



Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Executive Director: Douglas Hendry

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24 February 2021

NOTICE OF MEETING

A meeting of the **MID ARGYLL, KINTYRE & THE ISLANDS AREA COMMITTEE** will be held by **SKYPE** on **WEDNESDAY, 3 MARCH 2021** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director

BUSINESS

- 1. APOLOGIES**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
 - (a) Minute of the Meeting of the Mid Argyll, Kintyre and the Islands Area Committee held on Wednesday, 2 December 2020 (Pages 3 - 10)
- 4. PUBLIC AND COUNCILLORS QUESTION TIME**
- 5. TRANSPORT SCOTLAND UPDATE**

Update by North West Area Manager, Transport Scotland
- 6. SCOTTISH WATER UPDATE (Pages 11 - 14)**

Report by Regional Communities Manager – West, Scottish Water
- 7. ROADS AND INFRASTRUCTURE SERVICES UPDATE (Pages 15 - 20)**

Report by Executive Director with Responsibility for Roads and Infrastructure Services
- 8. TRAFFIC MANAGEMENT - CAMPBELTOWN (Pages 21 - 26)**

Report by Executive Director with Responsibility for Roads and Infrastructure Services
- 9. INCREASED CAMPERVAN AND MOTORHOME TOURISM (Pages 27 - 34)**

Report by Executive Director with Responsibility for Development and Economic Growth

10. HOUSING SERVICES ACTIVITY UPDATE 2019/20 - STRATEGIC HOUSING INVESTMENT PLAN (SHIP) - ANNUAL UPDATE (Pages 35 - 48)

Report by Executive Director with Responsibility for Development and Economic Growth

11. AREA SCORECARD - FQ3 2020-21 (Pages 49 - 72)

Report by Executive Director with Responsibility for Performance and Improvement

REPORTS FOR NOTING

12. MID ARGYLL, KINTYRE AND THE ISLANDS AREA COMMITTEE WORKPLAN (Pages 73 - 80)

ITEM FOR CONSIDERATION

13. NOTICE OF MOTION UNDER STANDING ORDER 13

That the Area Committee agree to request that the next meeting of the full Council consider supporting Petition no. PE01853

(<https://www.parliament.scot/GettingInvolved/Petitions/petitionPDF/PE01853.pdf>)

which is requesting that the Scottish Parliament urge the Scottish Government to provide an all year round freight and passenger ferry service from Campbeltown to Ardrossan.

Proposed: Councillor Donald Kelly

Seconded: Councillor Dougie Philand

Mid Argyll, Kintyre & the Islands Area Committee

Contact: Iona Campbell, Senior Committee Assistant; Tel: 01436 658 801

**MINUTES of MEETING of MID ARGYLL, KINTYRE & THE ISLANDS AREA COMMITTEE held by
SKYPE
on WEDNESDAY, 2 DECEMBER 2020**

Present: Councillor Rory Colville (Chair)

Councillor John Armour	Councillor Donald MacMillan BEM
Councillor Robin Currie	Councillor Douglas Philand
Councillor Anne Horn	Councillor Alastair Redman
Councillor Donald Kelly	Councillor Sandy Taylor

Attending: Shona Barton, Committee Manager
David Fyfe, Head Teacher
Neil McKnight, Head Teacher
Stephen Harrison, Head Teacher
Ann Devine, Head Teacher
Antonia Baird, Community Development Officer
James Lafferty, Project Officer
Anna Watkiss, Senior Planning Development Officer
Judy Orr, Head of Finance and Transformation, Argyll and Bute Health and Social Care Partnership
Alastair MacGregor, Chief Executive, Argyll Community Housing Association
Susan MacRae, Area Manager, Skills Development Scotland

1. APOLOGIES

The Chair welcomed everyone to the meeting.

There were no apologies for absence intimated.

NOTICE OF MOTION UNDER STANDING ORDER 14

The following Notice of Motion had been submitted as a matter of urgency under the provisions of Standing Order 14 –

Motion

That the Area Committee agree to instruct the appropriate Officers within the Department of Development and Infrastructure to bring forward a report to the March 2021 MAKI Area Committee meeting which will allow Members the opportunity to discuss and explore possible measures which will enhance road safety in the two Campbeltown housing schemes commonly known as the Meadows and Davaar Avenue. The decision of the Area Committee thereafter being referred to the EDI Committee for action.

Moved by Councillor Kelly, seconded by Councillor Philand.

The Chair ruled that he considered this item to be urgent by reason that there are concerns over road safety in the Davaar and Meadows areas of Campbeltown. The Mid Argyll, Kintyre and the Islands Area Committee agreed to consider the motion following

item 12 of the agenda and before item 13. The Minute reflects the order in which items were discussed.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

(a) Minute of the Meeting of the Mid Argyll, Kintyre and the Islands Area Committee, held on Wednesday, 2 September 2020

The Minute of the Meeting of the Mid Argyll, Kintyre and the Islands Area Committee, held on Wednesday, 2 September 2020 was approved as a correct record.

4. PUBLIC AND COUNCILLORS QUESTION TIME

Councillor Horn raised the issue of motor homes and correspondence received around this from constituents in relation to health and safety concerns. The Committee Manager confirmed that a report in relation to this would be brought to the next meeting of the Mid Argyll, Kintyre and the Islands Area Committee in March 2021.

Councillor Horn expressed concerns around domestic firework displays and asked for the Area Committee's support in addressing concerns within communities around this. The Chair confirmed that he was in agreement that it was an issue and would raise this matter at an upcoming meeting of the Chairs and Vice-Chairs of the four Area Committees to ascertain whether this was an authority-wide issue. The Chair agreed that he would then feedback this information to Councillor Horn and would progress the matter as appropriate.

Councillor Kelly requested that a number of road safety issues were brought to the attention of Transport Scotland and to appropriate Council Officers, including the access to Kinloch Road from Burnbank Street in light of the new traffic management system in Campbeltown as often cars were parked on both sides of the junction and it was difficult to see clearly. Councillor Kelly also asked that speeding concerns on Burnbank Street be highlighted to the relevant officers. Councillor Kelly requested that an update be provided by Transport Scotland on the planned repair of the pavement and road at Hall Street and on the proposals for a new crossing point on Kinloch Road. The Committee Manager agreed to raise these queries with Transport Scotland and appropriate Council Officers and to feedback any response to Members by e-mail.

Councillor Kelly requested the support of the Area Committee in requesting that a survey be carried out in Campbeltown and the main streets regarding those with wheelchairs and prams being able to use pavements, noting in particular that the double lip pavement on Longrow South had been reported to cause a number of elderly people to trip. Councillor Horn advised that she had also been reporting the requirement for more dropped kerbs in the Mid Argyll area for some time. The Chair highlighted that there were some issues with people parking beside disabled crossing areas, noting that the legislation around enforcement was changing. The Chair advised that he would request that a survey be carried out across the Mid Argyll, Kintyre and the Islands Area with regard to disabled pavement access.

Councillor Kelly asked for the Area Committee's support in requesting that a reliable and affordable ferry service capable of taking hauliers be introduced from Campbeltown to the East Ayrshire coast all year round in light of the ongoing unacceptable situation of consistent road closures at the Rest and Be Thankful. Councillor Armour agreed to raise this matter again at the upcoming meeting of the Argyll Ferry Stakeholder Group. The Chair recommended that Councillor Kelly bring a motion regarding this matter to the next meeting of the Mid Argyll, Kintyre and the Islands Area Committee in March 2021 and advised that in the interim he would, in consultation with the Vice-Chair and Councillor Kelly, write directly to Caledonian MacBrayne and the Scottish Government expressing the view of the Area Committee.

5. ARGYLL COMMUNITY HOUSING ASSOCIATION ANNUAL UPDATE

The Committee gave consideration to an annual update presentation for the Mid Argyll, Kintyre and the Islands Area by the Chief Executive, Argyll Community Housing Association, including details of the investment programme in the area; the Exemplar Estates initiative; and the building of new homes across the area.

Discussion took place around positive partnership working between the Council and Argyll Community Housing Association throughout the Covid-19 pandemic; the adaptation of existing housing stock to meet emerging needs; and the Community Action Fund. The Chief Executive confirmed that he would report back to Members in relation to queries raised.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed to note the contents of the presentation.

(Reference: Presentation by Chief Executive, Argyll Community Housing Association, submitted)

6. SECONDARY SCHOOL REPORTS

(a) Campbeltown Grammar School Report

The Committee gave consideration to a progress report providing information in relation to wider achievement; SQA results; pupil and staff wellbeing; blended and home learning; contingency planning; school successes; the school roll; clothing and footwear grants; free school meals; and attendance, absence and exclusions.

Discussion took place around school league tables; an increase in the number of subjects which pupils could study; and increases in the number of pupils receiving free school meals and clothing and footwear grants.

The Chair thanked the Head Teacher and staff at the school for their work throughout the Covid-19 pandemic.

Decision:

The Mid Argyll, Kintyre and the Islands Area Committee agreed to note the contents of the report.

(Reference: Report by Head Teacher, submitted)

(b) **Tarbert Academy Report**

The Committee gave consideration to a progress report providing information in relation to wider achievement; SQA results; pupil and staff wellbeing; blended and home learning; contingency planning; school successes; the school roll; clothing and footwear grants; free school meals; and attendance, absence and exclusions.

Discussion took place around the process behind estimating pupils' exam results and the use of Pupil Equity Funding.

The Chair thanked the Head Teacher and staff at the school for their work throughout the Covid-19 pandemic.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed to note the contents of the report.

(Reference: Report by Head Teacher, submitted)

(c) **Islay High School Report**

The Committee gave consideration to a progress report providing information in relation to wider achievement; SQA results; pupil and staff wellbeing; blended and home learning; contingency planning; school successes; the school roll; clothing and footwear grants; free school meals; and attendance, absence and exclusions.

Discussion took place around support in place for staff and pupils and the impact of the housing situation on Islay in relation to school staffing.

The Chair thanked the Head Teacher and staff at the school for their work throughout the Covid-19 pandemic.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed to note the contents of the report.

(Reference: Report by Head Teacher, submitted)

(d) **Lochgilphead High School Report**

The Committee gave consideration to a progress report providing information in relation to wider achievement; SQA results; pupil and staff wellbeing; blended and home learning; contingency planning; school successes; the school roll; clothing and footwear grants; free school meals; and attendance, absence and exclusions.

Discussion took place around the way in which the school had dealt with the Covid-19 crisis and support provided to families throughout the lockdown period.

The Chair thanked the Head Teacher and staff at the school for their work

throughout the Covid-19 pandemic

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed to note the contents of the report.

(Reference: Report by Head Teacher, submitted)

Councillor Robin Currie left the meeting at this point.

7. SKILLS DEVELOPMENT SCOTLAND - OPPORTUNITIES FOR YOUNG PEOPLE

The Committee gave consideration to a presentation by the Area Manager, Skills Development Scotland, which provided information on the organisations' response to Covid-19; services available to those in school; services available to those no longer at school; partnership working; and the future focus of the organisation. It was agreed that the Area Manager would provide a copy of the presentation for circulation to Members following the meeting.

Discussion took place around the ways in which financial incentives and greater engagement with local businesses could assist in increasing the number of apprenticeship opportunities in the area; the new Young Person's Guarantee initiative; the Developing the Young Workforce Kickstart Scheme; and the need for increased publicity around grants and assistance available.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed to note the contents of the presentation.

8. ARGYLL & BUTE HSCP ANNUAL PERFORMANCE REPORT 2019/20

The Committee gave consideration to the Health and Social Care Partnership Annual Performance Report for 2019/20.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed to note the contents of the report.

(Reference: Report by Head of Strategic Planning and Performance, Argyll and Bute Health and Social Care Partnership, dated 2 December 2020, submitted)

9. MONITORING OF SUPPORTING COMMUNITIES FUND 2019/20

The Committee gave consideration to a report providing monitoring information on the grants distributed through the Supporting Communities Fund 2019/20.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed:

1. to note the positive contribution of the grants to community projects, detailed in paragraph 4.1 and the table contained within the report; and
2. to the carry forward of £2,000 for South Kintyre Development Trust until 31st March 2022.

(Reference: Report by Chief Executive, dated 2 December 2020, submitted.)

10. APPOINTMENTS TO AREA COMMUNITY PLANNING GROUP AND KILMARTIN MUSEUM TRUST

The Committee gave consideration to a report asking the Committee to make an appointment to the Kilmartin Museum Trust and to confirm the appointments of Elected Members to the Mid Argyll, Kintyre and the Islands Area Community Planning Group.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed:

1. that anyone interested in being appointed as a Council representative to the Kilmartin Museum Trust should contact the Committee Manager;
2. to delegate responsibility for the appointment of a Council representative to the Kilmartin Museum Trust to the Executive Director with Responsibility for Legal and Regulatory Support in consultation with the Chair and Vice-Chair; and
3. to confirm the appointments of Councillor Armour, Councillor Horn and Councillor MacMillan BEM as Elected Member representatives on the Mid Argyll, Kintyre and the Islands Area Community Planning Group.

(Reference: Report by Executive Director with Responsibility for Legal and Regulatory Support, dated 2 December 2020, submitted)

11. AREA SCORECARD - FQ1 AND FQ2 2020-21

The Committee gave consideration to a report presenting the Area Report and Scorecard for the first two Financial Quarters of 2020/21 (April - June 2020 and July - September 2020) and illustrating the agreed performance measures.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee:

1. noted the performance reported on the Scorecard and supporting commentary;
2. agreed that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries;
3. agreed to the proposed presentation of Car Park Income;
4. agreed to the removal of both Primary and Secondary School Inspection measures; and
5. noted that work is ongoing and agreed to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

(Reference: Report by Executive Director with Responsibility for Performance and Improvement, dated 2 December 2020, submitted)

12. CAMPBELTOWN CONSERVATION AREA REGENERATION SCHEME (CARS) PROGRESS REPORT

The Committee gave consideration to a report providing an update on the progress of the Campbeltown Conservation Area Regeneration Scheme (CARS) Round 6.

