

# Public Document Pack



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6 November 2015

## **SUPPLEMENTARY PACK**

**MID ARGYLL, KINTYRE AND THE ISLANDS COMMUNITY PLANNING GROUP –  
WEDNESDAY, 11 NOVEMBER 2015 at 10:00AM IN THE COUNCIL CHAMBERS,  
KILMORY WITH VC FACILITIES AVAILABLE IN THE BURNETT BUILDING,  
CAMPBELTOWN AND THE CUSTOMER SERVICE POINT, BOWMORE, ISLE OF  
ISLAY**

I enclose herewith item 7(b) (**ROADS REPORT**) and item 10 (**ISSUES WITH VC FACILITIES**) which were marked “to follow” on the Agenda for the above meeting.

Douglas Hendry  
Executive Director of Customer Services

## **BUSINESS**

### **7. OUTCOME 6: PEOPLE LIVE IN SAFER AND STRONGER COMMUNITIES**

(b) Roads Update (Pages 1 - 2)

Report by Police Scotland

### **10. ISSUES WITH VC FACILITIES (Pages 3 - 6)**

Report by Executive Director of Customer Services

## **MID ARGYLL, KINTYRE AND THE ISLANDS COMMUNITY PLANNING GROUP**

Councillor Rory Colville (Chair)

John Dreghorn (Vice Chair)

Shirley MacLeod, Area Governance Manager

Contact: Lynsey Innis, Senior Area Committee Assistant; Tel: 01546 604338

## Partner Update

### Police Scotland

**Appropriate Adult** – Training still continues within Argyll and Bute with another day possibly going ahead in November/December. Demand is increasing for this service particularly in the more populated areas of Argyll and Bute. To date this has been a great success.

### Training

Officers will be taking part in Training dates in and November which have been organised by the Argyll and Bute Alcohol and Drugs Partnership.

### Education for Schools

Safer Communities Officers in Argyll will be again be working in the schools this year in partnership with Youth Workers, The Waverly Project and Minority Ethnic Carers of People Project {MECOPP}.

Police Scotland – will give an input on Hate Crime, Bullying/Cyber Bullying and being a Bystander. Youth Workers – will talk to the students and discuss the difficulties in being a young carer and help them have a better understanding of the stresses such an individual can endure and the stigma sometimes connected to it especially if the parent is addicted to alcohol or drugs. MECOPP - will discuss "Two Sides of the Same Story" a leaflet regarding 'Understanding the Barriers Faced by Gypsy/Travellers'.

The Waverly Project - cover understanding gender, Trans and Intersex identities.

The project is delivered over two days and is aimed at 3rd and 6th year students. An evaluation of the course will be carried out throughout. The Project has initially started in the MAKI area and will then be offered to the rest of the schools in the LB area.

### Partnership Working – Police Scotland & Argyll and Bute Trading Standards Officers

Partnership Work is ongoing with Argyll and Bute Trading Standards Officers and Police Scotland with regards to combating people who are believed to be getting targeted and falling victim to SCAMS. A list of about 120 residents within Argyll and Bute may be vulnerable to such SCAMS and Officers will be visiting those potential victims over the coming weeks. The Visit Objectives will be as follows:

To assess those visited and identify scam victims or vulnerable individuals who may be susceptible to scam/fraud.

Give advice and information about mass marketing scams to those being targeted or vulnerable to such scams.

Having identified scam victims or those considered vulnerable, to provide support to reduce the risk from further harm and from other crimes such as doorstep crime.

On conclusion of the initiative there will be media coverage offering advice and support.

### **Road Safety**

Argyll and Bute Multi Agency Road Safety Group now meets on a quarterly basis. The following list indicates initiatives that are going to be carried out in the weeks ahead:

23 to 30 November - National Road Safety Week

04 Dec to 01 Jan 2016 - Festive Drink and Drug Driving Campaign.

The 20mph speed limits' outside schools in the MAKI section are covered by both Road Policing and local Divisional Officers.

Officers give attention to the schools where possible at the appropriate times of the day but obviously due to the number of the temporary speed limits and operational commitments they are unable to police this on every occasion. If one of the schools were having a particular problem then an Action Plan can be raised and extra attention would be afforded to the area.

