

# Public Document Pack

**Argyll and Bute Council**  
**Comhairle Earra Ghaidheal agus Bhoid**

**Customer Services**  
**Executive Director: Douglas Hendry**



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3 October 2014

## **SUPPLEMENTARY PACK**

**BUTE AND COWAL AREA COMMITTEE - CASTLE HOUSE, DUNOON on TUESDAY, 7 OCTOBER 2014 at 9:30 AM.**

I refer to the above meeting and enclose herewith Agenda items 5 (SURF), 10 (West Bay, Dunoon) and 11 (Sensory Impairment) which were marked on the agenda as "to follow"

Douglas Hendry  
Executive Director - Customer Services

### **"TO FOLLOW" ITEMS**

- 5. STRATEGIC URBAN REGENERATION FUND (SURF)**  
Presentation by Head of Economic Development and Strategic Transportation  
(Pages 1 - 18)
- 10. WEST BAY, DUNOON**  
Report by Amenity Services Performance Manager (Pages 19 - 24)
- 11. SENSORY IMPAIRMENT**  
Report by Area Manager Adult Care (Pages 25 - 30)

### **BUTE & COWAL AREA COMMITTEE**

Councillor Gordon Blair	Councillor Michael Breslin
Councillor Robert Macintyre (Chair)	Councillor Bruce Marshall
Councillor Alex McNaughton (Vice-Chair)	
Councillor James McQueen	Councillor Len Scoullar
Councillor Isobel Strong	Councillor Dick Walsh

Contact: Shirley MacLeod Tel: 01369 707134

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# Report to Argyll and Bute Council Bute and Cowal Area Committee 7 October 2014

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## Background

The Scottish Regeneration Forum has been commissioned by Highlands & Islands Enterprise to carry out a feasibility study into establishing if there is interest in Rothesay in pursuing an Alliance for Action based on the existing SURF activity in Govan and East Kirkcaldy.

The Surf led Alliance for action is a collaborative activity and shared learning programme that SURF is coordinating in the two case study areas of Govan, Glasgow and East Kirkcaldy, Fife.

In both of these disadvantaged communities, which have differing contexts but similar challenges, SURF is working with relevant local and national partners to:

- Build local capacity, strengthen resilience, increase practical outcomes and improve the well being of local residents;
- Link local knowledge, initiatives and assets with national networks, policies and resources in support of more coordinated and holistic regeneration activity;
- Draw out transferrable learning towards more successful and sustainable policy and practice in community regeneration.

The Alliance for Action programme is being delivered by SURF over 2013 – 15 with support from the Scottish Government and Resilient Scotland Ltd.

The Scottish Regeneration Forum has been commissioned by Argyll and the Isles Enterprise to explore the possibility of establishing an “ALLIANCE FOR ACTION” On Rothesay, based on the model used by SURF in Galaton and Govan.

In pursuing this approach, Surf suggested that the following process be adopted

## Stage 1 Project Scoping

- ∇ Work Planning
- ∇ information gathering
- ∇ Rothesay and engagement

## Stage 2 Research

- ∇ identifying options for a new approach

## Stage 3 Developing Alliance Options / Solutions

- ∇ identifying options

## Stage 4 Report and recommendations

- ∇ testing options with potential users

## Stage 5 Completion

- ∇ ensuring that the proposals are embedded

(The full project plan is attached as appendix 1)

## Current Position

In the event, it has not proven possible to progress as systematically as had been hoped and therefore this report is based on

- ∇ 2 Meetings with HIE Staff, 1 in Surf Offices and 1 in Rothesay.
- ∇ 1 Meeting with ABC staff on Rothesay
- ∇ 1 Meeting with Fergus Murray
- ∇ Meeting with the Council's Senior Management Team
- ∇ Desk research on the ABC documents in the Public Domain and available on their web site.

There is clear enthusiasm from HIE to see some change in the approach towards regeneration in Rothesay.

The helpful visit to Rothesay in January by Andy Milne and Brian MacDonald hosted by Kerrien Grant and David Rodgers identified some of the issues in the town based mainly on property and economic development issues which served to highlight;

- ∇ The surplus of significant buildings within the town which appear to be desired or appreciated by the community but for which there appears to be no real use.
- ∇ The contrast between the significant improvements being made in pursuit of the THI, contrasted with the continuing dereliction of sites and significant buildings.
- ∇ The apparent lack of any real coordination of activity evidenced by the project by project approach to significant buildings in the absence of a masterplanned approach
- ∇ Issues around community participation and involvement.

