



Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Executive Director: Douglas Hendry

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2 December 2020

NOTICE OF MEETING

A meeting of the **OBAN LORN & THE ISLES AREA COMMITTEE** will be held by **SKYPE** on **WEDNESDAY, 9 DECEMBER 2020 at 10:30 AM**, which you are requested to attend.

Douglas Hendry
Executive Director

BUSINESS

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
 - (a) Oban, Lorn and the Isles Area Committee - 9 September 2020 (Pages 3 - 10)
 - (b) Special Meeting of Oban, Lorn and the Isles Area Committee - 14 October 2020 (Pages 11 - 12)
 - (c) Oban, Lorn and the Isles Area Community Planning Group - 11 November 2020 (Pages 13 - 22)
 - (d) Oban Common Good Fund - 4 September 2020 (Pages 23 - 24)
 - (e) Oban Common Good Fund - 12 November 2020 (Pages 25 - 28)
 - (f) Oban Common Good Fund - 26 November 2020 (Pages 29 - 30)
- 4. PUBLIC QUESTION TIME**
- 5. PERFORMANCE REVIEW - AREA SCORECARD FQ1 AND FQ2 2020-21** (Pages 31 - 54)
Report by Executive Director with responsibility for Customer Support Services
- 6. MONITORING OF SUPPORTING COMMUNITIES FUND 2019/20** (Pages 55 - 68)
Report by Chief Executive

7. **ACHA ANNUAL UPDATE** (Pages 69 - 84)
Presentation by Chief Executive, Argyll Community Housing Association
8. **SECONDARY SCHOOL REPORT - TOBERMORY HIGH SCHOOL** (Pages 85 - 98)
Report by Head Teacher, Tobermory High School
9. **HSCP ANNUAL PERFORMANCE REPORT** (Pages 99 - 148)
Report by Head of Strategic Planning and Performance, Health and Social Care Partnership
10. **NOMINATION TO OBAN AND LORN COMMUNITY ENTERPRISE BOARD (ATLANTIS LEISURE)** (Pages 149 - 150)
Report by Executive Director with responsibilities for Legal and Regulatory Support
11. **OBAN BAY - SINGLE HARBOUR AUTHORITY - UPDATE** (Pages 151 - 154)
Report by Executive Director with responsibilities for Roads and Infrastructure Services

REPORTS FOR NOTING

12. **DRAFT OBAN, LORN AND THE ISLES AREA COMMITTEE WORKPLAN** (Pages 155 - 158)

Oban Lorn & The Isles Area Committee

| | |
|--|-------------------------------------|
| Councillor Mary-Jean Devon | Councillor Kieron Green |
| Councillor Jim Lynch | Councillor Roderick McCuish |
| Councillor Sir Jamie McGrigor (Vice-Chair) | |
| Councillor Julie McKenzie | Councillor Elaine Robertson (Chair) |
| Councillor Andrew Vennard | |

Contact: Stuart McLean, Committee Manager - 01436 658717

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**MINUTES of MEETING of OBAN LORN & THE ISLES AREA COMMITTEE held by SKYPE
on WEDNESDAY, 9 SEPTEMBER 2020**

Present: Councillor Elaine Robertson (Chair)

| | |
|-----------------------------|-------------------------------|
| Councillor Kieron Green | Councillor Sir Jamie McGrigor |
| Councillor Jim Lynch | Councillor Julie McKenzie |
| Councillor Roderick McCuish | Councillor Andrew Vennard |

Attending: Fergus Murray – Head of Development and Economic Growth
Judy Orr – Head of Finance and Transformation, HSCP
Stewart Clark – Marine Operations Manager
Catriona Garvin – Education Officer
Stuart McLean – Committee Manager

1. APOLOGIES

An apology for absence was intimated on behalf of Councillor Mary Jean Devon.

2. DECLARATIONS OF INTEREST

Councillor Jim Lynch declared a non-financial interest in relation to item 11 - Charitable Trusts, Bequests and Trust Funds as he is a board member of Live Argyll. He remained in the meeting but took no part in the discussion for the item.

Councillor Roderick McCuish declared a non-financial interest in item 16 – Notice of Motion under Standing Order 13. He remained in the meeting but took no part in the discussion for the item.

3. MINUTES

(a) Oban, Lorn and the Isles Area Committee - 11 March 2020

The minutes of the Oban, Lorn and the Isles Area Committee as held on Wednesday 11 March 2020 were approved as a correct record.

(b) Oban Common Good Fund - 19 March 2020

The minutes of the Oban Common Good Fund as held on Thursday 19 March 2020 were noted.

(c) Oban Common Good Fund - 25 August 2020

The minutes of the Oban Common Good Fund as held on Tuesday 25 August 2020 were noted.

4. PUBLIC QUESTION TIME

Question from Murray Finch, Mull and Iona Community Trust

The below question was read out by the Committee Manager;

Public Conveniences on the Isle Mull

Closure of the public conveniences at Salen, Buessan and Ulva Ferry is causing problems for local people and visitors needing to use the toilets. Despite what may have been anticipated when the council decided to close the toilets, these areas are very busy with high numbers of visitors. Many of the hospitality businesses on the island remain closed, thereby denying that option for people to access a toilet. The consequence of high visitor numbers and no toilets is entirely predictable; residents are encountering human faeces around villages and toilet blocks. The delayed start to the tourist season will result in many accommodation providers and tour boat and wild-life tour operators extending their season until the end of October and beyond.

Please ask the Council to arrange the opening of the public toilets at Buessan, Salen and Ulva Ferry as a matter of urgency to address the real risk of community transmission of Covid19, E Coli, Hepatitis and similar diseases which is posed by the toilets remaining closed and exposure to human faeces in the environment. The toilets should be open and cleaned with whatever regime is appropriate until at least the end of October. Beyond October, the toilets should remain open and if the visitor numbers reduce then the requirement for enhanced cleaning frequency could be reduced back to normal.

This Question is asked jointly by the following organisations;
Moray Finch, General Manager of Mull and Iona Community Trust
Andrena Duffin, Convenor of Mull Community Council
Morven Gibson, General Manager of South West Mull and Iona Development
Colin Morrison, Chair of North West Mull Community Woodland Company
Colin Morrison, Chair of Marketing Mull and Iona

Response from Head of Roads and Amenity Services

The below response was read out by the Committee Manager;

Public conveniences were closed across Scotland in March as the result of COVID-19.

The Council worked with other local authorities, the National Park and COSLA to provide information which was then used by the Scottish Government to help formulate national guidance which was published on 27 June.

We have taken the view that it would be unwise not to comply with that national guidance which clearly states that:

It should not be assumed that hygiene measures in place pre Covid19 will be sufficient. Enhanced cleaning is likely to be required and should take into account:

- *Frequency – should be increased beyond what has been the case before Covid 19 and should be based on a risk assessment.*
- *Products used – should be a disinfectant not detergent based product.*
- *Areas of particular concern – it is important that attention is paid to frequently touched areas including toilet flush, toilet seat, toilet locks and handles, taps, paper towel and soap dispensers and door handles on access/entry.*

Unfortunately these toilets, along with another 20 across the Council area, did not reopen simply because we do not have the resources to reopen all toilets while complying with national guidance on enhanced cleaning etc.

There is no statutory requirement for local authorities to provide public conveniences and therefore no grant aided expenditure allocation has been made by the Scottish Government to support this service.

There are cost implications for the Council in opening the toilets we have opened over and above the normal budget for toilets.

The additional expenditure for the remobilisation agreed up until 30 August is estimated to be £25,518. The ongoing cost to keep the existing arrangements in place is estimated to be £10,398 per month, alongside a reduction in other services such as street cleansing and grounds maintenance as some staff are being used from these service areas to support the enhanced cleaning.

Of the 35 facilities currently open it is likely that from 1 November at least 10-15 PCs will have to close to manage the service within the normal budget.

Ultimately the Council has taken a policy decision on the remobilisation of public conveniences and that these facilities should remain closed.

More detail is available in a recent report to the Council's Business Continuity Committee on 13 August 2020.

<https://www.argyll-bute.gov.uk/moderngov/ieListDocuments.aspx?CId=641&MId=13789>

Lastly, the availability or otherwise of a public convenience does not take away from the fact that toileting in public is completely irresponsible. It is disappointing to hear that residents are encountering human faeces around villages – these instances should be reported to Police Scotland in the first instance.

Response from Committee Members

Discussion focused on the possibility of redirecting funding from other areas including the options available for the council to collaborate with community groups on Mull when looking at local funding options and volunteers. The Committee Manger confirmed that he would contact the Community Development team for confirmation on what had been explored and include this information in the written response to be issued to Mr Finch.

Question from Gavin MacLean, Oban Resident

Mr MacLean asked if the Committee would consider the health and welfare of local residents when considering the motion on the agenda which proposed exploring options to deal with unauthorised caravan parking at Ganavan Sands. Marri Malloy, Oban Community Council spoke in support of Mr MacLean's comments.

Response from Committee Members

The Chair, Councillor Kieron Green and Councillor Julie McKenzie confirmed that should the motion be passed a consultation over the proposals would take into account all views from the community.

5. PERFORMANCE REVIEW - AREA SCORECARD

The Committee considered the Area Scorecard report for Financial Quarter 4 of 2019-2020 (January to March 2020) which illustrated the agreed performance measures.

Decision

The Oban, Lorn and the Isles Area Committee;

1. noted the performance presented on the Scorecard and supporting commentary;
2. noted that upon receipt of the quarterly performance report the Area Committee Members could contact either the Performance Improvement Officer or the responsible named officer with any queries; and
3. noted that work was ongoing and to respond to the Performance Improvement Officer with requests or comments regarding the layout and format of the report and scorecard.

(Reference: Report by Interim Executive Director with responsibility for Customer Support Services dated 9 September 2020, submitted)

6. OBAN: A UNIVERSITY TOWN UPDATE

Consideration was given by the Committee to a report which provided an update on the 'Oban: A University Town' project and the potential benefits that the expansion of Oban's Further and Higher education offer may bring.

Decision

The Oban, Lorn and the Isles Area Committee;

1. considered the contents of the report and
2. thanked the Head of Development and Economic Growth for the progress made in the project.

(Report by Executive Director with the responsibility for Development and Economic Growth dated 10 August 2020, submitted)

7. ROADS AND AMENITIES REVENUE AND CAPITAL UPDATE

The Committee gave consideration to a report which provided a summary of activity carried out by the Roads and Infrastructure team across the Oban, Lorn and the Isles area.

Decision

The Oban, Lorn and the Isles Area Committee;

1. noted and considered the update; and
2. thanked Roads and Infrastructure Services for their excellent response and handling of resource pressures they faced due to covid-19.

(Reference: Report by Executive Director with responsibility for Roads and Infrastructure Services dated August 2020, submitted)

8. RECYCLING PERFORMANCE

The Committee gave consideration to a report providing detail on the Council's recycling and landfill diversion performance along with national policy, targets and regulations which are likely to impact on future performance.

Decision

The Oban, Lorn and the Isles Committee noted and considered the details outlined within the report including the national policy drivers that would likely impact over the next few years.

(Reference: Report by Executive Director with responsibility for Roads and Infrastructure Services dated August 2020, submitted)

9. HSCP - PERFORMANCE REPORT FOR FQ4 (2019/20) & COVID PUBLIC HEALTH UPDATE

Members gave consideration to a report containing performance data on National Health and Well Being for financial quarter 4 (2019/20) and a Public Health update on Covid-19.

Decision

The Oban, Lorn and the Isles Area Committee;

1. noted the scorecard performance data on National Health and Well Being for the FQ4 (19/20) reporting period;
2. noted the considerable impact COVID-19 restrictions had with regards to available data;
3. considered the COVID-19 reflection on performance for FQ1 and FQ2 (2020/2021);
4. noted the Public Health Update; and
5. expressed thanks to all those involved in responding to Covid-19.

(Reference: Report by Head of Strategic Planning and Performance and Associate Director of Public Health, Health and Social Care Partnership dated 9 September 2020, submitted).

10. NOMINATION TO OBAN & LORN COMMUNITY ENTERPRISE BOARD (ATLANTIS LEISURE)

The Committee gave consideration to a report detailing a request to nominate a second Elected Member to the Oban and Lorn Community Enterprise (OLCE) Board.

Decision

The Oban, Lorn and the Isles Area Committee agreed to continue the item in order to allow the Chair time to explore the existing distribution of additional responsibilities amongst the Committee Members.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Support dated 10 March 2020, submitted)

11. CHARITABLE TRUSTS, BEQUESTS AND TRUST FUNDS

Members gave consideration to a report which provided information on proposals in relation to the ongoing management of some of the Charitable Trusts, Bequests and Trust Funds that the Oban, Lorn and the Isles Area Committee are Trustees for.

Decision

The Oban, Lorn and the Isles Area Committee;

1. agreed that the Charities and Trust Funds are awarded on the basis outlined in paragraph 7.1 of the report;
2. agreed the distribution of the Charities and Trust Funds outlined within Appendix 1 of the report;
3. expressed their hope that funds allocated to Live Argyll via the McCaig Trust would be used for appropriate literacy based projects; and
4. noted that a distribution proposal for the remaining Bequests and Trust Funds with no defined distribution would be brought to a future meeting of the Area Committee.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Support dated 1 September 2020, submitted)

12. JOHN OF LORN BEQUEST - REVIEW OF ARRANGEMENTS

Consideration was given by the Members to a report which invited the Committee, as Trustees of the John of Lorn Bequest to consider the future operation of the Bequest.

Decision

Oban, Lorn and the Isles Area Committee;

1. agreed the distribution arrangements outlined within paragraphs 4.1 - 4.2 of the report;
2. agreed the eligibility criteria outlined within paragraphs 5.1 - 5.5 of the report;
3. agreed that successful applicants would receive £50 for individuals and £100 for families;
4. agreed that applicants, individuals and families would receive a maximum of one award each calendar year; and
5. noted that a review of the updated arrangements will be undertaken and reported to the Oban, Lorn and the Isles Area Committee following the first 12 months of operation.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Services and Monitoring Officer dated 9 September 2020, submitted)

13. PRIMARY AREA REPORT: OBAN, LORN AND THE ISLES

The Committee gave consideration to a progress and statistical update report on the Primary Schools in Oban, Lorn and the Isles for the 2019/2020 session.

Discussion focussed on the reduction in rolls in small rural schools and how Education Services can continue to look at practical ways of increasing pupil numbers and also how to attract and retain teaching staff by looking at the wider context such as housing packages and employment opportunities for teachers' partners.

Decision

The Oban, Lorn and the Isles Area Committee considered the content of the report.

(Reference: Report by Executive Director with responsibility for Education Services dated 9 September 2020, submitted)

14. OBAN BAY - SINGLE HARBOUR AUTHORITY- UPDATE

A report which provided an update on work being done by both the Oban Bay Management Group (OBMG) and the Oban Community Harbour Development Association (OCHDA) towards the development of a Trust Port was before the Committee for noting.

Decision

The Oban, Lorn and the Isles Area Committee noted the report.

(Reference: Report by Executive Director with responsibility for Development and Infrastructure dated August 2020, submitted)

15. DRAFT OBAN, LORN AND THE ISLES AREA COMMITTEE WORKPLAN

The Draft Oban, Lorn and the Isles Area Committee Workplan, as of September 2020, was submitted to the Committee for noting.

Decision

The Oban, Lorn and the Isles Area Committee agreed to note the Workplan.

(Reference: Draft Oban, Lorn and the Isles Area Committee Workplan, dated 9 September 2020, submitted)

16. NOTICE OF MOTION UNDER STANDING ORDER 13

Councillor Julie McKenzie and seconded by Councillor Kieron Green had given notice of the following motion:-

Motion

Ganavan is an area of natural beauty and importance in our local community, attracting local people and visitors from near and far.

In recent months, as a direct consequence of the Coronavirus pandemic and the UK and Scottish Government recommendation for stay-cation, there has been a marked increase in the number of campervans visiting the area and seeking to park overnight. As the current Ganavan carpark restrictions prohibit this; campervan visitors are being displaced along the Ganavan Road in even greater numbers than previously; which has led to issues of public health and road safety, causing considerable distress to residents.

The provision of a warm welcome and fit for purpose, managed and chargeable facilities for campervans at Ganavan, in partnership with the introduction of overnight parking restrictions on the Ganavan Road would serve to enhance the area in terms of amenity and safety whilst also providing economic benefit.

The Oban, Lorn and the Isles Area Committee agrees to;

1. Request that the Council's Roads and Infrastructure service;

1.1 consider the feasibility to implement a TRO which prohibits Campervans, caravans and commercial vehicles from parking overnight, beginning on the section of road directly in front of the Lancaster Hotel, covering all of the Ganavan Road, to the entrance to carpark at Ganavan;

1.2 investigates and costs the work necessary in providing infrastructure for provision of basic services, to allow campervans to park safely overnight at Ganavan - Cold water tap, general and chemical waste disposal, designated campervan bays, payment facility etc.;

1.3 in order that this can be dealt with as a matter of urgency for decision, to bring a report and recommendations to a special area committee be held on 14 October 2020;

1.4 as part of this report steps should be outlined indicating how consultation on proposals can be carried out urgently with local residents and the wider community in advance of any works being approved by the Area Committee; and

2. Hold a Special meeting of the Area committee on 14th October 2020

Decision

The Oban, Lorn and the Isles Area Committee agreed the terms of the Motion.

**MINUTES of the SPECIAL MEETING of OBAN LORN & THE ISLES AREA COMMITTEE held in the
on WEDNESDAY, 14 OCTOBER 2020**

Present: Councillor Elaine Robertson (Chair)

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|-----------------------------|-------------------------------|
| Councillor Mary-Jean Devon | Councillor Sir Jamie McGrigor |
| Councillor Kieron Green | Councillor Julie McKenzie |
| Councillor Jim Lynch | Councillor Andrew Vennard |
| Councillor Roderick McCuish | |

Attending: Jim Smith – Head of Roads and Infrastructure Services
Stuart Mclean – Committee Manager

1. APOLOGIES FOR ABSENCE

No apologies for absence were intimated.

2. DECLARATIONS OF INTEREST

Councillor Elaine Robertson declared a non-financial interest in item 3 – Ganavan Sands Car Park, in relation to her husband's interest in the Dunollie Estate, this was on perception rather than reality. She remained in the meeting but took no part in the discussion of the item.

Councillor Roderick McCuish declared a non-financial interest in item 3 – Ganavan Sands Car Park. He remained in the meeting but took no part in the discussion of the item.

At this point in the meeting Councillor Sir Jamie Mcgrigor took over as Chair for the remainder of the meeting.

3. GANAVAN SANDS CAR PARK

The Committee gave consideration to a report which set out options available for the current and future use of the Ganavan Sands car park.

Motion

The Oban, Lorn and Isles Area Committee agrees to:

1. Instruct officers, in light of pressures resulting from increased tourism locally from COVID-19, to introduce a TRO prohibiting parking on the section of the Ganavan Road from the War Memorial to the entrance to the carpark at Ganavan, excepting new parking bays from the Moorings to Camas Ban, subject to engagement with residents of neighbouring properties, while taking consideration of potential traffic displacement that this may cause within the wider area;
2. Note the capital and revenue costs, outlined in paragraphs 3.4.2 and 3.4.3, and that no available budget is available to take this forward, nor has any other funding been identified;
3. Request a report be submitted to the Area Committee in December 2020 that will examine the costs of developing the required infrastructure (outlined within paragraph

3.4.2) and the required revenues costs (outlined within paragraph 3.4.3) within the Town Centre and the installation of CCTV at Ganavan;

4. Request a report be submitted to the Area Committee in December 2020 that will outline the management and enforcement regime for the summer 2021 at Ganavan Car Park; and
5. Amend the hours of charging at the Ganavan Car Park to be 24 hours, retaining the existing 2 hour free parking, subject to a rigorous TRO consultation process with the wider community in advance of formal approval.

Moved by Councillor Julie McKenzie, seconded by Councillor Kieron Green.

Amendment

The Oban, Lorn and Isles Area Committee agrees:

1. To agree that it would be more beneficial and advantageous to utilise land already in the ownership of the Council and which is not at present generating income, for the purposes of campervans/caravans;
2. To note that having all campervans/caravans in 1 area with the necessary facilities would avoid displacement to other parts of the town;
3. To note that Lochavullin carpark has the capacity to accommodate these larger vehicles and already has the majority of the services required;
4. To note the cost of installing a waste disposal and the provision of extra recycling facilities would be covered by the income generated by the overnight stays of the said campervans/caravans; and
5. To agree the existing TRO (for Oban) be updated to reflect the implementation of the 6 metre rule, from a health and safety aspect, and that overnight parking of campervans/caravans be restricted to a designated area within the town. This would avoid any displacement to other parts of Oban and would cancel the need for a consultation with a financial saving to the Council.

Moved by Councillor Mary-Jean Devon, seconded by Councillor Jim Lynch.

Motion

Councillor Green
Councillor McKenzie
Councillor Vennard

Amendment

Councillor Devon
Councillor Lynch
Councillor Mcgrigor

Decision

On there being an equality of votes as the Motion received 3 votes and the Amendment received 3 votes, the Chair gave his casting vote to the Amendment and the Committee resolved accordingly.

(Reference: Report by Executive Director with responsibilities for Roads and Infrastructure Services dated 7 October 2020, submitted).

**MINUTES of MEETING of OBAN LORN & THE ISLES COMMUNITY PLANNING GROUP held by
SKYPE
on WEDNESDAY, 11 NOVEMBER 2020**

Present:

- Councillor Elaine Robertson (Chair)
- Councillor Mary Jean Devon
- Councillor Kieron Green
- Councillor Jim Lynch
- Councillor Roderick McCuish
- Councillor Sir Jamie McGrigor
- Councillor Andrew Vennard
- Stuart McLean – Committee Manager, Argyll and Bute Council
- Laura MacDonald – Community Development Officer, Argyll and Bute Council
- Brian Smith – Community Learning Team Leader, Argyll and Bute Council
- Inspector Mark Stephen – Police Scotland
- Jenny Dryden – Health Improvement Lead, Health and Social Care Partnership
- Kevin Champion – Senior Depute, Oban High School
- Grant Young – Mull Safe and Sound
- Joan Best – Crossroads North Argyll
- Gary Cringles – Scottish Fire and Rescue Service
- Lynn Campbell – Department for Work and Pensions
- Finlay McFee – Avich and Kilcrennan Community Council
- Ian Gillies – Tiree Community Council
- Dr John Holliday – Tiree Community Council
- Guy (Zim) Knight – Seil and Easdale Community Council
- Marri Malloy – Oban Community Council
- Jane Martin – Iona Community Council
- Alison Jones – Development Coll
- Colin Wilson – Local Government Boundary Commission
- Ailsa Henderson – Local Government Boundary Commission

1. WELCOME AND APOLOGIES

The Chair welcomed everyone to the first virtual meeting of the Oban, Lorn and the Isles Areas Community Planning Group and outlined the procedure for the meeting.

The Chair advised that she would Chair the meeting in place of John Fleming, who had stepped down as Chair of the Group. The Chair thanked John for his valuable input over the last year and advised that she hoped that John could be welcomed back to the Group in future.

Apologies for absence were intimated on behalf of:

- Samantha Somers, Argyll and Bute Council
- Albert Bruce, Scottish Fire and Rescue Service
- John Sweeney, Scottish Fire and Rescue Service
- Susan MacRae, Skills Development Scotland

2. DECLARATIONS OF INTEREST

There were no declarations of interest intimated.

3. MINUTES

The minute of the Oban, Lorn and the Isles Area Community Planning Group meeting held on Wednesday 19 February 2020 was approved as a correct record.

Matters Arising

The Chair noted that the last meeting of the Group had taken place in February due to the ongoing pandemic and subsequent cancellation of the scheduled May and August meetings.

The Chair advised that the matter discussed at item 4 (a) of the minute regarding drug related issues in Oban had been discussed with Alastair MacGregor, ACHA, and Craig McNally, HSCP, and had been highlighted to the Community Planning Partnership Management Committee who advised that the Alcohol and Drug Partnership (ADP) would be the lead agency taking this forward. ACHA had also been invited to send a representative to the local ADP forum.

The Chair confirmed that the action agreed at item 8 of the minute regarding an evaluation of out of hours health and social care provision on the islands had been raised with the Community Planning Partnership Management Committee. The Chair requested that the Health and Social Care Partnership be invited to the next meeting of the Group to provide an update on this issue.

4. COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE UPDATE

The Group considered a briefing note which related to the virtual meeting of the Community Planning Partnership Management Committee which met on 23 September 2020.

The Committee Manager outlined the contents of the briefing note, particularly noting the appointment of a new Chair of the Community Planning Partnership Management Committee. The Committee Manager also highlighted the presentation by the Head of Development and Economic Growth for Argyll and Bute Council regarding concerns around wild camping and campervans, noting that a sub group had been created to develop an action plan which would be reported to a future meeting of the Group.

Decision

The Oban, Lorn and the Isles Area Community Planning Group noted the briefing note.

(Reference: Briefing note by Committee Manager, dated 11 November 2020, submitted)

5. PARTNERS UPDATE - COVID-19 RESPONSE

(a) Third Sector Interface

The Group considered an update from the Argyll and Bute Third Sector Interface (TSI) which detailed their response to Covid-19 which included supporting charities, social enterprises, community groups and encouraging volunteering.

Decision

The Oban, Lorn and the Isles Area Community Planning Group;

1. considered and noted the information provided; and
2. noted that in the absence of an officer from TSI the Committee Manager would take back any questions to TSI and circulate any responses to the Group.

(Reference: Update by Samantha Stubbs – Strategic Development Manager, Third Sector Interface, dated October 2020, submitted)

(b) Health and Social Care Partnership - Caring for People COVID-19 Community Response

The Group gave consideration to an update from the Health and Social Care Partnership (HSCP) in relation to the community response work of the Caring for People Tactical Partnership and local Caring for People Teams.

Jenny Dryden outlined the contents of the report, providing details of a variety of support which was provided during the Covid-19 response including: a helpline where those requiring support could access a range of community teams; a community food project; regular telephone calls made to those shielding offering support; the development of a website providing information and support; and leaflets being distributed throughout the Argyll and Bute area with the assistance of the Scottish Fire and Rescue Service. Jenny noted that the Caring for People partnership had been nominated as a finalist in the Scottish Health Awards and expressed thanks to community groups, partners and volunteers who were involved.

Discussion took place around the positive aspects of community working and innovation which had come about through the Covid-19 crisis and how this could be sustained. Jenny confirmed that an evaluation was in process to capture lessons learned and to assist in maintaining positive partnership working.

