



**Argyll and Bute Council**  
**Comhairle Earra-Ghàidheal Agus Bhòid**

*Executive Director: Douglas Hendry*

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*25 February 2020*

**NOTICE OF MEETING**

A meeting of the **BUTE AND COWAL AREA COMMITTEE** will be held in the **EAGLESHAM HOUSE, ROTHESAY** on **TUESDAY, 3 MARCH 2020** at **10:00 AM**, which you are requested to attend.

Douglas Hendry  
Executive Director

**BUSINESS**

**1. APOLOGIES FOR ABSENCE**

**2. DECLARATIONS OF INTEREST**

**3. MINUTES**

(a) Bute and Cowal Area Committee - 3 December 2019 (Pages 5 - 12)

(b) Bute and Cowal Area Community Planning Group - 4 February 2020 (Pages 13 - 20)

**4. PUBLIC QUESTION TIME**

**5. PERFORMANCE REVIEW - AREA SCORECARD** (Pages 21 - 44)

Report by Interim Executive Director with responsibility for Customer Support Services

**6. HEALTH AND SOCIAL CARE PARTNERSHIP**

(a) HSCP Annual Performance Report (Pages 45 - 48)

Report by Head of Strategic Planning and Performance, Health and Social Care Partnership

(b) HSCP Performance Exception Report - Financial Quarter 2 (2019/20) (Pages 49 - 62)

Report by Head of Strategic Planning and Performance, Health and Social Care Partnership

**7. SUPPORTING COMMUNITIES FUND 2020/21 (Pages 63 - 70)**

Report by Chief Executive

**8. POST WINTER UPDATE (Pages 71 - 108)**

Report by Interim Executive Director with responsibility for Roads and Infrastructure Services

**9. ROADS CAPITAL RECONSTRUCTION PROGRAMME 2020/21**

Verbal Update by Interim Executive Director with responsibility for Roads and Infrastructure Services

**10. DUNOON TO GOUROCK FERRY SERVICE (Pages 109 - 112)**

Report by Interim Executive Director with responsibility for Development and Infrastructure

**11. APPOINTMENT TO GOUROCK - DUNOON INFRASTRUCTURE AND VESSELS PROJECT - REFERENCE GROUP (Pages 113 - 114)**

Report by Executive Director with responsibilities for Legal and Regulatory Support

**12. DUNOON CARS - RECOMMENDATION OF GRANT AWARDS (Pages 115 - 120)**

Report by Interim Executive Director with responsibility for Development and Economic Growth

**REPORTS FOR NOTING**

**13. FUTURE OPTIONS FOR TORLOCHAN TRAVELLERS SITE (Pages 121 - 124)**

Report by Interim Executive Director with responsibility for Housing

**14. DRAFT BUTE AND COWAL AREA COMMITTEE WORKPLAN (Pages 125 - 130)**

**EXEMPT ITEM FOR DECISION**

**E1 15. ROTHESAY TOWNSCAPE HERITAGE - RECOMMENDATION OF AWARD (Pages 131 - 140)**

Report by Interim Executive Director with responsibility for Development and Economic Growth

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

The appropriate paragraphs are:-

**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.

**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.

## **Bute and Cowal Area Committee**

Councillor Jim Anderson (Vice-Chair)	Councillor Gordon Blair
Councillor Jim Findlay	Councillor Audrey Forrest
Councillor Bobby Good (Chair)	Councillor Yvonne McNeilly
Councillor Jean Moffat	Councillor Alan Reid
Councillor Len Scoullar	

Contact: Stuart McLean - Committee Manager - 01436 658717

Adele Price-Williams - Senior Committee Assistant - 01546 604480

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**MINUTES of MEETING of BUTE AND COWAL AREA COMMITTEE held in the TIMBER PIER BUILDING, DUNOON on TUESDAY, 3 DECEMBER 2019**

**Present:**

Councillor Jim Anderson (Chair)

Councillor Gordon Blair  
Councillor Jim Findlay  
Councillor Audrey Forrest

Councillor Jean Moffat  
Councillor Len Scoullar

**Attending:**

Stuart McLean, Committee Manager  
Lorna Pearce, Senior Development Officer  
David Mitchell, Head Teacher  
Louise Nicol, Head Teacher  
Douglas Whyte, Team Leader  
Iona MacPhail, Regional Manager, ACHA  
Marilyn Rieley, Economic Development Officer  
Colin Fulcher, Project Officer  
Jonathan Miles, Project Manager  
Claire Hallybone, Project Officer

The Chair ruled, and the Committee agreed, to a variation in the order of business to allow officer attendance. The minute reflects the order in which items were discussed.

The Chair ruled, and the Committee agreed, that the business dealt with at item 15 of this Minute be dealt with as a matter of urgency by reason of the need to update members on the progress of the Rothesay Pavilion project.

**1. APOLOGIES FOR ABSENCE**

There were apologies for absence intimated on behalf of Councillor Bobby Good, Councillor Yvonne McNeilly and Councillor Alan Reid.

**2. DECLARATIONS OF INTEREST**

Councillor Jim Findlay declared a non-financial interest at item 15 - Rothesay Pavilion Update as a board member of Rothesay Pavilion Charity Committee. Councillor Findlay advised this was a council appointed position and remained in the room for the entirety of the item.

**3. MINUTES****(a) Bute and Cowal Area Committee 3 September 2019**

The minutes of the Bute and Cowal Area Committee held on Tuesday, 3 September 2019 were approved as a correct record.

The Committee Manager updated the Committee to advise that the

Japanese Knotweed problem referenced at item 4 of the minutes of 3 September 2019 had been treated but eradication of the problem could take up to 5 years.

(b) **Bute and Cowal Area Community Planning Group 5 November 2019 (For noting)**

The minutes of the Bute and Cowal Area Community Planning Group held on Tuesday, 5 November 2019 were noted.

**4. PUBLIC AND COUNCILLORS QUESTION TIME**

1. Kenny Mathieson and Willie Lynch, Dunoon Community Council, asked for the Area Committee's support to re-open the admissions ward in Cowal Community Hospital. Mr Mathieson and Mr Lynch noted that repeated attempts had been made to contact the Health and Social Care Partnership (HSCP) regarding this but no response had been received which they believed contravened Scottish Government Guidelines. Mr Mathieson and Mr Lynch also noted that community engagement had been minimal and previous correspondence from the HSCP had indicated that they would be unwilling to correspond directly with the Community Council.

Discussion took place around issues constituents in the Bute and Cowal area were experiencing, specifically, accessing the facilities at Cowal Community Hospital and the financial, physical and mental strain placed on those patients and their families being moved to hospitals out with the area.

Councillor Findlay suggested that the Community Council raise their concerns with Health Care Improvement Scotland, an independent body who oversee and scrutinise health boards.

Councillor Moffat expressed concern that the HSCP had advised that they were unwilling to correspond with Community Councils and suggested that if the Chair were so minded, a letter be written to the HSCP highlighting the importance of Community Councils.

2. Willie Lynch, Dunoon Community Council, requested the PAT test pass certificate(s) for the Christmas lights be provided to Dunoon Community Council due to concerns that some of the lights were not working. Mr Lynch also requested clarity on the funds available for Christmas lights due to a potential shortfall in agreed amounts. Councillor Anderson confirmed that some of the funds available had been used as agreed on repairs for the existing Christmas lights.
3. Kenny Mathieson, Dunoon Community Council, raised concerns that people were often using the disabled parking bays at Milton House, Dunoon, despite not having blue badges. Mr Mathieson requested clarification that these were disabled parking bays for use only by those who hold blue badges.

The Committee Manager agreed to seek clarification as to whether there was a Traffic Regulation Order in place for these parking spaces.

## **Decision**

The Bute and Cowal Area Committee agreed that the Vice-Chair, on behalf of the Committee, would write to the Chief Officer of the Health and Social Care Partnership highlighting the concerns raised by Dunoon Community Council and to request a meeting be organised to discuss that challenges facing Cowal Community Hospital.

## **5. ISLE OF BUTE BUSINESS IMPROVEMENT DISTRICT UPDATE**

The Committee gave consideration to a report updating members on the current position with regard to the proposed Isle of Bute Business Improvement District (BID) Business Plan and associated timeline.

## **Decision**

The Bute and Cowal Area Committee agreed:

1. to note the update and that a further report would be provided to the Committee in March 2020;
2. to wish the Isle of Bute Business Improvement District Steering Group good luck in their endeavours and to commend the work done thus far; and
3. to thank Marilyn Rieley, Economic Development Officer, for her assistance in this project.

(Reference: Report by the Executive Director with responsibility for Development and Economic Growth, dated 3 December 2019, submitted)

## **6. PERFORMANCE REVIEW - AREA SCORECARD**

The Committee gave consideration to the Area Scorecard report for Financial Quarter 2 of 2019-2020 (July – September 2019) which illustrated the agreed performance measures.

## **Decision**

The Bute and Cowal Area Committee agreed:

1. to note the performance presented on the Scorecard and supporting commentary;
2. that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries; and
3. to note that work was ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

(Reference: Report by the Executive Director with responsibility for Customer Support Services dated 4 December 2019, submitted)

## 7. SECONDARY SCHOOL REPORTS

### (a) **Dunoon Grammar School**

The Head Teacher of Dunoon Grammar School took the committee through a progress update report on the schools achievements for the 2019 session.

#### **Decision**

The Bute and Cowal Area Committee agreed:

1. to note the contents of the report and commend the work being done by the school;
2. to congratulate Dunoon Grammar School on their award of UK's European Entrepreneurial School of the Year;
3. to recognise and commend the work of Paul Gallanagh, Principal Teacher of Business and Computing, both in the school and the community; and
4. to congratulate David Mitchell on his recent award of Employee of the Year at the Argyll and Bute Council Employee Excellence Awards.

(Reference: Report by Head Teacher, Dunoon Grammar School, dated 3 December 2019, submitted)

### (b) **Rothesay Academy**

The Head Teacher of Rothesay Academy took the committee through a progress update report on the schools achievements for the 2019 session.

#### **Decision**

The Bute and Cowal Area Committee agreed:

1. To note the contents of the report and commend the work being done by the school.
2. To congratulate Louise Nicol on her recent Special Chief Executive award at the Argyll and Bute Council Employee Excellence Awards.

(Reference: Report by Head Teacher, Rothesay Academy, dated 3 December 2019, submitted)

## 8. HEALTH AND SOCIAL CARE PARTNERSHIP ANNUAL PERFORMANCE REPORT

## **Decision**

The Bute and Cowal Area Committee agreed to note their disappointment that the officer due to speak to the report had been unavoidably detained and to continue the Health and Social Care Partnership Annual Performance Report to the March 2020 meeting of the Committee.

(Reference: Report by the Head of Strategic Planning and Performance, Health and Social Care Partnership, dated 27 November 2019, submitted)

## **9. ACHA ANNUAL UPDATE**

The Committee gave consideration to an annual update presentation for the Bute and Cowal Area by the Regional Manager of Argyll Community Housing Association.

## **Decision**

The Bute and Cowal Area Committee agreed to note the contents of the presentation.

(Reference: Presentation by Regional Manager, ACHA)

## **10. MAJOR PROJECTS UPDATE**

### **(a) Rothesay Townscape Heritage - Shopfront Grant Update and Recommendation of Grant Award**

Approval was sought for a shopfront improvement grant of up to fifty-one thousand, six hundred and eight pounds (351,680) towards the full-scale repair of a traditional shopfront at 19a, 19b and 20b Argyle Street.

## **Decision**

The Bute and Cowal Area Committee agreed:

1. to approve a shopfront grant award up to £51,680 to the owner of 19a-19b, 20b Argyle Street, Rothesay (DC Murray & Co); and
2. to note progress on a shopfront grant award made for up to £78,066 to the owner of 69-71 Montague Street, Rothesay (Electric Bakery), as approved by delegated authority.

(Reference: Report by the Executive Director with responsibility for Development and Infrastructure Growth, dated 3 December 2019, submitted)

### **(b) Dunoon CARS - Recommendation of Grant Awards**

The Committee gave consideration to a report recommending grant awards to repair two tenement properties in Dunoon Town Centre from the Dunoon CARS fund.

**Decision**

The Bute and Cowal Area Committee agreed to grant offers of up to £396,820 to the 6 property owners of 35 Argyll Street, Dunoon; and up to £314,373 to the 3 owners of 81-87 Argyll Street, Dunoon.

(Reference: Report by the Executive Director with responsibility for Development and Infrastructure Growth, dated 3 December 2019, submitted)

**11. HOUSING SERVICES ACTIVITY UPDATE - STRATEGIC HOUSING IMPROVEMENT PLAN (SHIP) - ANNUAL UPDATE**

The Committee gave consideration to a report which provided an update on the Housing Services activity within the Bute and Cowal area.

**Decision**

The Bute and Cowal Area Committee agreed to note the content of the report.

(Reference: Report by Executive Director with Responsibility for Development and Economic Growth, dated 3 December 2019, submitted.)

**12. APPOINTMENT TO BUTE AND COWAL ARGYLL COMMUNITY HOUSING ASSOCIATION (ACHA) AREA COMMITTEE**

The Committee gave consideration to a report requesting the appointment of an Elected Member as Council Representative Argyll Community Housing Association (ACHA) Bute and Cowal Area Committee.

**Decision**

The Bute and Cowal Area Committee agreed to appoint Councillor Jim Findlay as a Council Representative to the Argyll Community Housing Association (ACHA) Bute and Cowal Area Committee.

(Reference: Report by the Executive Director with responsibility for Legal and Regulatory Support Services, dated 3 December 2019, submitted)

**13. BUTE AND COWAL AREA COMMITTEE WORKPLAN**

The Committee gave consideration to the Draft Bute and Cowal Area Committee Workplan as of December 2019.

**Decision**

The Bute and Cowal Area Committee noted the Draft Bute and Cowal Area Committee Workplan.

(Reference: Bute and Cowal Area Committee Workplan dated 3 December 2019, submitted)

**14. NOTICE OF MOTION UNDER STANDING ORDER 13**

The Committee considered the following Notice of Motion submitted under Standing Order 13 which was proposed by Councillor Bobby Good and seconded by Councillor Jim Anderson –

**Decision**

In light of a recent request from ACHA to the Chair of the Bute & Cowal Area Committee concerning the future options of the Torlochan Travellers Site the Area Committee requests Officers engage with ACHA to explore all options available, including the transfer to a suitable community group and the extension of cemetery provision, and to submit a report to the next meeting of the Area Committee.

(Reference: Notice of Motion by Councillor Bobby Good and seconded by Councillor Jim Anderson, dated 3 December 2019, submitted)

**15. ROTHESAY PAVILION UPDATE**

The Committee gave consideration to a report providing an update regarding the progress of the Rothesay Pavilion Adaptive Restoration and Extension Works project, being delivered by CBC Ltd (CBC).

**Decision**

The Bute and Cowal Area Committee considered and noted the progress update provided in the report.

(Reference: Report by Executive Director with responsibility for Development and Infrastructure Services, dated 3 December 2019, tabled)

The Council resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the press and public for the following 1 item of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraphs 8 and 9 respectively of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

**(a) Exempt Appendix**

The Committee gave consideration to an exempt financial information appendix pertaining to the Rothesay Pavilion.

**Decision**

The Bute and Cowal Area Committee considered and noted the financial performance of the project, as set out in appendix 1 of the report; and that a further update be provided at the Bute and Cowal Area Committee Business Day on 4<sup>th</sup> February 2020.

(Reference: Report by Executive Director with responsibility for Development and Infrastructure Services, dated 4 October 2019, tabled)

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**MINUTES of MEETING of BUTE AND COWAL COMMUNITY PLANNING GROUP held in the  
TIMBER PIER BUILDING, DUNOON  
on TUESDAY, 4 FEBRUARY 2020**

**Present:** Cathleen Russell, Colglen Community Council (Chair)  
Willie Lynch, Dunoon Community Council (Vice-Chair)  
Councillor Bobby Good - Argyll and Bute Council  
Councillor Jim Anderson - Argyll and Bute Council  
Councillor Jean Moffat - Argyll and Bute Council  
Stuart McLean - Committee Manager, Argyll and Bute Council  
Samantha Somers - Community Planning Officer, Argyll and Bute Council  
Chief Inspector Douglas Wilson - Police Scotland  
Rodden Shaw – Rural Watch Commander, Scottish Fire and Rescue Service  
Lorna Whyte – Area Manager – Bute & Cowal, Live Argyll  
Jim McLuckie – Colglen Community Council  
Kirsty Reid – Strachur Community Council  
Iain McNaughton – Sandbank Community Council  
Maggie Clark - Health Improvement Lead, Health & Social Care Partnership  
Sharon Macdonald – Community Development Officer  
John Weir - Bute Business Improvement District  
Gail Lawrence – Dunoon Observer  
Agnes Harvey - Blairmore Village Trust  
Catherine Ray – Blairemore Community Council  
Yolanda Shoemake – Dunoon Presents  
Gavin Dick – Dunoon Project

**1. WELCOME AND APOLOGIES**

The Chair welcomed everyone to the meeting and introductions were made.

The Community Planning Officer sought and received confirmation from the Group that they consented for Group photographs to be taken for marketing purposes.

Apologies for absence were intimated on behalf of Councillor Audrey Forrest and Councillor Jim Findlay.

**2. DECLARATIONS OF INTEREST**

There were no declarations of interest intimated.

**3. MINUTES**

**(a) Meeting of the Bute and Cowal Community Planning Group held on Tuesday 5 November 2019**

The minute of the Bute and Cowal Community Planning Group meeting held on Tuesday 5 November 2019 was approved as a correct record.

**4. AREA COMMUNITY PLANNING GROUP GOVERNANCE ARRANGEMENTS**

**(a) Annual Update of Terms of Reference, Membership and Future Meeting Dates**

The Group considered a report which asked them to confirm the governance

arrangements of the Bute and Cowal Area Community Planning Group (Area CPG) specifically the Terms of Reference, membership and future meeting dates.

### **Decision**

The Bute and Cowal Area Community Planning Group;

1. considered and adopted the Terms of Reference as submitted in the report (Appendix 1) and agreed that these be reviewed on an annual basis to ensure their ongoing currency and appropriateness for the work of the Area CPG as it develops over time;
2. considered and agreed the membership of the group as submitted in the report (Appendix 2) subject to further nominations being submitted following a social media campaign;
3. agreed that the membership of the group be reviewed on an annual basis to ensure currency and appropriateness for the work of the group as it develops over time; and
4. agreed the meeting schedule and dates submitted the report.

(Reference: Report by Governance Manager, dated 4 February 2020, submitted)

## **5. ARGYLL AND BUTE OUTCOME IMPROVEMENT PLAN 2013-2023 - OUTCOME 1 (THE ECONOMY IS DIVERSE AND THRIVING)**

### **(a) Dunoon Presents - Quarterly Project Progress Report and 2020 Event Dates**

The Group gave consideration to a report which documented the progress of various activities hosted by Dunoon Presents. In addition to this Yolanda Shoemake tabled a calendar of events for 2020. Ms Shoemake highlighted to the Group that some of the events for this year have been extended such as the Dunoon Dazzles Winterfest which is now held over 2 days and how they are using the geography of the area to its advantage by offering events in cycling, fishing, quad biking, mountain biking, running and triathlons. They also are aiming to get children involved in events they are perhaps not in a position to do otherwise such as sailing.

Discussion focused around how the Police Youth Volunteers are available to marshal events and how to promote school engagement which fits in with the health and wellbeing agenda of the Health and Social Care Partnership.

### **Decision**

The Bute and Cowal Area Community Planning Group;

1. considered and noted the information provided; and
2. invited Dunoon Presents to return to a future meeting to update the Group.

(Reference: Report by Yolanda Shoemake, dated 19 December 2019, submitted and tabled)

(b) **Bute Business Improvement District**

The Group gave consideration to a presentation from John Weir, Bute Business Improvement District (BID).

Mr Weir explained to the Group that the BID application was at the consultation stage with 128 businesses on Bute having received questionnaires, 71 of which were sent to people living off Bute who have businesses based there. The current return rate of questionnaires was 70% (the BID response rate is ordinarily between 35-40%).

He said that after receiving a high response rate to those invited to join the BID group, they now have 12 very committed and determined people selected to take the BID forward.

Mr Weir explained that he is hopeful that pontoons and moorings will be installed which will help attract the yachting fraternity. He explained that talks were underway with Majestic Line and the Hebridean Princess around usage of the pontoons with the possibility of coaches to meet and greet people offering tours. The Group noted that the website [www.isleofbutebid.co.uk](http://www.isleofbutebid.co.uk) was a work in progress.

Discussion focused around travel connectivity and how the 'brand' for Bute could be explored through improved marketing.

**Decision**

The Bute and Cowal Area Community Planning Group;

1. thanked Mr Weir for the informative presentation and noted the information provided in the presentation; and
2. invited Bute BID to return to a future meeting to update the Group.

(Reference: presentation by John Weir, Bute Business Improvement District, dated 4 February 2020)

(c) **Dunoon Project**

The Group gave consideration to a tabled report from Gavin Dick outlining the vision of the Dunoon Project and how it aims to attract visitors, create employment and boost the wider local economy by owning and managing the Corlarach Forest.

Mr Dick spoke to the report and the Group noted that the next drop-in event will be held on 25 February 2020 and it is hoped that the land will be purchased by the end of the year.

Discussion focused on how Dunoon Community Council support the project and how the Group would encourage other community councils to write to Helen Dick to offer their support also.

**Decision**

The Bute and Cowal Area Community Planning Group;

1. thanked Mr Dick for the informative presentation and noted the information provided in the presentation;
2. support the aims and objectives of the Dunoon Project to attract visitors, create employment and boost the wider local economy; and
3. invited the Dunoon Project to return to a future meeting of the Group to provide an update.

(Reference: Report by Gavin Dick, Dunoon Project, dated 20 January 2020, tabled)

**6. ARGYLL AND BUTE OUTCOME IMPROVEMENT PLAN 2013 - 2023 - OUTCOME 5 (PEOPLE LIVE ACTIVE, HEALTHIER AND MORE INDEPENDENT LIVES)**

**(a) Outcome 5 - Progress Report**

Consideration was given by the Group to a report which provided an update about Argyll and Bute Health and Social Care Partnership (HSCP) health and wellbeing activity during 2019. The progress update was in relation to Outcome 5 of Argyll and Bute's Community Plan which aims to enable people to lead active, healthier and independent lives.

Maggie Clark, Health Improvement Lead, HSCP tabled a Living Well Strategy Summary leaflet which provided a general approach to living well via self-management.

Discussion focused on the current lack of support groups in the Cowal area for Cancer patients and how it is aimed to be addressed in the 5 year action plan and how the timings of HSPC public meetings need to consider availability of people in employment.

**Decision**

The Bute and Cowal Area Community Planning Group;

1. noted the contents of the report; and
2. agreed local actions to be delivered under the new outcome 5 actions.

(Reference: Report by Alison McGrory, Health Improvement Principal, Argyll and Bute HSCP, dated 4 February 2020, submitted and tabled)

At this point in the meeting the Chair ruled and the Group agreed to take item 7 (b) - Partner's Update (Live Argyll) out of sequence in order to assist the early departure of attendees who had a significant distance to travel.

**7. PARTNERS UPDATE**

**(a) Scottish Fire and Rescue Service - Cowal, Isle of Bute and Dunoon - FQ3: 1 October 2019 to 15 December 2019**

A report highlighting the Scottish Fire and Rescue Service's (SFRS) FQ3 review of

local performance within Cowal, Isle of Bute and Dunoon for 2019-20 was considered by the Group.

### **Decision**

The Bute and Cowal Area Community Planning Group reviewed and noted the contents of the report.

(Reference: Report by Watch Commander, Scottish Fire and Rescue Service, submitted)

## **(b) Opportunity for verbal updates by Community Planning Partners**

### **Live Argyll**

Lorna Whyte updated the Group on the significant activities of Live Argyll which included that staff training in cancer rehabilitation has been completed; ordinance survey maps have been purchased to promote map reading and route planning skills; Bookbug is now open at weekends; Rothesay pool has a swimathon coming up; commencement of leisure staff training and teaching coaching skills; halls are open to events for all ages groups; working with active school coordinators apprenticeships for leisure and sport work are available; talks are in place with community groups to discuss how care home and shelter housing users can access leisure facilities; leisure memberships are up 90% from 2018-2019 as they are more affordable and the investment in new equipment has seen gym usage up over 50%; and Library book issues are above the national average.

### **Police Scotland**

Douglas Wilson, Chief Inspector, Police Scotland explained to the Group that the contact call handling assessment was up and running in the area which had highlighted that Officer attendance was not always required. Positive feedback had been received particularly around diary appointments for non-urgent calls. He highlighted that speeding was still an issue and the Group noted Simon Shanks is the new inspector hoping to start at the end of February.

## **8. COMMUNITY FOCUS**

### **(a) Blairmore Village Trust**

The Group gave consideration to a report tabled by Agnes Harvey, Blairmore Village Trust noting that the Blairmore Hall Trust and Blairmore Village Trust have now formalised a collaborative way of working.

### **Decision**

The Bute and Cowal Area Community Planning Group thanked Ms Harvey for the informative presentation and noted the information provided in the presentation.

