



## NOTICE OF MEETING

A meeting of the **POLICY AND RESOURCES COMMITTEE** will be held **ON A HYBRID BASIS IN THE COUNCIL CHAMBER, KILMORY, LOCHGILPHEAD AND BY MICROSOFT TEAMS** on **THURSDAY, 9 MAY 2024 at 10:30 AM**, which you are requested to attend.

Douglas Hendry  
Executive Director

## BUSINESS

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST (IF ANY)**
3. **MINUTES** (Pages 3 - 10)  
Policy and Resources Committee held on 15 February 2024
- \* 4. **BUDGET OUTLOOK** (Pages 11 - 32)  
Report by Section 95 Officer
- \* 5. **CUSTOMER SERVICE STRATEGY 2024-27** (Pages 33 - 70)  
Report by Executive Director with responsibility for Customer Support Services
6. **LACER SMALL BUSINESS SUPPORT: DIGITAL REVIEWS** (Pages 71 - 80)  
Report by Executive Director with responsibility for Development and Economic Growth
7. **LATEST UPDATE ON THE CLIPPER ROUND THE WORLD YACHT RACE OBAN STOPOVER ACTIONS** (Pages 81 - 94)  
Report by Executive Director with responsibility for Development and Economic Growth
8. **LEVELLING UP PARTNERSHIP PROCESS** (Pages 95 - 102)  
Report by Executive Director with responsibility for Development and Economic Growth

**9. ROTHESAY PAVILION UPDATE REPORT (Pages 103 - 108)**

Report by Executive Director with responsibility for Commercial Services and Executive Director with responsibility for Development and Economic Growth / Section 95 Officer

**REPORT WITH EXEMPT APPENDIX**

**10. LORN ARC TAX INCREMENTAL FINANCE PROGRAMME - OBAN AIRPORT BUSINESS PARK - OUTLINE BUSINESS CASE**

(a) Report by Executive Director with responsibility for Development and Economic Growth and Executive Director with responsibility for Commercial Services (Pages 109 - 122)

E1 (b) Appendix 1 - Oban Airport Business Park Outline Business Case (Pages 123 - 262)

**REPORT FOR NOTING**

**11. POLICY AND RESOURCES COMMITTEE WORKPLAN (Pages 263 - 266)**

Items marked with an “asterisk” are items, on the basis of information available at the time this Agenda is published, on which the Committee may not have delegated powers to act, and which may therefore require to be referred to the Council or another Committee, and that referral may depend on the decision reached at the meeting.

The Committee will be asked to pass a resolution in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the public for items of business with an “E” on the grounds that it is likely to involve the disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 7a to the Local Government (Scotland) Act 1973.

The appropriate paragraph is:-

**E1 Paragraph 6** Information relating to the financial or business affairs of any particular person (other than the authority).

**Policy and Resources Committee**

Councillor John Armour	Councillor Gordon Blair
Councillor Math Campbell-Sturgess	Councillor Robin Currie
Councillor Audrey Forrest (Vice-Chair)	Councillor Kieron Green
Councillor Amanda Hampsey	Councillor Mark Irvine
Councillor Reeni Kennedy-Boyle	Councillor Jim Lynch (Chair)
Councillor Liz McCabe	Councillor Dougie McFadzean
Councillor Yvonne McNeilly	Councillor Ross Moreland
Councillor Gary Mulvaney	Councillor Dougie Philand

Contact: Hazel MacInnes Tel: 01546 604269