

# Public Document Pack

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

*Executive Director: Douglas Hendry*



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24 August 2021*

## **NOTICE OF MEETING**

A meeting of the **BUTE AND COWAL AREA COMMITTEE** will be held via **MICROSOFT TEAMS** on **TUESDAY, 31 AUGUST 2021** at **10:00 AM**, which you are requested to attend.

Douglas Hendry  
Executive Director

## **BUSINESS**

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
  - (a) Bute and Cowal Area Committee - 1 June 2021 (Pages 3 - 10)
  - (b) Bute and Cowal Area Community Planning Group - 17 August 2021 (Pages 11 - 16)
  - (c) Cowal Transport Forum - 24 May 2021 (Pages 17 - 22)
  - (d) Cowal Transport Forum - 20 August 2021 (to follow)
- 4. PUBLIC QUESTION TIME**
- 5. AREA SCORECARD FQ1 2021/22** (Pages 23 - 46)  
Report by Executive Director with responsibility for Customer Support Services
- 6. ROADS AND INFRASTRUCTURE SERVICES UPDATE** (Pages 47 - 50)  
Report by Executive Director with responsibility for Roads and Infrastructure Services
- 7. RECYCLING PERFORMANCE** (Pages 51 - 56)  
Report by Executive Director with responsibility for Roads and Infrastructure Services
- 8. DUNOON TOWN CENTRE SPACES FOR PEOPLE MEDIUM TO LONG-TERM PROPOSALS** (Pages 57 - 66)  
Report by Executive Director with responsibility for Development and Economic Growth

## **REPORT FOR NOTING**

### **9. DRAFT BUTE AND COWAL AREA COMMITTEE WORKPLAN (Pages 67 - 70)**

## **ITEM FOR DECISION**

### **10. NOTICE OF MOTION UNDER STANDING ORDER 13**

Moved by Councillor Moffat, Seconded by Councillor Findlay

The Bute and Cowal Area Committee request that the Council pause, for a period of 18 months from August 2021, the implementation of the decision of the budget meeting of 25 February 2021, regarding the future of Arden Craig Gardens making a saving of £5000 for the council and ask that the relevant service, in the meantime, find that saving from existing budgets. This will enable the community and other interested parties time to develop a business plan to still achieve the savings for the council and allow the gardens to remain open and operate commercially on a basis to be agreed. This would allow an opportunity for a very strong community group to get the required business plan and income revenue in place to continue the running and advancement of the gardens at no cost to the council whilst achieving the savings identified in the budget. This may also provide an income for the council.

## **Bute and Cowal Area Committee**

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

Contact: Stuart McLean, Committee Manager - 01436 658717

Adele Price-Williams, Senior Committee Assistant - 01546 604480

**MINUTES of MEETING of BUTE AND COWAL AREA COMMITTEE held via MICROSOFT TEAMS  
on TUESDAY, 1 JUNE 2021**

**Present:** Councillor Bobby Good (Chair)

Councillor Gordon Blair	Councillor Yvonne McNeilly
Councillor Jim Findlay	Councillor Jean Moffat
Councillor Audrey Forrest	Councillor Alan Reid
Councillor Liz McCabe	

**Attending:** Stuart McLean – Committee Manager  
 Jim Smith – Head of Roads & Infrastructure Services  
 John Gordon – Project Manager  
 Sharon MacDonald – Community Development Officer  
 David Haggerty – Community Learning Worker  
 Douglas Hunter – Senior Performance & Improvement Manager, HSCP  
 Lorna Stewart – Education Support Officer  
 Louise Lawson – Education Officer  
 Colin Fulcher – Project Officer – Rothesay TH  
 Kenny Matheson – Dunoon Community Council  
 Willie Lynch – Dunoon Community Council  
 Alastair Moodie – Loch Goil Community Council

The Chair, on behalf of the Committee, welcomed Councillor Liz McCabe to her first meeting of the Area Committee. He congratulated Councillor McCabe on her election to represent Ward 8 - Isle of Bute and stated he looked forward to working with her.

**1. APOLOGIES FOR ABSENCE**

An apology for absence was intimated on behalf of Councillor Jim Anderson

**2. DECLARATIONS OF INTEREST**

Councillor Audrey Forest declared a non-financial interest at item 9 – Dunoon Queen’s Hall – Project Close Out Report, as a board member of Live Argyll. She claimed the benefit of the Standards Commission dispensation as this is a Council appointment and advised that she would remain in the meeting.

Councillor Jim Findlay declared a non-financial interest at item 10 – Supporting Communities Fund 2021/22 (application number 13 – Fyne Futures Ltd.) as his wife is a board member. He advised that he would remain in the meeting.

**3. MINUTES**

**(a) Bute and Cowal Area Committee - 2 March 2021**

The minutes of the Bute and Cowal Area Committee held on Tuesday 2 March 2021 were approved as a correct record.

**(b) Bute and Cowal Area Community Planning Group - 4 May 2021**

The minutes of the Bute and Cowal Area Community Planning Group meeting held on Tuesday 4 May 2021 were noted.

Councillor Jean Moffat joined the meeting during the forgoing item.

#### **4. PUBLIC QUESTION TIME**

##### **Question from Willie Lynch, Dunoon Community Council**

Mr Lynch read out his submitted question as follows;

The Glenmorag car park has been a dumping ground for a number of years for old, unwanted caravans. We have been told that a Traffic Regulation Orders (TRO) needs to be in place before action. I suggest that these items are un-roadworthy, dilapidated and have obviously been abandoned there. In addition, there are no markings to identify ownership. In other words, they have been dumped by persons unknown.

Why can action not be taken quickly to remove them in order to destroy them?

##### **Response from Committee / Head of Roads and Infrastructure Services**

The Chair advised Mr Lynch that item 8 - Traffic Regulation Orders (TRO) Update on the agenda should address TRO processes and the Head of Roads and Infrastructure Services confirmed this and that the TRO process is designed to give additional powers over and above what currently exists.

Councillor Yvonne McNeilly suggested options could be explored around upcycling caravans, regardless of road worthiness.

##### **Questions from Kenny Matheson, Dunoon Community Council**

Mr Matheson read out his submitted questions as follows;

1. Dunoon Community Council (DCC) previously asked the Area Committee to ask the Health and Social Care Partnership (HSCP) about the number of deaths from Covid-19 in Ashgrove Care Home and they failed to answer. The Care Commission revealed the true number of deaths to be 36 residents who died between March 2020 - March 2021. Can the Area Committee ask once again why they hid the number and denied that Ashgrove was the epicentre of Covid-19 in Dunoon?;
2. DCC want an independent enquiry into what happened at Ashgrove and how many residents came from hospitals in Greater Glasgow and Clyde without being tested and did any patients come to Ashgrove knowing they had Covid-19; and
3. DCC have been denied access to the New Chief Officer, can the Area Committee ask why we have been denied access?

##### **Response from Committee**

The Chair stated that the figures were released when the Area Committee met with the HSCP but that consideration should be taken that each figure is a person and the situation remains ongoing and needs to be handled sensitively. The Chair added that initiating an independent enquiry is out with the remit of the Area Committee and that this would be undertaken at a national level.

Councillor McNeilly agreed with the Chair and advised that the issue is a national matter and will be addressed at the highest level when the First Minister conducts a national enquiry at the appropriate time.

In the absence of a relevant officer the Committee Manager confirmed that he would request that the Chief Officer of the HSCP arrange to contact Mr Matheson as appropriate.

### 5. PERFORMANCE REVIEW - AREA SCORECARD

The Committee considered the Area Scorecard report for Financial Quarter 4 of 2020-2021 (January-March 2021) which illustrated the agreed performance measures.

#### Decision

The Bute and Cowal Area Committee;

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

(Reference: Report by Executive Director with responsibility for Customer Support Services dated 1 June 2021, submitted)

### 6. TRANSPORT UPDATES

The Chair advised on current transport activities including that Roads and Infrastructure Services (RIS) had recently launched a Twitter handle @ABC\_roads\_infra which provides information on services such as roadworks and bin collections and capital schemes that were progressing, also advising that there is a dedicated page on the council website for updates: [Roads Capital Programme \(argyll-bute.gov.uk\)](https://www.argyll-bute.gov.uk/roads-capital-programme).

He highlighted that local reports had been received around traffic issues at the amenities site at Bogleha and that these had been addressed by RIS by encouraging the waste-to-product management company to minimise the number of customers queuing outside the facility, however current restrictions around physical distancing make this difficult. RIS are also exploring options around progressing parking restrictions on Bogleha Terrace. Councillor Alan Reid sought and received confirmation from the Head of Roads and Infrastructure that Members would be briefed before any action is taken.

The Committee noted that the date to find a solution to the Blairmore bin lorry issues was extended to 31 May 2021 and RIS were not aware that the residents had made a commitment to upgrade the road yet so the service was likely explore a road end uplift solution. The Chair also advised that special uplifts would restart from 1 June 2021.

In relation to Arden Craig Gardens the Chair advised that Council Officers had a positive meeting last week with the Bute Island Alliance who are keen to progress a community led scheme involving the areas of the site intended to be repurposed.

The Chair advised that Members can expect to receive regular weekly briefings on staycation related issues and that the contractor has until later this week to provide a solution at Rothesay pontoons, with an update to Members to be expected soon thereafter.

Discussion focussed on the need to replace street furniture such as bins, TROs at Rothesay High School and who had responsibility for ensuring CCTV cameras are operational with Members encouraged to raise issues on casebook as appropriate.

Councillor Bobby Good declared a financial interest during the forgoing item on the basis he is a part-time employee of West Coast Motors. He remained in the meeting taking no part in the short discussion.

## **7. ROADS AND INFRASTRUCTURE SERVICES UPDATE**

The Committee gave consideration to a report which provided an update on the recent activities carried out but the Roads and Infrastructure Service. This included information on how the Service continues to respond to covid-19 whilst focusing on delivering frontline services.

### **Decision**

The Bute and Cowal Area Committee considered and noted the contents of the report.

(Reference: Report by Executive Director with responsibility for Roads and Infrastructure Services dated May 2021, submitted)

Councillor Jim Findlay left the meeting during the foregoing item.

## **8. TRAFFIC REGULATION ORDER (TRO) UPDATE**

The Committee gave consideration to a report which provided an update on the progress of the Traffic Regulation Orders (TRO) process, background on the current backlog of TROs and impact of the statutory Temporary Traffic Regulation Orders (TTRO) and Traffic Notices on progression of permanent TROs.

### **Decision**

The Bute and Cowal Area Committee considered and noted the update on Traffic Regulation Order progress.

(Reference: Report by Executive Director with responsibility for Development and Infrastructure Services dated May 2021, submitted)

## **\* 9. DUNOON QUEEN'S HALL - PROJECT CLOSE OUT REPORT**

The Committee gave consideration to a report which presented Members with the Project Close Out Report for the Dunoon Queen's Hall Refurbishment and Public Realm Improvements Project.

**Decision**

The Bute and Cowal Area Committee;

1. noted and commented upon the Project Close Out Report; and
2. agreed to recommend to the Policy and Resources Committee that it approve the recommendation at section 1.3 of the appended report - Project Close Out Report, that the Queens Hall Refurbishment and Public Realm Improvements Project be formally closed out.

(Reference: Report by Executive Director with responsibility for Commercial Services dated 18 May 2021, submitted)

**10. SUPPORTING COMMUNITIES FUND 2021/22**

The Committee gave consideration to a report recommending the distribution of the Supporting Communities Fund (SCF) Grants for 2021/2022 for the Bute and Cowal area.

**Decision**

The Bute and Cowal Area Committee agreed to award funding from the Supporting Communities Fund as follows:

Ref No	Organisation	Grant 20/21	Total Project Cost	Amount Requested	Award 2021/22
1	Alienergy	N/A	£2,500	£625	No Award
2	Argyll Arts Collective	N/A	£11,800	£2,500	£2,000
3	Beachwatch Bute	N/A	£3,500	£2,500	£2,000
4	Bute Resilience Team	N/A	£2,900	£2,500	£2,000
5	Cairndow Village Hall Recreation Committee	New	£6,381	£1,039	£1,039
6	Cowal Open Studios	New	£2,400	£2,400	No award
7	Dunoon BID PA23	No Award	£3,900	£2,200	£2,200
8	Dunoon Exp	N/A	£2,500	£2,500	No Award
9	Dunoon Gateway Project	N/A	£7,200	£2,500	£2,000
10	Dunoon Men's Shed	N/A	£,2,757	£2,401	£758

Ref No	Organisation	Grant 20/21	Total Project Cost	Amount Requested	Award 2021/22
				(£758 - eligible costs)	
11	Family Mediation	N/A	£10,000	£2,500	No Award
12	Friends of the Riverbank Bird Hide, Kilmun	£500	£3,340	£1,840	£1,840
13	Fyne Futures Ltd	New	£3,310	£2,450	No Award
14	Kames and District Recreation Hall Committee	New	£1,922	£1,922	£1,922
15	Lochgoilhead Bowling Association	N/A	£1,964	£1,964	£1,197
16	Rothesay and District Pipe Band	No award	£3,300	£2,500	£2,000
17	Sandbank Community Council	N/A	£9,237	£2,500	£2,500
18	The Shore Art Club	New	£2,112	£2,112	£1,777
		<b>Total Available</b>			<b>£23,233</b>
		<b>Total Recommended</b>			<b>£23,233</b>

(Reference: Report by Chief Executive dated 12 May 2021, submitted)

Councillor Jim Findlay re-joined the meeting during the foregoing item

#### 11. INTEGRATION JOINT BOARD - PERFORMANCE REPORT (MARCH 2021)

The Committee gave consideration to a report which provided an update on the impact on service performance with regards to the Covid-19 pandemic and the progress made with regard to remobilising health and social care services in Argyll and Bute.