Decision

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the information provided.

(Reference: Report by Alison McGrory - Health Improvement Principal, Health and Social Care Partnership, dated 11 November 2020, submitted)

(c) Mull Community Council

The Group considered an update submitted by Mull Community Council which detailed the activities undertaken by the Community Council in response to the pandemic including the implementation of a website, Mullhealth, which provided information on shopping and advice for businesses with frequent updates on changes in Government policy.

In the absence of a representative from the organisation, Councillor McCuish asked that the Committee Manager gain feedback from the Community Council as to

whether the number of visitors during the Covid-19 crisis had had an impact on their resources.

The Community Development Officer requested information as to whether challenges highlighted around the flow of shopping from Tesco had subsided. Councillor Devon advised that this issue appeared to have been resolved, with shopping largely back to normal on the island.

Decision

The Oban, Lorn and the Isles Area Community Planning Group:

1. noted the update; and
2. noted that in the absence of a representative from Mull Community Council the Committee Manager would take back any questions to Mull Community Council and circulate any responses to the Group.

(Reference: Update by Mull Community Council, dated 11 November, submitted)

(d) **Opportunity for verbal updates from Area Community Planning Group Partners involved in resilience projects relating to the covid-19 response**

Joan Best, Crossroads North Argyll

The Chair advised that she was also the Chair of the Crossroads North Argyll Group.

Joan advised that many of the Crossroads staff had been working from home throughout the crisis, providing telephone support to unpaid carers which had then moved on to providing doorstep support to check how unpaid carers were coping. Joan noted that assistance had also been provided by the Group in delivering shopping and prescriptions where required.

Joan advised that the Group had restarted face-to-face support in August when they were able to and were now also able to provide respite. Joan noted that a grant had been received to provide free respite and travel for unpaid carers until the end of January 2021, advising that the Group would analyse what funding remained at this time.

Brian Smith, Community Learning Team Leader

Brian Smith provided details of the way in which the community learning service had adapted to the requirement to move learning online during the pandemic and noted that a number of platforms had been used to provide support to those who needed it. Brian advised that the team had also been involved in the Caring for People effort by assisting with phone lines; delivering food parcels and prescriptions; and producing scrubs and face masks. Brian noted that the team had also assisted with school hubs for the children of essential workers to allow them to work during the lockdown period.

Brian provided details of different projects around digital support, including the Digital Connections project which had seen 400 devices provided to the community

to assist them in staying digitally connected. Brian noted that the Connecting Scotland project had also seen over 1000 devices being delivered to schools to assist with online learning. Brian outlined work which had been carried out by the team with young people, including work to re-engage pupils who had struggled throughout lockdown; work with youth forums; work around increased youth participation; work around health and wellbeing following concerns raised in the Lockdown Lowdown consultation; work with Members of the Scottish Youth Parliament (MSYPs) in look at a recovery plan; work around new United Nations Convention on the Rights of the Child (UNCRC) legislation being incorporated into Scots Law in 2021; and a successful bid to the Scottish Government's Youth Work Education Recovery Fund which would allow the team to work with partners to create a project which could be offered to young people and would incorporate outdoor learning and an SQA award.

Brian gave details of how the team were involved in the No One Left Behind initiative, assisting both young people and adults to identify and overcome challenges and barriers which they may be facing. Brian advised that since August the team have been able to begin some face-to-face support again although the majority remained online.

The Chair thanked Brian for this update, applauding the team for their partnership working and it was agreed that Brian and a number of youth representatives would be invited to attend a future meeting of the Group to provide an update on the work which was being carried out. Councillor Devon agreed to contact Brian regarding future engagement with the Corporate Parenting Board.

Laura MacDonald, Community Development Officer

Laura MacDonald advised that Community Engagement Training which had originally been scheduled for March had now been rescheduled to take place virtually in late November and information would be sent out to community groups and Community Councils around this.

6. PARTNERS UPDATE

(a) Health and Social Care Partnership - Public Health

The Group gave consideration to an annual report for 2019/20 which highlighted Health and Wellbeing in Argyll and Bute.

Jenny provided an overview of key points within the report, including the appointment of a new Associate Director for Public Health; the Living Well Strategy launch; grant funding in place across Argyll and Bute; a number of events which had taken place on adverse childhood experiences; the Cool to Talk service; the recruitment of 5 smoking cessation officers; and the use of conversation cafes to facilitate public engagement. Jenny also highlighted that the report format had been redesigned to increase accessibility.

Decision

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the information provided.

(Reference: Report by Alison McGrory - Health Improvement Principal, Health and Social Care Partnership, dated 11 November 2020, submitted)

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

Grant Young, Mull Safe and Sound

Grant Young advised that Mull Safe and Sound was a mental health and community isolation support group which was started in September 2016. Grant noted that the Group provided peer-to-peer support to people across a wide age range, from people in their 20s to people in their 90s. Grant provided details of the way in which the Group had to adapt to Covid-19 and changing national guidance, advising that the Group had circulated leaflets with the assistance of the postal service which had included contact numbers for organisations such as the Samaritans for those who may have been struggling. Grant noted that the Group had provided virtual peer-to-peer support using Skype and Zoom and noted that a new men's support group had started on Monday and had been well attended.

Grant advised that the Mull Safe and Sound group is self-funded and applies for statutory funding where available. Grant noted that throughout the lockdown period, the core focus of the Group was on keeping in contact with their members and keeping them safe by sending out care packages and letting them know that support was still available.

In response to a question from Councillor McCuish, Grant confirmed that the number of visitors on the island had not affected the Group and noted that the Group was open to anyone requiring support. Councillor Devon praised the Group's activities and advised that they also assisted in signposting people to other services within the community and ensuring that visitors felt welcomed as part of the community. It was agreed that Grant would forward a leaflet to the Community Development Officer to be circulated to anyone who may be interested in their work.

Lynn Campbell, Department for Work and Pensions (DWP)

Lynn Campbell advised that the 5 DWP offices throughout Argyll and Bute had remained open during the lockdown period for vulnerable customers and provided details of additional measures put in place to ensure safety during the pandemic. Lynn noted that most interaction with customers since March had taken place digitally or by phone. Lynn advised that DWP were now working with customers around new initiatives and that 13,500 new employees were being hired to support with the increase in caseload sizes for the service. Lynn provided details around the recruitment of youth employability coaches; work around the Kick-start initiative; and work which was ongoing to ensure that all applications were processed in a timely manner. In response to a question from the Chair, Lynn confirmed that the DWP work in partnership with the Council's Community Learning Team.

Lynn advised that Oban was one of the hardest hit areas in the UK during lockdown, with an increase in caseload of 300% and advised that partnership working had been important in managing this. Lynn provided details of a video chat service pilot which would run on the 18th of November and noted that Oban Job Centre had been selected to trial this with customers. Lynn confirmed that she would contact Councillor Devon out with the meeting to discuss a constituents experience in

applying for Disability Living Allowance.

Councillor Lynch advised that staff in Oban Job Centre had been helpful when contacted and expressed concern that employment issues would increase, noting that plans should be put in place to combat this. Lynn confirmed that a new DWP service leader had been appointed for the west district and a meeting had taken place with Argyll and Bute Council's Chief Executive and Head of Development and Economic Growth to highlight key areas where work is required. Lynn noted that work was being undertaken to analyse caseloads and demographics to gain a better understanding of customer's needs. Brian Smith advised that the Community Learning Team, alongside other partners, had also worked with DWP around digital employability hubs.

Inspector Mark Stephen, Police Scotland

Inspector Stephen advised that the Police had faced significant challenges and changes to the way they worked during Covid-19 and in light of regular changes in guidance, noting that the Police focus was on ensuring that there were sufficient resources in place to attend priority 1 and 2 calls where required. Inspector Stephen confirmed that all officers in the area have access to all necessary PPE equipment to respond to any situation. Inspector Stephen outlined a new system whereby low priority calls could be dealt with by call centre teams to ensure that there are enough staff available to deal with emergency calls where required.

Inspector Stephen provided an update on the upgrade to the custody centre and the training of officers in Mull, Tiree and Oban to use appropriate equipment to deal with significantly violent situations without the need to wait for teams coming from other areas, noting that rural stations now had access to the appropriate equipment in case it was required and were aware of how to use it if needed, although the need to use this equipment was not anticipated. Inspector Stephen confirmed that Police Scotland's policy continued to be to explain, engage and encourage before resorting to enforcement.

In response to a question from the Community Development Officer, Inspector Stephen confirmed that good levels of compliance had been seen across the area following challenges during the summer relating to an influx of people from other areas at a time when guidance had differed across Scotland.

Gary Cringle, Scottish Fire and Rescue Service

Gary Cringle advised that although there has been a national spike in domestic fire incidents, this does not appear to have been the case in the local area. Gary confirmed that the Scottish Fire and Rescue Service had generally coped well throughout the Covid-19 pandemic, noting that there had been a small increase in accidental dwelling fires linked to the increase in time people were spending in their homes. Gary advised that there had been a decrease in the number of Road Traffic Collisions in the area which the Scottish Fire and Rescue Service had to respond to, likely due to a decrease in traffic..

Gary confirmed that community engagement remained high on the priority list for the service, noting that the service continued to attend properties who reported no working smoke detection throughout lockdown, although at that time only high risk

home fire safety visits were being carried out with appropriate PPE following an initial telephone assessment.

Gary advised that it was hoped to capture medium and low risk referrals for home fire safety visits as restrictions were eased, noting that in the interim the Service would continue to promote community safety messages. Gary confirmed that the Service continued as normal to action AP1 forms identifying the most vulnerable people within the community. Gary provided details of the Make the Call initiative which encouraged people to identify at risk individuals who may benefit from intervention.

Discussion took place around the new legislation coming into force around smoke detection systems in February 2022 and the ways in which this would impact people, as well as the support available from the Scottish Fire and Rescue Service. In response to a question from Councillor Devon, Gary confirmed that he would request clarification as to whether recruitment was being carried out specifically for the islands or if the ongoing recruitment process was part of a national campaign.

7. UK WITHDRAWAL FROM THE EU

A report on the Council and the Health and Social Care Partnership's response to the UK's withdrawal from the European Union was before the Group for consideration.

Decision

The Oban, Lorn and the Isles Area Community Planning Group;

1. were assured that the Council and the HSPC are as well prepared as they can be with regards to exiting the EU, and are actively engaged with partners through the local and national resilience frameworks; and
2. noted that the Committee Manager would take any questions back and circulate responses to the Group.

(Reference: Report by Chief Executive, dated 21 October 2020, submitted)

8. BOUNDARY COMMISSION PROPOSALS

The Group considered a report which advised of the Boundary Commission for Scotland's proposals for Argyll and Bute area.

Colin Wilson and Ailsa Henderson provided an overview of the changes proposed to the ward boundaries within Argyll and Bute and provided information around the framework which the Local Government Boundary Commission operated within.

Discussion took place around the benefits of Coll and Tiree being represented separately by their own Councillor; the increased representation which could be achieved by having Councillors local to the island communities they represent; the difference in requirements of island and mainland communities; the requirement for sufficient consultation with rural and island communities; the restrictions created by the need for parity across wards; potential changes required in terms of legislation; the definition of effective and convenient local government; and the need for more consultation to take place within communities to ascertain their views.

It was agreed that the Boundary Commission would arrange a further meeting with representatives from the Coll and Tiree communities. Ailsa invited further questions and comments to be addressed to the Local Government Boundary Commission, particularly around the community's definitions of effective and convenient local government as well as any potential solutions in terms of the division of wards in the area. Colin Wilson advised that further details regarding the review were available on the Local Government Boundary Commission's website at <https://lgbc-scotland.gov.uk/2019-reviews-electoral-arrangements>, noting that any further questions or comments could be directed to the Local Government Boundary Commission by e-mail at lgbc@scottishboundaries.gov.uk and feedback to the consultation could be given at https://consult.lgbc-scotland.gov.uk/reviews/argyll_and_bute_council_area_public_consultation/

The Chair thanked the Local Government Boundary Commission representatives for their presentation and noted that she would be interested to see the results of the consultation.

Decision

The Oban, Lorn and the Isles Area Community Planning Group;

1. noted the position;
2. noted that a further meeting would take place between the Local Government Boundary Commission and community representatives from Coll and Tiree; and
3. noted that further questions and comments could be addressed to the Local Government Boundary Commission using the details provided.

(Reference: Report by the Local Government Boundary Commission for Scotland, dated 11 November 2020, submitted)

9. APPOINTMENT OF CHAIR & VICE-CHAIR OF THE OBAN, LORN AND THE ISLES AREA COMMUNITY PLANNING GROUP

The Group considered the appointment of the Chair and Vice-Chair of the Oban, Lorn and the Isles Area Community Planning Group.

The Committee Manager outlined details of the report and discussion took place around the roles and the benefits of the Group being led by someone from the local community. Assurance was provided to interested parties that guidance and support would be available from Councillor Robertson as the Group's current Vice-Chair, as well as from the Governance and Community Planning teams.

Decision

The Oban, Lorn and the Isles Area Community Planning Group agreed to continue the report to the next meeting of the Group in February 2021 to allow a review of the Group's membership.

(Reference: Report by Governance Officer, dated 11 November 2020, submitted)

10. DATE OF NEXT MEETING

The Group noted that the next meeting of the Oban, Lorn and the Isles Area Community Planning Group would take place by Skype at 6:30pm on Tuesday 17 February 2021.

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**MINUTES of MEETING of OBAN COMMON GOOD FUND held in the BY SKYPE
on FRIDAY, 4 SEPTEMBER 2020**

Present: Councillor Elaine Robertson (Chair)
Councillor Kieron Green Councillor Jim Lynch

Attending: Melissa Stewart, Governance Officer
Marri Malloy, Independent Observer

The Trustees were asked to suspend Standing Orders 2.3 and 5.4 to enable the special meeting to progress without the requisite notification and to enable the member presiding at the meeting to do so by video conferencing.

The Trustees unanimously agreed to suspend Standing Orders 2.3 and 5.4.

The Chair ruled and the Trustees agreed to take the agenda items out of sequence to allow time for Councillor Sir Jamie McGregor to join the meeting, having earlier advised that a matter of urgency had arisen which was likely affect his attendance at the start of the meeting. The application by Mossfield Sports and Events Stadium was taken before the continued application by the MacDougall of Dunollie Preservation Trust.

1. APOLOGIES

Apologies were submitted from Dugald Cameron and Councillor Sir Jamie McGrigor

2. DECLARATIONS OF INTEREST

Councillor Elaine Robertson declared a non-financial interest at item 4 of this minute (Continued Application - MacDougall of Dunollie Preservation Trust) as her husband is a board member. Councillor Robertson remained on the call but did not take part in the discussion or the decision making.

The Committee resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, to exclude the public for the following 2 items of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 6 of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

E1 3. CONSIDER NEW APPLICATIONS: MOSSFIELD SPORTS AND EVENTS STADIUM

The Trustees considered an urgent application submitted by Mossfield Sports and Event Stadium.

Decision:-

In view of the need to urgently complete works, the Trustees agreed to make an award of £1800 which would be released to Bid4Oban upon production of paid

contractor invoices as the recently formed group had been affected by the COVID-19 pandemic and had not yet been able to finalise the set up of their own bank account.

The Committee noted that given the Declaration of Interest made by Councillor Robertson the meeting would not be quorate in respect of the following agenda item as Councillor McGrigor had yet to join the meeting. The Trustees resolved that for this item a temporary delegation to the Executive Director of Customer Services to participate in decision making would apply to enable a decision to be reached. The decision recorded is on that basis.

Councillor Robertson, having previously declared an interest in the following item, remained within the Skype call but took no part in discussions or decision making. Councillor Green took the Chair.

E1 4. MCDUGALL OF DUNOLLIE PRESERVATION TRUST

The Trustees considered further information submitted by MacDougall of Dunollie Preservation Trust.

Decision:-

Having made an interim award of £1380 at the meeting held on 25 August 2020, the Trustees, on the basis of the information provided, agreed to make a further award of £1200 towards the costs of Room Hire.

Councillor Robertson resumed the Chair at this point, thanking everyone for their attendance at the special meeting and thereafter closed the meeting.

**MINUTES of MEETING of OBAN COMMON GOOD FUND held in the BY SKYPE
on THURSDAY, 12 NOVEMBER 2020**

Present: Councillor Elaine Robertson (Chair)
Councillor Kieron Green Councillor Sir Jamie McGrigor
Councillor Jim Lynch

Attending: Stuart McLean, Committee Manager
Marri Malloy, Independent Observer
Dugald Cameron, Independent Observer

1. APOLOGIES

There were no apologies for absence intimated.

2. DECLARATIONS OF INTEREST

There were no declarations of interest intimated.

3. MINUTES

(a) Minutes of the Oban Common Good Fund 25 August 2020

The minutes of the Oban Common Good Fund meeting held on 25 August 2020 were approved as a correct record.

(b) Minutes of the Special Oban Common Good Fund 4 September 2020

The minutes of the Special Oban Common Good Fund meeting held on 4 September 2020 were approved as a correct record.

The Trustees resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, to exclude the public for the following 3 items of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 6 of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

E1 4. ACTUAL INCOME AND EXPENDITURE REPORT

A financial statement detailing the current position of investment transaction for the period 1 April 2020 to 31 October 2020 was considered.

Decision

The Trustees noted the information provided and thanked David for his report.

(Ref: Financial Statement by Simmers & Co dated 31 October 2020, submitted)

E1 5. **UPDATE ON OUTSTANDING COMMITMENTS**

The Committee Manager spoke to the report on outstanding commitments, advising that there were 7 commitments yet to be drawn down and invited the Trustees to consider the update on the application by Police Scotland.

Decision

The Trustees:

1. Noted the report and verbal update by the Committee Manager;
2. Agreed that the proposed departure from the original Police Scotland application does not meet the expectations of Trustees and to invite a representative from Police Scotland to a future meeting of the Oban Common Good Fund to discuss the merits and justification of the departure; and
3. Noted that the original award remains available to Police Scotland as per its original purpose.

(Ref: Report by Governance Officer dated 27 October 2020, submitted)

E1 6. **NEW APPLICATIONS**

(a) **Bid4Oban**

The Trustees considered the application from Bid4Oban.

Decision

The Trustees:

1. Noted that a similar application had been received from Bid4Oban within the previous 2 years but resolved to consider the application as a minor departure from the distribution criteria.
2. Agreed to award £7300 to be used for the purchase of tree lights, Old Rockfield Primary Tree Lights and contribution to BID4Oban for Installation.
3. Agreed to delegate authority to the Committee Manager, in consultation with the Chair, authorisation to award a further £2200 upon confirmation that the costs associated with the purchase of 4 large Christmas trees is consistent with criteria of the Oban Common Good Fund.

(b) **Oban Community Skatepark**

The Trustees considered the application from Oban Community Skatepark.

Decision

The Trustees agreed to award the sum of £5000 to secure an offer of match funding for the Group.

(c) **Physiotherapy & Oban CBT Clinic**

The Trustees considered an application from Physiotherapy & Oban CBT Clinic.

Decision

After careful consideration by the Trustees the application was rejected as it did not meet the application criteria.

7. DATE OF NEXT MEETING

The Trustees agreed to hold their next meeting on receipt of suitable applications.

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**MINUTES of MEETING of OBAN COMMON GOOD FUND held in the SKYPE
on THURSDAY, 26 NOVEMBER 2020**

Present: Councillor Elaine Robertson (Chair)
Councillor Kieron Green Councillor Sir Jamie McGrigor

Attending: Melissa Stewart, Governance Officer
Marri Malloy, Observer
Dugald Cameron, Observer
Jeremy Moore, Police Scotland

1. APOLOGIES FOR ABSENCE

Apologies for absence were submitted from Councillor Jim Lynch and Inspector Mark Stephen.

2. DECLARATION OF INTEREST

There were no declarations of interest intimated.

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 item of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 6 of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

3. UPDATE FROM POLICE SCOTLAND

The Trustees were invited to consider information from Sergeant Moore regarding the changes proposed in the project plan in respect of his earlier application.

Decision

The Trustees unanimously agreed to support the revised project and to release the previously awarded sum of £6,033.

(Ref. application by Police Scotland, extract minute from Oban Common Good Fund Meeting held on 19th March 2020, letter dated 5th October 2020 from Police Scotland and quote dated 1st October 2020, submitted)

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 ARGYLL AND BUTE COUNCIL

 OBAN, LORN AND THE ISLES
 AREA COMMITTEE

CUSTOMER SUPPORT SERVICES

 9 DECEMBER 2020

 AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

- 1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) 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 As previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view performance while ensuring any additional officer workload is kept to a minimum.

It is proposed that the Area Committee agree to this practice going forward.

The measure is in a consistent format for the Council and all 4 administrative areas and continues to have commentary at both Area and Council wide levels. There are no 'trend' arrows for the car park income as it is a cumulative total.

- 1.4 Also as previously agreed the Positive Destinations measure has been replaced with the following Participation measure –

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

This information is now displayed on the Scorecard at both Council wide and Area level.

- 1.5 Regular updates for both Primary and Secondary School inspections are presented separately to the Area Committee. The measures in Pyramid and

subsequently the Area Scorecard sees little or no change on a quarter to quarter basis.

It is proposed that the Area Committee agree to the removal of both these measures from the Area Scorecard and Performance Report.

- 1.6 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.
- 1.7 A short key to symbols / layout is attached. (Appendix 1).
- 1.8 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-
 - a) Notes the performance presented on the Scorecard and supporting commentary.
 - b) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
 - c) Agree to the proposed presentation of Car Park Income
 - d) Agree to the removal of both Primary and Secondary School Inspection measures.
 - e) 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 | None. If requested the Area Committee Performance Report can be supplied in a different format. |
| 3.5.2 | Socio-economic Duty | None |
| 3.5.3 | Islands | None |
| 3.6 | Risk | None |
| 3.7 | Customer Service | None |

Kirsty Flanagan, 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 to Business Outcomes to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 Word Report in pdf format
Appendix 4: FQ1 and FQ2 2020/21 OLI 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 | BO101 We Ensure Information And Support Is Available For Everyone. | BO104 Our Communities Are Protected And Supported. | BO106 Our Looked After Young People Are Supported By Effective Corporate Parenting. | BO108 All Our Children And Young People Are Supported To Realise Their Potential. | BO110 We Support Businesses, Employment And Development Opportunities. | BO113 Our Infrastructure Is Safe And Fit For The Future. | BO115 We Are Efficient And Cost Effective. |
| | BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices. | BO105 Our Natural And Built Environment Is Protected And Respected. | BO107 The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met. | BO109 All Our Adults Are Supported To Realise Their Potential. | BO111 We Influence And Engage With Businesses and Policy Makers. | BO114 Our Communities Are Cleaner And Greener. | BO116 We Engage And Work With Our Customers, Staff And Partners. |
| | BO103 We Enable A Choice Of Suitable Housing Options. | | | | BO112 Argyll & Bute Is Promoted To Everyone. | | BO117 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;">Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach</p> | | | | | | |

OBAN, LORN & THE ISLES FQ2 2020/21 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.