Discussion took place around Campbeltown being shortlisted for a SURF award as one of Scotland's most improved places and the requirement for an updated yellow book survey for the Kintyre area.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed:

1. to endorse the progress that had been made on Campbeltown CARS Round 6; and
2. to note that all work had been completed except the final report and evaluation.

(Reference: Report by Executive Director with Responsibility for Development and Economic Growth, dated 2 December 2020, submitted)

13. NOTICE OF MOTION UNDER STANDING ORDER 14

The following Notice of Motion had been submitted under Standing Order 14 as a matter of urgency:-

Motion

That the Area Committee agree to instruct the appropriate Officers within the Department of Development and Infrastructure to bring forward a report to the March 2021 MAKI Area Committee meeting which will allow members the opportunity to discuss and explore possible measures which will enhance road safety in the two Campbeltown housing schemes commonly known as the Meadows and Davaar Avenue. The decision of the Area Committee thereafter being referred to the EDI Committee for action.

Moved by Councillor Kelly, seconded by Councillor Philand.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee unanimously agreed the terms of the Motion.

14. TARBERT AND LOCHGILPHEAD REGENERATION FUND

The Committee gave consideration to a report providing an update on the six projects approved to proceed to full business case as part of the Tarbert and Lochgilphead Regeneration Fund.

Motion

The Mid Argyll, Kintyre and the Islands Area Committee agree:

1. to note the progress made with the projects as detailed within the report; and
2. to recommend to the Policy and Resources Committee that Tarbert and Lochgilphead Regeneration Funding of £365,000 is reallocated to the Lochgilphead

Front Green project (comprising £110,000 currently allocated to the Argyll Street project which is proposed to be delivered through another funding route and £255,000 underspend in relation to the Barmore Road junction improvement).

Moved by Councillor Colville, seconded by Councillor Taylor.

Amendment

The Mid Argyll, Kintyre and the Islands Area Committee considers that the allocation to Tarbert from the Tarbert and Lochgilphead Regeneration Fund should remain within Tarbert and if not able to be utilised in the Tarbert area then it should be considered for reallocation throughout the Tarbert, Ardrihaig and Lochgilphead areas.

Moved by Councillor Horn, Seconded by Councillor Kelly.

The vote was taken by calling the role and Members voted as follows:-

Motion

Councillor Colville
Councillor MacMillan BEM
Councillor Philand
Councillor Redman
Councillor Taylor

Amendment

Councillor Armour
Councillor Horn
Councillor Kelly

Decision

The motion was carried 5 votes to 3 and the Mid Argyll, Kintyre and the Islands Area Committee resolved accordingly.

(Reference: Report by Executive Director with Responsibility for Development and Economic Growth)

15. MID ARGYLL, KINTYRE AND THE ISLANDS AREA COMMITTEE WORKPLAN

The Mid Argyll, Kintyre and the Islands Area Committee Workplan as at December 2020 was before the Committee for noting.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee noted the contents of the Workplan.

(Reference: Mid Argyll, Kintyre and the Islands Area Committee Workplan, submitted)

Scottish Water Update February 2021

Introduction

I would like to introduce myself as the new regional communities manager for the west region, taking over from Ruaridh MacGregor. I am still familiarising myself with the many projects and issues across the 13 local authorities in the west region. But I am looking forward to the challenge and to working with you all going forwards.

Scottish Water Planned Works

We are continuing planned works for our capital investment programme, deemed essential to future services for customers, and on our ongoing everyday operations, whilst ensuring all Scottish Government Covid-19 guidance for the construction industry and the public is followed.

As Scottish Water is operating in all parts of the country, you will continue to see our staff and contractors working throughout all local authority areas.

This essential operational work to keep the water flowing and delivering national infrastructure projects will be carried out in line with the following guidance:

<https://www.gov.scot/publications/coronavirus-covid-19-construction-sector-guidance/> . We will take all the appropriate safety measures and precautions to protect our staff and customers.

Our frontline employees and key supply chain partners are also working to fix bursts and sewers, and clear chokes, ensuring customers receive a consistently high level of service while following safe working guidelines.

Tarbert Flooding Project Progress:

The flood prevention project in Tarbert is progressing and we are providing regular updates to stakeholders.

This major upgrade to the sewer network to address long standing sewer flooding issues, is being carried out by our Alliance partner amey, Black & Veatch.

Despite the impact and restrictions of the Covid 19 pandemic, the team on site have made significant progress. Temporary signage has been erected on site advising businesses are open as usual.

Current Progress:

The old water main in Harbour Street has been successfully removed and replaced. Progress was impacted due to high flows on the sewer network caused by heavy rainfall and high tides and our programme was revised to take this into account.

The next phase of the project started on Barmore Road (A83) on 6 January 2021, to carry out a watermain diversion and install a new sewer pipe.

We also provided reassurance to stakeholders that, following the restart of our essential capital programme after lockdown, Scottish Water, and its alliance partners, would be ensuring that all Scottish Government Covid-19 guidance for the construction sector and the public is followed. We have taken all appropriate safety measures and precautions to protect our customers and our teams. This includes measures to ensure safe working and safe distancing, safe working signage and welfare arrangements.

We are committed to working with the community and local businesses going forwards to minimise any potential impact, should work be required over the summer period.

We are currently hoping to have works completed by Autumn 2021 although this could be impacted by weather and tidal flows.

Before Christmas we paid a socially distanced visit to Tarbert Academy to present winners of a poster competition. We have engaged regularly with pupils encouraging our 3Ps flushing messaging and keeping them up to date with the project.

Torra WTW, Islay

The £2.5 million investment to improve water services on the island and help enable affordable housing is well underway.

A state-of-the-art Transportable Treatment Unit (TTU) was delivered under police escort by land and sea in November, to its permanent home at Torra WTW. It will boost supplies, providing an additional 70,000 litres of drinking water every day to around 1900 customers in Bowmore and Port Ellen areas. It is part of an ongoing programme of works on the island.

Scottish Water thanked Argyll & Bute Council and local communities for their collaboration and support.

Planning for a new pipe bridge has been approved to cross the River Torra north east of the treatment works. This will support a short section of the 2k new raw water main being installed north of Torra WTW. The new TTU should be in operation from Spring following the mains installation.

This project is part of an ongoing programme of works on the island to upgrade water pipes to ensure customers continue to enjoy clear, fresh drinking water, and reduce the chance of pipes bursting.

Bowmore – Start dates for this have not been confirmed yet but expected to be over the summer.

School Street, Port Ellen - This is a 2-3 week project and should be finished in the next week. Delivered by local contractor McFadyens.

Emerivale & Shore Street, Port Ellen - Commenced on Monday 23rd November and for approx.10 weeks. Delivered by local contractor McFadyens

Daal Terrace, Port Charlotte - Due to commence February 2021 and it will last approx. 2 weeks. Delivered by local contractor McFadyens

The local contractor McFadyens has received positive feedback from the community and local councillor.

Campbeltown Water Treatment Works Solar PV Scheme

Work has been completed on a £94,000 investment made by our commercial subsidiary, Scottish Water Horizons, to install 174 roof-mounted solar Photovoltaic (PV) panels Campbeltown Water Treatment Works.

This carbon reducing technology will offset 16 per cent of the electricity required to operate the facility, with the new solar PV system generating 0.05GWhr of energy on an annual basis – the same amount of energy needed to boil around 5,000 kettles- and save 13 CO2 equivalent tonnes of

carbon per annum.

PV power is instrumental in helping tackle climate change and reducing our carbon footprint.

An electric vehicle charging point was also installed supporting the transition of Scottish Water's fleet of vans away from fossil fuels to clean energy.

Aqualibrium, Campbelltown Update

Commissioning of the low carbon heat scheme at Aqualibrium leisure centre was put on hold due to closure of the facility as a result of the latest lockdown restrictions. Working closely with Argyll & Bute Council and Live Argyll, Scottish Water Horizons has now secured access to the centre and will recommence the final stages of commissioning w/c 1 February 2021.

Safe working arrangements have been put in place to comply with all Scottish Government Covid guidance. It is anticipated the scheme will go live during March, providing low carbon heat to the building in preparation for re-opening of the leisure facility.

Machrihanish Mains Improvements Update

The £950K upgrades to the water network infrastructure was completed in November, following delays due to the pandemic. The successful delivery of the project was welcomed by Councillor John Armour who highlighted the use of local contractors helping to sustain jobs in the area at a critical time.

New Connections Process

For the new connection process, when a connection is made through our Proactive Premises mailbox (proactivepremises@scottishwater.co.uk mailbox.), the Proactive Premises Management Team (PPMT) can inform Local Authorities of any new service connections.

When dealing with individual connection applications our Development Operations Team should make the owner aware that once a dwelling is connected to the public water main/public sewer, charges will be levied.

If, for any reason our internal records are not updated and connections are missed, any dwelling owner can flag this matter up directly with their Local Authority who will contact us.

Also, if a customer believes they have been wrongly charged, i.e. They have a private septic tank, they can query this via the directed to vos.scotland@scottishwater.co.uk mailbox.

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ARGYLL AND BUTE COUNCIL

MID ARGYLL, KINTYRE AND
THE ISLANDS AREA
COMMITTEE

ROADS AND
INFRASTRUCTURE SERVICES

3 MARCH 2021

ROADS AND INFRASTRUCTURE SERVICES UPDATE

1.0 INTRODUCTION

- 1.1 This report provides an update on Roads and Infrastructure Service activities in recent months.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Area Committee consider the contents of this report.

3.0 DETAIL

Response to Covid

- 3.1 Roads and Infrastructure Services are mostly operating to pre-Covid specification/schedule and timetables taking into account Covid secure measures as appropriate. These measures have recently been revised to take into account the increased transmission rate of the new variant. This lockdown differs somewhat from the previous one and the only notable services which are stood-down are the bulky uplift service, and the access to piers and harbours for leisure craft, other than as ports of safe harbours e.g. emergencies.
- 3.2 The service continues to focus on key frontline services including winter gritting and snow clearing, refuse collection, maintenance, management and operation of the road, port and ferry networks. There has been a noticeable reduction in vehicular traffic during the current restrictions.
- 3.3 Wherever possible vehicle occupancy is being restricted to one person per vehicle. There are some exceptions where for operational reasons 2 people are sharing vehicles. In these exceptions Method Statements and risk assessments are in place to provide reasonable mitigations and control measures against the transmission of Covid.

- 3.4 Regular meetings are taking place with Funeral Directors across the area to facilitate a constructive dialogue regarding managing the number of mourners attending burials and cremations, and to provide a forum to help to ensure we can take a collaborative approach towards providing a dignified and compassionate service during these unprecedented times while complying with restrictions and limitations.

Capital Roads Reconstruction Programme

- 3.5 The 2020/21 Capital Programme was delayed until the latter part of July as a result of COVID and was therefore revised with a number of preparatory schemes being carried out which will enable surface dressing to be applied in 2021. This in effect moves us to a two year capital investment programme due to delay in commencing the programme due to Covid restrictions. The total value of works which have been put back to financial year 2021/22 is £2.757M.
- 3.6 The proposed Capital Roads Reconstruction programme for 2021/22 is being prepared and will be reported to the Environment, Development and Infrastructure Committee in March 2021. Following this the programme for each of the administrative areas will be forwarded to Area Committee Members and updates provided to Area Committees as the programme progresses. A number of the 2020/21 schemes could not be completed as a result of the construction restrictions imposed during the first lockdown. The majority of these schemes have been slipped into 2021/22 and predominantly include surface dressing where preparatory work has largely been completed in 2021/22. This means that we are effectively delivering a programme over 2 financial years to ensure that we can maximize the whole life benefit of works by patching and preparing in year 1 and surface dressing in year 2.

Bin Collections and Civic Amenity Sites

- 3.7 In the initial 2020 lockdown bin collections across the whole of Argyll and Bute moved to two weekly collections for both general waste and recycling. This was done for two main reasons, firstly to reduce the number of staff required and secondly to reduce the vehicle trips required. This amended service delivery model provided additional waste capacity but significantly increased the material to landfill whilst reducing the amount of material which was recycled. The majority of Councils across Scotland also varied their waste collections for similar reasons. The Council reverted back to the pre-Covid specification in the summer. As part of the initial lockdown, the civic amenity sites were closed although the various recycling and bring facilities across Argyll and Bute remained open and were serviced throughout this period. On 1st June civic amenity sites were reopened across Scotland in line with advice from Scottish Government. Due to social distancing requirements and anticipated increase in use of the CA sites, detailed traffic management plans were drawn up and implemented for each site across the Council area.
- 3.8 The Council is currently operating a full kerbside collection service and CA sites remain open. Please note the Council is currently not providing the special uplift

service which so far has not proved to be problematic with very few requests for service having been received.

Waste Strategy

- 3.9 In December 2020, the EDI Committee considered a report providing members with an update on the Biodegradable Municipal Waste ban which comes into place in 2025.
- 3.10 The Council has now signed up the Household Waste Charter which helps to ensure that the Council is compliant from a recycling and reuse perspective and also provides opportunities to access resources through Zero Waste Scotland, Scottish Government and others. A report on this subject was considered by the December 2020 EDI Committee.

Correspondence and Information

- 3.11 Officers continue to work on improved communications with Elected Members with topical briefings being distributed to Members and the ongoing monitoring of timeliness and quality of responses. This is an ongoing piece of work where we strive to make continuous improvement.
- 3.12 A report providing an update on the project to improve correspondence and customer service was considered at the EDI Committee in December 2020.

Winter Update

- 3.13 Winter maintenance services continue to be delivered in line with the Council's Winter Maintenance Policy. Demands on this part of the services have been significant so far this season with a higher than average number of treatments having been carried out due to the cold conditions we have experienced. Our resilience in terms of salt stocks is good with salt deliveries coming in via Northern Ireland by sea and via road from other suppliers.