##### Decision

The Bute and Cowal Area Committee;

1. noted and considered the HSCP performance progress regarding remobilisation of activity in line with NHS Highland performance targets for 2020/21 agreed with Scottish Government to 70%-80% of 2019/20 activity; and



2. noted and considered the extension to the reporting timescales for the Annual Performance Report and review guidance with regards to the Strategic Commissioning Plan and Integration Scheme.

(Reference: Report by Stephen Whiston - Head of Strategic Planning & Performance dated March 2021, submitted)

## **12. PRIMARY SCHOOL REPORT 2021/22 - BUTE AND COWAL**

The Committee gave consideration to a progress and statistical update report on the Primary Schools in Bute and Cowal for the 2020/2021 session.

### **Decision**

The Bute and Cowal Area Committee considered the content of the report.

(Reference: Report by Executive Director with responsibility for Education Services dated 7 May 2021, submitted)

## **13. CRUACH MOR AND CLACHAN FLATS WINDFARM TRUSTS**

A report which updated Members on the work undertaken by the wind farm trusts set up at both Cruach Mhor (Glendaruel) and Clachan Flats (Cairndow) in accordance with consented developments was before the Committee for noting.

### **Decision**

The Bute and Cowal Area Committee noted the updates, which were the most recent of the annual updates required by the Committee on the work of the Trusts.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Support dated 10 May 2021, submitted)

## **14. DRAFT BUTE AND COWAL AREA COMMITTEE WORKPLAN**

The Draft Bute and Cowal Workplan, as of June 2021, was before the Committee for noting.

### **Decision**

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

(Reference: Bute and Cowal Workplan dated 1 June 2021, submitted).

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

## **E1 15. ROTHESAY TOWNSCAPE HERITAGE - RECOMMENDATION OF AWARD**

The Committee gave consideration to a report which asked them to approve a grant offer in respect of the Rothesay Townscape Heritage.

### **Decision**

The Bute and Cowal Area Committee approved the grant as detailed in the report.

(Reference: Report by Executive Director with responsibility for Development and Economic Growth dated May 2021, submitted)

**MINUTES of MEETING of BUTE AND COWAL COMMUNITY PLANNING GROUP held via  
MICROSOFT TEAMS  
on TUESDAY, 17 AUGUST 2021**

**Present:** Willie Lynch – Dunoon Community Council (Chair)  
Charles Dixon-Spain – Colglen Community Council (Vice-Chair)  
Councillor Jean Moffat – Argyll and Bute Council  
Councillor Liz McCabe – Argyll and Bute Council  
Councillor Jim Anderson – Argyll and Bute Council  
Councillor Audrey Forrest – Argyll and Bute Council  
Councillor Alan Reid – Argyll and Bute Council  
Stuart McLean – Committee Manager, Argyll and Bute Council  
Rhona Grant – Community Learning & Development Officer, Argyll and Bute Council  
Inspector John Forrest – Police Scotland  
Laura Evans – Police Scotland  
Susan MacRae – Area Manager, Skills Development Scotland  
Faye Tudor – Local Centre Manager, University of Highlands and Islands  
Robert MacIntyre – Bute Community Council  
Ann Campbell – Dunoon Area Alliance  
Sue Wallis - Volunteer Cowal South West Group  
Jim Osborne – Bute Island Alliance  
Megan Bonar – Dunoon Advertiser

**1. WELCOME AND APOLOGIES**

The Chair welcomed everyone to the virtual meeting of the Bute and Cowal Community Planning Group.

Apologies for absence were intimated on behalf of:

Councillor Bobby Good;  
Councillor Jim Findlay;  
Councillor Gordon Blair; and  
Alastair MacGregor – Argyll Community Housing Association.

**2. DECLARATIONS OF INTEREST**

Councillor Jim Anderson declared a non-financial interest in relation to item 5 (c) Community Learning Service Update as a board member of Live Argyll. He remained in the meeting and took no part in the discussion at this item.

Councillor Audrey Forrest declared a non-financial interest in relation to item 5 (c) Community Learning Service Update as a board member of Live Argyll. She remained in the meeting and took no part in the discussion at this item.

**3. MINUTES**

**(a) Meeting of the Bute and Cowal Community Planning Group held on 4 May 2021**

The minutes of the Bute and Cowal Community Planning Group meeting held on

Tuesday 4 May 2021 were approved as a correct record.

**4. COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE UPDATE**

The Group considered a briefing note which provided an overview of the discussion which took place at the Community Planning Partnership Management Committee meeting on 30 June 2021.

**Decision**

The Bute and Cowal Area Community Planning Group noted the briefing note.

(Reference: Briefing note by Committee Manager, dated 17 August 2021, submitted)

Councillor Jean Moffat joined the meeting during discussion of the forgoing item.

**5. PARTNERS UPDATE**

**(a) Police Scotland**

Police Inspector (PI) John Forrest introduced himself as the new Community Inspector taking over from PI Simon Shanks. He spoke to the submitted update which advised on key activities of Police Scotland which included personnel change, response to easing of lockdown restrictions, future planning regarding the upcoming COP26 Climate Change Conference in Glasgow in November 2021, fraud prevention, online child exploitation, road policing and bike marking.

Discussion focused on policing levels and local issues on Bute. The Group noted that there had been resource issues due to absences, however it was reported that a number of officers will shortly be returning, coupled with 3 new officers to be introduced by September will improve current staffing levels. PI Forrest agreed to meet with Ward 8 Councillors to discuss the situation further.

Laura Evans advised a 2 year pilot Suicide Bereavement Support scheme had been launched, in partnership with the Scottish Government. This service is for families and individuals, including children and young people who have been impacted by the loss of a loved one to suicide. Families and individuals bereaved since August 2020 can access the service. Miss Evans advised that further details would be circulated to the Group and would encourage partners to distribute this through their own social media channels and any other local mediums as appropriate.

**Decision**

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

(Reference: Update by Police Inspector Mo Boyle – Police Scotland dated 17 August 2021, submitted)

**(b) Dunoon Community Development Trust Update – July 2021**

The Group considered an update from Ann Campbell, Dunoon Area Alliance in relation to the Dunoon Community Development Trust which had been set up, by a

group of local individuals concerned about the sustainable development of Dunoon and the surrounding area. Ann advised that the Trust will build on the endeavours of Dunoon Area Alliance, while focusing on community lead environmental and sustainability projects.

Confirmation was sought and received that officer bearers would be appointed at an AGM to be organised once membership was at the appropriate level.

Discussion focused on communicating with road and pathways users in relation to clarity around right of use by cyclists and/or pedestrians to ensure mutual respect and understanding. It was noted that the council were in the process of reviewing signage and PI Forrest confirmed he would alert officers to concerns raised and encourage them to engage with and advise cyclists as appropriate.

### **Decision**

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

(Reference: Update by Ann Campbell, Dunoon Area Alliance, dated July 2021, submitted)

#### **(c) Community Learning Service Update**

The Group considered an update from Argyll and Bute Council's Community Learning Service which detailed its transfer to LiveArgyll, the resumption of the Health and Wellbeing Project, delivery of the Enhanced Summer Programme and the ongoing development of the Community Learning and Development Plan for 21-24.

### **Decision**

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

(Reference: Update by Community Learning and Development Assistant, dated 17 August 2021, submitted)

#### **(d) Argyll College - Brief Summary of Activity**

The Group considered an update from Argyll College which continues to operate remotely and how they were able to support students during the pandemic to achieve success. Dr Tudor advised that college applications remain open with the exception of Access to Nursing and the PGDE in Primary/Secondary teaching, both of which are fully subscribed.

### **Decision**

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

(Reference: Update by Dr Faye Tudor - Learning Centre Manager, Argyll College, dated 17 August 2021, submitted)

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

Skills Development Scotland (SDS)

Susan MacRae advised that careers advisors were returning to schools to co-inside with the start of the new term. The Group noted that SDS continue to work closely with Department of Work and Pension to support school leavers into employment and that a report on school leavers and their destinations would be submitted at the next meeting.

**6. ARDENCRAIG GARDENS**

Jim Osbourne, Bute Island Alliance (BIA) confirmed that those interested in securing the long term future of Arden Craig Gardens have been in dialogue with Council Officers. These discussions led to the formation of Arden Craig Interest Group (AIG) who consequently organised a visitor survey which ran for 4 weeks. The survey asked for feedback on the long term aspirations for visitors to the gardens and generated over 1000 responses, AIG are now in the process of analysing the findings. The Group noted that preliminary findings suggest that revenue could be created by the introduction of an admission and membership/friends of society fee and the reopening of the café. As AIG is not yet constituted the BIA were managing donations received through restricted funds.

**Decision**

The Bute and Cowal Area Community Planning Group considered and noted the position.

**7. CLIMATE CHANGE**

(a) **Briefing Note: Climate Change Working Group - Involvement of Area Community Planning Groups**

Consideration was given by the Group to a briefing note which provided information on the aims of the Climate Change Working Group as was formed by the CPP Management Committee and explored how Area Community Planning Groups could become more involved.

It was noted that if the Working Group invited written submissions this might attract more considered and strategic suggestions.

**Decision**

The Bute and Cowal Area Community Planning Group;

1. discussed the information outlined in the briefing and suggested that the Climate Change Working Group explore the following topics:
  - the need to develop a horticulturally trained workforce;
  - the need to minimise the transportation of goods and services;
  - the part that Argyll and Bute can play in the hydrogen economy;
  - the need for suitable electric vehicle charging infrastructure; and
  - greater digital connectivity for all.
2. nominated Charles Dixon-Spain as a substitute to represent the Bute and Cowal

ACPG on the Working Group; and

3. put forward the Glendaruel and Colintrave polytunnels for inclusion within the ACT interactive map.

(Reference: Report by Committee Manager, dated 17 August 2021, submitted)

(b) **Fyne Futures**

The Group noted an update from Fyne Futures on how their activities are focused on reducing the Isle of Bute carbon footprint through provision of low carbon goods and services.

**Decision**

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

(Reference: Update by Reenie Kennedy-Boyle - General Manager, Fyne Futures, dated 17 August 2021, submitted)

**8. COVID-19 RESILIENCE**

The Vice-Chair opened a discussion on covid-19 resilience advising that as lockdown measures are easing cognisance must be given to the continuing risk of new variants emerging. The Vice-Chair acknowledged the Councils recovery plan and reflected on the degree of uncertainty over the timings of the recovery.

Mr Dixon-Spain encouraged partners to consider how they could respond to future societal challenges at a micro-level to ensure resilience for our communities.

**Decision**

The Bute and Cowal Area Community Planning Group;

1. considered and noted the update; and
2. agreed that partners would submit any thoughts or ideas regarding how they could respond to future societal challenges to the Committee Manager to be pulled into a report to inform discussions at a future meeting.

**9. DATE OF NEXT MEETING**

The Group noted that the next meeting of the Bute and Cowal Area Community Planning Group would take place at 10.00am on Tuesday 2 November 2021.

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**MINUTES of MEETING of COWAL TRANSPORT FORUM held via SKYPE  
on MONDAY, 24 MAY 2021**

- Present:** Councillor Alan Reid (Chair)  
Councillor Bobby Good  
Councillor Audrey Forrest
- Attending:** Melissa Stewart – Governance Officer  
Martin Arnold – Contract Officer  
Tommy Gore – Area Operations Manager, Calmac  
Gordon Ross – Western Ferries  
Alistair McLundie - Western Ferries  
Iain Slorach – Client Manager, Calmac  
Iain Catterwell – Timber Transport Group  
Chief Inspector Emma Grimason – Police Scotland  
Neil MacFarlane – Transport Scotland  
Murray Rogers – West Coast Motors  
Jeff McCormick – West Coast Motors  
Iain McInnes – Lochgoil Community Council  
Willie Lynch – Dunoon Community Council  
Ronnie McAlister – Bute Community Council

**1. APOLOGIES FOR ABSENCE**

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

Apologies for absence were intimated by;

Councillor Jim Anderson;  
Councillor Gordon Blair;  
Marta Zawadzka - Community Transport Officer;  
Michael Breslin – South Cowal Community Council; and  
Archie Reid – Strachur Community Council.

