

Argyll and Bute Council
Comhairle Earra Ghaidheal agus Bhoid

Customer Services
Executive Director: Douglas Hendry



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31 January 2012

NOTICE OF MEETING

A meeting of the **BUTE AND COWAL AREA COMMITTEE** will be held in the **CASTLE HOUSE, CASTLE GARDENS, DUNOON** on **TUESDAY, 7 FEBRUARY 2012** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director - Customer Services

BUSINESS

- 1. APOLOGIES**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
 - (a) Minutes of Meeting of 6th December 2011 (Pages 1 - 6)
- 4. PRESENTATION ON INVERLOCH TRANSPORT BY ALAN MACRAILD, MANAGER**
- 5. COMMUNITY SERVICES**
 - (a) Social Work charging policy (Pages 7 - 10)
 - (b) Primary School Report - report to follow
- 6. DEVELOPMENT & INFRASTRUCTURE SERVICES**
 - (a) Milton Burn Flood Prevention Scheme - verbal report

7. CUSTOMER SERVICES

- (a) Royal National MOD Partnership (Pages 11 - 12)

8. CHIEF EXECUTIVE

- (a) Area Scorecard (Pages 13 - 20)
- (b) Update on Emergency Planning after Storm (Pages 21 - 24)

9. PUBLIC AND COUNCILLOR QUESTION TIME

10. EXEMPT ITEMS

EXCLUSION OF THE PRESS AND PUBLIC

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 9 Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services.

- E1 11. ATTIC FLAT, ARTHURLIE, 20 MOUNT PLEASANT ROAD, ROTHESAY** (Pages 25 - 28)

BUTE & COWAL AREA COMMITTEE

Councillor Robert Macintyre
Councillor Alister McAlister
Councillor James McQueen
Councillor Ron Simon
Councillor Dick Walsh

Councillor Bruce Marshall (Chair)
Councillor Alex McNaughton
Councillor Len Scoullar (Vice-Chair)
Councillor Isobel Strong

Contact: Eilidh FitzPatrick, Area Governance Assistant, 01369 707135

**MINUTES of MEETING of BUTE AND COWAL AREA COMMITTEE held in THE PAVILION CAFE,
ROTHESAY
on TUESDAY, 6 DECEMBER 2011**

Present: Councillor B Marshall (Chair)

Councillor R Macintyre
Councillor J McQueen

Councillor L Scoullar
Councillor I Strong

Attending: Iain Jackson, Governance Officer
Jim Smith, Head of Roads & Amenity Services
Ronnie McIlquham, Area Manager - Adult Protection
Liz Marion, Community Development Officer
Paul Butterworth, Programme Manager
Wendy Brownlie, Principal of Rothesay Joint Campus
Bill Brackenbridge, Independent Chair of Argyll & Bute Adult Protection Committee.

1. APOLOGIES

Apologies for absence were intimated on behalf of the following:-

Councillor A MacAlister
Councillor A McNaughton
Councillor R Simon
Councillor J R Walsh

2. DECLARATIONS OF INTEREST

Councillor J McQueen declared a non financial interest in item 10 (b) on the basis that he is a member of the club and took no part in the discussion of that item.

3. MINUTES

(a) MINUTES OF MEETING OF 4TH OCTOBER 2011

The Minutes of the Meeting of 4th October 2011 were approved as a correct record.

4. COMMUNITY SERVICES

(a) ADULT SUPPORT AND PROTECTION - THE ARGYLL AND BUTE ADULT PROTECTION COMMITTEE (APC)

Members heard an informative presentation from Bill Brackenbridge, Independent Chair of Argyll & Bute Adult Protection Committee and Ronnie McIlquham, Area Manager, Adult Protection on Supporting and Protecting adults "at risk of harm" in Argyll and Bute.

Decision

The Committee noted the information provided and thanked Mr Brackenbridge and McIlquham for their presentation.