(Reference: Report by Agnes Harvey, Blairmore Village Trust, dated 4 February 2020, tabled)

### **(b) Loch Lomond and Cowal Way**

The Group gave consideration to a presentation from Jim McLuckie, Loch Lomond and Cowal Way. Mr McLuckie explained that Colglen Community was a small but widely spread community which faces many geographical difficulties yet despite this they have run several successful projects such as Warmer Colglen (which was a home heating survey), Greener Colglen (which saw the installation of polly-tunnels) and they are currently considering a renewable energy project and exploring options as to how to improve broadband. On a larger scale Colintrave and Glendaruel Development Trust took out a loan to purchase Stronafian Forrest and then leased part of the forest for 99 years to pay back the loan.

The Group heard that the Loch Lomond and Cowal Way (LLCW) runs from Portavadie to Inverlus covering 5 communities and their respective community councils and development trusts. Mr McLuckie explained how the Colglen Community Council were able to secure funding of £700K from the Coastal Communities Fund which allowed them to employ a Ranger and a Marketing Manager for 4 years. Their contracts have now expired as the funding has run-out but the Ranger remain employed via contract.

Mr McLuckie showed photographs to the Group of the LLCW explaining that it is 57 miles in total and showcased the upgrade path. He explained that using people counters they discovered that the LLCW had brought £500,000 into the Cowal economy and that they hope to add to this by offering tour guides and to link up with a luggage handling business in Strachur.

#### **Decision**

The Bute and Cowal Area Community Planning Group thanked Mr McLuckie for the informative presentation and noted the information provided in the presentation.

(Reference: presentation by Jim McLuckie, Loch Lomond and Cowal Way, dated 4 February 2020)

### **9. HIGHLIGHTS FROM COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE**

The Group considered a briefing note which related to the meeting of the Community Planning Partnership (CPP) Management Committee held on Wednesday 4 December 2019 where issues raised by the Area Community Planning Group Chairs was considered.

#### **Decision**

The Bute and Cowal Area Community Planning Group noted the information provided.

(Reference: Report by Community Planning Manager dated 4 February 2020, submitted)

### **10. AREA COMMUNITY PLANNING ACTION PLAN**

#### **(a) Area Community Planning Action Plan Tracker**

The Community Planning Officer outlined the engagement plan for the next iteration of the tracker and took the Group through the progress of actions currently identified on the Area Community Planning Action Plan tracker.

### **Decision**

The Bute and Cowal Area Community Planning Group;

1. noted the information provided;
2. agreed to keep BC02 classed as 'not on track';
3. agreed to reclassify BC04, BC06 and BC07 as 'on track'; and
4. agreed to remove Dunoon Community Council from BC01.

(Reference: Report by Area Community Planning Manager, dated 4 February 2020, submitted)

### **(b) Results of Place Standard Analysis and Engagement**

The Community Planning Officer updated the Group on the results of the Place Standard Analysis and Engagement Consultation which aimed to gauge an understanding of the place respondents live in with the results feeding into the CPP Management plan and area plans.

The Group noted that a total of 1548 responses had been received which is triple the number of response from the previous exercise and that the analysis and suggested actions for improvement under each outcome would be available to the public by the end of February 2020.

The main issues for the Bute and Cowal area were discovered to be;

1. issues surrounding employment in the local area;
2. public transport; and
3. influence and sense of control.

The Group noted that the CPP Management Committee plan to look at the actions identified in March and to host a half day workshop with partners in May (date to be confirmed).

### **Decision**

The Bute and Cowal Area Community Planning Group noted the information provided.

(Reference: Verbal update by Community Planning Officer dated 4 February 2020)

## **11. DATE OF NEXT MEETING**

The Group noted that the next meeting of the Bute and Cowal Area Community Planning Group would take place at 10.00am on Tuesday 5 May 2020 at Eaglesham House, Rothesay.

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**ARGYLL AND BUTE COUNCIL**
**BUTE AND COWAL AREA  
COMMITTEE**
**CUSTOMER SUPPORT SERVICES**
**3 MARCH 2020**


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**AREA SCORECARD FQ3 2019-20**


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**1 Background**

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 3 2019/20 (October-December 2019) and illustrates the agreed performance measures.
- 1.2 A summary of all the measures is included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.
- 1.3 Helensburgh and Lomond Area Committee receive a breakdown of Car Parking Income. It is suggested that the Bute and Cowal Area Committee would also welcome this information.

The measure is currently presented as a cumulative total and in a consistent format for the Council and all 4 administrative areas. It is proposed that this consistent format continues.

Currently the data is kept locally by the Service. Pyramid can accommodate the additional measures required which will present the information by car park, which in turn will combine to present a cumulative total for the Council and all 4 areas.

However, due to current commitments there is no capacity to do the necessary work within Pyramid but it will be done as soon as possible. It is proposed that if this information is required going forward the individual car park income is presented in the covering report as follows:

<b>Car Park</b>	<b>FQ3 18/19</b>	<b>FQ4 18/19</b>	<b>FQ1 19/20</b>	<b>FQ2 19/20</b>	<b>FQ3 19/20</b>
<b>Guildford St, Rothesay</b>	£2,666	£1,759	£3,763	£2,607	£1,651
<b>Argyll St, Dunoon</b>	£5,145	£4,415	£3,165	£1,281	£4,622
<b>Church St, Dunoon</b>	£701	£675	£748	£699	£752
<b>Moir St, Dunoon</b>	£2,927	£2,126	£2,504	£2,322	£2,572
<b>Swimming Pool, Dunoon</b>	£2,640	£2,514	£1,847	£1,440	£2,310
<b>Dunoon Pier</b>	£2,372	£818	£1,121	£928	£1,428
<b>Jane Villa, Dunoon</b>	£3,041	£1,755	£2,472	£531	£3,287
<b>B&amp;C</b>	£3,833	£4,517	£7,737	£7,508	£4,665
	<b>£23,325</b>	<b>£18,578</b>	<b>£23,358</b>	<b>£17,316</b>	<b>£21,285</b>

Parking income is still underachieving the target for year to date. It should be noted, however, that the % deficit has decreased from FQ2. The shortfall of £9,282 could be affected by a number of reasons such as weather and public holidays but the shortfall will have been impacted by the delay in progressing an off-street car park TRO for B&C.

- 1.4 Positive destinations – it is proposed that the success measure currently reported to all Area Committees is removed as school leaver destination statistics are no longer published.

The following measure has been identified by Education. It is proposed that the Area Committee agreed to the inclusion of the following Participation measure.

***The proportion of 16 – 19 year olds participating in a positive destination (Education, Training or Employment.)***

The information is currently recorded in the Skills Development Scotland (SDS) Datahub. Further analysis of the data can indicate patterns such as young people not participating or young people that we have lost contact with.

The measure can now be reported quarterly at both Council and Area level. The current Argyll and Bute wide participation rate as of FQ3 2019/20 is 93.16%.

For information this data is then collated annually for the Annual Participation Measure which is reported in FQ2. Latest data for Argyll and Bute (2019) shows a participation rate of 94.8%.

- 1.5 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.6 A short key to symbols / layout is attached (Appendix 1).
- 1.7 An illustration of how the Business Outcomes align to the Corporate Outcomes is attached. (Appendix 2).

## **2 Recommendations**

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 The Area Committee are asked to confirm if they would welcome the detailed Car Parking information as presented above on future Area Committee Performance Reports.
- 2.3 It is recommended that the Area Committee agree to the removal of the Positive Destinations success measure and the inclusion of the Participation in a Positive Destination measure.

- 2.4 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- 2.5 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

### 3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

### Interim Executive Director with responsibility for Customer Support Services

**Jane Fowler**  
**Head of Customer Support Services**

For further information, please contact:  
 Sonya Thomas  
 Performance and Improvement Officer  
 Customer Support Services  
 01546 604454

Appendix 1: Key to symbols

Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes

Appendix 3: FQ3 2019/20 B&C Word Report in pdf format

Appendix 4: FQ3 2019/20B&C Scorecard

## **PERFORMANCE REPORTS – KEYS TO SYMBOLS**

### **WORD REPORT**

#### **STATUS SYMBOL**

- This is colour coded and indicates if the performance is good – Green; or off track – Red

#### **TREND ARROW**

- This indicates the trend of the performance between the last two periods

#### **NAME IN BRACKETS (StreetScene)**

- This indicates not only where in Pyramid you can find the data but also what team in the council deals with this element of performance

#### **GREY SUCCESS MEASURE**

- This indicates that the performance measure is a council-wide one

#### **WHITE SUCCESS MEASURE**

- This indicates that the performance measure is a local area one

### **ON GRAPHS IN PYRAMID**

#### **GREEN**

- Performance is positively within desired parameters / meeting target / positively exceeding target

#### **RED**

- Performance is negatively out-with desired parameters / not meeting target / negatively exceeding target

#### **KEY**

- There is a key / explanation to each graph indicating Target / Actual / Benchmark alongside each graph

### **THE SCORECARD**

- This is a plain summary of the success measures
- It mirrors the word report – BUT without commentary / names / teams
- It is simply a picture

Joint Over-arching Vision	Argyll and Bute's Economic Success is built on a growing population						
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and do Business						
	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an infrastructure that supports sustainable growth	
Business Outcomes	<b>BO101</b> We Ensure Information And Support Is Available For Everyone.	<b>BO104</b> Our Communities Are Protected And Supported.	<b>BO106</b> Our Looked After Young People Are Supported By Effective Corporate Parenting.	<b>BO108</b> All Our Children And Young People Are Supported To Realise Their Potential.	<b>BO110</b> We Support Businesses, Employment And Development Opportunities.	<b>BO113</b> Our Infrastructure Is Safe And Fit For The Future.	<b>BO115</b> We Are Efficient And Cost Effective.
	<b>BO102</b> We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	<b>BO105</b> Our Natural And Built Environment Is Protected And Respected.	<b>BO107</b> The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	<b>BO109</b> All Our Adults Are Supported To Realise Their Potential.	<b>BO111</b> We Influence And Engage With Businesses and Policy Makers.	<b>BO114</b> Our Communities Are Cleaner And Greener.	<b>BO116</b> We Engage And Work With Our Customers, Staff And Partners.
	<b>BO103</b> We Enable A Choice Of Suitable Housing Options.				<b>BO112</b> Argyll & Bute Is Promoted To Everyone.		<b>BO117</b> We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	<p style="text-align: center;"><b>Caring, Committed, Collaborative &amp; Creative</b>  <b>Cùramach, Dealasach, Cruthachail agus Com-pàirteach</b></p>						

### BUTE & COWAL FQ3 2019/20 OVERALL PERFORMANCE SUMMARY

The table below presents a summary of all of the success measures in the scorecard. They show the performance against targets and the trend against the pervious quarter's performance. Measures with 'No Trend Data' are the cumulative Car Parking income measures.

**SUMMARY OF PERFORMANCE AGAINST TARGETS**

FQ2 2019/20	FQ3 2019/20	
16	12	GREEN
5	8	RED
10	11	NO TARGET
31	31	TOTAL

**B&C Area Scorecard FQ3 2019/20**

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
<b>Corporate Outcome No 1 - People live active, healthier and independent lives</b>								
Number of affordable social sector new builds - B&C (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	<b>FQ3 2019/20 B&amp;C</b> No new completions in Bute and Cowal during quarter 3.
								<b>FQ2 2019/20 B&amp;C</b> 30 new build completions in total during quarter 2: 14 units at Lochdon, Mull 16 units at Castle Wood, Helensburgh. In addition around 91 units onsite or in development for completion during quarter 3 and 4. Completions for Q2 (& note one added to Q1 figures – acquisition rather than new build in Southend but was delivered via SHIP so included in our SHIP stats).
DEG103_01 [PR103_01]- Number of new affordable homes completed per annum. (Housing Services)	●	⇓	30	30	22	22	Allan Brandie	<b>FQ3 2019/20 A&amp;B</b> Affordable housing completions = 22 completed. 18 in OLI and 4 in MAKI.
								<b>FQ2 2019/20 A&amp;B</b> 30 new build completions in total during quarter 2: 14 units at Lochdon, Mull 16 units at Castle Wood, Helensburgh. In addition around 91 units onsite or in development for completion during quarter 3 and 4. Completions for Q2 (& note one added to Q1 figures – acquisition rather than new build in Southend but was delivered via SHIP so included in our SHIP stats).

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
<b>Corporate Outcome No.2 - People live in safer and stronger communities</b>								
Car Parking income to date - B&C (Streetscene B&C) <b>ANNUAL CUMULATIVE TOTAL</b>	●	↑	£ 55,906	£ 40,674	£ 71,241	£ 61,959	Hugh O'Neill	<b>FQ3 2019/20 B&amp;C</b> Parking income is still under achieving the target for year to date. It should be noted, however, that the deficit has decreased from FQ2. The shortfall of £9,282 could be affected by a number of reasons such as weather and public holidays but the shortfall will have been impacted by the delay in progressing an off-street car park TRO for B&C.
								<b>FQ2 2019/20 B&amp;C</b> The shortfall of £15,232 could be affected by a number of reasons such as weather and public holidays. Staff continue to monitor parking areas and maintain them within budget with a view to making them fit for purpose and attracting more visitors.
Car Parking income to date - A&B (Streetscene) <b>ANNUAL CUMULATIVE TOTAL</b>	●	↑	£ 750,020	£ 578,254	£ 955,747	£ 796,190	Hugh O'Neill	<b>FQ2 2019/20 A&amp;B</b> There is a shortfall in excess of £159,557 across all of Argyll & Bute, although the deficit has decreased from FQ2. This can be attributed to the delays in TRO process for Duck Bay and Mull which has resulted in a significant reduction in the anticipated income.
								<b>FQ2 2019/20</b> There is a shortfall in excess of £200,000 across all of Argyll & Bute. This can be attributed to the delays in TRO process for Duck Bay and Mull which has resulted in a significant reduction in the anticipated income.
A&B - Number of Parking Penalty Notices Issued (Streetscene)		↓	No Target	1,345	No Target	1,196	Hugh O'Neill	<b>FQ3 2019/20 A&amp;B</b> Commentary provided at area level.
								<b>FQ2 2019/20 A&amp;B</b> Commentary provided at area level.
B&C - Number of Parking Penalty Notices Issued (Streetscene B&C)		↓	No Target	64	No Target	54	Hugh O'Neill	<b>FQ3 2019/20 B&amp;C</b> Line painting especially town centres of Dunoon and Rothesay require repainting before effective enforcement can take place. Traffic Regulation Orders for the Queens Hall area and Town Centre Ferry/Pier Road are not complete.
								<b>FQ2 2019/20 B&amp;C</b> Limited Amenity Warden cover is currently provided from other areas. Line painting required in Bute & Cowal to allow enforcement, particularly in Rothesay and Dunoon town centres. Increased attendance/duties at events required this quarter.

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)		↑	No Target	23	No Target	17	Tom Murphy	<b>FQ3 2019/20 B&amp;C</b> The number of dog fouling complaints for the Bute and Cowal area over FQ3 has dropped from 23 to 17. The warden service will continue to deal with this issue and will continue to work with all partners in an attempt to deal with this problem.
								<b>FQ2 2019/20 B&amp;C</b> The number of dog fouling complaints has increased slightly over the FQ2 period for the Bute and Cowal area from 19 to 23. The warden service will continue with their efforts to deal with this issue and will continue to engage with all partners in an attempt to deal with this problem.
Dog fouling - total number of complaints A&B (Streetscene)		↓	No Target	47	No Target	59	Tom Murphy	<b>FQ3 2019/20 A&amp;B</b> The surge in complaints for the FQ3 quarter is unacceptable and the service will arrange for additional patrols when resource permits. The reasons for this increase may be to do with poor dog ownership. The reduction in the number of Amenity Enforcement Wardens from 9 FTEs to 4 FTEs, has seen an obvious reduction on patrols therefore less visibility as a deterrent. The other reason for the increase in complaints may be due to the time of year and dark nights, some dog owners become less reluctant to clearing up after their dogs.
								<b>FQ2 2019/20 A&amp;B</b> There are still complaints coming in regarding dog fouling, however they are reducing. The Council will continue to work closely with partners and are aware of the public's perception on this.
LEAMS - B&C Bute (Cleanliness Monitoring Systems) <b>AVERAGE MONTHLY DATA FOR QUARTER</b>	●	↓	73	88	73	81	Tom Murphy	<b>FQ3 2019/20 B&amp;C Bute</b> Once again the level of performance in the Bute area remains high, with a performance recording of October 81, November 79 and December 83 this exceeds the Benchmark figure of 73.
								<b>FQ2 2019/20 B&amp;C Bute</b> The level of performance in the Bute area for FQ2 remains high, recording a performance of July 89, August 87 and September 88. The national standard is set at 67 with the Council's benchmark figure set at 73.
LEAMS - B&C Cowal (Cleanliness Monitoring Systems) <b>AVERAGE MONTHLY DATA FOR QUARTER</b>	●	↓	73	80	73	75	Tom Murphy	<b>FQ3 2019/20 B&amp;C Cowal</b> Cowal's performance remains steady and exceeds the Council's benchmark figure of 73 with performance this quarter showing October 75, November 73 and December 78.
								<b>FQ2 2019/20 B&amp;C Cowal</b> Cowal's performance has increased again this quarter, showing July 84, August 74 and September 81, all above the Council's benchmark figure of 73.

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems) <b>AVERAGE MONTHLY DATA FOR QUARTER</b>	●	⇓	73	80	73	79	Tom Murphy	<b>FQ3 2019/20 A&amp;B</b> The level of street cleanliness performance across the areas is at a very good standard, the service uses the annual report from Keep Scotland Beautiful and monthly inspections to assess the data and make appropriate alterations to work schedules to ensure that the level of performance is maintained.
								<b>FQ2 2019/20 A&amp;B</b> The level of performance remains at a very good standard, the service uses the annual report from Keep Scotland Beautiful and monthly inspection to assess the data and make appropriate alterations to ensure that the level of performance is maintained. The role of the Amenity Wardens have had a key influence around littering and dog fouling to assist in maintaining the good level of performance.

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
<b>Corporate Outcome No.3 - Children and young people have the best possible start</b>								
No Area Committee Measures to report on for Corporate Outcome 3								
<b>Corporate Outcome No.4 - Education, skills and training maximises opportunities for all</b>								
% HMIE positive Secondary School Evaluations - B&C (Authority Data)	●	⇒	0 %	0 %	0 %	0 %	Maggie Jeffrey	<b>FQ3 2019/20 B&amp;C</b> There were no secondary school inspections finalised in this quarter.
								<b>FQ2 2019/20 B&amp;C</b> There were no secondary school inspections finalised this quarter.
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	0 %	0 %	0 %	0 %	Maggie Jeffrey	<b>FQ3 2019/20 A&amp;B</b> There were no secondary schools inspections finalised in this quarter.
								<b>FQ2 2019/20 A&amp;B</b> Hermitage Academy follow through inspection was finalised on 27/8/2019.
Percentage of pupils with positive destinations - A&B (Authority Data)			0 %	0 %	0 %	0 %	Martin Turnbull	<b>FQ3 2019/20 A&amp;B</b> School leaver destination statistics are no longer published but instead the focus is on the publication of the annual Participation Measure every August; reporting and providing more detailed analysis on a much wider group of young people (all 16-19 year olds). School Leaver Destination data for specific schools now requires to be collated from information available on Insight.
								<b>FQ2 2019/20 A&amp;B</b> School leaver destination statistics are no longer published but instead the focus is on the publication of the annual Participation Measure every August; reporting and providing more detailed analysis on a much wider group of young people (all 16-19 year olds). School Leaver Destination data for specific schools now requires to be collated from information available on Insight.

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
<b>Corporate Outcome No.5 - The economy is diverse and thriving</b>								
Householder Planning Apps: Ave no of Weeks to Determine - B&C (Planning Applications)	●	↓	8.0 Wks	5.4 Wks	8.0 Wks	5.8 Wks	Peter Bain	<b>FQ3 2019/20 B&amp;C</b> The performance target of 8 weeks was met for the 9th consecutive quarter by the B&C team.
								<b>FQ2 2019/20 B&amp;C</b> The performance target of 8 weeks was met for the 8th consecutive quarter.
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓	8.0 Wks	7.1 Wks	8.0 Wks	7.4 Wks	Peter Bain	<b>FQ3 2019/20 ABC</b> Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now. FQ3 saw a 20% increase in householder applications on the same quarter last year.
								<b>FQ2 2019/20 ABC</b> Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.
								<b>Benchmarking Update: FQ4</b> Benchmark figures for Scotland and The Rural Nine - published by The Scottish Government - are up-to-date as at FY18/19 FQ4. Readers should note that since the reporting frequency changed from quarterly to biannually (in FY18/19) information is generally published at the end of January and July.
% of Pre-application enquiries processed within 20 working days - B&C (Planning Applications)	●	↓	75.0 %	90.0 %	75.0 %	81.0 %	Peter Bain	<b>FQ3 2019/20 B&amp;C</b> Turnaround of pre-apps within B&C has now been above the target of 75% for three years, demonstrating consistency.
								<b>FQ2 2019/20 B&amp;C</b> Turnaround of pre-apps within B&C has now been above the target of 75% for two years, demonstrating consistency.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0 %	80.6 %	75.0 %	75.0 %	Peter Bain	<b>FQ3 2019/20 ABC</b> The target to process 75% of pre-application enquiries within 20 working days has been achieved for the third consecutive quarter.
								<b>FQ2 2019/20 ABC</b> 75% target achieved in FQ2. Officer level performance reporting was recently rolled out to assist Area Team Leaders in monitoring individual performance. Aimed at assisting the prioritisation of workload, this would appear to be paying dividends already.

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
<b>Corporate Outcome No.6 - We have infrastructure that supports sustainable growth</b>								
Street lighting - B&C percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↓	75 %	88 %	75 %	33 %	Hugh O'Neill	<b>FQ3 2019/20 B&amp;C</b> Responses to reactive repairs have been affected by a combination of December annual leave and sickness absence, coupled with commitments to programmed project works in FQ3. The limited availability of the qualified electricians, able to inspect and either re-categorise or rectify "DARK LAMPS" had caused the response rates to drop. Assessments are being made on the programming of reactive repairs and project works during January, towards addressing both commitments in FQ4.
								<b>FQ2 2019/20 B&amp;C</b> Due to the pressure to complete works in neighbouring areas, the EAST electrician was not able to reach as many faults in B&C within the 10 day target as was achieved in FQ1. The performance figure has dropped 8% points but is still 13% above the target.
RIS113_04 [RA113_04]- Percentage of street lighting repairs completed within 10 days (Street Lighting - Maintenance)	●	↓	75 %	79 %	75 %	36 %	Hugh O'Neill	<b>FQ3 2019/20 A&amp;B</b> Priority was given to installing LED luminaires which has had an impact on the delivery of repairs. The current focus is clearing the backlog of repairs which will be completed prior to the LED works being finalised.
								<b>FQ2 2019/20 A&amp;B</b> Installation of LED luminaires as part of the luminaire replacement project. Works are nearing completion across the Council's network. The new LED Luminaires are proving more reliable with a number of dark lamps being reported significantly reduced. We are also in the process of replacing a number of columns in the poorest condition.
Total number of Complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		⇒	No Target	0	No Target	0	Tom Murphy	<b>FQ3 2019/20 B&amp;C Bute</b> There were no complaints received again this quarter for the Isle of Bute in relation to waste collection. This is an excellent level of service given the number of domestic and commercial properties serviced.
								<b>FQ2 2019/20 B&amp;C Bute</b> Again this quarter no complaints were received in relation to the waste collection on the Island of Bute. Given the number of domestic and commercial properties that the service currently uplifts, this is an excellent level of service.
Total number of Complaints regarding Waste Collection - B&C Cowal (Streetscene B&C)		↑	No Target	3	No Target	1	Tom Murphy	<b>FQ3 2019/20 B&amp;C Cowal</b> There was only 1 waste collection complaint received for the FQ3 quarter in Cowal. This is an excellent level of service considering the number of domestic and commercial properties serviced.
								<b>FQ2 2019/20 B&amp;C Cowal</b> There were only 3 complaints received regarding waste collection for the FQ2 quarter in the Cowal area. This again is an excellent standard of service given the scale of the general waste and recycling collections.

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	7	No Target	6	Tom Murphy	<b>FQ3 2019/20 A&amp;B</b> The number of service complaints has again dropped from the previous quarter, only 6 complaints were received in relation to the service across the whole of the district. Given the inclement weather and vehicle breakdowns this is very good. In general terms all collections were carried out, however in some areas these may have been a few days late. Information regarding delayed uplifts is passed to the customer from the customer contact centre advising them of the amended uplift date. Where collections were running late the information was posted on the Council web page to inform the public of the alterations to collection days.
								<b>FQ2 2019/20 A&amp;B</b> The number of service complaints are lower this period than last, which is very good. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	45.1 %	No Target	49.7 %	John Blake	<b>FQ3 2019/20 Waste PPP Area</b> 49.7% recycled, composted and recovered (29.2% recycled, composted plus 20.5% recovered). Year to date figure is 44.9% (26.5% recycled, composted plus 18.4% recovered).
								<b>FQ2 2019/20 Waste PPP Area</b> 45.1% recycled, composted and recovered (29.1% recycled, composted plus 16% recovered). Year to date is 42.7% recycled, composted and recovered.
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	45.9 %	No Target	44.1 %	John Blake	<b>FQ3 2019/20 Islands</b> 44.1% recycled, composted and recovered. Year to date figure is 43.5%.
								<b>FQ2 2019/20 Islands</b> 45.9% recycled, composted and recovered. Year to date is 44.1%.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	55.1 %	No Target	49.3 %	John Blake	<b>FQ3 2019/20 H&amp;L</b> 49.3% recycled, composted and recovered (41% recycled, composted plus 8.3% recovered). Year to date is 53.6% (45.9% recycled, composted plus 7.7% recovered).
								<b>FQ2 2019/20 H&amp;L</b> 55.1% recycled, composted and recovered (47.7% recycled, composted plus 7.4% recovered). Year to date is 55.4% recycled, composted and recovered.