**2. DECLARATIONS OF INTEREST**

Councillor Bobby Good made a financial declaration of interest in items 7 (a) and (b) on the basis he is a part-time employee of West Coast Motors. He remained in the meeting taking no part in the short discussion.

**3. MINUTES**

The minute of the meeting of the Cowal Transport Forum held on the Monday 1 February 2021 was approved as a correct record.

**4. FERRIES UPDATE**

**(a) Caledonian MacBrayne**

The Forum considered an update from Tommy Gore - Area Operations Manager, Caledonian MacBrayne, in relation to there being only one vessel in service on the Dunoon/Gourock route as MV Argyll Flyer was still in dry dock due to engine issues

that were uncovered on sea trials. In terms of service reliability the Forum noted that both the Dunoon/Gourock and the Colintraive/Rhubodach routes had 12 sailings cancelled with 99% and 100% respectively of those sailings running on time and that the Portavadie/Tarbert service was back to hourly sailings. It was noted that the cancelled sailings figure did not include sailings cancelled due to the MV Argyll Flyer being unavailable.

Discussion was had on the accessibility of the gangway for all users and the Forum noted that CalMac were in the process of procuring a replacement gangway, due to be installed in the near future.

Discussion focused how the replacement bus service on the Dunoon/Gourock route had not been crossing with the ferries though it was understood that once the service was back to normal the shuttle service would be reinstated. Confirmation was sought and received that if the bus does not cross with the ferry, CalMac will reimburse the cost of the ferry ticket to passengers.

### **Outcome**

The Forum;

1. noted the update;
2. agreed that Tommy Gore would update the Forum on the situation of the MV Argyll Flyer in dry dock when the position changes;
3. agreed that Tommy Gore would circulate service reliability data for the Portavadie/Tarbert route to the Forum and would include the figures in future updates at the Forum's meetings;
4. agreed that Tommy Gore would update the Forum on the position of the reinstated bus shuttle service on the Dunoon/Gourock route; and
5. noted that Tommy Gore would ensure that the position regarding reimbursement of the cost of ferry tickets to passengers who used the bus shuttle service on the Dunoon/Gourock route would be communicated clearly to all customers.

### **(b) Western Ferries**

Gordon Ross - Managing Director, Western Ferries, confirmed that the Summer Service timetable was introduced on 26 April 2021 in line with Scottish Government guidance; new offices were open with normal opening times; and outside works had been completed which included mobility parking.

### **Outcome**

The Forum noted the update.

### **(c) Gourock to Dunoon Ferry Service**

The Forum considered the update from Caledonian Maritime Assets Ltd (CalMac).

Discussion focused on what work has been done by the tripartite regarding the

modelling of predicted service levels and the Forum noted that CalMac, as the operator, provided data from last 10 years to Transport Scotland and that the demand for the routes was to be discussed at Reference Group meeting on 28 May 2021.

**Outcome**

The Forum noted the update and agreed to continue the item.

**(d) Shore Side Infrastructure at Dunoon**

The Forum noted that there was nothing further to update until the Forum's next meeting in August 2021.

**Outcome**

The Forum noted the position.

The Ferries representatives left the meeting at this point.

**5. POLICE SCOTLAND**

The Chair welcomed Chief Inspector Emma Grimason, Police Scotland, to her first meeting with the Forum.

CI Grimason introduced herself and informed the Forum that she will be supported by the newly appointed Inspector John Forrest. She gave an update on matters she had recently been attending to, which included working with the Community Engagement Team to establish a Day of Action to be held on 27 May in Dunoon. This will see an increased police presence in the area with the aim to pro-actively address problem areas through education such as bike marking at the Band Stand in Dunoon, safe passing distances when vehicles overtake cyclists, a speed detection event to address complaints in the Bullwood Road area, promotion of a national motorcycle campaign reporting on high profile speeding and working in conjunction with Transport Scotland around the influx of tourists to more rural areas due to staycation activity. The Forum noted details of the event will be promoted on social media with local press coverage.

The Forum noted that the Youth Programme would be re-instated in a revised format once a review had been completed.

**Outcome**

The Forum;

1. noted the update;
2. noted that CI Grimason would ask Police Officers to monitor speeding issues along Sandbank Road that engagement with Lochgoil Community Council regarding rising policing in that community would be facilitated; and
3. noted that once the review was completed that CI Grimason would update the Forum on the position of the Youth Programme.

## 6. TRANSPORT SCOTLAND

### (a) VMS and Manual Signs

Neil MacFarlane, Transport Scotland, updated the Forum in relation to VMS and manual signs and highlighted that the main issue with VMS is finding a mains connection and due to the costs involved advised the Forum that signage will be reviewed between medium and long term solutions as part of a move towards relying on social media and radio travel updates for information.

#### **Outcome**

The Forum noted the position and agreed to continue the item.

### (b) A83

Neil MacFarlane, Transport Scotland, advised the Forum that whilst work was ongoing at the Rest and Be Thankful (RABT), most work on A83 and A82 Loch Lomondside was completed and that the A82 Inverarnan stretch would be subject to overnight closures from 27 May 2021 and the next major resurfacing works on the sections of the A83 close to Cowal are expected to take place in September/October 2021. The Forum noted that multiagency work monitoring and managing traffic, particularly in Loch Lomond area, was underway.

Discussion focussed on the RABT medium and long-term proposals including ongoing discussions with Forestry and Land Scotland regarding the option for a new road along the corridor of the existing forestry access track. The condition of A8/M8 between Newark Castle and Glasgow Airport was also raised.

#### **Outcome**

The Forum;

1. noted the update; and
2. agreed that Neil MacFarlane would raise concerns over the condition of A8/M8 with relevant officers in Transport Scotland and report back to the Forum.

## 7. PUBLIC TRANSPORT

### (a) Pingo - On Demand Bus Service

The Forum considered the submitted leaflets on the bus service 'Pingo'; an app which allows customers to book a shared journey not served by the bus service at that particular time. It operates within the West Coast Motors, Dunoon and Cowal network and acts like an on demand response service. Murray Rodger, West Coast Motors, further advised the Forum that the service was developed as part of the green recovery to encourage people away from single occupancy car trips. Users can book, pay and track vehicles online with the option of calling the helpdesk to assist with the app and to book journeys for those that do not use a smart phone. The Forum noted that the service has the support of local businesses and if it continues to be a success it is hoped that it can be extend to other locations dependent upon demand.

**Outcome**

The Forum noted the information.

**(b) Reduced Bus Services**

Jeff McCormick, West Coast Motors (WCM), advised the Forum that service levels were currently at 90% pre-covid levels and discussion focussed on getting all services back on as soon as possible whilst looking at alternatives such as Pingo and how WCM are funded through fare revenue and concessionary fares which have severely reduced and how Transport Scotland has guaranteed to assist in plugging the funding gap only until the end of June 2021. The Forum also noted that all vehicles used to service bus routes were Equality Act compliant.

**Outcome**

The Forum noted the position.

**(c) Bus Stop at Rest and Be Thankful**

The Forum considered the update from the Public Transport Technician in relation to the bus stop ramp at the Rest and Be Thankful.

**Outcome**

The Forum noted the update.

**8. TIMBER TRANSPORT GROUP**

Iain Catterwell, Timber Transport Group, updated the Forum on recent activities which included that Hell's Glen forestry works should be complete within the next 3 weeks with no significant issues other than a few drivers choosing to break through the signs; that subject to ministerial approval expected soon a further investment is anticipated for improvements on the B8000 Kames/Millhouse/Tighnabruaich area to include for five additional LGV passing places, carriageway widenings, plus other car sized passing places as topography allows.

**Outcome**

The Forum noted the update.

**9. ROADS UPDATE**

**(a) Carriageway Roundels and Additional Signage at Colintrave**

The Forum noted that Officers had advised the Chair that works were now complete.

**Outcome**

The Forum noted the position and agreed to remove the item from the agenda.

**(b) Traffic Management in Tighnabruaich, Kames and Millhouse**

As there was no one present from Kilfinan Community Council to give an update there was no discussion on the item.

### **Outcome**

The Forum noted the position and agreed to continue the item.

### **10. ANY OTHER COMPETENT BUSINESS**

The Forum discussed the circulated Council policy regarding giving out information about road closures or temporary works. Willie Lynch, Dunoon Community Council, gave examples of this policy not having been implemented and it was agreed that the detail of these examples would be fed back to the service for further enquiry.

Confirmation was sought and received around the maximum timescale of 18 months that a Temporary Traffic Regulation Order can be in place for.

### **Outcome**

The Forum agreed to forward Willie Lynch's observations to the Executive Director responsible for Roads and Infrastructure and to keep this item on the agenda.

### **11. DATE OF FUTURE MEETINGS**

It was agreed that the future meetings of the Cowal Transport Forum would be held on;

- Friday 20 August 2021; and
- Tuesday 16 November 2021.

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**ARGYLL AND BUTE COUNCIL**
**BUTE AND COWAL AREA  
COMMITTEE**
**CUSTOMER SUPPORT SERVICES**
**31 AUGUST 2021**


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**AREA SCORECARD FQ1 2021/22**


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**1 Background**

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 1 2021/22 (April-June 2021) 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 and considers the performance and supporting commentary as presented.
  - 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 Performance 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: FQ1 2021/22 B&C Word Report in pdf format

Appendix 4: FQ1 2021/22 B&C Scorecard



## PERFORMANCE REPORTS – KEYS TO SYMBOLS

### WORD REPORT

#### STATUS SYMBOL

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

#### TREND ARROW

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

#### NAME IN BRACKETS (StreetScene)

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

#### GREY SUCCESS MEASURE

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

#### WHITE SUCCESS MEASURE

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

### ON GRAPHS IN PYRAMID

#### GREEN

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

#### RED

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

#### KEY

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

### THE SCORECARD

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

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

## BUTE & COWAL

### FQ1 2021/22 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.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ4 2020/21	FQ1 2021/22	
	10	11	GREEN
	12	11	RED
	8	8	NO TARGET
	30	30	TOTAL