| | FQ4 2019/20 | FQ2 2020/21 | |
|---|-------------|-------------|-----------|
| SUMMARY OF PERFORMANCE AGAINST TARGETS | 9 | 13 | GREEN |
| | 11 | 7 | RED |
| | 11 | 12 | NO TARGET |
| | 31 | 32 | TOTAL |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|---|--------|-------------------|------------|------------|------------|------------|---------------|---|
| Corporate Outcome No 1 - People live active, healthier and independent lives | | | | | | | | |
| Number of affordable social sector new builds - OL&I (Housing Services) | ● | ↑ | 0 | 0 | 22 | 22 | Allan Brandie | FQ2 2020/21 OLI 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75. |
| | | | | | | | | FQ1 2020/21 OLI All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing. |
| DEG103_01-Number of new affordable homes completed per annum. (Housing Services) | ● | ↑ | 0 | 0 | 28 | 18 | Allan Brandie | FQ2 2020/21 A&B 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75. |
| | | | | | | | | FQ1 2020/21 A&B All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing. |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|---|--------|-------------------|------------|------------|------------|------------|--------------|---|
| Corporate Outcome No.2 - People live in safer and stronger communities | | | | | | | | |
| OLI - Number of Parking Penalty Notices Issued (Streetscene OL&I) | | ↑ | No Target | 0 | No Target | 376 | Hugh O'Neill | <p>FQ2 2020/21 OLI Oban car parks and parking spaces quieter than last year. Wardens assigned to Lomondside, particularly at weekends.</p> <p>FQ1 2020/21 OLI No patrols - Covid.</p> |
| A&B - Number of Parking Penalty Notices Issued (StreetScene) | | ↑ | No Target | 57 | No Target | 2,761 | Hugh O'Neill | <p>FQ1 & FQ2 2020/21 A&B During FQ1 while national travel restrictions were in place, enforcement activities were reduced significantly, effectively stood down across the Council area. The only exception to this was in H&L, which is in reasonable travel distance from the central belt. Even so, only limited enforcement was carried out in this area. Within H&L, Luss and both Arrochar off-street car parks were closed. FQ2 saw an uptick in traffic figures, with visitor numbers increasing particularly in both Luss and Arrochar. Due to the visitor number in these villages and as a result of the TTRO in place in Luss, additional resource from was directed to H&L to assist. As a result, the number of PCNs issued in H&L was up circa 380% compared to FQ2 2019/20. Although the other areas are down compared to the same quarter in 2020/21, overall PCN numbers are up.</p> |
| Car Parking income to date - OL&I (Streetscene OL&I) | ● | ↑ | £147,170 | £36,113 | £367,207 | £122,090 | Hugh O'Neill | <p>FQ1 & FQ2 2020/21 OLI Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p> |
| <i>Non Charging - OLI</i> | | | | £0 | | £361 | | |
| <i>Non-Trunk, Oban</i> | | | | £2,529 | | £38,980 | | |
| <i>Trunk, Oban</i> | | | | £0 | | £6,624 | | |
| <i>Oban</i> | | | | -£259 | | -£379 | | |
| <i>Albany Street, Oban</i> | | | | £330 | | £2,358 | | |
| <i>Corran No.1, Oban</i> | | | | £2 | | £5,485 | | |
| <i>Corran No.2, Oban</i> | | | | £57 | | £3,741 | | |
| <i>Esplanade, Oban</i> | | | | £35 | | £332 | | |
| <i>Gananvan, Oban</i> | | | | £3,600 | | £585 | | |
| <i>Lochavullin, Oban</i> | | | | £44 | | £1,870 | | |
| <i>Longsdale, Oban</i> | | | | £98 | | £228 | | |
| <i>Market Street, Oban</i> | | | | £188 | | £430 | | |
| <i>North Pier, Oban</i> | | | | £26,511 | | £12,642 | | |
| <i>Tweedale Street, Oban</i> | | | | £460 | | £11,717 | | |
| <i>Craignure, Mull</i> | | | | £3 | | £220 | | |
| <i>Fionnphort, Mull</i> | | | | £2,514 | | £783 | | |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|--|--------|-------------------|------------|------------|------------|------------|--------------|--|
| Car Parking income to date - A&B (StreetScene) | ● | ↑ | £252,705 | £43,711 | £630,531 | £230,268 | Hugh O'Neill | FQ1 & FQ2 2020/21 A&B Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was taken to close three car parks within H&L to protect our communities. The travel restrictions would have had an impact on tourism and directly on the car parking income. |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|--|--------|-------------------|------------|------------|------------|------------|------------|---|
| Dog fouling - total number of complaints OL&I (Streetscene OL&I) | ● | ⇒ | 12 | 7 | 12 | 7 | Tom Murphy | FQ2 2020/21 OLI The number of dog fouling complaints received for the months of July, August and September is the same as the last quarter, 7. The service will continue to monitor this over the next quarter and hopefully see a reduction. |
| | | | | | | | | FQ1 2020/21 OLI The number of dog fouling complaints in the Oli area has reduced from 10 to 7 over the months of April, May and June. The service is aware of the public's perception of this issue, the service will continue to monitor this. |
| Dog fouling - total number of complaints A&B (StreetScene) | ● | ⇓ | 78 | | 78 | 49 | Tom Murphy | FQ2 2020/21 A&B Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the Number of Amenity Enforcement Wardens. The service is aware of the public's perception on this. |
| | | | | | | | | FQ1 2020/21 A&B There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this. |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|---|--------|-------------------|------------|------------|------------|------------|------------|--|
| LEAMS [Local Environment Audit and Management System] - OL&I Lorn (Cleanliness Monitoring Systems) MONTHLY DATA | ● | ⇒ | 73 | | 73 | 82 | Tom Murphy | FQ2 2020/21 OLI Lorn The level of street cleanliness in the Lorn area for FQ2 is high, with a figure of 82. The LEAMS reporting has just resumed again after being suspended due to Covid-19. |
| | | | | | | | | FQ1 2020/21 OLI Lorn Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2. |
| LEAMS [Local Environment Audit and Management System] - OL&I Mull (Cleanliness Monitoring Systems) MONTHLY DATA | ● | ⇒ | 73 | | 73 | 82 | Tom Murphy | FQ2 2020/21 OLI Mull The street cleanliness figure for the Isle of Mull is high at 82 for FQ2, this is very good. LEAMS reporting has been suspended from April due to Covid 19 and has only returned. |
| | | | | | | | | FQ1 2020/21 OLI Mull Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2. |
| LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems) MONTHLY DATA | ● | ↑ | 73 | 79 | 73 | 80 | Tom Murphy | FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Target figure. |
| | | | | | | | | FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2. |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|---|--------|-------------------|------------|------------|------------|------------|-----------------|--|
| Corporate Outcome No.3 - Children and young people have the best possible start | | | | | | | | |
| No Area Committee Measures to report on for Corporate Outcome 3. | | | | | | | | |
| Corporate Outcome No.4 - Education, skills and training maximises opportunities for all | | | | | | | | |
| % HMIE positive Secondary School Evaluations - OL&I (Authority Data) | ● | ⇒ | 0% | 0% | 0% | 0% | Maggie Jeffrey | FQ2 2020/21 OLI No inspections. |
| | | | | | | | | FQ1 2020/21 OLI No inspections. |
| HMIE positive Secondary School Evaluations - A&B (Authority Data) | ● | ⇒ | 0% | 0% | 0% | 0% | Maggie Jeffrey | FQ2 2020/21 A&B No inspections. |
| | | | | | | | | FQ1 2020/21 A&B No inspections. |
| OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services) | ● | | | | 94.00% | 96.70% | Martin Turnbull | FQ2 2020/21 OLI Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the OLI figures for this quarter are above both the Argyll and Bute average and the national average. |
| | | | | | | | | FQ1 2020/21 OLI Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%. |
| EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services) | ● | | | | 94.00% | 95.2% | Martin Turnbull | FQ2 2020/21 A&B Annual measure reporting in FQ3. |
| | | | | | | | | FQ1 2020/21 A&B Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%. |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|--|--------|-------------------|------------|------------|------------|------------|------------|--|
| Corporate Outcome No.5 - The economy is diverse and thriving | | | | | | | | |
| % of Pre-Application enquiries processed within 20 working days - OL&I (Planning Applications) | ● | ⇓ | 75.0% | 88.9% | 75.0% | 75.0% | Peter Bain | FQ2 2020/21 OLI Target met (75%) for the second consecutive quarter. |
| % of Pre-application enquiries processed within 20 working days - A&B (Planning Applications) | ● | ⇓ | 75.0% | 81.5% | 75.0% | 78.6% | Peter Bain | FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%. |
| | | | | | | | | FQ1 2020/21 A&B Above target at 81.5%. |
| Householder Planning Apps: Ave no of Weeks to Determine - OL&I (Planning Applications) | ● | ⇓ | 8.0 Wks | 8.9 Wks | 8.0 Wks | 9.9 Wks | Peter Bain | <p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period.</p> |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|---|--------|-------------------|------------|------------|------------|------------|------------|--|
| Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications) | ● | ↓ | 8.0 Wks | 8.0 Wks | 8.0 Wks | 11.6 Wks | Peter Bain | <p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period.</p> <p>Benchmarking 2020/21</p> <p>This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.</p> <p>FQ1 2020/21 A&B</p> <p>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.</p> |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|--|--------|-------------------|------------|------------|------------|------------|--------------|--|
| Corporate Outcome No.6 - We have infrastructure that supports sustainable growth | | | | | | | | |
| Street lighting - OL&I percentage of faults repaired within 10 days (Street Lighting - Maintenance) | ● | ↑ | 75% | 15% | 75% | 20% | Hugh O'Neill | FQ2 2020/21 OLI Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. There is still a further issue related to miss-allocation of "dark lamps" when requests of service are entered from the public, as generally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify. This takes longer than the 10 day target for a purely "dark lamp" repair. |
| | | | | | | | | FQ1 2020/21 OLI Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. |
| RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance) | ● | ↓ | 75% | 72% | 75% | 29% | Hugh O'Neill | FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs. |
| | | | | | | | | FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related). |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|--|--------|-------------------|------------|------------|------------|------------|------------|---|
| Total number of Complaints regarding Waste Collection - OL&I Lorn (Streetscene OL&I) | | ↑ | No Target | 13 | No Target | 0 | Tom Murphy | FQ2 2020/21 OLI Lorn There were no waste collection complaints received for the months of July, August and September in Lorn. This is an excellent level of service given the number of properties, both domestic and commercial serviced. |
| | | | | | | | | FQ1 2020/21 OLI Lorn There were 13 complaints received regarding waste collection in the Lorn area for the FQ1 period. Although this is higher than the previous quarter it is still a good level of service given the number of properties serviced. |
| Total number of Complaints regarding Waste Collection - OL&I Mull (Streetscene OL&I) | | ⇒ | No Target | 0 | No Target | 0 | Tom Murphy | FQ2 2020/21 OLI Mull Again this quarter, July, August and September, there were no waste collection complaints received for the Island of Mull, and excellent service. |
| | | | | | | | | FQ1 2020/21 OLI Mull Again this quarter there were no waste collection complaints received for the Isle of Mull. This is an excellent level of service. |
| Total number of Complaints regarding Waste Collection - A&B (StreetScene) | | ↑ | No Target | 25 | No Target | 10 | Tom Murphy | FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. 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. |
| | | | | | | | | FQ1 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days. |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|---|--------|-------------------|------------|------------|------------|------------|------------|---|
| RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance) | ● | ↑↑ | 45.00% | 31.80% | 45.00% | 46.60% | John Blake | <p>FQ2 2020/21 A&B 46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June.</p> <p>FQ1 2020/21 A&B 31.8 % recycling ,composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency.</p> |
| Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance) | | ↑↑ | No Target | 38.70% | No Target | 47.60% | John Blake | <p>FQ2 2020/21 Waste PPP Area 47.6% recycling, composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June .</p> <p>FQ1 2020/21 Waste PPP Area 38.7% recycling, composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.</p> |
| Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance) | | ↑↑ | No Target | 15.60% | No Target | 32.10% | John Blake | <p>FQ2 2020/21 Islands 32.1% recycling, composting and recovery (28.8% recycling plus 3.3% recovery).Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June.</p> <p>FQ1 2020/21 Islands 15.6% recycling, composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.</p> |
| H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance) | | ↑↑ | No Target | 23.20% | No Target | 48.80% | John Blake | <p>FQ2 2020/21 H&L 48.8% recycling, composting and recovery (40.4% recycling/composting plus 8.4% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June.</p> <p>FQ1 2020/21 H&L 23.2% recycling, composting and recovery (10.3% recycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.</p> |

OLI Area Scorecard FQ2 2020/21

| Performance element | Status | Performance Trend | Target FQ1 | Actual FQ1 | Target FQ2 | Actual FQ2 | Owner | Comments |
|---|--------|-------------------|------------|------------|------------|------------|------------------|--|
| Making It Happen | | | | | | | | |
| OL&I Teacher Absence (Education Other Attendance) | ● | ↑ | 1.50 Days | 1.18 Days | 1.50 Days | 0.48 Days | Anne Paterson | FQ2 2020/21 OLI OLI has experienced a continued decrease in WDL In FQ2 due to a significant decrease in long term absence particularly in stress absence. |
| | | | | | | | | FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also. |
| A&B Teacher Absence (HR1 - Sickness absence ABC) | ● | ↓ | 1.50 Days | 0.82 Days | 1.50 Days | 0.92 Days | Anne Paterson | FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences. |
| | | | | | | | | FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also. |
| OLI LGE Only (HR1 - Sickness absence ABC) | ● | ↓ | 2.36 Days | 2.06 Days | 2.36 Days | 2.73 Days | Carolyn McAlpine | FQ2 2020/21 OLI An increase in short term absences, particularly in stress absence, has contributed to the increase between FQ1 and FQ2. |
| | | | | | | | | FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also. |
| A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC) | ● | ↓ | 2.36 Days | 1.94 Days | 2.36 Days | 2.29 Days | Carolyn McAlpine | FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also. |
| | | | | | | | | FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2. |

Corporate Outcome - People live active, healthier and independent lives

| | | | |
|--|---|---|---|
| Number of affordable social sector new builds - OL&I | Actual 22 ▲ Target 22 ↕ | DEG103_01-Number of new affordable homes completed per annum. | Actual 28 ▲ Target 28 ↕ Benchmark 75 ↕ |
|--|---|---|---|

Corporate Outcome - People live in safer and stronger communities

| | | | |
|---|---|---|---|
| Car Parking Income to date - OL&I | Actual £ 122,090 ▼ Target £ 367,207 ↕ | Car Parking Income to date - A&B | Actual £ 230,268 ▼ Target £ 630,531 ↕ |
| OLI - Number of Parking Penalty Notices Issued | Actual 376 ↕ | A&B - Number of Parking Penalty Notices Issued | Actual 2,761 ↕ |
| Dog fouling - total number of complaints OL&I | Actual 2 ↕ | Dog fouling - total number of complaints A&B | Actual 10 ↕ |
| LEAMS [Local Environment Audit and Management System] - OL&I Lorn | Actual 81 ▲ ↕ | LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average | Actual 81 ▲ Target 81 ↕ |
| LEAMS - OL&I Mull | Actual 82 ▲ ↕ | | |

Corporate Outcome - The economy is diverse and thriving

| | | | |
|--|---|---|---|
| Householder Planning Apps: Ave no of Weeks to Determine - OL&I | Actual 9.9 Wks ▼ Target 8.0 Wks ↕ Benchmark 11.6 Wks ↕ | Householder Planning Apps: Ave no of Weeks to Determine - ABC | Actual 11.6 Wks ▼ Target 8.0 Wks ↕ Benchmark ↕ |
| % of Pre-Application enquiries processed within 20 working days - OL&I | Actual 75.0 % ▲ Target 75.0 % ↕ Benchmark 78.6 % ↕ | % of Pre-application enquiries processed within 20 working days - A&B | Actual 78.6 % ▲ Target 75.0 % ↕ |

Making It Happen

| | | | |
|----------------------|---|--|---|
| OL&I Teacher Absence | Actual 0.48 Days ▲ Target 1.50 Days ↕ | A&B Teacher Absence | Actual 0.92 Days ▲ Target 1.90 Days ↕ |
| OLI LGE Only | Actual 2.73 Days ▼ Target 2.36 Days ↕ | A&B LGE Staff Summary - Combined Office & Non Office | Actual 2.29 Days ▲ Target 2.36 Days ↕ |

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



| | | | |
|---|---|--|--|
| % HMIE positive Secondary School Evaluations - OL&I | Actual 0 % ▲ Target 0 % ↕ | HMIE positive Secondary School Evaluations - A&B | Actual ▲ Target ↕ Benchmark ↕ |
| OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment | Actual 96.70 % ▲ Target 96.70 % ↕ | EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment | Actual 95.2 % ▲ Target 94.00 % ↕ Benchmark 92.6 % ↕ |

Corporate Outcome - We have infrastructure that supports sustainable growth


| | | | |
|---|---|--|---|
| Street lighting - OL&I percentage of faults repaired within 10 days | Actual 20 % ▼ Target 75 % ↕ | RIS113_09-The percentage of street lighting fault repairs are completed within 10 working days | Actual 29 % ▼ Target 75 % ↕ |
| Total number of Complaints regarding Waste Collection - OL&I Lorn | Actual 0 ↕ | Total number of Complaints regarding Waste Collection - A&B | Actual 10 ↕ |
| Total number of Complaints regarding Waste Collection - OL&I Mull | Actual 0 ↕ | | |
| Shanks - Percentage of Waste Recycled, Composted & Recovered | Actual 47.6 % ↕ | | |
| Islands - Percentage of Waste Recycled, Composted & Recovered | Actual 32.1 % ↕ | RIS114_01-The percentage of waste that is recycled, composted or recovered | Actual 46.6 % ▲ Target 45.0 % ↕ Benchmark 48.9 % ↕ |
| H&L - Percentage of Waste Recycled, Composted & Recovered | Actual 48.8 % ↕ | | |


'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 - OL&I | Actual | 0 % |  |
| | Target | 0 % |  |

| | | |
|--|-----------|--|
| HMIE positive Secondary School Evaluations - A&B | Actual | |
| | Target | |
| | Benchmark | |


| | | | |
|---|--------|---------|---|
| OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment | Actual | 96.70 % |  |
| | Target | 96.70 % | |


| | | | |
|--|-----------|---------|---|
| EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment | Actual | 95.2 % |  |
| | Target | 94.00 % | |
| | Benchmark | 92.6 % | |

'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 - OL&I


Actual 22 

Target 22 

DEG103_01-Number of new affordable homes completed per annum.

Actual 28 

Target 28

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 £ 122,090 **R**
 OL&I Target £ 367,207 **↑**

Car Parking income to date - Actual £ 230,268 **R**
 A&B Target £ 630,531 **↑**

Dog fouling - total number of Actual 2 **→**
 complaints OL&I

Dog fouling - total number Actual 10 **G**
 of complaints A&B Target 26 **↑**

LEAMS [Local Environment Actual 81 **G**
 Audit and Management System] - OL&I Lorn **↓**

LEAMS [Local Environment Actual 81 **G**
 Audit and Management System] - Argyll and Bute Target 81 **↑**
 monthly average

LEAMS - OL&I Mull Actual 82 **G**
→

'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 - OL&I | Actual | 9.9 Wks | R |
| | Target | 8.0 Wks | ↓ |
| | Benchmark | 11.6 Wks | |

| | | | |
|---|-----------|----------|----------|
| Householder Planning Apps: Ave no of Weeks to Determine - ABC | Actual | 11.6 Wks | R |
| | Target | 8.0 Wks | ↑ |
| | Benchmark | | |

| | | | |
|--|-----------|--------|----------|
| % of Pre-Application enquiries processed within 20 working days - OL&I | Actual | 75.0 % | G |
| | Target | 75.0 % | ↓ |
| | Benchmark | 78.6 % | |

| | | | |
|---|-----------|--------|----------|
| % of Pre-application enquiries processed within 20 working days - A&B | Actual | 78.6 % | G |
| | Target | 75.0 % | ↓ |
| | Benchmark | | |

'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 - OL&I Lorn
 Actual 0 ↑

Total number of Complaints regarding Waste Collection - OL&I Mull
 Actual 0 →

Shanks - Percentage of Waste Recycled, Composted & Recovered
 Actual 47.6 % ↑

Islands - Percentage of Waste Recycled, Composted & Recovered
 Actual 32.1 % ↑

H&L - Percentage of Waste Recycled, Composted & Recovered
 Actual 48.8 % ↑

Street lighting - OL&I percentage of faults repaired within 10 days
 Actual 20 % **R**
 Target 75 % ↑



Total number of Complaints regarding Waste Collection - A&B
 Actual 10 ↑



RIS114_01-The percentage of waste that is recycled, composted or recovered
 Actual 46.6 % **R**
 Target 45.0 % ↑
 Benchmark 48.9 %



RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
 Actual 29 % **R**
 Target 75 % ↓



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

Making It Happen

| | | | |
|----------------------|--------|-----------|--|
| OL&I Teacher Absence | Actual | 0.48 Days |  |
| | Target | 1.50 Days |  |

| | | | |
|---------------------|--------|-----------|---|
| A&B Teacher Absence | Actual | 0.92 Days |  |
| | Target | 1.50 Days |  |

| | | | |
|--------------|--------|-----------|--|
| OLI LGE Only | Actual | 2.73 Days |  |
| | Target | 2.36 Days |  |

| | | | |
|--|--------|-----------|---|
| A&B LGE Staff Summary - Combined Office & Non Office | Actual | 2.29 Days |  |
| | Target | 2.36 Days |  |

ARGYLL AND BUTE COUNCIL

**OBAN, LORN & THE ISLES AREA
COMMITTEE**

**COMMUNITY PLANNING &
COMMUNITY DEVELOPMENT**

9th December 2020

MONITORING OF SUPPORTING COMMUNITIES FUND 2019/20

1.0 EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to provide monitoring information on the funds distributed through the council's Supporting Communities Fund 2019/20.
- 1.2 24 constituted, not-for-profit community organisations were awarded funding for community projects at the Area Committee meeting on 10 April 2019. Organisations were required to spend their funding within the 2019/20 financial year and to submit an end of project monitoring report.
- 1.3 The council's Supporting Communities Fund provides up to 100% of eligible project costs, with organisations able to apply for up to £2,500.
- 1.4 Members are asked to consider the contents of the report showing a summary of the information supplied by organisations in their end of project monitoring reports.
- 1.5 Members are asked to note the return of £3,234 and consider whether these should be carried forward to be included in funds available for dispersal in 2021/22.

ARGYLL AND BUTE COUNCIL

**OBAN, LORN & THE ISLES AREA
COMMITTEE**

**COMMUNITY PLANNING &
COMMUNITY DEVELOPMENT**

9th December 2020

MONITORING OF SUPPORTING COMMUNITIES FUND 2019/20

2.0 INTRODUCTION

- 2.1 This report highlights the positive outcomes for the communities in Oban, Lorn & the Isles through the allocation of the Council's Supporting Communities Fund in 2019/20.
- 2.2 A total of £25,250 was awarded to 24 organisations in 2019/20. Organisations had up to two months from the end of their project to complete and return an End of Project Monitoring Report.
- 2.3 Two organisations did not draw down their funding award, and two projects have not been able to go ahead and returned their funding.
- 2.4 A total of £3,234 is due to be returned. The amount can be made available for allocation in the financial year 2021/22.

3.0 RECOMMENDATIONS

It is recommended that the Oban, Lorn & the Isles Area Committee:

- 3.1 Note the positive contribution of the grants to community projects, detailed in paragraph 4.1 and the attached table.
- 3.2 Agree that the unspent funds of £3,234 in paragraph 4.4 of the report be carried forward to be included in funds available for dispersal in 2021/22.

4.0 DETAIL

- 4.1 The funds distributed to community organisations supported a total of 2,780 people to participate in a variety of themed projects including;

outdoor activities, history, nature, music and mental health. Highlights include:

- Bookends regular pop ups brought together families of all ages. There was an extension to their 0-8yrs reading area, an event for older people run in conjunction with Luminare and an increase in teenagers taking part due to author visits taking place in Oban High School
- Oban Gaelic Choir attended the Estonian Song and Dance Festival. It helped contribute to their focus for the National Mod in Glasgow where they achieved first place in the Lovat & Tullibardine Shield Competition, and will result in a return visit to Oban from the Hoperni Choir.
- 92 sessions were delivered by Martyn's Monday Club, through Hope Kitchen, to provide a space for people in the Oban area who have experienced suicidal thoughts or who have been affected by another person taking their own life.

4.2 The attached table summarises information received from individual projects.

4.3 19 of the 24 projects awarded funding, submitted an End of Project Monitoring report. Further to this, Oban Community Sensory Garden were granted an extension from the 2018/19 funding period however we have been unable to date, to obtain an End of Project Monitoring from them.

4.4 Awards given to four groups have not been able to be utilised.

- Footprint Alba did not draw down the £1,500 awarded to them. The project did not go ahead due to resourcing issues.
- Sound Waves SCIO declined the funding award of £242 due to it being less than the project required.
- Glencruitten Cathedral of trees returned funding of £1,250 as the project was unable to get underway.
- Grab Trust were unable to secure full funding for their project and will be returning their award of £242.

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|----|--|--|-----------------------|--------------|---|--|--|------|--|
| | | | | | | | M | F | Age |
| 1. | ACT – Argyll & the Isles Coast & Countryside Trust | Moving On sessions to maintain continuity of activities for participants of 'Branching Out' aimed at those affected by mental health | £2912.53 | £1,590.83 | £1,250 | 3 sessions were offered instead of the 5 planned to run due to the reduced funding award, 1 session at Glencruitten walled garden and 2 sessions at Dunollie Castle were run to ensure all previous participants were engaged with. The sessions were well received. The sessions took place out of doors and the trained staff facilitated the activities such as green wood working, spoon carving, weaving, gardening and tidying and participants cooked and shared a communal meal each day. | 7 | 3 | 25-64: 10 |
| 2. | Air Ghleus | Tutoring in Gaelic song, language & culture | £2,500 | £242 | £242 | 4 school in Mull were visited on a regular basis. Children attended several local Mods and the National Mods in Glasgow. The project reached out to schools and individuals who otherwise would have no music or gaelic input in their lives. | 40 | 110 | 0-4: 20 5-9: 100 10-16: 30 |
| 3. | Argyll Riding for the Disabled Driving Group | Running Costs and Livery for two ponies | £6,150 | £4,841 | £1,650 | Two sessions ran each week and some trial drive sessions, including clients from a local elderly residential home. Three client drivers competed at the Hopetoun Horse trials and all did exceedingly well, | 8 | 20 | 10-16: 3 17-24: 4 25-64: 10 65+: 11 |
| 4. | Bookends | Bookends Book Festival Pop-up reading and | £555 | £586 | £400 | Regular pop-ups were held bringing young families, school aged children and adults of every age together in a safe and friendly | 668 | 1000 | 0-4: 217 5-9: 680 |

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|----|--|---|-----------------------|--------------|---|--|--|----|---|
| | | | | | | | M | F | Age |
| | | activity sessions and hall hire | | | | space. This year saw more teenagers than before as the effects of bringing authors into Oban High School begins to take effect. Several young mums, dads and grandparent carers who had not attended before became regular visitors as the word gets out that bookends is for all ages. We revamped our children's area, bringing more books for 0 – 8 years and extending the seating area and we had the added event of a "souffle" a slower, gentler day designed for older people which we held in conjunction with Luminare Scotland. | | | 10-16: 154 17-24: 39 25-64: 229 65+: 349 |
| 5. | Coisir Ghàidhlig an Obain (Oban Gaelic Choir) | Attendance at the Estonian Song and Dance Celebration | £13,698.09 | £13,698.09 | £242 | The visit had a positive impact on the choir. It will lead to a visit from the Hopneri Choir, who are based in Tallin, who plan to come to Oban in 2021. The visit also had a great team building impact on choir members as a whole and contributed to their focus and further development prior to the National Mod in Glasgow in October 2019, where they achieved first place in the Lovat & Tullibardine Shield competition. | 7 | 18 | 25-64: 19 65+: 6 |
| 6. | Comunn Gaidhealach an Obain (Oban Mod Academy) | Tutors and resources to support children to prepare for local and national MODs | £9,184.50 | £9,804.05 | £1,000 | Although Mod Academy's aim is for all children to take part at Oban Provincial Mod and the Royal National Mod, many of the parents have entered and taken their children to Provincial Mods in Lochaber, Barra and Ardnamurchan. We also attended Tobermory | 20 | 80 | 5-9: 40 10-16: 60 |

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|----|--|---|-----------------------|--------------|---|---|--|----|---|
| | | | | | | | M | F | Age |
| | | | | | | Mod. At Lochaber Mod one of the non gaelic speaking children was spoken to in gaelic by the gaelic adjudicator who couldn't believe having adjudicated his competition that he was not a native speaker. We and the children are now hoping to expand and teach/learn duets and choral singing. | | | |
| 7. | Comunn Gaidhealach Mhuile (Mull Junior MOD Club) | Uniforms: matching polo shirts, kilts and fleeces | £1,020 | £878 | £500 | A number of kilts, with spares were purchased to allow for new members and existing members to swap sizes. A few polo shirts were also bought without a revised logo. | 4 | 18 | 5-9: 8 10-16: 14 |
| 8. | Co-Roinn Ghàidhlig Mhuile agus Idhe (Mull & Iona Gaelic Partnership) | Tutors and venues for Gaelic classes | £2,751 | £2,594.35 | £500 | Gaelic classes were well attended, they were held in Tobermory and the Ross of Mull. Gaelic drama workshops gave both Gaelic learners and fluent speakers in the community the chance to use Gaelic in a fun and enjoyable context. A workshop was held in Tobermory High School, giving pupils the confidence to get involved in the school's Gaelic play for Mull's Drama Festival (which was postponed due to Coronavirus) | 56 | 67 | 0-4: 8 5-9: 31 10: 16 54 25-64: 21 65+: 9 |
| 9. | Craignure Recreational Activity Facility Team (CRAFT) | Land lease & installation of playpark equipment | £72,603.60 | £36,464 | £2,500 | Installation of Two swing sets, climbing frame, playboat and an agility trail has taken place, the costs of installation and delivery have utilized the grant funding received. A second installation of further pieces of equipment is to take place. | Not Given | | Not Given |

