

Public Document Pack

Argyll and Bute Council
Comhairle Earra Ghaidheal agus Bhoid

Executive Director: Douglas Hendry



*Kilmory, Lochgilphead, PA31 8RT
Tel: 01546 602127 Fax: 01546 604435
DX 599700 LOCHGILPHEAD
25 August 2021*

NOTICE OF MEETING

A meeting of the **MID ARGYLL, KINTYRE & THE ISLANDS AREA COMMITTEE** will be held by **MICROSOFT TEAMS** on **WEDNESDAY, 1 SEPTEMBER 2021** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director

BUSINESS

1. APOLOGIES

2. DECLARATIONS OF INTEREST

3. MINUTES

(a) Minute of the Meeting of the Mid Argyll, Kintyre and the Islands Area Committee held on Wednesday, 2nd June 2021 (Pages 3 - 10)

4. PUBLIC AND COUNCILLORS QUESTION TIME

5. ROADS AND INFRASTRUCTURE SERVICES UPDATE (Pages 11 - 14)

Report by Executive Director with Responsibility for Roads and Infrastructure Services

6. RECYCLING PERFORMANCE (Pages 15 - 20)

Report by Executive Director with Responsibility for Roads and Infrastructure Services

7. LOCHGILPHEAD CARS - RECOMMENDATION OF GRANT AWARD (Pages 21 - 26)

Report by Executive Director with Responsibility for Development and Economic Growth

8. AREA SCORECARD - FQ1 2021-22 (Pages 27 - 50)

Report by Executive Director with Responsibility for Customer Support Services

REPORTS FOR NOTING

9. ROADS AND INFRASTRUCTURE EXTERNAL CONTRACTS (Pages 51 - 54)

Report by Executive Director with Responsibility for Roads and Infrastructure Services

10. MID ARGYLL, KINTYRE AND THE ISLANDS AREA COMMITTEE WORKPLAN (Pages 55 - 60)

Mid Argyll, Kintyre & the Islands Area Committee

Councillor John Armour

Councillor Robin Currie

Councillor Donald Kelly

Councillor Douglas Philand

Councillor Sandy Taylor

Councillor Rory Colville (Chair)

Councillor Anne Horn

Councillor Donald MacMillan BEM (Vice-Chair)

Councillor Alastair Redman

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

**MINUTES of MEETING of MID ARGYLL, KINTYRE & THE ISLANDS AREA COMMITTEE held by
MICROSOFT TEAMS
on WEDNESDAY, 2 JUNE 2021**

Present: Councillor Rory Colville (Chair)

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

Attending: Jim Smith, Head of Roads and Infrastructure Services
Simon Easton, Acting Head of Education
Shona Barton, Committee Manager
Rona Gold, Community Planning Manager
David Allan, Estates and Property Development Manager
Ailie Law, Community Development Officer
James Lafferty, Project Officer
Simone McAdam, Education Officer
Anna Watkiss, Senior Planning Development Officer
Kristin Gillies, Senior Service Planning Manager, Argyll and Bute Health and Social Care Partnership

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

1. APOLOGIES

The Chair welcomed everyone to the meeting.

There were no apologies for absence intimated.

2. DECLARATIONS OF INTEREST

Councillor Douglas Philand declared a non-financial interest at Agenda item 6 (Supporting Communities Fund 2021/22) with specific reference to the application from the Multiple Sclerosis Centre, Mid Argyll, as he is a Board member of this group. Councillor Philand advised that he would leave the room if the Committee agreed to take the applications individually.

Councillor Robin Currie declared a non-financial interest at Agenda item 6 (Supporting Communities Fund 2021/22) with specific reference to the application from Argyll, Lomond and the Islands Energy Agency (ALIEnergy) as he is a Council-appointed Board member of this group. Councillor Currie advised that he would leave the room if the Committee agreed to take the applications individually.

3. MINUTES

(a) **Minute of the Meeting of the Mid Argyll, Kintyre and the Islands Area Committee held on Wednesday, 3rd March 2021**

The Minute of the Meeting of the Mid Argyll, Kintyre and the Islands Area Committee, held on Wednesday, 3 March 2021, was approved as a correct record.

