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## Argyll and Bute Council Comhairle Earra Ghaidheal agus Bhoid

Customer Services Executive Director: Douglas Hendry



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1 April 2014

## NOTICE OF MEETING

A meeting of the **HELENSBURGH & LOMOND AREA COMMITTEE** will be held in the **CEREMONIES ROOM, HELENSBURGH** on **TUESDAY, 8 APRIL 2014** at **9:30 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 Helensburgh and Lomond Area Committee 11 February 2014 (Pages 1 - 4)
- (b) Minutes of Helensburgh and Lomond Special Area Committee 11 March 2014 (Pages 5 6)

### 4. PUBLIC QUESTION TIME

- 5. AREA SCORECARD FQ3 Report by Executive Director of Customer Services (Pages 7 - 12)
- 6. SCHOOL HOLIDAYS REPORT Report by Executive Director of Community Services (Pages 13 - 16)
- THIRD SECTOR GRANT REPORTS Report by Executive Director of Community Services (Pages 17 - 20)

8. STREET NAMING AND NUMBERING OF FORMER HERMITAGE ACADEMY SITE Report by Executive Director of Development and Infrastructure Services (Pages

Report by Executive Director of Development and Infrastructure Services (Pages 21 - 30)

- **LOCAL ECOMONIC DEVELOPMENT ACTION PLAN 2014-2018** Report by Executive Director, Development and Infrastructure Services (Pages 31 - 42)
- **10. JOHN LOGIE BAIRD INNOVATION CENTRE FOR HELENSBURGH** Verbal update by Economic Development Manager
- S75 ARTWORK PROPOSALS
   Report by Executive Director of Development and Infrastructure Services (Pages 43 54)
- **12. MEMBERSHIP OF THE WW1 COMMEMORATION STEERING GROUP** Report by Executive Director of Customer Services (Pages 55 - 56)

## **HELENSBURGH & LOMOND AREA COMMITTEE**

Councillor Maurice Corry Councillor Vivien Dance Councillor George Freeman (Vice-Chair) Councillor David Kinniburgh Councillor Robert Graham MacIntyre Councillor Aileen Morton Councillor Ellen Morton Councillor Gary Mulvaney (Chair) Councillor James Robb Councillor Richard Trail

Shirley MacLeod, Area Governance Manager

Contact: Lynsey Innis, Telephone: 01546 604338

# Agenda Item 3a

#### MINUTES of MEETING of HELENSBURGH & LOMOND AREA COMMITTEE held in the PILLAR HALLS, HELENSBURGH on TUESDAY, 11 FEBRUARY 2014

Present:	Councillor Gary Mulvaney (Chair)					
	Councillor George Freeman Councillor Maurice Corry Councillor Vivien Dance Councillor David Kinniburgh Councillor Robert G MacIntyre	Councillor Ellen Morton Councillor Aileen Morton Councillor James Robb Councillor Richard Trail				
Attending:	Tricia O'Neill, Central Governance Sally Loudan, Chief Executive Geoff Urie, Head Teacher, Hermita Julie Fisher, Depute, Hermitage Ac Douglas Morgan, Depute, Hermitag Stewart Clark, Contracts Manager Ishabel Bremner, Economic Develo Audrey Baird, Community Develop	ge Academy ademy ge Academy opment Manager				

#### 1. APOLOGIES

There were no apologies for absence.

#### 2. DECLARATIONS OF INTEREST

Councillor Aileen Morton declared a non financial interest to the third sector grant application received from the Friends of Duchess Wood, as the Chair of the Duchess Wood Local Nature Reserve, which the Friends are represented on and contribute to the work of. She claimed the benefit of the dispensation contained at Section 5.16 of the Standard Commission's Guidance and Dispensation Note dated December 2010 to allow her to speak and vote on this item

The Chair noted that Public Question Time had been omitted from the Agenda and agreed that this should be taken after item 3.

#### 3. MINUTES

#### (a) MINUTES OF HELENSBURGH AND LOMOND AREA COMMITTEE MEETING - 10/12/2013

The Minute of the previous meeting held on 10 December 2013 was approved as a true record, subject to the following amendments:-

Item 10 – Decision should read as numbers 1 and 2, rather than 3 and 4.

#### (b) MINUTES OF SPECIAL MEETING OF HELENSBURGH AND LOMOND AREA COMMITTEE - 14/01/2014

The Minute of the special meeting held on 14 January 2013 was approved as a true record, subject to the following amendment:-

Item 2 – Wording to be amended to read, Councillor Corry declared a nonfinancial interest in item 3 of the agenda (Local Development Plan) specifically in relation to the objection raised in respect of the housing aspect of the Rhu Marina Site. Councillor Trail declared a financial interest in item 3 of the agenda (Local Development Plan), specifically in relation to the Sawmill Field Site.

#### 4. PUBLIC QUESTION TIME

Having noted that the members of the public who had been in attendance at the start of the meeting had left, there were no questions submitted.

#### 5. SECONDARY SCHOOLS - PERFORMANCE AND ATTAINMENT

Members considered a report outlining the performance of Hermitage Academy during the period of 2013-14.

#### Decision:

- 1. Members agreed to note the report;
- 2. Agreed that information on the detrimental effects on school meals revenue since the opening of the Waitrose Store be provided to members; and
- 3. That a date for a visit to Hermitage Academy be agreed.

(Reference: Report by Geoff Urie, Head Teacher, Hermitage Academy, dated January 2014, submitted.)

#### 6. ROADS ISSUES - QUARTERLY ROADS BUDGET

Members considered a report detailing the current level of expenditure of the Roads Operations Revenue Budget.

#### **Decision:**

- 1. Members agreed to note the report;
- 2. Further details on the Works Programme be circulated to Members.

(Reference: Report by Executive Director, Development and Infrastructure Services, dated 11 February 2014, submitted.)

#### 7. ECONOMIC DEVELOPMENT ACTION PLAN

Members considered a report seeking approval from the Committee on the proposed Helensburgh and Lomond Economic Development Action Plan (EDAP) for the period 2013-2018. The five-year timescale has been selected to align

with the overarching EDAP and with the Local Development Plan.

It was agreed that wider consultation with all CPP Members was required in order to agree smart targets to go forward in 2014/15.

#### Decision:

- 1. Members noted the structure of the draft area EDAP for the five year period 2013 to 2018; and
- 2. Agreed to hold a workshop with Members of the Community Planning Partnership, on a date to be arranged, to update the action plan, with a view to creating SMART targets to go forward in 2014/15.

(Reference: Report by Executive Director, Development and Infrastructure Services, dated 11 February 2014, submitted.)

#### 8. THIRD SECTOR GRANT APPLICATIONS

Members considered a report detailing recommendations for the award of small grants to the third sector organisations from the Community Development budget for events to support the John Muir Festival and the opening of the coast-to-coast John Muir Way between 17-26 April 2014.

It was suggested that the EDAP should include reference to the John Muir Way.

#### Decision:

- 1. Members agreed to award all of the grant recommendations detailed in the papers submitted by the Community Development Manager;
- 2. Members requested further information on the events and arrangements in relation to the festival and the opening of the way; and
- 3. Congratulated the Community Development Manager for her commitment to promoting the event to ensure it is a success.

(Reference: Report by Executive Director of Community Services, dated 11 February 2014, submitted.)

#### 9. AREA COMMITTEE MEETING CYCLE

Members considered a report outlining the proposed cycle of meetings within the Helensburgh and Lomond area from April 2014 to April 2015.

#### Decision:

Members agreed to the outlined cycle of Area Committee, Community Planning Group and Business Day meetings as outlined in the report.

(Reference: Report by Executive Director of Customer Services, dated 11 February 2014, submitted.)

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# Agenda Item 3b

#### MINUTES of SPECIAL MEETING of HELENSBURGH & LOMOND AREA COMMITTEE held in the PILLAR HALL, VICTORIA HALLS, HELENSBURGH on TUESDAY, 11 MARCH 2014

#### Present:

Councillor Gary Mulvaney (Chair)

Councillor George Freeman Councillor Vivien Dance Councillor Richard Trail Councillor Aileen Morton Councillor David Kinniburgh

Attending:Shirley MacLeod, Area Governance ManagerCallum Robertson, Contracts Manager

#### 1. APOLOGIES

Apologies for absence were intimated from:-

Councillor Ellen Morton Councillor James Robb

#### 2. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 3. CAPITAL ROADS RECONSTRUCTION PROGRAMME 2014-2015

The Committee considered a report providing the capital roads reconstruction programme for the forthcoming financial year (2014 to 2015). In February 2012, the Council approved a £21 million investment in roads reconstruction for 2012-15. The report is the third year element of the 3 year network recover plan with estimated costs of approximately £7 million being applied.

#### Decision:

Members agreed to note the progress of the Roads Reconstruction Programme for 2012-2015.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 11 March 2014, submitted.)

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# Agenda Item 5

#### **ARGYLL AND BUTE COUNCIL**

#### HELENSBURGH AND LOMOND AREA COMMITTEE

#### **CUSTOMER SERVICES**

8<sup>th</sup> April 2014

#### AREA SCORECARD FQ3 2013-14

#### 1 Background

1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 3 of 2013-14 (October to December 2013). Where commentary has been entered in Pyramid, it is included here.