Operations Works Programmes

- 3.14 Whilst works were scaled back significantly during the first lockdown at the start of this financial year, the majority of our cyclic activities have been fully delivered albeit with Covid secure specifications in place to ensure that both the workforce and members of the public remain safe. This means that road inspections, repairs, gully cleansing, ditching etc is being carried out alongside winter maintenance, works to grasslands, cemeteries etc.

Cemetery Consultation

- 3.15 At the time of writing there is an ongoing cemetery consultation, the results of which will be reported back to the EDI Committee. The purpose of the consultation is to seek community views on potential future cemetery provision across the Council area.

School and Public Transport

- 3.16 Service buses are generally running with low patronage. Our home to school bus services generally transport around 3000 pupils with many pupils taking up

transport during the period from August to December 2020 when schools were open. Plans are in place to transport those children who will be returning to school when they reopen on 22 February this year.

Ports, Harbours and Ferries

- 3.17 Throughout the pandemic period to date we have been working closely with Transport Scotland, Calmac and CMAL to provide flexibility around the various services that the council supports and/or provides in terms of ferries and other commercial vessels. As a general comment, passengers travelling during the first lockdown were around 90% of the seasonal levels and currently we are finding passenger levels to be around 70% although car decks are regularly reported to be near capacity. This is understood to be a reflection that many businesses continue to operate but foot passengers are largely not travelling.

Traffic Regulation Orders

- 3.18 At the December 2020 EDI Committee a report was presented to members regarding the TRO Process Review, the significant backlog of (permanent) Traffic Regulation Orders and that these may take a substantial timescale to progress and the impact of Temporary TROs & Notices (statutory function of the Roads Authority) on the ability to progress TROs timeously. A further update will be presented to area committees in June.

4.0 CONCLUSION

- 4.1 This report gives a general update to local members on activities taken place throughout the current financial year and note some of the significant changes and variations that have taken place due to the ongoing pandemic situation.

5.0 IMPLICATIONS

- 5.1 Policy – various policies referred to within the body of the report
- 5.2 Financial – none
- 5.3 Legal – none known
- 5.4 HR – none known
- 5.5 Fairer Scotland Duty: (please refer to guidance on Hub)
- 5.5.1 Equalities - protected characteristics – none known
- 5.5.2 Socio-economic Duty – none known
- 5.5.3 Islands – none known
- 5.6 Risk – none known
- 5.7 Customer Service - none

Executive Director with responsibility for Roads and Infrastructure Services

Kirsty Flanagan

Policy Lead for Roads and Infrastructure Services

Councillor Rory Colville

February 2021

For further information contact:

Jim Smith, Head of Roads and Infrastructure Services

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ARGYLL AND BUTE COUNCIL

**MID ARGYLL, KINTYRE AND THE
ISLANDS AREA COMMITTEE**

**ROADS AND INFRASTRUCTURE
SERVICES**

3 MARCH 2021

TRAFFIC MANAGEMENT - CAMPBELTOWN

1.0 EXECUTIVE SUMMARY

- 1.1 The MAKI Area Committee, held on Wednesday 2 December 2020, asked officers to bring forward a report to the March 2021 MAKI Area Committee meeting relating to road safety at two Campbeltown housing developments known as the Meadows and Davaar Avenue.
- 1.2 This report provides Members with background information in relation to known traffic conditions and has been informed through discussions with Police Scotland.
- 1.3 The Area Committee is asked to:-
- 1.3.1 Note the information and data provided in the report in relation to the desktop exercise, accident statistics and the consultation with Police Scotland; and
- 1.3.2 Agree that the available data does not support the introduction of traffic calming measures in the Davaar Avenue and Meadow's Housing schemes at this time.

ARGYLL AND BUTE COUNCIL

**MID ARGYLL, KINTYRE AND THE
ISLANDS AREA COMMITTEE**

**ROADS AND INFRASTRUCTURE
SERVICES**

3 MARCH 2021

TRAFFIC MANAGEMENT - CAMPBELTOWN

2.0 INTRODUCTION

- 2.1 This report provides Members with information relating to traffic in the residential areas Davaar and Meadows in Campbeltown.

3.0 RECOMMENDATIONS

- 3.1 The Area Committee is asked to:-
- 3.1.1 Note the information and data provided in the report in relation to the desktop exercise, accident statistics and the consultation with Police Scotland; and
- 3.1.2 Agree that the available data does not support the introduction of traffic calming measures in the Davaar Avenue and Meadow's Housing schemes at this time.

4.0 DETAIL

- 4.1 The MAKI Area Committee, held on Wednesday 2 December 2020, agreed to instruct the appropriate Officers within the Department of Development and Infrastructure to bring forward a report to the March 2021 MAKI Area Committee meeting which will allow Members the opportunity to discuss and explore possible measures which will enhance road safety in the two Campbeltown housing developments commonly known as the Meadows and Davaar Avenue. The decision of the Area Committee thereafter being referred to the EDI Committee for action.
- 4.2 Officers have carried out a desktop study to analyse the data available which has also incorporated information from discussions with Police Scotland.
- 4.3 Officers and the Policy Lead for Roads and Infrastructure Services meet on a quarterly basis with colleagues from Police Scotland, Transport Scotland and the Trunk Road Operating Company (BEAR Scotland) regarding the co-ordination of traffic and roads management across both the trunk road and council roads network. A standard agenda item is road safety/policing issues. The 2 locations detailed in this report were considered at a recent meeting and Police Scotland

have confirmed that they have no information to suggest that there are any areas of concern.

Collision Information

4.4 Within Meadows housing estate there has been only one reported non-injury crash within the last 5 years of data. The details are provided below but this represents a very low incident rate and doesn't form any cluster site or raise road safety concerns overall.

- Reference LB0160216
 - 15/02/16 at 16.23 hours on Crosshill Avenue;
 - 2 vehicle incident but no casualties reported;
 - Contributory factor reported "poor turn or manoeuvre" as very likely.

4.5 Within Davaar housing estate there has been only one reported non-injury crash within the last 5 years of data. The details are provided below but, as above, this represents a very low incident rate and doesn't form any cluster site or raise road safety concerns overall.

- Reference LB0130716
 - 11/07/16 at 9.50 hours on Davaar Avenue;
 - 2 vehicle incident but no casualties reported;
 - Contributory factor reported "poor turn or manoeuvre" as possible.

Current Arrangements & Risk

4.6 Officers are not aware of any history of significant road traffic incidents, complaints from residents or road safety concerns raised by Police Scotland. The available data doesn't support making infrastructure changes at potentially significant costs. In addition to survey, consultation, design and implementation costs; Members should note that all options, other than maintaining the current arrangements, will incur an additional burden on already pressured maintenance budgets.

4.7 Both housing areas are currently subject to a 30mph speed limit but note that advisory 20s Plenty scheme are already in place.

4.8 Police Scotland have confirmed that they were not aware of any issues within the current 20s Plenty areas over and above what would be expected in any residential area in relation to pedestrians and children.

4.9 Any options proposed which require physical measures to be installed are likely to result in a loss of on-street parking. This may be met with objections from residents who require an on-street parking facility.

4.10 Any change in mandatory speed restriction could create a demand on Police Scotland resources which they are unable to service.

Speed Policy

- 4.11 At the full Council meeting held on 23 February 2017, Members approved the revised Road Speed Limit Policy Framework. The Policy can be found at [Appendix 1 Road Speed Policy.pdf \(argyll-bute.gov.uk\)](#). The revised Policy took cognisance of a number of changes to national policy and up to date research.
- 4.12 The Policy includes a number of key points relating to the request by the Area Committee. Full detail can be found within the Policy but in summary (relevant sections of the Policy provided for ease):
- Speed limit assessment is now made using mean traffic speeds rather than 85th percentile. It is considered that mean speeds are easier for road users to understand and also represent the speed that drivers consider is appropriate to the environment. (para 3.8);
 - Prior to changes in speed limits the Council will consult with Police Scotland; (para 4.3);
 - Speed limits or zones should be designed to be largely self-enforcing and not rely on enforcement activities by Police Scotland; (para 4.2 & 4.4);
 - 20mph options (para 6.4 and sub-paras)
 - 20mph zones
 - Require appropriate traffic management measures,
 - Generally more costly but also more effective at reducing traffic speeds.
 - 20mph limits
 - Only require speed limit signs, no other traffic management mandatory.
 - Should only be introduced where mean speeds are recorded at 24mph or less.
 - Variable/part time 20mph limits
 - For use near schools.
 - 20s Plenty
 - In line with national policy it is now considered that if there is a need or desire to reduce speeds then mandatory limits or speed limit zones should be used instead of 20s Plenty.
 - Where there are existing 20s Plenty then these can be left in place.

Funding

- 4.13 Within current budgetary arrangements there is no Capital allocation for traffic calming measures. The overall Council funding forecasts means it is unlikely that such an allocation will be forthcoming in the current climate. Furthermore, the available Roads Infrastructure Capital budget is focussed on asset sustainability rather than asset improvement. As noted in paragraph 4.6, there is insufficient evidence supporting reallocation of funds to progress any traffic calming, moreover, there is no surplus funding currently available for such works. Officers

continue to recommend that Members prioritise the limited capital funding available for roads towards asset sustainability schemes.

One way system

- 4.14 Without appropriate physical traffic management measures in place, a one way system could actually result in an increase in mean speeds and may result in an increase in the likelihood and severity of an incident. This is due to driver's perception that there is no opposing traffic and less risk of collision as such. A one way system may work within a 20mph limit or zone provided adequate traffic management is installed. For speed cushions an ideal spacing for limiting the effects of noise has been found to be around 50m. In addition to this traffic calming shouldn't be placed at spacing's greater than 100m in order to prevent drivers accelerating between humps.
- 4.15 The introduction of a one way system requires a traffic regulation order and the system must be signed in accordance with the TSRGD 2016. This includes a requirement for signs to be illuminated, which can incur prohibitive installation costs.

5.0 CONCLUSION

- 5.1 As noted earlier, both housing areas already have a 20s Plenty Scheme in place.
- 5.2 There is no collision data or other supporting evidence within either of the housing areas. In addition to this, Police Scotland have confirmed they are not aware of anything out the ordinary.
- 5.3 Officers would advise Members that no budget is currently available.
- 5.4 Any proposal to amend the speed limits and implement traffic calming should be based on evidence and must comply with the Councils Road Speed Limit Policy Framework.
- 5.5 Once the COVID-19 restrictions are lifted and traffic behaviour returns to normal, Officers will carry out traffic and speed surveys. This will provide data on actual conditions within the housing areas.
- 5.6 Based on current available information, Officers are unable to make any recommendation in regard to traffic calming measures.

6.0 IMPLICATIONS

- 6.1 Policy: Road Speed Limit Policy Framework
- 6.2 Financial: Cost of TROs or physical works will impact current budgets. There is no budget currently allocated to for traffic calming measures.

- 6.3 Legal: Road Traffic Regulation Act and The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999, Road Traffic Regulation Act 1984, Traffic Signs Regulations and General Directions 2016, Roads (Scotland) Act 1984 and the Road Humps (Scotland) Regulations 1998 apply.
- 6.4 HR: None
- 6.5 Fairer Scotland Duty: None
- 6.5.1 Equalities - protected characteristics - none
- 6.5.2 Socio-economic Duty – not determined at this point
- 6.5.3 Islands N/A
- 6.6 Risk none
- 6.7 Customer Service None

Executive Director with responsibility for Roads and Infrastructure, Kirsty Flanagan

Head of Roads and Infrastructure Services Jim Smith

Policy Lead Councillor Rory Colville

January 2021

For further information contact:

Stuart Watson, Assistant Network & Standards Manager, 01546 604 889

APPENDICES

Appendix 1 – Road Speed Limit Policy Framework

ARGYLL AND BUTE COUNCIL

MID ARGYLL, KINTYRE AND THE
ISLANDS AREA COMMITTEE

DEVELOPMENT AND ECONOMIC
GROWTH SERVICE

3rd MARCH 2021

INCREASED CAMPERVAN AND MOTORHOME TOURISM

1.0 EXECUTIVE SUMMARY

- 1.1 The COVID-19 pandemic has driven an increased demand for domestic travel and outdoor activity across Scotland as and when travel restrictions allow. This has led to an increasing prevalence of informal camping activity in both motorhomes and tents, something that is expected to continue in 2021, as and when restrictions ease. This report provides the MAKI Area Committee members with the latest position, following the setting up of a short life working group with a wide range of partners drawn from the public, third and private sectors.
- 1.2 Tourism is exceptionally important to Argyll and Bute's local economy and also our way of life, bringing in over £500m to the economy in 2019 (Scottish Tourism Economic Activity Monitor).
- 1.3 The council wishes to welcome as many visitors as safely and as sustainably as possible, to enjoy the local attractions and outstanding environment we have to offer. Tourism supports many services and facilities we currently rely on and also supports many jobs and an extensive supply chain that our local residents also rely on. Some useful information on the motorhome and campervan market can be found [here](#).
- 1.4 Recommendations:
 - 1.4.1 That the committee consider the content of this report.
 - 1.4.2 That the committee consider the opportunities and challenges by informal camping and informal motorhome visits and how these can be best managed within the MAKI administrative area.

ARGYLL AND BUTE COUNCIL

MID ARGYLL, KINTYRE AND THE
ISLANDS AREA COMMITTEE

DEVELOPMENT AND ECONOMIC
GROWTH SERVICE

3rd MARCH 2021

INCREASED CAMPERVAN AND MOTORHOME TOURISM

2.0 INTRODUCTION

- 2.1 Over recent years people have been holidaying differently. Most notably, we have seen a steady increase in the number of people camping informally (in tents and campervans) in many parts of Argyll and Bute. This situation was exacerbated in some places last summer following the easing of lockdown restrictions in July across the UK, with many places and local communities experiencing an increase in visitors informally camping most of which caused little impact on our environment or local community. The primary drivers for this increase was the encouragement by the Government to holiday locally, the inability to travel outwith the UK and many local tourism businesses not opening, or only opening partially for business.
- 2.2 Tourism is exceptionally important to Argyll and Bute's local economy and also our way of life, bringing in over £500m to the economy in 2019 (Scottish Tourism Economic Activity Monitor). The council wishes to welcome as many visitors as safely and sustainably possible, to enjoy the local places we are fortunate to call home. This custom supports many essential services and facilities we currently rely on as residents of Argyll and Bute. Some useful information on the motorhome and campervan market can be found [here](#).
- 2.3 The situation across 2020 due to COVID-19 and the initial level of restrictions, which visitors and businesses had to work through, was in many ways unique. However it is already continuing into 2021 with some elements of travel predicted to continue to be severely restricted. It is also recognised that motorhome usage/rental and ownership continues to rise, whilst some areas have also seen an increase in informal camping activity. It is expected, and reasonable to assume, that some of these visitor trends/patterns will continue in 2021 and beyond. Some further high level information can be found in **Appendix 1**.