Local Officers provided some advice to Southend Primary School at their request in relation to parents stopping to drop the children at school. The school were asked to highlight the issue to the parents and ask them to refrain from doing it. Officers policed the school at opening and closing times and advice was given to parents at this time. There were no offences reported at this time.

Road Policing Traffic Management will liaise with the Council Roads Dept. with regards to the issue and will report back with their findings.

Sgt Lana Stewart

Argyll and Bute LALO

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**Argyll and Bute Community Planning Partnership****MAKI Area Community Planning Group****11 November 2015**

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**Agenda Item**

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**VC/LYNC FACILITIES IN THE COUNCIL CHAMBERS UPDATE**

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**1. Purpose**

- 1.1 This paper provides an update on the on-going monitoring of the Video Conference and Lync facilities in the Council Chambers and across the Council's Wide Area Network (WAN). The paper provides a summary of the conferences across the WAN, with work by the IT Service providing a focus on managing the performance of the equipment in the Council Chambers.
- 1.2 The IT Service have been supporting and monitoring, and will continue to do so, the VC facilities on behalf of the Council which has led to a more robust and reliable set of VC resources being available for use by the Council, Elected Members and Partner organisations.

**2. Recommendation**

- 2.1 MAKI CPG is asked to note the detail provided and the on-going improvement in the management of the performance of VC calls.

**3. Background**

- 3.1 The IT Service is constantly monitoring the performance of the VC/Lync facilities in the Council Chambers and, along with Members Services, work to ensure that the VC facilities are configured and supported to ensure maximum utilisation of these resources and improve the experience of staff, Elected Members and Partner organisations when using the equipment.
- 3.2 Changes have been made to the way in which bookings are made and supported by IT staff, with a regular testing regime having been established, as well as changes having been made to the configuration of the VC equipment, to ensure better overall performance.

**4. Detail**

- 4.1 Analysis of calls made between 1st June and 27<sup>th</sup> August 2015 show that of the 62 calls over that period, four calls experienced difficulties: one session was disrupted due to far-end broadband circuit problems outwith the Council's network, and one was disrupted due to updates having been applied by Nuway on the VC equipment as part of regular management duties. One further call was disrupted due to equipment failure at the Chambers and one due to

changes made by the 3rd party VC Bridge supplier Videonations changing their configuration without having informed us.

- 4.2 Analysis of the calls made between 27<sup>th</sup> August and 22<sup>nd</sup> October show that of the 37 calls placed over that period, one session was disrupted due to an issue with audio performance in the Council Chambers: it transpired that audio settings on the equipment in the Chambers had been changed by an attendee at a previous session and these settings had not been re-set prior to the meeting on 24<sup>th</sup> September.
- 4.3 Several changes have been made to the booking and support arrangements for VC conferences. The IT Service Desk now takes responsibility for all VC and Lync bookings across all Council sites. Members Services continue to support the administration and management of calls involving Elected Members.
- 4.4 Nuway, the 3<sup>rd</sup> party supplier of the equipment, modified the configuration of the equipment in the Chambers to allow for a nightly reboot of the system and ensure we have a “known good configuration” on a daily basis. This has helped to reduce on-going issues and has seen service standards stabilise.
- 4.5 The IT Communications Team have a scheduled test slot for the VC Facilities in the Chambers on a weekly basis, with a detailed log being completed to cover the Chambers and all connecting VC sites across the Council’s network.
- 4.6 A call from Islay to the Chambers on 17<sup>th</sup> August was reported as experiencing difficulties that pointed to local broadband circuit issues at the remote end. This emphasises previous riders around the performance of VC services from outwith the Council’s network. Conversely, IT staff have participated in VC calls using recently deployed Superfast Broadband circuits and the quality of the connection during the test calls was regarded as excellent, which may indicate that better levels of service can be provided in future from outwith the Council’s WAN.

## 5. Conclusions

- 5.1 The overall improvement in performance of the VC/Lync equipment in the Chambers and at other sites suggests that, for the most part, the equipment works well and offers the type of time and cost-reducing service that it was designed to deliver. The changes that have been made at both a management, procedural and technical level indicate that the VC resources available to staff, elected members and partner organisations are a more reliable resource and will continue to develop as a strategic business tool over the years across the Authority.

## 6. SOA Outcomes

N/a

**Name of Lead Officer:-** Paul Cairns, IT Production Manager

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