#### 2 Recommendations

2.1 It is recommended that the Area Committee notes the exceptional performance presented on the Scorecard.

Jane Fowler Head of Improvement and HR

For further information, please contact:

David Clements Improvement and Organisational Development Programme Manager (Planning and Performance Management) 01465 604205



### Helensburgh & Lomond Area Scorecard

FQ3 13/14

Environment	Target	Helensb & Lomo	C		Council
Car Parking income to date - H&L	£ 227,454	£ 143,077	R	ŵ	£ 621,296
Dog fouling - number of complaints H&L	12	7	G	¥	82
Dog fouling - number of fines issued H&L		0		⇒	6
LEAMS - H&L Helensburgh	73	73	G	ŵ	78
No of Complaints ref Waste Collection H&L	7		-	72	
Dark street lamps – number of dark-lamp-nights * no data currently *					

Education		Target	Helensbi & Lomoi	S. M. C.	Council
Primary schools %	6 attendance H&L	95.0 %	96.5 %	G 🕯	95.6 %
School % attenda	NCE Hermitage Academy Term 1 13/14	92.0 %	93.3 %	G 4	92.2 %
H&L Te	achers absence per FTE 1	.81 Days	1.49 Days	G 4	1.91 Days
H&L Non-I	teaching staff absence per FTE 2	.60 Days	3.27 Days	R 4	3.17 Days
% positive destination	ations Hermitage Academy ACY 12/13		88 %	4	92.4 %

Adult Care	Target	Helensb & Lomo	500000 C	Council
H&L - No of DP Clients		29	Ŷ	95
H&L - No of Children receiving DP		0		12
H&L - No of People Awaiting FPC within their Homes	0	0	€ ⇒	0
H&L - % of Older People receiving Care in the Community	80 %	77 %	<b>R</b> 🕸	73 %
H&L - % of Older People receiving Care in the Community - In Year	80.0 %	80.5 %	<b>G</b> #	75.8 %
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		5	\$	13
H&L - No of Delayed Discharges over 4 Weeks		1	Ŷ	1
H&L - % of LD Service Users with a PCP	80 %	99 %	G 🕯	95 %

Exceptions 2013-14	FQ1	FQ2	FQ3	FQ4	Key to Acronyn
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Children and Families	Target	Helensburgi & Lomond	5	Council
CP5 H&L - No of Children on CPR		14	ŵ	32
CP16a H&L - No of Children on CPR with a completed CP plan		14	Ŷ	32
CABD53 H&L - Open Cases - children with disability		36	4	127
CA12 H&L - Total No LAAC		43	ŵ	129
CA17 H&L - No of External LAAC		2	⇔	7
CA25 H&L - % Reviews of LAAC Convened within Timescales	100 %	100 % 🖸	•	99 %
Economy	Target	Helensburgi & Lomond	5	Council
H&L Business Gateway Customer satisfaction	cu	rrently no H&L da	ata	
CC1 Affordable social sector new builds - H&L	0	0 🖸	⇒	8
All Local Planning Apps: % processed in 2 months in H&L	70.0 %	84.4 % 🖸	ŵ	77.0 %
Householder Planning Apps: % processed in 2 months in H&L	90.0 %	100.0 % G	1 û	94.1 %
% of Building Warrants Apps responded to within 20 days - H&L		98.4 %	Ŷ	97.2 %
Roads	Target	Helensburg & Lomond	ιh	Council
% road area resurfaced/reconstructed - H&L FY	12/13 2,53 %	2.97 % <b>G</b>		1.88 %
% road area surface treated - H&L FY	12/13 4.40 %	4.52 % 🖸	ŵ	4.45 %
% Cat 1 road defects repaired by end of next vorking day - H&L	90 %	100 % 🖸	-	87.7 %

Community Resilience	Target	Helensburgh & Lomond	Council
H&L % community councils with emergency plan	70 %	14 % 🖪 🖙	
H&L % community councils developing an emergency plan	43 %	43 % 👄	

working day - H&L

Helensburgh & Lomor Bute COUNCIL	nd Area Scorec <mark>ptions</mark>	ard F	Q3 13/14	Performance	worth notin	g		
Environment	FQ2	FQ3	Target FQ3					
Car Parking income to date - H&L	£ 111,901 民 🕯	£ 143,077 <b>R</b> 🕯	£ 227,454					
Education	FQ2	FQ3	Target FQ3	Children & Families	Target	Helensburgh & Lomond		Council
H&L Non-teaching staff absence per FTE	1.77 Days G 🕯	3.27 Days 民 🦊	2.60 Days	CP5 H&L - No of Children on CPR		14	î	32
				CP16a H&L - No of Children on CPR with a completed CP plan		14	Ŷ	32
Adult Care	FQ2	FQ3	Target FQ3	CABD53 H&L - Open Cases - children with disability		36	Ŷ	127
H&L - % of Older People receiving Care in the Community	75 % 民 🕯	77 % <mark>R</mark> 🕯	80 %					
Community Resilience	FQ2	FQ3	Target FQ3					
H&L % community councils with emergency plan	0 % 民	14 % 民 🕯	50 %					

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Success Measure	Target FQ3 13/14	Actual FQ3 13/14	Traffic light	Trend	Commentary
AC1 - % of older people who are receiving care whose care is provided in the community	80%	73%	Red	Ascending	We are currently reviewing the provider contracts with a view to improving recruitment and retention and increased capacity in all areas. Additional work is ongoing with NHS Highland in respect of the operational practices of the Extended Community Care Teams with a target of reducing hospital admissions and improving discharge options. FQ3 13/14 update Overall Balance of Care continues to show some very gradual improvement. April 12: 67% April 13: 72% Dec 13: 73% Major issue continues to be twofold: 1. Historical clients who were admitted when relatively fit and healthy who have long length of stay. 2.Poor performance from Cowal area both historical and present.
H&L - % of older people who are receiving care whose care is provided in the community	80%	77%	Red	Ascending	See above
H&L % community councils with emergency plan	70%	14%	Red	Constant	Cardross, Cove & Kilcreggan and Arrochar & Tarbet are all developing plans
Education, office- based employees absence	2.6 days	3.27 days	Red	Descending	

Success Measure	Target FQ3 13/14	Actual FQ3 13/14	Traffic light	Trend	Commentary
Car Parking income to date - H&L	£227,454	£143,077	Red	Ascending	The income levels remain below the targeted income, the target figures are in need of being re-assessed to a more realistic level. The Amenity Wardens continue to support the car parking enforcement; however, the car parks are a lot quieter than previous years and the on-going works in the town centre will be affecting visitor numbers.
LEAMS - H&L Helensburgh	73	73	Green	Ascending	The level remains slightly above the target, there is a need to review our schedules and how additional resource can be directed towards street sweeping over the coming months.
Dog fouling - number of complaints H&L	12	7	Green	Ascending	The warden service continues to carry out patrols in relation to dog fouling and other areas of enforcement. The trend is encouraging in relation to the number of complaints and it is imperative that the patrols are continued and visible.
CP5 - No of Children on CPR		32		Ascending	The number of children on the CPR had gradually risen over recent quarters, this reflects involvement with some larger families / sibling groups.
CABD53 H&L - Open Cases - children with disability		36		Descending	The number of open cases has dropped slightly this month as a result of children transitioning to adult services. Demand fluctuates periodically as families move into and out of the area and as children progress on to adult services, recent quarters have seen a rise in part due to becoming involved earlier with very young children with a disability (3) and in part from families new to the area (6).
CP16a H&L - No of Children on CPR with a completed CP plan		14		Ascending	Following the recent inspection we have increased our focus on improving the quality of our plans. All children have a plan, however for 5 children further work is required by the core group before the plans can be approved by the chair of the CP conference.

Success Measure	Target FQ3 13/14	Actual FQ3 13/14	Traffic light	Trend	Commentary
Dog fouling - number of fines issued H&L		0		Constant	No fines have been issued in the Helensburgh and Lomond area; however, positives must be taken from the fall in the number of complaints, suggesting that visible patrols are being successful.
H&L - No of Delayed Discharges over 4 Weeks		1		Ascending	Jan '14 Delayed Discharge Worker has been off on holiday & sickness leave for most of this month. This discharge was delayed by 2 days in order to facilitate care home admission. Team Leader & Area Manager are setting up a Pathway to streamline current hospital admission / discharge processes.
No of Complaints ref Waste Collection H&L		7		Ascending	With only five complaints registered last month, this is an exceptional achievement considering the service delivers general waste, blue bin recycling, food waste and glass recycling collections.

#### ARGYLL AND BUTE COUNCIL COMMUNITY SERVICES: EDUCATION

#### HELENSBURGH AND LOMOND AREA COMMITTEE 8th APRIL 2014

#### SCHOOL HOLIDAYS AND IN SERVICE DAYS: 2015/2016

#### 1. SUMMARY

- 1.1 The Council at its meeting on 28 November 2013 agreed the framework of main holiday dates for schools in 2015/2016.
- 1.2 These dates were then circulated to schools to consider the remaining inservice days and occasional days.
- 1.3 The final patterns of in-service days and school holidays have now been identified for all schools in Helensburgh and Lomond and these are outlined in Appendix 1 of this paper.

#### 2. **RECOMMENDATIONS**

- 2.1 Members are asked to endorse the final patterns of school holidays and inservice days for all schools in Helensburgh and Lomond as outlined in Appendix 1.
- 2.2 Members are asked to agree that the details of schools holidays and inservice days for 2015/2016 should now be circulated to schools and all relevant organisations.

#### 3. DETAIL

- 3.1 The Council at its meeting on 28 November 2013 agreed the main framework of school holiday dates for Session 2015/2016.
- 3.2 This framework was circulated to all schools. Head teachers/campus principals were consulted about the five in-service days and the five occasional day's holidays which were to be incorporated into the agreed framework of holiday dates.
- 3.3 As part of the process head teachers/campus principals were asked to consult with other schools with the aim of achieving a consistent pattern of in-service days and occasional day's holidays in their area.
- 3.4 Following this consultation, responses from head teachers/campus principals were submitted to Argyll House and the final patterns of in-service days and school holidays were collated for consideration and endorsement by local committees.

3.5 The patterns of in-service days and school holidays for all schools in Helensburgh and Lomond for school session 2015/2016 are outlined in Appendix 1 which are attached to this paper.

#### 4. CONCLUSION

4.1 Following consultation with head teachers/campus principals about the incorporation of in-service days and occasional days holidays into the framework of main holiday dates agreed by the Council, the pattern of school holidays for 2015/2016 have now been identified.

#### 5. IMPLICATIONS

5.1	Policy	None
5.2	Financial	None
5.3	Legal	None
5.4	HR	None
5.5	Equalities	None
5.6	Risk	None
5.7	Customer Service	Customers/Clients need to know school holiday dates in advance for planning purposes

#### 6.0 APPENDICES

6.1 School Holidays (Helensburgh and Lomond) 2015/2016

Cleland Sneddon Executive Director, Community Services February 2014

For further information contact: Carol Evans, Head of Education, Oban Education Office, Dalintart Drive, Oban, Argyll PA34 4EF. Tel: 01631 564908

#### COMMUNITY SERVICES: EDUCATION SCHOOL HOLIDAYS AND IN SERVICE DAYS 2015/2016

#### HELENSBURGH AND LOMOND

Hermitage Academy Luss Primary Colgrain Primary Rosneath Primary John Logie Baird Primary Kilcreggan PrimaryArrochar PrimaryCardross PrimaryParklandsRhu PrimaryGarelochheHermitage PrimarySt Joseph'