5. BUDGET CONSULTATION

The Committee heard from Councillor Scoullar on the budget challenges that the public sector are facing. He advised the purpose of the meeting was to seek views and encourage the public to get involved on which services are important and how the services should be delivered. He continued by outlining what the Council provides to the public and how the Council savings will impact on the community.

The Head of Roads and Amenity Services gave a presentation which detailed the measures proposed by the Council to address the required £74 m savings by 2014/15 and Councillor Marshall spoke on the saving required within NHS Highland and cuts to the Third Sector.

The Public asked questions on the roads expenditure, how this is spent and how much is paid out in damages due to road defects, Argyll & Bute Hospital and the security of mental health needs, the amount of money spent on the Bute roads, highlighting the road resurfacing programme and other roads issues on the Council website and the Buteman, the state of roads due to the Scottish Water works. These questions were responded to by the partners as appropriate

Decision

The Committee noted the information provided and agree the public questions will be fed into the Budget Process.

6. COMMUNITY SERVICES CONTINUED

(a) ROTHESAY JOINT CAMPUS

Councillor R Macintyre intimated his apologies and left the meeting at this stage.

Members heard an informative presentation from Wendy Brownlie, Principal of Rothesay Joint Campus on the major achievements of the school in 2010/2011 including the SQA examination results for pupils who sat examinations in May/June 2011.

Decision

The Committee noted the performance of pupils and the commitment of staff in their examination successes and in many other aspects of achievement across the school and expressed their thanks and congratulations to both staff and pupils of the campus.

(Reference: Report by the Principal, Rothesay Joint Campus – submitted)

(b) **SCHOOL HOLIDAYS AND IN SERVICE DAYS: 2012/2013**

Members heard from the Governance Officer on the School Holidays and In Service Days for 2012/13.

Decision

The Committee agreed:-

- i. Endorsed the final patterns of school holidays and inservice days for all schools in Bute and Cowal as outlined in Appendices 1 and 2.
- ii. That the details of school holidays and inservice days for 2012/2013 should now be circulated to schools and all relevant organisations.

(Reference: Report by the Executive Director, Community Services dated November 2011 – submitted)

(c) **END OF YEAR REPORTS FOR THIRD SECTOR GRANTS**

Members heard from the Community Development Officer on the end of year reports which have been submitted from community organisations who received funding through the Third Sector Grant scheme in 2010/11.

Decision

The Committee:-

- i. Noted the contents of the report.
- ii. Agreed organisations that do not submit an end of year report are assess by Members and may not be eligible for funding in future years.
- iii. Agreed that the end of year report form is revised to ensure information related to the total costs of a project as detailed in the application form is received.

(Reference: Report by the Community Development Manager – submitted)

7. DEVELOPMENT & INFRASTRUCTURE SERVICES

(a) **MILTON BURN FLOOD PREVENTION SCHEME - VERBAL REPORT**

Members heard a verbal update from the Head of Roads & Amenity Services on the Milton Burn Flood Prevention Scheme.

Decision

The Committee noted the detail provided.

(b) **2012/13 ROADS RECONSTRUCTION CAPITAL PROGRAMME BUTE & COWAL**

Members heard from the Programme Manager on the Roads Reconstruction Capital Programme for the Bute & Cowal Area for the financial year 2012 to 2013.

Decision

Members noted the information provided.

(Reference: Report by the Head of Roads and Amenity Services dated November 2011 – submitted)

8. CUSTOMER SERVICES

(a) **SAVE LIVES SAVE OUR COASTGUARD**

Members heard an update on Ministers decision to closed the Clyde Coastguard station.

Decision

Members noted the information provided.

9. PUBLIC AND COUNCILLOR QUESTION TIME

A members of the public asked when Councillor's Expenses and asked that they are put in the library for people who do not have computers. The Governance Officer said he would look into this.