As a result of this meeting, a further meeting was arranged with Peter McDonald, ABC's local officer on Bute.

The meeting with Peter took place on the 28<sup>th</sup> February

This meeting provided another useful opportunity to look at Rothesay but from the perspective of someone who lived on the island and who worked for the Council.

It confirmed some of the issues identified earlier, including property, the major focus on the Pavilion, the old school the Community Centre/Library and the Council's developing office rationalization strategy.

It was also helpful to have identified the potential key players including, but not exclusively;

- ∇ Fyne Homes
- ∇ ACHA
- ∇ Area Committee
- ∇ Community Council
- ∇ NHS
- ∇ Rothesay Pavilion SCIO

In terms of the process however there are a number of issues which have to be taken into account;

- ∇ Community Consultation.
  - There is a possibility that Community Consultation may have been "done to death" without the Community feeling that it had any real influence on or ownership of change,
  - There appear to be a number of single issue groups and a potential absence of coalescing around wider "Town" issues
  - This point is reinforced by the HIE 2011 Isle of Bute Community Audit which recognized 77 groups but also recognized a possible lack of cohesion between the groups
- ∇ Action Plan
  - There did not appear to be an awareness of an action plan amongst those who provided information leading to the conclusion that issues are being dealt with in isolation. This is reinforced in part by the fact that the Council's web site describes the Rothesay component of CHORD as being the Pavilion and the THI and not the town as a whole
- ∇ Economic Development
  - The position of local businesses
  - Again reinforced by HIE Community Audit which recognized the mainly small independent businesses on the island as a whole.
  - The vision for Rothesay
- ∇ Town Centre
  - Notwithstanding the work being done by the THI there are a number of Gap sites, vacant shops and buildings which are in danger.
  - The 2011 Bute Community Study carried out for HIE found that when the respondents were asked to indicate their priorities for the future development for Bute, 81% identified improving the appearance of the Town Centre as top priority.

The meeting with Fergus Murray on the 1<sup>st</sup> of April was most helpful in terms of fleshing out some of the issues raised by those involved and in the various reports in particular reference was made to

- ∨ The significant amount of Capital expenditure on Rothesay in the recent past
- ∨ Pressure on revenue budgets
- ∨ The issues Rothesay faces in common with other small towns of the west
- ∨ The issue of excess of properties both council and private
- ∨ Housing
- ∨ The need for focus and coordination
- ∨ The lack of a USP for Rothesay

From a positive perspective;

- ∨ The Council's commitment to Rothesay
- ∨ A willingness to seek alternative solutions

As a result of this positive meeting, a meeting was arranged with the Council's senior management team on the 4<sup>th</sup> of August 2014.

This meeting was also very positive, and explored SURF's approach to the Alliance in both Govan and Kirkcaldy. Whilst recognising that Rothesay was not exactly analogous to either of these locations, it was felt that the principles involved could work well in the context of Rothesay and Bute.

Following a very useful discussion, the SMT agreed to cooperate with the feasibility study and nominate a senior officer to assist in liaison with the Council generally and a local officer to facilitate contact with groups and businesses on the island.

It was recognised however, as indicated in SURF's original proposal, that the support of elected members was an essential component of the feasibility phase and would be critical if the feasibility work were to lead to an "Alliance for Action". It was agreed that SURF would make a presentation to elected members at the earliest opportunity.

## Background Information

In terms of the publically available information, the following documents were consulted;

- ∨ Community Plan and Single Outcome Agreement 2013 - 2023
- ∨ Corporate Plan 2013 – 2017
- ∨ Economic Development Action Plan 2010 (there is a later plan but it is not on the website)
- ∨ Assurance and Improvement Plan
- ∨ Local Development Plan
- ∨ Economic Development Action Plan

The Community Plan and SOA identify that for Bute and Cowal the area which includes Rothesay, the population decline is 4.8%. It also identifies that Rothesay has one area in the bottom 5% identified by SIMD.

The Community Plan identifies a number of outcomes and the stepping stones to their achievement. Those relating to Regeneration are listed

Outcome	10 year aspiration	Progress to be made in 3 years
<b>1) In Argyll and Bute the Economy is thriving</b>	Regeneration activity in Dunoon and Rothesay has transformed them into thriving local economies	A clear strategic and holistic focus on the Regeneration challenges in Dunoon and Rothesay will begin to show positive results and opportunities through improved connectivity being realized, increasing activity in the housing market and inward investment success
<b>6) people live in safer stronger communities</b>	Our town centers are thriving and vibrant. Regeneration of the built environment enhances the competitiveness of Argyll and Bute	Communities and public sector partners work collaboratively to make the best use of our natural and built environment and our culture and heritage with clear plans for development in place and investment underway

In terms of the corporate plan 2013 -2017, the Council recognizes as its Corporate Objective 2 “Working together to realize the potential of our Communities”.