Parklands School Garelochhead Primary St Joseph's Primary

TERM	BREAK DATES OF ATTENDANCE		PUPIL DAYS	WORKING DAYS	
First			17 & 18 August 2015 Teachers' In-service Day		
		Open	19 August 2015 Pupils Return		
		Close	25 September 2015	28 (28)	30 (30)
		Open	29 September 2015		
	Ostakan	Close	9 October 2015	9 (37)	9 (39)
	October	Open	19 October 2015		
		Close	12 November 2015	19 (56)	19 (58)
			13 November 2015 Teachers' In-service Day		
		Open	16 November 2015		
	Christmas	Close	22 December 2015	27 (83)	28 (86)
Second		Open	6 January 2016		
l		Close	12 February 2016	28 (111)	28 (114)
		Open	22 February 2016		
	Easter	Close	23 March 2016	23 (134)	23 (137)
			24 March 2016 Teachers' In-service Day		
		Open	29 March 2016		
	Spring	Close	1 April 2016	4 (138)	5 (142)
Third		Open	18 April 2016		
	Мау	Close	29 April 2016	10 (148)	10 (152)
		Open	3 May 2016		
		Close	27 May 2016	19 (167)	19 (171)
			30 May 2016 Teachers' In-service Day		
		Open	31 May 2016		
		Close	30 June 2016	23 (190)	24 (195)

#### ARGYLL AND BUTE COUNCIL

#### HELENSBURGH AND LOMOND AREA COMMITTEE

#### COMMUNITY SERVICES

#### 8 April 2014

#### THIRD SECTOR GRANTS 2014/15

#### 1.0 SUMMARY

- 1.1 This report details recommendations for the award of Third Sector Grants (including Events and Festivals) to Third Sector organisations in Helensburgh and Lomond.
- 1.2 Applications are considered twice yearly in April and August. This is intended to avoid allocation of the full budget at one meeting and enable activities held later in the year to be funded.
- 1.3 The total Third Sector Grant budget made available by the Council for allocation in Helensburgh and Lomond for 2014/15 is £35,000.
- 1.4 The Area Committee agreed to an upper limit of £4,000 to any one organisation in any one financial period, unless there are exceptional circumstances.
- 1.5 A minimum of £5,000 should be carried forward for allocation at the Area Committee meeting in August.
- 1.6 Fourteen applications have been received, four of which are for Events and Festivals.

#### 2.0 RECOMMENDATIONS

- 2.1 The 14 organisations listed below are awarded funding from the Third Sector Grants budget.
- 2.2 As a general rule, those organisations that have received funding for two consecutive years or more should not be awarded more than the amount they received in 2013/14, unless increased developmental aspects are detailed in the application.
- 2.3 Where possible, and if appropriate, new applicants should receive all or most of the amount requested (up to 50% total project costs), unless a very large amount of funding is sought.
- 2.4 Grants will only be awarded pending receipt of the correct paperwork; an approved financial check; and an End of Project monitoring form (if a grant was awarded in previous year).

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Ref No	Organisation	Grant Award 2012	Grant Award 2013	Total Project	Amount Requested	Recommen- dation
1	Ardencaple Football Club	£660	£0	£2,000	£1,000	£500
2	Bicentenary Pipe Band Championships*	£4,000	£4,000	£10,840	£5,000	£4,000
3	Cove and Kilcreggan Lunch Club	£450	£450	£2,525	£1,047	£450
4	Cove and Kilcreggan Youth Cafe	£520	£0	£6,000	£1,500	£1,500
5	Gareloch Branch - Riding for Disabled Association	£3,500	£2,625	£22,608	£4,000	£2,200
6	Helensburgh Addiction Rehabilitation Team	£0	£1,070	£3,121	£1,560	£1,000
7	Helensburgh & Lomond Highland Games*	£4,000	£4,000	£26,628	£4,000	£4,000
8	Helensburgh and District Round Table*	New	New	£10,050	£7,700	£4,000
9	Helensburgh Cricket & Rugby Football Club	£0	£2,775	£11,000	£4,500	£2,225
10	Helensburgh Play Park Association	£1,570	£0	£41,782	£3,000	£1,000
11	Lomond & Clyde Community Orchestra	£0	£0	£4,440	£1,960	£1,960
12	Project 81 Youth and Community Enterprise Limited	£0	£2,250	£4,300	£1,708	£1,708
13	Rosneath & Clynder Senior Citizens Association	£350	£260	£2,390	£1,000	£260
14	Rosneath Peninsula Highland Gathering*	£4,000	£4,000	£8,500	£4,500	£4,000
		Total			£28,803	
		Balance Remaining			£6,197	

\*Events and Festivals

### 3.0 DETAIL

Ref No	Organisation	Rationale for recommendation
3.1	Ardencaple Football Club	To help the Club purchase of 10 sets of 4-a-side goals to allow training and festivals to be held in and around Helensburgh.
3.2	Bicentenary Pipe Band Championships	A contribution towards the costs associated with organising the championships.
3.3	Cove and Kilcreggan Lunch Club	To help provide social activities (including a summer trip and Christmas lunch), opportunities to stay in touch and support for members when they are ill. This is a vulnerable group supporting vulnerable people and has limited opportunities to generate income.

3.4	Cove and Kilcreggan Youth Cafe	To help the Café form a local football team and to provide a contribution towards sessional costs for a youth worker. The Youth Café was granted funding last year through the TSGs, but did not draw down the funds.
3.5	Gareloch Branch - Riding for Disabled Association	To help meet the costs associated with caring for an additional two horses the Group now owns to meet the increase in demand from disabled riders, which has doubled in three years.
3.6	Helensburgh Addiction Rehabilitation Team	To help up to 20 service users access a source of exercise and fitness opportunities, especially swimming, to complement their existing therapies and recovery plans.
3.7	Helensburgh & Lomond Highland Games	A contribution towards the costs associated with organising the Highland Games.
3.8	Helensburgh and District Round	'Emergency' funding to support Helensburgh's fireworks display in 2014 following a disastrous year in 2013, mainly due to poor weather and access issues, and to facilitate the creation of a contingency funding plan for the fireworks display in future years.
3.9	Helensburgh Cricket & Rugby Football Club	To further develop a Street Rugby Programme in areas such as Kirkmichael, Garelochhead and Rosneath to help make the sport of rugby more accessible in harder to reach areas.
3.1	Helensburgh Play Park Association	A contribution towards costs associated with transporting new equipment for Colgrain Playpark. Helensburgh Play Park Association successfully completed the refurbishment of Hermitage Play Park and has now turned its attention to Colgrain.
3.11	Lomond & Clyde Community Orchestra	To help develop an outreach programme to encourage more people, specifically disadvantaged and elderly people, to access the tutoring and learning support available, and enjoy the performances.
3.12	Project 81 Youth and Community Enterprise Limited	To provide food hygiene training for 10 volunteers and an intergenerational Christmas dinner for the Senior Citizens Lunch Club. Also to produce a growth and sustainability strategy for the Lunch Club.
3.13	Rosneath & Clynder Senior Citizens Association	To help provide two coach trips in summer and winter for senior citizens in the area. This group supports vulnerable people in the area and has limited opportunities to generate income.
3.14	Rosneath Peninsula Highland Gathering	A contribution towards the costs associated with organising the Gathering, including school hire fees.

#### 4.0 CONCLUSION

4.1 All organisations have been contacted and grant applications assessed.

#### 5.0 IMPLICATIONS

- 5.1 Policy: None
- 5.2 Financial: As per area budget allocation.
- 5.3 Legal: None
- 5.4 HR: None
- 5.5 Equalities Consistent with the Equal Opportunities policy of Argyll and Bute Council.

- 5.6 Risk: Monitoring of the process will minimise any risk to the Council
- 5.7 Customer Service: None

Margaret Fyfe Community Development Manager 28/03/2014

**For further information contact:** Audrey Baird, Community Development Officer for Helensburgh and Lomond, Tel No: 01436 658735.

#### ARGYLL AND BUTE COUNCIL Helensburgh & Lomond Area Committee

**Development & Infrastructure Services** 

8 April 2014

#### Street Naming and Numbering - Former Hermitage Academy Site

#### 1.0 SUMMARY

- 1.1 The first phase of development at the former Hermitage Academy site is nearing completion and street naming is now required.
- 1.2 Although only phase one is under construction street names for the whole site, based on the layout for the site in the approved Masterplan, are recommended at this time
- 1.3 The names selected are based on representations from Helensburgh Community Council, Dunbritton Housing Association and Helensburgh Heritage Trust.

#### 2.0 RECOMMENDATIONS

- 2.1 It is recommended that the streets at the former Hermitage Academy site, as shown on Appendix 2, are named:
  - Street 1 Hermitage Avenue
  - Street 2 Campbell Drive (continuation of existing street)
  - Street 3 Anderson Avenue
  - Street 4 **Talisman Crescent** (possible continuation of existing subject to type and layout of the development)
  - Street 5 Guy Mannering Road (continuation of existing street)
  - Street 6 Mackintosh Court
  - Street 7 Reay Gardens

Street 8 – Petrie Park

2.2 It is also recommended that two other names are approved in the event that extra streets are developed as a result of future planning applications, namely **Templeton** and **Cramb**, and an appropriate suffix for the street name, subject to the location, is delegated to the Geographic Information System Manager in consultation with the Chairman and Vice Chairman of the Helensburgh and Lomond Area Committee.

2.3 It is further recommended that should members wish to commemorate the bi-centenary of Louis Braille in 2009, as per the decision of the area committee of 1st December 2009, that street 3 is named **Louis Braille Avenue** and **Anderson** is added to the extra streets list.

#### 3.0 DETAIL

#### Background

- 3.1 An indicative layout for the residential development at the former Hermitage Academy site was included in the Masterplan for the site approved in February 2012.
- 3.2 The phase 1 social housing development by Dunbritton Housing Association is currently under construction and differs slightly from the Masterplan.
- 3.3 Based on the Masterplan and the Dunbritton HA development there are eight streets on the site which may require to be named as shown on Appendix 2.

#### **Street Naming Proposals**

3.4 No formal consultation has taken place on the street naming but representations have been received from the following interested parties.

#### Helensburgh Community Council

- 3.5 In March 2012 the following motion submitted to Helensburgh Community Council was carried: "In recognition of the years of service given by Argyll and Bute Councillor AI Reay to the community, Helensburgh Community Council invite Argyll and Bute Council to name the main street leading to the development of the old Hermitage Academy site as **Reay Avenue**."
- 3.6 The minute of the meeting of the following month noted "it was reported that Dunbritton Housing Association had agreed to our suggestion of creating a **Reay Avenue** and had submitted their request to Argyll and Bute Council".

#### **Dunbritton Housing Association**

- 3.7 Dunbritton HA has accepted the proposal to use Campbell Drive as a continuation of the existing street.
- 3.8 After a meeting of Dunbritton HA in January 2014 they proposed names for streets 1, 6 and 7 on the map at Appendix 2:

- Street 1 Dunbritton HA felt that most people would relate to the old school on the site so suggested a name such as **Hermitage Road** or **Old Hermitage Road**.
- Street 6 The flats being built by Dunbritton HA on this site have details which mirror the Hill House design by Rennie Mackintosh, so the Dunbritton HA suggestion is to call the street after this renowned architect – perhaps Mackintosh Court or Mackintosh Place.
- Street 7 Dunbritton HA picked up on the request from Helensburgh CC to name a street after the late Councillor Al Reay so suggested **Reay Street** or **Reay Park** for this street (as the open space and play park will run along the side of this street).