### B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
RIS114_01 [RA114_01]- Percentage of Waste Recycled, Composted and Recovered (Waste Management Performance)	●	↑↑	40.0 %	48.4 %	40.0 %	49.0 %	John Blake	<b>FQ3 2019/20 A&amp;B</b> 49.0% recycled, composted and recovered (34.3% recycled, composted plus 14.7% recovered). Year to date figure is 47.6% (34.5% recycled, composted plus 13.1% recovered).
								<b>FQ2 2019/20 A&amp;B</b> 48.4% recycled, composted and recovered in Q2 (36.8% recycled, composted plus 11.6% recovered). Year to date is 47% recycled, composted and recovered.

## B&C Area Scorecard FQ3 2019/20

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
<b>Making It Happen</b>								
B&C Teacher Absence (Education Other Attendance)	●	↓	1.50 Days	0.97 Days	1.50 Days	2.47 Days	Anne Paterson	<b>FQ3 2019/20 B&amp;C</b> B&C have seen an increase in work days lost. This is mainly due to an increase in long term absence with absences relating to mental health increasing.
								<b>FQ2 2019/20 B&amp;C</b> Absence for teachers in Bute and Cowal has reduced this quarter in comparison to the previous quarter and is now within target. The reduction in mainly attributable to a reduction in colds, flu and absence relating to medical treatment.
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	↓	1.50 Days	1.53 Days	1.50 Days	2.05 Days	Anne Paterson	<b>FQ3 2019/20 A&amp;B</b> FQ2 (Jul-Sep) is the summer period with few staff at work, therefore is traditionally the lowest quarter for sickness absence. FQ3 (Oct-Dec) traditionally experiences an increase in absence days lost due to seasonal colds and flus. The most amount of days lost are due to stress, medical treatment and cancer which all lie within the long term absence category. Currently there is almost a 50/50 split in terms of number of short term vs long term absence.
								<b>FQ2 2019/20 A&amp;B</b> Overall teacher absence has reduced during the second quarter although remains slightly above target. The overall trend for teachers absence is reducing.
B&C LGE Only (HR1 - Sickness absence ABC)	●	↑	2.36 Days	3.99 Days	2.36 Days	3.81 Days	Carolyn McAlpine	<b>FQ3 2019/20 B&amp;C</b> B&C have seen a decrease in work days lost which bucks the trend as normally quarter 3 sees an increase in absence due to seasonal colds and flus. The number of long term cases has reduced in this area.
								<b>FQ2 2019/20 B&amp;C</b> This quarter sees an increase in absence levels in Bute and Cowal LGE staff. The increase in work days lost can largely be attributed to an increase in days lost due to stress and infections.

**B&C Area Scorecard FQ3 2019/20**

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	↓	2.36 Days	3.03 Days	2.36 Days	3.29 Days	Carolyn McAlpine	<b>FQ3 2019/20 A&amp;B</b> FQ2 (Jul-Sep) is the summer period with few staff at work, therefore is traditionally the lowest quarter for sickness absence. FQ3 (Oct-Dec) traditionally experiences an increase in absence days lost due to seasonal colds and flus. The most amount of days lost are due to stress, medical treatment and cancer which all lie within the long term absence category. Currently there is almost a 50/50 split in terms of number of short term vs long term absence.
								<b>FQ2 2019/20 A&amp;B</b> Absence levels for overall LGE staff has reduced this quarter in comparison to the previous quarter but remains above target. The reduction is mainly attributable to a reduction in colds, flu and absence relating to medical treatment.



## Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - B&C  
Actual 0 ▲  
Target 0 ↔

DEG103\_01  
[PR103\_01]-Number of new affordable homes completed per annum.  
Actual 22 ▲  
Target 22 ↔  
Benchmark 75

## Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - B&C  
Actual £ 61,959 ▼  
Target £ 71,241 ↔

Car Parking income to date - A&B  
Actual £ 796,190 ▼  
Target £ 955,747 ↔

B&C - Number of Parking Penalty Notices Issued  
Actual 54 ↔

A&B - Number of Parking Penalty Notices Issued  
Actual 1,196 ↔

Dog fouling - total number of complaints B&C  
Actual 17 ▲

Dog fouling - total number of complaints A&B  
Actual 59 ▲  
Target 78 ↔

LEAMS - B&C Bute  
Actual 81 ▲  
Average Monthly Data For Quarter ↔

LEAMS - Argyll and Bute monthly average  
Actual 79 ▲  
↔

LEAMS - B&C Cowal  
Actual 75 ▲  
Average Monthly Data For Quarter ↔

## Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - B&C  
Actual 5.8 Wks ▲  
Target 8.0 Wks ↔  
Benchmark 7.4 Wks

Householder Planning Apps: Ave no of Weeks to Determine - A&B  
Actual 7.4 Wks ▲  
Target 8.0 Wks ↔  
Benchmark 7.4 Wks

% of Pre-Application enquiries processed within 20 working days - B&C  
Actual 81.0 % ▲  
Target 75.0 % ↔  
Benchmark 75.0 %

% of Pre-application enquiries processed within 20 working days - A&B  
Actual 75.0 % ▲  
Target 75.0 % ↔

## Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - B&C  
Actual 0 % ▲  
Target 0 % ↔

Percentage of pupils with positive destinations - A&B  
Actual  
Target

## Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints regarding Waste Collection - B&C Bute  
Actual 0 ↔

Total number of Complaints regarding Waste Collection - A&B  
Actual 6 ↔

Total number of Complaints regarding Waste Collection - B&C Cowal  
Actual 1 ↔

Shanks - Percentage of Waste Recycled, Composted & Recovered  
Actual 49.7 % ↔

Islands - Percentage of Waste Recycled, Composted & Recovered  
Actual 44.1 % ↔

RIS114\_01  
[RA114\_01]-Percentage of waste recycled, composted and recovered  
Actual 49.0 % ▲  
Target 40.0 % ↔  
Benchmark

H&L - Percentage of Waste Recycled, Composted & Recovered  
Actual 49.3 % ↔

Street lighting - B&C percentage of faults repaired within 10 days  
Actual 33 % ▼  
Target 75 % ↔

RIS113\_04  
[RA113\_04]-Percentage of street lighting repairs completed within 10 days  
Actual 36 % ▼  
Target 75 % ↔

## Making It Happen

B&C Teacher Absence  
Actual 2.47 Days ▼  
Target 1.50 Days ↔

A&B Teacher Absence  
Actual 2.05 Days ▼  
Target 1.50 Days ↔

B&C LGE Only  
Actual 3.81 Days ▼  
Target 2.36 Days ↔

A&B LGE Staff Summary - Combined Office & Non Office  
Actual 3.29 Days ▼  
Target 2.36 Days ↔



## B&C Area Scorecard 2019-20

FQ3 19/20

*'Making Argyll and Bute a place people choose to live, learn, work and do business'*

### Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - B&C	Actual	0 %	
	Target	0 %	

Percentage of pupils with positive destinations - A&B	Actual	94.7 %	
	Target	92.0 %	

### *'Making Argyll and Bute a place people choose to live, learn, work and do business'*

#### Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - B&C	Actual	0	
	Target	0	

DEG103_01 [PR103_01]-Number of new affordable homes completed per annum.	Actual	22	
	Target	22	
	Benchmark	75	

*'Making Argyll and Bute a place people choose to live, learn, work and do business'*

### Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - Actual £ 61,959 **R**  
 B&C Target £ 71,241 **↑**

Car Parking income to date - Actual £ 796,190 **R**  
 A&B Target £ 955,747 **↑**

Dog fouling - total number of complaints B&C Actual 17 **G**  
**↑**

Dog fouling - total number of complaints A&B Actual 59 **G**  
**↓**

LEAMS - B&C Bute Actual 81 **G**  
 Monthly Data June 2019 **↓**

LEAMS - Argyll and Bute monthly average Actual 79 **G**  
**↓**

LEAMS - B&C Cowal Actual 75 **G**  
 Monthly Data June 2019 **↓**

B&C - Number of Parking Penalty Notices Issued Actual 54 **↓**

A&B - Number of Parking Penalty Notices Issued Actual 1,196 **↓**



# B&C Area Scorecard 2019-20

FQ3 19/20

*'Making Argyll and Bute a place people choose to live, learn, work and do business'*

## Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - B&C	Actual	5.8 Wks	⬆️
	Target	8.0 Wks	⬇️
	Benchmark	7.4 Wks	

Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual	7.4 Wks	⬆️
	Target	8.0 Wks	⬆️
	Benchmark	7.4 Wks	⬆️

% of Pre-Application enquiries processed within 20 working days - B&C	Actual	81.0 %	⬆️
	Target	75.0 %	⬇️

% of Pre-application enquiries processed within 20 working days - A&B	Actual	75.0 %	⬆️
	Target	75.0 %	⬇️

*'Making Argyll and Bute a place people choose to live, learn, work and do business'*

### Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints regarding Waste Collection - B&C Bute  
 Actual 0 →

Total number of Complaints regarding Waste Collection - B&C Cowal  
 Actual 1 ↑

Shanks - Percentage of Waste Recycled, Composted & Recovered  
 Actual 49.7 % ↑

Islands - Percentage of Waste Recycled, Composted & Recovered  
 Actual 44.1 % ↓

H&L - Percentage of Waste Recycled, Composted & Recovered  
 Actual 49.3 % ↓

Street lighting - B&C percentage of faults repaired within 10 days  
 Actual 33 % **R**  
 Target 75 % ↓

Total number of Complaints regarding Waste Collection - A&B  
 Actual 6 ↑

RIS114\_01 [RA114\_01]-Percentage of waste recycled, composted and recovered  
 Actual 49.0 % **G**  
 Target 40.0 % ↑  
 Benchmark

RIS113\_04 [RA113\_04]-Percentage of street lighting repairs completed within 10 days  
 Actual 36 % **R**  
 Target 75 % ↓



## B&C Area Scorecard 2019-20

FQ3 19/20

*'Making Argyll and Bute a place people choose to live, learn, work and do business'*

### Making It Happen

B&C Teacher Absence	Actual	2.47 Days	<b>R</b>
	Target	1.50 Days	↓

A&B Teacher Absence	Actual	2.05 Days	<b>R</b>
	Target	1.50 Days	↓

B&C LGE Only	Actual	3.81 Days	<b>R</b>
	Target	2.36 Days	↑

A&B LGE Staff Summary - Combined Office & Non Office	Actual	3.29 Days	<b>R</b>
	Target	2.36 Days	↓

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Argyll & Bute Health & Social Care Partnership

## **Bute and Cowal Area Committee**

**Date of Meeting: 3 March 2020**

**Title of Report: Argyll & Bute Health and Social Care Partnership Annual Performance Report**

**Presented by: Officer confirmed by area**

### **The Area Committee is asked to:**

- Note and reflect upon the HSCP Annual Performance Report for 2018/19

## **1. EXECUTIVE SUMMARY**

The Argyll & Bute Annual Performance Report is produced in accordance with statutory guidance, with input from a wide range of HSCP staff and with contributions from our wider partnership.

The report is presented in the same format as previous years to allow the Integrated Joint Board (IJB) to compare performance over the last 3 years. It has also utilised info graphics to aid understanding and to support alignment with the IJB Strategic Plan objectives.

Link to report:

[https://www.argyll-bute.gov.uk/sites/default/files/annual\\_performance\\_report\\_1819\\_final\\_14.08.19.pdf](https://www.argyll-bute.gov.uk/sites/default/files/annual_performance_report_1819_final_14.08.19.pdf)

Comments and amendments from Strategic Planning group and IJB members have been received incorporated into this final report. An editorial group of critical reviewers drawn from a range of partners, staff and service users volunteered their time to read and comment upon the 2018/19 report. Their comments have also been incorporated into the final version of the report.

This report was endorsed and approved by the IJB in August 2019 and is presented to the Area Committee to provide an overview of performance and the national indicators that we use to measure our performance.

## **2. INTRODUCTION**

2.1 Every Health and Social Care Partnership in Scotland has a statutory requirement to produce and publish an annual performance report. The Annual Performance Report is produced in accordance with statutory guidance <http://www.gov.scot/Publications/2016/03/4544/downloads>

2.2 The HSCP Annual Performance Report 2018/19 has been co-produced by a wide range of staff within the HSCP and across the wider partnership, working collaboratively to meet the requirements set out within Scottish Government guidance, as well as incorporating performance assessment and practice examples to describe the second year of work undertaken by the HSCP, its improvements, developments and challenges and issues.

### 3. DETAIL OF REPORT

3.1 Section 42 of The Public Bodies (Joint Working) (Scotland) Act 2014 requires that all Integration Authorities produce an annual performance report, for the benefit of the Partnership and their communities, to ensure that performance is open and accountable.

The report is required to set out an assessment of performance in planning and carrying out the integration functions for which the HSCP is responsible, as described in the Integration Scheme for Argyll & Bute HSCP.

[https://www.argyllbute.gov.uk/sites/default/files/argyll\\_and\\_bute\\_integration\\_scheme\\_v1\\_6\\_310315\\_final.pdf](https://www.argyllbute.gov.uk/sites/default/files/argyll_and_bute_integration_scheme_v1_6_310315_final.pdf)

Required content of the report is set out in The Public Bodies (Joint Working) (Content of Performance Reports) (Scotland) Regulations 2014

<http://www.legislation.gov.uk/ssi/2014/326/contents/made>

As a minimum the annual performance report must include:

- Assessment of performance in relation to the 9 National Health and Wellbeing Outcomes
- Assessment of performance in relation to integration delivery principles
- Assessment of performance in relation to the Partnership's Strategic Plan
- Comparison between the reporting year and previous reporting years, up to a maximum of 5 years.
- Financial performance and Best Value
- Information about Localities
- Details of Service Inspections
- Details of any review of the Strategic Plan

The annual performance report is primarily a management document, however it must also be accessible to the general public, the format and presentation has developed over time with this goal in mind – using a process of telling people what they should expect; assessing performance and reinforcing this with practice examples.

Producing the report has been very much a HSCP wide effort with contributions and input from colleagues over the last 6 months, right across the HSCP and our wider partnership. These contributions were pulled together into a single document, taking care to explain technical terms, minimise jargon and present information in a way that is accessible to everyone. At the same time the report was benchmarked against others across Scotland.

It was recognised that the report should be consistent in layout, approach and presentation to aid in benchmarking of performance compared to 2017/18 report.

Once again in order to improve accessibility we involved an editorial group of 'critical friends' representing: The Strategic Planning Group; Third sector; Independent Sector; our Caring Connections coaches; Adult service users; young people; family/unpaid carers and members of staff from our wider staff group.

#### **4. RELEVANT DATA AND INDICATORS**

As referenced above the performance information presented is derived from national data returns from health and social care which inform the National Health and Well Being outcome indicators.

#### **5. CONTRIBUTION TO STRATEGIC PRIORITIES**

The IJB has a statutory requirement to publish an Annual Performance Report. The report details the IJB of our progress towards the priorities with Argyll & Bute's Strategic Plan.

The HSCP Annual Performance Report has been formally shared with both Argyll & Bute Council and the NHS Highland Board.

#### **6. GOVERNANCE IMPLICATIONS**

##### **6.1 Financial Impact**

Financial performance is included as a statutory requirement within the report.

##### **6.2 Staff Governance**

Staff governance and performance against the relevant indicators is included in the report.

##### **6.3 Clinical Governance**

Service inspections and outcomes are included as a statutory requirement within the report.

#### **7. PROFESSIONAL ADVISORY**

No professional advisory was required in the publication of the report.

#### **8. EQUALITY & DIVERSITY IMPLICATIONS**

The report does not require an EQIA scoping exercise. The report will be made available upon request in a variety of languages and formats.

#### **9. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE**

Principles of compliance were adhered to in the use of data compiled in reporting.

#### **10. RISK ASSESSMENT**

Not applicable to this paper

## 11. PUBLIC & USER INVOLVEMENT & ENGAGEMENT

An editorial group has reviewed the report and changes have been made in accordance with their recommendations. The report will be disseminated widely electronically with printed copies made available on request.

## 12. CONCLUSIONS

The HSCP Annual Performance Report 2018/19 is the third report produced by the Partnership. It meets the statutory requirements set out in Scottish Government guidelines, whilst also using performance assessment and local examples to add information and highlight the HSCP successes and challenges.

Once again comparative data in the form of traffic lights has been included to evidence performance against target and comparison to previous year's National Health and Well Being outcome indicators.

The Annual Performance report has been co-produced by a range of HSCP staff, and staff across the wider partnership; it has been reviewed by an editorial group of 'critical friends'.

## 13. DIRECTIONS

Directions required to Council, NHS Board or both.	<b>Directions to:</b>	tick
	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

## REPORT AUTHOR AND CONTACT

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Argyll & Bute Health & Social Care Partnership

## Bute & Cowal Area Committee

## Item

**Date of Meeting:** 3 March 2020

**Title of Report:** HSCP Performance Exception Report - Financial Quarter 2 (2019/20)

**Presented by:** Stephen Whiston - Head of Strategic Planning & Performance

### The Integration Joint Board/Committee is asked to:

- Note the new scorecard performance for the FQ2 (19/20) reporting period
- Consider and note the HSCP performance against National Health and Well Being Outcome Indicators and the Ministerial Steering Group measures of integration for the HSCP
- Note the performance commentary with regard to actions to address exceptions against all indicators

## 1. EXECUTIVE SUMMARY

For FQ2 (19/20) as agreed there has been a redesign of the current scorecard and this has seen a reduction in the overall number of performance measures across the nine HWBOI's, namely a reduction from 65 to 44 individual performance measures.

The measures remain aligned within the report under the nine pillars which form the national outcome indicators. The new performance report details all the performance indicators on a quarterly basis and utilises the most available data at the time of reporting.

Performance for FQ2 19/20 notes 26 of the new 44 measures are reporting as on target or better, with 17 reported as being off target and 1 measure still under development.

Key areas of success against target for FQ2 (19/20) are:

- Increase in the percentage of telecare service users with enhanced telecare packages- Target=31% Actual= 44.1%
- Increase in the number of looked after and accommodated children with a plan for permanence after a year- Target=81% Actual=82.8%
- Reduction in the rate of emergency admissions for adults- Target=30,800 Actual=20,444

- Increase in the number of people seen within 5 days who are on Community Payback Orders- Target= 80% Actual=90%
- Increase in the proportion of last 6 months of life spent at home or in a community setting- Target=89% Actual=93%

The MSG performance indicators are now reported within the main scorecard and these have been split across the nine outcome indicators, this work to ensure that there is greater continuity and context with regards to the HSCP's performance with regards to the national measures for integration.

There is particular Scottish Government focus on the length of time patients are waiting for healthcare treatment with the introduction of their Waiting Times 3 year Improvement Plan (2019/20-2021/22). The plan aims to put in place arrangements to sustainably support a reduction in length of wait by providing additional investment across all boards to achieve the various waiting times targets and standards.

The number of breaching outpatients across all specialties was updated monthly and reported quarterly to the Integrated Joint Board under Outcome 4 of the IJB Scorecard, namely the 'number of outpatient ongoing waits >12 weeks.'

It is important the IJB is aware of the detail of current waiting times performance and a more detailed breakdown has been included in this report. There are a number of specialties which are breaching waiting times targets but actions with the additional funding received is now having an impact.

The scorecard development and changes on Pyramid will see a gradual transition from old to new scorecard across the month of January 2020, a new look to the scorecard will complete this evolution.

## **2. INTRODUCTION**

The national health and wellbeing outcomes provide a strategic framework for the planning and delivery of health and social care services. These suites of outcomes, together, focus on improving the experiences and quality of services for people using those services, carers and their families. These outcomes focus on improving how services are provided, as well as, the difference that integrated health and social care services should make, for individuals. Currently there are 9 key National Health and Wellbeing Outcomes (NHWBOI's) and 23 sub-indicators and additional measures which form the foundation of the reporting requirement for the HSCP. In addition the scorecard details progress against the Ministerial Steering Group (MSG) measures for monitoring the progress of integrated service delivery across the HSCP.

## **3. RELEVANT DATA AND INDICATORS**

### **3.1 Overall Scorecard Performance for FQ2 (19/20)**

Performance for FQ2 19/20 notes 26 of the new 44 measures are reporting as on target or better , with 17 reported as being off target and 1 measure still under

development

Key areas of success against target for FQ2 (19/20) are:

- Increase in the percentage of telecare service users with enhanced telecare packages- Target=31% Actual= 44.1%
- Increase in the number of looked after and accommodated children with a plan for permanence after a year- Target=81% Actual=82.8%
- Reduction in the rate of emergency admissions for adults- Target=30,800 Actual=20,444
- Increase in the number of people seen within 5 days who are on Community Payback Orders- Target= 80% Actual=90%
- Increase in the proportion of last 6 months of life spent at home or in a community setting- Target=89% Actual=93%

**Appendix 1** identifies the most recent SOURCE performance data with regards to Argyll & Bute HSCP, benchmarked partnership performance against comparable IJB's for the 9 Health & Wellbeing Outcome Indicator's.

### 3.2 Scorecard Performance Exceptions for (FQ2-19/20)

The table below report the exceptions for FQ2 (19/20), including narrative identifying key trends and where appropriate actions reported to improve performance against targets.

National Health & Wellbeing Indicator and Performance Measure		Target	Latest (FQ2)	FQ1 Actual	Performance Narrative
1	The percentage of adults supported at home who agree that their health & care services seemed to be well co-ordinated	74%	72%	72%	<b>Performance Narrative:</b> This performance measure is part of the bi-Annually reported Health & Care Experience Survey and as such future performance update will be reported for Feb 2020. Area specific analysis notes that H&L reported 63% against a 70% average across the other areas.
2	The number of unplanned bed days for Mental Health specialties	3974	5716	4431	<b>Performance Narrative:</b> There is a general increasing performance trend from FQ1 to FQ2. Area specific data notes that B&C had the largest reported number of unplanned bed days(2096) against (890) for H&L
2	The number of Accident & Emergency attendances	4240	456	4487	<b>Performance Narrative:</b> The performance trend against this data notes an increase from FQ1 to FQ2 against target. In particular H&L note (2027) number of A&E attendances against, (1735) for OLI, (474) for B&C and (328) for MAKI
2	The percentage of population in community or institutional settings	2%	2.1%	2.1%	<b>Performance Narrative:</b> The performance trend against this measures remains flat in trajectory and is slightly below percentage target (0.1%)

National Health & Wellbeing Indicator and Performance Measure		Target	Latest (FQ2)	FQ1 Actual	Performance Narrative
2	The percentage of Looked After Children who are looked after at home or in a community setting	90%	84.2% 	84.1%	<b>Performance Narrative:</b> Trend against this target shows a very slight improvement from FQ1 to FQ2 (0.1%) but overall remains (5.8%) below target.
3	The percentage of adults supported at home who agree they are supported to live as independently	81%	79% 	79%	<b>Performance Narrative:</b> This performance measure is part of the bi-annually reported Health & Care Experience Survey and as such future performance update will be reported for Feb 2020. Area specific analysis notes that H&L reported (75%) against, (81%) for OLI, (82%) for B&C and (90%) for MAKI
3	The percentage of Accident & Emergency attendances seen within 4 hours	95%	91.2% 	93.2%	<b>Performance Narrative:</b> The area specific breakdown for this measures notes the largest number of people seen within the 4hrs (1792) in H&L, OLI (1672), B7C (411) and MAKI (288). There is a reducing overall trend against target.
4	Percentage of adults supported at home who agree their support had impact improving/maintaining quality of life	80%	74% 	74%	<b>Performance Narrative:</b> This performance measure is part of the bi-annually reported Health & Care Experience Survey and as such future performance update will be reported for Feb 2020.
4	Outpatient ongoing waits over 12 weeks as a percentage of all new outpatients on waiting list for consultant led outpatient appointments for specialties subject to Treatment Time Guarantee in Argyll and Bute	25%	32% 	29%	<b>Performance Narrative:</b> There is currently extensive work being done alongside NHS Highland to provide more consultant lead clinic spaces in order to reduce patient wait. The details of improving performance against target is noted within Section 4 of this report.
5	The number of days people spent in hospital when ready to be discharged, per 1,000 population	160 days	163 days 	139 Days	<b>Performance Narrative:</b> Trend analysis notes an increase in the number of days (3 days per 1000) against target and an increase of (24 days per 1000) against the previous quarter.
5	Percentage of substance misuse clients waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery.	90%	86.3% 	94.9%	<b>Performance Narrative:</b> The data trajectory notes a (3.7%) reduction in performance against target and (8.9%) reduction from FQ1. It is expected that a recovery of previous performance for FQ3 is supported by overall trend data.
6	The percentage of carers who feel supported to continue in their caring role	37%	33% 	33%	<b>Performance Narrative:</b> This performance measure is part of the bi-annually reported Health & Care Experience Survey and as such future performance update will be reported for Feb 2020
6	Percentage of carers who have received a carers assessment/support plan	20%	17% 	15.7%	<b>Performance Narrative:</b> The data for the measure is new for FQ2 and is now part of the quarterly national data submission to the Scottish Government

National Health & Wellbeing Indicator and Performance Measure		Target	Latest (FQ2)	FQ1 Actual	Performance Narrative
7	The percentage of Children on Child Protection Register with a completed Child Protection Plan	100%	93% 	79%	<b>Performance Narrative:</b> Trend analysis shows improving performance against target, locality specific breakdown notes B&C (100%), H&L (86%), MAKI (100%) and OLI (100%). The net effect of a reduction in the H&L performance against target is singly affecting overall performance
7	The percentage of Adult Protection referrals completed within 5 days	80%	55% 	40%	<b>Performance Narrative:</b> Trend analysis notes that performance for FQ2 (55%) remains significantly below target (80%). There is an increase of (15%) from previous quarter. Area specific date notes MAKI (20), B&C (17), H&L and OLI ( 9)
8	Percentage of PRDs completed for the Health & Social Care Partnership	90%	72% 	64%	<b>Performance Narrative:</b> Locality breakdown notes percentage completion for Adult Care East (27%), Adult Care West (56%), Children & Families and Criminal Justice (90%) and Strategic Planning & Performance (100%).
8	Health & Social Care Partnership Attendance	4.10 Days	5.03 Days 	5 days	<b>Performance Narrative:</b> Current data is only available for HSCP- Social Work staff- further development is required to include NHS Highland data. Locality breakdown notes for B&C (4.94 days), H&L (4.48 days), MAKI (4.93 days) , OLI (5.33 days) and Strategic Planning & Performance (8.09 days)
9	Health & Social Care Partnership Finance				<b>Under Development</b>

#### 4. Waiting Times Performance-FQ2 (19/20)

Argyll & Bute's anticipated performance in terms of the number of patients in breach of consultant waiting times targets for new appointments has been quantified in the NHS Highland Annual Operational Plan (AOP) submitted in March 2019. The AOP was informed by a "demand, capacity, activity, queue" analysis (DCAQ) process which identified the additional capacity that would be required to address average demand on a specialty by specialty basis.