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|-----|---------------------------------|--|-----------------------|--------------|---|--|--|---|-----------|
| | | | | | | | M | F | Age |
| 10. | Crossroads North Argyll | Respite for Carers: Trips and Carers mileage | £3,440 | £4,132.97 | £750 | Carers/cared for were picked up from their homes and a different place was visited each week, enabling them to get out and socialize with others and gain support from others in the same situation. | 1 | 6 | 65+: 7 |
| 11. | Footprint Alba | Installation of local beach boards reminding the public about marine litter | £2,498.33 | | £1,500 | The group were unable to meet the conditions required to carry out the project due to resourcing issues. (£1,500 not issued) | | | |
| 12. | Friends of Kilbride | An interpretative board on the history of Kilbride | £1,996 | £1731.20 | £1,231 | The information board has enhanced the whole visitor experience. It has been well received by visitors, it gives information, not only about the churchyard but also the surrounding area and local historical sites. A copy of the board encapsulated in plastic and mounted on a lighter board has been made to take to events and speaking engagements where an interest in Historic Kilbride is expressed. | Not Given | | Not Given |
| 13. | Glencruitten Cathedral of Trees | Woodland activities for vulnerable groups: provision of food and mental health nurse | £,26,478 | | £1,250 | Project did not take place and the funds were returned: £1,250 | | | |

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|-----|-----------------------------------|---|-----------------------|--------------|---|--|--|----|--|
| | | | | | | | M | F | Age |
| 14. | GRAB Trust | Diverts furniture, electricals and household goods from landfill: supports homeless people entering new tenancies | £4,302 | | £242 | The project has been delayed as the full funds required have not yet been secured. The full award of £242 will be returned. | | | |
| 15. | Hebridean Whale and Dolphin Trust | Curriculum-linked workshops for 150 pupils on the Isles of Mull and Iona | £2,500 | £2,711 | £242 | Workshops were delivered at all eight primary schools on Mull and Iona. The workshop included stories, photos, maps and data from research, sharing the secret lives of whales and putting Scotland's seas into context. Support was also provided to 19 S3 Tobermory High School pupils to achieve their John Muir Discovery Award. Two volunteers under 26 years old supported the delivery of the project. | Not Given | | 5-9: 170 10-16: 52 17-24: 1 25:64 1 |
| 16. | Hope Kitchen | Running Costs of Martyn's Monday Club & a new Women's Club for vulnerable and marginalised people | £2,300 | £2,300 | £2,300 | The aim was to provide a space for people in the Oban area who have experienced suicidal thoughts or who have been affected by another person taking their own life. The 2 groups met every week not stopping over Christmas and due to the Covid-19 restrictions they stopped meeting face to face on 23 rd March 2020 92 sessions were delivered and Hope Kitchen partnered with Martyn's Monday Club to | 52 | 48 | 17-24: 14 25-64: 76 65+: 10 |

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|-----|---|---|-----------------------|--------------|---|---|--|----|---|
| | | | | | | | M | F | Age |
| | | | | | | deliver these sessions. On average 20 people attended the men's group on a weekly basis and 19 attended the women's group. The group have now moved into their own premises. | | | |
| 17. | Mull Museum | Archaeology for Mull Museum: 2 week programme of archaeological works at the burial ground site known as Lephin Chapel or Port Bhraonian, on the Isle of Mull | £10,975 | £11,217.40 | £1,000 | 34 volunteers took part, with varying degrees of archaeological experience. An open day and evening talk were well attended by community and visitors. 6 schools visited with a total of 86 pupils, the pupils had a 15 minute slot to dig which they found exciting. Further encouragement to volunteer from the 17-24 age range will be encouraged. Analysis of the finds are still awaited due to delays because of Covid-19 | 11 | 23 | 17-24: 3 25-64: 19 65+: 12 plus 86 children aged between 5 and 13 and 12 teachers. |
| 18. | Oban Communities Trust – The Rockfield Centre | Workshops: Make-it-for-Christmas Project | £3,366 | £250 | £242 | A Create Christmas event was held at the Rockfield Centre with help from three volunteers. 70 family groups attended and all children went home with the gift they had made. | No breakdown given | | |
| 19. | Oban Winter Festival | Entertainers & workshop costs | £27,350 | £32,751 | £2,500 | Over 100 events took place over 10 days, with 26,936 people attending. Overall footfall of 26935 included many out of town visitors many of whom are now coming to Oban specifically for the Oban Winter Festival. Tour operators have added the festival dates to | No breakdown given | | |

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|-----|-----------------|---|-----------------------|--------------|---|---|--|----|---|
| | | | | | | | M | F | Age |
| | | | | | | their tours and local hotels have special offers helping increase spend in the town. Local charities raised £37,900 over the period of the festival. | | | |
| 20. | Oban Youth Café | Overnight trip for vulnerable youngsters: accommodation, food & youth workers | £1,908 | £750 | £750 | Project was adapted due to Covid-19 to contribute to overall costs of activities run in-house, rather than an overnight trip. | Not provided | | |
| 21. | Project Trust | Global Citizenship Festival | £5,328.80 | £2041.52 | £1,976 | Children from 17 primary schools across Argyll & Bute received three 45 minute workshops delivered by Global Citizenship Ambassadors, all of who had firsthand experience of volunteering for 12 months in a different country working with young people. In the workshops the Ambassadors covered topics such as rights and responsibilities, daily routines of children around the world, preconception and realities of developing countries, and global citizenship values. Due to the high number of staff in attendance we also offered global citizenship teacher training for all staff in attendance covering Oxfam's Framework for Global Citizenship, Unicef's Rights Respecting Schools Award and how global citizenship fits into the Curriculum for Excellence. | 51 | 63 | 5-9: 30 10-16: 56 17-24: 5 25-64: 23 |

| No | Organisation | Project funded | Total Projected Costs | Actual Costs | Council's Supporting Communities Fund Award | Comments | Total Number of Beneficiaries in reported categories | | |
|-----|------------------------------------|--|--------------------------------|---|---|---|--|----|--|
| | | | | | | | M | F | Age |
| 22. | Roses Charitable Trust | Outdoor Activities: instructors & overheads | £4,440 | £2,960 | £2,500 | Outdoor activity sessions working in partnership with the Oban Hostel, the Youth café and Oban High school were carried out. Two of the planned sessions were postponed due to Covid-19. Young people aged 11-13 from the hostel were taken coasteering/sea swimming. Young people identified via Oban Youth Café went rock climbing and hill walking | 14 | 11 | 10-16: 25 |
| 23. | Seil Island Community Hall Charity | Seil and Easdale Music Scheme (SEMS) Running Costs | £5,290 (overall project costs) | £357 (part of the project the award contributed to) | £241 | The low level of grant offer caused a re-prioritization of the project plan, the main casualty being to delay work on development of the organisations formal existence as a SCIO. However the objectives of the scheme remain intact and the group have a list of positive actions to take forward to develop the project. | 65 | 65 | 5-9: 5 10-16: 15 17-24: 20 25-64: 50 65+: 40 |
| 24. | Sound Waves (SCIO) | Tutor fees/ accommodation and marketing of monthly music workshops | £54,698 | | £242 | The grant was not taken up. | | | |
| | Oban Sensory Garden | Towards the costs of an Art tutor for adults with learning disabilities. | | | £650 | This was granted an extension from 2018/19, the committee has since changed and we have been unable to contact the group to request an End of Project Monitoring report is returned. | | | |

Key

| | |
|---|---|
| ■ | Report in and award fully spent |
| ■ | Report pending or Report in and money to be returned |
| ■ | Report outstanding or Award has not been spent at all |

5.0 CONCLUSION

- 5.1 The project monitoring form has a section asking for comments on the grant process. Not all applicants have completed this section but of those received the comments have largely been very positive. The majority note that the process is simple, straightforward, clear and concise. It was also noted that the initial application process was quite involved for the size of the grant.

6.0 IMPLICATIONS

- 6.1 Policy: None
- 6.2 Financial: The report sets out the expenditure from the Oban, Lorn & the Isles area 2019/20 budget for the allocation of Supporting Communities Fund.
- 6.3 Legal: None
- 6.4 HR: None
- 6.5 Fairer Scotland Duty / Equalities: Compliant with policy
- 6.6 Risk: None
- 6.7 Customer Service: None

Chief Executive: Pippa Milne
Policy Lead: Cllr Rory Colville
Community Planning Manager: Rona Gold
02 November 2020

For further information contact: Laura Macdonald on 01631 567944 / laura.macdonald@argyll-bute.gov.uk

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Putting Our Tenants and Our Communities First



Update to Argyll and Bute Council
Oban, Lorn and the Isles
Area Committee
Alastair MacGregor
Chief Executive
9th December 2020

Putting Our Tenants and Our Communities First



Investment Programme in Oban, Lorn and the Isles from July 2007 to date.

| Oban, Lorn and the Isles | | |
|--------------------------|-----------------|-----------------------|
| Element | Install numbers | Spend |
| Windows and Doors | 1545 | £ 4,163,682.00 |
| Kitchens and Bathrooms | 2360 | £ 9,495,484.00 |
| Heating and Rewire | 1724 | £ 8,389,915.00 |
| Roof and Roughcast | 996 | £17,362,989.00 |
| Refurbishment | 726 | £ 6,502,355.00 |
| Total | 7351 | £45,915,425.00 |

Putting Our Tenants and Our Communities First



Investment programme in Oban, Lorn and the Isles 2020/21

| Oban, Lorn and the Isles | |
|--------------------------|-------------------|
| Element | Projected numbers |
| Windows and Doors | 47 |
| Kitchens and Bathrooms | 20 |
| Heating and Rewire | 356 |
| Roof and Roughcast | 285 |
| Refurbishment | 7 |
| Total | 715 |

Putting Our Tenants and Our Communities First



Windows and Doors

Extensive programmes have taken place in previous years with the result that the programme this year is focussing on replacing the windows at our sheltered housing complex at Ford Spence Court, Benderloch.



New windows at Ford Spence Court, Benderloch



Putting Our Tenants and Our Communities First



Kitchens & Bathrooms

Again substantial work has been carried out in previous years to install new kitchens and bathrooms.

This year we are installing new kitchens and bathrooms on Coll and across Oban, Connel, Dunbeg & Dalmally including specially adapted bathrooms for particular needs.

Putting Our Tenants and Our Communities First



Warm Homes Fund – Heating

Argyll Community Housing Association have been successful in securing funding through the Warmer Homes Fund in Partnership with Scottish and Southern energy.

We are currently installing Air Source Heat Pump heating systems throughout a number of the Associations properties which meet the criteria for this heating type.

The contract targets 645 Argyll Community Housing properties it also includes the potential for 200 private homes to benefit from this project.

Putting Our Tenants and Our Communities First



Warm Homes Fund – External Wall Insulation

In addition to the Air Source Heating systems being installed Argyll Community Housing Association is currently in partnership with Scottish and Southern Energy and are in the mobilisation process to deliver 633 External Wall installation elements across the Lorn area in 2,4,6, and 8 in a block locations. The contract value is £6m, employing 90 workers between August 2020 and March 2021.

This programme in conjunction with the Air Source heating will assist greatly to reduce fuel poverty within Argyll and Bute by improving the energy efficiency of our properties at the same time improving the long term fabric of the building and the general aesthetic of the building and local environment.

Putting Our Tenants and Our Communities First



Warm Homes Fund – External Wall Insulation



External wall insulation work completed in Oban

Putting Our Tenants and Our Communities First



Exemplar Estates

ACHA introduced the “Exemplar Estates” initiative to improve the areas around our properties in 2019 /20. We are carrying out improvements in the following areas;

- Lochnell Street, Lochgilphead
- Rowan park, Lochgilphead
- Cowal Place, Dunoon
- Longhill Terrace, Rothesay
- Alma Crescent, Oban
- Mill Street, Campbeltown
- Glenside, Campbeltown
- Various areas, Tiree
- The Fairways, Dunoon

Putting Our Tenants and Our Communities First



Environmental Improvement Programme – Soroba, Oban

Over the next few years ACHA is proposing to undertake an environmental improvement programme throughout Soroba. A public consultation event was held in Soroba on the 10th November.



Putting Our Tenants and Our Communities First



Winter Works

Various Winter works are being carried out by AHFA's Grounds Maintenance team throughout ACHA's estates.



Photos of before and after work at Dunmar Court, Oban



Putting Our Tenants and Our Communities First



Building new homes in Oban, Lorn and the Isles – Glenshellach, Oban

The project at Sunderland Drive, Oban was completed in two stages. The first 12 units were completed in March 2020 the remaining 12 units completed in August 2020. The 24 flats are mix of one bedroom and two bedrooms. This phase of the development includes two wheelchair accessible properties and a play park.

Putting Our Tenants and Our Communities First



Building new homes in Oban, Lorn and the Isles



Sunderland Drive, Oban

Putting Our Tenants and Our Communities First



Building new homes in Oban, Lorn and the Isles

Glenshellach, Oban



Other Updates

- ACHA offices are currently closed to the public in relation to Coronavirus restrictions.
- There is however a skeleton staff working in the offices who are linked to essential work relating to rents, letting houses, void turnaround, emergency repairs and health and safety servicing
- As of 30th October we had re-let 207 properties since we started re-letting in July and there were 74 voids available to let.

Other Updates

- ACHA's 10 10 10 initiative; 8 schools in Argyll and Bute have benefitted from an award this year; Rockfield Primary, St Columba's Primary and Dunbeg Primary were all successful.
- ACHA's Community Action Fund; the Community Action Fund is still open for applications although there have been fewer this year. 1 registered charity in Oban, Lorn and the Isles, Martyn's Monday Club, has received an award so far in 2020/21.



School Profile 2019/20

Tobermory High School Area Committee Report November 2020

School Profile 2019/20

| | |
|------------------------------|---|
| <u>School Name</u> | Tobermory High School |
| <u>School Address</u> | Tobermory, Isle of Mull, Argyll, PA75 6PB |
| <u>Head Teacher</u> | Richard Gawthrope (Acting) |

CONTEXT OF THE SCHOOL

Information about school context should be included here, including SIMD, PEF funding, staffing and any recent inspection activity. Also include information about your curriculum model and learner pathways.

Tobermory High School is a 3-18 learning community comprising of an ELC Unit, Primary Department and Secondary Department. Currently for Session 2020-21 the school roll is 221 with 20 children in the ELC Unit, 65 in the Primary and 136 in the Secondary Department. Generally, the children in ELC and Primary are drawn from Tobermory and its immediate surrounding area only. We have associate Primaries at Salen, Dervaig, Lochdonhead and Ulva Ferry. The catchment areas are SIMD 6 and 7 but within those areas there are groups significantly above and below this indication. The Secondary serves north Mull and each year around half of our S1 pupils transfer from Tobermory Primary while the remainder make the transition from our associate primaries. This session we also have 5 pupils attending on placing requests from Lochaline (Highland Council). The school invests considerable time in maintaining and developing links with its partner primary schools engaging in many joint events including residential trips and themed days which support Health and Wellbeing and Wider Achievement. Further to this, the Mull cluster come together to take part in CPD and share practice through our shared staff development days which have taken place for the last two years.

In the Primary and Secondary departments, in addition to the SLT, there is a staffing allocation of 20fte supported by an Additional Support Needs team providing staffing at a level of 5.46fte; some of the ASN team are assigned to pupils and others provide support to the full range of students. We are currently recruiting for a Geography teacher.

Our PEF funding amounts to £12921 this session and this is allocated to additional staffing providing one-to-one and small group tuition; tailored teaching support in secondary including a practical course in Sound Production and support given to continue a mentoring programme that was established during lockdown to avoid disproportionate effects through deprivation.

Tobermory High School is committed to developing a cohesive 3-18 provision. The school's Senior Leadership Team (made up of the Head Teacher and two Deputies: one in Primary and one in Secondary) has changed from October 2020 with both the Head and Deputy Head of Primary being acting roles. This session our middle management team has two newly appointed acting Principal Teachers of Guidance who are job sharing. Collaborative working remains a very positive aspect of the school with Working Groups all including staff from the Primary and Secondary departments. The foci of these Working Groups for this session are: Curriculum; Literacy; Numeracy; and Health and Wellbeing.

The Literacy and Numeracy working groups are developing policies that reflect the work in these areas across the school; Health and Wellbeing is looking at aspects of nurture that can improve our day to day practice and inform the new relationships and behaviour policy; and the Curriculum group has investigated how to develop the number of subjects on offer to the Senior Phase as well as the range of courses on offer. Further to this, the school has a whole school Assessment and Moderation Facilitator who is supporting staff in developing more consistent and highly effective practice.

Tobermory High School's Parent Council provides the school with proactive support and has done so for many years. The Parent Council meets regularly with the Head Teacher and other members of the staff team to develop a strong community partnership in the interests of maintaining and raising the educational standards of the school. They have been particularly effective in relation to fundraising, supporting positive recruitment and help with finding suitable accommodation for new staff as well as setting up, running and helping with a range of school events.

Recognising Wider Achievement

| Measure | 2011/12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
|---------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Partnership with Argyll College | | | | | | | | | |
| Skills for Work: | | | | | | | | | |
| Hospitality | 5 | | | 8 | | 5 | 3 | - | |
| Engineering | 4 | 4 | 4 | 5 | 10 | 4 | 4 | - | - |
| Childcare | | 4 | | | | | | - | - |
| | | | | | | | | | |
| | | | | | | | | | |
| Wider Achievement: | | | | | | | | | |
| Health and Safety at Work Certificate | 26 | - | - | - | - | - | - | - | - |
| SQA Leadership Units | | 26 | 20 | 22 | - | - | - | - | - |
| Sports Leaders Award | 26 | 27 | | | | 24 | 5 | - | |
| Modern Languages for Work Purposes | 24 | 24 | 26 | 27 | 26 | - | - | 24 | 18 |
| John Muir Awards | 24 | 29 | 27 | 45 | 23 | 20 | 28 | 23 | - |
| Duke of Edinburgh Award S1-6 | | | | 6 | 25 | 29 | 18 | 1 | - |
| Saltire Award | | | | | 16 | 5 | 28 | - | - |
| Dynamic Youth Award: Level 1 | | | | | 1 | - | - | - | - |
| Level 2 | | | | | 3 | - | - | - | - |
| Level 3 | | | | | 3 | - | - | - | - |
| SCQF4 Award in Volunteering Skills | | | | | - | - | - | 9 | - |
| | | | | | | | | | |
| ASDAN | | | | | | | | | |
| Foodwise Course | | | | | 4 | - | - | - | - |
| Careers and Experiencing Work | | | | | 3 | - | - | - | - |
| Mathematics | | | | | 2 | - | - | - | - |
| Roadwise | | | | | 3 | - | - | - | - |
| PSHE Course | | | | | 3 | - | - | - | - |
| | | | | | | | | | |
| | | | | | | | | | |

Over the past four years, Tobermory High School has sought to promote and celebrate wider achievement on a much greater scale. The awards detailed above are long established in the school and are examples of positive partnership working with Argyll College and other external bodies. Building on this, a staff working group was tasked to consider how we might establish a framework to accredit wider achievement across the school. The rationale for this was that we wanted to better track learning both in and outside of school. The aim of this is threefold: to support the development of pupils within the attributes of the four capacities; to track progression within these capacities; and to provide an overview of pupils' own personal development. As time progresses, the intention would be for this information to be assimilated into pupil profiles at P7 and S3 and into personal statements and applications necessary for progression beyond school. In addition to the awards noted above, S3 and S4 pupils complete an SQA accredited unit in RME. Usually, all S4 pupils are presented for SQA certification for the annual work placement that they complete in the summer term, however this did not take place due to the lockdown. S5-6 pupils now have a designated Wider Achievement period each week, where they have the opportunity to complete these awards and have studied Spanish and German as well as course run by West College. S6 pupils also have the opportunity to study Higher courses through Argyll College: our most popular to date have been Psychology and Environmental Science. Tobermory High School has a strong sporting reputation and again individuals have been supported by school to complete various leadership and coaching awards within their chosen sport.

We are working with West College Scotland, students are currently taking the following broad range of courses mostly at SVQ 5 in the following areas: Children and Young People's Mental Health, Diversity in the Workplace, IT Skills, Electrical Safety, Nutrition and Health, Food Hygiene and Financial Management. In addition, we have an established partnership with YASS and although we do not present year on year we have had fair representation and success over the last four years. Our Principal Teacher: Skills Development had as part of his remit which ended in October 2020 to extend our Wider Achievement offer and this resulted in the following courses being run. Practical Cookery, Photography, Sound Production and Psychology.

A number of our students also take on roles in the Student Council, as prefects and/or peer mentors. These responsibilities are all acknowledged at our annual Celebration of Achievement. These pupils are supported throughout by our Pupil Senior Leadership team. Since returning in the new school year, this senior team of pupils have been incredibly supportive of all the new measures and have helped implement the safe day to day procedures required across the school due to Covid-19. Wider achievement is also celebrated regularly on our Facebook page in the absence of fortnightly assemblies. Further to this, pupils have been working as ambassadors in a range of subject areas including Gaelic, PE, Numeracy and Music. This has had to be scaled down to avoid pupil bubbles mixing. This year the school continues its focus on meeting the standards of a Dyslexia Friendly School and we have a group of pupils helping build this positive aspect of our strong ethos for equity. Our pupils are also active fundraisers, running events to raise money for a number of charities, including Children in Need, Comic Relief, the RLNI, and Save the Children.

School Roll

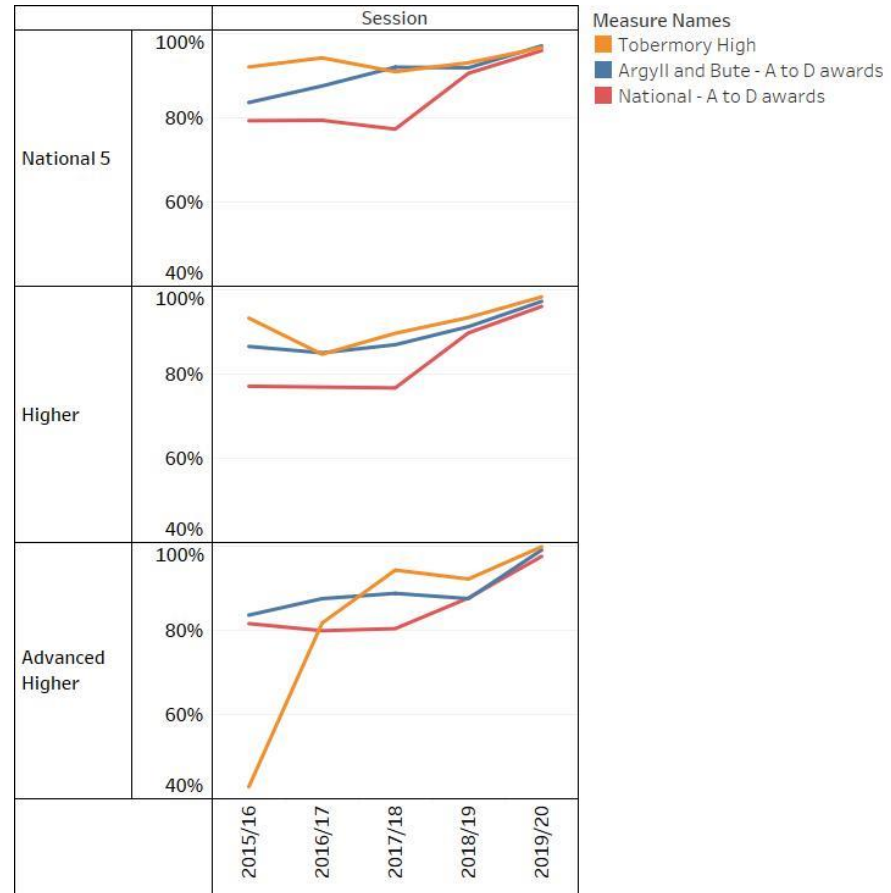
| | | | |
|--------------------------|----|----|----|
| School roll as at Census | S4 | S5 | S6 |
| 2019/20 | 22 | 15 | 20 |

SQA Results

Levels A to C



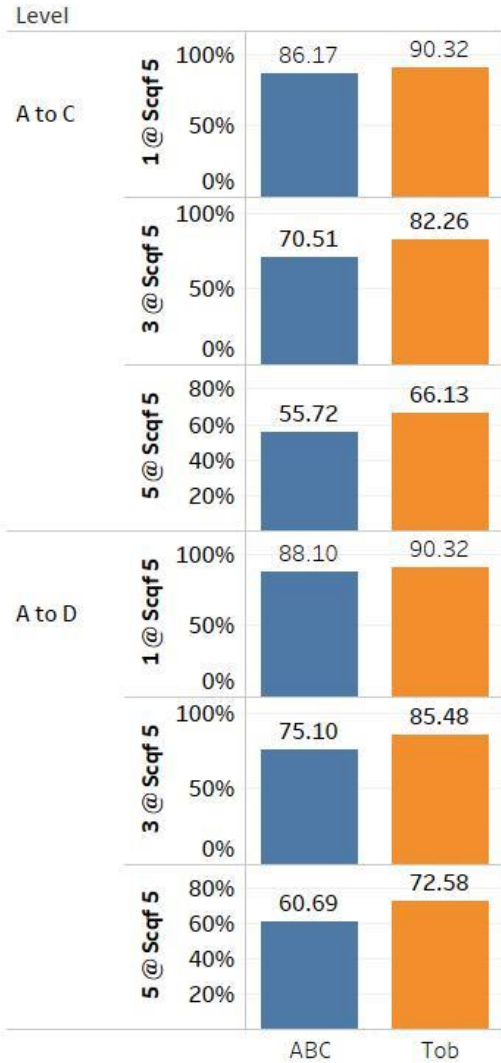
Levels A to D



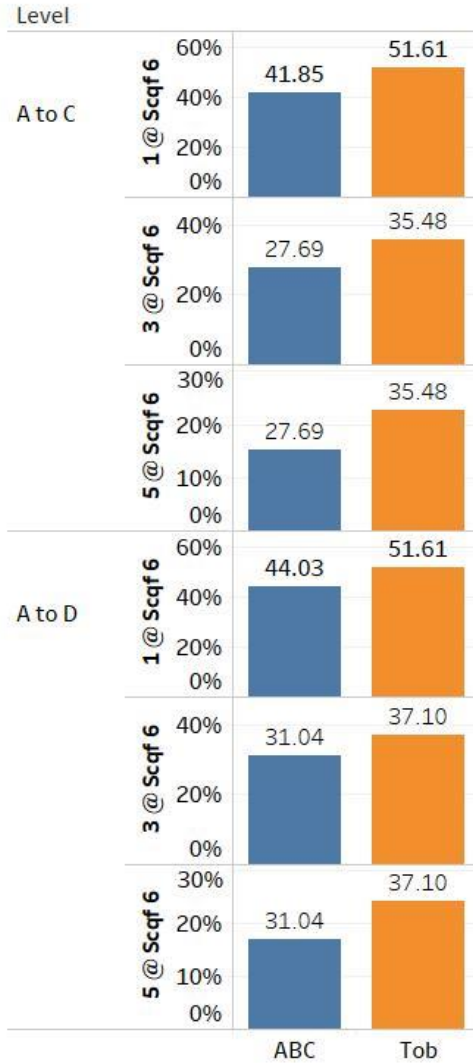
Breadth & Depth

The chart below shows SQA Breadth and Depth information for S4 to S6 (Acc)

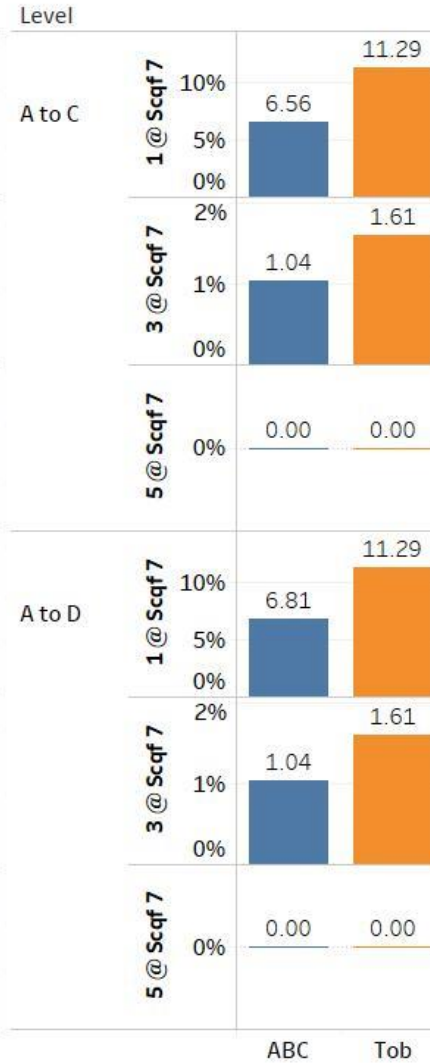
SCQF - Level 5



SCQF - Level 6



SCQF - Level 7



Pupil and staff well-being

This year has been a real challenge that Tobermory High School has responded to positively.