#### Helensburgh Heritage Trust

- 3.9 The Chairman of the Helensburgh Heritage Trust provided several suggestions including local benefactors, local place names and other links to the local area. The full list of proposed names, and the reason/comment supporting each suggestion, is:
  - 1. **Templeton** the Templeton family were benefactors to the town -- in particular the Templeton Library.
  - 2. **Anderson** -- the Anderson family were benefactors to the town -- in particular the Anderson Trust art collection.
  - 3. **Cramb** gave to the town a piece of land on which part of Hermitage Primary now stands; in addition the dux's prize at Hermitage Academy is the Cramb prize.
  - 4. Comet -- Henry Bell's steamship
  - 5. **St Bride** -- Helensburgh church and chapel in Glen Fruin both named after her.
  - 6. Hermitage -- self-explanatory.
  - 7. **Findlay** -- Colonel George de Cardonnel Elmsall Findlay is the only Helensburgh resident to have won the VC, and he died in 1967 in his home at Drumfork House.
  - 8. Camis Eskan -- also self-explanatory.
  - 9. Colgrain -- also self-explanatory.
  - 10. Academy -- also self-explanatory.
  - 11. **North British** -- the North British Steamship Company started the steamer services from Craigendoran.

- 12. **Petrie** To commemorate the long service of Billy Petrie OBE to the Helensburgh community. There is a precedent to streets being named after living persons - Glen Drive was named after Norman Glen while he was still alive.
- 13. **Fruin** might be confusing as there are already the Fruin Court flats in East King Street.

#### **Commemoration of Louis Braille**

- 3.10 In December 2009 members were asked to consider the request made by the Royal National Institute of Blind People, that the bicentenary of the birth of Louis Braille be marked by the naming of a street or building.
- 3.11 The Area Committee (1) agreed to the request made by the Royal National Institute of Blind People, that the bi-centenary of the birth of Louis Braille be marked appropriately by the Council in the Helensburgh and Lomond area; and (2) agreed to request the Corporate Data Standards Custodian Officer to allocate a street name within any future housing development, using the name of Louis Braille.
- 3.12 There has no new street naming in Helensburgh and Lomond since December 2009 so this action is still outstanding over four years on from the original request.

#### **Naming Considerations and Options**

3.13 This section looks at the issues to consider and options for naming each street on the plan at Appendix 2.

**Street 1** – This is the main street into the site, and is shown on the Masterplan running through the site to join onto Collins Road, so a prominent name should be selected. Helensburgh Community Council suggested Reay Avenue to Dunbritton Housing Association but the housing association has suggested commemorating Al Reay on another street and using Hermitage Road or Old Hermitage Road. The other names suggested by Helensburgh Heritage Trust could also be appropriate for this main avenue into the site.

**Street 2** – This street is currently being developed by Dunbritton HA with14 two storey semi-detached houses and one wheelchair accessible bungalow. The layout under construction is a continuation of Campbell Drive, a street with two existing numbered properties, and the new properties can be numbered in a manner consistent with the existing properties.

**Street 3** – Shown on the Masterplan as the main street off the main access road one of the names suggested by Helensburgh Heritage Trust could be appropriate for this street. A suffix of "Avenue" or "Drive" would be appropriate based on the layout shown on the Masterplan.

**Street 4** – On the Masterplan this street is shown as an extension of Talisman Crescent with no link shown to the new road network. The existing numbering of Talisman Crescent runs away from the site so does not allow for a continuation. The naming of this street will depend on the type of housing proposed and a new street name may be appropriate.

**Street 5** – Shown on the Masterplan linking the new development to Guy Mannering Road the existing numbering on that street would facilitate an extension of the name and numbering – 29 upwards on the odd (north) side and 26 upwards on the even (south) side.

**Street 6** – This is a cul-de-sac wholly within the Dunbritton HA development serving the 36 flats being developed in two blocks over three floors. The Dunbritton HA suggestion of naming this street after Charles Rennie Mackintosh is acceptable. There is one other street in Argyll and Bute named after Mackintosh on the site of the former Lochgilphead High School, where a theme of famous Scots was used to name the streets.

**Street 7** – This is a link road from street 1 to street 2 overlooked by the rear of the flats on street 6 on the south and the play park / open space to be developed by Dunbritton HA on the north. This is the street Dunbritton HA have suggested should be named after the late AI Reay, proposing Reay Street or Reay Park. Reay Gardens could also be considered.

**Street 8** – This is another link street north of the play park and open space and a flatted development is shown on the Masterplan. One of the names suggested by Helensburgh Heritage Trust could be appropriate for this street, possibly Petrie to tie in with the street 7 if named after AI Reay.

#### 4.0 CONCLUSION

- 4.1 Several suggestions for naming have been put forward for this site and it should be possible to accommodate many of the names proposed by Helensburgh Community Council, Dunbritton Housing Association and the Helensburgh Heritage Trust.
- 4.2 The commemoration of Al Reay is the first consideration. The

named proposed by the community council – Reay Avenue – is already in use nearby in Cardross so the potential for confusion should be avoided. The housing association suggestion of naming the road adjacent to the play park and open space after AI Reay would appear to be in keeping with the former councillor's love of the outdoors. Reay Gardens is perhaps the most appropriate name for this street given its location as described above.

- 4.3 The prominent new road off the newly created roundabout will not be the address of any properties in the Dunbritton HA development but it will be the main access road to their properties so the housing association proposal of Hermitage Road should be considered. The suffix of "Avenue" may be more appropriate for this location so Hermitage Avenue is perhaps a better alternative.
- 4.4 The naming of the cul-de-sac serving the housing association's flatted development after Charles Rennie Mackintosh is acceptable and Mackintosh Court may be more appropriate than Mackintosh Place or Mackintosh Road
- 4.5 The continuation of Campbell Drive has been accepted by the housing association and the same logic can be applied to Guy Mannering Road should the extension to that road be developed as per the masterplan.
- 4.6 The remaining streets on the Masterplan will be subject to future planning applications and may not depict the layout of the Masterplan. A selection of names suitable for the future development should be selected at this time from the list provided by the Heritage Trust and applied as the streets are developed.
- 4.7 The type and layout of the development to the left of the roundabout will determine if a name is needed for this final street or if a continuation of Talisman Crescent is appropriate. One of the list of extra names proposed can be used at this location if a further street is required.
- 4.8 The final consideration is the commemoration of Louis Braille, over four years after the decision of the area committee. If members still wish to name a street to mark the bi-centenary, Louis Braille Avenue can be used for street 3.

#### 5.0 IMPLICATIONS

- 5.1 Policy none
- 5.2 Financial none
- 5.3 Legal none
- 5.4 HR none

- 5.5 Equalities none
- 5.6 Risk none
- 5.7 Customer Services selection of unique names will assist in the delivery of goods and services for residents of the new development.

#### 6.0 APPENDICES

- 6.1 Appendix 1 Approved Hermitage Masterplan
- 6.2 Appendix 2 Street Naming and Numbering Plan

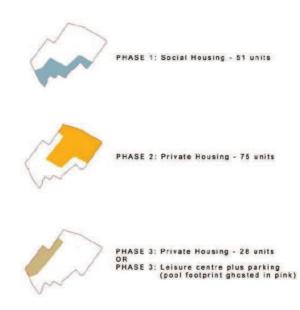
#### Angus Gilmour Acting Executive Director of Development & Infrastructure 26th March 2014

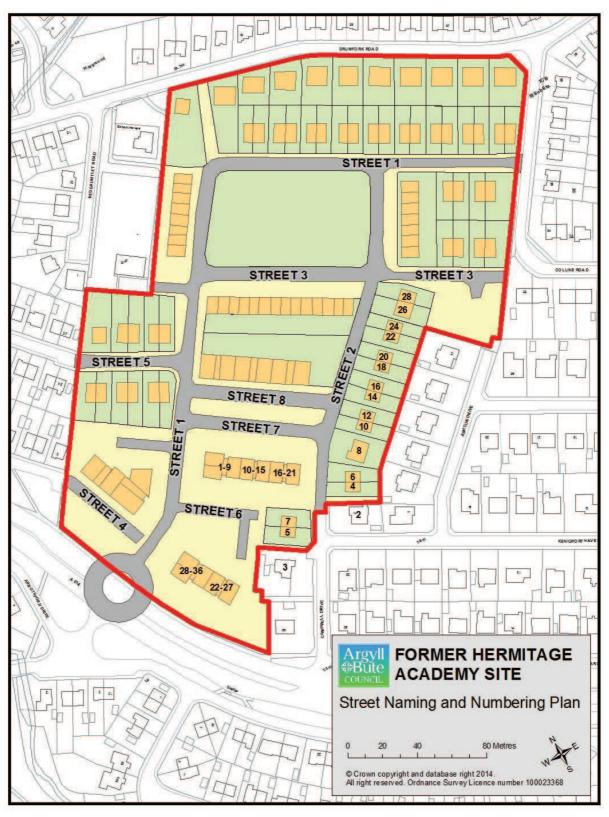
For further information contact: Graham Whitefield, Geographic Information Systems Manager on 01546 604144



Appendix 1 – Approved Hermitage Masterplan

Site boundary line







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# ARGYLL AND BUTE COUNCILHELENSBURGH AND LOMOND AREA COMMITTEEDEVELOPMENT AND INFRASTRUCTURE SERVICES8<sup>th</sup> April 2014

#### HELENSBURGH & LOMOND ECONOMIC DEVELOPMENT ACTION PLAN 2013-2018

#### 1. SUMMARY OF ISSUES

- **1.1** The purpose of this paper is to seek approval from the Helensburgh and Lomond (H&L) Area Committee on taking forward the H&L Economic Development Action Plan (EDAP) as a **working document**, as outlined in **Appendix 1**.
- **1.2** The H&L EDAP is a working document so that economic opportunities can be captured and addressed as they arise over the next four financial years. Therefore the in-year and the medium term actions and success measures contained within the H&L EDAP will be reviewed and re-profiled on an ongoing basis with a formal review at the end of each financial year.
- **1.3** The H&L EDAP has been developed further to recent discussions with the Elected Members who sit on the H&L Area Committee and through a separate consultation workshop with Community Planning Partners in the Helensburgh and Lomond area.
- **1.4** The plan in **Appendix 1** highlights in bold text six key actions and associated success measures that will be delivered during the financial year 2014/15 for developing the Helensburgh and Lomond economy. In additional, all the key in-year actions and success measures for the CHORD programme have also been highlighted.