10. EXEMPT ITEMS

EXEMPT PARAGRAPH

The Committee resolved in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the public for the following item of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraphs 9 and 4 respectively of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

(a) **TOWARD SAILING CLUB - LEASE OF TOWARD QUAY**

Members heard from the Estates Surveyor on the request from the Toward Sailing Club for two variations to be incorporated into the terms of the exiting lease from the Council to the Toward Sailing Club.

Decision

The Committee agreed the recommendations contained in the report by the Executive Director of Customer Services.

(Reference: Report by the Executive Director of Customer Services dated 6th September 2011 – submitted)

(b) **GROUND, THE STADIUM, DUNOON**

Councillor J McQueen, having declared a non financial interest in this item, left the meeting and took no part in the discussion

Members heard from the Estates Surveyor on the interest received from Dunoon Boxing Club in relation to a long-term lease of a site at Dunoon Stadium.

Decision

The Committee agreed the recommendations contained in the report by the Executive Director of Customer Services.

(Reference: Report by the Executive Director of Customer Services dated 1st November 2011 – submitted)

(c) **THE PROVOST'S FUND, ISLE OF BUTE**

Members heard from the Governance & Risk Manager on the applications to the Provost's Fund.

Decision

The Committee agreed to grant £10 from the Provost's Fund to each applicant.

(Reference: Report by the Area Manager, Customer Services dated 25th November 2011 – submitted)

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ADULT CARE COMMUNITY BASED CARE CHARGING SCHEME UPDATE 2011/12

1.0 BACKGROUND

The Council implemented a new charging scheme for Community Based Care Services on 1st April 2011. As the assessment phase of the implementation has progressed and service users have been charged for their care, the Department has monitored the assessment outcomes and, over the last couple of months, has completed a review of the scheme to ensure that it continues to satisfy the Department's requirements that it be reasonable, fair and equitable.

2.0 DETAIL

During the review of the scheme, a number of issues were raised and the following three were investigated:

- The amount of a client's partner's earnings from employment which were included in the client's financial assessment;
- The treatment of disability benefits paid to a client's partner and included in the client's financial assessment where the client's partner does not receive services or funding for social care from the Council, and;
- The level of charges for care and support which some clients were being asked to pay and whether they were reasonable.

3.0 RECOMMENDATIONS FOR CHANGES 2012/13

3.1

In responding to these areas of concern, Community Services recommend the following changes to the Community Based Care Charging scheme for financial year 2012/13:

3.1.1

50% of a client's partner's earnings from employment are disregarded in the assessment instead of the current £20 per week;

3.1.2

Disability benefits paid to a client's partner are disregarded in the assessment where the partner does not receive social care services, or funding for social care services, from the Council and;

3.1.3

a new maximum weekly charge for care and support charges be implemented at the rate of £100 per week.

*Please note that this will apply only to those services which are charged for under the schemes means test (i.e. homecare, supported living, day care, employment support, sleepovers and waking nights). Services which are charged for at a flat rate such as meals on wheels, transport, lunch clubs and telecare are excluded and therefore some clients may still pay a total charge exceeding £100 per week.

3.2

Community Services identified 15 Service Users who were affected by the above changes. Using the management discretion within the scheme, Finance Services has recalculated each of the Service User's assessments and has written to them to inform them of the changes and the impact on their charge. Adjustments have been processed on each Service User's account and credit notes and/or refund cheques have been issued as appropriate. The above recommendations would confirm these adjustments on a permanent basis.

3.3

The total cost of these amendments to the scheme has resulted in a reduction of approximately £ 70,000. This shortfall in income has been met by a matching reduction in expenditure giving no adverse impact on the overall position of the Adult Care budget.

4.0 CONCLUSIONS

4.1

Area Committee are asked to note the content of this report and the intention of Adult Care managers to update the Community Based Care charging scheme with the intention of implementing the changes identified in section 3.

4.2

Area Committee note a further visit to Area Committee is planned for February 2012 to update members on progress in relation to the implementation and review of the above scheme. This will involve a short presentation to Elected Members followed by a questions and answer session to clarify any issues relating to the session.

