

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

Customer Services  
Executive Director: Douglas Hendry



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3 June 2014

**NOTICE OF MEETING**

A meeting of the **HELENSBURGH & LOMOND AREA COMMITTEE** will be held in the **PILLAR HALL, VICTORIA HALLS, HELENSBURGH** on **TUESDAY, 10 JUNE 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 - 8th April 2014 (Pages 1 - 6)
  - (b) Minutes of the Helensburgh and Lomond Special Area Committee - 13th May 2014 (Pages 7 - 8)
- 4. PUBLIC QUESTION TIME**
- 5. AREA SCORECARD**  
Report by Executive Director of Customer Services (Pages 9 - 18)
- 6. THIRD SECTOR GRANT EVALUATION REPORTS**  
Report by Executive Director of Community Services (Pages 19 - 26)
- 7. MEMBERS SATISFACTION SURVEY**  
Report by Area Governance Manager (Pages 27 - 34)
- 8. HELENSBURGH PARKING UPDATE - TO FOLLOW**  
Report by Executive Director of Development and Infrastructure Services

## 9. HELENSBURGH CHORD

- (a) CHORD Progress Update  
Report by Project Manager – Helensburgh CHORD (Pages 35 - 36)
- (b) Risk Register - To follow  
Report by Project Manager – Helensburgh CHORD
- (c) Highlight Report - To follow  
Report by Project Manager – Helensburgh CHORD

## 10. KIDSTON PARK - TO FOLLOW

Report by Executive Director of Development and Infrastructure Services

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 1 of Schedule 7a to the Local Government (Scotland) Act 1973.

The appropriate paragraphs are:-

E1 & E2

**Paragraph 8** The amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services.

E3

**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.

## 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

**MINUTES of MEETING of HELENSBURGH & LOMOND AREA COMMITTEE held in the  
CEREMONIES ROOM, HELENSBURGH  
on TUESDAY, 8 APRIL 2014**

**Present:** Councillor Gary Mulvaney (Chair)

|                               |                             |
|-------------------------------|-----------------------------|
| Councillor George Freeman     | Councillor Ellen Morton     |
| Councillor Maurice Corry      | Councillor Aileen Morton    |
| Councillor Vivien Dance       | Councillor David Kinniburgh |
| Councillor Robert G MacIntyre | Councillor Richard Trail    |

**Attending:** Cleland Sneddon, Executive Director, Community Services  
Shirley MacLeod, Area Governance Manager  
David Clements, Programme Manager  
Audrey Baird, Community Development Officer  
Graham Whitefield, Geographic Information System Manager  
Ishabel Bremner, Economic Development Manager

**1. APOLOGIES**

Apologies of absence were intimated from:-

Councillor James Robb

The Area Governance Manager advised that intimation had been received that Councillor A Morton would be late arriving at the meeting.

**2. DECLARATIONS OF INTEREST**

Councillor Robert G MacIntyre declared a non-financial interest in respect of item 7 Third Sector Grant Reports, specifically in regard to Rosneath Peninsula Highland Gathering.

**3. MINUTES**

**(a) MINUTES OF HELENSBURGH AND LOMOND AREA COMMITTEE - 11 FEBRUARY 2014**

The minute of the previous meeting held on 11 February 2014 was approved as a true record.

**(b) MINUTES OF HELENSBURGH AND LOMOND SPECIAL AREA COMMITTEE - 11 MARCH 2014**

The Minute of the Special meeting held on 11 March 2014 was approved as a true record.

**4. PUBLIC QUESTION TIME**

There were no public questions submitted.

**5. AREA SCORECARD - FQ3**

Members considered a report outlining performance in exception for financial quarter 3 of 2013-14.

**Decision:**

Members agreed to note the report.

(Ref: Report by Executive Director of Customer Services, dated 8 April 2014, submitted.)

**6. SCHOOL HOLIDAYS REPORT**

Members considered a report outlining the final pattern of in-service days and school holiday dates for 2015/16 for all schools in the Helensburgh and Lomond area and sought clarity on the potential to synchronise holiday dates with schools in adjoining authorities. The Executive Director of Community Services provided reassurance that this work was being progressed.

**Decision:**

1. Members agreed to endorse the final pattern of in-service days and school holiday dates for 2015/16; and
2. Members agreed that these dates be circulated to all schools and relevant organisations within the Helensburgh and Lomond area.

(Ref: Report by Executive Director of Community Services, dated 8 April 2014, submitted.)

**7. THIRD SECTOR GRANT REPORTS**

Members considered a report outlining recommendations for the award of third sector grants (including events and festivals) to Third Sector organisations in Helensburgh and Lomond. The Community Development Officer explained that the application from the Helensburgh Play Park Association had been withdrawn. She advised that if Members were agreeable she would move the recommended £1,000 back into the second round of third sector grants. Ms Baird agreed to email the closing date for the next round of applications to Members.

Discussion ensued in regards to the Argyll and the Islands LEADER Local Action Group. Ms Baird agreed to provide the information she held to the Area Governance Assistant for dissemination to Members.

Having noted that Councillor MacIntyre declared an interest in respect of Rosneath Peninsula Highland Gathering, the Chair agreed that the report be taken in two parts. Firstly consideration would be given to all recommendations

with the exception of Rosneath Peninsula Highland Gathering.

Councillor MacIntyre left the room for consideration of the Rosneath Peninsula Highland Gathering recommendation.

**Decision:**

1. Members agreed to award all of the grant recommendations detailed in the papers submitted by the Community Development Manager;
2. Agreed to publicise the second round of third sector grants; and
3. Agreed that the additional £1,000 from the withdrawal of the Helensburgh Play Park Authority application, be included in the second round of third sector grants.

(Ref: Report by Executive Director of Community Services, dated 8 April 2014, submitted.)

**8. STREET NAMING AND NUMBERING OF FORMER HERMITAGE ACADEMY SITE**

Members considered a report outlining street names for the whole of the former Hermitage Academy Site.

**Decision:**

1. Members agreed to the street names outlined in recommendation 2.1 of the report;
2. Members approved the two other names, namely Templeton and Cramb in the event that extra streets are developed as a result of future planning applications;
3. Agreed that an appropriate suffix for the street name, subject to the location is delegated to the Geographic Information System Manager in consultation with the Chair and Vice Chair of this Committee; and
4. Agreed that recommendation 2.3 of the report be disregarded.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 8 April 2014, submitted.)

Councillor Aileen Morton entered the meeting at 9.45am.

The Chair ruled and the Area Committee agreed to take the remaining agenda items out of sync due to the speedy consideration of the previous business.

**9. MEMBERSHIP OF THE WW1 COMMEMORATION STEERING GROUP**

Members considered a report providing an update in regards to the Membership of the WW1 Commemoration Steering Group. It was established that Councillor Freeman had resigned from the group due to being unable to attend meetings because of his commitments as a Board member of the National Park Authority, and that another member was required to represent Helensburgh Lomond.

**Decision:**

1. Members agreed to note the report; and
2. Unanimously agreed that Councillor Corry replace Councillor Freeman as local representative on the steering group.

(Ref: Report by Executive Director of Customer Services, dated 8 April 2014, submitted.)

