attached in Appendix 2.

Action: Barbara Ross to share information on village social media platforms and KCC's website (via Robert Clubb)

4b.c3 Administration Grant and Minute taker
Stephen Bly sent details of KCC's grant for 2025/26. Money is also available for a minute taker. It was agreed by members present at the meeting that having a minute taker for KCC would be a good idea.

Actions Ann Milligan to approach a member of the community who may be interested in taking on this role.

4b.4 Woodland Trust funding grants
Applications are currently open (closing January 2026) for communities to obtain free tree packs from The Woodland Trust to be delivered in March 2026. It was agreed that there is not a requirement for additional trees on the Village Green. A member of the public said that the trees that are provided are very small and as a result the success rate with them, in her experience, is not good. Should any packs be requested then it would be important to have a maintenance plan in place while trees become established.

Action: Members of KCC to explore whether there are any other areas of Kippen that would benefit from these packs.

4b.5 Consultation on Housing
Residents are being encouraged to have their say on the future of housing in the Stirling area. This can be done by taking the survey on line at www.bit.ly/stirling-housing , calling 0800 433 7212 between 9am and 5pm Monday- Friday (a message can be left out with these hours). A printed survey can also be provided by emailing survey@craigforth.co.uk or by calling the 0800 number. The survey went live on 2nd September 2025 and will run for 8 weeks.

Action: Barbara Ross to share the information on social media and KCC's website (via Robert Clubb)

4b.6 Information request for SWS Stirling Climate Action Group
We have not yet been able to provide the information requested as we are still analysing the data.

Action: Barbara Ross to provide the data as soon as it is available and time permits.

4b.7 Overcrowding on the buses
Val Brand emailed KCC about the current problem of overcrowding on the buses (to be discussed under 4l on the agenda below).

4b.8 Rogue trading warning

Stirling Council has shared a media release "Rogue trader warning as scam callers target Stirling residents". See details attached in Appendix 3.

Action: Barbara Ross to share on village social media platforms and on KCC's website (via Robert Clubb)

4b.9 Schools Consultation (Education Administration Policy)
An email has been forwarded by Stephen Bly to community councils from Bryony Monaghan (Head of Education at Stirling Council) informing them of consultation on a new Education Admissions Policy.

Action: Barbara Ross to forward the email to Ann Milligan who has the document and agreed to attend one of the public consultation meetings.

4b.10 State of the Kippen Bottlebank
An email has been received from Val Brand highlighting problems with the village bottle bank. Issue to be discussed under point 4i below

4b.11 Forth Valley Action Hub
An email has been forwarded to KCC inviting applications for First and Next Steps climate action grants (closing date 30/01/26). These are small grants to help communities with efforts to address climate change through increasing awareness of the issues and local action.

Action: Barbara Ross to share the email link with Kippen Sustainability Group

4b.12 Local Development Plan
An update from Stirling Council's Development Planning Team on the preparation of Stirling's next Local Development Plan (LDP3) has been received inviting participation in their 'Call for Sites and Ideas'. This can be done y completing the questionnaire on the Engage Stirling website at https://engage.stirling.gov.uk/en-GB/projects/shaping-stirlings-next-local-development-plan

Through the 'Call for Sites' Stirling Council is inviting developers, landowners and agents to submit sites to be considered for future allocation in LDP3. Community groups, particularly those intending to prepare a Local Place plan are also encouraged to participate if they have a site that they wish to promote. The 'Call for Ideas' invites suggestions from individuals and community groups (particularly those preparing a LPP) to help inform LDP3. Submissions may include recommendations for buildings or sites to be protected.

The consultation closes on 31st October 2025. See details in Appendix 4.

Action: KCC to discuss at next meeting on 8th October and complete the questionnaire before it closes on 31st October 2025.

4b.13 Kippen Woodland boundaries
Barbara Ross has emailed the Woodland Group to confirm that they believe that the boundaries set out in the map are correct.

4c Planning applications/decisions/appeals
Installation off ground based solar array at Shirgarton Farm

4d Treasurer's Report
The treasurer was not present at the meeting.

4e Councillor's Report:
Councillor McGarvey shared the status of Stirling Council introducing a tourist levy, outlined the concerns of some people in the hospitality sector and emphasised that any such money raised would be used for community priorities such as community transport and safety in the city.