#### 2. **RECOMMENDATION**

**2.1** H&L Area Committee approves the area EDAP as a working document for the financial year 2014/15 and for the next three financial years up to 2017/18.

#### 3. IMPLICATIONS

3.1 The implications for the H&L Area Committee are as outlined in Table 3.1 below.

Table 3.1: Imp	plications for the Helensburgh and Lomond Area Committee			
Policy	The H&L EDAP 2013-2018 aligns and adheres, as appropriate, to the			
Toncy	overarching EDAP, 2013-2018 and the SOA delivery plans.			
Financial	There will need to be ongoing consideration of best alignment between			
Tinanciai	resources and priorities.			
Legal	All legal implications at the project level will be taken into consideration.			
	The H&L EDAP priorities will need to be resourced in terms of staff time in			
HR	the context of the Council's annual service planning process and through			
	shared staff resource discussions with Community Planning Partners.			
Equalities	The H&L EDAP will comply with all Equal Opportunities policies and			
Lquanties	obligations.			
	If the H&L EDAP is not taken forward as a working document then there will			
Risk	be no clear focus on or understanding of the economic development			
Nisk	activities, and the associated resources, that will have the greatest			
	beneficial economic impact for the area over the next four financial years.			
	The H&L EDAP will provide internal and external customers with a clear			
Customer	<b>r</b> articulation of the key priorities for developing the Helensburgh and Lomond			
Service	economy, thereby facilitating focus, effective resource planning and			
	partnership working at the local level.			

#### For further information contact:

Fergus Murray, Head of Economic Development and Strategic Transportation, tel: 01546 604293 Ishabel Bremner, Economic Development Manager, tel: 01546 604375.

Appendix 1: Helensburgh and Lomond Economic Development Action Plan

#### Helensburgh and Lomond Economic Development Action Plan

#### By 2024, Helensburgh and Lomond will be:

- A **better connected and accessible place** with improved ferry services, road, rail and active travel links together with improved telecommunications networks and broadband coverage.
- A place that offers a **revitalised Helensburgh Town Centre and Waterfront** that takes full advantage of its position as a high quality, short term visitor destination close to the Glasgow conurbation.
- A place of **outstanding natural and built heritage** with enhanced natural assets, better townscape and public realm with new community facilities such as the Helensburgh Pierhead Swimming Pool and Leisure Centre together with a refurbished East Clyde Street Centre.
- A place that can offer a **wide range of housing choices** in places with modernised essential services and infrastructure, with a focus on larger scale growth in Helensburgh and Cardross delivered through the Greenbelt Masterplan.
- A **competitive place better connected to the global economy** with thriving local communities that provide an incentive for businesses to locate to, particularly within the context of the Maritime Change Programme and its role in tourism both relating to the adjoining Loch Lomond and the Trossachs National Park and as a day tripper destination.
- A greener place with numerous community led smaller scale renewable energy projects, established community forests and green networks.

#### **Overview**

Adjacent to the Glasgow conurbation with key road, river and rail links (including direct trains to Glasgow and Edinburgh), the area encompasses the Faslane and Coulport Naval Bases (with a key focus on the Maritime Change Programme), a developing creative industries hub on the Rosneath Peninsula, iconic Loch Lomond and its surrounding attractions, such as the conservation village of Luss, the new Ben Arthur resort development at Arrochar and the Cobbler, with access to the wider West Highlands. The waterfront town of Helensburgh has significant development potential to become a vibrant retail and visitor location, with a particular focus on marine leisure and exploiting attractions such as Charles Rennie MacKintosh's iconic Hill House.

#### Key Facts for Helensburgh and Lomond (latest available):

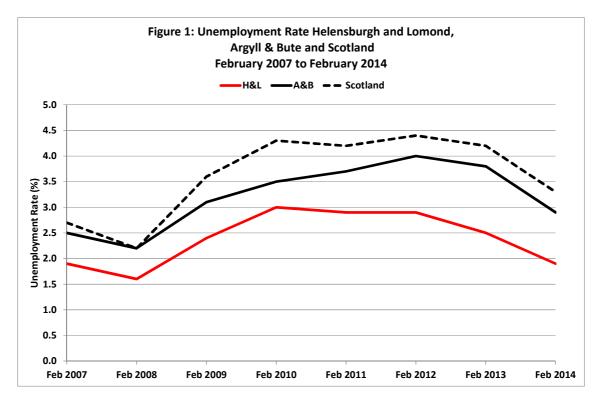
- Resident population 2011: 25,717 a 7.5% decline since 2001.
- Total employee jobs 2012<sup>1</sup>: 9,773
  - Total full-time employee jobs: 6.705
  - Total part-time employee jobs: 3,068.

(During 2014/15, a more detailed analysis with regard to employee jobs will be undertaken, with a focus on HM forces employment).

<sup>&</sup>lt;sup>1</sup> Source: Business Register and Employment Survey 2012 – using 2003 Census Area Statistics (CAS) wards. It should be noted that this data excludes voluntary workers, the self-employed, working owners who are note paid via PAYE, government supported trainees and HM forces. Self-employed data is only available at the Travel-to-Work (TTWA) area level – Helensburgh and Lomond is included in the Dumbarton, TTWA.

#### Key Facts for Helensburgh and Lomond (continued):

- Key sectors (% of total employee jobs):
  - $\circ~$  public admin and defence: 21.4%;
  - $\circ~$  administration and support services: 18.1%; and
  - o tourism: 13.9%.
- **Business start-ups**: third quarter of 2013/14, six start-ups were supported, against a quarterly target of eight. By the end of the third quarter, 25 start-ups supported year-to-date target of 28 (89% of target achieved).
- **Unemployment**: consistently below the Argyll and Bute and the national average as depicted in **Figure 1** below.



Source: Claimant Count, March 2014, NOMIS

- Planning applications: decrease of 13.7% from 2007/08 to 2012/13.
- **Pre-planning applications**: increase of 31.8% from 2011/12 to 2012/13.

The communities of Cardross, Helensburgh and Garelochhead are subject to different development pressures from the rest of Argyll and Bute, with their relative accessibility to the adjacent Glasgow conurbation and the presence of the Greenbelt. The area-based Economic Development Action Plan, aligned to the Council's Local Development Plan, needs to help unlock the full potential for this area to enjoy sustainable economic growth and regeneration of its settlements, while at the same time taking into account its proximity to the Loch Lomond and the Trossachs National Park and the needs of the Roseneath Peninsula.

#### **Competitive Helensburgh and Lomond**

Theme – A Competiti	ve Helensburgh and Lomond			
<b>Businesses: Business</b>	Gateway – Support to Business Im	provement Districts Scotland (BIDS) in Helens	burgh and Lomond	
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year)	Lead partners
1.1.4, CO1 & ETO1	Thriving and successful BIDS	Business Gateway Advisers and other	Identify opportunities for joint working between Argyll	ABC, discrete BIDS
	groups within the Helensburgh	appropriate Argyll and Bute Council staff to	and Bute Council's Business Gateway and any potential	Groups and
	and Lomond area.	provide support and guidance to potential	BIDS groups throughout 2014/15.	Helensburgh
		BIDS groups in the Helensburgh and		Chamber of
		Lomond area.		Commerce.
To Create an Environ	ment where levels of Entrepreneu	rship are Increased		-
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year and medium term)	Lead partners
1.7.2, CO11 & ET02	To establish an innovation	Undertake a feasibility study into the	Business Gateway in liaison with SE to establish a	ABC, ABC Business
	centre for entrepreneurs in	Innovation Centre concept linked to	portfolio of business needs (demand and supply	Gateway and SE.
	Helensburgh (pilot) (John Logie	Maritime Change Project – local business	issues) within Helensburgh and Lomond as a key	
	Baird Centre).	development and start-up opportunities	component of the feasibility study.	
		aligned to education and modern		
		apprenticeships.	Completion of the feasibility study by end of March	
			2015.	
Place: Town Centre R	egeneration in Helensburgh and L	omond		
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year)	Lead partners
2.6.1, CO11 & ET02	Regenerate our main town of	Expenditure of residual CHORD funding to	Develop pilot partner action plan(s) for Helensburgh	ABC, HS, HLF and S
	Helensburgh, building on the	conclude CHORD programme and support	town centre and waterfront to ensure that the	
	CHORD Programme in a	regeneration outcomes.	benefit of CHORD investment and other	
	manner that optimises		developments are optimised with a particular focus	
	sustainable economic growth.	£1/50p bus – circular route around	on Hermitage Park.	
		Helensburgh from Kidston Part to Hill		
		House to Sinclair Street.	Completion of CHORD works during 2014/15. Plus:	
			Shop fronts - funds awarded to successful	
			applicants.	
			Outcome on review of additional on-street	
			parking.	
			<ul> <li>Project Initiation Document signed off for the</li> </ul>	
			development of Helensburgh Pierhead.	
			Delivery of bus service using creative ticketing during	
			John Muir weekend in April 2014? Timescale?	

Notes: Ref (SOA, CO and SO) – reference to the Single Outcome Agreement, corporate outcome and service outcome which this particular outcome will contribute towards. Lead partners: Argyll and Bute Council (ABC); Historic Scotland (HS); Heritage Lottery Fund (HLF); Scottish Enterprise (SE).

Place: Maritime Chan	ige Programme			
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year and medium term)	Lead partners
1.2.1, 2.4.3, CO11 & ET02	Maximise investment opportunities in Argyll and Bute with regard to the Maritime Change Programme, with a particular focus on inward investment around Faslane and Coulport.	Ensure co-ordination with other Council departments to make Helensburgh and Lomond an attractive place for MOD families to relocate to the area.	<ul> <li>Agree an action plan with all parties and reflect effects of the Maritime Change Programme, including:</li> <li>Number of new jobs created.</li> <li>Number of new households created and type of households (e.g. social housing).</li> <li>To be completed by March 2016.</li> </ul>	ABC, MOD, Babcocks and SE.
Place: Luss Village Str	rategic Development Framework			
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year and medium term)	Lead partners
	Sustainable redevelopment of Luss village centre to respond to demands of tourism, new affordable housing and associated public realm works.	Work with Luss Estates, Loch Lomond and the Trossachs National Part and stakeholders to support the sustainable development of Luss.	To attend quarterly stakeholder meetings throughout 2014/15 to progress the sustainable development of Luss.	ABC, Luss Estates, LL&TNPA, TS and SE
Sustainable Economi		uality Food and Drink, Forestry in Helensburg	h and Lomond	
Tourism in Helensbur				
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year and medium term)	Lead partners
1.6.1, CO1 & ET01	Move tourist sector up the value chain, extend season and improve profile and propositions.	Work with local and national partners to stimulate tourism investment in Helensburgh and Lomond, including using the latent potential of the River Clyde e.g. yachting and sailing. Working with key partners such as Argyll and the Isles Tourism Co-operative Ltd (trading arm of AISTP) to further develop the tourism value chain linked to area's unique heritage, provenance and authenticity. Helensburgh and Lomond to be developed as a day tripper/short stay destination given its unique adjacent position with the Loch Lomond and Trossachs National	Increase day tripper/short stay visitor numbers to the Helensburgh and Lomond area by 5% during 2014/15. (STEAM and DREAM models with associated costs for local level data).	AITC, VS, ABC, AICCT, CYA, RYA and LL&TNPA.