It describes amongst the corporate outcomes that “The places we live, work and visit are well planned safe and successful”. It suggests that this may involve coproduction with communities and describes empowering communities to encourage appropriate developments.

The Local Development Plan is a helpful document which, amongst its many policy themes and considerations has specific policies which support the potential development of an “Alliance for Action” model for Rothesay amongst these are:

- ∇ Key objective C
  - To work in partnership with local communities in a way that recognises their particular needs to deliver successful and sustainable local regeneration.
- ∇ LDP Policy Sustainable Development Strat 1 – seeks to maximise the opportunities
  - for local community benefit
  - Making efficient use of vacant and/ or derelict land including appropriate buildings.

In general, the LDP, in recognition of falling populations and fragile economies, suggests that the Plan should capitalise on existing and new opportunities to further town centre regeneration. Throughout the Council plans examined thus far there is a theme of Regeneration of the main town centres being a key priority for the Council with an expressed recognition of the need to undertake and implement town centre action plans for each of the town centres.

In proposing an alliance for action for Rothesay the emphasis has been on the town. This reflects the fact that the commission from Argyll and Isles Enterprise focused on the town. It is recognised however that the town does not operate in isolation and is inextricably linked to the wider economic functioning of Bute and all of the issues faced on the Island and operates within that context. Where appropriate, the Alliance would take due account of these issues and would incorporate any issues arising.

It would be wrong to draw conclusions from this brief analysis of Rothesay and of the supporting documents. What can be inferred however is that;

- ∇ there are issues in Rothesay which require to be addressed
- ∇ there is a policy framework which seems to support that something should be done
- ∇ there is a community which is interested in the nature and functioning of its town

## Next Steps

It is fairly clear that the Council have policies in place which allow there to be a focus on Rothesay.

Having a policy frame work is a necessary precursor to any work which is done with communities, It's equally important however to recognize that in order to take this forward there needs to be genuine commitment from the senior levels within the partners, probably at the senior group on the Community Planning Partnership to allow their staff to engage in the focus in Rothesay as outlined in the SOA.

To achieve the strategic and holistic focus on the regeneration challenges in the three year time frame will require coordinated action particularly if the Community are to be engaged. Therefore, if the feasibility study is to deliver, it's important that engagement detailed in the project plan is commenced.

SURF takes the view that, notwithstanding the fact that we have been commissioned by HIE to undertake this work; the Council is an essential part of the process without whose active support the project is unlikely to deliver.

## Senior Officer Support

SURF welcomed the opportunity to discuss the project with the SMT and their support for the process.

In the absence of senior management and member buy in its doubtful that much could be achieved. The support of ABC at the highest level is critical to the success or otherwise of this project and is an important part of the project scoping exercise.

## Member Support

SURF is alert to the need to ensure that elected members are sufficiently aware of and involved in the project at the correct level and at the earliest opportunity.

We are aware of the sensitivities involved in engaging with elected members and welcome the advice and support from SMT in ensuring that the correct contact is made with elected members and that all opportunities to keep them aware of activities are maximised with the intention of securing their support for the feasibility study.



## Outcomes

In terms of the outcomes from an engagement with Argyll and Bute Council, SURF would welcome;

- ∨ An agreement to support the feasibility study in principle
- ∨ Access to appropriate Council Officers to understand the departmental issues in Rothesay
- ∨ Support in identifying Community Groups
- ∨ Support in ensuring that elected Members and the area committee are engaged in the study.

Brian MacDonald  
Chair  
SURF  
The Scottish Regeneration Forum

## Appendix 1 Detailed Project Plan

### Stage 1 – Project Scoping

- Meetings with HIE to identify key tasks, stakeholders and influencers
- Meetings with ABC to determine interest in and appetite for the project
- Meetings with Elected Members ( To be confirmed at meeting with HIE )
- Meetings with Community Groups
- Senior stakeholder level workshop, to identify the various opportunities for developing an alliance approach within Rothesay.