4f Local Place Plan/Community Action Plan
A total of 57 questionnaires have been completed. Barbara Ross is currently entering the data from the 48 hard copies into a spreadsheet and Robert Clubb has entered data from the 9 online questionnaires into a spreadsheet and sent them to Barbara Ross to amalgamate into the master spreadsheet.
From the data we would ideally like more input from younger members of the community. To help to facilitate this Christine Stewart will email both Kippen Primary and Balfron High School to ask for help with this data collection.
Christine Stewart has booked the Reading Rooms from 10.30am to 7.30pm on Tuesday 7th October for a workshop to share information gathered to date and allow for any additional questions to be asked (social media and the website could also be used for the later).
Gerry McGarvey said to contact him as he may be able to provide some help/advice.

Action:
- Email Kippen Primary and Balfron High.
- Follow-up any replies from the schools
- Detailed planning of workshop on 7th October
- Advertise the event (social media, website and posters around the village)
- Continue to analyse the data
- Produce information in a form that can be used at the event
- Begin to write the actual document
- Access Parish Online as a mapping tool
- Funding to produce the document

4g Kippen Woodland
Barbara Ross resent the email about pollution in the woodland resulting from it having been a local authority tip. An immediate response was obtained including information that the 2006 report was in the archives and that access to the report was being sought. The need for funding for further analysis of soil samples would depend on the report's contents. Additional points for consideration are what is the legal status and legacy rules.

Action: Gerry McGarvey to follow this up.

4h Road Safety (A811 and B822)
Further safety concerns were highlighted including speeding, dangerous overtaking, tractors sometimes not pulling in resulting in long tailbacks.

Action: Barbara Ross to resend the email summarising a range of concerns to Gerry McGarvey and contact our community police officer about incidents at the bottom of Kippen Brae near to the roundabout.

4i Glass Recycling point
Neil Beaton and Ann Milligan have been trying to ascertain ownership of the site where the glass recycling facility is located with a view to having it removed and making the area more attractive. In addition, people have been using the facility to dump other rubbish, including cardboard, which is

not uplifted from this site by the council. It was however suggested that tis site is probably owned by Stirling Council.

Action: Neil Beaton and Ann Milligan to continue to try and ascertain the ownership of this piece of land.

4j Memorial bench
A site for this bench has been identified but need to check with factors that it would be permissible to site the bench at this location (top of Scott Brae).

Action: Neil Beaton to contact factors to check whether they were agreeable to having a bench sited here (Ann Milligan has contact details).

4k Litter pickers
No action has been taken on this item. This needs to be followed up urgently at the next meeting.

Action: Litter pickers acquisition and funding to be included at the next meeting.

4l Buses
Val Brand has sent copied KCC into an email sent to Jen Preston at Stirling Council highlighting that the problem of overcrowding on the 1535 X10 bus from Balfron to Stirling means that some people are struggling to get a seat which is particularly dangerous on the windy roads on this route. (Appendix 5). She also shared a report (Appendix 5) about the ongoing issues on this route. In addition, the problem of people using the bus shelter as a place to smoke and drink and subsequently leaving litter and a mess. This was particularly galling as it recently happened just after the shelter had been cleaned and is very anti-social behaviour as there is a bin close by.It was suggested that a security camera may be needed.

4m Any other competent business

- Neil Beaton reported that Stirling Council has cutback the overgrown vegetation on the Claylands Road. However, he said that the council is planning on stopping up Claylands Road. This is a primary access route for several Kippen residents and the alternative route would add distance and time to their journeys which is not ideal in view of rising living costs and climate change concerns and commitments.

  Action: Neil Beaton to draft an email to Stirling Council and send the draft to Barbara Ross to forward to Gerry McGarvey.

- A Kippen resident asked about KCC's archived minutes (pre-2008) as her husband had been on the community council at the time that the panorama at the top of Scott Brae had been commissioned. It was also suggested that Robert Clubb may have a record of any expenditure in KCC's accounts ledger.

  Action: Barbara Ross to check KCC's website to see if the relevant emails are there and if not contact Stephen Bly to ascertain whether Stirling Council holds archived copies.
  In addition, ask Robert Clubb to check the accounts ledger. In addition, the acquisition and funding to be discussed at KCC's next meeting.

5 Date of the next meeting: 8th October 2025 in the Reading Rooms

Appendix 1

Police Service of Scotland Community Council Report
Forth and Endrick
July 2025
compiled by PC Laura Newlands
OFFICIAL

Community Engagement and Reassurance

It is important to you to have community officers who you know, who are accessible and who address local problems.