3.0 RECOMMENDATIONS

- 3.1 That the committee consider the content of this report.
- 3.2 That the committee consider the opportunities and challenges presented by informal camping and motorhome visits and how these can be best managed within the MAKI administrative area.

4.0 DETAIL

- 4.1 The vast majority of visitors to Argyll and Bute respect the people and places they visit. However, in certain circumstances, challenges can occur and will sometimes result in complaints to various public agencies (Littering, inappropriate disposal of toilet waste, inconsiderate parking, antisocial behaviour, etc.). Sometimes the main issue can simply be the volume and frequency of people using a particular area, week after week.
- 4.2 Visitors are also more readily sharing locations through social media on where to camp informally. Some of these Facebook groups have tens of thousands of users. Even if only a very small number of these actually visit certain locations it could present unintended cumulative effects and issues.
- 4.3 Common complaints made regarding motorhome users are those that undertake informal camping. This can take place in a substantial number of differing types of locations (car parks, laybys, road ends, verges and privately owned land).
- 4.4 **Overnight Parking** - Different legislation can apply to different circumstances, the act of parking overnight is not in itself necessarily illegal but it can often be a complex issue. In addition, different legislation can apply to different parking locations, some laybys will be treated as part of the road network while others are dedicated car parks with Traffic Regulation Orders in place, that control how they can be used, including whether overnight parking is permitted. A significant number of locations where people may be stopping and parking are found on private land, and may require the owner's permission to park. There are many examples of regulated and unregulated car parking sites across Argyll and Bute, which are used to varying degrees. A motorhome falls within the definition of a caravan in the Caravan Sites and Control of Development Act 1960 and the Caravan Sites Act 1968. Any individual or organisation offering overnight stops for motorhomes in the UK must do so in compliance with the Caravan and Control of Development Act 1960. Without a license or exemption, individuals and organisations technically may be breaking the law.
- 4.5 **Waste Disposal** - Many modern motorhomes are self-contained with toilet facilities incorporated, which store "black waste" and then additionally a tank storing "grey waste" from washing up type activities. These tanks require

periodic emptying and many campsites provide facilities to dispose of this waste. Irresponsible disposal of this waste is one issue sometimes reported and occasions where this waste is inappropriately disposed of in public toilets. It has also become more prevalent that people are adapting vehicles either fully or partially and sleeping informally in them, sometimes these may not have toilet facilities at all.

- 4.6 **Refuse and recycling** - Commercial campsites provide such facilities. Those who spend extended periods of time without staying on commercial sites are likely to collect refuse which could then be distributed in roadside and private bins. Although such disposal could be regarded as legitimate, typically, these bins aren't designed to take large volumes of waste from multiple users.
- 4.7 **Lack of suitable parking facilities** -There are occasional reported issues from residents about overnight parking related issues. There is also an appetite from motorhome users and organisations for greater facilities. For motorhome users there can be different user markets, those short stops rather than some after longer stays, who might more readily use commercial sites.
- 4.8 The council, working with a wide range of partners/stakeholders (public, third and private sector) has been considering how best it can respond to some of the challenges presented by the evident surge of demand brought on by the pandemic (within the significant resource constraints faced).
- 4.9 Some of the actions identified by the council in collaboration with partners, which are being progressed at the moment, and are at various stages of development, are -
- finalising a reporting form/consultation questionnaire which will be promoted to communities, landowners, etc. to document community experience of informal camping.
 - identifying clearer guidance and collated resources for businesses/landowners/community organisations that could help them better consider increasing overnight motorhome parking provision
 - pull together better provision of information on the regulatory aspects and the installation of facilities, which will help interested parties respond to the opportunity that the increase in motorhomes presents.
 - investigating the practicalities and regulatory aspects to see if it might be appropriate for motorhomes to stay overnight in some suitably identified council car parks, similar to the Forestry and Land Scotland's "Stay the Night Scheme" which took place in 2020. With input and detailed feedback being sourced from the Council's Roads and Infrastructure Service, Planning Service, Fire Scotland and Environmental Health Service.
 - creation of new dedicated infrastructure has longer lead in times. Upkeep, management and ongoing running costs of anything created needs to be sustainable. For the past three years officers have been working with community organisations across Argyll and Bute, where possible, to access funding from the Rural Tourism Infrastructure Fund (RTIF), to help in the

creation and improvement of parking and motorhome facilities where visitor pressures can be demonstrated.

Projects within MAKI area are –

- Working in partnership with Gigha Heritage Trust, funding has been secured from the Rural Tourism Infrastructure Fund to construct a new Motorhome and Campsite on the island of Gigha, with campervan waste disposal.
 - Stage 3 design grant funding was secured in partnership with South Islay Development to complete design work to expand overnight motorhome provision at their existing overnight parking and waste disposal site. We expect to be in a position to apply to any future rounds of RTIF with this project, to secure capital funding.
 - Funding was also secured by Argyll and Bute Council working in partnership Islay Community Access Group for the new Bruichladdich to Port Charlotte Pathway, which is nearing completion.
- review the promotion of locations and existing facilities in Argyll and Bute. With an ambition to better promote the network of existing facilities, for example, encourage existing motorhome waste disposal points to promote their facilities through CaMPA's (Campervan and Motorhome Professional Association) new guide.
 - better promotion of the Scottish Outdoor Access Code more generally, which is a national priority, to encourage responsible behavior. Officers are also aware of National interventions led by VisitScotland, SNH and others. A key area being the education of people to undertake tourism responsibly.

5.0 CONCLUSION

- 5.1 Argyll and Bute Council officers will continue to work with partners to respond to the opportunities and challenges presented by informal camping that results in anti-social behaviour, seeking solutions that will benefit our communities and reduce negative impacts where possible, at the same time promoting the economic opportunities for communities and individual businesses that may arise from this.
- 5.2 Officers will continue to work with partners and promote and apply for appropriate funding through the Rural Tourism Infrastructure Fund (if further rounds are announced), to help in the creation and improvement of parking and motorhome facilities where visitor pressures can be demonstrated (e.g. Gigha Campervan and Motorhome Site).

6.0 IMPLICATIONS

- 6.1 **Policy** - none
- 6.2 **Financial** - none arising from this report

- 6.3 **Legal** - none
- 6.4 **HR** - none
- 6.5 **Fairer Scotland Duty:**
 - 6.5.1 **Equalities - protected characteristics** - none
 - 6.5.2 **Socio-economic Duty** - none
 - 6.5.3 **Islands** - the islands are likely to be put under the most pressure from informal overnight stays
- 6.6. **Risk** - Increased littering and Health and safety issues arising from informal toilet waste disposal
- 6.7 **Customer Service** - none

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

Policy Lead, Cllr Robin Currie

January 2021

For further information contact:

Craig Wilson
Economic Growth Officer
01546604139

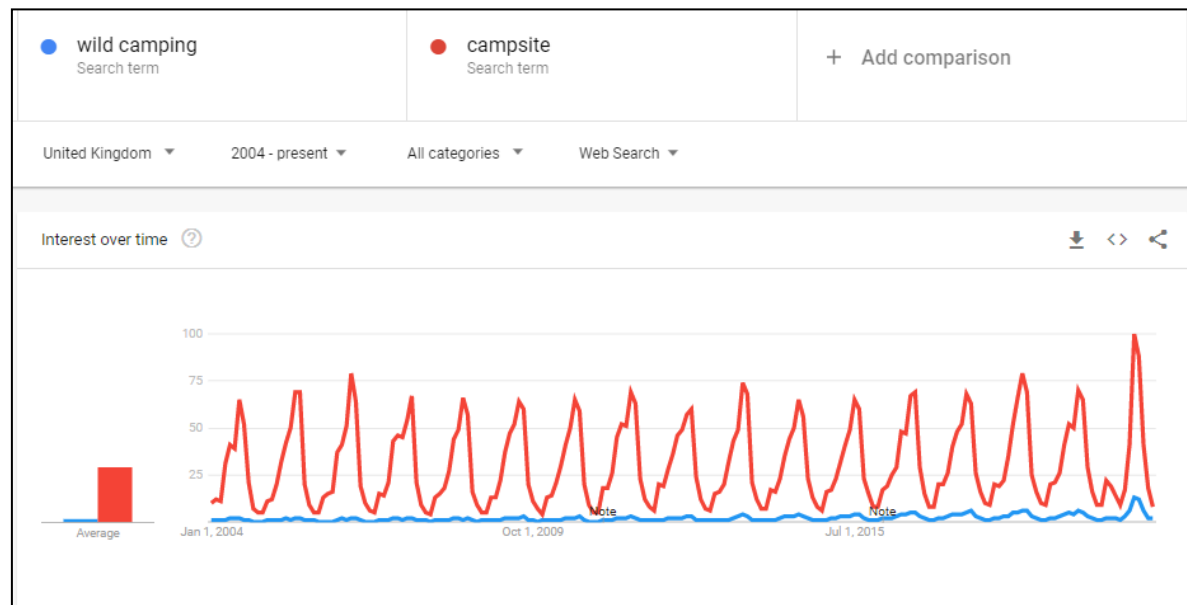
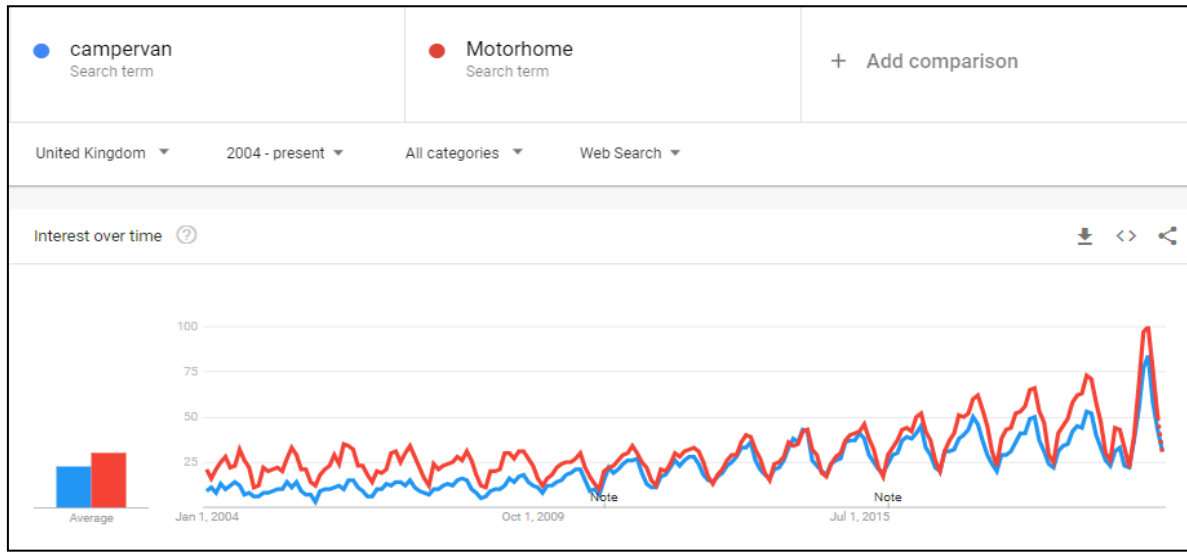
Fergus Murray
Head of Development and Economic Growth
01546604293

APPENDICES

Appendix 1

Appendix 1

Google Trend graphs below, illustrate interest in relevant online search terms over time, within the UK as a whole.



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ARGYLL AND BUTE COUNCIL**MAKI AREA COMMITTEE****DEVELOPMENT AND ECONOMIC GROWTH****3RD MARCH 2021**

HOUSING SERVICES ACTIVITY UPDATE 2019/20 - STRATEGIC HOUSING INVESTMENT PLAN (SHIP) – ANNUAL UPDATE

1.0 EXECUTIVE SUMMARY

1.1 The main purpose of this report is to update Members of Housing Services activity within the Mid Argyll, Kintyre and the Islands area.

This report will detail the following housing activity:-

- Housing Need and Demand
- Homelessness
- Affordable Housing Supply - Strategic Housing Investment Programme (SHIP)
- Empty Homes
- Private Sector Housing Grant Adaptations
- Private Sector Housing Grant Repairs and Improvements
- Energy Efficiency - Home Energy Efficiency Programme:Area Based Scheme(HEEP:ABS)
- Local Housing Strategy

2.0 RECOMMENDATIONS

2.1 Members are asked to consider the content of this report.

ARGYLL AND BUTE COUNCIL

MAKI AREA COMMITTEE

DEVELOPMENT AND ECONOMIC GROWTH

3RD MARCH 2021

HOUSING SERVICES ACTIVITY UPDATE 2019/20 - STRATEGIC HOUSING INVESTMENT PLAN (SHIP) – ANNUAL UPDATE

3.0 INTRODUCTION

3.1 The main purpose of this report is to update Members of Housing Services activity within the Mid Argyll, Kintyre and the Islands area.