4.3

Area Committee note this report has been considered and endorsed at the Council Budget Working Group on 17/1/2012.

5.0 IMPLICATIONS

<i>Policy:</i>	Review completed as per standard procedure
<i>Financial:</i>	Changes will make charging more equitable
<i>Legal:</i>	None
<i>Personnel:</i>	None
<i>Equal Opportunities:</i>	The proposals will improve the equity within the charging scheme

For further information contact: Allen Stevenson
Service Development Manager
Struan Lodge HQ
Dunoon
Tel: 01369 708900

ARGYLL AND BUTE COUNCIL
CUSTOMER SERVICES

Bute and Cowal Area Committee

Jan. 2012

Recommendation that B&C Area Committee enter into Partnership arrangement with the Dunoon MOD 2012

1.0 SUMMARY

1.1 This paper invites the Area Committee to re-confirm the local Council/MOD Partnership Working Group to co-ordinate the local arrangements for the 2012 MOD.

1.2 Argyll and Bute Council recognises the economic and cultural importance of this event to communities within Argyll and Bute.

2. RECOMMENDATION

The Area Committee is asked to agree:-

2.1 That a Council/MOD Partnership Group be re-established comprising of appropriate Members and Officers of the Council along with representatives of the local MOD committee.

2.2 A regular cycle of Partnership Group meetings be established prior to the 2012 MOD in Dunoon

2.3 The MOD Partnership Group when re-activated can invite other representatives of the community or An Comunn Gaidhealach to meetings as they consider appropriate.

3. BACKGROUND

3.1 There is precedent for this arrangement, Bute and Cowal Area Committee has formed several successful partnerships in the past, e.g. Cowal Highland Gathering Partnership. And the Council/MOD partnership was originally set up in 2006 There is a clear economic benefit to the area in terms of tourism and profile

6. IMPLICATIONS

5.1 Policy – None

- 5.2 Financial – None other than already accounted for in budget planning –
- 5.3 Personnel – None other than officer/member time
- 5.4 Equal Opportunities – None.
- 5.5 Legal – None

For further information contact: Stephen Doogan, Area Governance Officer
01546 604342

Date: 24 Nov. 2011

ARGYLL AND BUTE COUNCIL**BUTE AND COWAL
AREA COMMITTEE****CHIEF EXECUTIVE'S UNIT****7th FEBRUARY 2012**

AREA SCORECARD

1 Summary

- 1.1 The Area Committee has considered proposals to improve the area performance management arrangements, culminating in a data selection workshop session on 10th January 2012. This paper sets out the complete findings of that session and includes the draft Area Scorecard based on those findings.

2 Recommendations

- 2.1 It is recommended that the Area Committee
- (a) reviews the findings of the data selection session and
 - (b) adopts the resultant Area Scorecard.

3 Detail

- 3.1 At the data selection workshop session on 11th January, Members were offered the opportunity to identify priority areas of performance for inclusion in the B&C Area Scorecard. This paper includes the complete results of the two approaches (a) information areas of general interest at Area level and (b) specific Success Measures for inclusion in the B&C Area Scorecard.
- 3.2 The general interest survey indicated broad agreement with priority areas across the range of topics for Area Committee scrutiny.
- 3.3 The full results of the specific Area Success Measures selected by Members are included in this paper. Additionally, Members indicated a requirement for a range of school-based measures including pupil attendance, raising attainment, promoting achievement and developing the employability of young people. The draft Area Scorecard included at the end of the paper is based on these selected Success Measures.