PC Matt McCammon PC Laura Newlands are the Ward Officers for the Forth and Endrick area. They are based at Balfron Police Office and can be contacted at the office, on 101, or at ForthEndrickCPT@scotland.police.uk. It is recommended that this email address is used by the local community for email contact however this should not be used to report crimes.

Please remember that we regularly publish useful information and updates on social media, including appeals for information, updates about road closures and crime prevention advice. Our Facebook and Twitter pages can be found at;

https://www.facebook.com/PoliceScotlandForthValley https://www.facebook.com/PoliceScotland

X - @PSOSForthValley

X - @PoliceScotland

ARNPRIOR	**Road Traffic** During the reporting period a number of drivers have been caught speeding on the A811 by the Camera Safety Partnership and reported for the offence. **Intended Theft** A male was observed within a farmyard, and given the circumstances in which he was found, it was reasonable to assume he was intending to commit theft. The male was later identified, arrested and released on a Police undertaking to appear at Court at a later date. No property was stolen. Farmers and similar businesses are urged to remain vigilant and encouraged to secure their property.

BALFRON	**Theft** A member of the public reported having his bank card stolen with the perpetrator thereafter using the bank card to make several transactions. Enquiries are ongoing to identify the suspect. A theft has been reported from the local petrol station whereby the driver failed to make payment for fuel taken. The driver has been traced and issued with a Recorded Police Warning. Full payment has also now been received for the fuel.
BUCHLYVIE	**Road Traffic** A driver was stopped on Main Street, Buchlyvie by Road Policing officers and charged with Careless Driving. The driver was issued with a Conditional Offer.

	A driver was stopped on A811 by Road Policing officers and charged with Careless Driving. The driver was issued with a Conditional Offer. A road traffic collision occurred on the A811 between Arnprior and Buchlyvie. Following the collision the driver of the offending vehicle left the scene having failed to exchange details and failed to report the accident. Minor injuries were reported. The driver of the offending vehicle will be reported for multiple offences – including road traffic and drugs.

CROFTAMIE No crimes / incidents to report.

DRYMEN	**Road Traffic** Following information received from a member of the public a vehicle was traced, stopped and found to be driven with no MOT or valid insurance. The driver was subsequently charged and a report submitted to the Procurator Fiscal. A report was received of a male acting in a threatening and abusive manner toward a female. Enquiries were carried out, the male was identified, interviewed and subsequently released without charge.

	Incidents of note Police received a report of a road traffic collision between two vehicles on the between Drymen and Balfron. One vehicle had left the road and was in a ditch. There were no injuries reported and both vehicles were recovered. A report was received of an individual who had fallen and injured their leg while walking on Conic Hill with friends. Mountain Rescue attended to assist the injured party from the hill and they were thereafter taken to hospital for treatment. Police attended following reports a boat had broken down north of Inchlonaig and was floating off course due to the wind and rough conditions. Luss rescue team were contacted and the occupants of the boat were towed safely back to shore. A similar incident, occurred near Milarrochy, whereby a boat experienced engine failure, this also resulted in a safe rescue involving Police and the rescue team. Police were involved when 3 people reported being stranded in unfavourable weather conditions at the summit of Ben Lomond. The walkers were ill-equipped and had become concerned when they encountered poor visibility and adverse conditions at the summit. Mountain rescue attended and made contact with the walkers however they were able to make their own way off. No injuries were reported.
FINTRY	**No crimes reported.** **Incidents of note** **Police were contacted during a period of high winds whereby a tree had fallen and was blocking the B822 near to Fintry. Closure signs were put in place, Stirling Council were contacted and arrangements were made for the tree to be removed.**

GARGUNNOCK: No crimes / incidents to report.