### Stage 2 –Research

- HIE Reports on Rothesay
- ABC Reports on Rothesay
- THI Reports
- Other Relevant reports (as identified by HIE)
- Extant and Proposed project bids
- Mainstream Budgets( This will depend on the appetite displayed by HIE and ABC at the scoping phase)

### Stage 3 – Options Development

#### Meeting with HIE to

- Report on viability and opportunities, identifying
  - Interest in Alliance Model
  - issues and options
- identify methods of taking forward developments
- identify potential barriers
- development of implementation plan

### Stage 4 – Report and Recommendation

- clarity about deliverability
- evaluate potential users views.
- Meetings with Stakeholders on Rothesay and Dunoon to discuss findings

### Stage 5 – Completion

We would aim to achieve consensus from key stakeholders on the implementation plan. Strategic goals and key performance indicators would be developed and a process established for delivering an Alliance strategy. As part of this work, key recommendations could be made on

integrating the new strategy with existing Council, HIE and partner agency strategies; as well as addressing the ongoing leadership of both the strategy and implementation plan.

## Appendix 2 SURF

SURF is the independent regeneration network for Scotland.

### Aims and objectives

SURF's overall objective is to improve the health and wellbeing of residents in Scotland's disadvantaged communities.

To meet this goal, SURF's key aims are:

- To provide a neutral space for all sectors and players in Scottish community regeneration to share their knowledge and experience
- To stimulate challenging debate about community regeneration policy and practice
- To maintain a high status for community regeneration on Scotland's political agenda
- To provide relevant and constructive feedback to key policy-makers

### SURF network

The SURF network aims to be the primary arena for debate on community regeneration in Scotland. It acts as a channel for information, consultation and policy proposals, based on the knowledge and experience of its extensive membership and wider connections.

SURF network activity includes seminars, conferences, international policy exchanges, annual awards for best practice and the distribution of the regeneration policy journal, Scotregen.

This all provides a truly independent network to explore current practice, experience and knowledge, with which to positively influence the development of successful regeneration policy and practice.

### Background

SURF was established in 1992 as a not-for-profit company limited by guarantee. It is directed by a board of voluntary directors drawn from across its wide cross-sector membership of over 250 organisations.

SURF members range in size from small community groups to some of Scotland's largest private companies. Membership organisations also include local authorities, housing associations, health boards, academic institutions, professional bodies, voluntary organisations and charities.

Since its inception, SURF has operated from two basic principles:

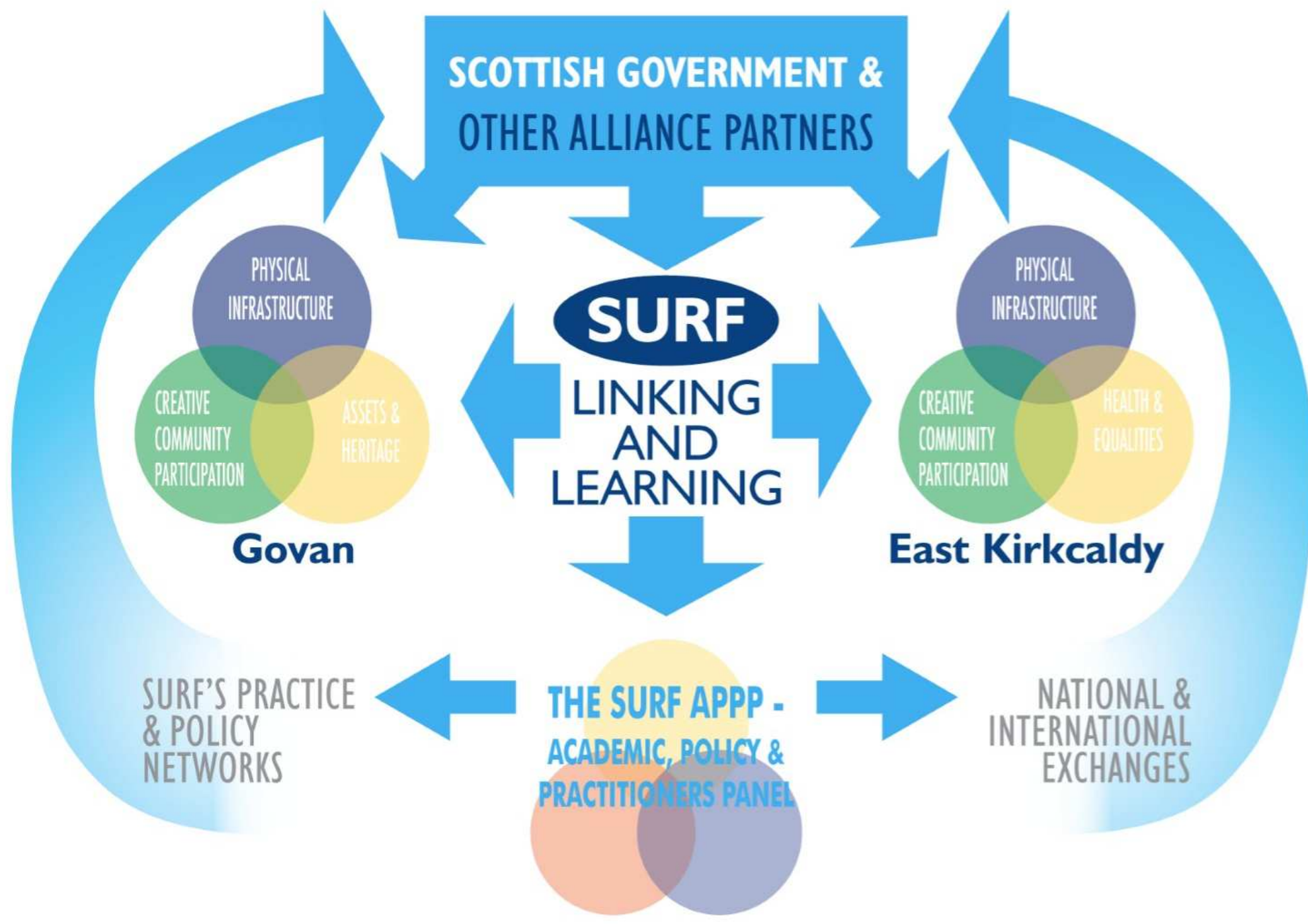
- Successful and sustainable regeneration is only achievable when all aspects of physical, social, economic and cultural regeneration are addressed in a holistic approach.