For further information, please contact:

David Clements
Performance Manager
Chief Executive's Unit
01465 604205

Summary of responses from B&C Area Committee (10/1/12)	Essential at Area level	Nice to know at Area level	Monitor at Corporate level
Education			
Exam results	83%	17%	0%
Attendance – students	33%	67%	0%
Attendance – staff	50%	50%	0%
School inspections	83%	17%	0%
School information – healthy / free meals / clothing grants	57%	43%	0%
School transport	67%	33%	0%
General statistics for schools	40%	40%	20%
Adult Social Work			
Older people	83%	17%	0%
Delayed discharge	71%	29%	0%
Free personal care	86%	14%	0%
Adult protection / with incapacity / guardianship / carers	50%	33%	17%
Learning disability	50%	17%	33%
Mental health	33%	33%	33%
Substance misuse	50%	33%	17%
Balance of care in the community / in an institution	40%	60%	0%
Social work/health partnership (pilot)	50%	33%	17%
Children & Families Social Work			
Child protection	83%	17%	0%
Looked after and accommodated children	83%	0%	17%
Adoption, foster care, kinship care	50%	33%	17%
Children affected by disability	50%	17%	33%
Adult Education			
Literacy and numeracy	0%	83%	17%
Community based adult learning	0%	83%	17%
Economy			
Business Gateway	67%	17%	17%
LEADER grants	83%	17%	0%
Local Planning	83%	17%	0%
Planning applications / building warrants / completion certs	100%	0%	0%

Summary of responses from B&C Area Committee (10/1/12)	Essential at Area level	Nice to know at Area level	Monitor at Corporate level
Local Housing Strategy	67%	33%	0%
Environment			
Roads	100%	0%	0%
Streetscene	50%	50%	0%
Street lighting	67%	17%	17%
Cleanliness monitoring	67%	33%	0%
Car parking	83%	17%	0%
Waste collection	83%	17%	0%
Dog fouling	83%	17%	0%

Objective	Outcome	Scorecard	Element	Major	Minor
People	1.1	Business Gateway Argyll & Bute	Business start-ups supported B&C	6	
People	1.2	Catering and Cleaning	B&C % Quarterly Food Cost Variance	1	
People	1.3	Care Home Placements	B&C - No of People Measured By Time Awaiting CH Placement		1
People	1.3	Free Personal Care	B&C - No of People Awaiting FPC within their Homes	5	
People	1.3	Free Personal Care	B&C - No of Self Placers within A&B Care Homes	2	1
People	1.3	In Year - Balance of Care	B&C - % of Older People receiving Care in an Institution - In Year		1
People	1.3	In Year - Balance of Care	B&C - % of Older People receiving Care in the Community - In Year	3	2
People	1.3	Joint Planning & Performance	B&C - % of Older People receiving Care in an Institution		1
People	1.3	Joint Planning & Performance	B&C - % of Older People receiving Care in the Community	2	1
People	1.3	LD Care Management	B&C - % of LD Service Users attending RC & Alt Day Ops		1
People	1.3	Performance Framework	B&C - Older People Case Files	1	1
People	1.3	Substance Misuse	B&C - No of SM Care Assessments outstanding over 21 Days	1	
People	1.3	Substance Misuse	B&C - No of SM with No First Appointment waiting over 21 Days	1	
People	1.5	Adult Protection	B&C - % of AP Reviews Completed in Timescale		1
People	1.5	Adults with Incapacity	B&C - % External Welfare Guardianships		1
Community	2.1	Adult Learning & Community Development	B&C CBAL Learning achievements	1	
Community	2.1	Adult Learning & Community Development	B&C New adults accessing Literacy & Numeracy	1	
Community	2.1	Adult Learning & Community Development	PD0.B&C: No of All Adults Accessing CLR CBAL	1	
Community	2.2	Authority data	HMIE overall average score per inspection - B&C	3	