KILLEARN	**Fraud**

	A report was received of a fraudulent scheme. The circumstances being the victim engaged with an account on TikTok and was offered counterfeit money in exchange for money in the form of gift cards. The victim and perpetrator thereafter communicated through WhatsApp and having received the gift cards, the perpetrator thereafter demanded more and made threats toward the victim's family. The phone number used by the perpetrator was of US origin as such no suspect has been identified. **Road Traffic** A report was received following a collision between 2 vehicles travelling west on the B834 between A809 and A81. While the reporter stopped her vehicle, the driver of the other vehicle left the scene without exchanging details or reporting the matter. No injuries were reported however the collision did cause damage to the reporter's vehicle. Enquiries have been conducted however no suspect has been identified.
KIPPEN	**Anti-social behaviour** A male was arrested and released on a Police undertaking to appear at Court, at a later date, having acted in a threatening and abusive manner toward a member of the public.
STRATHBLANE	**Theft** A report was received of a theft which had occurred from within the reporter's tent during a camping trip. A wallet containing money, a bank card and a number of electrical items were stolen. No suspect has been identified. **Fly Tipping** A report was received of fly-tipping near to Mugdock Country Park. Enquiries were conducted and a suspect identified. The suspect was cautioned and charged and a report will be submitted to the Procurator Fiscal's office. **Fireraising** A report was received of a small fire having been set within the rear garden of a residential property. Garden furniture was damaged however no persons were reported to be injured. Enquiries have been conducted however no suspect has been identified. **Road Traffic** Enquiries are continuing to trace the driver of an unknown vehicle, the driver of which collided with a parked car but left the scene without

	exchanging details or reporting the matter. No injuries were reported however the collision did cause damage to the parked car. While travelling on the A891 toward Strathblane the driver of a grey pick-up truck, which on performing an overtake, caused a vehicle on the opposing carriageway way to brake suddenly / take evasive action to avoid a collision. This caused a vehicle to leave the carriageway ending up on its roof. Minor injuries were reported. Enquiries are continuing to trace the driver of the grey pick-up truck. A report was received of a member of the public having been struck by a vehicle near to the entrance of Mugdock Country Park. Enquiries are continuing to trace the suspect.

Appendix 2
Recyke-a-Bike

These are the projects and programmes that Recyke-a-bike are currently offering, which may be of interest to Kippen residents:

- Access to Bikes – Stirling City (inc. FK7, FK8 and FK9), Bridge of Allan, Dunblane and Fallin – Adults – funding available to support adults 18+ with a free bike, helmet, lights and lock as well as 3 *compulsory* lessons/guided rides. Please ensure referred parties are aware that they must complete the ridden part of the program before getting access to their bike to keep. Reply to this email for more information.

- Access to Bikes – Stirling City (inc. FK7, FK8 and FK9), Bridge of Allan, Dunblane and Fallin – Children – funding available to support children and young people between 8 and 17 with a free bike, helmet, lights and lock. Reply to this email for more information.

- Access to Trikes/Adapted Bikes – Stirling City (inc. FK7, FK8 and FK9), Bridge of Allan, Dunblane and Fallin – Children – *very small* amount of funding to provide a very limited number of trikes/accessible bikes to children and young people (8 – 17) with additional support needs. Reply to this email for more information.

- Access to Bikes – Falkirk and Clacks – Adults and Children – we are operating a wait list for the next lot of funding to support children and adults in Falkirk and Clackmannanshire with a free bike, helmet, lights and lock – funding not yet confirmed. Reply to this email for more information.

- Free Cycling Lessons – 14+ - Free lessons to young people and adults aged 14+ who want to learn how to ride a bike or improve their confidence and skills in cycling. Open to all living within the Forth Valley. Please email amy@recyke-a-bike.co.uk for more information

- Visual Impairment Cycling Project – Providing free rides on our amazing side by side electric assist bike to people with visual impairments within the Forth Valley and wider Central Scotland. Please email amy@recyke-a-bike.co.uk for more information.

- InspiRide – Funding now awarded so this project (6 weeks training and employability support [Monday to Thursday] for NEET individuals 16 and above – no upper age limit) will re-start in October. It's based at Recyke-a-bike and the next 6-week course will start October 27th. Please email inspiride@recyke-a-bike.co.uk for more information.

- City&Guilds Level 1 – A small pocket of funding has been provided for 6 NEET young people (25 and younger) to gain their Level 1 (4-day course) City&Guilds certification in Bike Mechanics. Reply to this email for more information. Course will most likely start in November.

- Bike Library – 18+ - Adults aged 18 and above can borrow a bike, including electric bikes, trikes and cargo bikes (as well as standard bikes) from Recyke-a-bike for 4 weeks for free. Open to everyone. Review and book via - https://www.recyke-a-bike.co.uk/our-services/book-an-e-bikee-trike-loan and email tom@recyke-a-bike.co.uk for more information.

Appendix 3
Rogue traders warning and advice

Residents are being urged to be on guard against doorstep callers attempting to scam by offering repair and maintenance services on the cheap.

Stirling Council has received reports of rogue traders cold calling at several households across the local area, claiming to have connections to the Council and offering exterior works at a reduced rate due to left over materials from a larger job.