- The people who are the intended beneficiaries of any regeneration effort must be meaningfully involved in the process if it is to be successful in planning, implementation and maintenance.



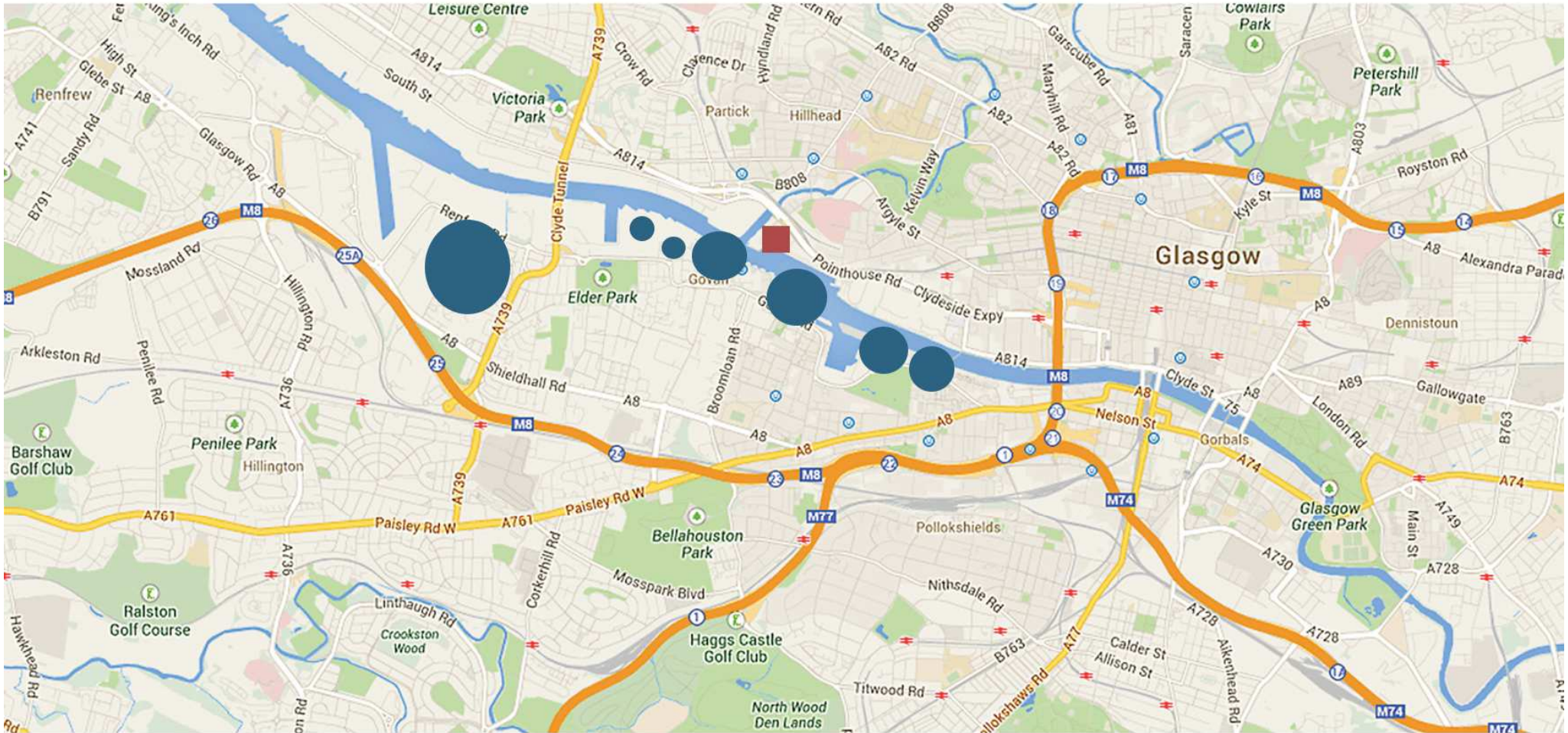
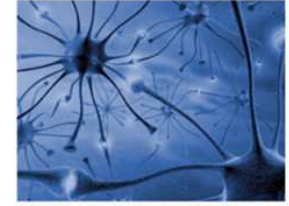
# SURF's Alliance for Action