During lockdown, contact with staff was maintained regularly through online faculty meetings. Individual members of staff were often e-mailed or phoned to check on their well-being. Members of the Senior Leadership team were in daily contact with each other as well as checking in on the principal teacher team regularly to ensure that any issues or concerns could be dealt with promptly. The SLT were also in regular contact with the authority through online meetings as well as the other local Head Teachers from the Cluster Primary schools providing a very effective support network.

Contact with pupils and families was maintained through the online learning platforms and through regular direct messages from the Pastoral guidance teacher and other teachers who supported this initiative. Phone calls were made to families and pupils to ensure that they felt supported and gave them the opportunity to ask for help should they require it.

Throughout lockdown, staff contributed to a number of activities, challenges and songs that were shared with pupils and families via the school's Facebook page.

We celebrated achievements online, held virtual assemblies reflecting the core values of the school and had a virtual maths week with a range of numeracy challenges for pupils and families posted online. However, the activity that seemed to attract the most interest was our virtual sports week. This involved pupils challenging themselves to take part in a range of activities setting records and gaining house points. This event also involved the wider community as the house colours were displayed across the island in a number of creative ways to show support of the house teams.

To aid transitions and reduce the anxieties of the new S1 pupils joining the school, a virtual transition project took place online with all of our new pupils contributing work towards a time capsule.

A short song and video involving many of the staff was produced to wish our departing P7s good luck as they moved into S1. They also attended a socially distanced leavers event to allow them the opportunity to read out special leavers speeches that they had written during lockdown.

As a school we were deeply saddened by the death of one of our colleagues Colin Buchanan. Some members of staff managed to attend his funeral and a memorial service was held in school to mark the contributions that he had made to the school.

Since returning to school we have continued to promote positive Health and Wellbeing and held a number of house events and non-uniform day to raise money for charities and school funds.

Blended and home Learning

During lockdown the school was open as Hub and as the centre for the distribution of free school meals on the island. Staff from across the island worked in the Hub and the canteen was supported by members of the local community to deliver school meals across the North of the island. Resource packs including paper, card and stationary were sent home to all Primary aged pupils to support the online learning taking place. Digital resources such as laptops and WiFi dongles were sent out to support families who hadn't access to appropriate resources to access the online learning. These were delivered to families by staff and members of the community.

From the start of lockdown, we maintained teaching and learning using different methods at each stage.

ELC used a closed Facebook page to keep in touch with families sharing activities, stories and information. Families contributed regularly to this page and often used the private message facility to contact staff about concerns that they may have had or to request additional resources. The work of pupils was regularly posted such as the sharing of nursery rhymes and photos. The pupils also managed to share clips of them singing a song, led by one of our ELC Childcare and Education Workers, which was then edited by one of our senior pupils. Primary used the SeeSaw app to share work and this allowed pupils to respond to challenges in a creative way with many pupils sharing videos of experiments and work that they had created.

Secondary classes used Google classroom to share work and some live lessons were trialled with senior pupils as lockdown continued. Throughout the lockdown we had very good engagement from pupils which we monitored carefully following up any concerns. On all of these platforms there was regular dialogue between staff, pupils and their families.

Contingency planning

The careful planning that took place prior to the return of schools in August has helped us prepare for a range of possible outcomes that we may encounter going forwards. Full risks assessment planning has taken place and been shared with staff, pupils and families so that everyone is aware of the range of measures that have been taken to mitigate the risks that we face. We have contingency plans in place to deal with a range of eventualities that are underpinned by authority guidance. We are prepared for staff and pupil absence and are ready to deal with a full or partial closure of the school as we are able to return to either a remote or blended model of learning as required.

From the lessons we learnt over lockdown we are aware of many of the families that will require additional support and in some cases support, such as access to laptops, has remained in place. Staff and pupils' skills have developed through the usage of the online materials and additional training on the use of online platforms has also been made available to staff to further develop their skills in these areas.

School successes

Throughout lockdown the school and community demonstrated very good partnership working. An effective Hub school was available to those that needed it, free school meals were delivered across the North of the island to those requiring them, resources provided and most importantly regular contact was maintained with pupils and families. During this period of time the school has also seen several members of staff retire and we have been fortunate to recruit new staff into these positions.

All the staff within the school have successfully adapted to a new way of teaching and learning demonstrating a huge capacity for change in a short period of time. This has been challenging at times but their dedication and commitment to support the pupils, families and each other during these times deserves commendation.

The school has continued to invest in new technology and has now supplied each pupil in secondary with their own laptop for use in school. Fifteen new interactive boards have been purchased for classrooms which are used, not only daily in lessons but, to connect with partners from outside the school who would usually visit.

As a school we have tried to maintain many established events and links, albeit with a slightly different approach. Our inter-house cross country race was still able to go ahead with all the secondary pupils taking part in the event.

Chief Chebe joined an S3 and S4 RMPS lesson to discuss prejudice, discrimination and respect and to share a story about a greedy spider with ELC. Classes have also been joined by Locum Minister Liz Gibson by video to discuss charity.

Our Remembrance service took place in a different way this year with members of S3 producing a video of a wreath laying ceremony at the local war memorial to share in all classes prior to the two-minute silence that was observed across the school.

Gaelic week took place in school with a number of activities aimed at promoting awareness of the Gaelic language and culture. This included socially distanced social dancing, which took place on our all-weather pitch.

We have managed to continue to work in partnership with our Active Schools Coordinator to train senior pupils as Sports Leaders.

On Halloween, events were held in ELC and Primary to allow pupils an opportunity to dress up and take part in a number of games in their social bubble which helped them celebrate Halloween in a way that was not possible in the community this year.

Musicians in secondary have taken part remotely in events working with the Mull Music Makers who held virtual fiddle lessons.

Socially distanced drama sessions have also been held for Primary classes allowing them to work outside with Andi Stevens from Mull Theatre.

Our annual walk up Ben More with the new S1 still managed to take place slightly later than planned in October supported by school staff; active schools coordinators; and mountain leaders and senior pupils.

Overview

| Measure | 15/16 | 16/17 | 17/18 | 18/19 | 19/20 | % change in Roll over 5 years ¹ |
|--|--------|--------|--------|--------|---------------|--|
| Roll (as at census) | 139 | 138 | 143 | 126 | 132 | -5.04% |
| Clothing and Footwear Grant (number of pupils) ³ | 15 | 8 | 8 | 11 | 10 | |
| Clothing and Footwear Grant (% of number of pupils) | 10.79% | 5.80% | 5.59% | 8.4% | 37.04% | |
| Clothing and Footwear Grant (%) - Authority Average ² | 14.31% | 12.98% | 11.77% | 14.59% | 15.96% | |
| Free School Meals (number of pupils) ³ | 8 | 5 | 5 | 9 | * | |
| Free School Meals (% of number of pupils) | 5.76% | 3.62% | 3.50% | 6.87% | * | |
| Free School Meals (%) - Authority Average ² | 11.2% | 10.53% | 9.45% | 11.31% | 10.75% | |
| Free School Meal - National Average for Secondary Schools (%) ⁴ | 14.2% | 14.1% | 14.40% | 15% | Not available | |

Attendance, Absence and Exclusions⁸

| Measure | 15/16 | 16/17 | 17/18 | 18/19 | 19/20 | Range of Attendance (%) over 5 years ⁸ |
|--|--------------|--------|--------------|--------|--------------|---|
| Attendance: | | | | | | |
| Attendance (% of school roll) | 93.63% | 93.42% | 91.52% | 92.02% | 91.68% | -1.95% |
| Authorised Absence (% of school roll) ⁸ | 2.11% | 5.58% | 6.34% | 4.93% | 5.96% | |
| Unauthorised Absence (% of school roll) | 1.24% | 1.00% | 2.13 | 3.05% | 2.30% | |
| Attendance Number of Pupils (%) - Authority Average ¹ | 91.8% | 91.58% | 91.24% | 90.3% | 90.01% | |
| Attendance Number of Pupils (%) - National Average ⁹ | not collated | 91.2% | Not collated | 90.7% | Not collated | |

| Measure | 15/16 | 16/17 | 17/18 | 18/19 | 19/20 ⁶ |
|------------------------------|-------|-------|-------|-------|--------------------|
| Exclusions: | | | | | |
| Exclusion Openings - number | 12 | 0 | 0 | 0 | 20 |
| Exclusion Incidents - number | 5 | 0 | 0 | 0 | 5 |
| Number of Pupils | * | 0 | 0 | 0 | * |

Footnotes

¹ Please note the % change in Roll over 5 years shows the percentage change in roll figures from 2015/2016 to 2019/2020 and is not an average.

² averages based on Secondary only

³ FSMCG % based on whole school figures for session

⁴ National average for FSM taken from School Healthy Living Survey Statistics 2019

⁵ Attendance, Absence and Exclusion information is now collected on a biennial basis by Scottish Government.

⁶ Exclusion data taken from Business Intelligence – Session 2019 – EXC 6 Individual School Cumulative Report

⁷ attendance change figure shows percentage of change and is not an average

⁸ Authorised absence includes bereavement, short – term exceptional domestic situations, religious observance, weddings of immediate family. Unauthorised absence includes truancy, unexplained absence and most family holidays during term time. Attendance and absence is outlined in Management Circular 3.03.

⁹ National attendance statistics taken from Scottish Government Summary statistics for schools in Scotland.

Oban, Lorn and the Isles Area Committee

9 December 2020

Argyll & Bute HSCP Annual Performance Report 2019/20

1.0 EXECUTIVE SUMMARY

The required content of the Argyll & Bute Health and Social Care Partnership Annual Performance 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. (This does not apply in the first reporting year)
- Financial performance and Best Value
- Information about Localities
- Details of Service Inspections
- Details of any review of the Strategic Plan.

Due to the impact of the COVID-19 pandemic on the services and supporting services we are unable to produce the Annual Performance Report for 2019/20 in its customary format and content. As such the report appended is a summary report and is enabled by the legislation.

ARGYLL AND BUTE COUNCIL

Argyll & Bute HSCP Annual Performance Report 2019/20

2.0 INTRODUCTION

- 2.1 Robust performance management arrangements are critical to the delivery of the HSCP Strategic Plan. There is a legislative requirement to provide an annual report. Coronavirus legislation has taken into account the focus on pandemic response and provided the facility for a shorter annual report at this time which takes account of the change of activity.
- 2.2 The Health and Social Care Partnership has focused on the pandemic response and in line with government guidance sought to remobilise services as soon as was feasible. Remobilised service provision is monitored weekly to prioritise delivery.

3.0 RECOMMENDATIONS

- 3.1 Note and comment on the Annual Performance Report for the Health and Social Care Partnership for the year 2019/20.

4.0 DETAIL

4.1 In accordance with the Coronavirus (Scotland) Act 2020, we have postponed the publication of our Annual Performance Report for 2019/20. This decision was taken at the Integration Joint Board meeting in October.

4.2 The Annual Performance report for 2019/20 is therefore of necessity a lighter content and further National Services Scotland (NSS) has advised that due to the impact of Covid 19, official performance information is incomplete for the Financial Year 2019/2020 and that Partnerships should use the 2019 calendar year for reporting, but to still compare against historical data for financial years.

4.3 The Annual Performance report for 2019/20 has been presented to the Strategic Planning Group, who have considered it and recommended it for approval to the IJB.

5.0 CONCLUSION

5.1 The Covid 19 response has had a significant impact on:

- the capacity of officers to produce a 2019/2020 IJB Annual Performance report to the legislated 31st July 2020 timescale
- The 2019/2020 Annual Performance report presented to the IJB demonstrate progress against the commitments laid out in the Strategic Plan for Health and Social Care.
- There remain challenges to meet some of the performance standards particularly emergency demand and waiting times.
- Publishing the IJB Annual Performance Report 2019/20 later will fulfil the IJB's reporting requirements under the 2014 Act

6.0 IMPLICATIONS

6.1 Policy – No policy implications

6.2 Financial - documented in the report

6.3 Legal -as noted

6.4 HR - documented in the report

6.5 Fairer Scotland Duty: none specific

6.6 Equalities – no action required for this report

6.7 Socio-economic Duty – no action required for this report

6.8 Islands – no action required for this report

6.9 Risk -Impact on strategic and operational risks will be assessed within existing risk assessment processes.

6.10 Customer Service – none

Stephen Whiston

Head of Strategic Planning

19 November 2020

For further information contact: Stephen Whiston

Stephen.whiston@nhs.scot

APPENDICES

Appendix 1 Argyll & Bute HSCP Annual Performance Report 2019-20

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People in Argyll & Bute will live longer, healthier independent lives

**Argyll & Bute Health &
Social Care Partnership**

**Annual Performance
Report 2019/20**

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- 1.1 Our Key achievements in 2019/20

Section 2 Section 2 - Performance Management and Governance

- 2.1 How we have performed in 2019/20 - Ministerial Steering Group Indicators

Section 3 National Health and Wellbeing Performance

- 3.1 National Health and Wellbeing indicator 1
- 3.2 National Health and Wellbeing indicator 2
- 3.3 National Health and Wellbeing indicator 3
- 3.4 National Health and Wellbeing indicator 4
- 3.5 National Health and Wellbeing indicator 5
- 3.6 National Health and Wellbeing indicator 6
- 3.7 National Health and Wellbeing indicator 7
- 3.8 National Health and Wellbeing indicator 8
- 3.9 National Health and Wellbeing indicator 9

Section 4 Financial Performance and Best Value

Appendices

- Appendix 1 Progress against National Health and Wellbeing Targets 2015/16 - 2019/20
- Appendix 2a Inspection Findings: Adult Services Inspection Reports 2019/20
- Appendix 2b Inspection Findings: Children & Families Inspection Reports 2019/20
- Appendix 3 Glossary of terms

Foreword

We are pleased to present Argyll and Bute HSCP's fourth Annual Performance report for 2019/20. This report continues to illustrate the significant progress we are making on providing integrated services which focus on keeping people healthy, safe and well, but also providing care and treatment quickly when needed.

Our staff and health and care partners continue to rise to these challenges as shown in the high quality of services we provide and the improved outcomes people are experiencing.

From March this year COVID-19 has affected service delivery across the HSCP and in-turn the usual delivery date of September for the publication of this Annual Performance Report. At the August meeting of the Integration Joint Board, the Chief Officer agreed to delay the publication date for the annual performance report until its meeting in November in exercise of the power granted to public authorities under the Coronavirus (Scotland) Act 2020 to do so. The staff who would have usually been involved in its preparation have been engaged in supporting the Covid-19 pandemic response and the result of this is a nationally agreed reduced version of the usual annual report format.

The Covid-19 pandemic has created an opportunity to speed up remote working, which has significantly reduced travel and reduced printing (through move to paperless office), and plans for the new normal intend to continue with extensive use of Near Me for remote consultations where this is appropriate, and continued use and expansion of Microsoft Teams.

Finally, we would like to thank all HSCP staff, partners, carers and volunteers for their continued dedication and commitment, going the extra mile when most needed.



**Joanna MacDonald,
Chief Officer Argyll &
Bute HSCP**



**Kieron Green, Chair of
Argyll & Bute Integration
Joint Board**

Introduction

Welcome to the fourth Annual Performance Report from Argyll and Bute Health and Social Care Partnership (HSCP). This report summarises what we have achieved in the last calendar year from 1st January to 31st December 2019 this is different from previous years when we have used data across the financial quarters. The reason for this is a direct effect of the redirection of national analytical services to support the COVID-19 reporting process which resulted in data lag across the last financial quarter data period. It was agreed in consultation with all HSCP's that calendar data would provide the most robust data to use across this report.

The Partnership has responsibility for the planning and delivery of all health and social care services to adults and children within Argyll and Bute. We routinely monitor our performance to ensure we are delivering services that meet the needs of our residents, and also which identifies areas where require improvement is required. All Health and Social Care Partnerships are required by the Public Bodies (Joint Working) (Scotland) Act 2014 to publish an Annual Performance Report.

Our report aims to measure the progress we have made, specifically in relation to

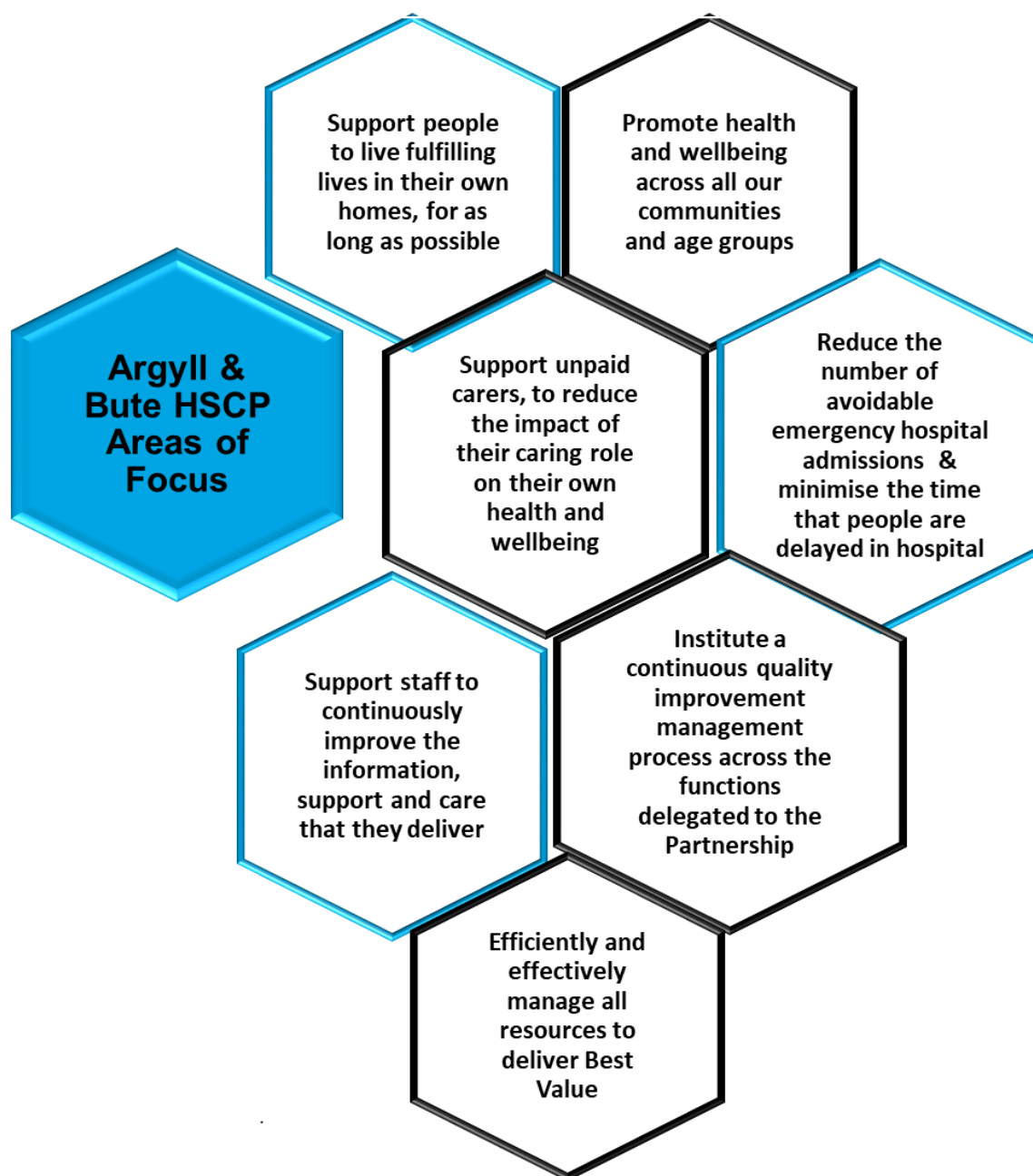
- National Health & Wellbeing Outcome Indicators
- Finance & Best Value
- Inspection of Services

The full breakdown of our performance against the nine National Health and Wellbeing Outcomes over the past 4 years is available in Appendix 1. This includes all national and local indicators which we have used to measure progress. How our performance compares against other HSCP areas is documented in Appendix 2

We have also included some good practice highlights and case studies describing service developments and improvements which have occurred within Argyll and Bute over the last year, which demonstrate the work of the Partnership and the impact it has had on our communities.

Section 1: Strategic Plan, Vision and Key Achievements in 2019/20

The Partnership's vision and priorities for health and social care in Argyll and Bute were developed for our first Strategic Plan 2016-2019. This describes how we intend to deliver integrated health and social care services to the communities within Argyll and Bute and identified seven key areas of focus for us as a partnership. These are shown in the diagram below.



Our Vision:

People in Argyll and Bute will live longer, healthier independent lives

The Public Bodies (Scotland) Act 2014 requires Integration Authorities (IA's) to review their strategic plan at least once every three years. We completed this in 2018 and included a robust three month engagement programme where we sought the views of public, service users, carers, partner agencies and staff.

This confirmed that our objectives remain current and relevant to our communities, staff, partners and stakeholders.

Section 2 - Performance Management and Governance

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.

Currently there are 9 key National Health and Wellbeing Outcomes (NHWBO) and 23 sub-indicators. These form the basis of the reporting requirement for Health and Social Care Partnerships across Scotland. A full breakdown of all the Outcomes, Indicators and our local indicators is available in Appendix 1.

Our Performance for 2019/20

There are currently 43 indicators against which we measure our performance. 27 measures are reported as meeting target or better and 15 off target and 1 measure under development. Further analysis of the trends across the outcomes notes 11 indicators remain unchanged against target, 12 are down against target and 19 are up against target.

Benchmarking against other Health and Social Care Partnerships

We regularly benchmark our performance against similar Health and Social Care Partnerships in order to compare our performance and identify any areas of potential improvement. Health Improvement Scotland has identified Moray, Stirling, East Lothian, Angus, Scottish Borders and Highland as areas which are similar in terms of population size, relative deprivation or affluence and rurality of area. Our performance against 23 National Indicators is presented in **Appendix 2** in comparison to these areas.

Performance Governance development over the last year

- **Delivery of new IJB performance scorecard in Pyramid Balanced Scorecard**
As part of the ongoing review of the current Integrated Joint Board (IJB) a number of duplicated measures have been removed, bringing the total number down from 66 to 44 measures. A new scorecard was designed and delivered informed through two

development sessions with IJB members and built within the corporate Pyramid Balanced Scorecard

- Delivery of a new performance scorecard for Adult Protection**
 Following two development sessions with the Adult Protection Committee members a new scorecard was developed and built in Pyramid Balanced Scorecard which focussed on performance improvement across key indicators identified by the committee and through direct user consultation and feedback
- Delivery of new national Performance Indicators for Child Protection**
 Working alongside the national delivery team and Child Protection Committee saw the delivery of the new national data set for Child Protection. Argyll & Bute were one of the first HSCP's to deliver this new and exciting data set to the local teams and Committee allowing HSCP's to benchmark nationally their performance activity.
- Delivery of Children & Young Peoples Service Plan**
 A series of development sessions were organised using a Logic Modelling approach to the new plan for 2020-23.

Section 2.1 – How have we performed in 2019/20 - Ministerial Steering Group Indicators

The Ministerial Steering Group (MSG) Performance Measures have been developed **in addition to** the National Health and Wellbeing Outcome Indicators. These are intended to measure the improved outcomes resulting from the integration of HSCP services.

Our performance for 2019/20 against the Ministerial Group Indicators is shown in the table below:

| Measure | 2015/16 | 2016/17 | 2017/18 | 2018/19 ^P | 2019/20 | Target 2019/20 |
|----------------------------------|---------|---------|---------|----------------------|---------|----------------|
| Emergency admissions (All Ages) | 8,638 | 8,715 | 9,018 | 8,659 | 8,756 | 8,569 |
| A&E attendances (All Ages) | 15,113 | 16,105 | 16,026 | 17,060 | 17,135 | 16,957 |
| Unplanned bed days (All Ages) | 65,847 | 65,705 | 64,800 | 58,941 | 62,791 | 58,495 |
| Delayed discharge bed days (18+) | 8,857 | 6,803 | 8,414 | 9,561 | 7,863 | 8,605 |

Emergency Admissions Performance

Performance for 2019 notes a 1% increase in the previous year levels of emergency admission and a 2% increase against target. Performance across the other years notes a relatively flat trajectory and work continues across the HSCP with regards to reducing multiple emergency admissions.