4. PUBLIC AND COUNCILLORS QUESTION TIME

Councillor Redman requested assistance around an ongoing issue with recycling bins at Port Charlotte, which had been removed by Roads and Infrastructure Services due to littering and fly tipping concerns but had not since been returned. The Head of Roads and Infrastructure Services agreed to provide a response to Members by e-mail following the meeting around concerns raised.

Councillor Redman raised concerns around vandalism and littering on Islay, particularly highlighting an incidence of vandalism which had resulted in a hand sanitiser station at a bus shelter in Port Charlotte being smashed. Councillor Redman confirmed that he had previously discussed the issue with the Head Teacher of Islay High School. Councillor Redman requested that contact was made with Police Scotland to request that a more proactive response be taken to tackle the issue and the Committee Manager agreed to contact Police Scotland and circulate any response to Members by e-mail following the meeting.

Councillor Kelly requested confirmation that a number of issues raised at the last meeting of the Committee had been progressed, particularly in relation to a disabled access to pavements survey and report; a response to concerns around Kintyre Care Centre and delayed discharges at Campbeltown Hospital; and a further report on traffic management in the Davaar and Meadows housing schemes. The Committee Manager confirmed that a response had been circulated to Members on 23rd March 2021 from a Health and Social Care Partnership (HSCP) representative in relation to Kintyre Care Centre and delayed discharges at Campbeltown Hospital. The Committee Manager confirmed that reports in relation to a disabled access to pavements survey and traffic management in the Davaar and Meadows Housing Schemes were included on the MAKI Area Committee workplan for the September 2021 meeting.

Councillor Horn advised that part of the road at Garvel Road, Tarbert, between the entrance and the car park was in very poor condition. Councillor Horn noted that she felt any underspend in money for the regeneration scheme works in the area should have been reallocated to improve the road conditions and this undermined the good work which had been done in the area as it was now a popular walking route and the road surface was becoming increasingly dangerous. The Committee Manager agreed to raise concerns with the appropriate officers and circulate any response to Members by e-mail following the meeting.

Councillor Horn raised concerns on behalf of a constituent around non-completion of commercial glass uplifts by Roads and Infrastructure Services, advising that this had been a frequent occurrence and companies paying for this service were then required to make enquiries or claim for the undelivered service. Councillor Horn advised that she felt that notification of non-completion and issuing of refunds should be the responsibility of Roads and Infrastructure Services rather than the customer. The Head of Roads and Infrastructure Services agreed to provide a response to Members by e-mail following the meeting around concerns raised.

Councillor Horn noted that a noticeboard previously in place in Skipness on the wall of the old church had been removed by the owners of the building due to Covid restrictions and had not since been replaced. Councillor Horn requested that enquiries were made on

behalf of the community as to whether the noticeboard could be put in place at the crossroads without the need to apply for planning permission. The Committee Manager agreed to make enquiries with the appropriate officers and circulate any response to Members by e-mail following the meeting.

Councillor Horn advised that she had previously discussed the issue of littering on Islay with Chief Inspector Marlene Baillie, Police Scotland. Councillor Horn advised that Police Scotland had been in communication with the Head Teacher at Islay High School and a plan was being put in place to combat the situation.

Councillor Philand requested that contact was made with the Lead Councillor for the HSCP, following recent reports in local and national newspapers around difficulties within Children Services and the potential for future strike action. Councillor Philand expressed concern that no information had been provided to Councillors around this and advised that he had previously contacted the Lead Councillor for the HSCP on 20th May 2021 but had received no response to date. The Committee Manager agreed to contact the Lead Councillor for the HSCP and circulate any response to Members by e-mail following the meeting.