Brian MacDonald (Chair, SURF)





# ALLIANCE FOR ACTION for Govan



Glasgow

[www.scotregen.co.uk/alliance-for-action](http://www.scotregen.co.uk/alliance-for-action)

# **SURF -**

Govan Alliance for  
Action focus





# SURF -

Govan Alliance for  
Action focus



# Rothesay / Bute

- What is the future of Rothesay / Bute?
- What could the future be?
  - Sustainable / low carbon island
- Rothesay's USP
- Feasibility phase



# Town Centre First

- Council leadership
- Use of significant buildings
- Pavilion
- Community Engagement



# Alliance in Rothesay

- Possibility of greater focus
- Council commitment
- Community appetite?



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**ARGYLL AND BUTE COUNCIL**

**BUTE AND COWAL AREA COMMITTEE**

**DEVELOPMENT AND  
INFRASTRUCTURE SERVICES**

**6 October 2014**

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**West Bay Beach, Dunoon.**

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**1.0 EXECUTIVE SUMMARY**

This report provides an update regarding the West Bay Beach, Dunoon.

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ARGYLL AND BUTE COUNCIL

BUTE AND COWAL AREA COMMITTEE

DEVELOPMENT AND  
INFRASTRUCTURE SERVICES

6 October 2014

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West Bay Beach, Dunoon

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## 2.0 SUMMARY

- 2.1 This report provides an update regarding the future upkeep of the shingle beach area at West Bay, Dunoon.

## 3.0 RECOMMENDATIONS

- 3.1 It is recommended that Members note this is an interim report only.

## 4.0 DETAILS

- 4.1 Bute and Cowal members at its Business Day meeting held on 2 Sep 2014 considered the verbal report by Amenity Services Officer.
- 4.2 The decision of the Area Committee was:

**Decision:** Members agreed the need for this area of the town to be maintained to a high standard and a focus to be made on keeping the beach clear of weeds etc., and the shingle level to an acceptable standard.

- 4.3 As previously reported, a number of issues relating to the management of this area are to be considered. It has been identified that the shingle beach area is the responsibility of Crown Estates and managed on their behalf by a company named "Bidwells". Council officers are in discussions with both parties to discuss options for improving the appearance of the beach area.
- 4.4 In tandem with the above, Officers have been in contact with Marine Scotland to discuss the potential of removing 700 – 1000 tons of shingle from the beach and exploring options for disposing of the materials in a cost-effective manner.
- 4.5 Table 1 below summarises the three options that are being pursued.