Objective	Outcome	Scorecard	Element	Major	Minor
Community	2.2	Schools	Pupil attendance, raising attainment, promoting achievement and developing the employability of young people	5	
Area	3.1	Building Warrants and Completion Certificates	% of Building Warrants Apps responded to within 20 days - B&C		4
Area	3.1	Planning Applications	% of ALL Planning Apps Processed within timescale in B&C	2	1
Area	3.1	Planning Applications	% of Local Planning Apps Processed in 2 months in B&C	1	1
Area	3.1	Planning Applications	% of Major Planning Apps Processed in 4 months in B&C	2	
Area	3.1	Traffic & Development Control	% returns to Planning within 21 days of planning applications consultations - B&C	1	
Area	3.2	Cleanliness Monitoring Systems	LEAMS - B&C Cowal	1	
Area	3.2	Streetscene B&C	Car Parking income - quarter - B&C		1
Area	3.2	Streetscene B&C	Dog fouling - number of complaints B&C up to Sept'10		1
Area	3.2	Streetscene B&C	Dog fouling B&C		1
Area	3.2	Streetscene B&C	Improvements in Children's Play Facilities B&C		1
Area	3.2	Streetscene B&C	No of Toolbox Talks Completed - B&C Bute - Grounds	1	
Area	3.3	Flood Prevention	B&C02.1 Milton Burn Flood Prevention Scheme	1	4
Area	3.3	Roads	% road area resurfaced/reconstructed - B&C	4	
Area	3.3	Roads	Road area resurfaced/reconstructed - B&C	1	2
Area	3.3	Roads	Road area surface treated - B&C		2
Area	3.3	Street Lighting - Budgets	NEW Street lighting - YTD % variance of Capital spend Programmed/Actual - B&C	2	
Area	3.3	Street Lighting - Inspections	Dark Lamps - % inspections completed ABC net - B&C	3	2
Area	3.3	Surface Dressing	B&C -Surface Dressing Laid/Programmed	1	

B&C Area Scorecard 2011 UNDER DEVELOPMENT
 Scorecard approved by **Shirley MacLeod** No FQ3 11/12

LOCAL INDICATORS <i>Service Success Measures</i>	AREA VALUES				COUNCIL VALUES		
	Target	Actual	Status	Trend	Actual	Status	Trend
Business start ups supported B&C	20	21	←	↑	81	←	↑
B&C - No of People Awaiting FPC within their Homes	0	0	←	→	0	←	→
B&C - No of Self Placers within A&B Care Homes	0	0	←	→	0	←	→
B&C - % of Older People receiving Care in the Community - In Year	70.0 %	73.6 %	←	↓	73.6 %	←	↓
Bute - % of Older People receiving Care in the Community - In Year	70.0 %	81.4 %	←	↑			
Cowal - % of Older People receiving Care in the Community - In Year	70.0 %	70.7 %	←	↓			
B&C - % of Older People receiving Care in the Community	70 %	62 %	R	↑	67 %	R	↓
HMIE positive School Evaluations - B&C		50 %		↓	69 %		↓
% 5+ SCQF level 6	(Dunoon Grammar)	6.13 %		↑	13.00 %	←	↑
% 5+ SCQF level 6	(Rothesay Academy)	13.95 %		↑			
School % unauthorised absence	(Dunoon Grammar)	2.4 %		↓	1.2 %		↓
School % unauthorised absence	(Rothesay Academy)	1.4 %		↑			
% of Building Warrants Apps responded to within 20 days - B&C	80.0 %	96.5 %	←	↓	87.6 %	←	↓
% of ALL Planning Apps Processed within timescale in B&C	68.0 %	77.6 %	←	↑	74.3 %	←	↓
% of Major Planning Apps Processed in 4 months in B&C	55.0 %	100.0 %	←	↑	100.0 %	←	↑
B&C02.1 Milton Burn Flood Prevention Scheme		Green	←	↑			
% road area resurfaced/reconstructed - B&C	2.00 %	4.20 %	←	↑	3.39 %	←	↑
Road area resurfaced/reconstructed - B&C	39,469 sq.m	82,911 sq.m	←	↑	334,619 sq.m	←	↑
Street lighting - % variance of Capital spend Programmed/Actual - B&C		100 %		→	100 %		→
Dark Lamps - % inspections completed ABC net - B&C	100 %	100 %	←	→			