This report will detail the following housing activity:-

- Housing Need and Demand
- Homelessness
- Affordable Housing Supply - Strategic Housing Investment Programme (SHIP)
- Empty Homes
- Private Sector Housing Grant Adaptations
- Private Sector Housing Grant Repairs and Improvements
- Energy Efficiency - Home Energy Efficiency Programme:Area Based Scheme(HEEP:ABS)
- Local Housing Strategy

4.0 RECOMMENDATIONS

4.1 Members are asked to consider the content of this report.

5.0 DETAIL

5.1 Argyll and Bute Council retains the role of Strategic Housing Authority and therefore has a series of important statutory housing functions to fulfil. A Housing Needs and Demand Assessment is carried out every 5 years which enables Scottish Government funding to be brought into Argyll and Bute primarily to deliver affordable housing. The Council also produces a Local Housing Strategy (LHS) every 5 years. The current LHS runs from 2016-2021 and have a vision for housing in Argyll and Bute which is ' a housing system that makes a strong contribution to thriving and sustainable communities and supports economic growth'. This report will detail the housing activity taking place in Mid Argyll, Kintyre and the Islands

5.2 HOUSING NEED AND DEMAND

HOMEArgyll WAITING LIST July 2020 – Active Applicants					
	Minimum Bedroom Size Required				TOTAL
	0/1beds	2beds	3beds	4+beds	
Mid Argyll	124	52	30	15	221
Kintyre	58	35	22	4	121
Islay, Jura and Colonsay	111	49	21	5	186

For MAKI as a whole, the majority of applicants (55%) require one bedroom and 26% require 2 bedrooms. 14% require 3 bedrooms and only 5% need 4 or more.

However, to establish actual need, the available supply must be factored into this, based on the available lets within the RSL stock during a year.

	HOMEArgyll Applicants	RSL Lets 2019/20 (HOMEArgyll only)	Pressure Ratio
Mid Argyll	221	110	2:1
Kintyre	121	86	1:1
Islay, Jura and Colonsay	186	27	7:1

While the pressure ratios are only one factor in determining need and demand, they are useful indicators of areas where further research and analysis may be required.

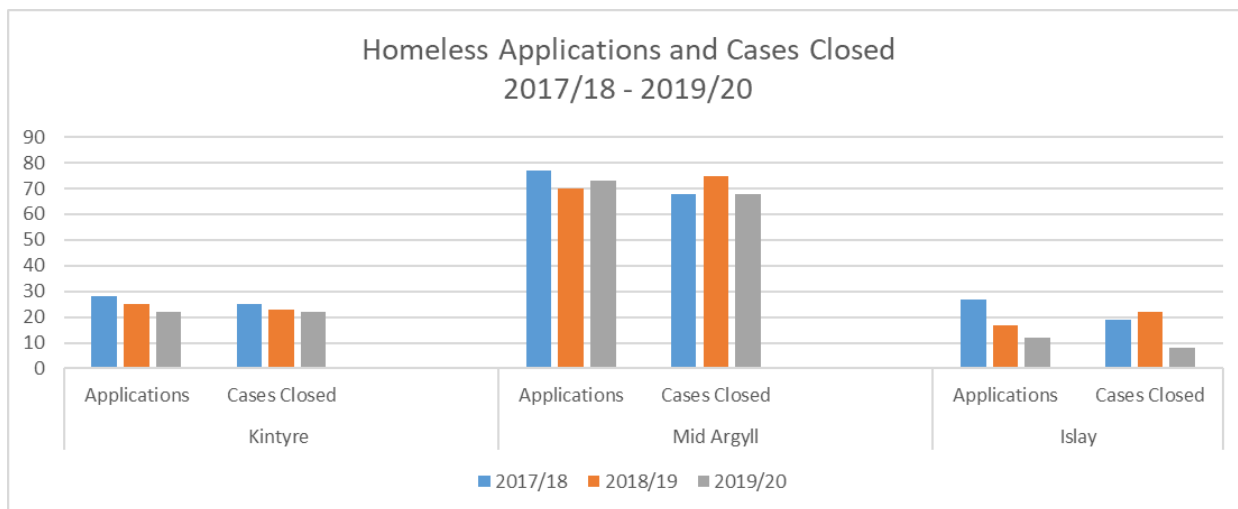
5.3 HOMELESSNESS

During 2019/20, there were 98 homeless cases closed In the Mid Argyll, Kintyre and Islay area: Mid Argyll – 68; Kintyre – 22 and Islay - 8.

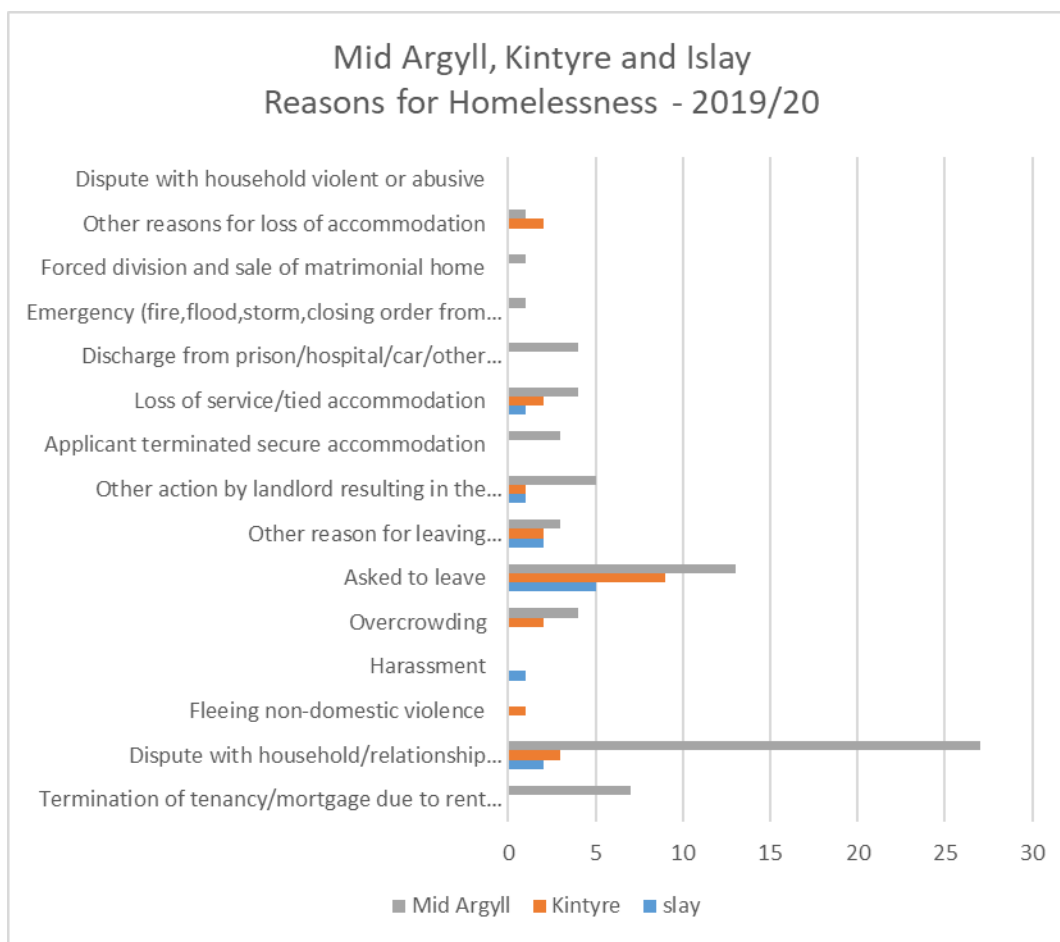
Over the last 3 years the incidence of homelessness has reduced overall in the Mid Argyll, Kintyre and Islay area with the figures as follows:

	2017/18	2019/20	Reduction
Mid Argyll	77	73	4 (5%)
Kintyre	28	22	6 (20%)
Islay	27	12	15(56%)

The graph below illustrates the number of homeless applications and cases closed for the period from 2017/18 to 2019/20.



The main reasons for presenting as Homeless last year were “disputes with family/relationship breakdown”, “other action by landlord resulting in termination of tenancy”; and “being asked to leave”. In addition there were a number of cases due to persons being “discharged from institutions” (such as prison, hospital or care for instance). “loss of tied accommodation”; and also “termination of tenancy/mortgage due to arrears”.



Rough Sleeping

Mid Argyll, Kintyre and Islay experienced an increase in the incidence of rough sleeping over the same period last year, with 4 cases (+1) in total across the area reporting that they slept rough the night preceding their presentation and 7 (no change) reporting that they had slept rough in the 3 months preceding their homeless application. These were disaggregated as follows:-

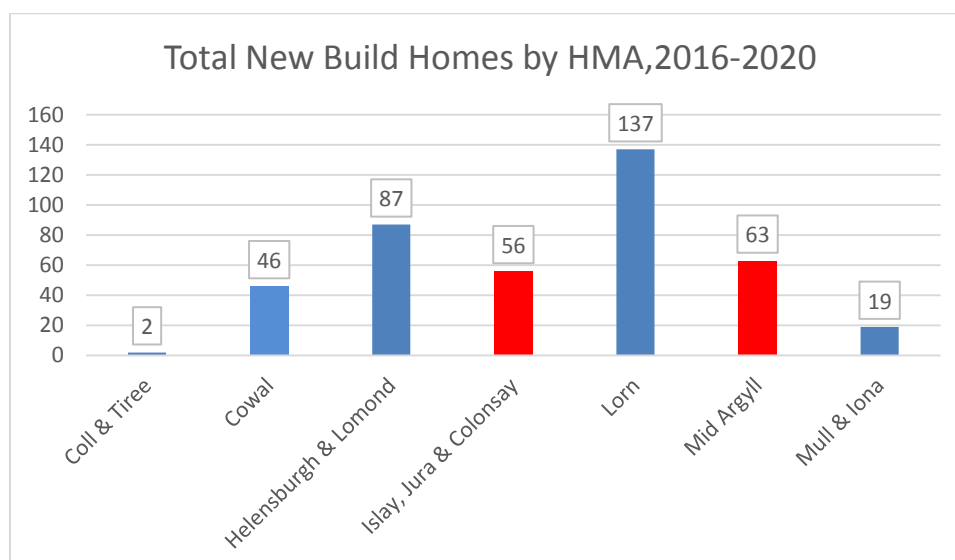
AREA	Number of Rough Sleepers in 2019/20	
	Night Before Application	3 Months Prior to Application
Mid Argyll	3	5
Kintyre	1	2
Islay	0	0
MAKI total	4	7
Argyll & Bute	24	50

5.4 AFFORDABLE HOUSING SUPPLY

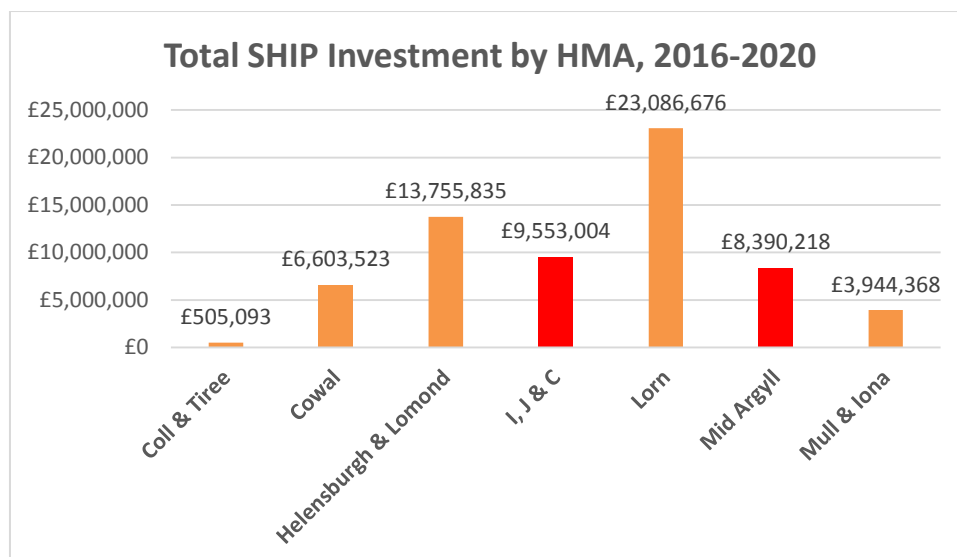
The Strategic Housing Investment Plan (SHIP) delivered 13 new affordable homes in MAKI in 2019/20, including 8 on Islay, 4 in Mid Argyll and 1 in Kintyre. The total investment in these projects amounted to £2.31m.

RSL	PROJECT	Units	Funding
WHA	Imereval Phase 2	8	£1,468,260.86
ACHA	Kilmartin	4	£671,898
ACHA	Southend	1	£170,080
TOTALS		13	£2,310,238.86

Cumulatively over the last 4 years of the current LHS, there have been 63 new affordable homes built in Mid Argyll and 56 on Islay, via the SHIP.



Over the last 4 years, SHIP investment has amounted to £9.5m in Islay, Jura & Colonsay and £8.3m in Mid Argyll; clearly reflecting the development uplift costs for islands.



SHIP Projects onsite at start of 2019/20.

Site/Development	RSL	Total Units	Expected Date of Completion
Cairnbaan*	ACHA	5	2020
Jura	WHHA	10	January 2022
Imereval, Islay Phase 3	WHHA	8	March 2021

*now complete

In addition, further sites/projects in the MAKI area which are in early stages of development and will be programmed in the SHIP include:

ACHA	Inveraray (10 units); Keills, Islay (4 units); Tarbert (4 units); Bowmore Phase 4 (18 units);
WHHA	Creamery, Port Charlotte(8 units); Colonsay (5 units) Imereval Phase 4 (20 units)

5.5 EMPTY HOMES

In 2019/20 there were 15 private empty homes brought back into use in MAKI, amounting to almost a third of all the empty homes brought back into use across Argyll and Bute last year with assistance of the Empty Homes Officer.

Council Tax Information on Empty Homes.

The following table breaks down the numbers of empty homes including those

subject to premium Council Tax charge across the MAKI area. The table does not include properties which are empty and exempt from Council Tax. The numbers of recorded empty homes can vary from day to day due to natural changes and reported numbers are snapshot from monthly reports.