Accident & Emergency (A&E) attendances

An increasing year on year trend against the target and statistically there is a 0.5% increase from last year and a 1% increase in performance this year against target.

Unplanned bed days

Against target, performance notes a 7% increase in unplanned bed days against target and against the previous year an increase of 6.5%

Delayed Discharge Bed days

Delayed Discharge performance notes a 9% reduction against target and a 22% reduction against last year. This reduction for 2019 is significant when projected against the other year's performance.

Section 3. National Health and Wellbeing Indicators Performance

In this section we aim to demonstrate our performance against each of the National Health and Wellbeing Indicators over the last year.

3.1 National Health and Wellbeing indicator 1

People are able to look after and improve their own health and wellbeing and live in good health for longer.

National Health and Wellbeing Indicator 1 aligns directly to Argyll and Bute HSCP Strategic Plan area of focus:

Within Argyll & Bute we are committed to supporting individuals to look after their own health and wellbeing in their communities. We aim to support individuals to prevent illness and focus on wellbeing and health improvement and have identified **6** targets by which we measure our performance in relation to National Health and Wellbeing Outcome 1.

These are listed in **Appendix 1** and this year we have achieved target in **4** of the **6** identified indicators.

This chapter described the work we have done over the last year, and areas where we recognise that more work is required in order to achieve our targets.

**REDUCE THE NUMBER OF
AVOIDABLE EMERGENCY
HOSPITAL ADMISSIONS &
MINIMISE THE TIME THAT
PEOPLE ARE DELAYED IN
HOSPITAL**

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3.1.1 Smoking Cessation – Quit Your Way

We have reviewed and set up a new model for delivering our smoking cessation service. The new model involves specialist staff working in communities delivering a person centred approach to stopping smoking, this model was launched in January 2020 once the team had completed the national training for specialist advisors.

- The types of services accessed to support smoking cessation makes a difference, with those accessing specialist services twice as likely to be still not smoking after 12 weeks compared with those who use pharmacy based services (34.6% and 18.4% respectively).
- 5 staff completed the newly developed national Specialist Advisor Training, this included training online and face to face as well as shadowing and mentoring.

- 4 part time advisors form part of The Quit Your Way service along with 3 contracts with GP Practices. The Health Improvement team manage the advisors and monitor the contracts.
- Part of the role of the advisors is to work in partnership with communities, pharmacies, GP practises and hospitals to ensure those wanting to stop smoking are offered behavioural support as well as medication.
- The Argyll and Bute target for smoking cessation is agreed locally and forms part of the NHS Highland Local Delivery Plan (LDP) standard which is set by the Scottish Government. NHS Highland's LDP Standard is 336 successful 12 week quits (those people still not smoking at 12 weeks) within the 40% most deprived areas, and to date have achieved 288.
- The team work towards meeting an Argyll and Bute target of 57 successful 12 week quits within the 40% most deprived areas. At the time of writing this report 29 quits had been achieved against this target. Whilst the team are very focussed on the target group, anyone wanting to stop smoking in Argyll and Bute will be supported. To date, the team have recorded 46, successful 12 week quits overall, however this does not include the clients they have supported in partnership with pharmacies through shared care.
- Shared care is the term used when pharmacies and advisors work in partnership to deliver co-ordinated care for clients. Pharmacies reported 42 successful 12 week quits overall, of which 21 were within the LDP standard. 17 successful 12 week quits were through shared care, 6 of which were within the LDP standard.
- The Public Health Scotland report for quarter three identifies that 9 out of 14 health boards have not met their Quarter three target for the LDP standard, reporting that Scotland achieved 67% of the annual LDP standard. NHS Highland was performing slightly behind this figure at the time the report was produced. These nationally set targets are derived to help us achieve a tobacco-free generation (a smoking population of 5% or less) by 2034 and forms part of the Scottish Government's strategy; Raising a Tobacco Free Generation : Our Tobacco Control Action Plan 2018

3.1.2 Telecare

Argyll and Bute HSCP Telecare Service continues to grow year on year. During the year 2019/10 we:

- Achieved virtual working across Argyll and Bute and Islands which supports some of Argyll and Bute's more rural and isolated settings.
- Developed a robust reporting suite of data to ensure our work streams provided early intervention for clients to prevent any delay or issues that would be a risk to our clients.
- Held workshops for Technology Enabled Care, Housing and Health to investigate a way to work together with all internal and external partners and reduce duplication –

Outcome being a TEC, Housing and Health Forum will be established. TEC and Housing colleagues are part of strategic developments around older adult care.

- The HSCP are part of exciting National discussions and Test of Change Groups to be part of shared learning across Scotland to ensure the HSCP are at the forefront of service redesign and opportunity to improve.
- We were successful in a bid for funding to roll out the use of activity monitoring “Just Checking” and a purchase of 2 years licenses for 48 units to support reablement.
- Achieved a full migration of Data into Carefirst and the archive of the old Telecare Database for a more visible data stream
- Developed the TEC Equipment Technician post and a plan for developing and implementing a full asset management service
- Increased the enhanced our use of different equipment and peripherals to enhance the service we provide.
- Developed consistent Telecare processes across all localities.
- Joined the Telecare Service Association (TSA) which is the representative body for technology enabled care. Their vision is that people can choose technology enabled care to enrich their lives.

3.2 National Health and Wellbeing indicator 2

People, including those with disabilities, long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.

National Health and Wellbeing Indicator 2 aligns directly to the Argyll and Bute HSCP Strategic Plan area of focus:

Our Community teams work across disciplines to ensure that people with intensive needs are cared for within their homes, and that people with chronic conditions are managed within the community where possible. Over the last year we have worked hard to further develop our community care teams to ensure that reablement is at the centre of our work. This has shown to be effective in reducing the need for long term care packages and in ensuring that essential home care services are matched to needs. There will be further work to develop a consistent reablement approach as part of developments around community teams in 2020-21.



We have identified **6** targets by which we measure our performance in relation to National Health and Wellbeing Outcome 2. These are listed in **Appendix 1** and this year we have achieved the target in **1** of the **6** identified indicators.

This chapter describes the work we have done over the last year, and areas where we recognise that more work is still required in order to achieve our targets.

3.2.1 Reducing Unplanned Bed Days & Emergency Admissions

The main drive for the partnership has been a sustained focus with regards to reducing unplanned bed days and this has seen an improvement and reduction of 15% across mental health specialities. With regards to emergency admission and unplanned bed days across acute specialities both trends note a further reduction this year. Accident and emergency attendances have increased by 4% from the previous year, this increase could in part be attributable to increase attendance at A&E in the first few weeks of the COVID-19 pandemic.

The rate of emergency admissions has reduced against target and this has been supported with a further reduction in readmissions within 28 days. Trends in both these indicators note ongoing reductions for the most part year on year.

3.3 National Health and Wellbeing Indicator 3

People who use health and social care services have positive experiences of those services, and have their dignity respected.

National Health and Wellbeing Indicator 3 aligns directly to the Argyll and Bute area of focus:

Within Argyll & Bute Partnership it is important to us that our citizens have a positive experience when using our services. We endeavour to ensure we enable them to give feedback about their experiences of health and social care services in a range of ways. This feedback supports us to improve and develop services in line with the needs of our local communities. We have identified **5** targets by which we measure our performance in relation to **National Health and Wellbeing Outcome 3**.

These are listed in **Appendix 1** and this year we have achieved target in **3** of the **5** identified indicators. This chapter described the work we have done over the last year and areas where we recognise that more work is required in order to achieve our targets.

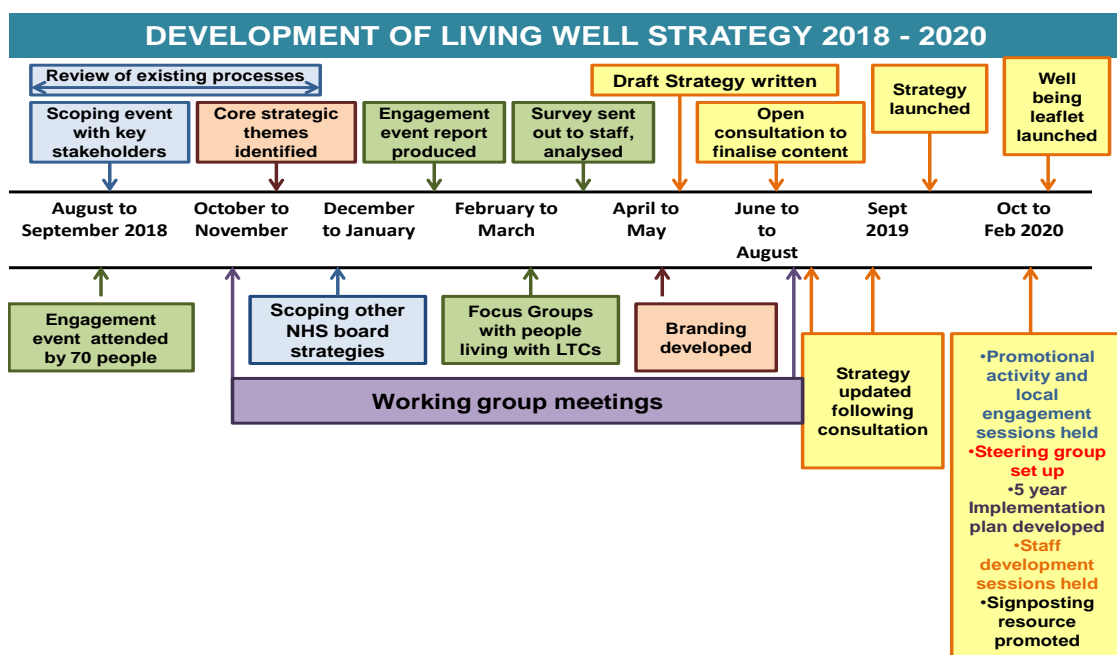


3.3.1 Living Well Strategy

The Living Well strategy was launched at the IJB in September 2019 following extensive engagement with over 450 people, stakeholders, partners and staff during 2018. The draft strategy was developed and consulted on in June and July 2019 prior to its launch.

Progress includes-

- An overarching steering group linked to various related work across the HSCP and other partners.
- Development of a 5 year implementation plan
- 8 projects funded with small grants to support people in local communities to self-manage
- 4 reflective practice sessions delivered in partnership with the Health and Social Care Alliance.
- Type 2 diabetes framework action plan linked to the Living Well strategy
- Self-management course delivery continues through an Argyll and Bute Healthy Living Partnership made up of 3rd sector partners with HSCP representation and funded by the Alliance
- Two pain events planned by the Healthy Living partnership 1 in Inveraray was very well received by staff, 3rd sector and in particular people and their families living with chronic pain. The second in Dunoon was cancelled due to Covid 19 pandemic.



3.4 National Health and Wellbeing Indicator 4

Health and social care services are centred on helping to maintain or improve the quality of life of service users

National Health and Wellbeing Indicator 4 aligns directly to all our areas of focus.

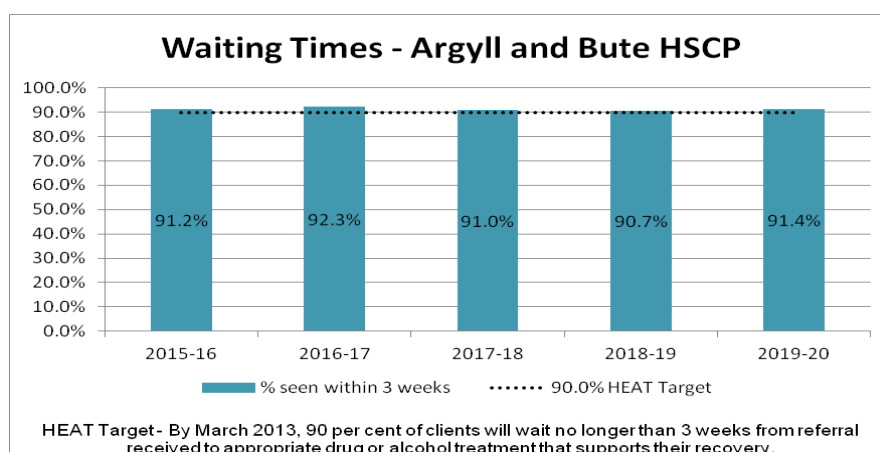
Within Argyll & Bute Partnership we recognise the importance of supporting people to maintain or improve their quality of life. We have identified targets by which we measure our performance in relation to **National Health and Wellbeing Outcome 4**.

These are listed in **Appendix 1** and this year we have achieved targets in **4** of the **5** identified indicators.

3.4.1 Alcohol and Drug Services

The Argyll & Bute Alcohol and Drug Partnership (ADP) have oversight of the delivery of the drug and alcohol treatment waiting times target and the Alcohol Brief Intervention target.

- **Waiting Times Target** – “By March 2013, 90 percent of clients will wait no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery.” Argyll and Bute HSCP has met or exceeded this target since 2015.



- **ABI Heat Target** – “NHS Boards to sustain and embed alcohol brief interventions in priority settings (primary care, A&E antenatal) and broaden delivery in wider settings.” Argyll and Bute HSCP did not meet their part of the delivery target for Alcohol Brief Interventions (ABI) however, a new plan to increase ABIs in Argyll and Bute is being developed including:
 - Three community hubs have been setup across Argyll and Bute to offer Job Seekers, financial support, housing and/or general advice to people in the area who are in recovery. A fourth hub is in development.
 - A family’s support group has been setup in Helensburgh with more to follow across Argyll and Bute.
 - Forty-four people were supplied with take home Naloxone last year, which is almost double the number from the year before. Plans are in place to increase

the number of people who will supply and carry Naloxone across Argyll and Bute. Argyll and Bute now have Intranasal Naloxone which will make this life saving medication easier to administer.

3.5 National Health and Wellbeing Indicator 5

Health and social care services contribute to reducing health inequalities

National Health and Wellbeing Indicator 5 aligns directly to the Argyll and Bute HSCP Strategic Plan area of focus:

Within Argyll & Bute Partnership we recognise the importance of supporting our service users to maintain or improve their quality of life. We have identified **5** indicators by which we measure our performance in relation to **National Health and Wellbeing Outcome 5**. These are listed in **Appendix 1** and this year **we have marginally missed both our targets in this area.**

This chapter describes the work we have done over the last year and areas where we recognise work is still required in order to achieve our targets.



3.5.1 Engagement

The Public Health team consolidated statutory engagement responsibilities developed in 2018-19 by leading and coordinating the HSCPs annual engagement plan. Highlights from this work included-

- Providing advice and support to a number of services to deliver their engagement activities such as the dementia service review and the care home review
- Our dementia redesign involved significant engagement from local communities and despite Covid-19, services are building on this and are developing longer term co-production approaches to dementia redesign
- Conducted a formal evaluation on feedback from people accessing HSCP services
- Provided professional advice to the HSCP on statutory responsibilities for equality and diversity impact assessment. Implemented a new assessment process in line with Argyll and Bute council's processes and accommodating the new responsibilities for Fairer Scotland.
- 7 conversation cafes were held as part of the new engagement process linked to the review of Locality planning Groups with a total of 183 people in attendance. 3 were cancelled due to Covid 19.
- Additionally as a result of our response to Covid-19, a unique partnership was formed with all care homes in Argyll and Bute whether internal or externally commissioned strongly supported by Scottish Care, known as the Care Home Task Force, this group is moving from a pandemic response to embedded within planning structures

3.5.2 Young People

- P7 Smoke Free Programmes includes 5 lesson plans delivered by teachers and a travelling theatre production delivering 9 interactive shows to 979 pupils across Argyll & Bute. Every primary school in Argyll and Bute is offered the Smoke Free Programme and secures an extremely high uptake.
- S3 health drama “You are not alone” is a travelling theatre production and forms part of an educational programme which includes lessons and meeting service providers. The aim is to improve pupil’s knowledge of services and encourage them to access support. 2019 is the third year that all Argyll and Bute secondary schools have participated in the programme, reaching 755, S3 pupils. Smaller and remote schools were supported with travel and accommodation to reach one of the 7 schools used as venues
- Cool2talk was reviewed and a new delivery model is in place from April 2020. It will now be delivered by a third sector partner. Funding sourced from a number of partners, but will still be supported by the Public Health team

3.5.3 Sexual Health

- A new contract was awarded to Waverly Care as part of a Highland procurement process for BBV and LGBT support and services
- The CCard service giving young people access to free condoms has been included in the new contract with Waverly Care
- 2 Pride events were supported in Oban and Bute

3.5.4 Independent Sector Partners

Argyll & Bute HSCP commission a wide range of services from the independent sector, with 80% of all home care provision and 85% of care home placements fulfilled by the sector. The HSCP continues to work in partnership with these organisations and with Scottish Care who represent the voice of the independent sector. There is representation from Scottish Care Independent Sector Leads who sit on our Integrated Joint Board and on our Strategic Planning Group and we value their ongoing contributions.

We are committed to developing a program of works and consultations with the Scottish Care Independent Sector Leads and the providers they represent and recognise the importance of the sector and value the role they bring to the partnership. We look forward to working with them to develop and create opportunities for collaboration as we continue to develop services and workforce capacity and capabilities to meet our community’s future needs.

3.6 National Health and Wellbeing Indicator 6

People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing

National Health and Wellbeing Indicator 6 aligns directly to the Argyll and Bute HSCP Strategic Plan area of focus:

Within Argyll and Bute HSCP, 17% of adults are reported as being providers of unpaid care.

We are committed to supporting carers of all ages across Argyll and Bute in their caring role especially by recognising the importance of their own wellbeing. We currently still have 1

indicator by which we measure our performance in relation to **National Health and Wellbeing Outcome 6**. This is listed in **Appendix 1** and this year we have marginally missed this target.

Below we describe our support to carers over the last year and areas where we recognise that more work is required in order to achieve our target.

3.6.1 Carers Strategy

The Carers Strategy was launched in April 2019. It has a detailed implementation plan that has progressed in some areas and focus is required on the areas that have not progressed.

Feedback from managers to Scottish Health Council highlighted that the informal tender process had been very difficult with communication and timescales leading to the contracts having to be accepted with limited time for discussion or negotiation. The feedback has identified other areas for consideration and these have informed the recommendations. The informal process was used for experience for the centres who will have to operate within a formal tender process for the next contract period. Progressing formal contracts for third sector providers for unpaid carer services was unknown territory for management and teams like finance and procurement and made more difficult by services being set up and run differently in each area. Carer services now have longer periods of contract security, the process was challenging but the fact that it has progressed formally is to be acknowledged but did distract from the work of the Carers Strategy implementation plan.

Sections of the implementation plan require operational capacity like training and education of HSCP teams and improving pathways for carer support in the localities. This capacity will come with recruitment of the Carers Officer and it is recommended that moving to a permanent post will assist recruitment and support long-term work to improve our unpaid carer support.

The HSCP established a Carers Act Implementation Group and last year this moved back to the Carers Partnership. It is acknowledged that the current Partnership has not had the

**SUPPORT UNPAID CARERS, TO
REDUCE THE IMPACT OF THEIR
CARING ROLE ON THEIR OWN
HEALTH AND WELLBEING**

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right representation or enough focus on continued implementation so it is recommended that the Carers Act Implementation Group is reformed and the HSCP will lead on progressing the implementation plan.

We currently have unpaid carer support commissioned across 6 services in Argyll & Bute;

- North Argyll Carer Centre
- North Argyll Crossroads
- Dochas Centre (based in Mid Argyll)
- Mid Argyll Youth Development Service
- Cowal Crossroads
- Helensburgh and Lomond Carer Centre

There are of course a range of other organisations who work with and support unpaid carers.

Recently our partners in the Scottish Health Council carried out informal consultation with our carer service managers to review progress towards implementation of the Carers Act. This has provided useful feedback to help focus future plans for the future.

3.7 National Health and Wellbeing Indicator 7

People who use health and social care services are safe from harm.

National Health and Wellbeing Indicator 7 aligns directly to the Argyll and Bute HSCP Strategic Plan area of focus:

We have identified **7** indicators by which we measure our performance in relation to National Health and Wellbeing Outcome 7. This is listed in **Appendix 1** and this year we have achieved **5** of the **7** identified targets. This chapter describes the work we have done over the last year to support the most vulnerable individuals within our communities and keep them safe from harm.

3.7.1 Adult Support and Protection Committee

The Adult Support and Protection Committee has benefitted from an improved performance data and analysis service provided to it, both in 'live' input to committee from Pyramid materials and to the Chair and Lead Officer. The refinement of both service data on adult protection referrals, service user group, geographical area, harm groupings, and on performance data on reporting timescales, activity completion and outcomes has been of considerable operational value to the partnership approach to protection.



The Performance team have assisted in preparation of material for the National Inspection of adult protection, and for statistical analysis for the Independent Convenors Biennial Report to the Scottish Government, and work progressing from the Committee to locality analysis and development.

3.7.2 Child Protection

Trauma Training

Argyll and Bute continue to be one of three areas in Scotland leading the way in developing a trauma informed workforce. As part of this we have developed and collated a range of easy to use on line learning materials for everyone in the children's services workforce to help support the different groups of staff who come into contact with children and families as part of their job. As we work through all the implications coronavirus many of us are also finding that these materials are invaluable in helping support our colleagues, teams and communities through these difficult times.

Getting it Right for Every Child Leadership Programme

The GIRFEC Leadership Programme aims to increase capability and capacity around collective leadership in partnerships to drive forward integration and fully embed GIRFEC at the local level, using a 'place-based' approach, providing necessary support to leaders at all levels in their local partnerships, enabling them to apply learning to live situations as part of the 'day job'. A trial of the Programme in two partnership areas (Argyll & Bute, and Fife), and in addition, SG are working with local partnerships across Scotland to deliver a series regional leadership seminars to address common challenges, with a particular focus on collective leadership, integrated practice and GIRFEC. Four seminars have been delivered to date.

3.8 National Health and Wellbeing Indicator 8

People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide and feel engaged with the work they do

National Health and Wellbeing Indicator 8

aligns directly to the Argyll and Bute HSCP Strategic Plan area of focus:

We have identified **3** indicators by which we measure our performance in relation to **National Health and Wellbeing Outcome 8** This is listed in **Appendix 1** and this year we have achieved **1** of the **3** identified targets

This chapter describes the work we have done over the last year to support our staff to deliver services across the communities of Argyll and Bute.

**SUPPORT STAFF TO
CONTINUOUSLY IMPROVE THE
INFORMATION, SUPPORT AND
CARE THAT THEY DELIVER**

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3.8.1 Workforce development

The Public health team are involved in workforce development at differing levels. This includes delivery and coordination of education and training and also supporting the health and wellbeing of staff.

- A new NES Map of Health Behaviour Change programme has been implemented with local trainers in place with 46 people trained between October 2019 to March 2020
- 2 events were held our Annual Health and Wellbeing development day focused on Health Behaviour change with a follow up day in February on developing a coaching model
- Monthly virtual education sessions were developed with a range of topics and are opened up to relevant staff groups
- We continue to deliver training on mental health first aid.
- As part of our SLA with Waverly Care they also delivered a range of training sessions across Argyll & Bute

3.8.2 Sturrock review.

In November 2018, the Scottish Government announced a fully independent external review into allegations of a bullying culture at NHS Highland which includes the Argyll & Bute Health and Social Care Partnership (HSCP), as an integrated arrangement under the direction of the Argyll & Bute Joint Board. The Review was commissioned following the public disclosure of concerns about bullying and harassment in September 2018.

The Sturrock Review was published in April 2019 and was based on engagement with 340 people across the NHS Highland area. One of the report's recommendations was that an

independent review of NHS Highland Culture in Argyll & Bute HSCP should be carried out, since only 6% of respondents to the Review were from Argyll & Bute, although they are around 15% of the colleague population.

In November 2019, NHS Highland Board commissioned Progressive Partnership Ltd to carry out a survey of NHS Highland colleagues working in Argyll & Bute and ensured the A&B HSCP were consulted upon the work being undertaken. The HSCP has around 1540 NHS Highland employees and 770 Council employees and the scope of the review did not include Council employees, so this report only covers two thirds of the HSCP.

Summary of findings:

- 68% (344) of the 508 respondents to the survey (which includes 62 former colleagues) reported experiencing bullying or harassment within the Argyll & Bute Health and Social Care Partnership (HSCP).
- 65% (291) of the 446 respondents who are still employed (i.e. current not ex-staff) reported experiencing bullying and harassment. This represents 19% of the current 1540 NHS Highland employees in the Argyll & Bute HSCP.
- 49% (167) of those 344 respondents who said they had experienced bullying reported experiencing issues within the last 6 months. This represents 11% of the current 1540 NHS Highland colleagues in the Argyll & Bute HSCP.
- 41% (140) of those 344 respondents who said they had experienced bullying reported that it happened/happens frequently. This represents 9% of the current 1540 NHS Highland colleagues in Argyll & Bute.
- It was reported that both managers and colleagues were responsible for bullying, although individuals were able to report bullying by more than one type of person, so it is difficult to assess this more specifically.
- Bullying was reported across all grades from the 344 who responded that they had experienced bullying and harassment (out of the 508 respondents from the target population of 1540).
- Respondents from Bands 1 to 4 (99 of the 160 respondents from this grade range, which is 62%) were significantly less likely than those in Bands 5 to 7 to experience this (191 of the 266 respondents from this grade range, which is 72%).
- Bands 1-4 also had greater confidence than Bands 5-7 that reported incidents would be treated seriously.
- Those working for NHS Highland within the Argyll & Bute HSCP for less than 2 years were least likely to have experienced bullying (42% which is 31 of the 73 respondents, versus 66% which is 100 of the 151 respondents with 3-10 years' service and 75% which is 212 of the 283 respondents with 10+ years' employment).

- Those working less than 2 years were also more confident that any issue they reported would be taken seriously (42% agreed which is 25 of the 60 respondents versus 24% which is 31 of the 131 respondents with 3-10 years' service and 25% which is 62 of the 244 respondents with 10+ years' service).
- 67% (129) of the 271 respondents who had experienced bullying and answered this question had reported it via one of the formal channels, although 61% (264) of the 435 respondents who answered this question (from the target population of 1540) believe there is a culture of discouraging reporting.