The AOP details a position for each quarter end census point throughout 2019/20 and the following two financial years. There is particular focus on achieving the projected FQ4 19/20 position of 333 outpatients to be in breach of the 12 week target with the 26 week position also subject to scrutiny. This is an interim point to ultimately achieve a zero breaching patient waiting times position as at the end of March 2021.

The HSCP has received £245,000 in 2019/20 to support this activity with 60% of the funding released in the first tranche and the balance to be released if waiting times performance trajectories are met.

Planned inpatient/daycase care is also subject to AOP projections however in general the HSCP is able to meet the 12 week Treatment Time Guarantee (TTG) target that applies within this setting from decision to treat to treatment. For the purposes of the IJB to reassure and demonstrate the improvements made the most up to date activity data for the outpatient position as at end December 2019 is available and has been presented.

#### 4.1 FQ2 Outpatient Waiting Times Performance

The majority of the clinics provided in Argyll and Bute are provided by visiting consultants from NHS GG&C. However, there are some local specialties which are also not meeting waiting times targets at present.

A comparison between the FQ2 position and the AOP figures across all consultant outpatient specialties reporting variances against the 12 week target is detailed below.

##### 12 week target

**618** New Outpatient Appointments at Consultant Led Clinic breaches as at Q2 19/20. This is against a projected AOP forecast figure of 411 (+ 50.4%)

##### 26 week target

**252** New Outpatient Appointments at Consultant Led Clinic breaches as at Q2 19/20. This is against a projected AOP forecast figure of 127 (+ 98.4%)

#### 4.2 FQ3 Outpatient Waiting Times Performance Update

At mid December 2019 we are projecting **346** 12 week outpatient breaching patients against the AOP figure of 382 (- 9.4%) and **112** 26 week breaches against the AOP figure of 103 (+ 8.7%) as at the quarter end.

<b>12 WEEK POSITION</b>	AOP Figure FQ3 19/20	FQ3 Projection as at 18/12/19	Difference
Dermatology	87	28	-59
Ear, Nose & Throat (ENT)	76	62	-14
General Medicine*	16	20	4
General Surgery*	0	4	4
Gynaecology	0	43	43
Ophthalmology	100	10	-90
Oral and Maxillofacial Surgery	10	1	-9
Orthodontics	5	6	1
Paediatrics	0	3	3
Pain Management*	40	80	40
Respiratory Medicine	0	1	1
Trauma and Orthopaedic	48	88	40
<b>Grand Total</b>	<b>382</b>	<b>346</b>	<b>-36</b>

<b>26 WEEK POSITION</b>	AOP Figure FQ3 19/20	FQ3 Projection as at 18/12/19	Difference
Dermatology	20	6	-14
Ear, Nose & Throat (ENT)	13	22	9
General Medicine	0	1	1
General Surgery	0	1	1
Gynaecology	0	0	0
Ophthalmology	36	3	-33
Oral and Maxillofacial Surgery	5	1	-4
Orthodontics	0	0	0
Paediatrics	0	0	0
Pain Management	20	66	46
Respiratory Medicine	0	0	0
Trauma and Orthopaedic	9	12	3
<b>Grand Total</b>	<b>103</b>	<b>112</b>	<b>9</b>

**Note \* - A&B HSCP consultant specialty**

The expected FQ3 position shows significant improvement from FQ2 with the 12 week position having decreased by 44% from the previous quarter. A series of waiting list initiative clinics have been ongoing since September 2019 with notable improvements made in Dermatology and Oral Surgery. AHP triage of the ENT and Orthopaedic lists undertaken by audiology and physiotherapy is facilitating patients to be seen within these settings where appropriate.

Pain management continues to be a significant risk, the consultant who provided this service has left. Service options being examined include locum and support from the Independent Sector. However, this will not be considered without additional recurring funding to maintain a safe service for return patients. This is the service at most risk at present

Increased funding will be apportioned to increase Gynaecology capacity and internal transformational work alongside tightened data quality procedures will address patients breaching in General Medicine and General Surgery. The HSCP is working closely with NHS Highland on preparing its funding requirements for 2020/21 to put in place sustainable service provision

## **4. GOVERNANCE IMPLICATIONS**

### **4.1 Financial Impact**

There are a number of National Health & Wellbeing Outcome Indicators (NHWBOI's) and Waiting Times Performance which support the quality and financial performance of the HSCP including productivity, value for money and efficiency.

### **4.2 Staff Governance**

A number of the National Health & Wellbeing Outcome Indicators (NHWBOI's) indicators under outcome 9 and the Waiting Times Performance are pertinent for staff governance purposes

### **4.3 Clinical Governance**

A number of the National Health & Wellbeing Outcome Indicators (NHWBOI's) and Waiting Times Performance support the assurance of health and care governance and should be considered alongside that report

## **5. EQUALITY & DIVERSITY IMPLICATIONS**

The National Health & Wellbeing Outcome Indicators (NHWBOI's) and Waiting Times Performance help provide an indication on progress in addressing health inequalities

**6. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE**

None

**7. RISK ASSESSMENT**

None

**8. PUBLIC & USER INVOLVEMENT & ENGAGEMENT**

None

**9. CONCLUSIONS**

It is recommended that the Integration Joint Board/committee:

Note overall scorecard performance for the FQ2 19/20 reporting period with regards to the National Health and Well Being Outcome Indicators and Waiting Times Performance

**10. DIRECTIONS**

Directions required to Council, NHS Board or both.	<b>Directions to:</b>	tick
	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

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## Appendix 1- A&B HSCP Benchmark HWBOI Performance (FQ2-19/20)

The table below identifies the most recent SOURCE performance data with regards to Argyll & Bute HSCP, benchmarked partnership\* performance, and the Scotland-wide performance against the 9 HWBOI's and their 23 sub-indicators.

Indicator	Title	Argyll & Bute	Angus	East Lothian	Highland	Midlothian	Moray	Scot Borders	Stirling	Scotland
NI - 1	Percentage of adults able to look after their health very well or quite well	93%	95%	94%	94%	92%	93%	94%	94%	93%
NI - 2	Percentage of adults supported at home who agreed that they are supported to live as independently as possible	79%	76%	72%	86%	86%	83%	83%	84%	81%
NI - 3	Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided	76%	71%	68%	79%	80%	75%	74%	73%	76%
NI - 4	Percentage of adults supported at home who agreed that their health and social care services seemed to be well co-ordinated	72%	71%	66%	76%	71%	73%	75%	76%	74%
NI - 5	Total % of adults receiving any care or support who rated it as excellent or good	80%	77%	75%	83%	71%	80%	83%	79%	80%
NI - 6	Percentage of people with positive experience of the care provided by their GP practice	85%	78%	80%	87%	76%	80%	88%	86%	83%
NI - 7	Percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	74%	77%	75%	86%	73%	79%	80%	81%	80%
NI - 8	Total combined % carers who feel supported to continue in their caring role	33%	34%	36%	38%	32%	39%	36%	38%	37%
NI - 9	Percentage of adults supported at home who agreed they felt safe	83%	80%	81%	84%	79%	84%	86%	88%	83%
NI - 10	Percentage of staff who say they would recommend their workplace as a good place to work	NA	NA	NA	NA	NA	NA	NA	NA	NA

Indicator**	Title		Angus	East Lothian	Highland	Midlothian	Moray	Scot Borders	Stirling	Scotland
NI - 11	Premature mortality rate per 100,000 persons	393	350	333	402	409	394	388	353	<b>432</b>
NI - 12	Emergency admission rate (per 100,000 population)	12,734	11,070	10,061	10,869	11,072	8,965	12,423	9,695	<b>12,259</b>
NI - 13	Emergency bed day rate (per 100,000 population)	114,539	101,329	100,122	107,946	119,404	90,596	132,370	101,658	<b>118,462</b>
NI - 14	Readmission to hospital within 28 days (per 1,000 population)	83	104	99	113	109	77	109	104	<b>103</b>
NI - 15	Proportion of last 6 months of life spent at home or in a community setting	90%	91%	88%	90%	87%	90%	86%	89%	<b>88%</b>
NI - 16	Falls rate per 1,000 population aged 65+	26	25	19	15	18	15	19	22	<b>22</b>
NI - 17	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	74%	83%	84%	86%	87%	82%	79%	92%	<b>82%</b>
NI - 18	Percentage of adults with intensive care needs receiving care at home	68%	56%	61%	55%	68%	68%	62%	64%	<b>62%</b>
NI - 19	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)	640	314	641	1,248	1,323	1,063	761	540	<b>793</b>
NI - 20	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	24%	23%	21%	21%	23%	20%	21%	23%	<b>24%</b>
NI - 21	Percentage of people admitted to hospital from home during the year, who are discharged to a care home	NA	NA	NA	NA	NA	NA	NA	NA	<b>NA</b>
NI - 22	Percentage of people who are discharged from hospital within 72 hours of being ready	NA	NA	NA	NA	NA	NA	NA	NA	<b>NA</b>
NI - 23	Expenditure on end of life care, cost in last 6 months per death	NA	NA	NA	NA	NA	NA	NA	NA	<b>NA</b>

\*Improvement Service Benchmarking Family Groupings for Children, Social Work and Housing Indicators

\*\* Latest Data based on ISD Core Suite of Integration Indicators Standards as at Jun 2019 and may be impacted by data completeness.

## Appendix 2- Health & Wellbeing Outcome Indicators- Success Measures for FQ2 (19/20)

Performance element	Status	Target	Actual	Owner
NI-1 - % of adults able to look after their health very well or quite well (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 93.0 %	FQ2 19/20 93.0 %	Julie Lusk
NI-3 - % of adults supported at home who agree they had a say in how their support was provided (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 76.0 %	FQ2 19/20 76.0 %	Caroline Cherry
NI-13 - Emergency Admissions bed day rate (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 30,800	FQ2 19/20 20,444	Elizabeth Higgins
NI-16 - Falls rate per 1,000 population aged 65+ (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 5	FQ2 19/20 4	Caroline Cherry
A&B - % of Total Telecare Service Users with Enhanced Telecare Packages (Telehealthcare)	●	FQ2 19/20 31.0 %	FQ2 19/20 44.1 %	Stephen Whiston
MSG 1.1 - Number of emergency admissions - A&B (MSG Indicators 2019)	●	FQ2 19/20 2,142	FQ2 19/20 1,807	Elizabeth Higgins
MSG 2.1 - Number of unplanned bed days acute specialties - A&B (MSG Indicators 2019)	●	FQ2 19/20 14,172	FQ2 19/20 12,021	Caroline Cherry
NI-5 - % of adults receiving any care or support who rate it as excellent or good (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 80.0 %	FQ2 19/20 85.0 %	Julie Lusk
NI-6 - % of people with positive experience of their GP practice (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 83.0 %	FQ2 19/20 85.0 %	Julie Lusk
CA72 - % LAAC >1yr with a plan for permanence (C&F Placement Process)	●	FQ2 19/20 81.0 %	FQ2 19/20 82.8 %	Alex Taylor

NI-12 - Rate of emergency admissions per 100,000 population for adults (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 3,065	FQ2 19/20 1,951	Elizabeth Higgins
NI-14 - Readmission to hospital within 28 days per 1,000 admissions (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 99	FQ2 19/20 54	Caroline Cherry
MSG 5.1 - % of last six months of life by setting community & hospital - A&B (MSG Indicators 2019)	●	FQ2 19/20 88.2 %	FQ2 19/20 89.9 %	Caroline Cherry
NI-11 - Rate of premature mortality per 100,000 population (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 432	FQ2 19/20 393	Julie Lusk
NI-17 - % of SW care services graded 'good' '4' or better in Care Inspectorate inspections (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 83.0 %	FQ2 19/20 84.1 %	Caroline Cherry
CPC01.4.4 - % Waiting time from a patient's referral to treatment from CAMHS (C&F Plans - PIs)	●	FQ2 19/20 90.0 %	FQ2 19/20 92.0 %	Alex Taylor
NI-9 - % of adults supported at home who agree they felt safe (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 83.0 %	FQ2 19/20 83.0 %	Caroline Cherry
CP43 - No of Child Protection Repeat Registrations - 18 months (Child Protection)	●	FQ2 19/20 0	FQ2 19/20 0	Alex Taylor
CJ63 - % CPO cases seen without delay - 5 days (Supervision of Offenders)	●	FQ2 19/20 80.0 %	FQ2 19/20 90.0 %	Alex Taylor
A&B - % of Adult Protection referrals that lead to AP Investigation (Adult Protection)	●	FQ2 19/20 5.0 %	FQ2 19/20 6.6 %	Julie Lusk
A&B - % of complaints (Stage 2) responded within timescale (Clinical Governance - HSCP)	●	FQ2 19/20 20.0 %	FQ2 19/20 23.8 %	Elizabeth Higgins

NI-10 - % of staff who say they would recommend their workplace as a good place to work (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 67.0 %	FQ2 19/20 71.0 %	Jane Fowler
NI-15 - Proportion of last 6 months of life spent at home or in a community setting (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 89.0 %	FQ2 19/20 93.0 %	Caroline Cherry
NI-18 - % of adults with intensive needs receiving care at home (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 62.0 %	FQ2 19/20 68.0 %	Julie Lusk
NI-20 - % of health & care resource spend on hospital stays where patient admitted in an emergency (Health & Wellbeing Outcome Indicators)	●	FQ2 19/20 24.0 %	FQ2 19/20 18.0 %	Judy Orr
MSG 4.1 - Number of DD bed days occupied - A&B (MSG Indicators 2019)	●	FQ2 19/20 2,151	FQ2 19/20 2,018	Caroline Cherry

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**ARGYLL AND BUTE COUNCIL**

**Bute and Cowal**

**Area Committee**

**CHIEF EXECUTIVE'S UNIT**

**3<sup>rd</sup> March 2020**

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**SUPPORTING COMMUNITIES FUND 2020/21**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 The purpose of this report is to decide on the distribution of the Supporting Communities Fund (SCF) Grants for 2020/2021.
- 1.2 The total Supporting Communities Fund budget made available by the Council for allocation in Bute and Cowal for 2020/21 is £26,429.
- 1.3 It is recommended that 15 applicants are awarded funding from the Supporting Communities Fund budget totalling £26,429.

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**ARGYLL AND BUTE COUNCIL**

**Bute and Cowal**

**Area Committee**

**CHIEF EXECUTIVES**

**3<sup>rd</sup> March 2020**

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## **SUPPORTING COMMUNITIES FUND 2020/21**

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### **2.0 INTRODUCTION**

- 2.1 The report details recommendations for the award of the Supporting Communities Fund to Third Sector organisations for Bute and Cowal.
- 2.2 The total Supporting Communities Fund budget made available by the Council for allocation in Bute and Cowal for 2020/21 is £22,500. In addition, there is a carry forward from the financial period 2018/19 of £3,929 from returned grant funding making a total amount available for allocation of £26,429.
- 2.3 Applicants could apply for a total of £2,500. The total amount applied for, from 22 eligible applications, is £40,598.67. The total fund available is £26,429.
- 2.4 Applications are scored against criteria set out in the guidance which includes reduced scoring for repeat applicants and requirements to evidence impact on issues including social and rural isolation. (<https://www.argyll-bute.gov.uk/council-and-government/third-sector-grants>)

### **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that 15 applications are awarded funding from the Supporting Communities Fund budget totalling £26,429. These are listed with an award recommendation in Table 1 within 4.0 of the report.

## 4.0 DETAIL

- 4.1 23 applications were received in Bute and Cowal. 22 eligible applications were taken forward for scoring, in total these requested £40,598.67 of funding. Eligible applications to the fund are listed in alphabetical order, by applicant name, in Table 1.
- 4.2 All eligible applications provided satisfactory essential information on governance and finance to be eligible for scoring. The scoring is based on a set of criteria outlined in the guidance to the Fund and made available on the council's website. (<https://www.argyll-bute.gov.uk/council-and-government/third-sector-grants>)
- 4.3 Applicants can receive full funding of their project up to a maximum of £2,500. It may be the case that some projects have an element of reliance upon other funds.
- 4.4 15 of the 22 eligible applications did not apply to the fund in the previous year.
- 4.5 15 applications are recommended to be awarded funding from the total available of £26,429. The applications recommended for award of funding are indicated by the award amount shown in column 'Award 2020/21' of Table 1. Details of these projects are in Table 2.
- 4.6 Unsuccessful applicants are marked 'no award'. Information on resources and training available to support organisations looking for alternative funding will be provided to applicants which are not recommended for an award.
- 4.7 Delivery of any project funded will be subject to end of project monitoring. The results of this, showing the impact of the project and any funds to be returned, are brought to Area Committee in autumn 2021.

**Table 1 – Supporting Communities Fund Recommendations of Award 2020/21**

Ref No	Organisation	Grant 2019/20?	Total Project Cost	Amount Requested	Award 2020 / 21
1	1st Rothesay Boys Brigade	£1757.00	£1,192.00	£1,192.00	£1,192.00
2	26th Argyll (Sandbank) Scout Group	n/a	£2,716.90	£2,200.00	£1,874.00
3	Achievement Bute	n/a	£5160.00	£2,400.00	£2,400.00
4	Bute Advice Centre	n/a	£3,500.00	£2,500.00	£2,130.00
5	Bute Community Forest	£1,000.00	£2,000.00	£2,000.00	No Award
6	Bute Shinty Club and Amateur Athletic Club SCIO	£1,830.00	£2,500.00	£1,750.00	No Award
7	ButeFest 2020*	£2,000.00	£7,500.00	£2,480.00	No Award
8	Cowal Police Charitable Trust	n/a	£1,413.00	£1,263.00	£1,263.00
9	Dunoon Argyll Pipe Band	n/a	£2,030.00	£2,030.00	No Award

Ref No	Organisation	Grant 2019/20?	Total Project Cost	Amount Requested	Award 2020 / 21
10	Dunoon Burgh Hall	n/a	£2,500.00	£2,500.00	£2,500.00
11	Dunoon Jazz Festival Community Trust*	n/a	£12,800.00	£2,500.00	£2,500.00
12	Dunoon Presents	£2000.00	£1,390.00	£1,390.00	No Award
13	Friends of Glenan Wood	n/a	£3,3640.99	£2,390.99	£2,391.00
14	Historic Kilmun	n/a	£33,380.00	£2,500.00	No Award
15	Kilmun Community Council / Shore Sweepers	n/a	£1,326.00	£1,126.00	£662.00
16	Kingarth & Kilchattan Bay Improvements	n/a	£1,689.00	£1,439.00	£1,439.00
17	Lochgoil Community Trust	n/a	£2,700.00	£1,731.00	£1,531.00
18	Rothsay Primary School Parent Council	n/a	£1,080.00	£1,080.00	£920.00
19	St Andrews Primary Parent Council	n/a	£1,096.68	£946.68	£947.00
20	Starter Pack Plus	£500.00	£1,102.91	£500.00	No Award
21	The Meeting Place	n/a	£13,080.00	£2,280.00	£2,280.00
22	Toward Sailing Club	n/a	£55,669.00	£2,400.00	£2,400.00
		<b>Total Available</b>			<b>£26,429.00</b>
	* Events & Festivals	<b>Total Recommended</b>			<b>£26,429.00</b>

**Table 2 – Supporting Communities Fund Recommendation**

Ref	Organisation	Application Detail
1	1st Rothsay Boys Brigade	Towards costs of a Bute Club's camping weekend. taking place in late Summer. This outdoor activity weekend will take place over two days and include 30 young people, 5-14 years of age plus leaders from the Boy's Brigade, Scouts and newly formed Girl's Club. Funds will be used towards Bush craft instruction, Sailing activities, and catering costs. The younger members will have a chance to try some age appropriate activities and will go home at the end of the day. <a href="https://www.facebook.com/Rothsayboysbrigade/">https://www.facebook.com/Rothsayboysbrigade/</a>
2	26th Argyll (Sandbank) Scout Group	Towards costs of travel and accommodation for 30 young people to attend an outdoor activity weekend at Lochgoilhead Scout Centre. The group will have the chance to meet and interact with other young people and groups building social skills and confidence. <a href="https://www.scouts.scot/centres/lochgoilhead/">https://www.scouts.scot/centres/lochgoilhead/</a>
3	Achievement Bute	Towards costs of running eight fully inclusive Heritage Hunter events for young People, working together with Brandanaii Archaeology, Bute Community Forest, Bute Museum and Mount Stuart Trust. Events will take place during Summer, October, Christmas and February School

Ref	Organisation	Application Detail
		Holidays. The funds will be used towards transport and facilitating the events. <a href="http://www.achievementbute.org.uk/">http://www.achievementbute.org.uk/</a>
4	Bute Advice Centre	Towards salary costs for a Welfare Rights Officer to support families of children with disabilities to look at financial and other support. This project will include families living on Bute and Cowal.
8	Cowal Police Charitable Trust	Towards costs of running the Annual Cowal Police 5-a-side football Tournament in June 2020. Funds will be used towards hire of Dunoon Stadium, accommodation for volunteer referees and insurance costs. <a href="https://www.facebook.com/dunoonpolicefives/">https://www.facebook.com/dunoonpolicefives/</a>
10	Dunoon Burgh Hall	This project's overall aim is to establish a Youth Arts Advisory Panel, as an exemplar pilot-model for the area. The funds will be used to run a programme that aims to develop confidence, leadership, creative and employability skills of young people living in Dunoon and Cowal. <a href="https://www.facebook.com/dunoonburghhall/">https://www.facebook.com/dunoonburghhall/</a>
11	Dunoon Jazz Festival Community Trust	Towards costs of digital marketing, design and support and advertising and event promotion, to attract as many people as possible to come and enjoy the Dunoon Jazz Festival in September 2020. The costs are also going towards facilitating free taster events leading up to the Festival.
13	Friends of Glenan Wood	Towards cost of PPE equipment, small tools for Volunteers working on the Management Project of the Community owned Glenan Wood. The group also are planning to host educational activities for schools and guided walks for the community. <a href="https://www.glenanwood.org.uk/">https://www.glenanwood.org.uk/</a>
15	Kilmun Community Council / Shore Sweepers	Towards costs of tools and equipment for maintenance of the Shore gardens and materials for painting the Victorian Milestones. The Shore Sweepers look after a 12 mile stretch along the Shore Communities and work closely with local schools. <a href="https://www.facebook.com/shoresweepersandKCC">https://www.facebook.com/shoresweepersandKCC</a>
16	Kingarth & Kilchattan Bay Improvement Committee	Towards costs of preparation of ground to create a wildflower meadow at the Kilchattan Bay Community Orchard. Funds will be used to purchase small tools and equipment, seeds, and labour. <a href="https://www.facebook.com/kingarthkilchattan.bayorchard">https://www.facebook.com/kingarthkilchattan.bayorchard</a>
17	Lochgoil Community Trust	Towards costs of materials, plants and shrubs to complete a Wildlife Garden to attract various Wildlife habitats. The plan is to create flower beds to attract pollinators, A moon garden for moths, toad houses, bug garden, stumpery and composting area.