MAKI Council tax data as at 01.10.19	Number of properties on Council Tax register	Empty Homes	Properties subject to 200% council tax levy	Total EMPTY
Islay, Jura & Colonsay	2,178	30	38	68
Mid Argyll	5,707	129	71	200
Kintyre (including Gigha)	4,217	79	67	146
MAKI TOTAL	12,102	238	176	414

Council Tax Exemptions

There are also a number of empty properties which are on the Council Tax register which are exempt from paying council tax. In MAKI there are over **311** properties which are empty and exempt from Council Tax. The most common categories for empty properties include:

- Class 2A = Unoccupied dwelling – under renovation (**12**)
- Class 4A = Properties recently occupied but now empty and unfurnished (**162**)
- Class 5A = Living or Detained elsewhere – e.g. care home, hospital or prison (**14**)
- Class 7A = Dwellings Empty Under Statute – Closing or Demolition Order (**40**)
- Class 6A = Deceased owners – where estate has not been settled (**79**)

Other empty categories include: Repossessed dwellings (**0**), New Dwellings (**0**) Lighthouse premises (**4**)

Second Homes

As at 1st October 2020 there were 258 registered Second Homes on Islay, Colonsay and Jura, 202 registered Second Homes in Kintyre and 416 registered Second Homes in Mid Argyll. The total figure for MAKI (876) represents 30% of the total number of Second Homes in Argyll and Bute.

5.6 PRIVATE SECTOR HOUSING GRANT – ADAPTATIONS

In 2019/20, there were 32 private sector properties adapted with PSHG aid in MAKI, and a total of 33 individual adaptations installed.

PSHG ADAPTATION COMPLETIONS 2019 -2020

HMA	Grant Value	Works Value	ADAPTATION INSTALLED			
			Ramp	Stairlift	Access	bathroom Adaptation
Kintyre	£74,169	£108,728		5		8
Mid Argyll	£78,450	£93,607	1	2	4	11
Islay, Jura & Colonsay	£8,462	£10,728				2
TOTALS	£161,081	£213,063	1	7	4	21

5.7 PRIVATE SECTOR HOUSING GRANT – REPAIRS AND IMPROVEMENTS

In 2019/20, there were a total of 13 PSHG repair and improvement grants completed in MAKI, all in Kintyre (across Argyll and Bute, the total was 23). Total cost of the works was £388,085, of which PSHG covered £107,500. This was 66% of the total repair grant awarded for Argyll & Bute last year.

5.8 ENERGY EFFICIENCY (HOME ENERGY EFFICIENCY PROGRAMME:AREA BASED SCHEME HEEPS:ABS)

There were 295 energy efficiency measures installed across Argyll and Bute in 2019/20 via the HEEPS:ABS programme; and 58% of these measures (172) were installed in MAKI.

In total, 134 properties were improved across the MAKI area, at a total cost of £939,164. Grant aid in support of this work amounted to £865,245.

Current estimates of Fuel Poverty are based on Home Analytics data:-

Area	Likelihood of Households in Fuel Poverty
Islay, Jura and Colonsay	38%
Kintyre	39%
Mid Argyll	32%
Argyll and Bute	27%
Scotland	25% (Scottish House Condition Survey figure)

Home Analytics data also indicates that around 100% of Islay, Jura and Colonsay, 93% of Mid Argyll and 58% Kintyre are off the gas grid.

5.9 Local Housing Strategy (LHS) 2021-2026

As the strategic housing authority for Argyll and Bute, the Council has a statutory duty to develop, implement and monitor a Local Housing Strategy over a five-year planning cycle, based on a robust and credible Housing Need and Demand Assessment (HNDA) for the area. The current LHS for Argyll and Bute (2016-2021) is nearing completion and requires to be revised and submitted to Scottish Government Ministers in 2021. The planning process must be based on a robust process of consultation and stakeholder engagement.

The Council has carried out extensive engagement to inform both the revised HNDA and LHS, including a detailed HNDA Household Survey in 2019; an early engagement LHS survey in 2020; a virtual LHS Stakeholder Conference in November 2020; and other exercises for specific client groups. In addition, the outcomes of the CPP and LDP community engagement processes in recent years, focused on the Place Standard Toolkit sessions held for individual communities and settlements, have also helped to inform the development of the next LHS, with Housing issues prominent in the feedback.

The level of response and input from individual MAKI residents and community representatives has been encouraging. Key priorities and issues have been identified at the local level and along with national and statutory requirements, these will establish the core vision, outcomes and objectives for the new LHS. An Option Appraisal exercise will follow in early 2021, to identify the actions and targets required to deliver the strategy over the next five years, and a consultative draft LHS will then be published for comment and feedback. Local area committees and community planning groups will be key stakeholders in that final phase of the strategy process.

6.0 CONCLUSION

- 6.1 This report provides the detail of the Council Housing Services team activity in the Mid Argyll, Kintyre and Islands area. There are a variety of housing issues within the area which are being tackled by Housing Services and partner agencies with the aim of delivering a functioning housing systems which meets the needs of the communities we serve.

7.0 IMPLICATIONS

- 7.1 Policy - none
- 7.2 Financial - none
- 7.3 Legal - we must continue to deliver statutory housing functions
- 7.4 HR - none
- 7.5 Fairer Scotland Duty: positive in terms of delivering affordable housing
- 7.5.1 Equalities - protected characteristics - none
- 7.5.2 Socio-economic Duty - positive in terms of delivering affordable housing

7.5.3 Islands – positive in terms of delivering affordable housing on the islands

7.6. Risk - none

7.7 Customer Service - none

Kirsty Flanagan

Executive Director with the responsibility for Development and Economic Growth

Cllr Robin Currie

Policy Lead for the Economy and Rural Growth

11th January 2021

For further information contact:

Douglas Whyte

Team Lead – Housing Strategy

E-mail: douglas.whyte@argyll-bute.gov.uk

Tel: 01546 604 785

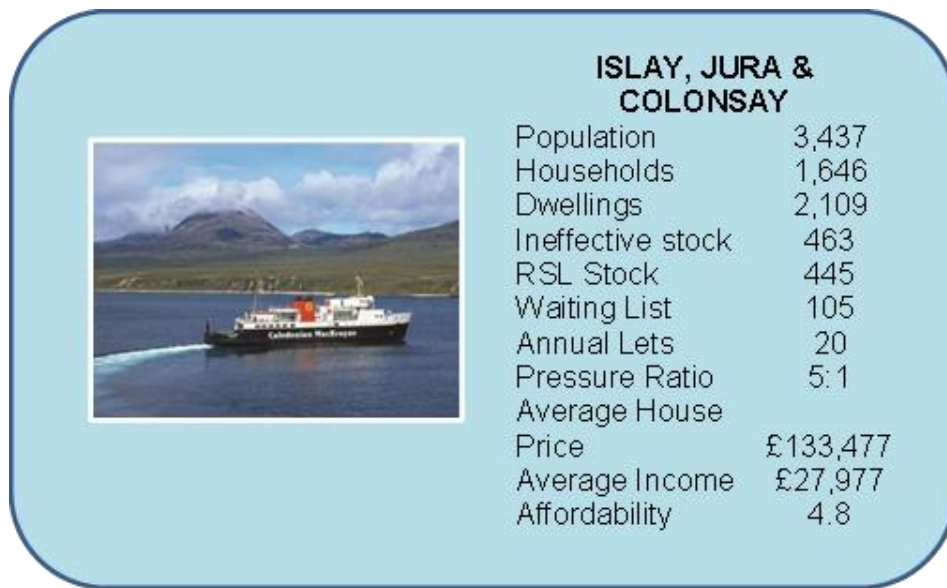
APPENDICES

Appendix 1 – Extract from LHS 2016 - 2021 (data as of 2016) Islay, Jura & Colonsay

Appendix 2 – Extract from LHS 2016 - 2021 (data as of 2016) Kintyre

Appendix 3 – Extract from LHS 2016 - 2021 (data as of 2016) Mid Argyll

Appendix 1 – Extract from LHS 2016 - 2021 (data as of 2016) Islay, Jura & Colonsay



ISLAY, JURA & COLONSAY HMA combines three distinct islands for strategic planning purposes. The overall population fell by around 6% between the 2001 and 2011 censuses, although individual island trends varied considerably: Colonsay actually increased by 15% and Jura by 4%. The total number of households for the three islands also fell by 2.4%, although again this varied by individual island, with Colonsay's total households increasing by 35% and Jura's by 4.5%. Islay generally has seen continuous decline. The islands are not particularly contained housing markets with only 57% of house sales going to local purchasers. The area has the highest rate of overseas purchasers in Argyll & Bute (4% of all sales). Affordability is an issue, with a price-to-income ratio of 4.8, above the Argyll and Bute average and well above the standard affordability threshold. Between 2003 and 2013 there was a significant increase in the total number of dwellings (over 7% growth) and currently the islands account for over 4% of the total stock in the authority. However, almost 22% of the stock comprises second/holiday homes or long-term vacant properties and is consequently unavailable to meet local need. In 2015 there were around 445 social rented homes which was over 5% of the total RSL sector in Argyll & Bute. Numerically, waiting lists may be small however turnover in the stock is also limited, therefore the pressure ratio is relatively high with 5 applicants for every available let.

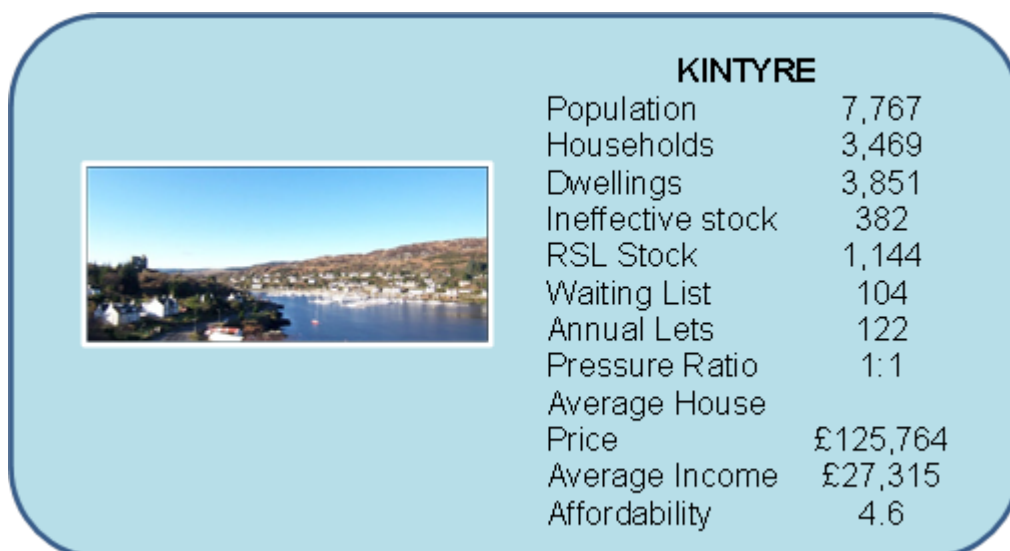
Key issues for Islay, Jura & Colonsay HMA:

Small-scale developments of affordable housing will benefit the sustainability and economic growth of the island communities.

Tackling fuel poverty and improving energy efficiency are priorities.

Ensuring appropriate specialist provision is available to meet the requirements of those with particular needs will also be important.

Appendix 2 – Extract from LHS 2016 - 2021 (data as of 2016) Kintyre



KINTYRE HMA covers the Kintyre peninsula south of Tarbert and for planning purposes also incorporates the Isle of Gigha. It is actually the most contained Housing Market within the authority; over 68% of all house sales are to local residents and only 15% of sales are to purchasers from elsewhere in Scotland, the lowest rate of any HMA. Although local household incomes are amongst the lowest in the authority area, so too are average house prices and consequently, while a proportion of local residents are unable to afford on the open market, the affordability ratio is far less excessive than other areas. Kintyre accounts for 9% of the total dwelling stock in the authority, and this has seen only marginal growth over the last decade with an increase of 2.6% which is the lowest rate of increase of any HMA (apart from Bute which saw an actual decline in stock). The area also has a relatively low level of ineffective stock, though at 10% of the total this is still well above national levels. In 2015, there were 1,144 RSL homes in this area accounting for 14% of Argyll & Bute's total stock of social rented housing. Turnover is high relative to the waiting list, and supply actually outstrips demand therefore, there are no immediate plans for further development in this area.

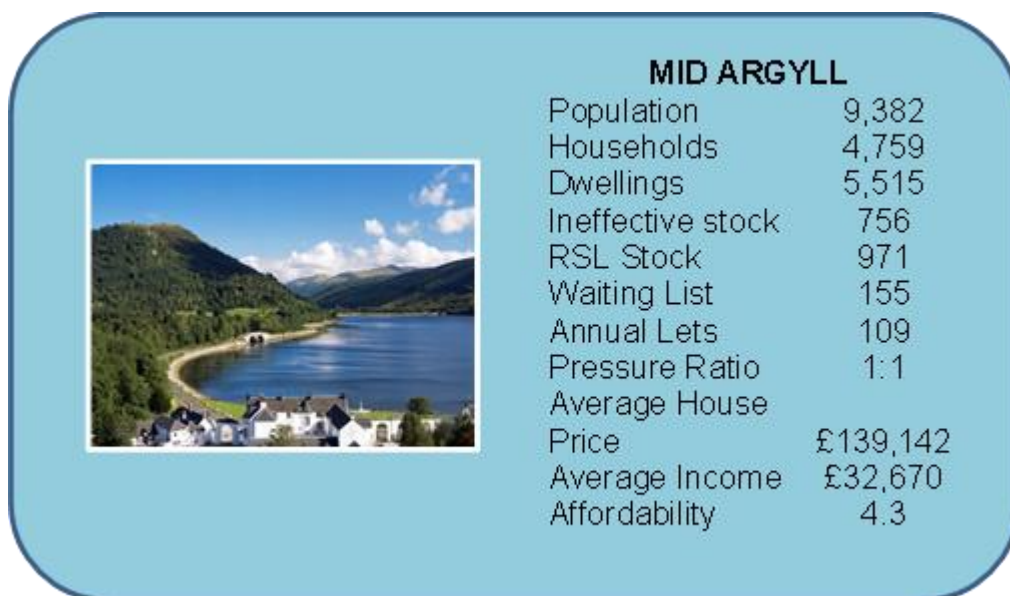
Key issues for Kintyre HMA:

The focus in this area will be on repairing, maintaining, improving and managing existing stock; and any new build developments should be concentrated in the private market.