This is a scam. If a cold caller tells any resident they are working for the Council, the advice from Stirling Council Trading Standards is never to take their word for it – close the door and call Stirling Council on 01786 404040.

Residents are advised to stop and think carefully about doorstep callers who claim urgent work is required on their properties, particularly when pressure is applied to agree to work immediately.

Convener of the Environment, Transport and Net Zero Committee, Cllr Jen Preston, said: "Rogue traders are a community scourge and we would ask all residents to think long and hard when approached by cold callers on their doorstep, particularly when pressure is applied to start work on the very same day.

"Work carried out by doorstep callers is often of poor quality, not completed, requires corrective work and can be subject to unnecessary additional work and inflated costs.

"Prices offered may appear attractive, but it's rarely provided in writing and once work is complete, the cost often increases. Residents are under absolutely no obligation to engage with individuals or businesses who turn up on their doorstep uninvited, or agree to any work or purchase goods that may be offered."

If a doorstep caller tells residents that urgent works are required, the advice from Stirling Council Trading Standards is DON'T take their word for it and feel pressured into agreeing to work straight away.

Further Advice from Stirling Council Trading Standards includes:

Please remember that you are under NO obligation to engage with individuals or businesses that have called at your home uninvited or agree to any work or purchase goods that they may offer.

If a doorstep caller tells you that urgent works are required, DON'T take their word for it and feel pressured into agreeing to work straight away. STOP and THINK, discuss the work with a family member and obtain other opinions. A legitimate trader will have no issue with this, a rogue trader may suggest this is a one day only deal and that the price will increase if you do not agree today. This would be considered an aggressive sales practice and should be your cue to close the door and seek other quotations and opinions.

If you are considering having works undertaken, please check out the Approved Trader portal **https://approvedtrader.scot/**

You can also decorate your door with a 'No Cold Calling' sticker – please email tradingstandards@stirling.gov.uk to request one.
It is your doorstep and you are in control, if you have any concerns about doorstep callers contact Police Scotland on 101 (999 if an emergency) or Advice Direct Scotland on 0808 164 6000."

Appendix 4

Update from Stirling Council Development Planning team on the preparation of Stirling's next Local Development Plan (LDP3).

Call for Sites and Ideas Consultation - now open

We invite you to submit a site or idea as part of the Call for Sites and Ideas consultation.

Whether it's promoting new development opportunities, identifying sites for protection, or making suggestions on planning policy and guidance, this consultation offers an early opportunity to support the plan-making process and help shape the future of local places.

You can do this by completing the questionnaire on the Engage Stirling website:

https://engage.stirling.gov.uk/en-GB/projects/shaping-stirlings-next-local-development-plan

To request a paper copy of the questionnaire, please email LDP@stirling.gov.uk

The consultation is split into two categories - Call for Sites and Call for Ideas:

- **Call for Sites**

Through the Call for Sites, the Council invites developers, landowners, and agents to submit sites to be considered for future allocation in LDP3. Community groups - particularly those not intending to prepare a Local Place Plan - are also encouraged to participate if they have a site they wish to promote for new development. Sites for housing, employment, retail, leisure, tourism, community infrastructure and other types of development can be submitted. We are also encouraging submissions for sites which may be already allocated in the current local development plan (LDP2) but are stalled or 'constrained' and have not made any significant progress towards delivery. You can suggest your site by completing survey sections 3 to 7.
All submissions will be considered by the planning authority for inclusion in the next Local Development Plan in line with the Site Appraisal Methodology approved as part of the earlier Evidence Report stage.
In addition, all submissions received through the Call for Sites will undergo a further round of public consultation and engagement (expected in February 2026). This will provide individuals and community groups with an opportunity to offer feedback before the Proposed Plan is finalised and published for public consultation, subject to Full Council approval in early 2027.
Please note that any proposed residential developments should include at least four homes.

- **Call for Ideas**

The Call for Ideas invites suggestions from individuals, community groups - particularly those that have not prepared, or are currently preparing a Local Place Plan - and other organisations to help inform the preparation of Stirling's next Local Development Plan (LDP3). Submissions may include recommendations for buildings or sites to be protected, proposals for new local policies, or suggestions to improve current Local Development Plan (LDP2) policy and associated guidance. You can suggest your idea or aspiration for the Plan by completing survey sections 8 or 9.

The consultation will close on Friday 31st October 2025, the same date as the deadline for Local Place Plans.

Online Information Session for Community Organisations

There is still time to register for our online information session, which will be held next Tuesday 19th August between 1pm-2pm on Microsoft Teams. This session is aimed at community organisations.