Corporate Objective 1 - Working together to improve the potential of our people

A →

1.1	Argyll and Bute has more new businesses operating in the area, creating more jobs.		→
1.2	Our children are protected and nurtured so that they can achieve their potential.		→
1.3	Our older people are supported to live more active, healthier and independent lives.		→
1.4	We work with our partners to tackle discrimination.		→
1.5	Vulnerable adults, children and families are protected and are supported in sustainable ways...		→

Corporate Objective 2 - Working together to improve the potential of our community

A →

2.1	We have a skilled and competitive workforce capable of attracting employment to Argyll and Bute.		→
2.2	Our young people have the skills, attitudes and achievements to succeed throughout their lives.		→
2.3	Our partners and communities are able to be fully engaged in the way our services are delivered.		→
2.4	The impact of alcohol and drugs on our communities...is reduced.		
2.5	Our Communities are safer		↑

Corporate Objective 3 - Working together to improve the potential of our area

A →

3.1	We have contributed to an environment where existing and new businesses can succeed.		→
3.2	The places where we live, work and visit...meet the needs of our communities.		→
3.3	Our transport infrastructure...meets the economic and social needs of our communities.		→
3.4	We have reduced the carbon footprint of Argyll and Bute Council.		↑
3.5	We have "reduced, reused and recycled" more.		→
3.6	The full potential of our outstanding built and natural environment is realised...		→

Corporate Objective 4 - Working together to improve the potential of our organisation

A →

4.1	We engage with stakeholders to deliver best value services.		↓
4.2	Our employees have the skills and attitudes to deliver efficient and effective services.		→
4.3	Our customers have accurate, accessible and up-to-date information...		→
4.4	We listen to our customers and communities to continually improve our services.		→

B&C Area Scorecard 2011 UNDER DEVELOPMENT

FQ3 11/12

Scorecard approved by **Shirley MacLeod**

No

LOCAL INDICATORS		AREA VALUES			COUNCIL VALUES			
Service Success Measures		Target	Actual	Status	Trend	Actual	Status	Trend
Business start ups supported B&C		20	21		↑	81		↑
B&C - No of People Awaiting FPC within their Homes		0	0		→	0		→
B&C - No of Self Placers within A&B Care Homes		0	0		→	0		→
B&C - % of Older People receiving Care in the Community - In Year		70.0 %	73.6 %		↓	73.6 %		↓
Bute - % of Older People receiving Care in the Community - In Year		70.0 %	81.4 %		↑			
Cowal - % of Older People receiving Care in the Community - In Year		70.0 %	70.7 %		↓			
B&C - % of Older People receiving Care in the Community		70 %	62 %		↑	67 %		↓
HMIE positive School Evaluations - B&C			50 %		↓	69 %		↓
% 5+ SCQF level 6	(Dunoon Grammar)		6.13 %		↑			
% 5+ SCQF level 6	(Rothesay Academy)		13.95 %		↑	13.00 %		↑
School % unauthorised absence	(Dunoon Grammar)		2.4 %		↓			
School % unauthorised absence	(Rothesay Academy)		1.4 %		↑	1.2 %		↓
% of Building Warrants Apps responded to within 20 days - B&C		80.0 %	96.5 %		↓	87.6 %		↓
% of ALL Planning Apps Processed within timescale in B&C		68.0 %	77.6 %		↑	74.3 %		↓
% of Major Planning Apps Processed in 4 months in B&C		55.0 %	100.0 %		↑	100.0 %		↑
B&C02.1 Milton Burn Flood Prevention Scheme			Green		↑			
% road area resurfaced/reconstructed - B&C		2.00 %	4.20 %		↑	3.39 %		↑
Road area resurfaced/reconstructed - B&C		39,469 sa.m	82,911 sa.m		↑	334,619 sa.m		↑
Street lighting - % variance of Capital spend Programmed/Actual - B&C			100 %		→	100 %		→
Dark Lamps - % inspections completed ABC net - B&C		100 %	100 %		→			

**ARGYLL AND BUTE COUNCIL
IMPROVEMENT AND HR**

**BUTE & COWAL AREA COMMITTEE
7 FEBRUARY 2012**

SEVERE WEATHER AND POWER CUTS – JANUARY 2-7 2012

1 INTRODUCTION

- 1.1 This report update the Committee on some of the issues identified during the severe weather and prolonged power cuts during early January 2012.