Ref	Organisation	Application Detail
		<a href="http://lochgoilhead.info/wp-content/uploads/2018/04/community-garden-plan.pdf">http://lochgoilhead.info/wp-content/uploads/2018/04/community-garden-plan.pdf</a>
18	Rothesay Primary School Parent Council	Costs of running after school family sessions to learn British Sign Language. These sessions will be aimed at children and families from the three cluster Primary Schools .The plan is this would be a P7 transition project ran by Parent Council members helped by a BSL tutor.
19	St Andrews Primary Parent Council	Towards costs of small tools and equipment required to run an after school pilot project for the young people to learn and produce a school magazine with the support of Bute Island Radio. The aim is the magazine would be pre-recorded and aired on Bute Island Radio, once a month.
21	The Meeting Place	The Meeting Place is a new charity offering peer support to people with all types of mental well-being issues or other recovery issues. The group are looking for funds towards the costs of facilitating complimentary therapy sessions once a week and music therapy sessions fortnightly. <a href="https://meetingplacedunoon.co.uk/">https://meetingplacedunoon.co.uk/</a>
22	Toward Sailing Club	Cost of specialised training for 4 members to operate a sub lift 12t submersible travel hoist. One third of income to the club comes from lifting boats from water and storing during the winter months. The previous lifting mechanism at Ardyne Point is no longer available to the Club. This will ensure the long term viability of the Club and help to subsidise memberships for the Younger Members. <a href="http://www.towardsc.org.uk/">http://www.towardsc.org.uk/</a>

## 5.0 CONCLUSION

- 5.1 The Supporting Communities Fund application and assessment process has been completed as set out within existing guidance to the fund.
- 5.2 The recommendations made fully allocate the funding available for financial year 2020/2021.
- 5.3 Due to the high demand from community groups to the Supporting Communities Fund, and the reduction of funds available through Council budget savings over the past 4 years, it is expected that the Community Planning Manager will review the fund and bring recommendations to a future Policy and Resources Committee meeting.

## **6.0 IMPLICATIONS**

- 6.1 Policy: None
- 6.2 Financial: As per area budget allocation
- 6.3 Legal: None
- 6.4 HR: None
- 6.5 Fairer Scotland Duty: The Supporting Communities Fund contributes to tackling poverty, reducing inequality and building a fairer and more inclusive Scotland.
  - 6.5.1 Equalities - protected characteristics: Consistent with the Equal Opportunities policy of Argyll & Bute Council.
  - 6.5.2 Socio-economic Duty: None known
  - 6.5.3 Islands: 9 of the applicant projects are island based. 6 of these are recommended for funding.
- 6.6 Risk: Monitoring of the process will minimise any risk to the Council.
- 6.7 Customer Service: None

## **7.0 Appendices**

None.

**Chief Executive Pippa Milne**

**Policy Lead Cllr Rory Colville**

**Community Planning Manager Rona Gold**

Date: 19 February 2020

**For further information contact:** Sharon MacDonald on 01700 501357

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**ARGYLL AND BUTE COUNCIL****BUTE AND COWAL AREA  
COMMITTEE****ROADS AND INFRASTRUCTURE  
SERVICES****3 MARCH 2020**

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**POST WINTER UPDATE**

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**1.0 INTRODUCTION**

- 1.1 As part of the work plan for Area Committees agreed by the Area Committee Chairs and Chief Executive last year, it was agreed that an annual report be brought to the Area Committee seeking any views and comments that could be put forward for consideration as potentials for policy change through the Environment, Development and Infrastructure Committee.
- 1.2 This report invites comments from Area Committees for consideration by the Environment, Development and Infrastructure Committee for any potential policy amendments.

**2.0 RECOMMENDATIONS**

- 2.1 Members are asked to consider this report and put forward any comments or views to be considered as part of the 2020/21 Winter Policy which is intended to be presented to the Environment, Development and Infrastructure Committee in September 2020.

**3.1 BACKGROUND**

- 3.1 Each year, Roads and Infrastructure Services refresh their Winter Maintenance Policy. The most recent version of the report to the Environment, Development and Infrastructure Committee in September 2019 and the associated appendices and policy document is appended to this report (Appendix 1).
- 3.2 The policy sets out priorities for treatment and routes that will be 'pre-treated' in advance of winter hazards. In prolonged winter conditions the policy provides for all roads to be treated with resources being allocated to focus on the hierarchy of priorities (i.e. the lower priorities will only be cleared once the higher priorities have been treated and are clear).
- 3.3 The policy is a comprehensive document setting out the management,

governance and operational requirements for the winter service. The policy sets out signing provision to warn the travelling public of roads that are unsuitable for use during extreme winter conditions. The policy also provides a protocol for the reduction in use of salt and preservation of remaining stocks in the unlikely event of replenishment salt stocks not being available. This was introduced following the severe winters of 2009/10 and 2010/11.

- 3.4 Currently the Council pre-treat approximately 52% of the road network and utilise four priority categories (1 – 4). Essentially, whilst only 52% of the network is treated prior to the onset of snow or ice, the full network would be treated in a prolonged winter event. As part of this current financial years budget process, an extra £500k of budget was made available for winter which right sizes the budget based on recent years' average cost. The current budget provision provides sufficient resource for an average winter. There is no surplus within the budget provision therefore it is suggested that if any additional treatments were carried out, any additional costs would need to be delivered through efficiencies.
- 3.5 As part of the current in year budget settlement, Council allocated an additional £500k to offset historic overspends. £50k of this funding has been allocated to help improve community resilience during winter conditions. As part of the community resilience proposal, as an initial step we aim to better engage with our local communities and involve them in our winter maintenance programme. Where possible, this will involve empowering communities to work with the Council during winter weather events. The model we will be taking forward to engage with community groups is based on that used for the festive lights, the main difference being that we will be looking to initiate an initial scheme for community resilience for the 2020/21 winter season. Based on experiences elsewhere, we anticipate that there may be a slow start up which gathers momentum over short period of time.
- 3.6 Officers have liaised with representatives from Aberdeenshire Council and the Ayrshire Roads Alliance, both of which have successfully trialled community engagement and involvement through Snow Wardens (Aberdeenshire) and Community Engagement (Ayrshire Roads Alliance). Over a period in excess of three years each authority has seen a rise in members of their community being trained and given access to personal protective equipment as well as grit/shovels from the authority to help clear snow and ice from their local community. Both authorities are clear that a structured media campaign is required to get communities on board along with help and guidance. This includes resource from the Council to facilitate community engagement, training, media, provision of equipment etc.
- 3.7 A winter maintenance review is to be carried out during the 2019/20 and 2020/21 winter seasons. The review is considering vehicle type and procurement, staffing issues and route optimisation. Currently we are going through an initial procurement process for route optimisation. Multiuse vehicles may reduce the overall vehicle numbers required to deliver the year round service by maximising the use of chassis units with demountable bodies. These changes are scheduled to be incorporated in 2021/22. At present these

measures are still to be finalised through the vehicle procurement process as a consequence of the Departmental Re-Design which amalgamated Roads, Amenity and Waste resources in each area, into a single multifunctional operational workforce.

#### **4.0 CONCLUSION**

- 4.1 As part of the work plan for Area Committees agreed by the Area Committee Chairs and Chief Executive last year, it was agreed that an annual report be brought to the Area Committee seeking any views and comments that could be put forward for consideration as potentials for policy change through the Environment, Development and Infrastructure Committee.

#### **5.0 IMPLICATIONS**

- 5.1 Policy – winter maintenance policy is in place and goes before the EDI Committee each year for consideration.
- 5.2 Financial – from within existing revenue budgets
- 5.3 Legal – none known
- 5.4 HR – none known
- 5.5 Fairer Scotland Duty:–
- 5.5.1 Equalities - protected characteristics – none known
- 5.5.2 Socio-economic Duty – none known
- 5.5.3 Islands – none known
- 5.6 Risk – none known
- 5.7 Customer Service – none known

#### **Interim Executive Director with Responsibility for Roads and Infrastructure**

Kirsty Flanagan

**Policy Lead for Roads and Infrastructure** Cllr Robin Currie

February 2020

**For further information contact:** Jim Smith, Head of Roads and Infrastructure

**APPENDICES**

Appendix 1 – Winter Maintenance Policy 2019/20 covering report and associated appendices

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**ARGYLL AND BUTE COUNCIL****ENVIRONMENT, DEVELOPMENT AND  
INFRASTRUCTURE COMMITTEE****ROADS AND INFRASTRUCTURE  
SERVICES****12 SEPTEMBER 2019**

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**WINTER SERVICE POLICY 2019/20**

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**1.0 EXECUTIVE SUMMARY**

- 1.1** Each year Members consider for approval the Council's Winter Service Policy. The format and general content of the Winter Service policy 2019/20 remains similar to 2018/19.
- 1.2** The policy sets out priorities for treatment and routes that will be 'pre-treated' in advance of winter hazards. In prolonged winter conditions the policy provides for all roads to be treated with resources being allocated to focus on the hierarchy of priorities (i.e. the lower priorities will only be cleared once the higher priorities have been treated and are clear).
- 1.3** The policy is a comprehensive document setting out the management, governance and operational requirements for the winter service. The policy sets out signing provision to warn the travelling public of roads that are unsuitable for use during extreme winter conditions. The policy also provides a protocol for the reduction in use of salt and preservation of remaining stocks in the unlikely event of replenishment salt stocks not being available. This was introduced following the severe winters of 2009/10 and 2010/11.
- 1.4** It is recommended that the Committee:-
- Notes the proposals for community resilience
  - Notes weather summary from 2018/19 at Appendix 1
  - Approves the 2019/20 Winter Maintenance Policy at Appendix 2
  - Approves the Salt Use Reduction and Preservation of Stocks Protocol at Appendix 4.

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ARGYLL AND BUTE COUNCIL

ENVIRONMENT, DEVELOPMENT AND  
INFRASTRUCTURE COMMITTEE

ROADS AND INFRASTRUCTURE  
SERVICES

12 SEPTEMBER 2019

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## WINTER SERVICE POLICY 2019/20

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### 2.0 INTRODUCTION

2.1 This report presents the Winter Service Policy 2019/20 which remains in a similar format and covers a similar network to the Policy approved by this Committee in previous years. This is generally based on the network and times of the public bus service with additional priority and resources allocated to strategic high speed roads.

### 3.0 RECOMMENDATIONS

3.1 It is recommended that the Committee:-

- Notes the proposals for community resilience
- Notes weather summary from 2018/19 at Appendix 1
- Approves the 2019/20 Winter Maintenance Policy at Appendix 2
- Approves the Salt Use Reduction and Preservation of Stocks Protocol at Appendix 4.

### 4.0 DETAIL

#### Winter Maintenance Policy 2019/20

4.1 The proposed Winter Maintenance Policy for 2019/20, in terms of treatment standards and routes, remains largely unchanged from that approved by the Council in 2011. The number and category of pre-treatment salting routes remains the same including the amendments introduced to cater for the transfer of A83 Kennacraig – Campbeltown to the Trunk Road network in August 2014. No other direct changes to the category or length of routes treated is proposed at this time. The current level of treatments is based largely around the public bus service network.

4.2 The advisory signs of alternative routes in severe snow conditions remain similar to the four routes proposed in previous years. Details on sign configuration and locations are contained in Appendix 3 of this report.

- 4.3 Winter stand-by arrangements will commence on Friday 1 November 2019 and will continue until Friday 17 April 2020. There are a total of 31 treatment routes detailed in the policy's operational planning web-based management tool.
- 4.4 The Winter Treatment Fleet for 2019/20 will consist of 17 hired gritters from Econ Ltd. 1 contractor vehicle on Jura, one shared route assisted by 1 contractor in Lochgoilhead and 12 Council vehicles. This provides 31 main frontline vehicles with 2 spare vehicles to cover breakdowns. In addition, there are 2 x 7.5 tonne tipper vehicles which also incorporate 'multispread' units (gritting attachments) and ploughs and a further 4 x 7.5 tonne tippers that can accommodate ploughs giving a total of 6 extra vehicles that can be deployed together with tractors and 'V' ploughs if conditions demand.
- 4.5 The requirement to manage drivers' hours within the delivery of all Council Services directly impacts on the retention of the Council's Operator Licence. Drivers from across the operational teams (grounds, waste, roads) deliver the pre-treatment service, in conjunction with external contractor assistance on the islands of Jura and partly in North Cowal. In extended periods of extreme winter conditions consideration will be given, at an operational level, to prioritising services to ensure that winter treatments can be delivered. This may result, for example, in refuse collections and other services being temporarily suspended in order to prioritise the clearing of ice and snow. Such measures are only likely in prolonged periods of extreme weather.
- 4.6 Steps are being taken to increase the available driver "pool" by utilising other council drivers including grounds and waste disposal operatives. Discussions are ongoing to resource additional resilience being provided by engaging assistance from external contractors on some mainland routes where in-house coverage is limited. In extreme and prolonged weather events and where other priority tasks occur (such as responses to road traffic collisions, collapsed culverts etc) resource may need to be allocated based on a risk based priority.
- 4.7 The table below indicates the statistical variations in operational activities over the last five winter seasons. Weather patterns vary with some years experiencing hazards more widespread and in others more concentrated on inland and higher routes. The equivalent Full Fleet runs statistic is used to indicate an approximation to the budget allowance. The application of salt varies between 10gm<sup>2</sup> and 40gm<sup>2</sup> depending on a number of factors including road surface temperature, forecast and residual salt. In parallel with these methods, grit and sand are applied in snow conditions. The route with the individual highest number of turn-outs, remains consistently the A819 East Lorn Strategic Route.
- 4.8 Footways and footpaths will only be treated, in periods of lasting hazard, when it is considered by the winter management team that the physical condition of the footways and footpaths makes it necessary and treatments will be effective. Footways and footpaths will usually only be treated during normal working hours. Our staffing levels are such that we generally don't have sufficient labour available to deal with footways and footpaths in parallel with treatments of the carriageway.
- 4.9 In specific locations additional information and diversion signing will be erected to further inform drivers of the hazardous conditions on some routes and advise them of alternative routes where available resources will concentrate on maintaining treatments. There are three roads where signing to indicate specific alternative routes are available. The sign is deployed for these road closures are detailed in Appendix 3.

1. A817 "Haul Rd" , Lomond.  
Snow gates at A82 and A814 "central" roundabout  
Diversion via A818 Arden - A814 Garelohead
2. C46 Glen Aros / Glenbellart road , Mull Signs  
at Aros Bridge and Dervaig Primary School  
Diversion via A848Tobermory
3. C9 Glenfinart Road ( The Larach) , Cowal  
Signs at Whistlefield Hotel and Sligrachan Bus turning head;  
Diversion via A880 Cot House
4. C11 Otter Hill road ( Bealach an Drain) , Cowal  
Signs at Glendaruel A886 and Otter Ferry B8000;  
Diversion via A8003 Tighnabruich and Kames.

Appendix 1 to this report provides a summary of the 2018/19 winter conditions.

Winter Season	2014-15	2015-16	2016-17	2017-18	2018-19
Equiv Fleet Runs	82nr	58nr	66nr	110nr	62nr
Salt used tonnes	19,204t	10,151t	11,457t	22,992t	13,059t
Most turned out run	A819 = 120nr	A819 = 107nr	A819 = 99nr	A819 = 162nr	A819 = 109nr

- 4.10 The Council's Winter Maintenance budget has been increased by £500k in Financial Year 2019/20 to an operational budget of £2.12M . This provides the capability to deliver the equivalent of approximately 62 full runs over the coming winter season. This is an increase in estimated runs from the previous years 55 runs. The actual cost of winter maintenance is dependent upon the severity of winter conditions and is a financial risk in that the service responds in accordance with set policy to variable weather events that are not predictable. In the financial year 2018/19 the Hire Gritter Supplier went into administration and thanks to strong financial procurement management the council did not suffer any detrimental financial burden, in fact we were able to save over £250k in hire costs.
- 4.11 Overall the financial cost for 2018/19 was £1.89million against a budget of £1.62million, however had we not saved the £250k from the hire contract we would have overspent the budget with a projected outturn of over £2million. If we have a similar number of runs in this coming winter season, the additional budget figure will mean that we can deliver the service within the available budget. The actual cost of winter maintenance will be dependent upon the severity of winter conditions and is an ongoing financial risk in that the service responds in accordance with set policy to variable weather events that are not predictable.
- 4.12 The current 2019/20 Gritter Hire Contract with Econ Ltd has cost £515k, which is approximately £20k more than last year's costs, however in light of previous older less

reliable fleet, we have ensured this contract delivers vehicles less than 1 year old vehicles which will increase reliability and efficiency.

- 4.13 As of 19 April 2019, the Council held a stock of 10,572 tonnes of salt. Provisional replenishment orders will be called forward from mid-Oct, for 4,000 tonnes. This will top up capacity in storage facilities to the target starting stock of +14,000 tonnes.
- 4.14 The Salt Use Reduction and Preservation of Stocks protocol was introduced in December 2010 in light of severe shipping and material shortages is attached at Appendix 4.
- 4.15 The assessment of school routes subject to pre-treatment before 08:00hrs, as required under Priority 3b of the route hierarchy, in section 4 of the Policy, will be assessed each year after the confirmation of enrolment numbers from the autumn intake. Once the levels of occupancy on school bus routes have been confirmed, amendments will be made as necessary to the pre-treatment route plans and descriptions.

### **Community Engagement**

- 4.16 As part of the current in year budget settlement, Council allocated an additional £500k to offset historic overspends. £50k of this funding has been allocated to help improve community resilience during winter conditions. As part of the community resilience proposal, as an initial step we aim to better engage with our local communities and involve them in our winter maintenance programme. Where possible, this will involve empowering communities to work with the Council during winter weather events.
- 4.17 Officers have liaised with representatives from Aberdeenshire Council and the Ayrshire Roads Alliance, both of which have successfully trialled community engagement and involvement through Snow Wardens (Aberdeenshire) and Community Engagement (Ayrshire Roads Alliance). Over a period in excess of three years each authority has seen a rise in members of their community being trained and given access to personal protective equipment as well as grit/shovels from the authority to help clear snow and ice from their local community. Both authorities are clear that a structured media campaign is required to get communities on board along with help and guidance. This includes resource from the Council to facilitate community engagement, training, media, provision of equipment etc.

### **Transport Scotland**

- 4.18 Following the decision to trunk the southern section of the A83, Transport Scotland are now roads authority for this section of road. Argyll and Bute Council continue to provide a winter service and reactive emergency repair service on behalf of Transport Scotland via Bear Scotland to the section of trunked A83 between Kennacraig and Campbeltown.

### **Winter Review**

- 4.19 A winter maintenance review is currently underway during the 2019/20 and 2020/21 winter seasons. The review is considering vehicle type and procurement, staffing issues and route optimisation. Multiuse vehicles may reduce the overall vehicle numbers required to deliver the year round service by maximising the use of chassis units with demountable bodies. These changes will be incorporated in 2021/22 in line with current contracts for hire of winter vehicles. At present these measures are still to

be finalised through the vehicle procurement process as a consequence of the Departmental Re-Design which amalgamated Roads, Amenity and Waste resources in each area, into a single multifunctional operational workforce.

## 5.0 CONCLUSION

- 5.0 This report details the Council's Winter Maintenance Policy for 2019/20 and highlights the pressures on resources and operational effectiveness due to the constraints of future funding levels and best practice advice.
- 5.1 Committee is asked to approve the Winter Service Policy 2019/20 and note the details in appendices 1 – 3.

## 6.0 IMPLICATIONS

- 6.1 Policy It is considered to be good practice for Committee to confirm policy for winter maintenance activity on an annual basis. This report seeks to achieve the above.
- 6.2 Financial The Council's Winter Maintenance budget has been increased to £2.12M this financial year. This provides the capability to deliver the equivalent of approximately 62 full runs of the treatment fleet over the season. The actual cost of winter maintenance is dependent upon the severity of winter conditions and is a financial risk in that the service responds to weather events that are not predictable. Should the criteria for school bus routes change this will have a financial effect on the budget.
- 6.3 Legal The Winter Maintenance Policy sets out the Council's level of service provision for winter maintenance
- 6.4 HR Staffing levels have reduced over recent years, this can make it challenging to have sufficient staff to deal with a severe winter event. Processes are in place for external suppliers to assist in geographic specific locations with additional support being levered in by framework contracts should severe weather persist.
- 6.5 Equalities /Fairer Scotland Duty None known
- 6.6 Risk The proposed policies are designed to reduce the Councils exposure to risk.
- 6.7 Customer Services The winter service has been designed to maintain access to the Councils Strategic Road Network during winter conditions.

**Executive Director with responsibility for Roads and Infrastructure Services - Pippa Milne**

**Head of Roads and Infrastructure - Jim Smith**

**Policy Lead Councillor Roddy McCuish**

August 2019

**For further information contact:** Jim Smith, Head of Roads & Infrastructure Services 01546 604324

## **APPENDICES**

1. Summary of 2018/19 winter conditions
2. 2019/20 Winter Service Policy
3. Advisory Signing – Road Closures in Severe Conditions.
4. Salt Use Reduction and Preservation of Stocks Protocol ( 2018 revised)

## **Appendix 1 – Summary of 2018-19 Winter Conditions**

### **Weather Summary Nov 2018 – April 2019**

A winter of fluctuating conditions with short spells of wintry weather interspersed between wet and mild conditions. Only one distinct snow event period, the two weeks in mid- January leading to lowest temperatures of Minus 10 Deg C Road Surface Temperatures (RSTs). Two periods of unseasonably warm conditions in February and March. A classic “marginal” winter with frequent “wash-off” conditions removing salt from the network and requiring repetitive treatments in advance of the next risk of borderline sub-zero conditions.

### **Weather forecasts and observations – Oct-Nov 2018**

Wintry conditions came early in 2018, due to a Polar Vortex forcing northerly winds and arctic air over the British Isles during the last week of October. Sub-zero temperatures were forecast from Friday 26<sup>th</sup> October onwards, largely in clear dry conditions. Road Surface temperatures dropped to a minimum of Minus 2.3 C at the Leanach - Cowal sensor overnight into Sat 27<sup>th</sup> October. Temperatures of Minus 3.3C to Minus 3.7C were recorded between the Blaran and Salachray sensors on A816 over the nights of Sun 28<sup>th</sup> to Wed 31<sup>st</sup> Oct, in Western mainland districts. Sensors in Lorn East, Cowal and Lomond were recording RSTs of Minus 1.5C to Minus 2.3 C during this time. A brief respite to marginal but positive RSTs on Thu 1<sup>st</sup> November before a return to a hard frost Friday a.m. 2<sup>nd</sup> Nov. also affecting island domains of Bute and Mull. Throughout this week Islay/Jura and Kintyre sensor generally indicated marginal but positive RSTs. Although initially dry and sunny during the day, light rain began to affect the area from Tuesday 30<sup>th</sup> onwards, affecting road surfaces before more persistent rain and milder conditions developed from Fri 2<sup>nd</sup> November onwards. RSTs recovered in the first two weeks of November to overnight minima of Plus 3.5C to Plus 8C , with little risk of winter hazards, however localised flooding and windblown tree debris was a feature of 9<sup>th</sup> – 11<sup>th</sup> Novperiod.

From 16<sup>th</sup> November, colder air from the East gave drier conditions but with dips in temperature in intermittent cloud cover, to marginal sub-zero RSTs mainly in Lorn East, West and Mid-Argyll. This trend continued, with a slight improvement Thursday night 22<sup>nd</sup> Nov. through the weekend to Tuesday 27<sup>th</sup> Nov. with RSTs dropping to between Minus 1 and Minus 3 Deg C in most domains overnight until the easterly airflows and clear spells were replaced with a series of Atlantic weather fronts bringing wind and rain and milder conditions through to 1<sup>st</sup> December.

### **Weather forecasts and observations – December 2018**

December started as November had finished with mild and wet conditions, however icy roads and sub-zero temperatures were forecast from 2<sup>nd</sup> Dec in NE domains, extending to all areas on 3<sup>rd</sup> and 4<sup>th</sup> with overnight minimum RSTs recorded as marginal minus 0.2Deg C to 0.6Deg C on 3<sup>rd</sup> on A816, A819 and A815 sensors before dipping below Minus 4 Deg C at Salachray and Leanach on 4<sup>th</sup> with all sensors subzero, followed by a low of Minus 3.3Deg C at Accurrach on 5<sup>th</sup> Dec. before temperatures recovered again on 6<sup>th</sup>. RSTs dipped again on 9<sup>th</sup> and 10<sup>th</sup> with a low of Minus 3.3 Deg C at A816 Blaran on 10<sup>th</sup> and after a brief period of mild conditions with rain, dipped again on the nights of the 14<sup>th</sup> to

17<sup>th</sup> Dec. mainly in central, northern and eastern domains. Minimum RST of Minus 3.6 Deg C at A817 Haul Road on 16<sup>th</sup> Dec. A further spell of mild and wet weather with warm fronts coming in off the Atlantic was followed by a change to northerly wind and a sharp frost on 23<sup>rd</sup> Dec. Forecasts for central domains indicated sub-zero RSTs throughout the day . Observed minimum temperatures of Minus 1.1C at Blaran on 23<sup>rd</sup>, dropping to Minus 5.3C on 24<sup>th</sup> with all sensors sub-zero overnight. On Christmas morning Leanach sensor recorded Minus 4C with temperatures at sensors North and East of the boundary of Argyll as low as Minus 6C. The remainder of the month from Christmas Day to Hogmanay was generally mild with periods of rain or misty conditions. Minimum overnight temperatures no lower than Plus 6C to plus 3C on 27<sup>th</sup> and 31<sup>st</sup> Dec.