Councillor Armour requested that an update was provided on reasons behind a reported substantial increase in closures of the amenity site at The Roding, Campbeltown. Councillor Armour expressed concerns around the availability of parking in the area for those wishing to access the site, particularly during site closures when waiting for the site to reopen, advising that this could have an impact on the nearby Ambulance station. Councillor Kelly noted that he felt that the MACC base at Machrihanish would be a more appropriate destination for Campbeltown's amenity site. The Chair confirmed that plans for the amenity site in Campbeltown would be looked at in future, with cognisance being given to the planned changes to waste management regulations coming into force by 2025. The Head of Roads and Infrastructure Services agreed to provide a response to Members by e-mail following the meeting around concerns raised.

5. PRIMARY SCHOOL REPORT 2020-21 - MID ARGYLL, KINTYRE AND THE ISLANDS

The Committee gave consideration to a progress and statistical update report on the Primary Schools in the Mid Argyll, Kintyre and the Islands area for the 2020/2021 session.

The Education Officer noted that information contained within the report around achievement of levels was information from 2019 as no information uplift had taken place in 2020 due to the impact of the Covid-19 pandemic. The Education Officer confirmed that an information uplift around achievement of levels was expected in June 2021.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee considered the contents of the report and thanked staff for their work throughout the Covid-19 pandemic.

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

6. 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 the impact of statutory Temporary Traffic Regulation Orders (TTRO) and Traffic Notices on the progression of permanent TROs.

The Head of Roads and Infrastructure Services provided assurance to the Committee that any TROs would be brought to the attention of Area Committee Members prior to being put in place, regardless of whether any objections were received during the consultation process.

The Head of Roads and Infrastructure Services clarified that reference to car parking charges at paragraph 3.8. of the report being imposed on an all year basis referred only to car parks in Inveraray where there were existing seasonal charging procedures in place, noting that car parks currently free to use would remain so.

Decision

The Mid Argyll, Kintyre and the Islands 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)

7. ROADS AND INFRASTRUCTURE SERVICES UPDATE

The Committee gave consideration to a report which provided an update on the recent activities of Roads and Infrastructure Services and highlighted works being undertaken in the Mid Argyll, Kintyre and the Islands Area.

Decision

The Mid Argyll, Kintyre and the Islands 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)

8. SUPPORTING COMMUNITIES FUND 2021/22

The Committee gave consideration to a report recommending the distribution of awards for the Council’s Supporting Communities Fund (SCF) 2021/2022 for the Mid Argyll, Kintyre and the Islands area.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee agreed to award funding from the Council’s Supporting Communities Fund budget for the Mid Argyll, Kintyre and the Islands area as follows:

Ref No	Organisation	Grant 20/21	Total Project Cost	Amount Requested	Award 2021/22
1	Argyll, Lomond and the Islands Energy Agency (ALenergy)	n/a	£3,700	£625	No Award

Ref No	Organisation	Grant 20/21	Total Project Cost	Amount Requested	Award 2021/22
2	Artmap Argyll	n/a	£5,400	£600	No Award
3	Campbeltown Community Council	n/a	£20,475	£2,500	No Award
4	CHARTS	n/a	£2,447.88	£400	£400
5	Craignish Village Hall	n/a	£2,280	£2,280	No Award
6	Dunadd Community Enterprise	n/a	£1,456	£1,456	No Award
7	East Kintyre Community Council	n/a	£9,195	£2,500	£2,500
8	Family Mediation, Argyll & Bute	n/a	£19,500	£2,500	No Award
9	Inveraray Community Council	n/a	£4,000	£2,500	£2,500
10	Islay & Jura Community Enterprises Limited	£2,000	£15,238	£2,275	£2,275
11	Live Music Now Scotland	n/a	£2,500	£2,500	£2,184
12	MECOPP – Minority Ethnic Carers of People Project	n/a	£3,450	£1,225	No Award
13	Multiple Sclerosis Centre, Mid Argyll	n/a	£6,416	£2,500	£2,500
14	Shopper-Aide Ltd	£1,561.29	£3,250	£2,500	£2,500
15	South Kintyre Seniors Forum	n/a	£2,500	£2,500	No Award
16	Tarbert & Skipness Community Trust	n/a	£6,000	£1,500	£1,500
17	Tarbert Soup Group	n/a	£10,000	£2,204	£2,204
18	The Community Bureau SCIO	n/a	£3,375	£1,240	£1,240
19	The Isle of Gigha Heritage Trust	n/a	£2,422.96	£2,202.96	£2,202
20	This is Islay	n/a	£4,010	£2,110	No Award
21	Whitehouse Village Hall	n/a	£645	£495	£495
		Total Available			£22,500
		Total Recommended			£22,500

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

Councillor Sandy Taylor left the meeting during consideration of the foregoing item.