Option Number	Description	Comment	Current Position
1	General tidy up beach area each spring to remove debris and weeds such as dockens etc. Interpretation display boards and information about the role of these plants and the shingle which protects our coast line, identifying plant and insect life could be considered to advise the public.	This would leave shingle beach at current levels and require minimal weed eradication. Leaving plant life to flourish in its present form.	Options to have volunteer tidy-up campaigns and support from Keep Scotland Beautiful / GRAB can be explored. Criminal Justice "Pay Back" personnel may support spring clean-up.  Discussing all options with Clyde Marine Forum who can offer advice on beach management.  Initial cost estimate - £750.00
2	General redistribution of plant life and shingle in spring of each year to create a clean beach area before summer season.  Possible biodiversity project here to soften the hard edge	This would require machine removal of shingle to the lower/ outer parts of the beach and would in turn, remove plant life from top section of beach. Flood prevention engineers would be required to carry out an impact assessment on removal of shingle from the promenade wall if this option is to be considered. (See current damage to wall by coastal impact; Appendix 1 photograph)	Ongoing discussions with Crown Estates, Planning, Marine Scotland, SEPA and Council's Engineers / Bio-Diversity officer.  Clyde Marine Forum will be involved in all discussions.  Initial cost Estimate – £2000.00 per occasion.  Project- funding to be calculated once design known.
3	Remove 700-1000 tons annually to reduce shingle levels and create a plant free beach environment.	This would again require machine plant to remove materials from site and relocate to storage facility. (possible use on forestry roads can be explored) As above - Tidal Impact assessments would be required.	Ongoing discussions with all parties as above.  Initial cost Estimates – £10,000.00 - £15,000.00 dependant on machinery plant use and disposal costs.

4.7 A further report will be brought back to the Area Committee once discussions / action plans have been agreed with all parties on best management practice of the area prior to spring 2015.

**5.0 CONCLUSION**

5.1 This is an interim report setting out the current activities taking place in relation to the West Bay Beach, Dunoon.

**6.0 IMPLICATIONS**

6.1	Policy	None
6.2	Financial	No budget identified
6.3	Legal	Duty of care to the public
6.4	HR	None
6.5	Equalities	None Known
6.6	Risk	Flooding / Tidal Impact.
6.7	Customer Services	None Known

**Executive Director of Development and Infrastructure**  
**Policy Lead** Councillor Ellen Morton  
Oct 2014

**For further information contact:** Jim Smith, Head of Roads and Amenity Services

**APPENDICES**

Appendix 1 - Photograph of area at present





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## **SERVICE DEVELOPMENT UPDATE**

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### **1. EXECUTIVE SUMMARY**

#### 1.1

The purpose of the report is to update members of the development of Argyll and Bute Sensory Impairment (SI) Service and future proposed improvements in line with the National Sensory Impairment Strategic Framework.

#### 1.2

The committee may recall at a previous meeting a verbal report was given at the request of Cllr Strong regarding the challenges faced in providing an ongoing SI service due to staffing capacity.

#### 1.3

This report updates members of the progress made to date and sets out the process followed in undertaking the required engagement and consultation with our Key partners including Service User and Carers.

### **2. RECOMMENDATIONS**

#### 2.1

The National Sensory Impairment Strategic Framework or the 'See Hear' strategy sets out the need for all authorities to plan to meet increasing demand and future needs of people with a sensory impairment in Scotland.

#### 2.2

We in Argyll and Bute are taking a partnership, multi- agency approach to service development and have initiated a series of workshop events with service users, carers, community representatives, social work, allied health professionals the third and voluntary sectors, to look at the needs of Argyll and Bute.

#### 2.3

A series of workshops have been initiated to look at all aspects of service development and an action plan has been formulated (Appendix i)

### 3. Detail

#### 3.1

The Argyll and Bute Sensory Impairment (SI) Team provides a service to those with Hearing and Visual Impairment across Argyll and Bute.

The current team consists of:

- 1 Visual Impairment Social Worker
- 1 Visual Impairment Rehabilitation Officer
- 1 Hearing Impairment Social Worker
- 2 Part time admin support officers (Job share)

#### 3.2

Unfortunately there have been a number of challenges to the service over the last 9 months due to 3 absences within a relatively small staff team due to ill health and other staffing issues.

Our contingency plan to provide alternative experienced, skilled agency workers as an interim arrangement has proved unsuccessful and therefore we incurred a significant waiting list for assessments. Never the less, there has been significant progress since the return of the above workers and clearly we are now moving in the right direction. This is the team's priority and we hope to have all outstanding assessments completed as soon as possible.