### Weather forecasts and observations – Jan 2019

The seasonal trend for short duration periods of hazards between longer spells of milder conditions continued into the first two weeks of 2019. A sharp frost on 1<sup>st</sup> Jan saw overnight temperatures drop dramatically from Plus 0.7 to Plus 5.5 Deg. C on Hogmanay, to Minus 0.4 to Minus 6.4 Deg C overnight into 2<sup>nd</sup> January. Sub-zero temperatures persisted throughout the day on 2<sup>nd</sup> in some areas of Cowal and Lorn although improvements moved North and East over the following 36hrs, with temperatures no lower than Minus 0.1 – 0.2 at A886 Leanach–Cowal and A819 Accurrach–Lorn E , with the minimum at B842 Stewarton-Kintyre , Plus 4 Deg C overnight 3<sup>rd</sup>Jan.

Milder, cloudy conditions then took over until the morning of Tue 8<sup>th</sup> where marginal conditions were observed in Lorn East. Clear skies that evening allowed RSTs to drop to Minus 2.9 Deg C by early morning at Leanach but only dropping to marginal Plus 0.2C at Dervaig – Mull and Ballygrant - Islay. The next series of weather fronts passed over Scotland from the Atlantic returning conditions to mild with cloud cover and frequent rain. Overnight temperatures fluctuated in intermittent clear spells, no lower than plus 6.7C at Accurrach on 12<sup>th</sup> but dipping to Minus 4.3C at Haul Rd and minus 4.6C at Leanach of 16<sup>th</sup> Jan. Another brief mild spell ended on 20<sup>th</sup> and 21<sup>st</sup> with minimum overnight RSTs of Minus 4.3 C.

The first widespread snow event of the season arrived early on Tue 22<sup>nd</sup> January. Routes were largely clear at 06:30hrs but by 09:30hrs severe disruption was experienced in Western districts and spread to the whole area thereafter. Frequent and intense snow showers continued to move South-East over the area throughout the day before giving way to a hard frost with overnight RSTs of Minus 6.3 C at A816 Salachray on 22<sup>nd</sup> -23<sup>rd</sup> .

Subzero RSTs continued into Thu 24<sup>th</sup> in all districts with the exception of milder conditions in the South West (Islay / Kintyre) with a minimum RST of Minus 3.7C at A816 Salachray. A brief respite overnight into Friday 25<sup>th</sup> through to Saturday of milder conditions with rain, gave way to clearer conditions with frosts returning early morning Sunday 27<sup>th</sup> Jan. with overnight lows on Mon 28<sup>th</sup> of Minus 5.9 at A816 Salachray.

The second and more disruptive snow event of the season so far, developed overnight Monday into Tuesday 29<sup>th</sup>. This again caused widespread traffic disruption due to the frequency of intense but localised showers, affecting several high level roads at first but extending to the whole network by 08:00hrs. Snow showers continued throughout the day before an overnight frost and more snow arrived on Wed 30<sup>th</sup>. Overnight temperatures

continued to drop due to the effects of lying snow, all sensors in Argyll reading sub-zero from 29<sup>th</sup> with RSTs ranging from Minus 1.3C to Minus 4.7C , dropping to Minus 4.9C to Minus 10.1C at A886 – Leanach – Cowal overnight to Fri 1<sup>st</sup> Feb. In clearer conditions from 31<sup>st</sup>, the hazard remaining was ice, associated with compacted snow on footways or lower priority carriageways.

### Weather forecasts and observations – Feb 2019

Lying snow from the events of late January contributed to the lowest overnight temperatures of the season so far on the evenings of 1<sup>st</sup> and 2<sup>nd</sup> of February, with Leanach – Cowal recording a minimum RST of Minus 10.1 Deg C. A warm front passed over the area early on Sunday morning, bringing a band of rain. Although prior to this minimums RSTs of Minus 7.3 Deg C were recorded. Due to the low temperatures inland, snow affected most high level roads from 08:00hrs before slowly clearing during the day. Overnight temperatures dropped briefly to Zero on Sunday evening, in the North East of the area before a general improvement RSTs were generally in the region Minus 1 to Minus 4 Deg C although this fluctuated on some nights before another mild spell with frequent weather fronts of rain took effect from 6<sup>th</sup> Feb , with milder overnight RSTs.

Named Storm “Erik” affected the country over the period 8<sup>th</sup> – 10<sup>th</sup> February. Strong winds and rain affected inland areas and coastal routes were affected by flooding and wave bourn debris. Areas of Sandbank, Tarbert and Helensburgh were affected by high tides on Friday morning 8<sup>th</sup> but only the C18 Keprigan Road at Southend - Kintyre was actually closed due to debris. Weather conditions meant that it was not until Monday 11<sup>th</sup> that clearance operations with mobilised. Clear skies on Sunday morning resulted in additional areas on Mull and Islay becoming critical, sub-zero RSTs developing wider that previously forecast. A widespread frost on Sunday evening into Monday saw temperatures vary from Minus 0.4 Deg C in Oban to Minus 4.3 C at A816 Salachray on the morning of Mon 11<sup>th</sup>. Thereafter the week was mild with some shower activity, until a minor dip in RSTs on Friday 15<sup>th</sup> with A817 Haul Road, A819 Accurrach and A886 Leanach all hovering just below zero RST. Milder conditions with another warm flow of southerly air lasted over the weekend to Mon 18<sup>th</sup> Feb. For the bulk of the remaining ten day period, conditions reached “record” levels with temperatures exceeding the norm on most nights. Until 23<sup>rd</sup> there was very little in the way of precipitation and overnight temperatures of Plus 5 DegC were being recorded. Between 24<sup>th</sup> and 28<sup>th</sup>, clearer conditions allowed RSTs to dip to marginal conditions in isolated inland domains. RSTs of minus 0.3Deg C being recorded at Leanach and Accurrach sensors on consecutive nights running up to the end of the month.

### Weather forecasts and observations – March 2019

March started with a return to mild but wet conditions, after the “mini-heatwave” of unseasonably mild weather in the second half of February. Overnight minimum temperatures forecast to be marginal but positive over the initial period. The predicted strong winds and disruption associated with, Named Storm Freya, did not develop as strongly as predicted in Argyll as this storm travelled farther south over England than predicted. No treatable hazards were forecast within the first week to 7<sup>th</sup> March. However, clear spells overnight allowed fluctuation of the overnight temperatures to

develop. Marginal Minus 0.8 to 0.6 Deg C on 6<sup>th</sup> and 8<sup>th</sup> were short lived hazards before a dramatic change overnight into Fri 8<sup>th</sup> where minimum RSTs were recorded as Minus 1.2 Deg C down to Minus 3.7 Deg C recorded across the rural road sensor network.

Strong winds were an accompanying feature of the second full week of March, as Named Storm Gareth travelled over Northern Ireland and Scotland, over the weekend, with disruption caused by fallen trees overnight 11<sup>th</sup> – 12<sup>th</sup> – 13<sup>th</sup> in Cowal, Lomond, Mid-Argyll and Lorn, unusually there were no issues on Bute or the outer isles of Mull, Islay etc.

Temperatures varied on 10<sup>th</sup> to 13<sup>th</sup> with a range in rural sites of Minus 0.8C to Minus 2.5C although generally urban sites remained positive but marginal. Sub-zero temperatures returned between 16<sup>th</sup> and 18<sup>th</sup> with a range of RSTs from marginal Minus 0.2 DegC Dunoon to Minus 1.8 C at Leanach on 16<sup>th</sup> and again Minus 3.0 C there on 17<sup>th</sup>.

Thereafter overnight minimum RSTs for the remainder of the month, were much milder approaching double figures apart from a slight dip on 23<sup>rd</sup> to Minus 0.1C at Leanach and Accurrach and again Minus 0.3C at Leanach on 25<sup>th</sup> but generally Plus 5 to Plus 9 Deg C. Overnight 30<sup>th</sup> - 31<sup>st</sup> March there was an isolated dip with RSTs of Minus 0.3 to Minus 0.7 DegC recorded on the two Mull sensors, to Minus 1.7DegC at Leanach and Minus 2.8DegC at Blaran but with eastern domain sensors and urban sites generally 1 – 1.5Deg C milder.

### Weather forecasts and observations – April 2019

Monday 1<sup>st</sup> April saw a dramatic change for the conditions at the end of March with milder air flows and rain forecast through 2<sup>nd</sup> onwards. This resulted in an effective overnight temperature swing, improving by 5 Deg C in 24 hrs. Minimum RSTs Plus 2 Deg C but in clearer and generally drier conditions on Tue/Wed RSTs in inland domains forecast as marginal, RSTs dropped to Minus 0.6 Deg C at A819 Accurrach and A816 Blaran on the morning of 2<sup>nd</sup> and Minus 0.6 at Dervaig – Mull on 4<sup>th</sup> along with Minus 0.7 to Minus 0.5 DegC A816 sensors. Intermittent rain and days of dry and clear conditions resulted in a fluctuation in overnight minimum RSTs. Plus 5.2 C at Blaran on 7<sup>th</sup>, Plus 2.1 C on A817 Haul Road on 8<sup>th</sup> and Plus 4.7C at A886 Leanach on 9<sup>th</sup>.

During this time national forecasts predicted snow showers in cold airflows from Norway but little of this reached the West coast, so the effect on Argyll was minimal, with just some hail slush for a while on Thu 4<sup>th</sup> although locations were varied as showers were unpredictable. A long clear sunny day on 9<sup>th</sup> lead to Maximum RSTs of over 28 Deg C in upland sites but this then resulted in a dramatic temperature drop, with grass frost and ice on vehicles on the morning of 10<sup>th</sup> April. Minimum RSTs recorded as MINUS 1.4 Deg C at Leanach, MINUS 1 Deg C Blaran and Accurrach and MINUS 0.5 C at Salachray although road surfaces were generally dry. In clear sunny conditions daytime maximum RSTs again climbed as high as Plus 32 Deg C. but dropped to marginal Minus 0.7DegC overnight in generally dry conditions, resulting in another grass frost on the morning of Thu 11<sup>th</sup>

This pattern of marginal temperatures in variable cloud cover continued until 14<sup>th</sup> April with overnight RSTs Plus or Minus 0.5Deg C for limited periods, in generally dry conditions. Temperatures improved with overnight lows in rural areas continuing to climb with Plus 8 Deg C the minimum at A819 Accurrach on 20<sup>th</sup> April, with urban sensors by then in double figures. Temperatures generally stayed at this level for the remainder of April but with a

trend downwards towards the May-day holiday weekend. Remaining dry with no surface hazards, despite a late season dip to Minus 0.5 Deg c at Leanach and Accurrach overnight on 3<sup>rd</sup> May before recovery during the day in clear sunny weather to PLUS 31.5 Deg C.

Appendix 2 – 2019/20 Winter Service Policy



# WINTER SERVICE POLICY 2019-20

<b>Author</b>	Network and Standards Manager
<b>Owner</b>	Head of Roads & Infrastructure Services
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## 1. INTRODUCTION

- 1.1 Argyll & Bute Council has a statutory obligation, under Section 34 of the Roads (Scotland) Act 1984, to "...take such steps as it considers reasonable to, prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads" in the Council area, which by definition includes carriageways, footways, footpaths, pedestrian precincts, etc.
- 1.2 Argyll and Bute Council will consider implementation of the recommendations included in the UK Roads Liaison Group document - Well Managed Highways Infrastructure, code of practice (first published October 2016 ) within the practicalities of resources and geography. The Council, through its officers, will liaise and take guidance from the Society of Chief Officers of Transportation in Scotland (SCOTS), Winter Service Subgroup on the consistent approach to implementation, in the context of the Geographical and Climatic conditions relevant to Scotland.
- 1.3 It is the aim of Argyll & Bute Council to provide a service with respect to the above that will:-
- a) Ensure the provision of a standard of treatment appropriate to the prevailing weather conditions.
  - b) Establish patterns of working which will produce the greatest benefit from the deployed resources, with the view to reducing the level of risk and the extent of any delays to the public, caused by adverse weather conditions.
  - c) At all times comply with the requirements of the Health & Safety at Work Act 1974.

## 2. OUTLINE PRINCIPLES

The Council, through the Executive Director of Development and Infrastructure Services, will:-

- a) Set policy and strategy and monitor the winter maintenance service.
- b) Arrange weather forecasts to assist the Winter Management team to determine the daily winter maintenance treatment strategy.
- c) Provide specialist winter maintenance plant. e.g. snow plough attachments, bulk gritters, demountable gritters, towed gritters and loading shovels.
- d) Provide salt, grit, grit bins, snow gates and signing.
- e) Provide organise and manage a trained labour force.
- f) Provide non specialist plant e.g. lorries for demountable gritters, pickups, non-specialist loading equipment, hand tools, tarpaulins and the like.

### 3. MANAGEMENT ARRANGEMENTS

- 3.1 The Executive Director of Development and Infrastructure Services is responsible for implementing the Council's Winter Service Policy.
- 3.2 The Head of Roads and Infrastructure Services has overall responsibility for ensuring that the Council's winter maintenance activities are carried out in line with the Council's Winter Service Policy.
- 3.3 The Operations Manager is responsible for the day to day operation of the Council's winter service policy. He is responsible to the Head of Roads and Infrastructure Services for the appointment of a Weather Service Provider (forecaster), collection of winter management and weather data, maintaining salt stocks, winter plant and communications, training of staff, preparation of rotas for on-call Managers and Area Supervisors.
- 3.4 The Operations Manager in consultation with the Network and Standards Manager shall appoint appropriate staff as Winter Managers. The Winter Manager on duty is responsible for consulting with the Duty Manager and approving the draft winter plan of action together with any subsequent updates to that plan produced by the on-call Duty Manager.
- 3.5 Duty Managers are responsible for analysing forecast data, liaising with the forecast provider and producing the daily winter maintenance action plan and gaining approval from the Winter Manager. They will ensure that the daily winter maintenance action plan is submitted to local areas for action by 15:00 hrs each day. They will monitor the weather information and make any changes to the action plan as conditions require.
- 3.6 The Operations Manager will ensure that the appointed staff in their areas are aware of and understand the strategies and priorities as stipulated. On receiving the Duty Manager's approved daily winter action plan they will ensure, through the Area Winter Supervisor, that the plan is correctly implemented. They will ensure, wherever practicable, that adequate resources are available to fully undertake the Council's Winter Service Policy.
- 3.7 Discussions will take place between Senior Management to monitor performance, at regular meetings. Any problems highlighted by the Duty Managers will be resolved at local level, where possible. Duty Managers will be relieved by other Area Office staff, from any local management responsibilities, during their weekly duty requirements.
- 3.8 Provision of the Winter Service on Council roads will normally run from the nearest Friday to the 1st November through to 15th April each season. However, this period may be extended, at either end, to accommodate prevailing weather conditions.
- 3.9 Daily communication will take place with the Trunk Roads Service provider to inform each other of their respective treatment proposals. The Council work in partnership with the Trunk Road Operation Company and provide the winter and

emergency response service for A83 Trunk Road, Campbeltown to Kennacraig section. Treatment instruction for this road is received as part of the daily TR plan and actions are recorded on the TR gritlog form and transmitted to their control room on completion.

#### 4.0 POLICY ON TREATMENT PRIORITIES

##### 4.1 Carriageway treatment

4.1.2 Prior to the commencement of each winter the Operations Manager will produce carriageway gritting routes based generally on the following principles:-

<b>Priority 1</b> Strategic high speed, main traffic routes				
Lomond - A814 Dumbarton- Garelochhead, A818 Arden (A82) - Helensburgh Cowal - A815 Cairndow – Dunoon Ferry Lorn / Mid-Argyll - A816 Oban - Lochgilphead, A819 Dalmally – Inveraray				
	04:00 – 08:00hrs	08:00 – 16:00 hrs	16:00 – 22:00 hrs	22:00 – 04:00 hrs
Mon - Sat	Pre-treat as required + reactive	Pre-treat as required + reactive	Pre-treat as required + reactive	Reactive as reported conditions dictate
Sun & PH	Pre-treat as required + reactive	Pre-treat as required + reactive	Pre-treat as required + reactive	Reactive as reported conditions dictate

<b>Priority 2</b> Other “A” and “B” classified roads, Except where treatment is categorized under Priority 3 bus routes, or less.				
A814 Garelochhead –Arrochar, A815 Dunoon-Toward, A817 Haul Road & B833 Rosneath Peninsula, A880 to Ardentenny, A885 Sandbank, A886 Strachur– Colintraive, A8003 Tighnabraich, A844 / A845 & A886 on Bute, A846 / A847 on Islay, A846 on Jura, A848 / A849, A884 & B8073 Tobermory – Dervaig, on Mull, B828 / B839 to Lochgoilhead , B842 Southend –Carradale, B843 to Machrihanish, B844 / B8003 to Easdale & Cuan, B8024 Kilberry Loop , B841 / B8025 Achnamara & Tayvallich. Plus Principal Accident and Emergency routes or roads to hospitals and routes to Police stations, Fire stations and Ambulance depot accesses Other selected streets in main urban areas e.g. steep hills, etc where route efficiency permits.				
	06:00 – 08:00hrs	08:00 – 16:00 hrs	16:00 – 22:00 hrs	22:00 – 0600 hrs
Mon -Sat	Pre-treat as required + reactive	Pre-treat in advance (if possible) + reactive	Reactive as reported conditions dictate	Reactive - only in extreme conditions
Sun & PH	Pre-treat as required + reactive	Pre-treat in advance (if possible) + reactive	Reactive as reported conditions dictate	Reactive - only in extreme conditions

<b>Priority 3</b> Any section of public road, outwith P1 & P2 above, subject to :- Main Public Service bus routes as timetables require that can be met within operational time bands. Should it be impractical to cover a service then the operator must be notified or Main School Bus routes prior to or during term days only.					
New designation		06:00 – 08:00hr	08:00 – 16:00 hrs	16:00 – 22:00 hrs	22:00 – 0600 hrs
<b>Priority 3</b>	Mon-Fri	Pre-treat as required	Pre-treat in advance (if	No treatment unless stable	No Treatment

<b>Service Route</b>		+ reactive	possible) + reactive	conditions forecast a.m.	
	W/E	Pre treat in advance of journey, if possible, but no guarantee. Timetabled days only.			
<b>Priority 3 School Route (12 or more occupied seats)</b>	Mon- Fri	Pre-treat as required + reactive	Pre-treat in advance + reactive	No treatment unless stable conditions forecast a.m. (Not Friday p.m.)	No Treatment
	No treatments out-with School Term days (apart form Sunday evenings in advance, if stable conditions forecast Monday a.m.)				

<b>Priority 4</b> All other public roads, Only as actual conditions dictate and resources are deemed to be effective.				
	06:00 – 08:00hr	08:00 – 16:00 hrs	16:00 – 22:00 hrs	22:00 – 0600 hrs
Mon - Fri	No treatment	Reactive (may include pre-treat)	Reactive – only in extreme conditions	No treatment
W/E & PH	No treatment	Reactive – only in extreme conditions	No treatment	No treatment

4.1.3 The above route priorities are set around the requirements to pre-treat in advance of freezing conditions or react to developed hazards within a reasonably practicable timescale within the confines of the resources available. Under standard conditions, pre treatment routes are designed to be completed within 3 hours of mobilisation.

4.1.4 Where hazards re-occur after treatment or in conditions where instantaneous hazards occur, resources may be required to concentrate on re-application of several treatments prior to moving on. In such circumstances the highest priority routes, experiencing such conditions, will generally be treated first and resources will only be released to other priorities once it is determined that treatments have an expectation of remaining effective.

**4.2 Footway and Footpath Priorities**

421 At the start of each winter, the Network and Standards Assistant Manager will produce footway and footpath treatment routes based generally on the following principle.

Priority 1 - Urban Shopping Areas and Precincts

Priority 2 - Other areas of high pedestrian concentration, e.g. in the vicinity of hospitals and schools.

Priority 3 - Steep hills in housing developments and in the vicinity of residential homes for the elderly.

422 Footways and footpaths will only be treated, in periods of lasting hazards, when the Duty Manager, in consultation with Area staff, considers that their physical condition makes it necessary and treatments will be effective. They will usually only be treated during normal working hours.

### 4.3 Resources

#### 4.31 Labour

To ensure that an adequate labour resource is available to allow treatment to be carried out, arrangements are in place with Amenity Services section to participate in the supply of additional labour when conditions require.

#### 4.32 Plant

Plant to assist with the clearance of snow and spreading of salt has been provided by Roads and Infrastructure Services. Attachments to mowers to allow footpath ploughing will be fitted at the start of each season, where practicable. Footway salt spreading barrows are provided for use by available labour when required.

### 4.4 Cycleways

- 4.41 Only cycleways contiguous with roads and footways will be treated in conjunction with any planned treatments.

## 5. WINTER STANDBY, STANDBY PROCEDURES AND GRITTING GUIDELINES

- 5.1 The formal winter standby period for Council roads will normally be from the end of the working day on the Friday nearest to 1st November to the Friday nearest to 15th April. This period may be extended at either end as the prevailing weather conditions dictate.

### 5.2 Shift and Standby Procedures.

- 5.21 During the operational period, standby arrangements will be operated on a formal home standby basis, with call-out as required. Arrangements will be put in place to allow mobilisation of any frontline vehicle within 1 hour of call out.

- 5.22 Standby rotas will include sufficient drivers to ensure that the priority 1 routes can be treated within 3 hours of commencing treatment

- 5.23 On receipt of a weather forecast indicating medium to heavy snow, sufficient additional operatives will be placed on standby to cover all priority 1 & 2 routes and any priority 3 routes likely to be affected as timetables indicate, by the forecast.

### 5.3 Carriageway Treatment

- 5.31 Carriageways will generally be treated in the order of priority as specified in section 4.

- 5.32 By 13:00 each day during the winter months, having considered the most recent weather forecast, the level of residual salt on the road

network and the available resources, the Duty Manager will compile an Action Plan for carriageway treatment for the following twenty-four hours. The Winter Manager will review, recommend any adjustments if needed and then approve the proposed plan.

- 533 Precautionary treatment for frost and light snow will be spread at a target rate of 10g/m<sup>2</sup> of salt.
- 534 Precautionary treatment for conditions where frost is forecast after rain should be delayed as long as possible to reduce loss of salt due to wash-off. This should not preclude the treatment of routes during showers where freezing of rain on contact has been predicted, or is reported.
- 535 Precautionary treatment when heavy snow falls are expected should be at a rate of between 20 and 40g/m<sup>2</sup> of salt according to the anticipated severity of snowfall and confidence level of the forecast.
- 536 In conditions where current snowfall is forecast to continue, substitution of salt with abrasive materials, sand or grit, will be instigated until such time as showers cease and any use of de-icing materials are deemed to be more effective. In extreme or persisting conditions, all material spreading will cease until there is an expectation that any deposits will remain on the carriageway and be effective in aiding traction.
- 537 In marginal conditions, consideration will be given to limiting treatment to known localised areas prone to icing. During periods of prolonged freezing conditions in the absence of precipitation, spot salting of areas of persistent seepage will continue while hazards remain.
- 538 Where areas of seepage from adjoining land are recorded on a regular basis, these will be identified and pre-emptive rectification of the drainage system will be instigated.  
Land owners will be notified of their requirement to carryout such work as it affects public roads. The Council will take necessary steps to effect repairs, in the absence of any undertaken by landowners and pursue recovery of costs accordingly.

#### 54 Footway and Footpath Treatment

- 541 Treatment of footways and footpaths will be by a combination of mechanical and manual operation. In large urban areas footway salting will be carried out by purpose built spreader barrows with a nominal design spread rate of 50g/sq.m.
- 542 Salt will only be utilised where ice and frost are the main hazard. In all snowfall conditions, physical clearance will be the priority with sand / grit spread thereafter to aid traction.

- 5.43 Treatment of footways and footpaths will normally only be carried out during the normal working day as resources permit. In most cases additional resources should be mobilised at local level as conditions dictate. The Winter Manager and Duty Manager will be kept informed of all additional resources mobilised by local management.

## 6. SNOW CLEARANCE STRATEGY

### 6.1 Carriageways

- 6.1.1 On receipt of a weather forecast indicating medium to heavy snow, carriageways should be treated in accordance with section 5.3.5. When the forecast is for rain turning to snow or the snow prediction is marginal the salting operations should be delayed accordingly.
- 6.1.2 When forecasts indicate that there will be medium or heavy snow falls, the Duty Manager will instruct that all vehicles capable of being fitted with ploughing devices will be so equipped.
- 6.1.3 Salting should be continued or be restarted when snow is falling, as conditions warrant however sand / grit must be used to preserve de-icing materials until such time as it can be used effectively.
- 6.1.4 Snow ploughing will commence as soon as it is considered that the operation will be effective. Generally snow can only be ploughed effectively at depths exceeding 30mm.
- 6.1.5 Spreading treatment of ploughed surfaces will be carried out when it is considered that the material will have the most beneficial effect. The normal case on two lane carriageways will be for spreading treatment to be started when the second lane is being ploughed, generally in the return direction. However in persisting snow conditions the spreading of materials shall be delayed until clearance of accumulations is effective.
- 6.1.6 Resources should generally be allocated to clear roads in the order of priority shown in section 4, but with precedence being given to those areas which have experienced the heaviest snow falls and drifting
- 6.1.7 Where slush is formed it should be ploughed as soon as practicable to avoid the risk of rutting should there be a further significant drop in temperature which might result in freezing conditions.
- 6.1.8 Where snow hazards are predicted to persist or develop intermittently throughout the night, consideration will be given to continuing action in some circumstances. Mainly in cases where a break in operations may result in hard packed snow or other conditions difficult to treat on resumption.