#### B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No 1 - People live active, healthier and independent lives</b>								
Number of affordable social sector new builds - B&C (Housing Services)	●	↓	20	20	2	2	Allan Brandie	<b>FQ1 2021/22 B&amp;C</b> During quarter 1 there were 58 completions. Bute and Cowal - 6 which included 2 wheelchair accessible units Helensburgh and Lomond - 10 units Oban, Lorn and the Isles - 42 units which included 2 wheelchair accessible units Mid Argyll. Kintyre and Islay - 0 The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal - 9 Helensburgh and Lomond - 10 Oban, Lorn and the Isles - 302 Mid Argyll, Kintyre and Islay - 42 The annual targets for 2021/22 is 363 completions.
								<b>FQ4 2020/21 B&amp;C</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. During Q3 there were 20 units at Tighnabruich completed which were not included in Q3 Pyramid figures as handover was not confirmed until January 21 and have therefore been included in Q4. Most developments are starting to get back on track but unfortunately, the latest lockdown measures have had further implications for delivery of the programme and has affected the annual output targets for 2020/21, with completions due in Q4 slipping into 2021/22. The LHS/SHIP annual target of 110 completions therefore has not been achieved this year, with only 48 units in total being delivered. However, the major project at Dunbeg is due to deliver a significant initial phase of new build units in April/May 2021 which will compensate for the reduction in outputs in 2020/21. Completions during 20/21: Bute and Cowal – 26 units Helensburgh and Lomond – 0 units Oban, Lorn and Isles – 22 units Mid-Argyll, Kintyre and Islay – 0 units.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)	●	↑↑	20	20	54	54	Allan Brandie	<b>FQ1 2021/22 A&amp;B</b> During quarter 1 there were 58 completions. Bute and Cowal - 6 which included 2 wheelchair accessible units Helensburgh and Lomond - 10 units Oban, Lorn and the Isles - 42 units which included 2 wheelchair accessible units Mid Argyll. Kintyre and Islay - 0 The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal - 9 Helensburgh and Lomond - 10 Oban, Lorn and the Isles - 302 Mid Argyll, Kintyre and Islay - 42 The annual targets for 2021/22 is 363 completions.
								<b>FQ4 2020/21 A&amp;B</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. During Q3 there were 20 units at Tighnabruich completed which were not included in Q3 Pyramid figures as handover was not confirmed until January 21 and have therefore been included in Q4. Most developments are starting to get back on track but unfortunately, the latest lockdown measures have had further implications for delivery of the programme and has affected the annual output targets for 2020/21, with completions due in Q4 slipping into 2021/22. The LHS/SHIP annual target of 110 completions therefore has not been achieved this year, with only 48 units in total being delivered. However, the major project at Dunbeg is due to deliver a significant initial phase of new build units in April/May 2021 which will compensate for the reduction in outputs in 2020/21. Completions during 20/21: Bute and Cowal – 26 units Helensburgh and Lomond – 0 units Oban, Lorn and Isles – 22 units Mid-Argyll, Kintyre and Islay – 0 units.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.2 - People live in safer and stronger communities</b>								
B&C - Number of Parking Penalty Notices Issued (Streetscene B&C)		↑	No Target	39	No Target	80	Hugh O'Neill	<b>FQ1 2021/22 B&amp;C</b> Most of Dunoon and Rothesay town centres not enforceable due to road markings deteriorating.
								<b>FQ4 2020/21 B&amp;C</b> Covid restrictions reducing customers. Line painting required in Bute and Cowal to allow enforcement, particularly in Rothesay and Dunoon town centres.
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑	No Target	462	No Target	1,915	Hugh O'Neill	<b>FQ1 2021/22 A&amp;B</b> Lomondside busy with victors, other areas not at pre-Covid levels.
								<b>FQ4 2020/21 A&amp;B</b> Area quite in general with the exception of Lomondside where visitors were ignoring Covid restrictions to visit.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Car Parking income to date - B&C (Streetscene B&C)	●	↓	£150,165	£31,237	£37,421	£13,474	Hugh O'Neill	<b>FQ1 2021/22 B&amp;C</b> Some income arising from card payments is still to be allocated to the area totals, however, these won't be accounted for until FQ2 due to the billing process (card payments are taken by a third party and credited to the Council on a monthly basis). Officer observations are that the B&C car parks remain quiet, even within the free to use car parks.
								<b>FQ4 2020/21 B&amp;C</b> Although there has been a slight increase in the level of car parking income received in FQ4, the on-going impact of Covid and its associated restrictions has resulted in the continuation of a significant under recover of the car parking income budget.
<i>Guildford Street, Rothesay</i>				£32	Income collected each FQ.	£662		
<i>Church Street, Dunoon</i>				£0		£0		
<i>Swimming Pool, Dunoon</i>				£4		£2		
<i>Dunoon Pier</i>				£10		£0		
<i>Moir Street, Dunoon</i>				£48		£313		
<i>B&amp;C</i>				£2,652		£11,037		
<i>Argyll Street, Dunoon</i>				£47		£1,435		
<i>Jane Villa, Dunoon</i>				£47		£24		
Car Parking income to date - A&B (StreetScene)	●	↓	£1,002,075	£491,197	£194,703	£65,535	Hugh O'Neill	<b>FQ1 2021/22 A&amp;B</b> While FQ1 is showing an under recovery of £129,168, it should be noted that there are additional card payments amounting to £78,131.85 arising from June. The card payments are made through a third party and credited to the Council on a monthly basis; this does mean, however, that the income from the last full month of each quarter is paid in the following financial quarter. Notwithstanding this, there is still an under recovery for FQ1 which may be an impact of the ongoing Covid restrictions into the start of this financial year. The following is based on Officer observations per area: B&C – car parks remain quiet, even within the free to use car parks. H&L - Arrochar and Luss are busy most of the time. Helensburgh busier on sunny days MAKI - Inveraray is busy at weekends, quiet otherwise OLI - Oban is busy at the weekends.
								<b>FQ4 2020/21 A&amp;B</b> Although there has been a slight increase in the level of car parking income received in FQ4, the on-going impact of Covid and its associated restrictions has resulted in the continuation of a significant under recover of the car parking income budget.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)	●	⇒	27	28	27	28	Tom Murphy	<b>FQ1 2021/22 B&amp;C</b> The number of dog fouling complaints has stayed the same as last quarter with 28 complaints. The Warden Service will continue with their efforts to deal with this issue and will continue to engage with all partners in an attempt to deal with this problem. For FQ1 2021/22 there has been one Fixed Penalty Notice and two letters for fouling issued for Bute and Cowal.
								<b>FQ4 2020/21 B&amp;C</b> The number of dog fouling complaints in Bute and Cowal has risen this quarter to 28 complaints. The Warden Service will continue with their efforts to deal with this issue and will continue to engage with all partners in an attempt to deal with this problem.
Dog fouling - total number of complaints A&B (StreetScene)	●	↑	78	96	78	72	Tom Murphy	<b>FQ1 2021/22 A&amp;B</b> The number of dog fouling complaints remains high this quarter, this is disappointing. It is hoped we will see an improvement in this next quarter as the Warden Service will continue to monitor this and engage with all parties in an attempt to deal with this problem. The warden service remains committed to dealing with irresponsible dog owners. The catching of a person committing an offence is very difficult and the majority of complainants either wish to remain anonymous or decline to give a statement. However, wherever possible the wardens engage with an irresponsible dog owner with the view to explain and educate on the issues caused by dog fouling.
								<b>FQ4 2020/21 A&amp;B</b> The number of dog fouling complaints has almost doubled for the months of January, February and March, this is disappointing and the Warden Service will continue to monitor this and engage with all parties in an attempt to deal with this problem in the hope that we will see the numbers reduce in the next quarter.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
LEAMS [Local Environment Audit and Management System] - B&C Bute (Cleanliness Monitoring Systems) <b>MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE</b>	●	⇒	73	83	73	83	Tom Murphy	<b>FQ1 2021/22 B&amp;C Bute</b> The level of street cleanliness on the Isle of Bute is high again this quarter, with a performance recording of April 83, May 86 and June 80. All well exceeding the Benchmark Figure of 73. This is a very good level of service.
								<b>FQ4 2020/21 B&amp;C Bute</b> The level of street cleanliness on the Isle of Bute is high again this quarter, with January 76, February 82 and March 86 all exceeding the National Standard of 67 and Benchmark Figure of 73.
LEAMS [Local Environment Audit and Management System] - B&C Cowal (Cleanliness Monitoring Systems) <b>MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE</b>	●	↓	73	79	73	78	Tom Murphy	<b>FQ1 2021/22 B&amp;C Cowal</b> Again this quarter the street cleanliness figure remains steady and exceeding the Benchmark Figure, with performance figures of April and May 79 and June 77.
								<b>FQ4 2020/21 B&amp;C Cowal</b> Cowal's performance remains steady this month with January and March with a score of 79 and February 78, this is a very good service
LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems) <b>MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE</b>	●	⇒	73	81	73	81	Tom Murphy	<b>FQ1 2021/22 A&amp;B</b> The level of street cleanliness across the area remains at a very high standard, exceeding both the National Standard and Benchmark 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.
								<b>FQ4 2020/21 A&amp;B</b> Delivery of street cleanliness operations is monitored through the Keep Scotland Beautiful LEAMS programme. The department continues to deliver to a high standard, exceeding the national target of 67% and regularly meeting the Council's target of 73%.



## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.3 - Children and young people have the best possible start</b>								
No Area Committee Measures to report on for Corporate Outcome 3.								
<b>Corporate Outcome No.4 - Education, skills and training maximises opportunities for all</b>								
B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	●	↓	94.00%	92.95%	94.00%	91.73%	Simon Easton	<b>FQ1 2021/22 B&amp;C</b> There has been a slight decrease between FQ4 2020/21 and FQ1 2021/22.
								<b>FQ4 2020/21 B&amp;C</b> The Annual Participation Measure is collated and reported on once a year, normally September. Since April 2021 SDS has begun reporting on 16 to 19 year old's on a monthly basis and this information will be included in FQ1 21-22.
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%	94.58%	Simon Easton	<b>FQ1 2021/22 A&amp;B</b> The Annual Participation Measure is collated and reported on once a year, normally September. Since April 2021 SDS has begun reporting on 16 to 19 year olds on a monthly basis.
								<b>FQ4 2020/21 A&amp;B</b> The Annual Participation Measure is collated and reported on once a year, normally September. Since April 2021 SDS has begun reporting on 16 to 19 year old's on a monthly basis and this information will be included in FQ1 21-22.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.5 - The economy is diverse and thriving</b>								
% of Pre-Application enquiries processed within 20 working days - B&C (Planning Applications)	●	↑	75.0%	75.0%	75.0%	91.3%	Peter Bain	<b>FQ1 2021/22 B&amp;C</b> FQ1 target was met.
								<b>FQ4 2020/21 B&amp;C</b> FQ4 target was met.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0%	68.9%	75.0%	66.7%	Peter Bain	<b>FQ1 2021/22 A&amp;B</b> FQ1 has seen a slight downturn on FQ4 but still slightly below target as the team prioritises the processing of planning applications during the Covid pandemic; performance has also been impacted during FQ1 by two vacancies, and long term absence.
								<b>FQ4 2020/21 A&amp;B</b> FQ4 has seen an improvement on FQ3 but still slightly below target as the team prioritises the processing of planning applications during the Covid pandemic.
Householder Planning Apps: Ave no of Weeks to Determine - B&C (Planning Applications)	●	↓	8.0 Wks	8.2 Wks	8.0 Wks	9.1 Wks	Peter Bain	<b>FQ1 2021/22 B&amp;C</b> Performance has dipped during FQ1 due to the continuing impact of Covid upon workflow. FQ3 and 4 of the previous financial year saw a significant increase in submissions which has given rise to delays not only in the validation of applications but also their determination.
								<b>FQ4 2020/21 B&amp;C</b> The performance target for FQ4 was just missed however performance across DM continues to be affected by the impact of Covid upon 'normal' workflows.
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	⇒	8.0 Wks	9.1 Wks	8.0 Wks	9.1 Wks	Peter Bain	<b>FQ1 2021/22 A&amp;B</b> The team are working through the backlog of planning applications caused by the extreme changes to working practices earlier in the year. Set against this backdrop, the improvement in performance from 10.0 weeks in the previous quarter to 9.1 weeks has been maintained during FQ1 despite the ongoing operational difficulties of delivering the Planning Service with the restrictions brought about by the pandemic.
								<b>FQ4 2020/21 A&amp;B</b> The team are working through the backlog of planning applications caused by the extreme changes to working practices earlier in the year. Set against this backdrop, the improvement in performance from 10.0 weeks in the previous quarter to 9.1 weeks in FQ4 is pleasing given the ongoing operational difficulties of delivering the Planning Service with the restrictions brought about by the pandemic.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.6 - We have infrastructure that supports sustainable growth</b>								
Street lighting - B&C percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↑↑	75%	46%	75%	60%	Hugh O'Neill	<b>FQ1 2021/22 B&amp;C</b> We have identified a further issue with the Asset Management system (LMS) which does not calculate the dark lamp reports in line with quarterly performance on Pyramid. We have manually checked this over the individual months of the first quarter of 2021/22 which shows April 51.2%, May 52.2% and June at 25%. Further analysis of June's poor performance has revealed that several jobs were completed on time, however had not been marked up on the asset system by staff within the allotted timescales. Therefore adjusting this means June compliance is 56.2%. Tallying all three for the quarter give a compliance of 53.2%. Whilst still below the compliance rate we have again improved month on month this year. We have now recruited an electrician in the Helensburgh area which should improve repair timescales and take pressure off Dunoon and Lochgilphead based resources.
								<b>FQ4 2020/21 B&amp;C</b> BC up from 16% to 46%. Material supply issues, continue to hamper efficient operations, partly due to Covid furlough and Brexit related import controls, on electrical equipment. The Dunoon based Electrician was able to increase the rate of repair, once some material deliveries were received. Some delays may have resulted by the grouping of work packages for remote sections of Cowal, away from Dunoon or trips to Bute. The logistics of reacting to faults in remote districts, including islands, means that it is uneconomic to travel long distances for individual faults. The grouping of faults by area, in daily or weekly work packages, can result in the under achievement of the target response time. Some faults, were not able to be assessed and re-categorised within the timescale by the one Dunoon based SL Inspector, where longer term issues prevented repairs. We continue to work with Power Supply providers, to re-connect power to dark sections, when their resources are made available to the Council.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	↑↑	75%	40%	75%	46%	Hugh O'Neill	<b>FQ1 2021/22 A&amp;B</b> Whilst the performance in FQ1 is an improvement from FQ4 the service acknowledges that performance is still below target and is continuing to work with the action plan that was implemented to improve performance. The service has introduced a Street Lighting Service Disruption page onto our Website and identified an issue with the Asset Management system (LMS) which does not automatically provide updates to customers reporting faults on our street lighting Network. We have been working with staff in the contact centre and RIS Administration to pick up updates from LMS and add these to Oracle to ensure better updates are being received. The team are holding regular Network and Operational Meetings to provide staff with support and highlight areas for improvement, this is being managed with a set of actions in the improvement plan. The team have now recruited an electrician in the Helensburgh area which should improve repair timescales.
								<b>FQ4 2020/21 A&amp;B</b> The action plan to identify and process requests for service is starting to show a slight improvement in Dark Lamp response times. There is however still the overarching issue of the geographical spread of faults in the system and the related isolated and reduced level of physical resources to deliver the service. At present there remains one Electrician based in Dunoon covering mainly Eastern districts and one in Lochgilphead covering mainly Western and Island districts. Whilst the figures for the last quarter show an improvement this is still below target as travel and other weather related restrictions hampered the completion of most repairs within the target timescales. The turnover of fault repairs has however improved. The Operations Team are actively pursuing the appointment of a third Electrician based in Helensburgh, to give a more responsive service to this "third" of the Street lighting inventory. The interview process is planned for Late April / Early May.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Total number of Complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		⇒	No Target	0	No Target	0	Tom Murphy	<b>FQ1 2021/22 B&amp;C Bute</b> Again this quarter there have been no complaints regarding waste collection for the Island of Bute. Given the number of domestic and commercial properties serviced this is an excellent level of service.
								<b>FQ4 2020/21 B&amp;C Bute</b> Again this quarter there were no waste collection complaints received for the Isle of Bute. This is an excellent level of service given the number of both domestic and commercial properties serviced.
Total number of Complaints regarding Waste Collection - B&C Cowal (Streetscene B&C)		⇒	No Target	0	No Target	0	Tom Murphy	<b>FQ1 2021/22 B&amp;C Cowal</b> Again this quarter there were no waste collection complaints for Cowal, an excellent achievement.
								<b>FQ4 2020/21 B&amp;C Cowal</b> There were no waste collection complaints received in FQ4 on Cowal, this is an excellent achievement.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	15	No Target	0	Tom Murphy	<b>FQ1 2021/22 A&amp;B</b> There were no waste collection complaints received in relation to the service across the whole of the district for the FQ1 period. The is an excellent level of service given the number of properties serviced. While carrying out these duties safe working practices relating to Covid remain in place.
								<b>FQ4 2020/21 A&amp;B</b> The number of waste collection complaints has risen this quarter, however given the inclement weather and breakdowns this service is still good. In general all collections were carried out, some may have been a few days late. Information regarding delayed uplifts was posted on the Council's web page to inform the public.