**10. S75 ARTWORK PROPOSALS**

Members considered a report seeking approval to spend the £100,000 Section 75 Artworks Fund to augment the existing CHORD artworks through development of the Outdoor Museum in Colquhoun Square and associated public realm works.

**Decision:**

1. Members approved the artwork proposals outlined in section 3.2 of the report;
2. Nominated Councillors Mulvaney, E Morton, and Trail to sit on the selection panels of the Community-led and Open Submission competitions for artworks for the Outdoor Museum; and
3. Agreed that progress reports are brought back to the Area Committee on a regular basis and that the final artwork selection be reported to the Area Committee at a future date for approval.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 8 April 2014, submitted.)

**11. LOCAL ECONOMIC DEVELOPMENT ACTION PLAN - 2014-2018**

Members considered a report seeking approval on taking forward the Local Economic Development Action Plan (EDAP) as a working document.

Discussion ensued in relation to suggested amendments to the document, with Members requesting that the amended document be forwarded to them in due course.

**Decision:**

1. Members agreed to approve the working document, subject to the suggested amendments; and
2. Requested that the item be brought back to the Area Committee meeting in October 2014 for an update.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 8 April 2014, submitted.)

## 12. JOHN LOGIE BAIRD INNOVATION CENTRE FOR HELENSBURGH

Members considered a verbal update in regards to the Innovation Centre for Helensburgh. The Economic Development Manager advised that discussion had taken place with Scottish Enterprise into the possibility of building a new innovation centre, however they confirmed that they do not build bespoke buildings anymore. She advised that they had agreed to undertake a feasibility study, and contribute £3,000 for this. Discussion took place over the true cost of a feasibility study and Members agreed that the Head of Economic Development and Strategic Transport should feedback to Scottish Enterprise that the Area Committee are not happy with the £3,000 contribution and that they wish to widen the discussion to see what Scottish Enterprise are doing in support of other areas of EDAP and wider economic regeneration in the Helensburgh Lomond area..

Further discussion was had in relation to the possibility of using another Council building, such as the Municipal Chambers for this purpose.

Ishabel Bremner explained that she would ensure that all options are explored and covered in the brief.

### **Decision:**

Members agreed to note the update.

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**MINUTES of SPECIAL MEETING of HELENSBURGH & LOMOND AREA COMMITTEE held in the  
PILLAR HALL, VICTORIA HALLS, HELENSBURGH  
on TUESDAY, 13 MAY 2014**

**Present:** Councillor Gary Mulvaney (Chair)

|                               |                          |
|-------------------------------|--------------------------|
| Councillor George Freeman     | Councillor Ellen Morton  |
| Councillor Maurice Corry      | Councillor Aileen Morton |
| Councillor Vivien Dance       | Councillor James Robb    |
| Councillor David Kinniburgh   | Councillor Richard Trail |
| Councillor Robert G MacIntyre |                          |

**Attending:** Shirley MacLeod, Area Governance Manager  
Helen Ford, Project Manager – Helensburgh CHORD

**1. APOLOGIES**

There were no apologies submitted.

**2. DECLARATIONS OF INTEREST**

Councillor Dance declared a non-financial interest in item 3 of the agenda (Events Proposal – Chamber of Commerce) as a Member of the Chamber of Commerce. Councillor Mulvaney declared a non-financial interest in item 3 of the agenda (Events Proposal – Chamber of Commerce) by connection of his business' support of the Summer Event principle, as did Councillor Trail as a relative of the Chair of the Chamber of Commerce. All three Councillors left the room and took no part in the discussion of the item, which is dealt with at item 3 of this Minute.

**3. EVENTS PROPOSAL - CHAMBER OF COMMERCE**

Councillors Dance, Mulvaney and Trail left the room during discussions on this item.

Members considered a report detailing the financial support sought by the Helensburgh and Lomond Chamber of Commerce from the Council to run a programme of summer events in the town centre between 19<sup>th</sup> and 27<sup>th</sup> July 2014.

**Motion**

To agree to the recommendations outlined in section 2 of the report, adding the words “and complies with the Council’s rules on the use of capital budget” at the end of section 2.2 and to add a further recommendation 2.3 “ that the Area

Committee recommend to Council that the summer events programme be included in the Council's strategic events programme"

Moved by Councillor Robb, seconded by Councillor E Morton.

**Decision:**

The motion was agreed unanimously.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 13<sup>th</sup> May 2014, submitted.)

Councillors Dance, Mulvaney and Trail re-entered the room for the discussions on the following item.

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 Paragraph of Part 1 of Schedule 7A to the Local Governments (Scotland) Act 1973.

The appropriate paragraphs are:-

E1

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

**4. HELENSBURGH SHOPFRONT ENHANCEMENT INITIATIVE - STAGE 1**

Members considered a report outlining the thirty six stage 1 applications which had been received. It was noted that applications that progress to stage 2, required to be lodged by the end of August 2014. Helen Ford, Project Manager – Helensburgh CHORD, advised that these would be evaluated during the month of September and brought back to the Area Committee in October for deliberation.

**Decision:**

Members agreed to the recommendations outlined at section 2 of the report, subject to clarity being received that the proposed spend complies with the Council's rules on the use of capital funding.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 13<sup>th</sup> May 2014, submitted.)

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**ARGYLL AND BUTE COUNCIL**

**HELENSBURGH AND  
LOMOND AREA  
COMMITTEE**

**CUSTOMER SERVICES**

**10<sup>th</sup> June 2014**

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**AREA SCORECARD FQ4 2013-14**

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**1 Background**

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 4 of 2013-14 (January – March 2014). 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.

Douglas Hendry  
Executive Director, Customer Services

For further information, please contact:

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

| Environment  | Target    | Helensburgh & Lomond | Council   |
|--|-----------|----------------------|-----------|
| Car Parking income to date - H&L                                     | £ 270,543 | £ 158,369 <b>R</b> ↓ | £ 710,244 |
| Dog fouling - number of complaints H&L                               | 12        | 28 <b>R</b> ↓        | 120       |
| Dog fouling - number of fines issued H&L                             |           | 3 <b>U</b>           | 12        |
| LEAMS - H&L Helensburgh  | 73        | 70 <b>R</b> ↓        | 79        |
| No of Complaints ref Waste Collection H&L                            |           | 0 <b>U</b>           | 29        |
| Dark street lamps – number of dark-lamp-nights * no data currently * |           |                      |           |

| Education   | Target    | Helensburgh & Lomond | Council   |
|---|-----------|----------------------|-----------|
| Primary schools % attendance H&L                                    | 96.0 %    | 96.4 % <b>G</b> ↓    | 96.1 %    |
| School % attendance <small>Hornferris Academy Term 2 13/14</small>  | 94.5 %    | 93.8 % <b>R</b> ↑    | 93.6 %    |
| H&L Teachers absence per FTE  | 1.81 Days | 0.70 Days <b>G</b> ↑ | 1.86 Days |
| H&L Non-teaching staff absence per FTE                              | 2.60 Days | 2.86 Days <b>R</b> ↓ | 3.94 Days |
| % positive destinations <small>Hornferris Academy ACY 12/13</small> |           | 88 % <b>U</b>        | 92.4 %    |