Lead partners: Argyll and Bute Council (ABC); Historic Scotland (HS); Heritage Lottery Fund (HLF); Ministry of Defence (MOD); Scottish Enterprise (SE); Loch Lomond and the Trossachs National Park Authority (LL&TNPA); Argyll and the Isles Strategic Tourism Partnership (AISTP); Argyll and the Isles Tourism Co-operative (AITC); Visit Scotland (VS); Argyll and the Isles Coast and Countryside Trust (AICCT); Clyde Yachting Association (CYA); Royal Yachting Association (RYA).

Sustainable Economic Assets: Priority Two – Tourism, Quality Food and Drink, Forestry in Helensburgh and Lomond Tourism in Helensburgh and Lomond (continued)				
				Ref (SOA, CO & SO)
1.6.1, CO11 & ET02	Develop coach tour market	Argyll and Bute Council works with	Increase number of coach tour visitors to the	ABC and SE in
	value chain across Argyll and	partners to grow market.	Helensburgh and Lomond area during 2014/15 by 5%.	discussion with
	Bute and improve profile.			private operators.
1.6.1, CO1 & ET01	Argyll Coastal Waters project	Work in partnership to deliver this project	Completion of Helensburgh infrastructure works by	ABC and
	delivery.	at the Helensburgh waterfront.	end of April 2014.	STRAMASH.

Notes: Ref (SOA, CO and SO) – reference to the Single Outcome Agreement, corporate outcome and service outcome which this particular outcome will contribute towards. Lead partners: Argyll and Bute Council (ABC); Scottish Enterprise (SE).

#### **Connected Helensburgh and Lomond**

	d Helensburgh and Lomond Utilities in Helensburgh and Lomor	nd		
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (medium to longer term)	Lead partners
2.2.1, CO11 & ET02	Superfast broadband to 85% – 90% of the population by 2020.	Argyll and Bute Council will work closely with the Scottish Government Rest of Scotland team to ensure the success of their digital infrastructure project in Helensburgh & Lomond.	Argyll and Bute interests are safeguarded and the Scottish Government's Rest of Scotland project meets its targets for Helensburgh and Lomond. Fibre technology infrastructure into Helensburgh by May 2014.	ABC, SE, SG. BT and Ofcom.
		Argyll and Bute Council will work closely with Community Broadband Scotland to ensure that communities that do not receive 2mbps broadband.	Maximise the £5 million funding available from Community Broadband Scotland.	
2.2.2, CO11 & ETO2	Improved mobile phone signal quality and coverage levels throughout Argyll and Bute.	Identify the impacts of various mobile providers' development plans on coverage across Argyll and Bute. Develop plans with partner organisations to work with the industry to maximise coverage across Argyll and Bute.	Continue to influence mobile phone providers to upgrade coverage across Argyll and Bute, including Helensburgh and Lomond.	ABC and HIE.
2.3.1, CO11 & ET02	Grid – Improvements to	Argyll and Bute Council communicates	Through ABRA continue to influence the National Grid	National Grid and
	transmission network	needs to the national grid.	to increase capacity on the network.	ABRA.
-	ure: Road, Rail, Cycling and Walkir	ng Transport in Helensburgh and Lomond		
Road				· · ·
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year and medium term)	Lead partners
2.1.2, CO11 & ET02	Road – upgrade and maintain council road network and for trunk roads (A82).	Participation in working groups e.g. Argyll Timber Transport Group.	Roads asset planning and maintenance strategy aligned to the preparation of an Infrastructure Action Plan with the inclusion of the Helensburgh and Lomond area during 2015.	ABC, TS, ATTG, RTPs and AISTP.

Notes: Ref (SOA, CO and SO) – reference to the Single Outcome Agreement, corporate outcome and service outcome which this particular outcome will contribute towards. Lead partners: Argyll and Bute Council (ABC); Scottish Enterprise (SE): Scottish Government (SG); British Telecom (BT); Argyll and Bute Renewable Alliance (ABRA); Transport Scotland (TS); Argyll Timber Transport Group (ATTG); Regional Transport Partnerships (RTPs); Argyll and the Isles Strategic Tourism Partnership (AISTP).

<b>Transport Infrastruct</b>	ture: Road, Rail, Cycling and Walkir	ng Transport in Helensburgh and Lomond (cont	tinued)	
Rail Services				
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year and medium term)	Lead partners
2.1.2, CO11 & ET02	Safeguard and influence the	Ongoing support to improved rail	Annual increase in passenger numbers.	ScotRail and
	improvement of rail links to	connectivity from Helensburgh with central	Reduction in journey time to Glasgow and onto	Sustrans.
	and from Helensburgh to	Scotland.	Edinburgh.	
	Central Scotland.			
Cycling and Walking				
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year)	Lead partners
2.1.2, 2.1.4, CO11 &	Improve cycling and walking	Bid submitted to Sustrans, 14 Feb 2014 –	Increase usage of cycle network by 5%, through annual	ABC, SPT, Sustrans,
ET02	network across Argyll and Bute,	Community Link Programme.	monitoring of cycle counters.	FCS and LL&TNPA.
	including Helensburgh and			
	Lomond, and improve active	Grow, maintain and market cycling and	Completion of the cycle path from Helensburgh to	
		walking in Helensburgh and Lomond area.	Cardross during 2014/15.	
	travel network, for example,	waiking in neiensburgh and comond area.		
	travel network, for example, Core Path Plan, John Muir Way,	waiking in neiensburgh and Lomond area.		

Notes: Ref (SOA, CO and SO) – reference to the Single Outcome Agreement, corporate outcome and service outcome which this particular outcome will contribute towards.

Lead partners: Argyll and Bute Council (ABC); Strathclyde Partnership for Transport (SPT); Forestry Commission Scotland (FCS); Loch Lomond and the Trossachs National Park Authority (LL&TNPA).

#### **Collaborative Helensburgh and Lomond**

Skills Development				
Ref (SOA, CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year)	Lead partners
3.6.6, 5.6.7, CO1 &	Skills development	Deliver a skills audit for Helensburgh and	Completion of Skills Audit by end of March 2015.	ABC, SDS and SE
ETO1	interventions respond to the	Lomond aligned to the proposed Argyll		
	needs of the Helensburgh and	and Bute Skills Investment Plan, led by		
	Lomond economy and support	Skills Development Scotland.		
	individuals and businesses			
	realise their full potential.			

Notes: Ref (SOA, CO and SO) – reference to the Single Outcome Agreement, corporate outcome and service outcome which this particular outcome will contribute towards. Leader partners: Leader partners: Argyll and Bute Council (ABC), Skills Development Scotland (SDS); Scottish Enterprise (SE).

#### **Compelling Helensburgh and Lomond**

Increase Profile				
Ref (CO & SO)	Outcome (by year 5)	Actions to achieve outcome	Success measures (in year)	Lead partners
1.3.1, 1.3.2, 1.3.3,	Increase the profile of the	Creation of a Promotional Action	Delivery of unified approved plan/marketing	ABC Comms team
CO1 & ETO1	Helensburgh and Lomond area	Plan/Market Campaign with input from	campaign for Helensburgh and Lomond with	ABC departments,
	to attract economically active	local communities and employers.	resources assigned, by summer 2014.	SE and other
	new residents (individuals and			appropriate
	families) inward investors and	This will include addressing some key	Tourism Summit, Helensburgh, November 2014.	Community
	visitors (with a potential to	questions, such as:		Planning Partners.
	locate to Helensburgh and	• who is responsible?		
	Lomond) in order to promote	<ul> <li>resources required?</li> </ul>		
	economic development.	<ul> <li>who we want to appeal to?</li> </ul>		
		• what are the Compelling messages for		
		each key group?		
		<ul> <li>how do we align with the other three</li> </ul>		
		Cs?		
		<ul> <li>how do we reach target audiences?</li> </ul>		
		• who are our key partners?		
		<ul> <li>how do we monitor?</li> </ul>		

Notes: Ref (SOA, CO and SO) – reference to the Single Outcome Agreement, corporate outcome and service outcome which this particular outcome will contribute towards. Leader partners: Argyll and Bute Council (ABC); Scottish Enterprise (SE).

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## ARGYLL AND BUTE COUNCIL DEVELOPMENT AND INFRASTRUCTURE SERVICES

HELENSBURGH &LOMOND AREA COMITTEE

8<sup>th</sup> APRIL 2014

# HELENSBURGH CHORD – SECTION 75 ARTWORKS PROPOSAL

# 1. SUMMARY

- **1.1** The purpose of this report is to seek Members approval to spend the £100,000 section 75 Artworks fund to augment the existing CHORD artworks through the development of the Outdoor Museum in Colquhoun Square and associated public realm works.
- **1.2** Each artwork element has been developed in response to wider community consultation and support from the former Helensburgh CHORD Board and the Helensburgh Community Council.

# 2. RECOMMENDATION

- **2.1** That the Helensburgh and Lomond Members approve the artwork proposals outlined in section 3.2 of the report.
- **2.2** That the Helensburgh and Lomond Members nominate three Members to sit on the selection panels of the Community-led (four plinths) and Open Submission (5-6 plinths) competitions for artworks for the Outdoor Museum.
- **2.3** That progress updates are brought to the Area Committee on a regular basis and that the final artwork selection will be reported back to the Helensburgh & Lomond Members for approval at a future date.

# 3. DETAIL

**3.1 Background -** Over the past two years, WAVE*particle* has organised a series of days to invite local people to be at the heart of the Outdoor Museum, and to gather together stories and artefacts about the town. As a result of this process, the content for the first five plinths has been decided, which will include text and objects that celebrate science- John Logie Baird's Stooky Bill; business- the 'Lily Springs' bottling plant; art and craft- the town's first shoemaker, social history- a family heirloom that comes with the story of the lost art of making bespoke butter pats; and entrepreneurship- the famous Comet of Henry Bell, father of steam navigation. These are treasures and stories of local, national and international significance, which will through the

Helensburgh, Scotland and beyond.