This information session is designed to support community participation in the LDP3 preparation process, specifically the upcoming stage of preparation known as the Proposed Plan (plan-making) stage. The session will outline the key consultation and engagement activities planned for this stage, with particular focus on the 'Call for Sites and Ideas' consultation. It will also provide an overview of the role of Local Place Plans within the Proposed Plan preparation process. If you are interested in attending the information session, please confirm by emailing LDP@stirling.gov.uk before Tuesday 19th August. Once you have confirmed, a Microsoft Teams link will be sent to your email address.

Appendix 5
Buses

1. **From: Valerie Brand <omaval.brandt@yahoo.co.uk>**
   Date: Mon, 1 Sept 2025 at 09:45
   Subject: X10 Overcrowding
   To: Jen Preston Preston <prestonj@stirling.gov.uk>
   Cc: Kippen Community Council <kippencommunitycouncil@gmail.com>, Gerry McGarvey <mcgarveyg@stirling.gov.uk>

Hi Jen,

The new term has started and the problems have started on the X10 Balfron -Stirling 15.35 with adults struggling to get a seat some elderly or with hidden disabilities who find standing difficult especially on the windy country roads.

Can you advise the number of Gargunnock children attending Stirling High this term …it would be good to know if it's less than before indicating even more are now attending BHS.

Surely there comes a point when overall passenger safety is considered and a separate school bus is considered for Gargunnock children attending BHS.

Kind regards
Val

2.**Buses Report September 2025 from Val Brand**

Our August PTUG meeting had to be postponed till 4th September as McGills Area Director was unable to attend.

X10 passengers had raised numerous issues they wanted discussed at the meeting. These were predominantly the same issues that have been raised since McGills took over with no improvement.

Vehicles/Breakdowns: No Improvement.
We expected the new Engineering Manager to attend this meeting - like the buses he was a no-show.
There are currently 4 Citaros off the road awaiting new engines. These are the best buses we have on X10 route. 1 is expected to be back on the road by the 15th with the rest to follow in coming months. Cost of the engines is the reason for the delay. Until then it's more of the same.

Drivers: No improvement.
Still too many complaints re attitudes of some drivers. And "rally driving" between stops so they can smoke/vape.
Disability training among drivers was also raised.
Despite designated drivers on the X10/X10A issues continue.
Nb: There are still some excellent drivers but this minority are giving them all a bad name.

Communication:No imorovement..
Information on the app is poor - in the case of road closures it's often wrong or misleading.
Lack of local knowledge is an issue with customer services based in Greenock. Numerous road closures over the summer resulted in the council having to provide shuttle buses. Where previously First would turn in villages with duel exit roads McGills do not. This had led to issues in villages such as Kippen where passengers have been dropped off on the A811 and left to walk home putting their safety at risk.

App:No improvement.
Erratic tracking. The current ticket machines are old and need replaced which they have been promising for over a year. They are now trying some hand held machines on some buses to see if this helps improve things.

Timetable Change 15/9/25
Passengers felt the public consultation re the X10/X10A timetable change was unsatisfactory and purely a tick box exercise. Issues such as connections to trains at Stirling was ignored.
The reason for the timetable change is to improve punctuality. It was suggested less breakdowns would improve punctuality however McGills view breakdowns separately as a "reliability" issue.

New Timetables:
The whole conversation around getting paper timetables out in advance of 15th has been laborious. McGills do not appreciate the importance of this to rural residents particularly those not online. Many are elderly and are navigating hospital and other healthcare appointments with connecting buses. With 2 hourly services east of Balfron it's crucial that residents have these in advance so they can plan.
They eventually posted the new timetables on the website last week and we were told the paper copies would arrive on 8th Sept and would be on the buses, in Balfron Library and Stirling bus station for people to collect. 8th Sept has come and gone - still no timetables.

Other News:
From the 15th September the 38 service between Stirling and Falkirk via FVRH will run every 15 mins and will be served by brand new electric Yutong buses.
30 electric buses have been purchased in total however apart from a few on the 38 service the rest will run in the Falkirk area. There will be a big launch at both Falkirk and Stirling Castle to show off this new fleet.

Midland BlueBird are also having a big Open Day at their Larbert depot on Sept 20th to celebrate their 3 year anniversary at Scotland East.

Back here on the X10/X10A there are no celebrations-despite our best efforts it is still a depressing picture with virtually no improvement.