| Adult Care   | Target | Helensburgh & Lomond | Council |
|--|--------|----------------------|---------|
| H&L - No of DP Clients   |        | 29 <b>U</b>          | 94      |
| H&L - No of Children receiving DP                                    |        | 0 <b>U</b>           | 10      |
| H&L - No of People Awaiting FPC within their Homes                   | 0      | 0 <b>G</b> ↔         | 0       |
| H&L - % of Older People receiving Care in the Community              | 80 %   | 83 % <b>G</b> ↑      | 76 %    |
| H&L - % of Older People receiving Care in the Community - In Year    | 80.0 % | 85.8 % <b>G</b> ↑    | 77.7 %  |
| H&L - Delayed Discharges awaiting Admission to a Care Home - In Year |        | 4 <b>U</b>           | 13      |
| H&L - No of Delayed Discharges over 4 Weeks                          |        | 0 <b>U</b>           | 1       |
| H&L - % of LD Service Users with a PCP                               | 80 %   | 99 % <b>G</b> ↔      | 94 %    |

| Children and Families                                      | Target | Helensburgh & Lomond | Council |
|--|--------|----------------------|---------|
| CPS H&L - No of Children on CPR                            |        | 14 <b>U</b>          | 25      |
| CP16a H&L - No of Children on CPR with a completed CP plan |        | 14 <b>U</b>          | 25      |
| CABD53 H&L - Open Cases - children with disability         |        | 39 <b>U</b>          | 130     |
| CA12 H&L - Total No LAAC                                   |        | 37 <b>U</b>          | 134     |
| CA17 H&L - No of External LAAC                             |        | 2 <b>U</b>           | 7       |
| CA25 H&L - % Reviews of LAAC Convened within Timescales    | 100 %  | 94 % <b>R</b> ↓      | 91 %    |

| Economy   | Target | Helensburgh & Lomond  | Council |
|---|--------|-----------------------|---------|
| H&L Business Gateway Customer satisfaction                    |        | currently no H&L data |         |
| CC1 Affordable social sector new builds - H&L                 | 0      | 0 <b>G</b> ↔          | 0       |
| All Local Planning Apps: % processed in 2 months in H&L       | 70.0 % | 82.9 % <b>G</b> ↓     | 70.6 %  |
| Householder Planning Apps: % processed in 2 months in H&L     | 90.0 % | 93.8 % <b>G</b> ↓     | 84.1 %  |
| % of Building Warrants Apps responded to within 20 days - H&L |        | 91.1 % <b>U</b>       | 92.7 %  |

| Roads  | Target | Helensburgh & Lomond | Council |
|--|--------|----------------------|---------|
| % road area resurfaced/reconstructed - H&L <small>FY 12/13</small> | 2.53 % | 2.97 % <b>G</b> ↓    | 1.88 %  |
| % road area surface treated - H&L <small>FY 12/13</small>          | 4.40 % | 4.52 % <b>G</b> ↓    | 4.45 %  |
| % Cat 1 road defects repaired by end of next working day - H&L     | 90 %   | 90 % <b>G</b> ↓      | 95.0 %  |

| Community Resilience                                  | Target | Helensburgh & Lomond | Council |
|---|--------|----------------------|---------|
| H&L % community councils with emergency plan          | 80 %   | 14 % <b>R</b> ↔      |         |
| H&L % community councils developing an emergency plan | 43 %   | 43 % <b>U</b>        |         |



## Helensburgh & Lomond Area Scorecard Exceptions

FQ4 13/14

Performance worth noting

### Environment

|  | FQ3                  | FQ4                  | Target FQ4 |
|--|----------------------|----------------------|------------|
| Car Parking income to date - H&L       | £ 143,077 <b>R</b> ↑ | £ 158,369 <b>R</b> ↑ | £ 270,543  |
| Dog fouling - number of complaints H&L | 7 <b>G</b> ↑         | 28 <b>R</b> ↓        | 12         |
| LEAMS - H&L Helensburgh                | 73 <b>G</b> ↑        | 70 <b>R</b> ↓        | 73         |

### Education

|  | FQ3                  | FQ4                  | Target FQ4    |
|--|----------------------|----------------------|---------------|
| H&L Non-teaching staff absence per FTE | 3.27 Days <b>R</b> ↓ | 2.86 Days <b>R</b> ↑ | 2.60 Days     |
|  | <i>Term 1 13/14</i>  | <i>Term 2 13/14</i>  | <i>Target</i> |
| School % attendance Hermitage Academy  | 93.3 % <b>G</b> ↓    | 93.8 % <b>R</b> ↑    | 94.5 %        |

### Adult Care

|   | FQ3             | FQ4             | Target FQ4 |
|---|-----------------|-----------------|------------|
| H&L - % of Older People receiving Care in the Community | 77 % <b>R</b> ↑ | 83 % <b>G</b> ↑ | 80 %       |



### Children & Families

|   | FQ3              | FQ4             | Target FQ4 |
|---|------------------|-----------------|------------|
| CA25 H&L - % Reviews of LAAC Convened within Timescales | 100 % <b>G</b> → | 94 % <b>R</b> ↓ | 100 %      |

### Community Resilience

|  | FQ3             | FQ4             | Target FQ4 |
|--|-----------------|-----------------|------------|
| H&L % community councils with emergency plan | 14 % <b>R</b> → | 14 % <b>R</b> → | 80 %       |

### Children & Families

|  | Target | Helensburgh & Lomond | Council |
|--|--------|----------------------|---------|
| CP5 H&L - No of Children on CPR                            |        | 14 →                 | 25      |
| CP16a H&L - No of Children on CPR with a completed CP plan |        | 14 →                 | 25      |
| CABD53 H&L - Open Cases - children with disability         |        | 39 ↑                 | 130     |



| <b>Success Measure</b>  | <b>Target FQ4</b> | <b>Actual FQ4</b> | <b>Traffic light</b> | <b>Trend</b> | <b>Comments</b>   |
|---|-------------------|-------------------|----------------------|--------------|---|
| AC1 - % of Older People receiving Care in the Community         | 80%               | 76%               | Red                  | Ascending    | Care at Home Performance continues to improve and move towards the 80% target. 77% at March 2014. The 80% target was an ambitious target which we have not managed to achieve this year. The last two years have indicated a pattern of improvement of 5% per annum being a more realistic. Projected improvement for 2014/15 will be 5% improvement over the year which would result in the 80% target being achieved during 2014/15. 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. |
| CA25 A&B - % Reviews of LAAC Convened within Timescales         | 100%              | 91%               | Red                  | Descending   | There will be occasions when a review will need to be postponed and this is often due to availability of the child or their parents which affects compliance with the timescale.  |
| CA25 H&L - % Reviews of LAAC Convened within Timescales         | 100%              | 94%               | Red                  | Descending   |   |
| A&B % of Older People receiving Care in the Community - In Year | 80%               | 78%               | Red                  | Ascending    |   |