- 6.1.9 Individual circumstances, such as access for emergency services or other lifeline service vehicles will normally take precedent over the above route priority arrangements.
- 6.1.10 Where it is judged that a road cannot be kept open, early closure in liaison with the Police in a planned manner, should be initiated. Direct consultation at local level must be maintained where conditions are changeable and in some circumstances this may mean discussions on site between local Supervisors and Police officers.
- 6.1.11 In specific locations additional information and diversion signing will be erected to further inform drivers of the hazardous conditions on some routes and advise them of alternative routes where available resources will concentrate on maintaining treatments. There are three roads where signing to indicate specific alternative routes are available.

1. A817 "Haul Rd" , Lomond.  
Snow gates at A82 and A814 "central" roundabout  
Diversion via A818 Arden - A814 Garelohead
2. C46 Glen Aros / Glenbellart road , Mull  
Signs at Aros Bridge and Dervaig Primary School  
Diversion via A848Tobermory
3. C9 Glenfinart Road ( The Larach) , Cowal  
Signs at Whistlefield Hotel and Sligrachan Bus turning head;  
Diversion via A880 Cot House
4. C11 Otter Hill road ( Bealach an Drain) , Cowal  
Signs at Glendaruel A886 and Otter Ferry B8000;  
Diversion via A8003 Tighnabruaich and Kames.

6.1.10 Road closures will be reported to the Director, Head of Service, Operations and Network Standards Managers as soon as practicable, with immediate notification transmitted to Traffic Scotland and local radio stations where appropriate.

## 62 Footways and Footpaths

- 621 Where footways and footpaths are covered with light accumulations of snow i.e. less than 30mm, treatment will consist of the application of Sand or Grit as described in section 5.4. of this document.
- 622 Where snow depths exceed 30mm footways clearance will be carried out where practicable by pedestrian operated or ride on powered footway ploughs. This will be enhanced by manual clearance when necessary i.e. where access precludes the use of the above plant.
- 623 Snow clearance of footways will normally only be carried out during the normal working day and as resources permit.

## 7. ASSISTANCE FROM EXTERNAL CONTRACTORS

- 7.1 Roads and Amenity Services provide labour and non-specialist plant as specified. In some districts, mainly islands, resources are limited and private contractors are used to provide cover to comply with this policy.
- 7.2 In areas of the network remote from the main depots, sub contractors are engaged to provide the full winter service provision in parallel with the in house council resources.
- 7.3 In severe weather conditions additional resources can be drafted in from local private contractors to supplement those of the Council. Arrangements are made through the Operations Manager to contact these contractors in advance to determine their availability and formulate contingency plans for contact and mobilisation. The Winter Manager and Duty Manager will be kept informed of all additional resources mobilised by local management.

## 8. SALT ETC.

### 8.1 Provision of Salt

- 8.1.1 Salt or other de-icing materials will be supplied through the Network and Standards Manager. An annual supply contract shall be let prior to the start of the winter season.
- 8.1.2 Onsite sampling and testing shall be carried out in each area as the Network and Standards Manager deems necessary. The Network and Standards Manager will ensure that sufficient stocks of Salt and Abrasive materials are maintained at each storage location.

### 8.2 Storage of Salt

- 8.2.1 Where practicable salt shall be stored under cover to prevent leaching, improve handling and to reduce treatment times. A programme of upgrading salt stores with permanent roofs will be undertaken as quickly as practicable and as financial, planning and operational considerations allow.
- 8.2.2 Storage facilities will be loaded out prior to the commencement of operations and stock levels will be monitored weekly to assure optimum supplies are available throughout the season. Stores will be kept as full as practicable as protection from the weather allows and minimum stock levels will dictate optimum re-ordering procedures.
- 8.2.3 Weekly totals of all salt quantities delivered, transferred or issued as treatments will be collated for each storage location and e-mailed to HQ for central collation from 12:00hrs each Friday.
- 8.2.4 Requests for additional salt will be included in these weekly e-mails and calling forward of orders will be co-ordinated centrally through the Roads

Procurement Officer, with the supply contractor to provide the most efficient means of optimising stock levels.

### 83 Use of Salt and Salt / Abrasive Mixtures

83.1 Preservation of salt or other de-icing materials for use where they are most effective should be a consideration when formulating a treatment plan. Service resilience must be taken into consideration at all times.

83.2 All routes will be pre-treated with pure rock salt, as the most effective method of preventing freezing of wet surfaces or melting of previously formed ice. However on predominantly rural routes affected by snow, grit may be added at 1:1 salt/grit mix to aid traction and break up compacted layers. In severe conditions or when supplies are restricted, pure Sand / Grit will be employed to preserve de-icing stocks.

In wholly urban areas, salt only should be applied to the carriageway at all times. Salt should be spread at the designated spread rates as determined by the Duty Manager.

83.3 The grading of salt and grit for mixtures shall be such that 100% will pass a 6.3mm sieve but less than 1% passing a 2mm sieve.

83.4 Grit bins should be filled with a 3:1 grit/salt mix, initially at the start of the season. Continued replenishment in times of persisting hazard will be purely of Sand / Grit to preserve de-icing materials and only when resources permit.

83.5 Provision of Salt to other departments of the Council or other Contractors will be restricted to maintain the resilience of the Roads and Footways Winter Service within the terms of the Salt preservation Protocol.

### 84 Calibration and control of Salt Rates of Spread

84.1 The Operations Manager will ensure, through the Fleet Manager that all spreaders, permanent and demountable, are maintained in such a manner as to optimise the salt feed and regular checks of the calibration shall be carried out. Records of all tests and alterations to the calibration shall be maintained for inspection.

84.2 All spreaders shall have limiting devices fitted such that spread rates cannot exceed 60g/m<sup>2</sup>. The device may be fitted in such a manner as to allow it to be temporarily disconnected to assist the clearance of blockages.

### 85 Grit Bins and Grit Heaps

85.1 Grit heaps and grit bins are normally placed on routes not included on the Priority 1 – 3 pre-treatment network, or on sections of these routes where additional self help facilities are considered advantageous. They are provided to allow the public to use the salt/grit mix to treat localised hazards on carriageways and footways on the public adopted network.

- 852 Grit heaps will be situated on rural road verges predominantly on bends, junctions or steep sections. They shall be placed at distances which provide a reasonable volume of material over the extent of any problem area as, if material has to be carried too far, it is unlikely to be used. Consideration will be given to the environmental impact associated with tree roots, hedges and watercourses.
- 853 Grit Bins will normally be situated in urban areas or where leaching from grit heaps in rural areas is likely to have an environmental impact. They are placed similarly to rural grit heaps to provide an additional self help facility in streets such as at bends, junctions, steep sections of carriageway or footway or close to schools and other public buildings where delays in planned treatments may result in persisting hazards. Care must be taken in locating bins to avoid impeding sight impaired pedestrians or access to public utilities or roads authority apparatus. Generally where practicable, grit bin sites will allow material to be carried downhill to treat sections of the public network
- 854 Replenishment of material to grit heaps or bins will be carried out as regularly as conditions of use require, within the confines of available resources. Sites in regular use may require more frequent visits and the mix of material may vary as operational resources and stocks of available materials permit. This may depend on the overall salt resilience capability of the Council in times of prolonged severe weather conditions.
- 855 Requests for the locating of additional grit heaps or grit bins in urban areas will be considered using the following criteria.
- Is the request relevant to the Council asset of adopted roads and footway network?
  - Is there a genuine need for an additional facility, based on local knowledge, the type of hazard of concern and any accident history? The criteria for locations in 8.5.2 & 3 above will apply.
  - The proximity of similar facilities will be considered, as provision of bins and heaps often leads to further requests in similar locations.
  - The overall volume of bins and heaps will have an impact on the ability to provide an effective replenishment operation.
- 856 A register of grit bins shall be maintained by the Network and Standards Manager and their location and suitability will be reviewed annually. Grit bins will be serviced and all debris and litter removed prior to the start of the winter season. Initial replenishment of heaps and bins will be carried out prior to the start of the formal standby period, where practicable.

## **9. PLANT RESOURCES AND SERVICING PRACTICES**

- 9.1 All winter maintenance plant will be serviced, overhauled and made ready for use, at least two weeks before the designated start of the winter period. All servicing and maintenance of specialist winter maintenance plant will be the responsibility of

the Operations Manager. The Council's Fleet Services section, maintain all plant and equipment for the user departments. The Fleet Manager will inform the Operations Manager of any deterioration in the effectiveness of any items of Winter Maintenance Plant.

92 Any short fall in resources caused by the removal of plant from service, during the winter period, should be reported to the Operations Manager by the Duty Supervisor. The Operations Manager will then seek ways to address the problem. Where additional fleet vehicles are available, these will be prepared as back-up units, either in advance of operations or as soon as practicable whenever a shortfall in vehicles arises..

93 The Operations Manager will ensure that all major items of plant are made operational by the start of the standby period. A programme of trial runs will be drawn up, to allow all items of plant to be tested and have all their accessories fitted to ensure readiness for the winter period. The trial runs will be carried out on a depot by depot basis during normal working hours.

## **10. WEATHER FORECASTING AND MONITORING**

10.1 MeteoGroup Ltd , Vauxhall Bridge , London have been contracted to provide the road forecast for the period 1<sup>st</sup> October to 15<sup>th</sup> May each winter period. Access to forecast information will be gained via the local area networks at Council offices during office hours, or by a broadband router link from Duty Manager's homes. Information is available on a bespoke website for weather information and partially backed up by e-mail. In the event of a system failure it will be possible to obtain the forecast information by fax to the Duty Manager's Office or verbally out of hours to their home.

10.2 The contract with MeteoGroup provides for a twenty-four hours consultancy arrangement. Forecasters are available throughout the winter period by telephone, to discuss weather matters and clarify details with department staff.

10.3 The text forecast is augmented by other services as necessary, including the use of RADAR and satellite images to study precipitation patterns. There are fourteen Road Sensor stations, owned by the Council and maintained by MeteoGroup's partner Vaisala Ltd, giving atmospheric and surface conditions, situated throughout the Argyll and Bute road network.

## **11. OPERATIONAL COMMUNICATIONS**

### **11.1 Vehicle / Duty Supervisor / Depot Communications**

11.1.1 Winter maintenance vehicles are provided with a cellular telephone, such that contact may be maintained with the Duty Supervisor or depot at all times. When it is considered safe to do so, manning of vehicles fitted with effective communications facilities, will be limited to the driver only.

11.1.2 The fleet of 30nr frontline, route specifically allocated and 2nr back-up, winter maintenance vehicles are fitted with satellite tracking and data-

logging equipment, provided by Trackyou Ltd. Vehicles can be monitored through web access, in real time during operations and their actions are recorded and archived for future reference. One other private contractor owned vehicle is employed on pre-treatment operations on the Isle of Jura where in-house resources are limited.

11.13 Throughout the period of winter standby, the Operations Manager will ensure that staff are available to receive calls from the Police and other appropriate agencies. Call out rotas will be provided to the Operations Manager, adjacent authorities, management agents and the Police.

## 112 Communications with Police Scotland, Roads Policing Section

1121 It is important that the strong partnership, formed with the Police, is maintained. Information relating to severe weather conditions will be communicated to the Police at the earliest possible opportunity. The Duty Manager will consult fully with the Police when it becomes necessary to arrange road closures and when there is a need to move abandoned vehicles.

1122 The “out of hours” emergency rota will be issued to the Police by the Operations Manager. This will be confirmed to the Police Area Control Room at Helen Street, Glasgow on the Friday start to each weekly duty shift.

1123 The Duty Manager will arrange for the daily action plan to be e-mailed to the four main local Police offices each day. This will also include a confirmation of the Area Supervisors’ and Duty Manager’s out of hours contact telephone numbers.

1124 The Duty Manager will take due regard of all reports received from the Police, concerning dangerous road conditions and give consideration to them, in line with the Council Policy, in deciding the action to be taken.

## 113 Communications with other Agencies and Motoring Organisations

1131 BEAR Scotland, the North West Trunk Roads term contract operator will be sent the daily action plan and out of hours contact information, each day throughout the winter period.

1132 The Duty Manager will inform Glasgow City Council ; Roads and Lighting Faults Call Centre , R.A.L.F. , of the out of hours contact numbers for the following weeks shift and any amendments necessary thereafter. Contacts with Scottish Fire and Rescue and Scottish Ambulance Service, control rooms are included in this transmittal process.

1133 The Winter Manager will inform Traffic Scotland when severe weather conditions are causing delays to traffic movement.

## 114 Communications with the Public

- 11.4.1 The Winter Manager will post details of the 24hour winter treatment plan each day no later than 1400hrs on the winter maintenance page of the council website.
- 11.4.2 Enquiries from the public will normally be dealt with by the Customer Access Centre during normal working hours.
- 11.4.3 Consideration will be given to the placing of warning signs, alerting drivers to the possibility that road surface hazards may develop outwith treatment times will be placed at the interface of Priority 1 to Priority 2 & 3 routes
- 11.4.4 Leaflets explaining the extent of treatment routes, their priority and hours of operation will be prepared and where necessary updated, in advance of each season. These will be distributed by electronic means or to all local area Council premises and other public access buildings and establishments, such as filling stations and shops. Further copies may be issued as mail-drops or inserts to local newspapers.
- 11.4.5 The Winter manager will ensure that any disruption to the network is reported through the internal service disruption noticeboard on the council website.
- 11.5 Media
- 11.5.1 National radio, television and national press enquiries should be dealt with by the Director or the Head of Service or through the Council's Press and Media Relations Office.
- 11.5.2 Local radio and press should be dealt with by the Head of Service or by the Operations and Network and Standards Manager.
- 11.5.3 The Head of Service, Operations or Network and Standards Manager will be advised as soon as practicable if conditions deteriorate such that major routes have to be closed.

**12. INSTRUCTION AND RECORD KEEPING.**

- 121 The management of the Instruction, Recording and Archiving of daily winter Action plans is automated, by use of a bespoke winter maintenance management tool provided by Vaisala Ltd.
- 122 Vaisala – Road DSS Manager is the web based system which allows access by managers and supervisors simultaneously, to post instructions and record actual activities on each specific pre-treatment route as operations progress. Details will include some or all of the following:-
- a) Details of the routes treated.
  - b) The start and completion of treatment on a specific route.
  - c) Type of treatment carried out.
  - d) Driver and other operator details
  - e) Quantity of materials used
  - f) The prevailing weather conditions.
  - g) Any contacts by Police regarding reactive requirements
  - h) Details of any plant breakdowns, accidents or incidents.
  - i) Any other problems
- 123 In parallel to the above recording system, vehicle activities are recorded on the “Trackyou” - vehicle tracking system. Reports and map based graphical records can be run to confirm and clarify in more detail, the recorded activities.
- 124 All records are archived in separate remote servers and can be retrieved through web access by any authorised user, at any time after a plan has been completed.
- 125 Additional records of all telephone calls related to winter operations are kept by all duty supervisors and managers. These are completed at the end of each shift, collated and filed centrally for future reference.

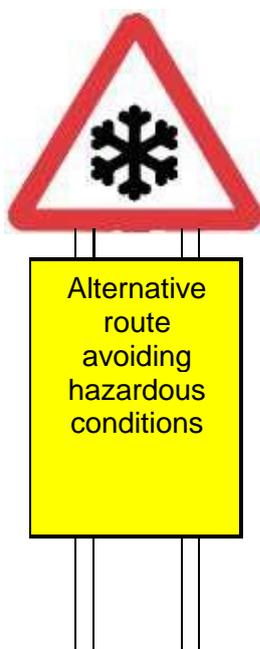
End – Winter Policy Document

### Appendix 3 – Advisory signing, routes unsuitable in severe conditions

In specific locations additional information and diversion signing will be erected to further inform drivers of the hazardous conditions on some routes and advise them of alternative routes where available resources will concentrate on maintaining treatments. There are three roads where signing to indicate specific alternative routes are available.

5. A817 "Haul Rd" , Lomond.  
Snow gates at A82 and A814 "central" roundabout  
Diversion via A818 Arden - A814 Garelochhead
6. C46 Glen Aros / Glenbellart road , Mull  
Signs at Aros Bridge and Dervaig Primary School  
Diversion via A848Tobermory
7. C9 Glenfinart Road ( The Larach) , Cowal  
Signs at Whistlefield Hotel and Sligrachan Bus turning head;  
Diversion via A880 Cot House
8. C11 Otter Hill road ( Bealach an Drain) , Cowal  
Signs at Glendaruel A886 and Otter Ferry B8000;  
Diversion via A8003 Tighnabruich and Kames.

#### Example of typical information sign



Sign on permanent display during Winter Season.

Road Closure in conjunction with temporary signs when conditions dictate.



## **Appendix 4 - Salt Use Reduction and Preservation of Stocks Protocol.**

### **Argyll and Bute Council WINTER SERVICE – OPERATIONS 2019/20**

#### **Protocols for the reduction in use of salt and preservation of remaining stocks. Storage Capacity, Stock Transfers and replenishment times**

Storage capacity in all 15 “Operational” salt stores has been increased by 3,500tonnes to approximately 14,000tonnes, since 2009, through phase 1 of the covered tunnel construction programme. The 3,000tonne Dome in Helensburgh, although an operational store, has an element of strategic storage.

For national salt resilience purposes, daily usage is calculated on 2 Priority WRC1-3 network treatments and one WRC4 “other routes” treatment in each 24hr period.

This equates to 375tonnes/day at normal use levels, 600tonnes/day for heavy snow.

The West of Scotland Co-ordination Group, Roads sub-group agreed that Roads Authorities should achieve a minimum storage capacity of equivalent to 70% of the average total salt usage of the last three severe winters. This equates to a minimum 11,650tonnes for Argyll and Bute.

However the target tonnage for the start of this season, 1st November, is 10,970tonnes. This equates to 28 continuous days supply at Winter Policy treatment levels.

As the national salt supply contract has an allowance of 21days to fulfil delivery from point of order, the minimum resilience required in normal conditions equates to four weeks operations or approximately 60% of the new capacity, at 10,000tonnes. In practice, reduced quantities of 6,000tonnes before replenishment are acceptable. This equates to a resilience of 16 days operations, at normal treatment levels.

Within this total quantity, material may require to be moved between stores to preserve a degree of individual resilience in each of the operational stockpiles around the network. Internal transfers between stores ensure adequate stocks are available as much as practicable to maintain a consistent treatment regime throughout the network. In this way the hierarchy of route treatments can be preserved as per the policy, for as long as practicable within any delivery shortage period.

#### **Operational Decision techniques to Manage Salt use.**

Winter Service Policy already recognises the need to preserve salt primarily for the prevention or treatment of ice on higher speed carriageways. 3Grit:1Salt mixes are already utilised in Grit Heaps and Bins and in the reactive treatment of footways.

Salt preservation techniques can be instigated on carriageway treatments where forecasts or conditions indicate that a mixture of salt and grit will provide the best treatment to aid traction. The winter operations decision to use 50/50 mixes should only be for this purpose, rather than to preserve supplies.

In periods of falling snow, Grit only should be used on “return” ploughing legs until such time as snowfall ceases and there is an expectation that salt will melt any residual snow after ploughing.

In settled constant dry conditions Residual Salt levels on carriageways allow the curtailment of further treatments, as part of the daily operational plan.

## **Reduction in Salt use in treatments, to preserve remaining stocks.**

Where salt stock levels reduce and replenishment quantities are doubtful in either quantity or timescale, the use of salt will be curtailed under the following procedures.

Salt Preservation level                      Circumstances                      Authorised by.

### **SP1 Total Operational Stocks reduce to 6,000tonnes                      Winter Manager**

This level will be reached in conditions of reasonably prolonged hazardous conditions or where extreme conditions reduce the effectiveness of salt. The supply chain for salt replenishment may become of national importance and Transport Scotland and Strathclyde Emergency Co-Ordination Group advice may be received.

#### **First Operation:- Activate replenishment from Strategic Stockpile (+ 4,400 tonnes)**

Depending on the likely delay in replenishment, part or all of the Strategic stockpile may be moved to operational stores and the permanent sheeting replaced. The quantity will be determined by the potential delivery date for shipping. The total stock will provide a further 12days resilience within the operational stores, at normal use rates.

**Resilience:- 27days at normal use levels 375t/day : 16days heavy snow 600t/day**

#### **Second Operation:- Activate Salt Preservation Measures.**

Salt treatments will be reduced. Spread rates adjusted from 40g/m<sup>2</sup> to 20g/m<sup>2</sup>, or 20g/m<sup>2</sup> to 10g/m<sup>2</sup>. Further reductions in the salt content of all carriageway treatments will be achieved by mixing Grit and Salt together, firstly at 1Grit:1Salt then 2Grit:1Salt.

In extreme frosts where RSTs remain below -5C all day, and salt is considered to be ineffective, additional treatments of pure Grit on all routes can be instructed to aid traction. Grit heaps, bins and footway treatments will remain at 3grit:1Salt.

**Resilience:- 32days at reduced use SP1 = 188t/day : 20days heavy snow**

### **SP2 Total stocks reduce to 4,000tonnes                      Head of Service**

Salting treatments will be curtailed to Priority 1&2 pre-treatment routes only (1205 km)  
The SP1 salt mixing techniques will be used in all further SP levels.

All other treatments will be of pure Grit including replenishment of grit bins / heaps.

**Resilience:- 25 days at reduced use SP2 = 156t/day : 15 days heavy snow**

### **SP3 Total Stocks reduce to 2,000tonnes                      Executive Director**

Salting will be reduced to one treatment per 24hr forecast period, of the Priority 1&2 network, usually 06:00hrs mornings, in advance of the majority of traffic movements.

All other treatments will be of pure Grit including replenishment of grit bins / heaps

**Resilience:- 25 days at reduced use SP3 = 78t/day : 15 days heavy snow**

### **SP4 Total stocks reduce to 1,000tonnes                      Chief Executive**

Salting reduced to Priority 1 and Priority 2 "A" class routes only 06:00hrs. (492km)

All other roads and mobilisation times, Grit only.

**Resilience:- 32 days at reduced use SP4 = 31t/day : 20 days heavy snow**

### **SP5 Total Stocks reduce to 700 tonnes                      Chief Executive**

Effectively **2 days resilience at original policy normal use.** The trigger point for application to Scottish Executive Emergency Salt stockpile. Release of salt, allowing replenishment out with the normal constraints of the national salt supply contract.

**Resilience:- 22 days at reduced use SP5 = 31t/day : 13 days heavy snow**

**Total resilience: SP1 (2<sup>nd</sup> Op) > SP5 (end) = 68 days : 41 days heavy snow.**

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**ARGYLL AND BUTE COUNCIL****BUTE AND COWAL AREA COMMITTEE****DEVELOPMENT AND  
INFRASTRUCTURE SERVICES****5 MARCH 2020**

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**DUNOON TO GOUROCK FERRY SERVICE**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 This report provides Members with some of the background relating to the Dunoon to Gourock ferry service, along with plans for the future.
- 1.2 The Scottish Government announced in December 2018 that the Dunoon to Gourock ferry service would transfer to Calmac, becoming part of the Clyde and Hebrides Ferry Services network. It was also announced by the Minister for Energy, Connectivity and the Islands, Mr Paul Wheelhouse MSP, that the service would continue to operate as passenger-only.
- 1.3 The Gourock Harbour Infrastructure & Vessels Project (GHIVP) group has now met on three separate occasions. The group is formed of representatives from Transport Scotland (TS), CMAL, Calmac and Argyll and Bute Council. TS leads this meeting; Council officers have been invited to the last two meetings. The project aims to achieve: delivery of new vessels along with harbour infrastructure upgrades at Gourock and, where appropriate, Dunoon and Kilcreggan. Whilst the group will consider upgrades at both Dunoon and Kilcreggan to suit berthing requirements, the Council as asset owner, will be responsible for all related decisions and delivery of any proposed schemes.
- 1.4 As Gourock is currently unable to accept vehicular traffic and is therefore unavailable as a back-up (or port of refuge) for the Rothesay to Wemyss Bay ferry, Calmac has approached the Council with a view to using the link-span at Dunoon if/when the need arises. Discussions are ongoing between Council officers and Calmac staff.
- 1.5 To a large extent, Council plans to re-develop Dunoon, and possibly Kilcreggan, must remain on hold until TS and CMAL can advise of their plans for the new ferry vessel. In the meantime, Council officers will continue to liaise with TS, CMAL and Calmac.
- 1.6 It is recommended that members consider this report.

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**ARGYLL AND BUTE COUNCIL**

**BUTE AND COWAL AREA COMMITTEE**

**DEVELOPMENT AND  
INFRASTRUCTURE SERVICES**

**5 MARCH 2020**

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**DUNOON TO GOUROCK FERRY SERVICE**

---

**2.0 INTRODUCTION**

2.1 This report provides Members with some of the background relating to the Dunoon to Gourock ferry service, along with plans for the future.

**3.0 RECOMMENDATIONS**

3.1 It is recommended that Members consider this report.

**4.0 BACKGROUND**

4.1 The Scottish Government announced in December 2018 that the Dunoon to Gourock ferry service would transfer to Calmac, becoming part of the Clyde and Hebrides Ferry Services network. It was also announced by the Minister for Energy, Connectivity and the Islands, Mr Paul Wheelhouse MSP, that the service would continue to operate as passenger-only.

4.2 The Scottish Government has stated that it is committed to delivering a passenger-only ferry service between Gourock and Dunoon with improved reliability and resilience.

4.3 The above Scottish Government decisions, and resultant plans by Transport Scotland, are likely to impact on the Council's marine infrastructure at Dunoon and, possibly, Kilcreggan.