Tackling fuel poverty and improving energy efficiency remain priorities.

The provision of Housing Options advice and information; Tenancy Support; and ensuring sufficient specialist provision remains available to meet the requirements of those with particular needs will also be important.

Appendix 3 – Extract from LHS 2016 - 2021 (data as of 2016) Mid Argyll



MID ARGYLL HMA stretches from Inveraray to Lochgilphead and Tarbert and is the centre for much of the public sector employment opportunities in the authority, including Council headquarters. Around 62% of house sales in the area are to local residents, but over 7% are to purchasers from elsewhere in Argyll & Bute, the highest rate of internal movement within the authority. 18% of purchasers come from elsewhere in Scotland and over 10% originate elsewhere in the UK. This area tends to have higher than average income levels and consequently the price-to-income affordability ratio is lower than most other HMAs. The total number of dwellings has increased significantly in recent years, with a 10% rise between 2003 and 2013. Currently the area accounts for over 11% of the authority total. However, around 14% of the stock comprises second/holiday homes and long-term vacant properties and is therefore unavailable to meet local needs. In 2015 there were 971 RSL homes in the area, almost 12% of the sector total for Argyll & Bute. While turnover is relatively healthy in the RSL stock, over 9% of the total waiting list is seeking to be rehoused here and over 15% of homelessness is located in this HMA. HNDA analysis suggested that around 14% of backlog need is also located in Mid Argyll.

Key issues for Mid Argyll HMA:

A strategic programme of new build affordable housing will help to sustain economic growth and address unmet need in the area.

The provision of Housing Options advice and information; targeted Tenancy Support; and assistance to tackle fuel poverty and improve energy efficiency; and ensuring sufficient specialist provision is available to meet the requirements of those with particular needs will also remain key targets.

ARGYLL AND BUTE COUNCIL
**MID-ARGYLL, KINTYRE AND
THE ISLANDS AREA
COMMITTEE**
CUSTOMER SUPPORT SERVICES
3 MARCH 2021

AREA SCORECARD FQ3 2020/21

1 Background

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 3 2020/21 (October-December 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 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.
- 1.4 A short key to symbols / layout is attached. (Appendix 1).
- 1.5 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) 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

Organisation Development Officer - Performance and Improvement

Customer Support Services

01546 604454

Appendix 1: Key to symbols

Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes

Appendix 3: FQ3 2020/21 MAKI Word Report in pdf format

Appendix 4: FQ3 2020/21 MAKI 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>						

MID ARGYLL, KINTYRE & ISLAY FQ3 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 previous quarter's performance.
Measures with 'no trend data' are the cumulative car parking income measures.

	FQ2 2020/21	FQ3 2020/21		
SUMMARY OF PERFORMANCE AGAINST TARGETS	18	12	GREEN	
	7	11	RED	
	7	7	NO TARGET	
	32	30	TOTAL	Total reduced by 2 as HMIE positive evaluations no longer included.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - MAKI (Housing Services)	●	⇓	5	5	0	0	Allan Brandie	FQ3 2020/21 MAKI The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects, although in Q3 most developments were starting to get back on track. Unfortunately, the latest lockdown measures may have further implications for delivery of the programme in the next quarter and is likely to affect the annual output targets for 2020/21, as anticipated.
								FQ2 2020/21 MAKI 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.
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)	●	⇓	28	28	0	0	Allan Brandie	FQ3 2020/21 A&B The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects, although in Q3 most developments were starting to get back on track. Unfortunately, the latest lockdown measures may have further implications for delivery of the programme in the next quarter and is likely to affect the annual output targets for 2020/21, as anticipated.
								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.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
MAKI - Number of Parking Penalty Notices Issued (Streetscene MAKI)		⇓	No Target	34	No Target	13	Hugh O'Neill	FQ3 2020/21 MAKI Inveraray car parks free until Spring 2021. Generally quiet, perhaps COVID impacting.
								FQ2 2020/21 MAKI Campbeltown town centre - new restriction unenforceable as no signs installed. Anecdotally, Inveraray car parks not as busy through the week as they were in previous years. Limited weekend cover – Lomond area took priority.
A&B - Number of Parking Penalty Notices Issued (StreetScene)		⇓	No Target	2,761	No Target	1,121	Hugh O'Neill	FQ3 2020/21 A&B In general, car parks very quiet compared to other years (especially in Oban) with the exception of Luss car park and Arrochar car parks.
								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.
Car Parking income to date - MAKI (Streetscene MAKI)	●	↑	£25,456	£19,718	£33,087	£32,939	Hugh O'Neill	FQ3 2020/21 MAKI Noting that to the end of FQ3, MAKI was only slightly down on target; the on-going impact of COVID-19 and its associated restrictions may have resulted in the under recovery of the parking income budget. The national restrictions on movement have directly impacted much of Argyll and Bute and subsequently the loss of ticket income arising from tourism. In addition to this, many people are either furloughed or working from home and this is likely to have resulted in a loss of income arising from commuter parking.
								FQ1 & FQ2 2020/21 MAKI 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.
<i>The Avenue, Inveraray</i>				£6,408		£4,834	Income collected each FQ.	
<i>Fisher Row, Inveraray</i>				£3,033		£1,896		
<i>Front Street & Toilets, Inveraray</i>				£10,218		£6,431		
<i>Lorne Street, Lochgilphead</i>				£14		£60		

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Car Parking income to date - A&B (StreetScene)	●	↑↑	£630,531	£230,268	£819,549	£457,678	Hugh O'Neill	FQ3 2020/21 A&B The on-going impact of COVID-19 and its associated restrictions has resulted in a significant under recovery of the parking income budget. The national restrictions on movement have directly impacted much of Argyll and Bute and subsequently the loss of ticket income arising from tourism. In addition to this, many people are either furloughed or working from home and this is likely to have resulted in a loss of income arising from commuter parking.
								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.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Dog fouling - total number of complaints MAKI (Streetscene MAKI)	●	⇓	27	11	27	24	Tom Murphy	FQ3 2020/21 MAKI The number of dog fouling complaints for the FQ3 period has unfortunately doubled in the months of October, November and December, this is very disappointing and could be down to the lack of Warden presence in the area, however this is being addressed and hope to have this number of complaints reduced in the next quarter.
								FQ2 2020/21 MAKI The number of dog fouling complaints received for the MAKI area has risen to 11 this quarter compared to only 3 in the last quarter. This is quite disappointing and could be down to the lack of warden presence in this area. This will be monitored and hopefully there will be a further reduction next quarter.
Dog fouling - total number of complaints A&B (StreetScene)	●	⇓	78	49	78	62	Tom Murphy	FQ3 2020/21 A&B Unfortunately the number of dog fouling complaints has remained high at 62 complaints for the months of October, November and December, with the MAKI area doubling the number of complaints from the last quarter. This is unacceptable and the service will arrange for additional patrols when resource commits. With regards the MAKI area the reason for this could possibly be due to the fact there is not a dedicated warden for this area.
								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.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
LEAMS [Local Environment Audit and Management System] - MAKI Mid Argyll (Cleanliness Monitoring Systems) MONTHLY DATA	●	↑	73	80	73	82	Tom Murphy	FQ3 2020/21 MAKI Mid Argyll The street cleanliness figure for the Mid Argyll area for the FQ3 period is high with October 84, November 82 and 79. Exceeding both the National Standard of 67 and Target figure of 73.
								FQ2 2020/21 MAKI Mid Argyll The LEAMS figure for the Mid Argyll area for FQ2 is 80, this is very good and exceeds both the National Standard and Target figures. LEAMS reporting has only resumed after being suspended due to Covid 19.
LEAMS [Local Environment Audit and Management System] - MAKI Kintyre (Cleanliness Monitoring Systems) MONTHLY DATA	●	↑	73	79	73	80	Tom Murphy	FQ3 2020/21 MAKI Kintyre The Leams score for street cleanliness in Kintyre is high and above both the National Standard and Target figure with October 81, November 79 and December 81.
								FQ2 2020/21 MAKI Kintyre The street cleanliness in the Kintyre area is very high with a performance figure of 79 for FQ2, this well exceeds the National Standard of 67. LEAMS reporting has only resumed after being suspended due to Covid-19.
LEAMS [Local Environment Audit and Management System] - MAKI Islay (Cleanliness Monitoring Systems) MONTHLY DATA	●	↑	73	83	73	84	Tom Murphy	FQ3 2020/21 MAKI Islay The Islay performance of street cleanliness remains high for the FQ3 period, showing performance scores of 83 in October and 84 in November and December.
								FQ2 2020/21 MAKI Islay The Island of Islay does not have a LEAMS figure for the 2nd quarter due to Covid-19, monitoring will resume again in October.
LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems)x MONTHLY DATA	●	⇒	73	80	73	80	Tom Murphy	FQ3 2020/21 A&B The level of street cleanliness across the area for the months of October, November and December have been at a high standard, exceeding both the National Standard and Target figure. The service uses the annual report from Keep Scotland Beautiful and monthly inspections to assess the data and make appropriate alterations to work schedules to ensure that the level of performance is maintained.
								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.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	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								
MAKI-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	●	⇒	94.00%	96.38%	94.00%	96.38%	Martin Turnbull	FQ3 2020/21 MAKI Figure for this quarter is above both the Argyll and Bute average and the national average. Annual data.
								FQ2 2020/21 MAKI 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 MAKIL figures for this quarter are above both the Argyll and Bute average and the national average.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)	●	⇒	94.00%	95.22%	94.00%	95.22%	Martin Turnbull	FQ3 2020/21 A&B 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 that the figures for MAKI, H&L and OLI areas for this quarter are above both the Argyll and Bute average and the national average. Bute and Cowal figures reflect a challenging period in the lives of the cohort being measured.
								FQ2 2020/21 A&B Annual measure reporting in FQ3.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - MAKI (Planning Applications)	●	↑	75.0%	73.1%	75.0%	81.1%	Peter Bain	<p>FQ3 2020/21 MAKI The team achieved target during FQ3 with 4 in every 5 Pre-Applications being responded to within timescale. It should be noted that at the same time, the number of enquiries received increased by 40% over FQ2.</p>
								<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. 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>

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	⇓	75.0%	78.6%	75.0%	64.3%	Peter Bain	<p>FQ3 2020/21 A&B At 64.3% this measure dipped below target in FQ3 as the team prioritises the processing of Planning Applications during the COVID pandemic.</p> <p>FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%.</p>
Householder Planning Apps: Ave no of Weeks to Determine - MAKI (Planning Applications)	●	⇓	8.0 Wks	12.1 Wks	8.0 Wks	12.4 Wks	Peter Bain	<p>FQ3 2020/21 MAKI The 8 week target was missed in FQ3 with the team taking on average 12.4 weeks to determine Householder planning applications. Whilst this is disappointing, in the context of difficult operating conditions caused by the pandemic and the higher than normal amount of annual leave having to be taken towards the end of the year, we look forward to an improvement in FQ4.</p> <p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. 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>

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↑↑	8.0 Wks	11.6 Wks	8.0 Wks	10.0 Wks	Peter Bain	<p>FQ3 2020/21 A&B</p> <p>The team are working through the backlog of planning applications caused by the extreme changes to working practices earlier in the year, with 27% more determined when compared to FQ2, 55% more than FQ1. Set against this backdrop, the improvement in performance from 11.6 weeks in the previous quarter to 10.0 weeks in FQ3 is pleasing given the ongoing operational difficulties of delivering the Planning Service with the restrictions brought about by the pandemic.</p> <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>

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
								<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>

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - MAKI percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	⇓	75%	18%	75%	17%	Hugh O'Neill	FQ3 2020/21 MAKI A combination of staffing and IT issues have prevented staff from catching up on the previous COVID delayed faults. We are looking at support to the Street Lighting Back Office Team Leader to manage the incoming fault reports in a more proactive manner. IT equipment has been ordered to allow staff to update faults whilst at the locus to save time and we are looking to advertise the vacant Electricians post in Helensburgh to bring the electricians numbers up to 3.
								FQ2 2020/21 MAKI 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.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	⇓	75%	29%	75%	14%	Hugh O'Neill	FQ3 2020/21 A&B There have been a number of street lighting outages which have not been repaired in the normal timescale due to several factors including all non-emergency works being paused during lockdown and difficulties sourcing parts due to many companies not operating. An action plan is in now place to focus on the backlog of lighting faults, to ensure we can get the most effective use of the lighting resource and power company suppliers to see improvements to lighting outages. It is anticipated that improvements to service delivery will be seen on the ground from March onwards.
								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.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Complaints ref Waste Collection MAKI (Streetscene MAKI)		↑	No Target	3	No Target	0	Tom Murphy	FQ3 2020/21 MAKI There were no waste collection complaints received for the MAKI area for the whole of the FQ3 period, this is an excellent level of service given the number of both domestic and commercial properties serviced.
								FQ2 2020/21 MAKI There were only 3 waste collection complaints received for the whole of MAKI for the FQ2 period, this is a high level of service given the number of properties both domestic and commercial serviced.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	10	No Target	3	Tom Murphy	FQ3 2020/21 A&B The number of waste collection complaints has reduced again this quarter, with only 3 complaints being received for the whole of the district. Given the inclement weather, breakdowns and the number of properties serviced this is excellent. While carrying out these duties safe working practices relating to Covid-19 remain in place.
								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.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)	●	↑	45.0%	46.6%	45.0%	47.7%	John Blake	FQ3 2020/21 A&B Recycling in FQ3 is closer to normal levels and indicates a quicker bounce back than was anticipated. Year to date recycling and recovery however is below 45% target as Council kerbside recycling was suspended during the early months of the Pandemic.
								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.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	47.6%	No Target	47.5%	John Blake	FQ3 2020/21 Waste PPP Area 47.5% recycling, composting and recovery (31.1% recycling/composting plus 16.4% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 45.9% recycling and recovery (22.8% recycling/composting plus 23.1% recovery).
								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 .
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	32.1%	No Target	44.6%	John Blake	FQ3 2020/21 Islands 44.6% recycling and recovery (40.8% recycling/composting plus 3.8% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 33.0% recycling and recovery (30.3% recycling/composting plus 2.7% recovery).
								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.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	48.8%	No Target	49.2%	John Blake	FQ3 2020/21 H&L 49.2% recycling,composting and recovery (40.9% recycling/composting plus 8.3% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 42.4% recycling and recovery (32.8% recycling/composting plus 9.6% recovery).
								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.