| Success Measure  | Target FQ4 | Actual FQ4 | Traffic light | Trend      | Comments  |
|--|------------|------------|---------------|------------|---|
| H&L - Delayed Discharges awaiting Admission to a Care Home - In Year |            | 4          |               | Descending | Discharges that are currently delayed. Currently we have three recorded. We have accounted for these patients who are not in a position to be discharged. One patient is currently waiting on a vacancy to become available in one of the two homes their family have chosen for them. The Second Patient is subject to the policy under the Adults With Incapacity Act. This work has become necessary because this client does not have capacity to make a decision about thier future. Whereas we are trying to be proactive in terms of our use of this legislation prior to hospital admission; to therefore not encounter delays in hospital for this reason; we had no opportunity to do this for this client because he is a new referral to Adult Care. The Third patient has been delayed in the discharge process because there was no available bed at their placement of choice. An interim placement was not suitable or available in this instance because of the nature of the client's needs. However there is a long term placement identified now and it is anticipated they will move this coming week. |
| H&L - No of Delayed Discharges over 4 Weeks                          |            | 0          |               | Descending | Update of Jan 14 (*below)We can report the fall to 0 is due to the patient being successfully discharged. To move forward with the last report whereby we are improving pathways, we can report how all complex cases are allocated to the Care Managers who are promptly liaising with NHS staff at the point of Admission to facilitate the whole process towards discharge. 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 stream line current hospital admission / discharge processes.  |

| Success Measure  | Target FQ4 | Actual FQ4 | Traffic light | Trend      | Comments   |
|--|------------|------------|---------------|------------|--|
| CP16a H&L - No of Children on CPR with a completed CP plan |            | 14         |               | Constant   |  |
| H&L - No of Children receiving Direct Payments             |            | 0          |               | Constant   | As from the 1st April 2014, Self Directed Support Bill implemented and staff are undergoing training to fulfil our responsibility related to that.   |
| H&L - No of Direct Payment Clients                         |            | 29         |               | Constant   | As from the 1st April 2014, we are looking to increase our use of the Direct Payment as one option via the Self Directed Support policy and with that, record our ability to offer choice in the delivery of our care. Our frontline staff are currently building on the training provided as from the 1st April applying the policy to all new referrals. We are monitoring that via supervision so to assess the uptake and increase our understanding of what our clients want. |
| CABD53 - Open Cases - children with disability             |            | 130        |               | Ascending  | Numbers of children open to the CWD team has continued a gradual rise over the past year, this is in part a result of earlier involvement in transitions planning and the implementation of GIRFEC identifying children who may need additional supports   |
| CABD53 H&L - Open Cases - children with disability         |            | 39         |               | Ascending  | Last quarter's trend has continued with a further slight reduction on open cases. This is anticipated to fluctuate over time as new families move to the area and/or seeking support and children transitioning to adult services.   |
| CP5 H&L - No of Children on CPR                            |            | 14         |               | Constant   |  |
| CA12 H&L - Total No LAAC                                   |            | 37         |               | Descending |  |



| Success Measure   | Target FQ4 | Actual FQ4 | Traffic light | Trend      | Comments  |
|---|------------|------------|---------------|------------|---|
| Sickness absence, Education non-teaching staff            | 2.6 days   | 2.9 days   | Red           | Ascending  | FQ3 2013-14 update There is a slight increase in the medically certified and a larger increase in self certified (totalling over 100 days), compared to the July-Sept quarter.  |
| Householder Planning Apps: % processed in 2 months in A&B | 90%        | 84%        | Red           | Descending |   |
| H&L % community councils with emergency plan              | 80%        | 14%        | Red           | Constant   | Cardross has completed their emergency plan.  |
| LEAMS - H&L Helensburgh                                   | 73         | 70         | Red           | Descending | The street cleanliness figures for the FQ4 period are disappointing, reading as follows - January 71, February 71 and March 67, these performance figures are below the Council's target of 73. Having assessed recent reports, in relation to the areas inspected and the scoring related, the town of Helensburgh remains well maintained with some of the surrounding locations being the areas requiring greater attention, particularly, on school routes. Another issue has been the recent staffing levels due to long term illness. |

| Success Measure  | Target FQ4 | Actual FQ4 | Traffic light | Trend      | Comments   |
|--|------------|------------|---------------|------------|--|
| Car Parking income to date - H&L                             | £271K      | £158K      | Red           | Ascending  | The actual income remains below the targeted projection, with varying factors contributing, the current economic situation, the current ongoing CHORD programme and the lack of police enforcement with regards to the on-street parking. The level of income projected requires to be addressed to a more realistic figure, however, with the Council being responsible for the on-street parking enforcement from 12th May 2014, it would be hoped that the enforcement of our town centres and surrounding areas would encourage drivers to use the off-street parking facilities and therefore, an increase in the car parking income should be seen.                        |
| % Cat 1 road defects repaired by the end of next working day | 90%        | 95%        | Green         | Ascending  | Q4 No of Cat 1 defects reported – 120 No. No of Cat 1 defects completed within the allocated period – 114 No. The overall percentage of Cat 1 defects attended to within the allocated 5 day time period has risen to 95%, the highest achieved this financial year. The overall number of Cat 1 defects reported during the year continues to fluctuate (120 for Q4, 81 for Q3, 37 for Q2 and 94 for Q1) – this is perhaps reflective of seasonal weather conditions and the actual condition of the road network. Figures for the Areas are as follows:- Bute and Cowal – 100% Helensburgh and Lomond – 90% Mid Argyll, Kintyre and Islay – 94% Oban Lorn and the Isles - 100% |
| CC1 Affordable social sector new builds                      | 0          | 0          | Green         | Descending | Q4 13/14 There were no new build completions this quarter<br>Q3 13/14 Figure will be available towards the end of January  |
| % road area resurfaced/reconstructed - H&L                   |            |            |               |            | FY13/14 Data - Anticipated June As an annual measure, data required to populate this measure takes time to collate. Traditionally it is input late May or June.  |

| Success Measure                          | Target FQ4 | Actual FQ4 | Traffic light | Trend      | Comments   |
|--|------------|------------|---------------|------------|--|
| % road area surface treated - H&L        |            |            |               |            | FY13/14 Data - Anticipated June As an annual measure, data required to populate this measure takes time to collate. Traditionally it is input late May or June.  |
| Dog fouling - number of fines issued H&L |            | 3          |               | Ascending  | FQ4 Three fines have been issued over the FQ4 period; it is unfortunate that the number of fines issued does not reflect on the enforcement measures carried out by the warden service. The main problem in dealing with this issue is that the wardens must either catch the owner, failing to clean up after the dog, or have information be made available to support enforcement measures. Amenity Services will continue to seek community engagement in dealing with this issue. |
| Dog fouling - number of complaints H&L   | 12         | 28         | Red           | Descending | The number of complaints has increased over the three month period, similar to that of the same period last year. The warden service continues to carry out patrols; however, on many instances relating to the complaints, further information is required. Amenity Services will continue to engage with partners in attempt to gain support and further information relating to this issue.   |

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**ARGYLL AND BUTE COUNCIL  
HELENSBURGH AND LOMOND AREA COMMITTEE**

**10 June 2013**

***MONITORING OF GRANTS TO THE THIRD SECTOR 2013/14***

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**1. SUMMARY**

- 1.1 This report highlights how the funding from grants to the Third Sector was spent in 2013/14. Information was taken from the end of year project monitoring reports received from those organisations who received funding through the Third Sector Grants scheme in 2013/14.
- 1.2 The total Third Sector Grants budget made available by the Council for allocation in Helensburgh and Lomond for 2013/14 was £35,000. The total of £35,000 was awarded to 27 organisations. Three of those organisations later cancelled their projects and the funds, amounting to £2,580, were not drawn down.
- 1.3 Awards were distributed in Helensburgh and Lomond at Area Committee meetings in April and August 2013. Organisations have up to three months from the end of the Project to complete and return the project monitoring reports.