The findings are deeply concerning and we accept them fully and offer a sincere apology to every colleague who has experienced bullying or harassment. We would also like to thank those who responded for having the bravery to respond.

The main themes from the survey were in line with the Sturrock findings and are part of our ongoing programme and action plan to transform the culture to one where colleagues feel listened to, valued and respected. We have brought forward timings and increased resources as a result of the findings and address the themes of rurality and history within the Argyll & Bute HSCP.

We have also created a **100 day plan** setting out 5 priority actions which we will continue to engage with colleagues and staff side on developing and delivering. Some of these were already part of our wider culture programme plans, but we have advanced the pace and resources on these. Others are new actions to address the themes that are specific to Argyll & Bute.

Progress with the plan will be tracked through partnership forum, leadership meetings and the Culture Programme Board. It is proposed there will be joint plan across both NHS Highland and Argyll & Bute only actions although they may be discussed or taken forward in different forums.

3.9 National Health and Wellbeing Indicator 9

Resources are used effectively and efficiently in the provision of health and social care services

National Health and Wellbeing Indicator 9 aligns directly to the Argyll and Bute area of focus:

We have identified **4** indicators by which we measure our performance in relation to **National Health and Wellbeing Outcome 9**. This is listed in **Appendix 1** and this year we have achieved **4** of the **4** identified targets.

This chapter describe the work we have done over the last year to support and encourage continuous improvement throughout services and directly with our staff.



3.9.1 How we Reduce Harm, Eliminate Waste and Manage Variation

The Highland Quality Approach (HQA) continues to be used as our quality and continuous improvement methodology. We are consistently trying to reduce harm, to eliminate waste and to manage variation.

3.9.2 Public Health

The key work of the Argyll and Bute Public Health team is aligned to not only the National Public Health Priorities but also all 9 National Health and Wellbeing indicators and additionally to the HSCP 7 areas of focus.

1. A Scotland where we live in vibrant, healthy and safe places and communities.
2. A Scotland where we flourish in our early years.
3. A Scotland where we have good mental wellbeing.
4. A Scotland where we reduce the use of and harm from alcohol, tobacco and other drugs.
5. A Scotland where we have a sustainable, inclusive economy with equality of outcomes for all.
6. A Scotland where we eat well, have a healthy weight and are physically active.

We have 3 indicators that we measure performance against alcohol brief interventions, waiting times and smoking targets. Of these we have not reached our target for 2 of them despite additional measure in place. We recognise further targeted work is required to ensure we achieve these targets next year.

While we recognise that there needs to be a focus on prevention of health and social care problems from arising. There also needs to be a focus on supporting people and their circle of support who have developed long term physical and mental health to better manage their

conditions. By targeting both pre and post long term conditions we will be better equipped to reduce demand on health and social care services.

Section 4: Financial Performance and Best Value

5.1 Financial Performance

Financial management and performance is regularly reported to the IJB during the financial year, for the financial performance during the year and also the budget outlook for future years. This includes the monitoring and development of the annual Savings Plan. More detailed monitoring is carried out monthly by the Finance and Policy Committee.

NHS Highland and Argyll and Bute Council delegate funding to the Integration Joint Board. The IJB then determines how to deploy these resources to achieve the objectives and outcomes in the Strategic Plan. The IJB then directs the Health Board and Council to deliver services in line with these plans.

This section summarises the main elements of our financial performance for 2019-20 and highlights the financial position and risks going forward into future years.

5.1.1 Financial Performance 2019-20:

It was clear from the beginning of financial year 2019-20 that the HSCP had financial challenges. The final revenue outturn for 2018-19 was an overspend of £6.681m. The health related overspend of £3.554m was covered by the Scottish Government brokerage given to NHS Highland. The social work related overspend amounting to £3.127m has to be repaid to Argyll and Bute Council.

At the IJB meeting on 27 March 2019, when the budget for 2019-20 was considered, the Board set a balanced budget which required new savings of £6.794m to be delivered. In addition there was £3.029m of previously agreed savings still to be delivered, making the total savings due to be delivered in year £9.823m which was a significant challenge. Further in-year savings were agreed through financial recovery plans which increased the total to be delivered to £10.877m, of which £7.665m was subsequently delivered. The shortfall in savings delivery and the SLA dispute with NHS GG&C were the two key reasons for the outturn overspend of £2.446m in 2019/20. It should be noted that although there is an overspend, the level of overspend is well reduced from that in 2018-19, which is a considerable achievement.

The Chief Financial Officer post was covered by the Council's Head of Strategic Finance (in addition to her Council post) until 31 May 2019. A new Head of Finance and Transformation was appointed for a 2 year fixed term from 1 June 2019 to 31 May 2021. The enhanced budgetary control arrangements introduced by the Chief Officer and the Council's Head of Strategic Finance have been continued and expanded and comprehensive financial reports are now being presented to the IJB and to the Finance and Policy Committee on a regular basis. Although unable to break even at the end of 2019-20, there is now greater control and transparency over the partnership's financial position.

The forecast outturn position was reported to the IJB at each meeting throughout the financial year. The overall financial performance against budget for financial year 2019-20 was an overspend of £2.446m, with an overspend of £1.280m on health related services and an overspend of £1.166m on social work services.

The overspend for health related services took an adverse dip between February and the end of the financial year. This was as a result of recognition of the disputed charging of services from NHS Greater Glasgow and Clyde (GG&C). At the end of financial year 2019-20 the dispute remained unresolved. This dispute has continued throughout the financial year, with £1.1m of charges from 2018-19 remaining in dispute and a further disputed amount for 2019-20 of £1.324m. (These disputed amounts are for increases above the normal inflationary uplift which has been offered.) Without the need to make the provision for the disputed amount, the Health position would have shown a small underspend of £44k, and the overall overspend would have been reduced to £1.122m. The dispute has been escalated to the chairs of the respective health boards, and they have agreed to a meeting with the relevant chief executives supported by their directors of finance in order to bring this matter to a resolution. This meeting has understandably been delayed by the Covid-19 pandemic.

The main service areas contributing to the overall overspend position are noted below:

- Looked After Children - Overspend arises due to service demand for external residential placements, overspends on the Life Changes Trust project, overspends on staffing costs within children's homes and slippage on agreed savings in residential placements (£200k) partially offset by underspends in fostering arising due to lower than budgeted service demand.
- Physical Disability - Overspend arises mainly due to higher than budgeted demand as well as slippage on the delivery of efficiency savings for supported living services. This is partially offset by an underspend in respite and payments to other bodies.
- Learning Disability - Overspend arises due to a combination of higher than budgeted demand for supported living and care home services and slippage on savings developed to reduce both of these commitments partially offset by underspends on day services and respite.
- Adult Services West – Overspend arises due to savings not being achieved and several budget overspends, including; Mull Medical Group - GP locums £668k, Psychiatric medical services - locums £603k, LIH General Medical Services - locums £308k, GP prescribing Campbeltown £123k , LIH Laboratory - agency staffing £136k, LIH Ward B - agency nurses £106k, Kintyre Medical Group - GP locums £92k, Campbeltown Hospital nursing £102k, and Jura out of hours GP service. (LIH: Lorn & Isles Hospital)
- Commissioned Services – NHS GG&C – overspend arises mainly due to disputed element of SLA accounted for as per NHS accounting rules, £1.324m. Balance of variance relates to cost per case charges, mainly cystic fibrosis drug costs.

The main reason for the overall overspend was the failure to deliver all the agreed savings. As at end of March, £7.665m of the target £10.877m savings have been delivered, 70% of the total – this includes £1.080m non-recurring savings.

The shortfall for Social Work savings is £3.212m. The shortfall for Health savings of £1.080m was fully offset by non-recurring (one-off) savings many of which relate at least in part but where the saving cannot yet be regarded as recurring. The Health savings are being tracked through the Project Management Office approach co-ordinated by NHS Highland which includes greater visibility of progress against agreed milestones. This approach is now being rolled out to Social Work savings through the Finance team. The regular meetings to review the savings were paused in March due to work on the Covid response and restarted in late May. A Service Improvement Officer (SIO) post dedicated to tracking and progressing social work savings has been recruited to, in addition to two SIOs focussed on Learning Disability and Care Homes / Home Care for Older people. These are expected to improve the focus on savings delivery in 2020-21.

Efforts to deliver savings were hampered by the need to prioritise responses to Covid-19 pandemic. Where we can, we will ensure that actions for Covid-19 are aligned and capitalised on such as increasing use of Near Me.

The table overleaf summarises the financial performance against budget for 2019-20, split across Health and Social Work related services.

| Service | Annual Budget £000 | Outturn £000 | Variance £000 | % Variance |
|--|-----------------------|-----------------|------------------|---------------|
| COUNCIL SERVICES: | | | | |
| Chief Officer | 1,477 | 798 | 679 | 46.0% |
| Children and Families Central Management Costs | 2,285 | 2,399 | (114) | -5.0% |
| Child Protection | 3,348 | 3,068 | 280 | 8.4% |
| Children with a Disability | 874 | 815 | 59 | 6.8% |
| Criminal Justice | 151 | (36) | 187 | 123.8% |
| Looked After Children | 6,885 | 7,385 | (500) | -7.3% |
| Adult Services Central Management Costs | 501 | 464 | 37 | 7.4% |
| Learning Disability | 14,679 | 15,812 | (1,133) | -7.7% |
| Mental Health | 2,707 | 2,482 | 225 | 8.3% |
| Older People | 35,078 | 35,369 | (291) | -0.8% |
| Physical Disability | 2,192 | 2,790 | (598) | -27.3% |
| Service Development | 412 | 409 | 3 | 0.7% |
| COUNCIL SERVICES TOTAL | 70,589 | 71,755 | (1,166) | -1.7% |
| HEALTH SERVICES: | | | | |
| Adult Services - West | 54,702 | 56,314 | (1,612) | -2.9% |
| Adult Services - East | 30,237 | 30,230 | 7 | 0.0% |
| Children & Families Services | 7,257 | 7,031 | 226 | 3.1% |
| Commissioned Services - NHS GG&C | 65,457 | 66,925 | (1,468) | -2.2% |
| Commissioned Services - Other | 3,929 | 4,044 | (115) | -2.9% |
| General Medical Services | 17,720 | 17,409 | 311 | 1.8% |
| Community and Salaried Dental Services | 3,793 | 3,493 | 300 | 7.9% |
| Other Primary Care Services | 9,406 | 9,406 | 0 | 0.0% |
| Public Health | 1,812 | 1,656 | 156 | 8.6% |
| Lead Nurse | 1,516 | 1,433 | 83 | 5.5% |
| Management Service | 3,808 | 3,679 | 129 | 3.4% |
| Health Board provided services | 2,047 | 2,047 | | 0.0% |
| Planning & Performance | 2,190 | 2,144 | 46 | 2.1% |
| Depreciation | 2,516 | 2,494 | 22 | 0.9% |
| Income | (1,533) | (1,920) | 387 | -25.2% |
| Estates | 5,322 | 5,501 | (179) | -3.4% |
| Budget Reserves | 427 | 0 | 427 | 100.0% |
| HEALTH SERVICES TOTAL | 210,606 | 211,886 | (1,280) | (0.6%) |
| GRAND TOTAL | 281,195 | 283,641 | (2,446) | (0.9%) |

The Scheme of Integration states that any overspend is funded from additional payments in-year by the IJB partners, i.e. Argyll and Bute Council and NHS Highland. The Health overspend of £1.280m is covered by brokerage from the Scottish Government in the first instance and this will require to be repaid unless the dispute with NHS GG&C is settled in our favour. It is expected that discussions will be held next year about a repayment schedule. At the earliest, repayment might commence in 2022-23.

The Council has allocated additional funding to the IJB to cover the social work overspend of £1.166m. This needs to be repaid to Argyll and Bute Council along with the repayment of the 2018-19 and 2017-18 overspends. The agreed schedule for repayments is set out overleaf:

| | Repayment 2017-18 Overspend £000 | Repayment 2018-19 Overspend £000 | Repayment 2019-20 Overspend £000 | Total Repayment £000 |
|--------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------|
| 2020-21 | 400 | | | 400 |
| 2021-22 | 655 | 545 | | 1,200 |
| 2022-23 | | 1,255 | | 1,255 |
| 2023-24 | | 1,327 | | 1,327 |
| 2024-25 | | | 1,166 | 1,166 |
| Total | 1,055 | 3,127 | 1,166 | 5,348 |

Financial Outlook, Risks and Plans for the Future

The IJB has a responsibility to make decisions to direct service delivery in a way which ensure services can be delivered within the finite financial resources available.

Taking into account the estimated available funding and the pressures in relation to costs, demand and inflationary increases the budget gap for the Partnership for 2020-21 is summarised below:

| | 2020-2021 £m |
|----------------------------------|-----------------|
| Baseline Budget | 278.9 |
| Cost and Demand Pressures | 4.8 |
| Inflation (employee and non-pay) | 9.3 |
| Previously agreed savings | (1.3) |
| Total Expenditure | 291.7 |
| Total Funding | (286.3) |
| In-Year Budget Gap | 5.4 |

There are significant cost and demand pressures across health and social care services and these are expected to outstrip any available funding uplifts and have a significant contribution to the overall budget gap. The main pressures relate to demographic and volume pressures including amongst other areas healthcare packages, growth in prescribing, growth in adult social care services, younger adult supported living services and acute health services. There are also significant costs of the uplift in the Living Wage rate, pay inflation costs for HSCP employees, inflationary increases for drugs and prescribing costs and for commissioned services.

A savings plan for the budget gap shortfall of £5.4m has been agreed by the Integration Joint Board comprising management / operational savings of £4.242 and policy savings of £1.463m along with a further investment of £0.318m to deliver financial sustainability.

The IJB approved the 2020-21 budget proposals at their meeting on 25 March 2020 delivering a balanced budget for 2020-21. The approval of the budget proposals should provide reassurance to the public, staff and stakeholders that the HSCP is determined to work within budget. Moving into 2020-21, there is a continuing need for robust budget monitoring, and when an activity deviates from plan corrective action will have to be taken immediately to minimise any future overspends.

Looking into 2021-22 and beyond, it is anticipated the Scottish public sector will continue to face a very challenging short and medium term financial outlook with significant uncertainty over the scale of funding.

The budget gap over 2020-21 to 2022-23 across each scenario is summarised in the table below:

| Budget Gap | 2021-22 £000 | 2022-23 £000 | 2023-24 £000 | Total £000 |
|-------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| Best Case | 1,906 | 476 | 842 | 3,224 |
| Mid-Range | 5,678 | 4,411 | 4,932 | 15,021 |
| Worst Case | 11,865 | 10,528 | 11,088 | 33,482 |

The most significant financial risk is the contract with NHS Greater Glasgow and Clyde (NHS GG&C). NHS Highland has a Service Level Agreement (SLA) with NHS GG&C for services provided to Argyll and Bute residents in NHS GG&C hospitals. The annual value of the SLA has been successfully agreed for over a decade, usually following a period of negotiation but always without the need for arbitration. However in 2018-19, an impasse was reached with NHS GG&C seeking payment of a higher value than that willing to be agreed to by NHS Highland (and the IJB) which included the usual inflationary uplift. The difference was £1.1m. At the end of financial year 2019-20 the dispute remained unresolved with a further difference of £1.324m after offering an inflationary uplift at the nationally agreed rate.

Another major risk is around uncertainties on funding for costs and undelivered savings resulting from the Covid-19 pandemic. In addition there are risks resulting from continued use of agency medical staff in psychiatry and for locum GPs and other agency staffing, potential for growth in high cost care packages, and the largely unquantifiable potential implications of the UK's withdrawal from the European Union.

5.2 Best Value

NHS Highland and Argyll and Bute Council delegate funding to the Integration Joint Board (IJB). The IJB decides how to use these resources to achieve the objectives of the strategic plan. The IJB then directs the Partnership to deliver services in line with this plan.

The governance framework is the rules and practices by which the IJB ensures that decision making is accountable, transparent and carried out with integrity. The IJB has legal responsibilities and obligations to its stakeholders, staff and residents of Argyll and Bute.

The Health and Social Care Partnership ensures proper administration of its financial affairs by having an appointed Chief Financial Officer (section 95 of the Local Government (Scotland) Act 1973). The Chief Financial Officer is required to keep proper accounting records and take reasonable steps to ensure the propriety and regularity of the finances of the Integration Joint Board. A short summary against the 8 best value themes is given below:

Vision and Leadership

The IJB and Senior Leadership team are involved in setting clear direction and organisational strategy which is expressed in the 3 year Strategic Plan. There are strong mechanisms for contributions from the Locality Planning Groups and the Strategic Planning Group. The latter Group is currently working on the Strategic Commissioning Plan informed by a formal Joint Strategic Needs Analysis and has reported regularly to the IJB on its progress with this.

Governance and Accountability

There has been an internal audit of corporate governance in 2019-20. In addition the scheme of integration has been reviewed, the strategic risk register has been maintained and reviewed, the committee terms of reference have been reviewed, Data Protection Officer appointed, and an arrangement concluded with the Council to provide formal committee support, all of which had contributed to improved governance and accountability.

Effective use of resources

Finance & Policy Committee now meet on a monthly basis to scrutinise monthly budget monitoring and progress of delivering against savings. NHS Highland has utilised a formal Project Management Office approach to delivering savings throughout 2019-20 and this has included all health savings in the HSCP. This approach has started to be extended to social work savings and additional resource to support this is being recruited to following approval by IJB in March 2020. A formal grip and control regime has been in place through the year for all purchases of supplies and services, and workforce monitoring has reviewed all vacancies before agreeing to fill essential posts only. This has continued post Covid.

Partnership and Collaborative Working

The IJB works closely with NHS Highland and Argyll and Bute Council. The Chief Officer is a member of both of their Strategic Management Teams and attends relevant Board meetings. These close relationships have been particularly evident in the joined up responses to the Covid-19 pandemic through the Local Resilience Partnership and the Caring for People Tactical Group. In addition the HSCP has worked extremely closely with its commissioned service providers holding weekly meetings with care homes and care at home providers and has been commended by these stakeholders for this. This illustrates the ethos of true partnership working.

Community Responsiveness

The Locality Planning Groups ensure that local concerns are addressed and feed through to the Strategic Plan. In addition the Engagement Strategy ensures that full consultation and engagement is carried out before policy changes are agreed. Most recently this has been illustrated through the extensive consultation carried out for the changes to dementia services, and through the budget consultation.

Fairness and Equality

The Equality Impact Assessments now include an assessment of socio-economic impact. There is a single process used across the HSCP and EQIAs are published. EQIAs were produced for all policy related budget saving proposals.

Performance, Outcomes & Improvement

The quarterly performance reporting has moved to a system of reporting by exception. The number of performance indicators has been reduced to 45 to improve focus. An integrated performance reporting regime has been designed but is still being fully implemented.

Appendix 1- Health & Wellbeing Outcome Indicators

Please note for 2019/20 due to effect on data availability as a result of COVID 19 the most recent data reported is calendar year (2019) and not financial quarter as in previous years.

| Outcome 1 - People are able to improve their health | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
|---|---------|---------|---------|--------------------|-------------|--------|-------|
| NI-1 - % of adults able to look after their health very well or quite well | 96.0% | 93.0 % | 93.0% | 93.0 % | 93.0 % | ● | ⇒ |
| NI-3 - % of adults supported at home who agree they had a say in how their support was provided | 82.0% | 76.0 % | 76.0% | 76.0 % | 76.0 % | ● | ⇒ |
| NI-4 - % of adults supported at home who agree that their health & care services seemed to be well co-ordinated | 81.0% | 72.0 % | 72.0% | 72.0 % | 74.0 % | ● | ⇒ |
| NI-16 - Falls rate per 1,000 population aged 65+ | 26 | 26 | 26 | 23 | 20 | ● | ↑ |
| A&B - % of Total Telecare Service Users with Enhanced Telecare Packages | | | | 45.7 % | 31.0 % | ● | ↑ |
| NI-13 - Emergency Admissions bed day rate | 107,343 | 107,548 | 108883 | 109,759 | 123,200 | ● | ↑ |
| Outcome 2 - People are able to live in the community | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
| MSG 1.1 - Number of emergency admissions - A&B | 8,716 | 9,046 | 9,003 | 8,902 | 8,509 | ● | ↑ |
| MSG 2.1 - Number of unplanned bed days acute specialties - A&B | 65,707 | 65,030 | 67,060 | 64,407 | 57,139 | ● | ↑ |
| MSG 2.2 - Number of unplanned bed days MH specialties - A&B | 13,034 | 13,755 | 14,623 | 13,835 | 15,896 | ● | ↓ |
| MSG 3.1 - Number of A&E attendances - A&B | 16,130 | 16,026 | 16,912 | 17,623 | 16,960 | ● | ↓ |
| MSG 6.1 - % of population in community or institutional settings - A&B | 2.2% | 2.2% | 2.2 % | 2.1 % | 2.0 % | ● | ⇒ |
| A&B - % of LAC who are looked after at home or in a community setting | | | | 82.4 % | 90.0 % | ● | ↑ |

| Outcome 3 - People have positive service-user experiences | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
|---|----------|----------|----------|--------------------|-------------|--------|-------|
| NI-2 - % of adults supported at home who agree they are supported to live as independently | 84.0% | 79.0 % | 79.0% | 79.0 % | 81.0 % | ● | ⇒ |
| NI-5 - % of adults receiving any care or support who rate it as excellent or good | 82.0% | 80.0 % | 80.0% | 85.0 % | 80.0 % | ● | ↑ |
| NI-6 - % of people with positive experience of their GP practice | 91.0% | 85.0 % | 85.0% | 85.0 % | 83.0 % | ● | ⇒ |
| MSG 3.2 - % A&E attendances seen within 4 hours - A&B | 95.0% | 93.5% | 93.4% | 91.6% | 95.0 % | ● | ↓ |
| CA72 - % LAAC >1yr with a plan for permanence | 88.0% | 100.0% | 65.0% | 85.2% | 81.0% | ● | ↑ |
| Outcome 4 - Services are centred on quality of life | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
| NI-7 - % of adults supported at home who agree their support had impact improving/maintaining quality of life | 87.0% | 74.0 % | 74.0% | 74.0% | 80.0% | ● | ↓ |
| NI-12 - Rate of emergency admissions per 100,000 population for adults | 12,145 | 12,617 | 12,678 | 11,353 | 12,241 | ● | ↑ |
| NI-14 - Readmission to hospital within 28 days per 1,000 admissions | 80.0 | 87.0 | 87.0 | 76.0 | 98.6 | ● | ↑ |
| MSG 5.1 - % of last six months of life by setting community & hospital - A&B | 90.0% | 90.0% | 90.0% | 89.9% | 88.2% | ● | ↑ |
| A&B - % of Waiting Time breaching >12 weeks | | | | 21 % | 25 % | ● | ↓ |
| Outcome 5 - Services reduce health inequalities | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
| NI-11 - Rate of premature mortality per 100,000 population | 418 | 380 | 380 | 393 | 425 | ● | ↓ |
| NI-17 - % of SW care services graded 'good' '4' or better in Care Inspectorate inspections | 84.0% | 86.0% | 86.0% | 84.1 % | 83.0 % | ● | ↓ |
| NI-19 - No of days people [75+] spent in hospital when ready to be discharged, per 1,000 population | 597 Days | 625 Days | 640 Days | 540 Days | 640 Days | ● | ↑ |

| | | | | | | | |
|---|----------------|----------------|----------------|---------------------------|--------------------|---------------|--------------|
| CPC01.4.4 - % Waiting time from a patient's referral to treatment from CAMHS | 95.0% | 89.0 % | 91.0% | 92.5% | 90.0% | ● | ↑ |
| AC21 <=3 weeks wait between SM referral & 1st treatment | 93.0% | 95.0 % | 90.5% | 91.3% | 90.0% | ● | ↓ |
| Outcome 6 - Unpaid carers are supported | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
| NI-8 - % of carers who feel supported to continue in their caring role | 41.0% | 33.0 % | 33.0% | 33.0% | 37.0% | ● | ⇒ |
| Outcome 7 - Service users are safe from harm | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
| NI-9 - % of adults supported at home who agree they felt safe | 84.0% | 83.0 % | 83.0% | 83.0% | 83.0% | ● | ⇒ |
| CP16 - % of Children on CPR with a completed CP plan | 91% | 99 % | 91% | 89% | 100% | ● | ↓ |
| CP43 - No of Child Protection Repeat Registrations - 18 months | | | | 0 | 0 | ● | ⇒ |
| CJ63 - % CPO cases seen without delay - 5 days | 86.0% | 94.0% | 84.8% | 95.6% | 80.0% | ● | ↑ |
| A&B - % of Adult Protection referrals completed within 5 days | | | | 45.8 % | 80.0% | ● | ↓ |
| A&B - % of Adult Protection referrals that lead to AP Investigation | | | | 12.5% | 10.0% | ● | ↑ |
| A&B - % of complaints [Stage 2] responded within timescale | | | | 25.0 % | 20.0 % | ● | ↑ |
| Outcome 8 - Health and social care workers are supported | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target (CY) | Status | Trend |
| NI-10 - % of staff who say they would recommend their workplace as a good place to work | 71% | 71% | 71% | 71% | 67% | ● | ⇒ |
| Health & Social Care Partnership % of PRDs completed | 52% | 30% | 37% | 37% | 90% | ● | ↓ |
| SW only - HSCP Attendance | 3.90 Days | 5.70 Days | 5.20 Days | 5.23 Days | 3.78 Days | ● | ↓ |

| Outcome 9 - Resources are used effectively in the provision of health and social care services | 2016/17 | 2017/18 | 2018/19 | 2019 Calendar Year | Target | Status | Trend |
|--|---------|---------|---------|--------------------|--------|--------|-------|
| NI-15 - Proportion of last 6 months of life spent at home or in a community setting | 89.8% | 89.6% | 90.0% | 91.0% | 89.0% | ● | ↑ |
| NI-18 - % of adults with intensive needs receiving care at home | 67% | 67% | 67% | 68% | 62% | ● | ↑ |
| NI-20 - % of health & care resource spend on hospital stays where patient admitted in an emergency | 24% | 22% | 22% | 22% | 24% | ● | ⇒ |
| MSG 4.1 - Number of DD bed days occupied - A&B | 6,803 | 8,414 | 9,530 | 8,113 | 8,604 | ● | ↑ |