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)	●	↓	45.0%	49.3%	45.0%	46.6%	John Blake	<b>FQ1 2021/22 A&amp;B</b> 46.6% recycling, composting and recovery (35.0% recycling/composting plus 11.6% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								<b>FQ4 2020/21 A&amp;B</b> 49.3% recycling, composting and recovery (37.1% recycling/composting plus 12.2% recovery). Recycling percentages overall in Q4 are similar to pre-Covid rates and have returned well since kerbside recycling was suspended during early months of pandemic. Full year figure for recycling and recovery at 45.1% (29.4% recycling/composting plus 15.7% recovery).
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	50.9%	No Target	45.5%	John Blake	<b>FQ1 2021/22 Waste PPP Area</b> 45.5% recycling, composting and recovery (30.2% recycling/composting plus 15.3% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								<b>FQ4 2020/21 Waste PPP Area</b> 50.9% recycling, composting and recovery (37.1% recycling/composting plus 12.2% recovery). Recycling levels have returned well since kerbside recycling was suspended during early months of the pandemic. Full year - 47.4% recycling and recovery (26.1% recycling/composting plus 21.3% recovery).
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	34.4%	No Target	33.8%	John Blake	<b>FQ1 2021/22 Islands</b> 33.8% recycling, composting and recovery (32.3% recycling/composting plus 1.5% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								<b>FQ4 2020/21 Islands</b> 34.4% recycling and recovery (32.6% recycling/composting plus 1.8% recovery). Waste arisings much lower in this quarter due to lack of visitors as a result of lockdown. Full year - 33% recycling and recovery (30.3% recycling/composting plus 2.7% recovery).
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	50.3%	No Target	52.0%	John Blake	<b>FQ1 2021/22 H&amp;L</b> 52.0% recycling ,composting and recovery (44.0% recycling/composting plus 8.0% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								<b>FQ4 2020/21 H&amp;L</b> 50.3% recycling ,composting and recovery (42.1% recycling/composting plus 8.1% recovery) . Recycling rates have now returned to more normal levels after kerbside recycling was suspended during early months of the pandemic. Full year - 44.4% recycling and recovery (35.3% recycling/composting plus 9.2% recovery).

## B&amp;C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Making It Happen</b>								
B&C Teacher Absence (Education Other Attendance)	●	↓	1.50 days	0.92 days	1.50 days	1.36 days	Simon Easton	<b>FQ1 2021/22 B&amp;C</b> Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								<b>FQ4 2020/21 B&amp;C</b> Teacher work days lost is half of the days lost in the same period last year.
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	↓	1.50 days	1.15 days	1.50 days	1.36 days	Simon Easton	<b>FQ1 2021/22 A&amp;B</b> Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								<b>FQ4 2020/21 A&amp;B</b> Teacher absence has reduced significantly (by over 1 work day lost per FTE) on the same quarter last year.
B&C LGE Only (HR1 - Sickness absence ABC)	●	↑	2.36 days	3.60 days	2.36 days	3.44 days	Carolyn McAlpine	<b>FQ1 2021/22 B&amp;C</b> Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								<b>FQ4 2020/21 B&amp;C</b> The rate of work days lost has increased slightly against the same quarter last year. The number work days lost is for a variety of reasons with long term absences accounting for double the number of work days lost in comparison to short term.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	↓	2.36 days	2.82 days	2.36 days	3.32 days	Carolyn McAlpine	<b>FQ1 2021/22 A&amp;B</b> Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								<b>FQ4 2020/21 A&amp;B</b> Work days lost this quarter remains the same as it did in the same quarter last year.

**Argyll Bute COUNCIL**  
**B&C Area Scorecard 2020-21**  
**FQ1 21/22**

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

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

Number of affordable social sector new builds - B&C	Actual 2 <span style="color: green;">▲</span>	Target 2 <span style="color: blue;">▼</span>	Number of new affordable homes completed per annum.	Actual 54 <span style="color: green;">▲</span>	Target 54 <span style="color: blue;">▼</span>	Benchmark 75 <span style="color: blue;">▼</span>
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**Corporate Outcome - People live in safer and stronger communities**

Car Parking income to date B&C	Actual £ 13,474 <span style="color: red;">▲</span>	Target £ 37,431 <span style="color: blue;">▼</span>	Car Parking income to date A&B	Actual £ 65,535 <span style="color: red;">▲</span>	Target £ 194,703 <span style="color: blue;">▼</span>
B&C - Number of Parking Penalty Notices Issued	Actual 80 <span style="color: blue;">▼</span>		A&B - Number of Parking Penalty Notices Issued	Actual 1,915 <span style="color: green;">▲</span>	
Dog fouling - total number of complaints B&C	Actual 28 <span style="color: blue;">▼</span>		Dog fouling - total number of complaints A&B - QUARTERLY	Actual 72 <span style="color: green;">▲</span>	Target 78 <span style="color: blue;">▼</span>
LEAMS [Local Environment Audit and Management System] - B&C Bute	Actual 83 <span style="color: green;">▲</span>	Target 73 <span style="color: blue;">▼</span>	LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average	Actual 81 <span style="color: green;">▲</span>	Target 73 <span style="color: blue;">▼</span>
LEAMS [Local Environment Audit and Management System] - B&C Cowal	Actual 78 <span style="color: green;">▲</span>	Target 73 <span style="color: blue;">▼</span>			

**Corporate Outcome - The economy is diverse and thriving**

Householder Planning Apps: Ave no of Weeks to Determine - B&C	Actual 9.1 Wks <span style="color: red;">▲</span>	Target 8.0 Wks <span style="color: blue;">▼</span>	Benchmark 9.1 Wks	Householder Planning Apps: Ave no of Weeks to Determine - A&B	Actual 9.1 Wks <span style="color: red;">▲</span>	Target 8.0 Wks <span style="color: blue;">▼</span>	Benchmark 8.1 Wks <span style="color: blue;">▼</span>
% of Pre-Application enquiries processed within 20 working days - B&C	Actual 91.3 % <span style="color: green;">▲</span>	Target 75.0 % <span style="color: blue;">▼</span>	Benchmark 66.7 %	% of Pre-application enquiries processed within 20 working days - A&B	Actual 66.7 % <span style="color: red;">▲</span>	Target 75.0 % <span style="color: blue;">▼</span>	

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

B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment	Actual 91.73 % <span style="color: red;">▲</span>	Target 94.00 % <span style="color: blue;">▼</span>	EDU107_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment	Actual 94.58 % <span style="color: green;">▲</span>	Target 94.00 % <span style="color: blue;">▼</span>	Benchmark 92.60 %
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**Corporate Outcome - We have infrastructure that supports sustainable growth**

Total number of Complaints regarding Waste Collection - B&C Bute	Actual 0 <span style="color: blue;">▼</span>		Total number of Complaints regarding Waste Collection - A&B	Actual 0 <span style="color: blue;">▼</span>		
Total number of Complaints regarding Waste Collection - B&C Cowal	Actual 0 <span style="color: blue;">▼</span>					
Shanks - Percentage of Waste Recycled, Composted & Recovered	Actual 45.5 % <span style="color: blue;">▼</span>					
Islands - Percentage of Waste Recycled, Composted & Recovered	Actual 33.8 % <span style="color: blue;">▼</span>		RIS114_01-The percentage of waste that is recycled, composted or recovered	Actual 46.6 % <span style="color: green;">▲</span>	Target 45.0 % <span style="color: blue;">▼</span>	Benchmark 46.7 %
H&L - Percentage of Waste Recycled, Composted & Recovered	Actual 52.0 % <span style="color: blue;">▼</span>					
Street lighting - B&C percentage of faults repaired within 10 days	Actual 60 % <span style="color: red;">▲</span>	Target 75 % <span style="color: blue;">▼</span>		RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days	Actual 46 % <span style="color: red;">▲</span>	Target 75 % <span style="color: blue;">▼</span>

**Making It Happen**

B&C Teacher Absence	Actual 1.36 Days <span style="color: green;">▲</span>	Target 1.50 Days <span style="color: blue;">▼</span>	A&B Teacher Absence	Actual 1.36 Days <span style="color: green;">▲</span>	Target 1.50 Days <span style="color: blue;">▼</span>
B&C LGE Only	Actual 3.44 Days <span style="color: red;">▲</span>	Target 2.36 Days <span style="color: blue;">▼</span>	A&B LGE Staff Summary - Combined Office & Non Office	Actual 3.32 Days <span style="color: red;">▲</span>	Target 2.36 Days <span style="color: blue;">▼</span>





## B&C Area Scorecard 2020-21

FQ1 21/22

*'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

B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment

Actual	91.73 %	
Target	94.00 %	

EDU107\_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment

Actual	94.58 %	
Target	94.00 %	
Benchmark	92.60 %	



## B&C Area Scorecard 2020-21

FQ1 21/22

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

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

Number of affordable social sector new builds - B&C

Actual	2	
Target	2	

Number of new affordable homes completed per annum.

Actual	54	
Target	54	
Benchmark	75	



## B&C Area Scorecard 2020-21

FQ1 21/22

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

### Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - B&C	Actual	9.1 Wks	<b>R</b>
	Target	8.0 Wks	↓
	Benchmark	9.1 Wks	

Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual	9.1 Wks	<b>R</b>
	Target	8.0 Wks	→
	Benchmark	8.1 Wks	

% of Pre-Application enquiries processed within 20 working days - B&C	Actual	91.3 %	<b>G</b>
	Target	75.0 %	↑

% of Pre-application enquiries processed within 20 working days - A&B	Actual	66.7 %	<b>R</b>
	Target	75.0 %	↓



## B&C Area Scorecard 2020-21

FQ1 21/22

*'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 - B&C	Actual	£ 13,474	<span style="color: red;">R</span>
	Target	£ 37,431	↓

Car Parking income to date - A&B	Actual	£ 65,535	<span style="color: red;">R</span>
	Target	£ 194,703	↓

B&C - Number of Parking Penalty Notices Issued	Actual	80	↑
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A&B - Number of Parking Penalty Notices Issued	Actual	1,915	↑
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Dog fouling - total number of complaints B&C	Actual	28	
	Target	27	→

Dog fouling - total number of complaints A&B - QUARTERLY	Actual	72	<span style="color: green;">G</span>
	Target	78	↑

LEAMS [Local Environment Audit and Management System] - B&C Bute	Actual	83	<span style="color: green;">G</span>
	Target	73	↑

LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average	Actual	81	<span style="color: green;">G</span>
	Target	73	↑

LEAMS [Local Environment Audit and Management System] - B&C Cowal	Actual	78	<span style="color: green;">G</span>
	Target	73	↓



**B&C Area Scorecard 2020-21**

FQ1 21/22

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

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

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

Total number of Complaints regarding Waste Collection - B&C Cowal    Actual    0    ➔

Shanks - Percentage of Waste Recycled, Composted & Recovered    Actual    45.5 %    ↓

Islands - Percentage of Waste Recycled, Composted & Recovered    Actual    33.8 %    ↓

H&L - Percentage of Waste Recycled, Composted & Recovered    Actual    52.0 %    ↑

Street lighting - B&C percentage of faults repaired within 10 days    Actual    60 %    **R**  
Target    75 %    ↑

Total number of Complaints regarding Waste Collection - A&B    Actual    0    ↑

RIS114\_01-The percentage of waste that is recycled, composted or recovered    Actual    46.6 %    **G**  
Target    45.0 %  
Benchmark    46.7 %    ↓

RIS113\_05-The percentage of street lighting fault repairs are completed within 10 working days    Actual    46 %    **R**  
Target    75 %    ↑



## B&C Area Scorecard 2020-21

FQ1 21/22

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

### Making It Happen

B&C Teacher Absence	Actual	1.36 Days	
	Target	1.50 Days	

A&B Teacher Absence	Actual	1.36 Days	
	Target	1.50 Days	

B&C LGE Only	Actual	3.44 Days	
	Target	2.36 Days	

A&B LGE Staff Summary - Combined Office & Non Office	Actual	3.32 Days	
	Target	2.36 Days	

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**ARGYLL AND BUTE COUNCIL****BUTE AND COWAL AREA  
COMMITTEE****ROADS AND INFRASTRUCTURE  
SERVICES****31 AUGUST 2021**

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**ROADS AND INFRASTRUCTURE SERVICES UPDATE**

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**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 note and consider the contents of this report.