2 RECOMMENDATION

- 2.1 It is recommended that the Committee note the issues identified and consider the role that communities might play in future emergency situations.

3 DETAIL

- 3.1 Argyll and Bute suffered significant damage as a result of a storm on 2 January 2012. This resulted in protracted disruption to some services including power. In some areas the power was not fully restored until 7 January.
- 3.2 The Council worked closely with the police, the fire service and Scottish Hydro Electric Power Division (SHEPD) during this period to manage the situation and provide support to people who were at risk.
- 3.3 An internal debrief has taken place at senior officer level in the Council and at the time of writing the report, a strategic partner debrief is planned for 31 January.
- 3.4 The council's roads and amenity services responded quickly and effectively to clear roads and many citizens worked to clear smaller transport routes.
- 3.5 Following the initial storm impact, the absence of power in many areas became the main issue to be dealt with. Although the council was aware that some areas were without power on Tuesday and Wednesday, the widespread impact was not clear until Thursday morning, when over 400 communities/dwellings were identified by SHEPD as being without power.
- 3.6 The council's priority was to ensure that service delivery and support to vulnerable people was continued throughout the period. This was carried out.
- 3.7 The continued power outages resulted in:

- Loss of telephone communications (landlines) in some areas
- Resultant loss of 999 service
- Inability to make calls if no analogue phone was available (walk about phones did not work)
- Loss of power to mobile phone masts leading to no mobile coverage
- No communications via internet, fax or email
- No communications via television
- No access to radio coverage unless battery operated radio available

This impact on communications infrastructure for a prolonged period of time made the relay of information extremely difficult and challenging. Employees delivering services on the ground were unable to contact central controls to update on the situation. This in turn made the identification of areas where power continued to be out very difficult and communication with the people who continued to be affected very difficult.

- 3.8 In areas where there was no communication, air wave radios were made available by the police to critical employees. Generators were provided to larger settlements (e.g. Rothesay) that had prolonged power outage. These were however restricted in number and were not available for Islay or Tarbert. Mobile catering units were provided by SHEPD in Bute and Lochgilphead. Provision was made by the Council to establish rest centres to provide a place of warmth and hot food/drink.
- 3.8 The continued power outages raised issues for people not known to be vulnerable but who could have become vulnerable after 2 or 3 days without power, particularly in remoter areas. These were the groups that the council and police, working with the voluntary sector, sought to contact directly to find out if they needed assistance and to advise them of where they could get a hot meal.
- 3.9 The difficulties presented by the communications issues resulted in some duplication of effort by organisations. This will be addressed in future.
- 3.10 The multi agency debrief on 31 January will identify areas for improvement in joint working if this situation should arise again. This will include assessing the need for back up generator equipment for core services such as telecoms, care homes etc. The Scottish Affairs Select Committee in Westminster is collating evidence on the robustness of the grid in Scotland and will report in late February/March.
- 3.11 Many communities provided support for one another, looking out for potentially vulnerable neighbours and sharing resources. This action

complemented that of the service delivery organisations, enabling them to concentrate on supporting the most vulnerable and at risk.

4 CONCLUSION

- 4.1 It is possible that we will see increased frequency of severe weather that, combined with the high proportion of forestry in Argyll and the fact that many power lines are above ground, may result in further service disruption in future. It is important that the service organisations are well prepared to respond, that good communication is established with the power companies and that communities and individuals develop their own small scale resilience to cope with periods of service disruption.

5 IMPLICATIONS

Policy	None
Financial	None
Personnel	None
Legal	None
Equal Opportunities	None

Jane Fowler, Head of Improvement and HR, Argyll and Bute Council

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