Appendix 2a: Adult Services – Inspection Reports for 2019/20

| Internal Care Home Provision | | | | | |
|------------------------------|--|---------------------------------------|--------------------------|-----------------------------|-----------------------------|
| Service Provider | How well do we support people's wellbeing? | How well is care and support planned? | How good is our setting? | How good is our staff team? | How good is our leadership? |
| Ardfenaig | 4 | 4 | 4 | 4 | 4 |
| Eadar Glinn | 4 | 3 | 4 | | |
| Gortanvogie | 4 | 4 | 4 | 4 | 3 |
| Struan Lodge | 4 | 5 | | | |
| Thomson Court | 5 | 4 | | | |
| Tigh a Rhuda | 4 | 3 | 4 | 3 | 2 |
| External Care Home Provision | | | | | |
| Service Provider | How well do we support people's wellbeing? | How well is care and support planned? | How good is our setting? | How good is our staff team? | How good is our leadership? |
| Ardenlee | 4 | 4 | 4 | 5 | 4 |
| Ardnahein | 4 | 3 | 3 | 4 | 4 |
| Argyle Care Centre | 4 | 4 | | | |
| Ashgrove | 4 | 5 | | | |
| Etive Care Home | 4 | 3 | 4 | 4 | 4 |
| Kintyre Care Centre | 2 | 3 | 3 | 3 | 3 |
| Lochside Care Home | 4 | 4 | 4 | 5 | 4 |
| Morar Lodge Nursing Home | 5 | 4 | | | |
| North Argyll House | 5 | 4 | | | |
| Northwood House | 5 | 4 | | | |

| Palm Court | 2 | 2 | 4 | 2 | 2 |
|--|--|---------------------------------------|--------------------------|-----------------------------|-----------------------------|
| Internal Home Care & Day Centre Provision | | | | | |
| Service Provider | How well do we support people's wellbeing? | How well is care and support planned? | How good is our setting? | How good is our staff team? | How good is our leadership? |
| ASIST | 5 | 4 | 4 | 4 | 3 |
| Service Provider | Care & Support | Environment | Staffing | Management & Leadership | |
| Mid Argyll , Jura, Islay, and Kintyre Homecare | 4 | NA | 4 | 4 | |
| Mull & Iona, Tiree and Colonsay Homecare | 5 | NA | 4 | 4 | |
| Lynnside Day Centre | 5 | 5 | 5 | 4 | |
| Struan Lodge Day Care | 4 | 5 | 5 | 4 | |
| Thomson Court Day Care | 5 | 4 | 5 | 4 | |
| Phoenix Resource Centre | 5 | 4 | 5 | 5 | |
| Greenwood | 5 | NA | 4 | 4 | |
| Community Resource Team | 4 | NA | 4 | 3 | |
| Lochgilphead Resource centre | 6 | 4 | 4 | 5 | |
| Lorne Resource Centre | 4 | 4 | 4 | 3 | |
| Woodlands Centre | 5 | 4 | 5 | 5 | |

| External Home Care & Day Centre Provision | | | | |
|---|----------------|-------------|----------|-------------------------|
| Service Provider | Care & Support | Environment | Staffing | Management & Leadership |
| Allied Health Care (Helensburgh & Cowal) | 5 | | 4 | 4 |
| Allied (Isle of Bute) | 5 | | 4 | 4 |
| Argyll Homecare | 5 | | 5 | 4 |

| | | | | |
|--|---|---|---|---|
| Care+ (Oban) | 4 | | 3 | 3 |
| Careplus | 5 | | 5 | 5 |
| Carers Direct | 4 | | 4 | 4 |
| Carr Gomm Argyll & Bute | 5 | | 5 | 5 |
| Oasis Day Centre | 6 | 6 | 6 | 5 |
| Cowal Care Services | 6 | | 6 | 5 |
| Crossroads (Cowal & Bute) | 5 | | 5 | 4 |
| Joans Carers | 4 | | 5 | 4 |
| Mears A&B | 5 | | 5 | 5 |
| Premier Healthcare | 5 | | 5 | 4 |
| Crossroads North Argyll | 5 | | 5 | 4 |
| Blue Triangle Oban Housing | 4 | | 3 | 3 |
| Affinity Trust | 5 | | 4 | 5 |
| Enable Scotland (Dunoon) | 5 | | 5 | 5 |
| Enable Scotland (Helensburgh) | 5 | | 5 | 6 |
| Enable Scotland (Lorn & Isles) | 5 | | 5 | 5 |
| Enable Scotland (Helensburgh Day Services) | 5 | 4 | 5 | 5 |
| Mariner Homecare | 5 | | 5 | 5 |
| South Peak | 5 | 4 | 4 | 4 |
| Maxie Richards Foundation | 5 | | 5 | 5 |
| Beechwood | 5 | | | 4 |
| Oban Community Carers Ltd | 5 | | 5 | 4 |
| ACHA Sheltered Housing Service | 5 | | 5 | 4 |
| Cowal Care Services Home Care | 6 | | 6 | 5 |
| Abbeyfield Helensburgh | 6 | | 5 | 6 |
| HELP (Argyll & Bute) Ltd Housing Support Service | 6 | | 6 | 6 |

Appendix 2b: Children & Families Inspection Reports 2019/20

The latest inspection grading for Children and Families services registered with the Care Inspectorate are as below.

| Children and Families - Quality Theme Care Inspectorate Grades (1-6) | | | | | | |
|--|---|--|---------------------------------------|--------------------------|-----------------------------|-----------------------------|
| Care Inspectorate Number | Name | How well do we support people's wellbeing? | How well is care and support planned? | How good is our setting? | How good is our staff team? | How good is our leadership? |
| CS2005091229 | Achievement Bute | 5 | 5 | | 5 | 5 |
| CS2012307560 | Cornerstone | 5 | 5 | | 4 | 4 |
| CS2010249688 | Ardlui Respite House – Sense Scotland | 4 | 3 | | | |
| CS2003000426 | Helensburgh Children's Unit (Argyll and Bute Council) | 4 | 4 | | | |
| CS2003000461 | Shellach View (Argyll and Bute Council) | 5 | 5 | | | |
| CS2003000451 | Dunclutha Residential Home (Argyll and Bute Council) | 5 | 5 | | | |
| CS2006115758 | Dunoon School Hostel (Argyll and Bute Council) | 3 | 3 | 4 | 4 | 3 |
| CS2006130205 | Glencruitten Hostel (Argyll and Bute Council) | 4 | 4 | 5 | 4 | 4 |
| CS2004082322 | Argyll and Bute Adoption Service | 5 | 5 | | 5 | 4 |
| CS2004082341 | Argyll and Bute Fostering Service | 5 | 5 | | 5 | 4 |

| Appendix 3: Glossary of terms | |
|--|---|
| Advanced Nurse Practitioners (ANP) | Advanced Nurse Practitioners are Registered Nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed/undifferentiated problems. |
| Alcohol and Drug Partnership (ADP) | A multi-agency group tasked by the Scottish Government with tackling alcohol and drug issues through partnership working. There are 30 ADPs in Scotland. |
| Analogue to Digital | The Technology Enabled Care (TEC) Programme has been exploring the scope of benefits of switching the current Telecare provision from an analogue based system via traditional telephony connections, to a digital service. |
| Allied Health Professionals (AHPs) | Allied Health Professionals (AHPs) are a diverse group of professionals supporting people of all ages focusing on personal outcomes. They provide preventative interventions in such areas as supported self-management, diagnostic, therapeutic, rehabilitation and enablement services to support people to live healthy, active and independent lives. The Active and Independent Living Programme (AILP) supports AHPs, working in partnership with multi-disciplinary teams and agencies to improve the health and wellbeing of the population throughout the life-course. For the full list of AHP professions please see: https://www2.gov.scot/Topics/Health/NHS-Workforce/Allied-Health-Professionals |
| Alternative Care Pathways (ACP) | Community or primary care pathways ; Self-care and are an effective alternative pathway of care for patients with long term conditions that enables health professionals to identify when referral to expert community teams may be a better option for the patient. |
| Anticipatory Care/ Anticipatory Care Planning | An Anticipatory Care Plan is a dynamic record that should be developed over time through an evolving conversation, collaborative interactions and shared decision making. It is a summary of Thinking Ahead discussions between the person, those close to them and the practitioner. More information is available on: https://www.gov.scot/publications/anticipatory-care-planning-frequently-asked-questions/ |
| Attend Anywhere | Attend Anywhere is a web-based platform that helps health care providers offer video call access to their services as part of their 'business as usual', day-to-day operations |
| Beating the Blues | Beating the Blues® is a computerised cognitive behavioural therapy (CBT) programme for depression and anxiety. |
| Benchmarking | The process of comparing quantitative or qualitative information, often related to practices, performance or prices, against a point(s) of reference. A point(s) of reference might be, for example, an agreed standard, established targets, or the performance of other organisations. |

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| CareFirst information system | CareFirst is a web based, multi modular Case Management system commonly used by local authorities for recording care arrangements, statutory interventions and related events pertaining to Social Care Service Users. |
| Cardiopulmonary resuscitation (CPR) | Cardiopulmonary resuscitation is an emergency procedure that combines chest compressions often with artificial ventilation in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest. |
| Child Protection Register (CPR) | In Scotland the child protection register (CPR) is a confidential list of all children in the local area who have been identified as being at risk of significant harm. It allows authorised individuals to check if a child they are working with is known to be at risk. |
| Chronic Obstructive Pulmonary Disease (COPD) | Chronic Obstructive Pulmonary Disease (COPD) is an umbrella term used to describe progressive lung diseases including emphysema, chronic bronchitis, and refractory (non-reversible) asthma. This disease is characterized by increasing breathlessness. |
| Cognitive Behavioural Therapy (CBT) | Cognitive behavioural therapy (CBT) is a talking therapy that can help you manage your problems by changing the way you think and behave. It is most commonly used to treat anxiety and depression, but can be useful for other mental and physical health problems. |
| Core and Cluster Housing | The term 'cluster accommodation' refers to shared accommodation, in which people have their own private bedroom, or other single person accommodation units, but they share communal facilities such as kitchens, bathrooms and so on |
| Health and Social Care Partnership (HSCP) | Health and Social Care Partnerships, (HSCPs) are the organisations formed as part of the integration of services provided by Health Boards and Councils in Scotland. Each partnership is jointly run by the NHS and local authority. HSCPs manage community health services and create closer partnerships between health, social care and hospital-based services. |
| Information Services Division (ISD) | The Information Services Division (ISD) is a division of National Services Scotland, part of NHS Scotland. ISD provides health information, health intelligence, statistical services and advice that support the NHS in progressing quality improvement in health and care and facilitates robust planning and decision making. |
| Integration Authority (IA) | The Public Bodies (Joint Working) (Scotland) Act 2014 requires councils and NHS boards to work together to form new partnerships, known as integration authorities (IAs). |

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| Integration Delivery Principles | The integration planning and delivery principles are the lens through which all integration activity should be focused to achieve the national health and wellbeing outcomes. More information is available on: https://www2.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration/Principles |
| Integration Joint Board (IJB) | The Argyll and Bute Integration Joint Board is responsible for the planning, performance, resourcing, and operational management of health and social care services delivered through the Argyll & Bute Health & Social Care Partnership (HSCP). |
| iMatter | Imatter is a staff experience continuous improvement tool designed with staff in NHSScotland to help individuals, teams and Health Boards understand and improve staff experience. |
| Interagency Referral Tri-partite Discussions (IRTD) | Interagency planning and decision making procedures for responding to allegations or concerns about children at risk. |
| Just Checking | Just Checking is an activity monitoring system that helps people live in their own homes for longer by showing family and professionals their day-to-day capabilities — or where support is needed. |
| Lean | Lean Process Improvement is the process of continually reviewing a process identifying waste or areas in a process map that can be improved. It is an ongoing feedback process of loop that over time improves the business through better processes. |
| Local Intelligence Support Team (LIST Team ISD) | Local Intelligence Support Team (LIST Team ISD) have staff with a wide skill set who can assist GP Clusters and Practices to gain a better understanding of their own data and with data linkage give a broader picture of how patients are interacting across a complex landscape. Profiling local populations, projecting future demand and looking at alternative models of service delivery and care can help find potential answers to complex problems |
| Locality Planning Group (LPG) | A Locality Planning Group (LPG) brings together NHS and Council staff, community members, carers, representatives from third and independent sectors and community based groups. These individuals collectively work together to improve the health and wellbeing of the community in which they live. LPGs develop a locality plan, influence priorities in their local area, agree mechanisms for all members to contribute to the delivery of actions at a local level and review and regularly report progress to the Strategic Planning Group. |

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| Looked After Children (LAC) | Under the Children (Scotland) Act 1995, ' looked after children ' are defined as those in the care of their local authority – sometimes referred to as a 'corporate parent'. |
| National Health and Wellbeing Outcomes (NHWBO) | The National Health and Wellbeing Outcomes are high-level statements of what health and social care partners are attempting to achieve through integration and ultimately through the pursuit of quality improvement across health and social care. |
| NHSGGC | This refers to NHS Greater Glasgow and Clyde from whom we buy acute health services. |
| Options Appraisal | Options Appraisal is a technique for setting objectives, creating and reviewing options and analysing their relative costs and benefits. |
| Out of Hours Services (OOH) | Across Scotland, NHS Boards provide Primary Care Out of Hours (OOH) services for patients' when their registered GP practice is closed. |
| The Partnership | The Partnership means the Health and Social Care Partnership, also referred to as the HSCP. |
| Psychological Therapies | A range of interventions, based on psychological concepts and theory, which are designed to help people understand, and make changes to, their thinking, behaviour and relationships in order to relieve distress and to improve functioning. |
| Reablement | Reablement is a short and intensive service, usually delivered in the home, which is offered to people with disabilities and those who are frail or recovering from an illness or injury. |
| Scotland Excel | Scotland Excel is the Centre of Procurement Expertise for the local government sector and offers training and provides assessment, consultancy and improvement services to help councils transform their procurement capability. |
| Scottish Children's Reporter Administration (SCRA) | The Scottish Children's Reporter Administration (SCRA) is a national body focused on children and young people most at risk. SCRA was formed under the Local Government (Scotland) Act 1994 and became fully operational on 1st April 1996. |
| Self-Directed Support | Self-Directed Support is a way of providing social care support that empowers individuals to have informed choice about how support is provided to them with a focus on working together to achieve individual outcomes. |
| Self-management | Self-management is the name often given to a set of approaches which aim to enable people living with long term conditions to take control and manage their own health and put them in the "driving seat" of their care. |

| | |
|---|---|
| SOURCE Team ISD | The Source Tableau Platform is a tableau visualisation tool with interactive features aimed at Health and Social Care Partnerships (HSCPs) or Integrating Authorities (AI). It contains a wide range of information on health activities, expenditure and linked data to support HSCPs with understanding local activities, decision making, and planning and performance management. |
| Strategic Planning Group (SPG) | The Strategic Planning Group is responsible for advising the Integration Joint Board, the development and review of the HSCP Strategic Plan and Commissioning Plan ensuring the alignment of service strategies. This group is also responsible for monitoring progress against the strategic priorities and National Health and Wellbeing Outcomes (NHWBO). |
| SWOT analysis | SWOT Analysis is a useful technique for understanding your Strengths and Weaknesses, and for identifying both the Opportunities and the Threats of particular options |
| Wellbeing Monitoring System (Activity Monitoring System) | These systems are designed to automatically check your wellbeing on a regular basis. Some rely on you pressing a button once or twice a day. If you do not press the button a call centre will ring you to check you are ok. Just Checking is an example of one type of activity monitoring system. |

If you would like a copy of this document in Gaelic or another language or format, or if you require the services of an interpreter, please contact Argyll and Bute Health and Social Care Partnership on 01546 605664 or email nhs.abhscp@nhs.net



Argyll & Bute Health & Social Care Partnership

Argyll and Bute Health and Social Care

Partnership (HSCP)

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Website: <https://www.argyll-bute.gov.uk/health-and-social-care-partnership>



Facebook

<https://www.facebook.com/abhscp>



Twitter

<https://twitter.com/abhscp>

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ARGYLL AND BUTE COUNCIL**Oban, Lorn and the Isles Area
Committee****Legal and Regulatory Support****9 December 2020**

Nomination to Oban & Lorn Community Enterprise Board (Atlantis Leisure)

1.0 INTRODUCTION

- 1.1 The Area Committee made appointments to various outside bodies and organisations at the meeting held on 14 June 2017. At this meeting Councillor Sir Jamie McGrigor was appointed to the Oban & Lorn Community Enterprise (OLCE) Board and Councillor Jim Lynch was appointed as a substitute member.
- 1.2 The Area Committee is asked to consider nominating a second Elected Member to the OLCE Board.

2.0 RECOMMENDATIONS

- 2.1 The Area Committee is asked to consider nominating an Elected Member to be the Council's second representative on the Oban & Lorn Community Enterprise Board.

3.0 DETAIL

- 3.1 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. The OLCE Board responded at that time and requested that one Elected Member be appointed to represent the Council.
- 3.2 The original lease included the provision that the Council is entitled to be represented on the Board of Directors by no less than two elected members. A recent Internal Audit report has concluded that a second elected member is required to be nominated to ensure the Council have sufficient oversight of the operational activity of OLCE.
- 3.3 Nominations made to outside organisations will normally be until the next Local Government Elections scheduled for May 2022. While the Elected Member is nominated the appointment will be made subject to OLCE own internal processes.

4.0 CONCLUSION

- 4.1 This report advises the Area Committee of the current arrangements in regard to

the Oban & Lorn Community Enterprise and asks Members to consider nominating a second Elected Member to the Board.

5.0 IMPLICATIONS

5.1 Policy – none

5.2 Financial – none

5.3 Legal – none

5.4 HR – none

5.5 Fairer Scotland Duty:

5.5.1 Equalities – protected – none

5.5.2 Socio-economic Duty – none

5.5.3 Islands – none

5.6 Risk – none

5.7 Customer Service – none

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

10 March 2020

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

APPENDICES

None.

ARGYLL AND BUTE COUNCIL

OBAN, LORN AND THE ISLES
AREA COMMITTEE

DEVELOPMENT AND
INFRASTRUCTURE SERVICES

9 DECEMBER 2020

OBAN BAY – SINGLE HARBOUR AUTHORITY - UPDATE

1.0 EXECUTIVE SUMMARY

- 1.1 This report provides an update on work being progressed by Oban Community Harbour Development Association (OCHDA) towards establishing a trust port at Oban Bay.
- 1.2 OCHDA's over-arching plans still remain as follows:-
- The new 'trust port' will lease the Council's North Pier assets, possibly with a future purchase option.
 - The Council's responsibilities as a 'Single Harbour Authority' (SHA) will be transferred to the new 'trust port'.
 - The new 'trust port' will extend the SHA area to encompass the whole of Oban Bay, leaving the CMAL SHA nested within.
- 1.3 At the November 2020 meeting of the Oban Bay Management Group, OCHDA provided an update on progress made to date. Section 4.3 of this report lists progress which has been made over recent weeks.
- 1.4 Although there has been no formal submission from OCHDA re transfer of Council assets or responsibilities to date, it is clear that good progress has been made by OCHDA over recent weeks and this was acknowledged by OBMG at their recent meeting.
- 1.5 It is recommended that Members note and consider this report.

ARGYLL AND BUTE COUNCIL

**OBAN, LORN AND THE ISLES
AREA COMMITTEE**

**DEVELOPMENT AND
INFRASTRUCTURE SERVICES**

9 DECEMBER 2020

OBAN BAY – SINGLE HARBOUR AUTHORITY - UPDATE

2.0 INTRODUCTION

2.1 A report was presented to Members of the OLI Area Committee in September of this year outlining work being done by both the Oban Bay Management Group (OBMG) and Oban Community Harbour Development Association (OCHDA). This report provides a further update to Members.

3.0 RECOMMENDATIONS

3.1 Members are asked to note and consider this report.

4.0 DETAIL

4.1 At the last meeting of the OLI Area Committee, held in September 2020, Members were advised that OCHDA is proposing a transfer of the Council's existing powers and responsibilities in Oban Bay, including those around the North Pier, to the new Harbour Authority.

4.2 OCHDA's over-arching plans still remain as follows:-

- The new 'trust port' will lease the Council's North Pier assets, possibly with a future purchase option.
- The Council's responsibilities as a 'Single Harbour Authority' (SHA) will be transferred to the new 'trust port'.
- The new 'trust port' will extend the SHA area to encompass the whole of Oban Bay, leaving the CMAL SHA nested within.

4.3 At the November 2020 meeting of the Oban Bay Management Group, OCHDA provided the following update on progress made to date:-

- An application has been submitted to Crown Estates Scotland seeking financial support for 'appointing and training' a harbour board for the new Trust Port.
- Discussions with HIE are ongoing with regard to funding for a project officer.
- A sub-group has been set up to consider harbour limits.

- OCHDA have set up their own website- www.ochda.scot
- An article has been written for the Oban Times giving a brief history of Oban Bay.
- Further sub-groups have been set up to (a) work on a business case for the Trust Port, (b) deal with fundraising and PR, and (c) work with legal advisors on both the Harbour Order and liaison with the Council regarding the transfer of Council assets (it is envisaged that this will initially be on a leased basis).
- CMAL have provided OCHDA with updated vessel movements for 2020; OCHDA will require the same from the Council and NLB in order to be able to evaluate viability etc.
- Consultation exercise on harbour limits has commenced and is to be complete by 11 December 2020.
- Draft Harbour Order to be ready by early next year pending discussions with the Council.
- OCHDA's legal team has held preliminary discussions with Crown Estates Scotland's managing agents about the proposed harbour area etc.

4.4 Although there has been no formal submission from OCHDA re transfer of Council assets or responsibilities to date, it is clear that good progress has been made by OCHDA over recent weeks and this was acknowledged by OBMG at their recent meeting.

4.5 As previously intimated, Council officers have requested that OCHDA produce a business plan and programme indicating key milestones; this information is still awaited, however, OCHDA has intimated that they will soon be in a position to engage with Council officers.

5.0 CONCLUSION

5.1 Liaison between Council Officers, OBMG and OCHDA continues regarding a single harbour authority in Oban. Much work remains to be done by OCHDA but progress is being made.

6.0 IMPLICATIONS

6.1 Policy - None

6.2 Financial – The financial impacts cannot be assessed until the preferred option has been identified and protected provisions agreed upon.

6.3 Legal – Any agreement with OCHDA must ensure that the Council's areas of responsibility are protected.

6.4 HR – None

- 6.5 **Fairer Scotland Duty**
- 6.5.1 **Equalities / Protected Characteristics** None directly arising from this report
- 6.5.2 **Socio-economic Duty** None directly arising from this report
- 6.5.3 **Islands** See risk below
- 6.6 **Risk** – Advice from the OBMG is that ‘to do nothing’, given concerns over safety at Oban Bay, is not an option worthy of consideration.
- 6.7 **Customer Service** – None.

Executive Director with responsibility for Development and Infrastructure:

Kirsty Flanagan

Policy Lead: Cllr Robin Currie

November 2020

For further information contact:

Stewart Clark, Marine Operations Manager Tel: 01546 604893

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

**Oban, Lorn and the Isles Area Committee
Workplan 2020-21**

| Committee Date | Report Description | Lead Service and contact officer | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment |
|----------------------|--|---|--|--|--------------------|
| December 2020 | | | | | |
| 9 December 2020 | Performance Review Area Scorecard | Performance Management and Improvement Officer | Quarterly report | 16 November 2020 | |
| 9 December 2020 | Supporting Communities Fund – End of Project Monitoring Report | Chief Executive Laura MacDonald | Annual Report for information | 16 November 2020 | |
| 9 December 2020 | ACHA Annual Update | Chief Executive ACHA | Annual Report | 16 November 2020 | |
| 9 December 2020 | Secondary School Reports - Tobermory High School | Head Teacher | Annual Report | 16 November 2020 | |
| 9 December 2020 | HSCP Annual Performance Report | HSCP Charlotte Craig | Annual | 16 November 2020 | |
| 9 December 2020 | Oban Harbour Update | Head of Roads and Infrastructure Services – Stewart Clark | Quarterly report | 16 November 2020 | |

**Oban, Lorn and the Isles Area Committee
Workplan 2020-21**

| Committee Date | Report Description | Lead Service and contact officer | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment |
|-------------------|---|---|--|--|-----------------------------|
| 9 December 2020 | Nomination to Oban & Lorn Community Enterprise Board (Atlantis Leisure) | Legal & Regulatory Support – Stuart McLean | One Off Report | 16 November 2020 | |
| March 2021 | | | | | |
| 10 March 2021 | Oban Strategic Development Framework – | Head of Economic Development and Strategic Transformation | Verbal Update | 15 February 2021 | Revised from September 2020 |
| 10 March 2021 | Performance Review - Area Scorecard | Improvement and HR – Sonya Thomas | Quarterly Report | 15 February 2021 | |
| 10 March 2021 | Roads and Amenities Revenue and Capital Update (completed to date/programmed for next period) | Development and Infrastructure Hugh O'Neill | Quarterly Report | 15 February 2021 | |
| 10 March 2021 | Major Projects Update (where appropriate) | Development and Infrastructure | Annual report | 15 February 2021 | |

**Oban, Lorn and the Isles Area Committee
Workplan 2020-21**

| Committee Date | Report Description | Lead Service and contact officer | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment |
|----------------|--|--|--|--|--|
| 10 March 2021 | Secondary School Reports - Oban High School | Head Teacher | Annual Report | 15 February 2021 | |
| 10 March 2021 | Secondary School Reports - Tiree High School | Head Teacher | Annual Report | 15 February 2021 | |
| 10 March 2021 | Oban Harbour Update | Head of Roads and Amenity Services – Stewart Clark | Quarterly report | 15 February 2021 | |
| 10 March 2021 | Supporting Communities – Grant Applications | Community Planning – Rona Gold | Annual Report | 15 February 2021 | |
| 10 March 2021 | Post Winter Update | Development and Infrastructure | Annual Report | 15 February 2021 | |
| 10 March 2021 | Strategic Housing Investment Plan (SHIP) | Director of Development and Infrastructure – Douglas Whyte | Annual Report | 15 February 2021 | Moved from December's meeting. The SHIP submission to the Government had been pushed back to December so the Committee |

**Oban, Lorn and the Isles Area Committee
Workplan 2020-21**

| Committee Date | Report Description | Lead Service and contact officer | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment |
|--|--------------------------------------|---|--|--|--|
| | | | | | Paper will not be going to Full Council until the end of November 2020 |
| Future Reports – dates to be determined | | | | | |
| | Rural Growth Deal | Head of Economic Development and Strategic Transformation | | | |
| | Proposed Roundabout on A85 | Head of Economic Development and Strategic Transformation | | | |
| September 2021 | John of Lorn Bequest – Annual Review | Legal & Regulatory Support | Annual Report | | |