**3.0 DETAIL****Response to Covid**

- 3.1 Roads and Infrastructure Services have spent the last year mostly operating to pre-Covid specification/schedule and timetables taking into account Covid secure measures as appropriate. We continue to adapt these services as restrictions are eased.

**Capital Roads Reconstruction Programme**

- 3.2 The £10M Roads Capital Programme is well underway and updates on individual schemes can be viewed on the Council website. The programme will see 229.3km of roadway treated which is equivalent to 10.16% of the total adopted network. Whilst the programme is currently on target for completion this financial year, Members should note that we are starting to see some disruption in material supplies, for example cement supplies in many local builders merchants have been depleted due in part to demands from other large UK construction projects, the ability for some European cement production to be maintained on reported logistical challenges due mainly to limited numbers of truck drivers. In addition to this, key materials such as cement and bitumen have seen double figure percentage increases in cost which is reflected in the actual costs of works.

### **Bin Collections and Civic Amenity Sites**

- 3.3 Bin collections continue to full schedules. As of 9 August 2021 the requirement for additional vehicles to ensure we have no more than 2 people per vehicle is no longer required. All civic amenity sites are fully open and operating well with no significant issues to note.

### **Waste Strategy**

- 3.4 Work continues on the Council's Waste Strategy which is taking into consideration the BMW ban which comes into place at the end of 2025, the 25 year PPP contract with Renewi which ends in September 2026, the deposit Return Scheme and the Household Waste Recycling Charter. Discussions continue with civil servants from Scottish Government regarding the above and discussion continue with neighbouring local authorities with a view to maximising collaboration opportunities.

### **Correspondence and Information**

- 3.5 There has been a vacant post within the Central Correspondence Team since May which may have caused some delays in responses to Members. This vacant post has been successfully recruited to with a new member of the team commencing on 2 August.
- 3.6 A Members Development Day has been arranged to provide a detailed overview of the Electric Vehicle Charging Strategy which was considered by the Environment, Development and Infrastructure Committee in June.

### **Winter Policy Update**

- 3.7 The Winter Service Policy 2021/22 is due to be considered at the September meeting of the Environment, Development and Infrastructure Committee. The current draft of the Winter Policy doesn't propose any route changes, the proposed routes being as per those delivered for the last number of years.

### **Operations Works Programmes**

- 3.8 Cyclic operational activities such as road inspections, repairs, gully cleansing, ditching, grass and verge cutting are all largely running to schedule and being delivered with Covid secure specifications in place to ensure that both the workforce and members of the public remain safe. The operational teams have seen a small number of people requiring to self-isolate which has delayed progress in some areas. This is an area that the RIS Leadership Team are monitoring and managing on a daily basis.

### **School and Public Transport**

- 3.9 The School Transport Team have been working closely with colleagues in Education making arrangements for pupil transport ahead of the new school term commencing in August.



- 3.10 As part of the budget process we carried out a review of public transport which has resulted in an action plan which has been considered by the Budget Working Group and a number of these are being progressed.

### **Bridge Inspections**

- 3.11 The Infrastructure Design team continue to carry out bridge inspections to all approx 900 structures on a rolling programme across Argyll and Bute to ensure they are safe and fit for purpose. This inspection regime identifies remedial works which are programmed for delivery.

### **Rothesay Pontoons**

- 3.12 Additional ground investigation works are ongoing at the time of writing and we expect the results of that work to be available by the end of August. The ground investigation works will help determine how the project is completed.
- 3.13 The West Arm remains available for cruise ships as an alternative arrangement should cruise ships be able to resume visits.

### **Bus Services in Bute and Cowal**

- 3.14 Bus services in Bute and Cowal are provided by West Coast Motors (WCM). These services would not be commercially viable in their own right, so they are subsidised in order for them to be sustainable.
- 3.15 It should be noted that:
- a) Staffing resources – at present 100% of the WCM workforce are being utilised, with a significant increase in cleaning and safety requirements having a consequential impact on staff tasks/commitments
  - b) Fleet resources – the fleet is being fully utilised but, due to COVID requirements like enhanced cleaning between drives and limitations on the number of drivers using the same vehicle throughout the day means the fleet cannot be operated as efficiently as it was pre-COVID
  - c) Fare income – down as a result of reduced patronage which is around 60% of pre-COVID levels.
- 3.16 At present WCM are operating 87% of pre-COVID mileage which does not include the additional mileage as operated on the Pingo service. This service accounts for an additional 3500 miles per month, compared with a very low mileage pre-COVID. Taking this in to account, the mileage WCM are operating is at 93% of the pre-COVID mileage.
- 3.17 Overall officers are satisfied that the changes made by WCM are reasonable in the circumstances and balance supply to actual demand, and that they continue to provide a safe and sensible level of provision.

#### **4.0 CONCLUSION**

4.1 This report gives a general update to local members on recent Roads and Infrastructure activities.

#### **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**

July 2021

**For further information contact:**

Jim Smith, Head of Roads and Infrastructure Services, Tel: 01546 604324

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**ARGYLL AND BUTE COUNCIL****BUTE AND COWAL AREA COMMITTEE****ROADS AND INFRASTRUCTURE  
SERVICES****31 AUGUST 2021**

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**RECYCLING PERFORMANCE**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 Argyll and Bute Council is both a waste collection and waste disposal authority.
- 1.2 Waste disposal is dealt with by 3 separate models across the council as follows:
- Island sites e.g. on Mull and Islay where landfill sites are operated directly by the council;
  - Helensburgh and Lomond area where waste is disposed of at sites outside of Argyll and Bute;
  - A 25 year (2001 – 2026) Waste PPP contract which covers the rest of Argyll and Bute.
- 1.3 Waste figures for all four administrative areas have been summarised within this report. Due to the way the reporting is carried out it is not possible to accurately break down the information on an area by area basis for all data.
- 1.4 National policy decisions, guidance and regulations e.g. relating to the Biodegradable Municipal Waste landfill ban will have a significant impact on future recycling, composting and recovery performance.
- 1.5 It is recommended that Members note and give consideration to the details as outlined in this report and the national policy drivers that will likely impact over the next few years.

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**ARGYLL AND BUTE COUNCIL****AREA COMMITTEE****ROADS AND INFRASTRUCTURE  
SERVICES****SEPTEMBER 2021**

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**RECYCLING PERFORMANCE**

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**2.0 INTRODUCTION**

2.1 Argyll and Bute Council is both a waste collection and waste disposal authority. Recycling, composting and recovery (i.e. other landfill diversion) statistics are reported quarterly within the council's performance system Pyramid. Statutory returns to SEPA e.g. licensed site tonnage, landfill tax and waste data flow vary from quarterly to annual.

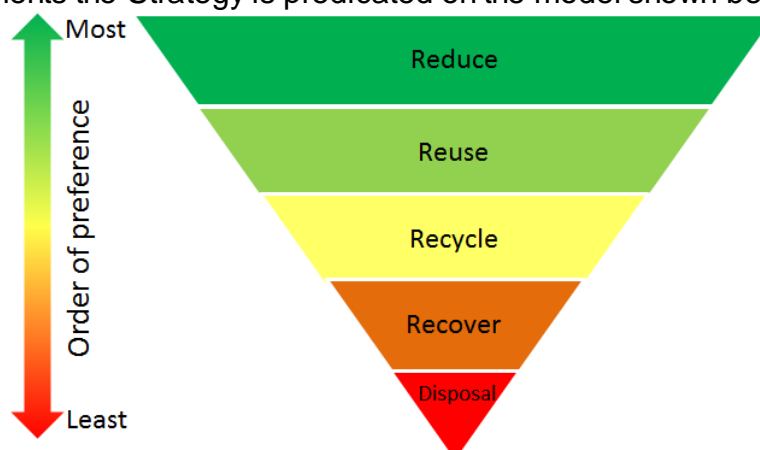
2.2 This report provides details on the council's recycling and landfill diversion performance along with national policy, targets and regulations which are likely to impact on future performance.

**3.0 RECOMMENDATIONS**

3.1 It is recommended that Members note and give consideration to the details as outlined within this report and the national policy drivers that will likely impact over the next few years.

**4.0 DETAILS**

4.1 The council's waste strategy was approved by the Environment, Development and Infrastructure Committee in September 2019. Whilst this strategy will emerge in line with government guidance, regulation legislation, and contractual requirements the Strategy is predicated on the model shown below in Figure 1.



4.2 Argyll and Bute Council operate a performance management system 'Pyramid'. Quarterly recycling/composting, recovery and landfill percentages are included – split between the Islands landfill sites, Waste Management PPP and Helensburgh/Lomond areas. These details include:

- percentage of waste recycled and composted;
- percentage of waste recovered e.g. other landfill diversion;
- combined percentage of waste recycled, composted and recovered;
- percentage of waste to landfill;
- tonnes of biodegradable municipal waste to landfill.

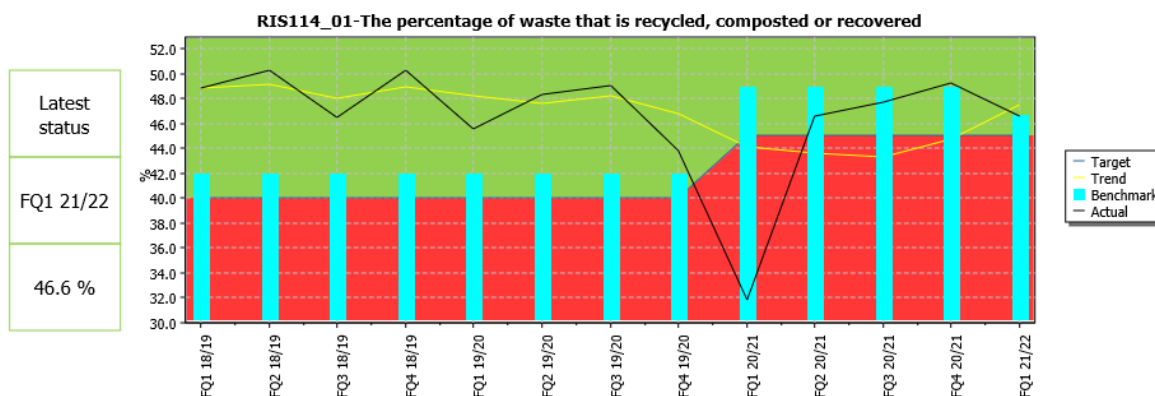
**Percentages Summary of Landfill, Recycling, Composting and Recovery  
2019 and 2020**

		<b>2019</b>	<b>2020</b>
Argyll & Bute wide	% of waste recycled, composted and recovered	48.4%	43.7%
	% waste recycled and composted	35.4%	27.8%
	% waste recovered	13.0%	15.9%
	% waste landfilled	51.6%	56.3%
	Tonnes of biodegradable municipal waste to landfill	18,577	18,435
Waste PPP	% of waste recycled, composted and recovered	46.6%	45.1%
	% waste recycled and composted	28.5%	23.6%
	% waste recovered	18.1%	21.5%
	% waste landfilled	53.4%	54.9%
Helensburgh & Lomond	% of waste recycled, composted and recovered	53.0%	43.9%
	% waste recycled and composted	45.3%	34.6%
	% waste recovered	7.8%	9.3%
	% waste landfilled	47.0%	56.1%
Islands	% of waste recycled, composted and recovered	44.4%	33.8%
	% waste recycled and composted	44.4%	31.7%

	% waste recovered	0.0%	2.1%
	% waste landfilled	55.6%	66.2%

4.3 Some points to note are as follows:

- There was a drop in recycling performance in 2020 due to the Council kerbside recycling services being suspended and the Recycling/Civic amenity sites being closed during the early months of the first COVID-19 lockdown.
- During the first 3 months of the pandemic, Council recycling services were minimal. Recycling/Civic amenity sites were required to close Scotland wide. Recycling/ Civic amenity sites re-opened in early June 2020 and most of Argyll and Bute Council’s kerbside recycling services re-started in late June. The council recycling performance has returned to more normal levels and it is anticipated that 2021 figures will be more in line with pre pandemic rates.
- The combined recycled, composted and recovery rate has decreased from 48.4% in 2019 to 43.7% in 2020. This is due to the aforementioned reasons which are noted above, this has therefore resulted in a sharp decline in recycling levels during the April – June 2020 quarter due to the pandemic and the fact that the Council had suspended recycling collections and moving to a fortnightly general waste collection. This is reflected in the graph below which is an extract from Pyramid.