The Section 75 funds would be used to extend the most successful aspects of artworks that have been researched, developed and implemented through a wide consultation process with Helensburgh residents. The vision is to create an innovative, accessible Outdoor Museum that will explore, celebrate and display the rich and varied history of Helensburgh for local residents and visitors to the town, both now and in the future- an Outdoor Museum that will enhance the town centre. Outlined below is a description of the proposed artworks.

- **3.2 Proposal** It is proposed that the £100,000 section 75 Artworks monies fund the following artworks:-
  - Additional Plinth Artworks, based upon the design and materials guide that has been evolved in the fabrication of the first 5 Plinth Artworks funded by the CHORD artworks programme;
  - 2. Produce a record of the "History of Helensburgh" in 100 Objects as a Website;
  - 3. Produce a Design Guide as a downloadable PDF;
  - 4. Create 5 bronze plaques that relate to the historic '1845 text'
  - 5. Provide 14 additional stepping stones along the grassed area of the esplanade depicting the most popular children names in Helensburgh over the years; and
  - 6. Produce a 3m x 0.5m sandstone etching showing the evolution of the town map from 1800 to present day

Further details on each of the above elements along with images (number as above) can be found in Appendix A.

**3.3 Project Management -** In the role of Administrator/Project Manager to the Outdoor Museum WAVE*particle* would support all of the above elements around research and development, advertising opportunities, communications, mentoring, overseeing production, on occasion producing within the community-led approach, and overseeing installation. WAVE*particle* would drive the production and design of the design guide and the website and send regular update reports to the CHORD Board.

As part of the research and development work WAVE*particle* would work with the CHORD Board, local councillors and the Community Council, to establish a set of processes to turn these Guides into a simple, functioning system, and to address the best method of selecting proposals.

The future proofing of this process would be developed together so for example an Outdoor Museum Trust could be established to support the perpetuation of the work, a mechanism could be set up for local businesses to contribute to and sponsor the Outdoor Museum and for bequests to be made (both financial and in terms of artefacts of interest).

**3.4 Budget Breakdown -** an indicative breakdown of how the £100,000 section 75 artworks monies are spent is outlined below.

Plinth Artwork - Open Submission Plinth Artwork - Community Led Website/ Design Guidance Town Map Bronze Plaques Stepping Stones	£42,000 £22,000 £2,500 £4,000 £10,500 £3,000
Total	£84,000
Management fee 12.5%	£10,500
Total	£94,500
Contingency 5.8%	£5,500
Total	£100,000

- **3.5 Programme** The intention is to advertise the Plinth Artwork opportunities in April, select applicants in June with installation of artworks programmed to take place in November 2014. The other artwork elements will be completed around July/August 2014. The website and design guidance are due to be completed for November 2014. An indicative programme is attached, see Appendix B
- **3.6** *Risks* **-** There are essentially three risks associated with the successful delivery of the S75 artwork proposals; costs exceeding budget; lower level of response to competitions for Plinth artworks and ensuring artworks are available to be installed without prejudicing the main works programme.

The Helensburgh CHORD Project Manager will regularly review costs with WAVE*particle* to ensure budget is not exceeded. If estimated unit costs increase then this will be offset against contingencies and by the number of artworks delivered.

Given the level of community interest to date in the Plinth Artworks coupled with WAVE*particle's* wide network of artists, the risk of not being able to attract the required level of artworks (9 -10) is deemed to be low.

The Plinths have already been ordered as part of the main CHORD works, the installation of the individual pieces of art will be managed by WAVE*particle*. The stepping stones, the bronze slabs and Town Map have already been researched and designed therefore the risk of not being able to install them in line with main works is low.

# 4. CONCLUSION

- **4.1** The above proposals have been developed in response to wide community consultation and have the support of the former CHORD Board and the Helensburgh Community Council.
- **4.2** The proposed additional Plinth artworks will be sourced through two open procurement process, one which will be community-led, the other will be aimed at attracting submissions from a wide range of artists both local and further afield. This approach will enrich the mix of artworks and appeal to a broad range of people.
- **4.3** Allocating the section 75 artworks funds as outlined in the paper ensures that the artwork is fully integrated within the CHORD public realm works thus avoiding the risk that the section 75 artwork monies is spent on standalone artworks that may fail to enhance the CHORD public realm works.

# 5. IMPLICATIONS

- POLICY: A condition of the Planning Approval for Colquhoun Square was that the Planning Officers were consulted on the artwork proposals, this has been done and planning has discharged this condition.
- FINANCIAL: The Council is in receipt of the £100,000 funds from the Section 75 Agreement with Drum development.
- RISKS: See section 3.6 above.
- HR: None, the artwork proposals will be project managed by WAVE*particle*, who will report to Helensburgh CHORD Project Manager and provide regular progress updates to the Helensburgh and Lomond Members. The project management costs are included in the budget breakdown in section 3.4.

EQUALITIES: None

CUSTOMER SERVICE: None

# Appendices

Appendix A - Description of proposed artworks Appendix B - Indicative Programme

Executive Director of Development and Infrastructure  $8^{TH}$  April 2014

For further information contact: Helen Ford, Helensburgh CHORD Project Manager, Tel: 07879641415

# APPENDIX A - Helensburgh CHORD – S75 Artwork Proposals

Outlined below is a description of the proposed artworks referred to in section 3.2 of the main Helensburgh CHORD – Section 75 Artworks Proposal paper.

# 1. Additional Plinth Artworks

The section 75 monies provides the opportunity to open up Helensburgh's Outdoor Museum to include other artists, writers, school children and others, as the principal makers of a town plinth artwork. There is demonstrable interest from the town in doing so. This interest was most recently in evidence at a presentation on the Outdoor Museum to the Community Council in November 2013. It was explained that the CHORD funding had identified content for 5 plinths and worked out a satisfying and robust methodology for preparing image, text and objects for permanent display on the plinths but that the CHORD plan had also prepared the plinths for over 100 other additions which could be added to for many years to come. A series of nominations came forward from the Community Council and a wealth of discussion over what could come next. It was clear that this work could extend beyond the current available funds to grow and develop over the next decades

The proposed additional Plinth Artworks will be sourced through two different procurement processes. These would be:

## Community-led approach – 4 plinths

The community-led approach could involve local school children, writers, poets and others, who would be supported by WAVE*particle* to make an artwork for the Outdoor Museum.

To advance this approach, WAVE*particle* on Tuesday 25<sup>th</sup> February 2014 delivered a unique day of creative activity at Hermitage Academy in Helensburgh, involving all 260 S1 pupils, who participated in developing ideas for the CHORD artworks programme. WAVE*particle* delivered 72 creative workshops, over the course of the day, to take forward the most successful aspects of artworks that have been researched, developed and implemented through the existing CHORD artworks funding. The day brought unique opportunities for the S1 pupils- who creatively explored their connectedness to each other, to the world that they live in- with emphasis on the idea of" *creating*" community. All 260 were involved in the entire process from design through to the making of an artwork, and many of the 260 contributed a small object to be buried in a time capsule in Colguhoun Square.

As part of the community-led approach the above S1pupils were invited to contribute a small object of importance to them to be buried in a time capsule, under a plinth in Colquhoun Square. Each pupil described the object and its importance in 21 words. A photographic portrait was taken of each pupil's hand holding their object and their 21 words written on a card.

# An Open Submission competition - 5/6 plinths

A brief would be advertised to attract submission form a wide range of artists, writers. The brief would be quite specific about the project requirements. The advertised commission would be followed by a short-listing exercise, involving a selection panel representing key stakeholders. The aim of these new commissions is to invite the involvement of a variety of interested parties in Helensburgh's Outdoor Museum.

#### 2. Design Guide and Website

The aim is to produce a website to supplement the above artwork process for the Outdoor Museum.

The website presented in the style of *'History of Helensburgh In 100 Objects'*, allows for all serious suggestions that come through the Open Submission and the Community-led processes, to be archived.

The website allows the legacy of Helensburgh's Outdoor Museum to spread far and wide. The website will also link directly to the individual plinths in Colquhoun Square via a system similar to 'QR codes' (but more elegant in design)- a customised / bespoke symbol, particular to Helensburgh, will be used to connect smart phones directly to the Plinth content on the website.

Many of these ideas have emerged directly from the ongoing consultation process around the Outdoor Museum.

The Design Guide, which will be designed as a downloadable PDF will be carefully evolved from the fabrication technique developed for CHORD Stage 1 plinths artworks along with the fabrication / procurement / selection processes for the Section 75 Stage 2. This will ensure best practice in identifying content, commissioning contributions, and keeping to a robust and coherent aesthetic sensibility. It will also carry a maintenance schedule with an approach to repairing & replicating and decommissioning.

# 3. Bronze plaques

Five bronze plaques will be produced that relate to the historic '1845 text' from a report on the condition of streets of Helensburgh. The plaques will be positioned in and around Colquhoun Square and the adjoining streets – see attached image.

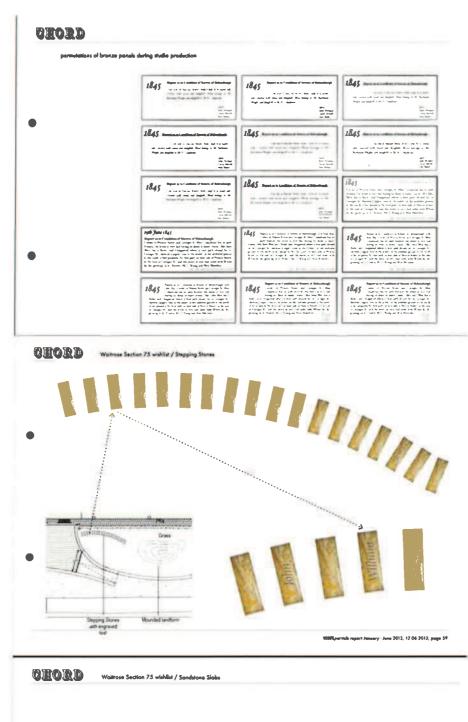
### 4. Additional Stepping stones

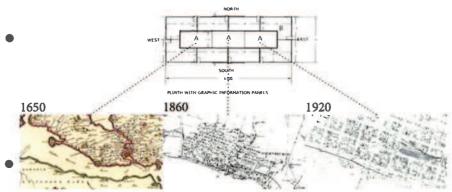
Fourteen additional stepping stones will be provided along the grassed area of the esplanade, each stone will be carved with the first name of a boy or a girl, depicting the most popular children names in Helensburgh over the years – see attached image.

#### 5. Town Map

Produce a 3m x 0.5m sandstone etching showing the evolution of the town map from early records to present day. Maps from 1650, 1860 and 1920 are indicated in the attached drawing but a further design workshop with Heritage experts will confirm the final choice. The maps will be etched into sandstone slabs recovered from the Northeast of Colquhoun Square adjacent to the railway station and they will be relocated as an insert in the seat detailed in the drawing no. attached. This seat sits in the centre of the square on the south side.