**2. RECOMMENDATIONS**

- 2.1. Members are asked to note the contents of the report.

**3. DETAILS**

- 3.1. Detailed below is a summary of the information received from the end of project monitoring reports.
- 3.2. All grant recipients have returned monitoring forms.
- 3.3. Funding totalling £2,580 was not allocated to three organisations due to a change in their circumstances.

| No | Organisation                               | Project funded  | Total Projected Costs | Actual Costs | Match funding                                    | Award            | Comments   | Beneficiaries            |       |  |
|----|--|---|-----------------------|--------------|--|------------------|--|--------------------------|-------|--|
|    |  |   |                       |              |  |                  |  | M                        | F     | Age  |
| 1  | Argyll and Bute Youth Forum                | Youth achievement event to be held in Oban in September 2013                          | £4,820                | £3,158       | £1,747 and Forum's funds                         | £250             | The event recognised young people's achievements and showcased the positive impact they make on society.   | 49                       | 88    | 10-16 (58)<br>17-24 (25)<br>25-64 (23)<br>65+ (1)                                |
| 2  | Bicentenary Pipe Band Championships        | Running costs of the Bicentenary Pipe Band Championships to be held on 16th June 2013 | £12,000               | £10,023      | Funding raised from fundraising events donations | £4,000           | All objectives were met and there were numerous positive outcomes including support from businesses and an increase in the number of young people getting involved. <b>The organisers have requested that the Council consider providing grant funding on a more continuous basis.</b> | 1,800                    | 1,800 | 0-4 (60)<br>5-9 (275)<br>10-16 (500)<br>17-24 (600)<br>24-64 (1600)<br>65+ (400) |
| 3  | Cornerstone                                | Staff, training and running costs   | £3,976                | £1,414       | £0   | £1,414 (to date) | The project is ongoing due to delay in the recruitment process. Further information on spend will be sought from the applicant.  | Information not supplied |       |  |
| 4  | Cove and Kilcreggan Lunch Club             | Running costs, including transport, and social activities for members of lunch club   | £1,368                | £993         | Club's funds                                     | £450             | Many members live alone and are socially isolated. For some the Club provides the only hot, cooked meal they get each week.  | 0                        | 20    | 65+ (20)   |
| 5  | Cove and Kilcreggan Youth Club             | Salary costs youth worker - summer outings for young people                           | £7,560                |              |  | £1,040           | The project was cancelled and the funds were not drawn down.   |                          |       |  |
| 6  | Dumbarton and District Branch - MS Society | Running costs/transport of the branch's drop-in centre in Braeholm, Helensburgh       | £3,668                | £4,954       | Society's funds                                  | £1,050           | All objectives were met. The group provides MS specific exercise classes and respite for carers.   | 4                        | 15    | 24-64 (15)<br>65+ (4)  |

| No | Organisation  | Project funded   | Total Projected Costs | Actual Costs  | Match funding              | Award  | Comments  | Beneficiaries  |    |  |
|----|---|--|-----------------------|---|----------------------------|--------|---|--|----|--|
|    |   |  |                       |   |                            |        |   | M  | F  | Age  |
| 7  | Friends of Duchess Wood                                   | Equipment/Materials  | £800                  | £637  | Friends' funds             | £320   | Objectives achieved. Benches, fences and wooden bridges were repaired by volunteers through the Friends' work group scheme.   | Approx. 100k visitors, of all ages, to the wood each year.   |    |  |
| 8  | Gareloch Branch -Riding for Disabled (RDA) SCIO           | Insurance and livery cost for two specially-trained horses   | £10,108               | £8,600  | £20,375                    | £2,625 | RDA has provided opportunities for more than 45 people with disabilities to access exercise and involvement with horses leading to improvement in general wellbeing and confidence.   | 26   | 22 | 0-4 (1)<br>5-9 (15)<br>10-16 (12)<br>17-24 (9)<br>24-64 (11) |
| 9  | Gibson Hall, Garelochhead                                 | Hosting social events incl 2 children's events and 4 quiz nights; offered at a reduced cost to encourage all to take part. | £5,770                | £5,100  | £0                         | £975   | Despite a reduction in the number of planned events. Events attracted a wide range of people from the community especially low income groups who appreciated the reduced charges.   | All age groups and genders were catered for and benefitted especially very young and senior citizens |    |  |
| 10 | Helensburgh & Lomond Highland Games                       | Annual running costs of Helensburgh and Lomond Highland Games on 1st June 2013   | £31,639               | £31,639   | £17,340, plus Game's funds | £4,000 | The HLG group worked with local schools and clubs to promote the athletic competitions. Over 105 Highland dancers participated, and adult runners came from all over Scotland and the North of England to take part in the hill race. |  |    | Approx 4500-5000 of all ages                                 |
| 11 | Helensburgh Addiction Rehabilitation Team - Women's Group | Support for HART's Women's Group, including venue hire, staffing and materials   | £2,376                | £1,779 (to 31/3/14) additional costs to be incurred | HART's funds               | £1,070 | The group has increased from 3 to 7 members.  | n/a  | 7  | Not given  |

| No | Organisation                              | Project funded  | Total Projected Costs | Actual Costs | Match funding           | Award  | Comments   | Beneficiaries |               |  |
|----|---|---|-----------------------|--------------|-------------------------|--------|--|---------------|---------------|--|
|    |   |   |                       |              |                         |        |  | M             | F             | Age  |
| 12 | Helensburgh Amateur Athletics             | Extra training sessions for juniors to allow access to coaching qualification.  | £4,020                | £3,894       | Club's funds            | £1,810 | 15 young people were offered a month's trial with the Club and 28 joined the Run Jump Throw Group.   | 40            | 60            | 10-16 (100)  |
| 13 | Helensburgh and Lomond Youth Forum        | Four week programme of activities for young people in July  | £1150                 | £1180        | £600 plus Forum's funds | £105   | A summer programme of activities was delivered, filling a gap in provision.  | 16            | 14            | 5-9<br>10-16<br>17.24                                  |
| 14 | Helensburgh Community Woodlands Group     | An independent valuation of land - to be undertaken by District Valuer  | £780                  | £773         | £0                      | £390   | Valuation undertaken and information used to support an unsuccessful funding application to the Armed Forces Community Covenant. The group was advised to resubmit once certain conditions were met.   | 42            | 48            | not given  |
| 15 | Helensburgh Cricket & Rugby Football Club | Salary costs of a Rugby Development Officer post to secure the continuation of the Primary and Secondary School Rugby Development Programme | £10,200               | £10,200      | Club's funds            | £2,775 | Through an established curricular rugby input and after-school programme and holiday camps, HRC increases participation in the sport. All HRC coaches now have their RugbyReady qualification and more than 15 parents and coaches attended a series of development workshops. | 1200<br>+     | 800+          | 5-9 (1207)<br>10-16 (800+)<br>17-24 (35)<br>25-64 (33) |
| 16 | Helensburgh Orchestral Society            | Outreach programme of two concerts in Dunoon and Arrochar   | £1,170                | £1,038       | Society's funds         | £410   | The Society gave a concert at the Three Villages Hall in Arrochar on 19/5/14 providing a welcome afternoon of music, tea and cakes in a village where there are few opportunities to hear live orchestral music.   | Appr<br>ox 65 | Appro<br>x 65 | 0-4<br>5-9<br>10-16<br>17-24<br>25-64<br>65+           |