- The recovery in the Waste PPP area is carried out by Renewi through mechanical biological treatment plants based at their waste facilities near Oban, Dunoon and Lochgilhead.
- The recovery in the Helensburgh and Lomond area is mainly carried out by Barr Environmental at their Auchencarroch waste facility near Alexandria.
- The percentage of waste recovered at Renewi and Barr mixed waste treatment facilities increased from the previous year.

- The overall percentage waste to landfill in 2020 (56.3%) was higher than 2019 (51.6%) again due to the suspension of most recycling services for circa 3 months.
- The tonnage of biodegradable waste to landfill in 2020 (i.e.18,435 tonnes) was slightly less than in 2019 (i.e.18,577 tonnes).This was mainly due to there being no tourists during the first lockdown plus most businesses were closed and tonnages dropped.
- Recycling and composting is mainly from recycling collections, bring sites and segregated wastes from Recycling/Civic amenity sites. Recovery is predominantly a moisture process loss and/or compost like output from mixed waste treatment plants operated by the council's Waste PPP partner or other waste contractors.
- SEPA published annual recycling data for local authorities focuses mainly on recycling and composting from households.

### **Landfill Ban**

- 4.4 The Waste (Scotland) Regulations were introduced by the Scottish Government in 2012 and they included a landfill ban of biodegradable waste from 2021 .
- 4.5 The landfill ban planned for 2021 has since been rescheduled by the Scottish Government until 2025. This delay has been welcomed by the Council and gives more time for alternative solutions and funding to be sought.

### **Deposit Return Scheme**

- 4.6 The Scottish Government in 2019 set out a planned implementation date of April 2021 for a national deposit return scheme for drinks containers including PET plastic drinks bottles, drinks cans and glass bottles. Since the COVID-19 outbreak the implementation date has been delayed until July 2022 with the possibility of a further delay until early 2023.
- 4.7 The deposit return scheme may result in an overall Scotland wide increase in recycling. However, this may see a reduction in Council recycling performance if items such as glass drinks bottles are no longer handled by Council collections. Much will depend on how the scheme is implemented by The Scottish Government through the Scheme Administrator Circularity Scotland in the coming years.

## **5.0 CONCLUSION**

- 5.1 Steady progress has been made on recycling, composting and recovery, performance was affected during the early months of the COVID-19 pandemic. Due to the council kerbside collection services returning and recycling/civic amenity sites re-opening in June 2020, a more normal recycling level has returned. It is hoped and anticipated that 2021 recycling, composting and recovery figures will show overall landfill diversion rates similar to pre pandemic levels,

approaching close to 50%. National Policy drivers such as the ban on biodegradable waste to landfill will have significant implications for future waste treatment and landfill diversion performance.

## 6.0 IMPLICATIONS

- |     |                   |   |
|-----|-------------------|---|
| 6.1 | Policy            | National policies and regulations will likely impact on future landfill diversion performance. The councils policy is to reduce landfill.   |
| 6.2 | Financial         | The 2025 ban on biodegradable waste to landfill will have financial implications.   |
| 6.3 | Legal             | The landfill ban (now delayed until 31 <sup>st</sup> December 2025) is a legal requirement under the Waste (Scotland) Regulations 2012. Complying with the ban will also likely result in changes to the Waste PPP contract which is due to expire in September 2026. |
| 6.4 | HR                | None  |
| 6.5 | Equalities        | None  |
| 6.6 | Risk              | Risks to the council on the landfill ban are mainly financial. A national deposit scheme for drinks containers will hopefully have an overall environmental benefit, although it may impact negatively on council recycling rates.                                    |
| 6.7 | Customer Services | None at present.  |

**Executive Director with Responsibility for Roads and Infrastructure Services:**  
Kirsty Flanagan

**Head of Roads and Infrastructure Services:** Jim Smith

**Policy Lead:** Cllr Rory Colville

**For further information contact:** John Blake – Fleet, Waste & Transport Manager



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**ARGYLL AND BUTE COUNCIL****Bute and Cowal Area Committee****DEVELOPMENT AND ECONOMIC  
GROWTH****31 August 2021**

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**Dunoon Town Centre Spaces for People Medium-Long-term Proposals**

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**1.0 EXECUTIVE SUMMARY**

- 1.1. As requested by members at the 02 March 2021 Bute and Cowal Area Committee, this report proposes an approach to consider medium to long term aspirations to improve the pedestrian and cycle facilities in Dunoon Town Centre. This would require a review of the existing layouts and space allocated to pedestrians, cyclists and motor vehicles, including parking and loading, within Dunoon Town Centre.
- 1.2. This report also provides Members with some examples from other locations of the types of interventions which potentially could be applied in Dunoon. Any interventions selected would require to be specifically designed to the circumstances in Dunoon Town Centre.
- 1.3. As reported to the Committee on 02 March 2021, the Strategic Transportation Team, part of the Development and Economic Development Service, undertook surveys in 2020/21 of the community, businesses and taxis/private hire operators on proposals for temporary changes in Dunoon Town Centre to increase space available to pedestrians to safely maintain social distancing during the covid-19 pandemic. The community consultation (Jul 2020, 353 responses) identified that two-thirds of respondents supported the proposed temporary measures. However, business and (Feb 2021, 35 responses) and taxi/private hire operator (Feb 2021, 3 response) were less supportive of the proposals. These results indicate that the community wish to see changes in Dunoon Town Centre which would improve facilities for pedestrians and/or cyclists, even if these require removal of some space from motor vehicles. However, work is required with local businesses to gain their support for any future proposals.
- 1.4. Separate to any proposals for Dunoon Town Centre, the Active Travel Officers within the Strategic Transportation Team are progressing work to support pedestrians and cyclists in Dunoon and south Cowal. The measures include improving the pedestrian signage in Dunoon, creating a smartphone app to encourage residents and visitors to explore Dunoon, supporting the establishment of a Cycle Bothy to encourage residents to consider walking/cycling for some journeys and working to develop designs for a high-quality cycle route linking Dunoon and Hunters Quay. All of these projects are funded by secured external challenge funding.
- 1.5. The Council's Active Travel Team (1.3 FTE) is part of the Strategic Transport Team within the Development and Economic Growth Service. No Council funding

is currently received by the Active Travel Team. All work undertaken, including internal staff costs, have to be funded via successfully securing external challenge funds.

## **2.0 RECOMMENDATIONS**

2.1. It is recommended that the Bute and Cowal members:

2.1.1. Note the relevant responsibilities and funding situation of the Roads and Infrastructure Service and the Strategic Transportation Team.

2.1.2. Acknowledge that Strategic Transportation does not have budget or staff resource to progress any changes in Dunoon Town Centre and that there are no suitable challenge funds currently accepting applications which could fund such work.

2.1.3. Welcome the measures being implemented by the Strategic Transportation Team to support residents and visitors to Dunoon and Cowal to travel more actively.

2.1.4. Note that future reports will be submitted at later stages to discuss future aspirations.

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**Dunoon Town Centre Spaces for People Temporary Proposals**

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**3.0 INTRODUCTION**

- 3.1. This report provides a recommended approach to develop medium to longer term aspirations to improve the pedestrian and cycle facilities in Dunoon Town Centre as requested by members at the 02 March 2021 Bute and Cowal Area Committee.
- 3.2. As reported to the Committee on 02 March 2021, the Strategic Transportation Team, part of the Development and Economic Development Service, undertook a total of three consultations in 2020/21 of the community, businesses and taxis/private hire operators on proposals for temporary changes in Dunoon Town Centre to increase space available to pedestrians to safely maintain social distancing during the covid-19 pandemic. The community consultation (Jul 2020, 353 responses) identified that two-thirds of respondents supported the proposed temporary measures. However, business and (Feb 2021, 35 responses) and taxi/private hire operator (Feb 2021, 3 response) were less supportive of the proposals. These results indicate that there is likely to be community support for the development of longer-term changes to improve space and facilities for pedestrians and cyclists in Dunoon Town Centre, even if these require removal of some space from motor vehicles, but that work is required with local businesses to gain their support for any future proposals.
- 3.3. The public streetscape within Dunoon Town Centre, comprising the vehicular road, pedestrian footway and areas of public amenity are the responsibility of the Council's Roads and Infrastructure Service.
- 3.4. Research has demonstrated that increased activity, including travelling actively, has significant physical and mental health benefits, reduces inequality, creates a healthier and more productive workforce and reduces congestion and transport related pollution (e.g. air, noise and visual). As such, measures which encourage active travel deliver benefits and savings across both the public and private sectors while supporting economic development and healthier, happier lives.

**4.0 RECOMMENDATIONS**

- 4.1. It is recommended that the Bute and Cowal members:
- 4.1.1. Note the relevant responsibilities and funding situation of the Roads and Infrastructure Service and the Strategic Transportation Team.

- 4.1.2. Acknowledge that Strategic Transportation does not have budget or staff resource to progress any changes in Dunoon Town Centre and that there are no suitable challenge funds currently accepting applications which could fund such work.
- 4.1.3. Welcome the measures being implemented by the Strategic Transportation Team to support residents and visitors to Dunoon and Cowal to travel more actively.
- 4.1.4. Note that future reports will be submitted at later stages to discuss future aspirations.

## **5.0 DETAIL**

### **Responsibility**

- 5.1. The Roads and Infrastructure Service has a wide ranging remit including 2,300km of roads, street lights, car parks, and footways across Argyll and Bute. The service also has responsibility for the provision of school and supported public transport including bus stops, piers and harbours, waste disposal and recycling, and the maintenance of Council greenspace/public open space.
- 5.2. The Strategic Transport Team have secured £55k external challenge funding for active travel in the Dunoon area in 2021/22 including Dunoon Cycle Bothy, Walking and Cycling Maps, new pedestriansignage and the Dunoon Smartphone App. Additional funding for the proposed Cycle Bothy has also been secured through the Crown Estate and Better Places Funding.

### **Active Travel Improvements**

- 5.3. Active Travel is an overarching term covering journeys made by a physically active means, for example walking, mobility aid, wheelchair, cycling or scooting.
- 5.4. Research has demonstrated that increased activity, including travelling actively, has significant physical and mental health benefits, reduces inequality, creates a healthier and more productive workforce and reduces congestion and transport related pollution (e.g. air, noise and visual). As such measures which encourage active travel delivers benefits and savings across both the public and private sectors while supporting economic development and healthier, happier lives.
- 5.5. Provision of high-quality, accessible routes for people to walk, wheelchair, cycle or scoot enable and encourage residents and visitors to travel actively. Research has identified that a lack of a suitable and safe route is one of the most frequently cited reasons for not travelling more actively. These physical barriers can be relatively minor items, for example lack of dropped kerbs, or larger, for example the lack of an off-carriageway route. This is particularly notable within Argyll and Bute where the majority of walking and/or cycling provision is limited or non-existent out with the built up areas, forcing users to walk/cycle on national speed

limit carriageways without footways, and within towns where the streetscape can be dominated by vehicular access and on-street parking.

- 5.6. Changing behaviour to give people the confidence or incentive to travel more actively or overcome challenges that prevent them from choosing to travel more actively can also encourage people to choose to travel actively, especially when allied to improve infrastructure. Examples include providing walking or cycle training, providing individualized travel plans to demonstrate the viability of travelling more actively within their life, providing activities that encourage active travel or providing access to a suitable bicycle.

## **Finances**

- 5.7. The Roads and Infrastructure Service manages the £500,000 Active Travel funding which was included in the Council's 2021/22 budget. It is understood that the Roads and Infrastructure Service have provisionally allocated the full value of this funding for work in 2021/22 and this will be advised to EDI Committee in September by way of an update to Members.
- 5.8. The Council's Active Travel Team (1.3 FTE) is part of the Strategic Transport Team within the Development and Economic Growth Service. No Council funding is received by the Active Travel Team. All work undertaken by the Council's Active Travel team have to be funded via successfully securing external challenge funds. The 2 officer posts (1 is currently on secondment) currently don't receive any Council funding and require to be externally funded by successfully securing challenge funding to recharge staff costs against.
- 5.9. In 2020/21 a one-off covid-19 related £38M fund was made available by the Scottish Government via the Spaces for People (SfP) programme, administered by Sustrans. This funding was to enable safe social distancing while travelling actively for essential journeys to education, employment, retail or for exercise during the pandemic. This funding was a single year measure and Transport Scotland have confirmed that no further funding will be made available via this conduit.
- 5.10. The main conduit for Scottish Government active travel funding is Transport Scotland's Places for Everyone (PfE) programme, administered by Sustrans. PfE is a multi-year, multi-stage highly competitive challenge fund which, based on experience, takes at least 4 years and securing the challenge funding at 3 separate stages to develop a project to a constructible stage. This assumes the requisite funding is secured at every stage of the work. The organisation which administers PfE, Sustrans, has been taking an increasingly active and controlling role in directing the design of PfE projects over recent years which can limit projects considered to be viable for PfE funding to those which already largely meet the objectives and approach of Sustrans. The PfE programme also requires the Council to secure a minimum of 30% of total costs as match funding from other sources. Sustrans have verbally stated that they do not expect to accept any new PfE applications until 2022-23 at earliest.