MAKI Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ1	Actual FQ1	Owner	Comments
Making It Happen								
MAKI Teacher Absence (Education Other Attendance)	●	⇓	1.50 Days	0.82 Days	1.50 Days	1.81 Days	Simon Easton	FQ3 2020/21 MAKI Days lost has increased slightly on last quarter and remains at the same level as the same quarter last year. There are no significant trends in the reason or between short and long term.
								FQ2 2020/21 MAKI Increases on both short term and long term absences this quarter have contributed to the increase in WDL with injury and stress as the main cause.
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	⇓	1.50 Days	0.82 Days	1.50 Days	1.52 Days	Simon Easton	FQ3 2020/21 A&B Days lost has increased in Q3 against Q2 as schools return. Days lost is lower than the same quarter last year. Mental Health remains the reason for most days lost.
								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.
MAKI LGE Only (HR1 - Sickness absence ABC)	●	⇓	2.36 Days	1.70 Days	2.36 Days	2.77 Days	Carolyn McAlpine	FQ3 2020/21 MAKI Days lost has significantly increased on the last quarter and is only slightly lower on the same quarter last year. Mental Health accounts for the most work days lost. Long Term absences account for the majority of days lost.
								FQ2 2020/21 MAKI An increase in short term absences within Education and Adult Care west have resulted in an over increase in WDL.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	⇓	2.36 Days	1.94 Days	2.36 Days	2.94 Days	Carolyn McAlpine	FQ3 2020/21 A&B Days lost has increased in this quarter against last which follows usual seasonal trend. Days lost is lower than the same quarter last year. Mental Health remains the reason for the most work days lost.
								FQ2 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.



Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - MAKI
Actual 0 ▲
Target 0 ▲

DEG103_01-Number of new affordable homes completed per annum.
Actual 0 ▲
Target 0 ▲
Benchmark 75 ▲

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - MAKI
Actual £ 32,939 ▼

Car Parking income to date - A&B
Actual £ 457,678 ▼
Target £ 819,549 ▲

MAKI - Number of Parking Penalty Notices Issued
Actual 13 ▲

A&B - Number of Parking Penalty Notices Issued
Actual 1,183 ▲

Dog fouling - total number of complaints MAKI
Actual 24 ▲

Dog fouling - total number of complaints A&B
Actual 62 ▲
Target 78 ▲

LEAMS [Local Environment Audit and Management System]- MAKI Islay
Actual 84 ▲

LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average
Actual 80 ▲
Target 73 ▲

LEAMS [Local Environment Audit and Management System] - MAKI Kintyre
Actual 80 ▲

LEAMS [Local Environment Audit and Management System]- MAKI Mid Argyll
Actual 82 ▲

Making It Happen

MAKI Teacher Absence
Actual 1.81 Days ▼
Target 1.50 Days ▲

A&B Teacher Absence
Actual 1.52 Days ▼
Target 1.50 Days ▲

MAKI LGE Only
Actual 2.77 Days ▼
Target 2.36 Days ▲

A&B LGE Staff Summary - Combined Office & Non Office
Actual 2.94 Days ▼
Target 2.36 Days ▲

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

MAKI-Maintain the percentage of 16-19 year olds participating in education, training or employment
Actual 96.38 % ▲
Target 96.38 % ▲

EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment
Actual 95.22 % ▲
Target 94.00 % ▲
Benchmark 92.60 % ▲

Corporate Outcome - We have infrastructure that supports sustainable growth

Complaints ref Waste Collection MAKI
Actual 0 ▲

Total number of Complaints regarding Waste Collection - A&B
Actual 3 ▲

Street lighting - MAKI percentage of faults repaired within 10 days
Actual 17 % ▼
Target 75 % ▲

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
Actual 14 % ▼
Target 75 % ▲

Shanks - Percentage of Waste Recycled, Composted & Recovered
Actual 47.5 % ▲

Islands - Percentage of Waste Recycled, Composted & Recovered
Actual 44.6 % ▲

RIS114_01-The percentage of waste that is recycled, composted or recovered
Actual 47.7 % ▲
Target 45.0 % ▲
Benchmark 48.9 % ▲

H&L - Percentage of Waste Recycled, Composted & Recovered
Actual 49.2 % ▲

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - MAKI
Actual 12.4 Wks ▼

Householder Planning Apps: Ave no of Weeks to Determine - ABC
Actual 10.0 Wks ▼
Target 8.0 Wks ▲
Benchmark 7.4 Wks ▲

% of Pre-Application enquiries processed within 20 working days - MAKI
Actual 81.1 % ▲

% of Pre-application enquiries processed within 20 working days - A&B
Actual 64.3 % ▼
Target 75.0 % ▲



MAKI Area Scorecard 2020-21

FQ3 20/21

'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

MAKI-Maintain the percentage of 16-19 year olds participating in education, training or employment	Actual	96.38 %	📈
	Target	96.38 %	➡

EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment	Actual	95.22 %	📈
	Target	94.00 %	➡
	Benchmark	92.60 %	



MAKI Area Scorecard 2020-21

FQ3 20/21

'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 - MAKI	Actual	0	📈
	Target	0	⬇

DEG103_01-Number of new affordable homes completed per annum.	Actual	0	📈
	Target	0	⬇
	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 - MAKI	Actual	£ 32,939	R ↑	Car Parking income to date - A&B	Actual	£ 457,678	R	Target	£ 819,549	↑
MAKI - Number of Parking Penalty Notices Issued	Actual	13	↓	A&B - Number of Parking Penalty Notices Issued	Actual	1,183	↓			
Dog fouling - total number of complaints MAKI	Actual	24	↓	Dog fouling - total number of complaints A&B	Actual	62	G	Target	78	↓
LEAMS [Local Environment Audit and Management System]- MAKI Islay	Actual	84	G ↑	LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average	Actual	80	G	Target	73	↑
LEAMS [Local Environment Audit and Management System] - MAKI Kintyre	Actual	80	G ↑							
LEAMS [Local Environment Audit and Management System]- MAKI Mid Argyll	Actual	82	G ↑							







MAKI Area Scorecard 2020-21



FQ3 20/21



'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 - MAKI Actual 12.4 Wks  

% of Pre-Application
enquiries processed within
20 working days - MAKI Actual 81.1 %  

Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual 10.0 Wks 
	Target 8.0 Wks 
	Benchmark 7.4 Wks

% of Pre-application enquiries processed within 20 working days - A&B	Actual 64.3 % 
	Target 75.0 % 



MAKI Area Scorecard 2020-21

FQ3 20/21

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

Corporate Outcome - We have infrastructure that supports sustainable growth

Complaints ref Waste Collection MAKI Actual 0 ↑

Total number of Complaints regarding Waste Collection - A&B Actual 3 ↑

Shanks - Percentage of Waste Recycled, Composted & Recovered Actual 47.5 % ↓

Islands - Percentage of Waste Recycled, Composted & Recovered Actual 44.6 % ↑

RIS114_01-The percentage of waste that is recycled, composted or recovered Actual 47.7 % ⬆️
Target 45.0 % ↑
Benchmark 48.9 %

H&L - Percentage of Waste Recycled, Composted & Recovered Actual 49.2 % ↑

Street lighting - MAKI percentage of faults repaired within 10 days Actual 17 % ⚠️
Target 75 % ↓

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days Actual 14 % ⚠️
Target 75 % ↓



MAKI Area Scorecard 2020-21

FQ3 20/21

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

Making It Happen

MAKI Teacher Absence	Actual	1.81 Days	R
	Target	1.50 Days	↓

A&B Teacher Absence	Actual	1.52 Days	R
	Target	1.50 Days	↓

MAKI LGE Only	Actual	2.77 Days	R
	Target	2.36 Days	↓

A&B LGE Staff Summary - Combined Office & Non Office	Actual	2.94 Days	R
	Target	2.36 Days	↓

Mid Argyll, Kintyre and the Islands Workplan 2020 - 21

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
3rd March 2021					
3 rd March 2021	Scottish Water Update	Georgie Reid Scottish Water	Annual Update		
3 rd March 2021	Quarterly Performance Scorecard FQ3 20/21	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
3 rd March 2021	Roads and Infrastructure Services Update	Jim Smith Roads and Infrastructure Services	Annual Report		To include Roads Capital Plan, Roads and Amenities Revenue Work Plan (Programmed), Grass Cutting Schedule and Post Winter Update
3 rd March 2021	Transport Scotland Update	Neil McFarlane Transport Scotland	Annual Update		
3 rd March 2021	Strategic Housing investment plan (SHIP)	Douglas Whyte Development and Economic Growth	Annual Update		Deferred from Dec AC.
3 rd March 2021	Increased Campervan and	Fergus Murray Development and Economic Growth	One-Off Report		

Mid Argyll, Kintyre and the Islands Workplan 2020 - 21

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
	Motorhome Tourism				
3 rd March 2021	Traffic Management in Davaar and Meadows Housing Schemes	Jim Smith Roads and Infrastructure Services	One-Off Report		
3 rd March 2021	Major Projects Update				
2nd June 2021					
2 nd June 2021	Supporting Communities Fund applications	Rona Gold/ Antonia Baird Chief Executive	Annual Report		
2 nd June 2021	Quarterly Performance Scorecard FQ4 20/21	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
2 nd June 2021	Primary School Reports	Simon Easton Education	Annual Report		
2 nd June 2021	6 Monthly HSCP – Local Report (Highlight Local Issues)	Charlotte Craig HSCP	Bi-annual Report		

Mid Argyll, Kintyre and the Islands Workplan 2020 - 21

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
2 nd June 2021	TRO Report	Jim Smith Roads and Infrastructure Services	One Off Report		
2 nd June 2021	Lochgilhead CARS Project (inc. Governance Report)	James Lafferty/Audrey Martin Development and Economic Growth	One-Off Report		Deferred from Dec and March ACs.
2 nd June 2021	Campbeltown CARS Final Report	James Lafferty Development and Economic Growth	One-Off Report		Deferred from March AC.
2 nd June 2021	MAKI Area Committee – Venues for Meetings 2020/2021	Shona Barton Legal and Regulatory Support	Annual Report		
2 nd June 2021	Major Projects Update				
1st September 2021					
1 st September 2021	Quarterly Performance Scorecard FQ1 21/22	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
1 st September 2021	Roads and Amenities Revenue and Capital Update	Jim Smith Roads and Infrastructure Services	Annual Report		
1 st September 2021	Annual Recycling Report	Jim Smith Roads and Infrastructure Services	Annual Report		

Mid Argyll, Kintyre and the Islands Workplan 2020 - 21

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
1 st September 2021	GM Duncan Bequest Fund and Andrew Greenlees Trust Update	Shona Barton Legal and Regulatory Support	One-Off Report		
1 st September 2021	Charities and Trust Funds	Shona Barton Legal and Regulatory Support	Annual Report		
1 st September 2021	Supporting Communities Fund – End of Project Monitoring	Antonia Baird/Rona Gold Chief Executive	Annual Report		
1st December 2021					
1 st December 2021	Campbeltown Grammar School Report	David Fyfe Head Teacher	Annual Report		
1 st December 2021	Lochgilphead High School Report	Ann Devine Head Teacher	Annual Report		
1 st December 2021	Islay High School Report	Stephen Harrison Head Teacher	Annual Report		
1 st December 2021	Tarbert Academy Report	Neil McKnight Head Teacher	Annual Report		

Mid Argyll, Kintyre and the Islands Workplan 2020 - 21

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
1 st December 2021	Quarterly Performance Scorecard FQ2 21/22	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
1 st December 2021	HSCP Annual Performance Report	Charlotte Craig/Joanna MacDonald HSCP	Annual Report		
1 st December 2021	Strategic Housing investment plan (SHIP)	Douglas Whyte Development and Economic Growth	Annual Report		
1 st December 2021	ACHA Annual Update	Alastair MacGregor, Chief Executive ACHA	Annual Report		
1 st December 2021	Major Projects Update				
2nd March 2022					
2 nd March 2022	Supporting Communities Fund Applications	Rona Gold/ Antonia Baird Chief Executive	Annual Report		
2 nd March 2022	Scottish Water Update	Georgie Reid Scottish Water	Annual Report		

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Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
2 nd March 2022	MAKI Area Committee – Venues for Meetings 2022/23	Shona Barton Legal and Regulatory Support	Annual Report		
2 nd March 2022	Quarterly Performance Scorecard FQ3 21/22	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
2 nd March 2022	Roads and Infrastructure Services Update	Jim Smith Roads and Infrastructure Services	Annual Report		To include Roads Capital Plan, Roads and Amenities Revenue Work Plan (Programmed), Grass Cutting Schedule and Post Winter Update
2 nd March 2022	Transport Scotland Update	Neil McFarlane Transport Scotland	Annual Report		
2 nd March 2022	Major Projects Update				
Future Items					
	Patient Transport Policy	Health and Social Care Partnership	One off report		Update on new policy following

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Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
		Jane McGirk, Head of Public Relations and Engagement			completion of review
	Flooding Issues in MAKI	Roads and Amenity Services Jim Smith	Ongoing		To remain as an item until such times as problems are rectified
	Tarbert and Lochgilphead Regeneration Fund	Regeneration/ Audrey Martin	Regular Updates and decision		
	New School Redevelopment Project Update – Campbeltown Grammar School	David Logan, Customer Services	Regular updates		
	Skills Development Scotland	Susan MacRae, Area Manager			

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