| No | Organisation                                  | Project funded  | Total Projected Costs | Actual Costs | Match funding             | Award  | Comments   | Beneficiaries |     |  |
|----|---|---|-----------------------|--------------|---------------------------|--------|--|---------------|-----|--|
|    |   |   |                       |              |                           |        |  | M             | F   | Age  |
| 17 | Helensburgh Savoy Musical Club                | Running costs of Cole Porter's production of 'Anything Goes' in November 2013               | £12,200               | £14,767      | £0                        | £1,125 | Show made loss of £7,000 because audience numbers were down by 50%. Grant was an underwrite  | 30?           | 30? | 10-16 (5)<br>17-24 (21)<br>25-64 (20)<br>65+ (4) |
| 18 | Kirkmichael Tenants and Residents Association | Gardening Project   | £3,000                |              |                           | £1,000 | The project was cancelled when KTRA folded and the funds were not drawn down.  |               |     |  |
| 19 | NVA   | Purchase of equipment and marketing costs for the development of Kilmahew Productive Garden | £3,600                | £3,600       | £1,800 and NVA funds      | £1,620 | The main aim of the project – to provide opportunities for people to be directly involved in the development of the Kilmahew/St Peters project through a range of landscape and heritage based learning activities was achieved. | 74            | 94  | 17-24 (2)<br>25-64 (154)<br>65+ (12)             |
| 20 | Peninsula Players                             | Rehearsal and production costs of new drama group   | £1,200                | £1,534       | £1,100                    | £620   | This new community group has achieved its aims for its first year and it now has a firm base on which to continue and grow in future years.  |               |     | 260 people in audience aged 17-65+               |
| 21 | Rhu and Shandon Playgrounds Association       | Spring bulbs for play park  | £6,348                | £135         | The Assoc's funds         | £60    | Visual amenity of the park being improved and low levels of vandalism witnessed.   | All           | All |  |
| 22 | Rhu and Shandon Seniors Club                  | Social events and outings   | £1,490                | £1,657       | Fundraising and donations | £480   | Enhanced the life and wellbeing of senior citizens who do not have the opportunity to participate in coach trips and the company of others at organised lunches.   | 9             | 37  | 65+ (46)   |

| No | Organisation                                     | Project funded   | Total Projected Costs | Actual Costs | Match funding         | Award  | Comments  | Beneficiaries |           |  |
|----|--|--|-----------------------|--------------|-----------------------|--------|---|---------------|-----------|--|
|    |  |  |                       |              |                       |        |   | M             | F         | Age  |
| 23 | Rosneath and Clynder Senior Citizens Association | Spring lunch and social outings and entertainment in summer and winter for members of the group                                  | £2,340                | £2,340       | Assoc's funds         | £260   | The Association organised summer and winter events to provide opportunities for members to socialise.   | not given     | not given | 65+ (80)   |
| 24 | Rosneath Peninsula Amenity Society               | Provision of broadband access in Cove library and funding towards addressing the problem of Japanese knotweed in the area        | £650                  | £580         | The Society's funds   | £290   | Knotweed along the foreshore is diminishing. Broadband access provided is the only public access point on the west side of the Peninsula.                   | All           | All       |  |
| 25 | Rosneath Peninsula Highland Gathering            | Running costs of Rosneath Peninsula Highland Games on 14th July 2013   | £21,000               | £21,000      | The group's own funds | £4,000 | One particularly positive outcome was that there was an increase in young people getting involved in the piping, dancing and field events in 2013.          | 840           | 500       | 0-4 (60)<br>5-9 (80)<br>10-16 (100)<br>17-24 (350)<br>25-64 (550)<br>65+ (200) |
| 26 | Route 81 Youth Project                           | Running costs for a programme of outdoor activities for young people   | £6,780                | £6,350       | £3,750                | £2,250 | The primary objectives of helping young people to gain new skills, enhance their self-confidence and develop their employability skills have been achieved. |               |           | 5-9 (76)<br>10-16 (31)<br>17-24 (6)  |
| 27 | The Luss and Arden Community Development Trust   | Pilot project of story-telling workshops for children of Luss, Rhu and Arrochar Primary Schools, and the wider community in 2013 | £1,200                |              |                       | £540   | The project was cancelled and the funds were not drawn down.  |               |           |  |

#### **4. CONCLUSION**

- 4.1. All organisations have returned their end of project report.
- 4.2 The project monitoring form has a section asking for comments on the grant process. Not all applicants have completed this section but of those received the comments have largely been very positive. The majority note that the process is simple, straightforward, clear and concise. Thanks are noted for the support received from staff and elected members.

#### **5. IMPLICATIONS**

*Policy: None*

*Finance: The report sets out the expenditure from the Helensburgh and Lomond area 2013/14 budget for the allocation of Third Sector Grants.*

*Personnel: None*

*Legal: None*

*Equal Opportunities: The grant allocation is consistent with the Equal Opportunities policy of Argyll and Bute Council.*

**Margaret Fyfe**  
**Community Development Manager**  
30 June 2014

For further information please contact: Audrey Baird, Community Development Officer for Helensburgh and Lomond. Tel: 01436 658735.

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**ARGYLL AND BUTE COUNCIL****Helensburgh and Lomond Area  
Committee****CUSTOMER SERVICES****10<sup>th</sup> June 2014**

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**Report on Members Satisfaction Survey**

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**1. SUMMARY**

Every year Elected Members are asked to complete a short survey which is intended to measure the effectiveness of the support offered to them, and to thereafter identify any improvements which can be made and delivered. This paper advises of the results of the 2014 survey.

**2. That Members:-**

- 2.1 Note the survey information provided ;
- 2.2 Acknowledge the reduced response rate in the annual return.

**3. DETAIL**

- 3.1 Every year the 36 Elected Members of Argyll and Bute are asked to complete a short satisfaction questionnaire. The submitted information is then used to tailor the approach of the relevant parts of the Governance and Law service to address any concerns raised by Members. There is usually a variation each year in the questions asked in the survey due to the changing landscape in which Members and the Council operate; however, there are also a number of recurring themes. This year, members were asked to complete the survey online using a tool called Surveyface. As in previous years, the questions posed covered most areas of the Governance remit where support is provided to Councillors.

In an effort to extract as much useful information as possible, a few of the questions were open to varying interpretations, and where this is the case, it is accounted for in the results.

- 3.2 All members were asked to complete the survey, however only 14 did so, with 2 not finishing the exercise. The remaining 22 did not participate. This compares with 18 participating last year. While the figures extracted from the survey are an accurate reflection of the returns, the figures may be biased since a significant portion of members did not complete the questionnaire; which is very disappointing given that its main purpose is to improve the service offered and effectively target resources.