**5.0 DETAIL**

5.1 The Gourock Harbour Infrastructure & Vessels Project (GHIVP) group has now met on three separate occasions. The group is formed of representatives from Transport Scotland (TS), CMAL, Calmac and Argyll and Bute Council. TS leads this meeting; Council officers have been invited to the last two meetings. The project aims to achieve: delivery of new vessels along with harbour infrastructure upgrades at Gourock and, where appropriate, Dunoon and Kilcreggan. Whilst the group will consider upgrades at both Dunoon and Kilcreggan to suit berthing requirements, the Council as asset owner, will be responsible for all related decisions and delivery of any proposed schemes.

5.2 The GHIVP group has been tasked with the following:-

- To operate a resilient passenger-only service from Gourock to Dunoon and Kilcreggan.
- To decide whether a link-span is required to operate vehicle-passenger ferry services from Arran and Bute, as an alternative mainland port.
- To identify and deliver an appropriate and proportionate infrastructure solution/option for Gourock Harbour.
- To ensure service continuity and public transport integration at Gourock Station and onward travel.
- To deliver the E-hub commitment at Gourock in line with Scottish Government policy on active travel and decarbonisation.
- To design and deliver new vessels (Class type requirements) which operate and align with the harbour infrastructure to ensure a reliable and resilient service.

5.3 TS has stated that delivery of new vessels will be dependent upon the type of design, including size and classification. Delivery of the size of vessel anticipated on the route would typically be estimated at up to 36 months.

5.4 In the meantime, the link-span at Gourock is reaching the end of its serviceable life; as such, the load carrying capacity of the link-span has been reduced by CMAL to allow use by passengers only. CMAL is currently considering medium-term options and reviewing the feasibility of returning the loading capacity of Gourock link-span to vehicle loading during 2020.

5.5 As Gourock is currently unable to accept vehicular traffic and is therefore unavailable as a back-up (or port of refuge) for the Rothesay to Wemyss Bay ferry, Calmac may approach the Council with a view to using the link-span at Dunoon if/when the need arises. Discussions are ongoing between Council officers and Calmac staff re options.

5.6 To a large extent, Council plans to re-develop Dunoon, and possibly Kilcreggan, must remain on hold until TS and CMAL can advise of their plans for the new ferry vessel. In the meantime, Council officers will continue to liaise with TS, CMAL and Calmac.

## **6.0 CONCLUSION**

6.1 Transport Scotland is committed to providing the necessary infrastructure for the provision of a new passenger ferry service between Dunoon, Gourock and Kilcreggan. Council officers will continue to liaise with the Gourock Harbour Infrastructure & Vessels Project (GHIVP) group.

**7.0 IMPLICATIONS**

<b>7.1</b>	<b>Policy</b>	None directly arising from this report
<b>7.2</b>	<b>Financial</b>	The Council's decision to increase in piers and harbours' fees & charges ensures that future income is sufficient to maintain and develop the Council's marine assets for future years – including Dunoon and Kilcreggan.
<b>7.3</b>	<b>Legal</b>	None directly arising from this report
<b>7.4</b>	<b>HR</b>	None
<b>7.5</b>	<b>Fairer Scotland Duty</b>	
<b>7.5.1</b>	<b>Equalities – protected characteristics</b>	None directly arising from this report
<b>7.5.2</b>	<b>Socio-economic Duty</b>	None directly arising from this report
<b>7.5.3</b>	<b>Islands</b>	See risk below
<b>7.6</b>	<b>Risk</b>	Completed works will reduce requirement to repair and maintain existing infrastructure
<b>7.7</b>	<b>Customer Services</b>	Overall improvement in travel experience and quality of journeys.

**Interim Executive Director with responsibility for Development and Infrastructure:**

Kirsty Flanagan

**Policy Lead:** Cllr Robin Currie

February 2020

**For further information contact:**

Stewart Clark, Marine Operations Manager Tel: 01546 604893

Jim Smith: Head of Roads & Amenity Services Tel: 01546 604324

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**ARGYLL AND BUTE COUNCIL****Bute and Cowal Area Committee****Customer Services****3 March 2020**

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**Appointment to Gourock - Dunoon Infrastructure and Vessels Project - Reference Group**

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**1.0 INTRODUCTION**

- 1.1 The Area Committee made appointments to various outside bodies and organisations at the meeting held on 19 June 2017. The Council has since received a request from Transport Scotland for one representative of Argyll and Bute Council to sit on the Gourock - Dunoon Infrastructure and Vessels Project - Reference Group.

**2.0 RECOMMENDATIONS**

- 3.1 The Area Committee is asked to consider the appointment of an Elected Member to be the Council representative on the Gourock - Dunoon Infrastructure and Vessels Project - Reference Group.

**3.0 DETAIL**

- 4.1 Prior to the Local Government Elections in May 2017, officers wrote to all outside bodies and organisations asking if they still required Elected Member representation, and asked for confirmation on the number of representatives required.
- 4.2 Transport Scotland have recently made contact with the Council to request that one Elected Member is appointed to represent the Council on the Gourock-Dunoon Infrastructure and Vessels Project - Reference Group.
- 4.3 Appointments made to outside organisations will normally be until the next Local Government Elections scheduled for May 2022.

**5.0 CONCLUSION**

- 5.1 This report advises the Area Committee of the current situation in regard to the Gourock - Dunoon Infrastructure and Vessels Project - Reference Group and asks Members to consider making an appointment.

**6.0 IMPLICATIONS**

- 6.1 Policy – none
- 6.2 Financial – none.

- 6.3 Legal – none
- 6.4 HR – none
- 6.5 Fairer Scotland Duty:
  - 6.5.1 Equalities – protected – none
  - 6.5.2 Socio-economic Duty – none
  - 6.5.3 Islands – none
- 6.6 Risk – none
- 6.7 Customer Service – none

**Douglas Hendry, Executive Director with responsibility for Legal and Regulatory Support**

10 February 2020

**For further information contact:** Stuart McLean, Committee Manager  
Tel: (01436) 658717

## **APPENDICES**

None.

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**ARGYLL AND BUTE COUNCIL****BUTE AND COWAL AREA  
COMMITTEE****DEVELOPMENT AND ECONOMIC GROWTH****3 MARCH 2020**

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**DUNOON CARS – RECOMMENDATION OF GRANT AWARDS**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 The purpose of this report is to ask Members to approve grant offers towards the repair of two shopfronts in Dunoon Town Centre.
- 1.2 The cumulative grant is twenty two thousand, six hundred and sixty two pounds (£22,662), and would be made available through the Dunoon Conservation Area Regeneration Scheme (CARS).
- 1.3 Each grant award would be made based on all criteria having been met and will support the delivery of approved project outcomes, as agreed by Historic Environment Scotland.
- 1.4 The grant awards would support timber restoration at Girard's, 116 Argyll Street and Right Medicine Pharmacy 65 - 67 Argyll Street. The works would return the properties to a good state of repair.
- 1.5 Dunoon CARS is being delivered over a 5-year period, and will conclude on 31<sup>st</sup> March 2022. A full funding package of £1.5m is in place, with expenditure monitored on a regular basis. There is currently sufficient funds in place to make the following recommended awards under the scheme.

**2.0 RECOMMENDATIONS**

- 2.1 It is recommended that Bute and Cowal Area Committee approve the following grant offers:
  - a) Up to £10,741 to the property owners of Girard's, 116 Argyll Street, Dunoon
  - b) Up to £11,921 to the owners of Right Medicine Pharmacy, 65-67 Argyll Street, Dunoon

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ARGYLL AND BUTE COUNCIL

BUTE AND COWAL AREA  
COMMITTEE

DEVELOPMENT AND ECONOMIC GROWTH

3 MARCH 2020

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## DUNOON CARS – RECOMMENDATION OF AWARDS

---

### 3.0 INTRODUCTION

- 3.1 The purpose of this report is to ask Members to agree grant awards to the property owners of two buildings using Dunoon Conservation Area Regeneration Scheme (CARS) funding.
- 3.2 The cumulative grant is twenty two thousand, six hundred and sixty two pounds (£22,662), and would represent awards towards the repair and renovation of shopfronts.
- 3.3 Grant levels and grant recipients are based on project budget allocations and are agreed with Historic Environment Scotland (HES). Grants are subject to a competitive tender exercise and are calculated based on the lowest tender return. In this case, each grant would be offered at 60% of the total eligible costs of each project.
- 3.4 Each application for grant has been assessed against, and is fully compliant with, Dunoon CARS project criteria, and has been agreed by HES.

### 4.0 RECOMMENDATIONS

- 4.1 It is recommended that Bute and Cowal Area Committee approve the following grant offers:
- a) Up to £10,741 to the property owners of Girard's, 116 Argyll Street, Dunoon
  - b) Up to £11,921 to the owners of Right Medicine Pharmacy, 65-67 Argyll Street, Dunoon

### 5.0 DETAIL

- 5.1 Dunoon CARS is a partnership town centre regeneration project between Argyll and Bute Council and Historic Environment Scotland (HES). As a heritage-led grants administration programme, the project seeks to safeguard Dunoon's historic properties by supporting property owners return their buildings and shopfronts to a good state of repair. This in turn increases the attractiveness of Dunoon's town centre and supports the likelihood of increased footfall.
- 5.2 This report seeks to outline grant awards to support substantial timber repairs to

116 Argyll Street and 65 - 67 Argyll Street, which will restore and preserve the traditional timber shopfront.

5.3 The shopfronts recommended to benefit from grant at present are as follows:

Shop	Works	Grant at 60% of total eligible works
Girards	Repair timber elements of shopfront and remove roller shutters.	£10,741
Right Medicine Pharmacy	Repair timber elements of shopfront. Reinststate storm doors and address flaky paint issues.	£11,921

5.4 All projects have been subject to a competitive tendering exercise. CARS grant would represent up to 60% of total eligible costs and would not exceed the level of grant approved by committee. Property owners are therefore responsible for meeting the remaining 40%, as well as all ineligible costs such as internal works, or VAT where the property owner is VAT registered.

5.5 Property owners are required to ensure their contribution to the project is in place prior to the start of works. Evidence of this will be requested prior to the inception meeting and also prior to any drawdown of grant. This provides assurances that the contractor will be paid in full and reduces any risk of delay to the project.

5.7 Dunoon CARS is being delivered over a 5-year period, and will conclude on 31<sup>st</sup> March 2022. A full funding package of £1.5m is in place, with expenditure monitored on a regular basis. There is currently sufficient funds in place to make the recommended awards under the scheme.

## 6.0 CONCLUSION

6.1 The grant awards proposed in this report will not only safeguard two prominent shopfronts in Dunoon Town Centre but also enhance the look and feel of Dunoon's principal shopping street. These awards will meet the small repair project outcomes of Dunoon CARS, which seeks to support returning the town centre's buildings and shops to a good state of repair.

## 7.0 IMPLICATIONS

7.1 Policy - The Outcome Improvement Plan, Economic Strategy and Local Development Plan support town centre regeneration and a diverse and thriving economy.

7.2 Financial – There is sufficient funding within the Dunoon CARS budget to support the following grant awards:

- a) Up to £10,741 to the property owners of Girard's, 116 Argyll Street, Dunoon
- b) Up to £11,921 to the owners of Right Medicine Pharmacy, 65-67 Argyll Street,

## Dunoon

All grant funding is in place as part of the Dunoon CARS Round 7 budget, including the Historic Environment Scotland grant of £1,002,348, and the Argyll and Bute Council contribution of £500,000.

To date, of the £1.5m budget £824,134 has been committed, and £217,488 has been drawn down from HES.

Taking into account property owner's contributions to the project, the investment to Dunoon's town centre over the 5-year period is estimated to be in the region of £1.9m.

To satisfy audit requirements, an update on the overall financial position of the scheme is also provided to the Environment, Development and Infrastructure Committee on a six monthly basis.

- 7.3 Legal - Grant contracts will be provided to third parties.
- 7.4 HR - A dedicated project officer has been recruited for the duration of the project. Staff salaries are included within the project budget.
- 7.5 Fairer Scotland Duty:
  - 7.5.1 Equalities - protected characteristics - None
  - 7.5.2 Socio-economic Duty - None
  - 7.5.3 Islands - None
- 7.6 Risk - That grant schemes are undersubscribed or that projects run over time or budget. These risks will be carefully monitored and mitigation measures introduced on a case by case basis.
- 7.7 Customer Service - The council is responsible for administering the CARS grants on behalf of HES and for ensuring due diligence in the performance of its duties.

**Kirsty Flanagan, Interim Executive Director with responsibility for Development and Economic Growth**

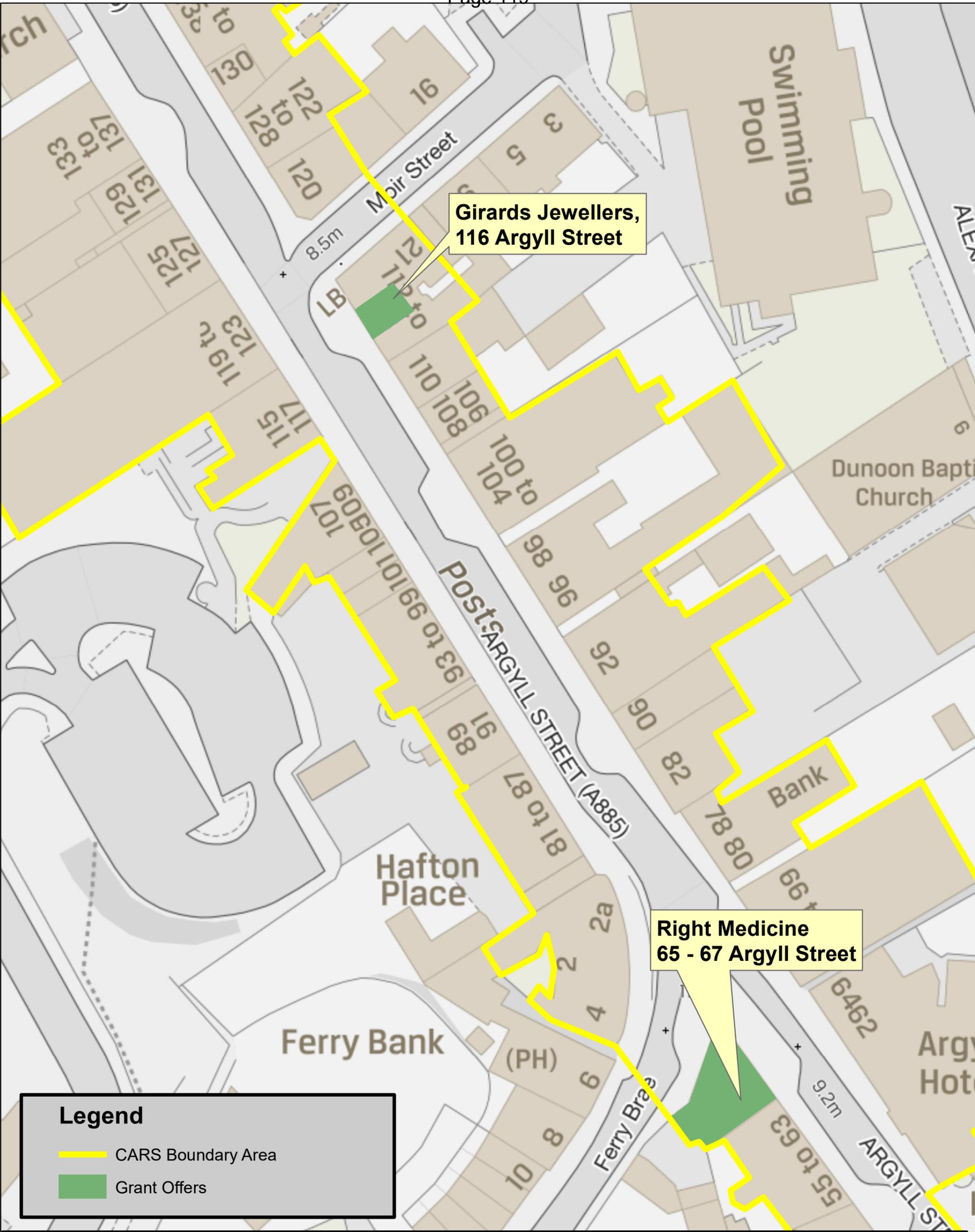
**Policy Lead – Cllr Aileen Morton**

**For further information contact:**

Claire Hallybone, Dunoon CARS Project Officer,  
Transformation Projects and Regeneration Team  
Tel: 01369 707 121

## **APPENDICES**

1. Grant offer map



Girards Jewellers,  
116 Argyll Street

Right Medicine  
65 - 67 Argyll Street

# Dunoon CARS

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February 2020

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**ARGYLL AND BUTE COUNCIL****BUTE AND COWAL AREA COMMITTEE****DEVELOPMENT AND ECONOMIC GROWTH****3<sup>rd</sup> MARCH 2020**

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**FUTURE OPTIONS FOR TORLOCHAN TRAVELLERS SITE**

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**1.0 INTRODUCTION**

- 1.1 At the Bute and Cowal Area Committee in December 2019 a motion was put forward concerning the future options of the Torlochan Travellers Site. The Area Committee requested Officers engage with ACHA to explore all options available at present for the use of this site and to submit a report to the next meeting of the Area Committee.

**2.0 RECOMMENDATIONS**

- 2.1 The Committee note the content of the report

**3.0 DETAIL**

- 3.1 The Bute and Cowal Area Committee were asked to consider the future use of the Torlochan Travellers site at meetings on 5<sup>th</sup> September 2017 and 4<sup>th</sup> September 2018. The site is owned by Argyll Community Housing Association (ACHA) and was one of three Travellers sites transferred to ACHA at Stock Transfer in 2006. The Council retained the statutory duty to assess and meet the needs of the Gypsy Traveller community.
- 3.2 In September 2017 the Area Committee agreed to encourage ACHA to consult with local community groups to identify a community use for the site and, if no such suitable use can be found, agree in principle to support the mothballing of Torlochan site, subject to any future evidence of unmet need in the area.

- 3.3 In September 2018 the Area Committee agreed to ACHA's proposals to take forward discussions with community groups with a view to signing a lease for Torlochan to be used by the community for an appropriate purpose. This was agreed on the evidence that there continued to be no need or demand for the site to be used by the Gypsy Traveller community.
- 3.4 ACHA have advised the Council that they have engaged with community groups to try and get a suitable community use for the site. ACHA's board made a decision to take forward a proposal but this proposal did not work out.
- 3.5 At present the Council do not have an identified use for the Torlochan site. Estates and Amenity Services (including Cemeteries) have considered the site but does not fulfil any operational requirements.
- 3.6 ACHA now intend to put the site for sale on the open market.

#### **4.0 CONCLUSION**

- 4.1 The remit of the Council with regards Torlochan was to establish whether or not there was a need and demand from the Gypsy Traveller community for the site. Over the last three years it has been established that there is not a need and demand. This position was put forward to the Area Committee for consideration. The Area Committee asked that ACHA engage with community groups to establish a community use for the site. ACHA have now taken the decision to sell the site.

#### **5.0 IMPLICATIONS**

- 5.1 Policy - none
- 5.2 Financial - none
- 5.3 Legal - none
- 5.4 HR - none
- 5.5 Fairer Scotland Duty: none
  - 5.5.1 Equalities - protected characteristics – it has been established there is no demand or need for this site.
  - 5.5.2 Socio-economic Duty - none
  - 5.5.3 Islands - none
- 5.6 Risk - none
- 5.7 Customer Service - none

**Interim Executive Director with Responsibility for Housing**

**Kirsty Flanagan**

**Policy Lead Councillor Robin Currie**

5<sup>th</sup> February 2020

**For further information contact:**

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**Bute and Cowal Area Committee  
Workplan 2020-2021**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
<b>March 2020</b>					
3 March 2020	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly Report	7 February 2020	
3 March 2020	Post Winter Update	Development and Infrastructure -	Annual Report	7 February 2020	
3 March 2020	Supporting Communities Fund – Grant applications	Community Planning – Sharon MacDonald	Annual Report	7 February 2020	
3 March 2020	HSCP Annual Performance Report	HSPC - Charlotte Craig	Annual Report	7 February 2020	Continued from December 2019 meeting
3 March 2020	HSCP Performance Exception Report - Financial Quarter 2 (2019/20)	HSPC - Charlotte Craig	Quarterly Report	7 February 2020	
3 March 2020	Torlochan Travellers Site	Development and Infrastructure - Douglas Whyte	One Off Report	7 February 2020	Resulting from Motion agreed December 2019
3 March 2020	Dunoon – Gourock Ferry	Development and Infrastructure – Stewart Clark	One Off Report	7 February 2020	

**Bute and Cowal Area Committee  
Workplan 2020-2021**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
3 March 2020	Dunoon CARS – Grant Awards	Development and Infrastructure – Claire Hallybone	One Off Report	7 February 2020	
3 March 2020	Rothesay Townscape Heritage – Grant Award	Development and Infrastructure – Colin Fulcher	One Off Report	7 February 2020	
3 March 2020	Gourock-Dunoon Infrastructure and Vessels Project - Reference Group	Legal & Regulatory Support – Stuart McLean	One Off Report	7 February 2020	
3 March 2020	Roads Capital Reconstruction Programme 2020/21'	Development and Infrastructure – Jim Smith	Verbal Update	7 February 2020	
<b>June 2020</b>					
2 June 2020	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly report	8 May 2020	
2 June 2020	Roads and Amenity Services Update	Roads and Amenity Services – Jim Smith	Quarterly report	8 May 2020	
2 June 2020	Rothesay Pavilion Progress	Development and Infrastructure Services - Jonathan Miles	As required	8 May 2020	

**Bute and Cowal Area Committee  
Workplan 2020-2021**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
2 June 2020	Primary School Report 2018/19 - Bute and Cowal	Education Services	Annual Report	8 May 2020	
2 June 2020	Cruach Mor and Clachan Flats Wind Farm Trusts	Legal & Regulatory Support – Stuart McLean	Annual Report	8 May 2020	
2 June 2020	6 monthly HSCP – Local Report (Highlight local issues)	Health & Social Care Partnership – Charlotte Craig	Bi-Annual Report	8 May 2020	
2 June 2020	Major Projects Update – CHORD/ CARS/THI (where appropriate)	Development and Infrastructure	For information only	8 May 2020	
2 June 2020	Roads and Amenities Revenue Work Plan (Programmed)	Development and Infrastructure	Annual Report	8 May 2020	Moved from March confirmed by Chair
2 June 2020	Roads Capital Programme	Development and Infrastructure	Annual Report	8 May 2020	Moved from March confirmed by Chair
2 June 2020	Grass Cutting Proposals	Development and Infrastructure	Annual Report	8 May 2020	Moved from March confirmed by Chair
2 June 2020	Major Projects Update –	Head of Commercial		8 May	To be confirmed

**Bute and Cowal Area Committee  
Workplan 2020-2021**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
	Queens Hall	Services - John Gordon		2020	
<b>September 2020</b>					
1 September 2020	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly report	7 August 2020	
1 September 2020	Supporting Communities Fund – End of Project Monitoring Report	Chief Executive – Rona Gold/Samantha	Annual Report for information	7 August 2020	
1 September 2020	Roads and Amenities Revenue and Capital Update (completed to date/programmed for next period)	Development and Infrastructure	For information only	7 August 2020	
1 September 2020	Winter Gritting Policy (Reference to EDI Committee paper – not for decision)	Development and Infrastructure	For information only	7 August 2020	
1 September 2020	Annual Recycling Report (by area)	Development and Infrastructure	Annual Report / For information only	7 August 2020	
1 September 2020	Major Projects Update – CHORD/ CARS/ THI	Development and Infrastructure	For information only	7 August 2020	

**Bute and Cowal Area Committee  
Workplan 2020-2021**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
	(where appropriate)				
1 September 2020	Strategic Housing Fund	Development and Infrastructure		7 August 2020	
<b>December 2020</b>					
1 December 2020	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly report	6 November 2020	
1 December 2020	Roads and Amenity Services Update	Roads and Amenity Services – Jim Smith	Quarterly report	6 November 2020	
1 December 2020	Rothesay Pavilion Progress	Development and Infrastructure Services - Jonathan Miles	Quarterly report	6 November 2020	
1 December 2020	Secondary School Report - Dunoon Grammar School	Report by Head Teacher	Annual Report	6 November 2020	
1 December 2020	Secondary School Report – Rothesay Joint Campus	Report by Head Teacher	Annual Report	6 November 2020	
1 December 2020	ACHA Annual Update	Chief Executive - ACHA	Annual Report	6 November 2020	

**Bute and Cowal Area Committee  
Workplan 2020-2021**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
1 December 2020	HSCP Annual Performance Report	Health & Social Care Partnership – Charlotte Craig / Maggie Clark	Annual Report	6 November 2020	
1 December 2020	Windfarm Trusts	Customer Services	Annual Report	6 November 2020	
1 December 2020	Major Projects Update – Rothesay Townscape Heritage Grant Awards	Head of Development and Economic Growth - Colin Fulcher		6 November 2020	
1 December 2020	Major Projects Update – Dunoon CARs	Head of Development and Economic Growth - Audrey Martin		6 November 2020	
1 December 2020	Strategic Housing Investment Plan (SHIP)	Director of Development and Infrastructure – Douglas Whyte	Annual Report	6 November 2020	
<b>Future Reports – dates to be determined</b>					

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