# Page 50 APPENDIX A IMAGES FOR ARTWORK ITEMS 4,5 & 6.



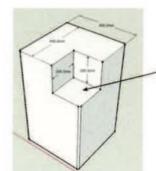


# Page 51 APPENDIX A EXAMPLE OF PLINTH IMAGES - ITEM 1 (3.2 OF REPORT)

William Lees' shoes



**Bottles** 



transparent resin cube inserted into 20x20cm space

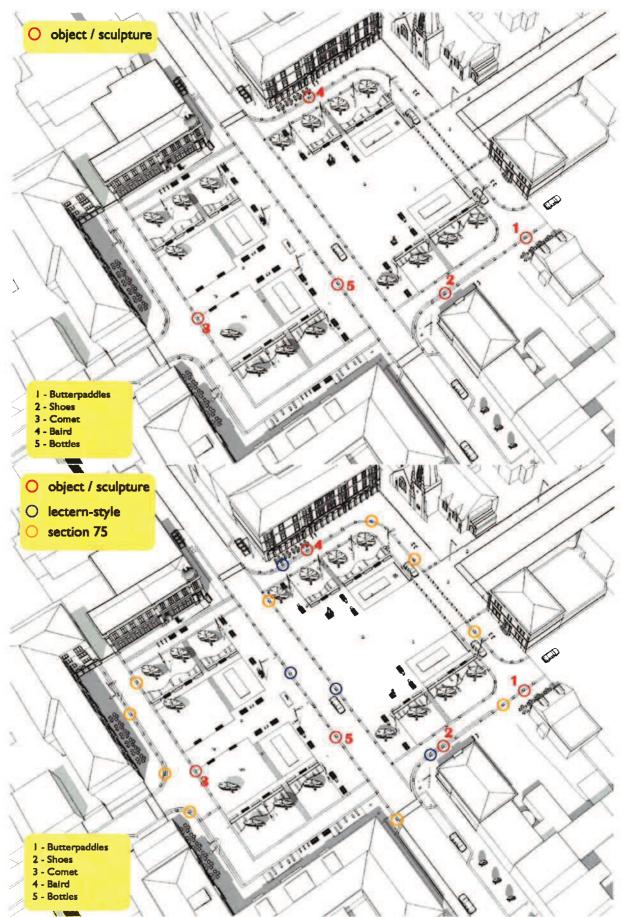
One bottle redaimed from Waitrose site tells its own story as it corries the legend Harvie & Son, Helensburgh, 4 East Princess Street and thus completes two thirds of our goal for each plinth, i.e. and interesting artefact from the town, repositioned dose to or beside its source. The final third will be an engagin short story from a local about Harvie's Chemist.

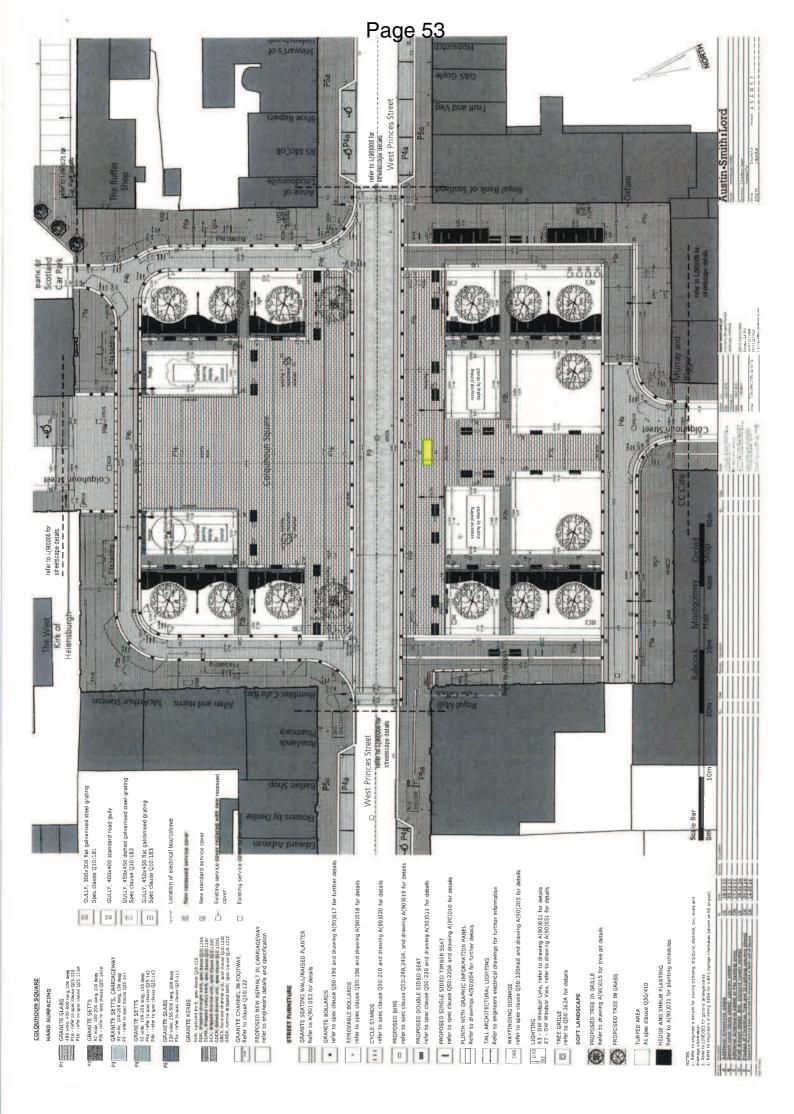


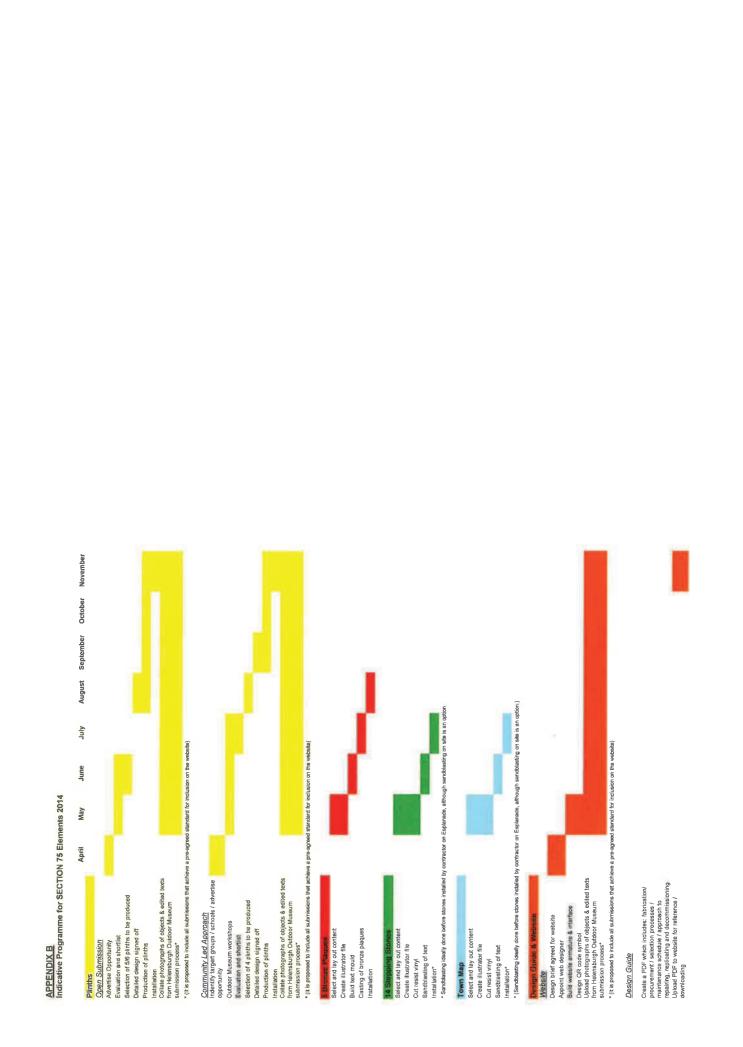
example of embedding as used in previous project, please note the wee bottle



## **APPENDIX A LOCATION OF ARTWORKS**







1

# Agenda Item 12

## **ARGYLL AND BUTE COUNCIL**

# HELENSBURGH AND LOMOND

# CUSTOMER SERVICES

# 

8<sup>th</sup> April 2014

# MEMBERSHIP OF THE WORLD WAR 1 COMMEMORATION STEERING GROUP.

## 1. SUMMARY

The purpose of this report is to update Members in regards Helensburgh Lomond membership of the World War 1 Commemoration Steering Group.

# 2. **RECOMMENDATIONS**

2.1 That the Area Committee note the resignation of Cllr Freeman as the Helensburgh Lomond representative on the WW1 Steering Group and consider appointing another Member to undertake that role.

#### 3. DETAIL

- 3.1 At the Council meeting held on 29<sup>th</sup> August 2013 Members received an update in regards the work being carried out by the Armed Forces Champion, Cllr Corry. Following consideration of that update the Council made a number of decisions, including agreeing to invite Area Committees to nominate a representative to serve on the World War 1 Commemoration Steering Group.
- 3.2 At the October meeting of the Helensburgh Lomond Area Committee Members considered this decision of the Council, and agreed to nominate Cllr George Freeman as the Helensburgh Lomond representative on the WW1 Steering Group.
- 3.3 Due to conflicting diary demands, particularly in respect of his commitment as a Board Member of the National Park authority, Cllr Freeman has missed a number of meetings of the WW1 steering group, and, given that he has not been able to participate fully in the work of the group because of other commitments, has indicated his resignation from the group forthwith.

3.4 Cllr Corry is already a Member of the WW1 Steering group in relation to his role as Armed Forces Champion, Helensburgh Lomond Members may wish to appoint Cllr Corry to additionally represent the H& L area on the steering group.

# 4. CONCLUSION

4.1 The Helensburgh and Lomond Area Committee are invited to note the resignation of Cllr Freeman from the World War 1 Commemoration Steering Group and to consider appointing another local member to represent the area on the group. Cllr Corry is already a member of the group in relation to his Armed Forces role, and could potentially additionally fulfil the area role.

# 5. IMPLICATIONS

Policy -	In keeping with the Council's commitment to work in partnership with other agencies and organisations
Financial –	Members expenses in regards travel etc to attend meetings
Legal -	None
HR -	None
Equalities -	None
Risk -	None
Customer	None
Service -	

# Executive Director of Customer Services 10<sup>th</sup> March 2014

For further information contact: Shirley MacLeod, Area Governance Manager, 22 Hill Street, Dunoon 01369 707134