- 3.3 The Governance and Law Service Plan for 2014-15 in the Area Team Plan section includes the elements below:-

|   |     |     |   |
|---|-----|-----|---|
| (d) Maintain the percentage of Members very satisfied or satisfied with Member Services support | 90% | AG4 | Routinely highlight profile of services available through members services, building on input at induction programme Survey Members to identify satisfaction levels |
|---|-----|-----|---|

- 3.5 The 90% satisfaction rating set in the Service plan is extremely challenging and it should be noted that there is no single question which tied directly back to it. The closest approximations are the questions “how happy are you with the overall service you receive”, which had an 85% satisfaction rate, the average of the responses to all questions asked which was 74.% and “How well do staff do their jobs” which had a 93% satisfaction rating with one member not answering the question.
- 3.6 There were several indicators this year where were not in the 75<sup>th</sup> percentile or higher, which included :-
- satisfaction with Members workspace (down from last year;
  - report quality; (similar to 2013 but one less member noted as dissatisfied);
  - being kept up to date (new question);
  - the time taken to deal with enquiries (new question);
  - Video Conferencing issues. (down from 2013)
- 3.7 It is noticeable that the majority of these queries relate to areas which are not fully under this services’ control, and departmental management and staff will use their team meetings and other resource to investigate how best to progress the issues raised to improve the responses received.
- 3.8 A number of elected members have been very complimentary about the staff and the efforts they make, but some have also commented that they seemed over-stretched at times e.g.

*“Staff are always pleasant and keen to help. Occasionally they seem stretched but never voice concerns “*

*“While I am very satisfied I think looking in from outside that the staff are sometimes overwhelmed and need more help”*

It is to be hoped that the new departmental structure which has very recently been discussed with the staff, will alleviate at least some of these concerns.

#### **4. CONCLUSION**

4.1 As noted previously, the response to this survey was very disappointing, and has actually dropped from last year, however a number of possible improvements have been identified, and will be progressed.

#### **5. IMPLICATIONS**

|                    |  |
|--------------------|--|
| Policy -           | The survey is fully in compliance with the Council objective of continuous improvement.                                    |
| Financial –        | None   |
| Legal -            | None   |
| HR -               | None   |
| Equalities -       | None   |
| Risk -             | None   |
| Customer Service - | Adoption of the suggested improvements will enhance the service offered by the Governance and Law team to support members. |

**Executive Director of Customer Services**  
**19<sup>th</sup> May 2014**

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

| Total Started Survey: 14  |        | No Filter |         | Total Completed Survey: 12 ( 85.7 %)  |  |
|---|--------|-----------|---------|---|--|
| 1. We provide an efficient secretarial service (e.g typing, photocopying, diary administration) |        |           |         |   |  |
| Very satisfied  | 57.14% | 8         | 2013/14 | 78.57%  | Explanation/Comment  |
| Fairly satisfied  | 21.43% | 3         |         | 100%  | 16 responses   |
| 2. We can organise successful civic events and functions  |        |           |         |   |  |
| Very satisfied  | 42.86% | 6         |         | 100%  | 17 responses   |
| Fairly satisfied  | 28.57% | 4         |         | This discrepancy is likely to be because this year members were given the option of saying Not applicable |  |
| 3. The arrangements we put in place for your video/lync conferences                             |        |           |         |   |  |
| Very satisfied  | 35.71% | 5         |         | 50.00%  | 88%  |
| Fairly satisfied  | 14.29% | 2         |         | Members   | May have higher expectations now than in previous years, and a new system has been delayed in its implementation |
| 4. The organisation of your constituency surgeries  |        |           |         |   |  |
| Very satisfied  | 38.46% | 5         |         | 46.15%  | 100%   |
| Fairly satisfied  | 7.69%  | 1         |         | As 2 Above  |  |
| 5. We can assist you in resolving constituent enquiries   |        |           |         |   |  |
| Very satisfied  | 61.54% | 8         |         | 76.92%  | 94%  |
| Fairly satisfied  | 15.38% | 2         |         |   |  |
| 6. The quality of briefings and reports we provide for you                                      |        |           |         |   |  |
| Very satisfied  | 53.85% | 7         |         | 53.85%  | 85%  |
| Fairly satisfied  | 0%     | 0         |         | These are across the board  |  |
| 7. The time taken to deal with your enquiries   |        |           |         |   |  |
| Very satisfied  | 38.46% | 5         |         | 69.23%  | No comparable question   |
| Fairly satisfied  | 30.77% | 4         |         |   |  |
| 8. Being able to deal directly with someone who could help you                                  |        |           |         |   |  |
| Very satisfied  | 61.54% | 8         |         | 84.62%  | No comparable question last year for question 8, 9 and 10  |
| Fairly satisfied  | 23.08% | 3         |         |   |  |
| 9. Someone took responsibility for your enquiry   |        |           |         |   |  |
| Very satisfied  | 61.54% | 8         |         | 84.62%  |  |



|   |        |    |   |
|---|--------|----|---|
| Fairly satisfied  | 23.08% | 3  |   |
| <b>10. The quality of the information you received</b>  |        |    |   |
| Very satisfied  | 53.85% | 7  | 76.93%                                  |
| Fairly satisfied  | 23.08% | 3  |   |
| <b>11. Being given information that was easy to understand</b>                                    |        |    |   |
| Very satisfied  | 53.85% | 7  | 92.31%                                  |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>12. Being given all the information you needed</b>   |        |    |   |
| Very satisfied  | 46.15% | 6  | 84.61% No comparable question last year |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>13. Being given accurate information</b>   |        |    |   |
| Very satisfied  | 53.85% | 7  | 84.62% No comparable question last year |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>14. Being kept up to date with progress</b>  |        |    |   |
| Very satisfied  | 23.08% | 3  | 61.54% No comparable question last year |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>15. I am clear about the different roles and responsibilities of the staff within the Team</b> |        |    |   |
| Very satisfied  | 38.46% | 5  | 70%                                     |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>16. How well the staff did their jobs</b>  |        |    |   |
| Very satisfied  | 76.92% | 10 | 92.30% No Comparable question Last Year |
| Fairly satisfied  | 15.38% | 2  |   |
| <b>17. Being treated fairly</b>   |        |    |   |
| Very satisfied  | 76.92% | 10 | 84.61% No Comparable question Last Year |
| Fairly satisfied  | 7.69%  | 1  |   |
| <b>18. How your privacy was protected</b>   |        |    |   |
| Very satisfied  | 53.85% | 7  | 69.23% No comparable question last year |
| Fairly satisfied  | 15.38% | 2  |   |
| <b>19. How polite staff were</b>  |        |    |   |
| Very satisfied  | 69.23% | 9  | 84.61% No comparable question last year |
| Fairly satisfied  | 15.38% | 2  |   |
| <b>20. How friendly staff were</b>  |        |    |   |

|   |        |    | 100 No                                  |
|---|--------|----|---|
| Very satisfied  | 84.62% | 11 |   |
| Fairly satisfied  | 0%     | 0  |   |
| <b>21. Having sufficient staffing resources to meeting your needs</b>   |        |    |   |
| Very satisfied  | 15.38% | 2  | 77                                      |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>22. How sensitive staff were to your needs</b>                       |        |    |   |
| Very satisfied  | 69.23% | 9  | 76.92% No comparable question last year |
| Fairly satisfied  | 7.69%  | 1  |   |
| <b>23. The time taken to deal with the enquiry from start to finish</b> |        |    |   |
| Very satisfied  | 46.15% | 6  | 76.92% No comparable question last year |
| Fairly satisfied  | 30.77% | 4  |   |
| Very satisfied  | 30.77% | 4  | 69.23% No comparable question last year |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>25. The overall service that you received</b>                        |        |    |   |
| Very satisfied  | 53.85% | 7  | 84.62% No comparable question last year |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>26. The workspace available for your use at Kilmory</b>              |        |    |   |
| Very satisfied  | 30.77% | 4  | 94%                                     |
| Fairly satisfied  | 30.77% | 4  |   |



27. Lastly, are there any services not currently provided by the Member Services and Area Governance Team that would benefit you in terms of assisting you with your workload or any additional comments you wish to make?