#### 3.3

Please see below current data awaiting assessments:

##### Visual Impairment

<b>Area</b>	<b>Awaiting Assessments 09/09/14</b>	<b>Awaiting Assessments 02/10/14</b>
Islands	3	3
Campbelltown	14	14
Oban	18	9
Helensburgh	19	10
Lochgilphead &Mid Argyll	11	9
Bute	11	10
Dunoon	10	4
<b>Total</b>	<b>86</b>	<b>59</b>

##### Hearing Impairment

<b>Area</b>	<b>Awaiting Assessments 09/09/14</b>	<b>Awaiting Assessments 02/10/14</b>
Islands	4	0
Campbelltown	1	1
Oban	1	1
Helensburgh	3	1
Lochgilphead &Mid Argyll	1	1

Bute	1	0
Dunoon	3	0
<b>Total</b>	<b>14</b>	<b>4</b>

### 3.4

We have received 2 complaints in the last 9/ 10 months which have been fully investigated and support has been offered where appropriate. Our service users have been very patient and understanding as we have tried to keep them informed of development and we thank them for their ongoing patience.

### 3.5

What the above illustrates is that our current Sensory Impairment Service is vulnerable and it is clear we need to look at a different model of service delivery that is consistent to ensure those with sensory impairment receive a good quality service at all times.

The initial meeting of the working party took place on 13/8/14 to look at the key factors of the strategy and plan the way forward. The membership to date:

Mary Wilson – A&B AHP Lead (chair) Health  
 Jayne Lawrence-Winch – Area Manager Adult Care A&BC.  
 Drew Ferguson – Head of Audiology  
 Jim Woods – Public rep  
 Bill Hogarth – Public rep Grey Matters  
 Hugh Donaghy – Hearing Loss UK  
 Heather Gray – National Deaf Children’s Society  
 Fiona Sandford – Visibility  
 Ruth Dorman – Deaf Blind Scotland  
 Blessing Nwabude – Royal National Institute for the blind  
 Chris Armitage – Hearing Impairment Social Worker A&BC  
 Jackie Gallagher – Cowal & Bute Community team lead A&BC

### 3.6

We would really welcome any elected member who has an interest in the needs of Sensory Impairment to participate in the above and details of subsequent meeting can be sought from the author.

## 4. APPENDICES

Appendix i see attached.

Argyll and Bute ‘See Hear’ Action Plan Aug 2014

## 5. RISK IF NOT IMPLEMENTED.

Argyll and Bute needs to support those with a sensory impairment to live full, active independent lives. Our current service is at risk of failing to meet existing and future needs and therefore is not fit for purpose. We need to ensure we are best placed to provide a robust service and the best way to deliver that is in a co productive partnership approach to service delivery. .

## 6. CONCLUSION

The report sets out the need for a process of informing, engaging and consulting with the wider Sensory Impairment community on the future form and development Sensory Impairment Service for Argyll and Bute and this process requires being consistent with current strategic guidance. The above illustrates we are very much at the beginning of the journey and is a work in progress but this is a significant step in the right direction for Argyll and Bute and I am happy to report to the committee on a quarterly basis regarding ongoing developments.

## 7. IMPLICATIONS

<i>Policy:</i>	The National Sensory Impairment Strategy
<i>Financial:</i>	See Hear funding is attached to service Development
<i>Legal:</i>	NA
<i>Personnel:</i>	NA
<i>Equal Opportunities:</i>	To promote equal opportunities for those with a sensory impairment to live long, full and active lives.
<i>Other:</i>	Promotion of good partnership and co-production working.

For further info please contact:

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Appendix i

### Argyll and Bute 'See Hear' Action Plan Aug 2014

Action	Progress	RAG
Service user Questionnaire	Hearing Loss UK shared Arran & Ayrshire version and NDCS already has one in use so we can consider what is best for A&B.	Amber
National and local communication and media coverage	There is a plan for a national awareness raising article supported by the government but developed by 3 <sup>rd</sup> sector. A&B can then make use of this locally as appropriate and include any local info we require	Amber
SI Training	Currently looking at various options including e-learning but this needs to be developed nationally. Business cases to National Leads for financial support to be considered to develop an online resource. Then need to discuss the requirement for other levels of training and how this can be delivered and by whom.	Amber
Data sharing	Need to discuss in public sector how to collect appropriate SI information and engagement requirements for all service users. (emailed NHS ehealth to start process 19 <sup>th</sup> Aug)	Amber
Peer Support Structures in A&B	3 <sup>rd</sup> sector already indicated there are several groups and activities happening within A&B but need to map these and then identify gaps as well as how to get access to these services.	Amber

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