## **Evidence supporting pedestrian and cycle improvements**

- 5.11. Research has demonstrated that increased activity, including travelling actively, has significant physical and mental health benefits, reduces inequality, creates a healthier and more productive workforce and reduces congestion and transport related pollution (e.g. air, noise and visual). As such measures which encourage active travel delivers benefits and savings across both the public and private sectors while supporting economic development and healthier, happier lives.
- 5.12. Evidence from academic studies and similar measures implemented elsewhere indicates that increasing the space available to pedestrians within town centres, even when it involves the removal of some or all motor vehicles, makes town centres a more attractive destination resulting in increased footfall and increased spend in local businesses. Improving cycle facilities and safe routes have also been found to increase spend in local businesses by encouraging more repeat visits by customers on bicycles.
- 5.13. The Pedestrian Pound (Living Streets, 2018) found improving opportunities to walk and/or cycle, including where motor vehicles are removed to create additional space, increased footfall by between around 30%, with retail sales increasing by 20% to 46%. [www.livingstreets.org.uk/policy-and-resources/our-policy/high-streets](http://www.livingstreets.org.uk/policy-and-resources/our-policy/high-streets)
- 5.14. Active Travel and Economic Performance (Sustran, Living Streets, TAS; 2017) found pedestrianisation of town centres increase footfall by an average of 30%. The research also identified that while shoppers visiting town centres by car had a higher spend per single visit, shoppers arriving by sustainable travel modes (pedestrian, cyclist, public transport) visited more frequently and had a higher spend over a month. [www.sustrans.org.uk/media/4472/4472.pdf](http://www.sustrans.org.uk/media/4472/4472.pdf) and [www.sustrans.org.uk/our-blog/opinion/2020/may/what-are-the-economic-impacts-of-making-more-space-for-walking-and-cycling](http://www.sustrans.org.uk/our-blog/opinion/2020/may/what-are-the-economic-impacts-of-making-more-space-for-walking-and-cycling)
- 5.15. Economic Benefits of the Reallocation of Street Space (Ryder Architecture, 2020) found that walking and cycling projects can increase retail sales by 30 percent or more, and that if more space is given for walking and cycling and less to cars, the absence of customers arriving by car is more than compensated by people arriving on foot or by bike. This review of evidence also identified that Shoppers accessing the town centre on foot or by bicycle do so more frequently than those accessing the centre by car; that Cycle parking can generate up to five times the retail spend for the same area of car parking; and, that 38% of local residents visit their nearest town centre several times a week for small 'top up' or leisure trips. [www.ryderarchitecture.com/wp-content/uploads/2020/06/Economic-benefits-of-the-reallocation-of-space-3.pdf](http://www.ryderarchitecture.com/wp-content/uploads/2020/06/Economic-benefits-of-the-reallocation-of-space-3.pdf)
- 5.15.1. A recent practical example of the benefits of increasing pedestrian space is Union Street, Dundee, which has had significant reallocation of roadspace from motor vehicles to pedestrians during the covid-19 pandemic. Union Street was closed to motor vehicle in July 2020. Following initial concerns, by September 84% of businesses on the street felt the changes had been positive and 62% said it had been good for their business. Access was retained for delivery vehicles outside trading hours and local bus services were re-routed to

neighbouring streets. Support to make this change permanent is now being examined. [www.dundee.gov.uk/news/article?article\\_ref=3746](http://www.dundee.gov.uk/news/article?article_ref=3746)  
[www.dundeeandanguschamber.co.uk/news/Union-Street-Pedestrian-Zone-0\\_8522.html](http://www.dundeeandanguschamber.co.uk/news/Union-Street-Pedestrian-Zone-0_8522.html)  
[www.eveningtelegraph.co.uk/fp/footfall-boom-leads-to-calls-for-pedestrianisation-of-union-street-to-become-permanent/](http://www.eveningtelegraph.co.uk/fp/footfall-boom-leads-to-calls-for-pedestrianisation-of-union-street-to-become-permanent/)

### **Longer-term options**

- 5.16. The consultations undertaken in 2020/21 demonstrated support from the community in relation to the proposed temporary measures. This may indicate that there is community support for longer-term improvements to the pedestrian and cycle space and facilities in Dunoon Town Centre, although further community and business engagement would require to be undertaken in relation to any longer-term proposals developed in the future.
- 5.17. Longer-term options could be developed on a permanent basis or on a reoccurring but temporary basis, for example, Edinburgh City Council has an Open Streets programme that closes identified key retail streets to all traffic other than pedestrians and cyclists on the first Sunday of every month between 10am and 5pm.
- 5.18. Any development of potential longer-term options should be led by the Roads and Infrastructure Service as the service responsible for the roads and footways within Dunoon Town Centre and include further community and business engagement to identify the level of support for changes after the covid-19 pandemic.

### **Existing Active Travel Work in Dunoon – Strategic Transportation**

- 5.19. Dunoon pedestrian signage. Refurbishment and replacement of the traditional fingerpost style pedestrian signs in Dunoon. Signs have been repainted white and black to match the other historical signs in Dunoon, 54 finger blades will be updated and replaced. A review of blue cycle road signs identified a number of out of date signs that have been removed. These works cost £17,800 funded from the Smarter Choices Smarter Places programme.
- 5.20. Discover Dunoon smartphone app. Development of a downloadable smartphone app providing a series of digital trails within Dunoon that will encourage residents and visitors to explore their town. The digital trails will complement existing information, displays and exhibitions and include a range of media including photographs, augmented reality, audio, video and text. The app will also provide a 'treasure trail' game aimed at younger residents. A similar app was developed for Campbeltown in 2020 and is available to download for android and apple phones (search "Discover Campbeltown"). The development of the smartphone app is costing £17,900 funded from the Smarter Choices Smarter Places programme.
- 5.21. Dunoon Cycle Bothy. Following the successful establishment of the Ardrishaig Cycle Bothy, Officers are supporting Cycling UK to establish a Cycle Bothy project in Dunoon based on the successful model of the Gourock Cycle Bothy which has

been operating for a number of years. The Dunoon Cycle Bothy will provide support to residents to trial walking and/or cycling including led health walks, led cycle rides, family cycle rides, opportunity to trial electric bikes and advice on the benefits of walking/cycling. Argyll and Bute Council contributed £15,000 from the Smarter Choices Smarter Places programme towards the costs of establishing and operating the Cycle Bothy. It is proposed to complete the refurbishment of the Castle Lodge building to base the Bothy at this location 100% funded by Crown Estate Funding.

- 5.22. Dunoon to Hunters Quay Cycle Route. Concept designs were developed in 2019 for an improved pedestrian and cycle route linking Dunoon Pier to Hunters Quay. Strategic Transportation Officers have submitted a competitive challenge fund application to Transport Scotland's Places for Everyone programme for funding in 2021/22 – 2022/23 to continue the development of these proposals to a constructible standard. As the design requirements imposed by Sustrans on Transport Scotland's Places for Everyone programme projects have evolved since the concept designs were developed, should funding be awarded the updated designs will require to focus on placemaking and segregation of cyclists from both motor vehicles and pedestrians.

## **6.0 CONCLUSION**

- 6.1. The community consultation (July 2020) identified that two-thirds (66.7%) of respondents supported proposals to increase space and facilities for pedestrians and/or cyclists, even where this required space to be reallocated from motor vehicles. However, there were significantly lower levels of support from local businesses (Feb 2021) where around one-third (37%) and none of the taxi/private hire operators (Feb 2021) who responded supported the proposals. These results indicate that there is likely to be community support for the development of longer-term changes to improve space and facilities for pedestrians and cyclists in Dunoon Town Centre, but that work is required with local businesses to gain their support for any future proposals.
- 6.2. Evidence indicates that improving facilities and space for pedestrians and cyclists in Dunoon Town Centre could provide significant benefits to businesses with increased footfall and turnover; as well as increased activity with significant physical and mental health benefits, reduced inequality, supporting a healthier and more productive workforce and reduced congestion and transport related pollution (e.g. air, noise and visual). These improvements could therefore deliver benefits and savings across both the public and private sectors while supporting economic development and healthier, happier lives.

## **7.0 IMPLICATIONS**

### **7.1. Policy**

Improving the infrastructure for pedestrians and cyclists in Dunoon Town Centre support the Council's SOA outcomes 2: We have infrastructure that supports sustainable growth and 5: People live active, healthier and independent lives. The project also supports achievement of the Scottish Government's objectives



set out in the Cycling Action Plan for Scotland (CAPS) and Let's Get Scotland Walking - The National Walking Strategy.

- 7.2. Financial** None arising from this report.
- 7.3. Legal** None arising from this report.
- 7.4. HR** None.
- 7.5. Fairer Scotland Duty:**
- 7.5.1 Equalities Improvements to Active Travel increase the opportunities for residents and visitors to Dunoon to travel more sustainably and actively by walking, wheeling and cycling.
- 7.5.2 Socio-economic Duty Improvements to Active Travel increase the opportunities for those with mobility aids including wheelchairs and parents/guardians with a child's pram or buggy to access Dunoon town centre more easily.
- 7.5.3 Islands There are no adverse impacts.
- 7.6. Risk** There is a reputational risk to the Council if the implementation of the any proposed changes was not undertaken in a sensitive and timely manner, taking account of feedback received from the engagement undertaken to date and any future engagement.
- 7.7. Customer Services** None.

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

**Policy Lead:** Cllr Robin Currie

30 July 2021

**For further information contact:** Colin Young  
Strategic Transportation Delivery Officer  
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Tel: 01546 604275

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**Bute and Cowal Area Committee  
Workplan 2021-2022**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
<b>August 2021</b>					
31 August 2021	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly	4 August 2021	
31 August 2021	Roads and Infrastructure Service Update	Roads and Infrastructure Services Jim Smith	Quarterly Report	4 August 2021	
31 August 2021	Recycling Performance	Development and Infrastructure John Blake	Annual Report	4 August 2021	
31 August 2021	Dunoon Town Centre Spaces for People Medium-Long-term Proposals	Colin Yong		4 August 2021	
<b>December 2021</b>					
7 December 2021	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly report	12 November 2021	
7 December 2021	6 monthly HSCP – Local Report (Highlight local issues)	Health & Social Care Partnership – Charlotte Craig	Bi-Annual Report	12 November 2021	

**Bute and Cowal Area Committee  
Workplan 2021-2022**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
7 December 2021	Secondary School Report - Dunoon Grammar School	Report by Head Teacher	Annual Report	12 November 2021	
7 December 2021	Secondary School Report – Rothesay Joint Campus	Report by Head Teacher	Annual Report	12 November 2021	
7 December 2021	ACHA Annual Update	Chief Executive - ACHA	Annual Report/Presentation	12 November 2021	
7 December 2021	HSCP Annual Performance Report	Health & Social Care Partnership – Charlotte Craig	Annual Report	12 November 2021	Going to IJB in Nov, may not be ready in time for committee?
7 December 2021	The Third Marquis of Bute's Silver Wedding Dowry Fund	Legal & Regulatory Support / Stuart McLean	Annual Report	12 November 2021	
7 December 2021	Major Projects Update – CHORD/ CARS/THI (where appropriate)	Development and Infrastructure	As appropriate	12 November 2021	
7 December 2021	Rothesay TH Grant Approval	Colin Fulcher	As appropriate	12 November 2021	
7 December 2021	Lamont Bequest Applications	Legal & Regulatory Support – Stuart McLean	As required	12 November 2021	Cut off for applications 15 November 2021
<b>March 2022</b>					

**Bute and Cowal Area Committee  
Workplan 2021-2022**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
1 March 2022	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly	4 February 2022	
1 March 2022	Roads and Infrastructure Service Update	Roads and Infrastructure Services Jim Smith	Quarterly	4 February 2022	
1 March 2022	Lamont Bequest Applications	Legal & Regulatory Support – Stuart McLean	As required	4 February 2022	Cut off for applications 15 February 2022
1 March 2022	Transport Updates	Discussion Item for Members	Quarterly	4 February 2022	
1 March 2022	Major Projects Update – CHORD/ CARS/THI (where appropriate)	Development and Infrastructure	As required	4 February 2022	
1 March 2022	Strategic Housing Investment Plan (SHIP)	Director of Development and Infrastructure – Douglas Whyte	Annual Report	4 February 2022	
<b>Future Reports – dates to be determined</b>					
	Major Projects Update - Rothesay Pavilion	Development and Infrastructure Services - Jonathan Miles			Members receiving monthly briefings - report to AC once all planning relating to works to

**Bute and Cowal Area Committee  
Workplan 2021-2022**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
					completion finalised & agreed by SMT/Council
	Supporting Communities Fund – End of Project Monitoring Report 2020/21	Chief Executive – Rona Gold	Annual Report		Moved to September 2022 as organisations granted one year extension due to covid