- |   |
|---|
| 1. As a policy lead I'm not clear whether there is any resource available to help with issues like diary mgmt., etc. I end up dealing with lots of different staff which can be frustrating at times. Generally happy with service but still think there's a bit of an issue with it not being clear exactly what support is available. |
| 2. being able to pass constituent problems to staff and them giving me the answer to give to my constituent. there should be a research service   |
| 3. There are lots of services that it would be good to have provided by the Council such as mobile communications etc. that would be of assistance in carrying out my councillors responsibilities but no consideration should be given to enhancing any services while the Council is under severe financial pressure.                 |
| 4. services provided by staff are excellent and I am very grateful to them  |
| 5. Need to speed up access to Group Office.   |
| 6. I am very happy with the service I receive but do feel Area Governance Staff are over stretched, covering two Area Committees and associated meetings.   |

**Average satisfied or very satisfied**

**73.95%**

**Dissatisfied**

**3%**

It should be noted that although the service has not achieved its 90% satisfaction target, it does have only a 3% average dissatisfaction rating, with no single question attracting more than 8% dissatisfaction.

**don't know/other/not applicable**

**17%**

It is also important to note that the don't know/other/not applicable figure is significantly higher than the dissatisfied, and where a member chose to enter a comment, this was counted as "other". Since most comments were positive, had they been included with the satisfaction rating it would have significantly boosted the 74% figure



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**HELENSBURGH CHORD PUBLIC REALM IMPROVEMENTS – PROGRESS UPDATE**


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**1.0 SUMMARY**

- 1.1 This report outlines progress to date in the delivery of the Helensburgh CHORD town centre Public Realm Improvement works.
- 1.2 There are essential four main phases to the works:
- Phase 1 A and B West Clyde St/Colquhoun St South and West Bay Esplanade  
Phase 2 Colquhoun Square, Sinclair Street Car Park and West Princes St  
Phase 3 A and B Colquhoun St North and East Princes St  
Phase 4 Sinclair St
- 1.3 Phase 1 A; Public Conveniences and Sinclair St Car Park re-opened.  
Phase 2 on site.
- 1.4 CHORD Project Team and Contractor currently reviewing programme for phases 3 and 4.

**2.0 RECOMMENDATIONS**

- 2.1 That the Area Committee note the progress report.
- 2.2 That the Area Committee instruct the Helensburgh CHORD Project Manager to bring a further progress report to the Helensburgh and Lomond August Area Committee.

**3.0 DETAIL****3.1 Background**

The Helensburgh Town Centre Public Realm Improvement works include road narrowing and widening of adjoining pavements in natural materials; resurfacing of the carriageway; installation of new street furniture; soft landscape works; enhanced lighting; creation of a gathering/event space in Colquhoun Square; upgrading the West Bay Esplanade; introducing public art to reflect the heritage and culture of the town; refurbishing the Public Conveniences on the esplanade and upgrading Sinclair St car park. The aim is to enhance both the local and wider communities' perceptions of the town as a good place to live, work and play and to raise Helensburgh's reputation as an attractive day visitor destination.

- 3.2 Works to Phase 1 A; Public Conveniences and Sinclair St car park are complete, albeit there are snagging issues to be addressed across all areas.

**3.3 Phase 2 Colquhoun Square and West Princes St - On Site.**

*South side of Square:* All paving complete and grouted, apart from ramp area at the post office and patching work around services. Turfing, planting and installation of seats underway, cycle stand and bins installed, lighting columns erected, trees planted. Contractor is forecasting completing the south side of the square by early June 2014.

*North side of Square:* Kerbing to central areas has begun and grading of square to correct levels ongoing, trees planted. Contractor is forecasting completing works mid/late July 2014.

**3.4 Phase 1b West Bay Esplanade - On Site.**

Granite seating in place, grading to formation level for concrete area continuing, concrete due to be laid over next couple of weeks. Creation of Soft Play is underway, Re-claimed Caithness paving has started to be laid around the Henry Bell area. Ducting for lighting in place.

Contractor is forecasting completing Esplanade late June/early July 2014.

**3.5 Phases 3 and 4 Colquhoun Street North, East Princes St and Sinclair St**

The CHORD Project Team and the Contractor are currently reviewing the programme for phases 3 and 4. Details of the revised Programme will be uploaded to the CHORD web page and issued to stakeholders when available.

3.6 The cost for delivering the Helensburgh CHORD Public Realm works remains within budget.

3.7 At the Helensburgh & Lomond Special Area Committee on the 13<sup>th</sup> May, Members approved a contribution of up to £17,925 from the CHORD budget to the Helensburgh and Lomond Chamber of Commerce to run summer events in the town centre between the 19<sup>th</sup> and 27<sup>th</sup> July 2014.

3.8 There are essentially some risks in delivering this type of project; Governance, under performance of contractor and design team and underground site conditions, uncharted services, levels of hard rock encountered etc. These are being monitored and discussed with the relevant parties to mitigate these risks.

**4.0 CONCLUSION**

Progress to date against original Programme is behind schedule. This is due to various factors, including poor ground conditions; desire to enhance original drainage design to help alleviate the impact of flooding during extreme weather conditions, which has been very successful. The CHORD Project Team is currently working with the Contractor to consider options for completing the works as quickly as possible, whilst maintaining a high level of quality, taking cognisance of Health and Safety, and minimising disruption to all users of the town centre.

The cost for delivering the Helensburgh CHORD Public Realm works remains within budget. In line with good practice a post project evaluation report will be undertaken on completion of the works.

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|---------------------|---|
| POLICY              | The delivery of this project fits with the Council’s Corporate Plan, Single Outcome Agreement and approved Development Plan key actions and policy for safeguarding our built heritage and town centre regeneration. The economic outcomes from this project will contribute to the Council’s Economic Development Action Plan at a strategic and area based level. |
| FINANCIAL           | Covered in Highlight Report exempt item   |
| RISKS               | As outlined in 3.8 above.   |
| PERSONNEL           | Personnel commitment across relevant departments for duration of project  |
| EQUAL OPPORTUNITIES | No equal opportunities implications   |
| LEGAL               | Any issues will be dealt with through the Contract.   |

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30 May 2014