9. INTEGRATION JOINT BOARD - PERFORMANCE REPORT (MARCH 2021)

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

It was agreed that the Committee Manager would contact the Health and Social Care Partnership to express the Committee's wish for a more brief report to be provided to future meetings, with more up to date information available for Member's attention and

consideration, as the format of the report provided was considered to be impractical for the needs of the Committee.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee;

1. noted the HSCP performance progress regarding remobilisation of activity in line with NHS Highland performance targets for 2020/21 agreed with the Scottish Government to 70%-80% of 2019/20 activity; and
2. noted 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 Head of Strategic Planning & Performance, Argyll and Bute Health and Social Care Partnership, dated March 2021, submitted)

10. CAMPBELTOWN CONSERVATION AREA REGENERATION SCHEME (CARS) FINAL REPORT

The Committee gave consideration to a report providing Members with a review of the Campbeltown Conservation Area Regeneration Scheme (CARS) Round 6, the project having ended on the 31st of March 2021, and providing a final report on the overall programme of heritage led regeneration in Campbeltown town centre from 2007-2021 that led to Campbeltown being named as the Most Improved Place in Scotland at the 2020 SURF Awards.

The Project Officer highlighted an error in the report at paragraph 4.13, clarifying that there were 182 grants awarded totalling £3.25 million.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee:

1. considered the contents of the report and agreed that Campbeltown CARS Round 6 had been successfully delivered as detailed in section 4 of the report;
2. noted the additional building projects that had been delivered in addition to the original CARS projects as detailed in paragraph 4.4. of the report;
3. noted the critical funding role that Historic Environment Scotland had played in supporting the regeneration of Campbeltown;
4. noted the critical role that the Campbeltown CARS priority building owners associations had in the successful delivery of Campbeltown CARS Round 6;
5. noted the critical role that all stakeholders had who had been involved in the heritage led regeneration of Campbeltown town centre since 2007; and
6. noted that Campbeltown had been named as Scotland's Most Improved Place at the 2020 SURF Awards.

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

11. LOCHGILPHEAD CONSERVATION AREA REGENERATION SCHEME (CARS) GOVERNANCE

The Committee gave consideration to a report asking Members to agree the governance arrangements for the Lochgilphead Conservation Area Regeneration Scheme (CARS) (Round 8 2020-2026).

Decision

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

1. to note and approve the governance arrangements as outlined within the report; and
2. to delegate authority to the Executive Director with responsibility for Development and Economic Growth, in consultation with the Chair and Vice-Chair of the Mid Argyll, Kintyre and the Islands Area Committee, should an urgent decision on a small repair or shopfront repair grant in excess of £10,000 be required.

(Reference: Report by Executive Director with Responsibility for Development and Economic Growth, dated 19th April 2021, submitted)

12. TARBERT AND LOCHGILPHEAD REGENERATION FUND - PROJECTS UPDATE

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

Decision

The Mid Argyll, Kintyre and the Islands Area Committee noted and considered the progress made with the projects as detailed within the report.

(Reference: Report by Executive Director with Responsibility for Development and Economic Growth, dated 4th May 2021, submitted)

13. COMMERCIAL SERVICES PROPERTY UPDATE

The Committee gave consideration to a report which provided an update on property related projects, both concluded and ongoing, within the Mid Argyll, Kintyre and the Islands area.

Decision

The Mid Argyll, Kintyre and the Islands Area Committee noted and considered the contents of the update report on property related projects in the Mid Argyll, Kintyre and the Islands area.

(Reference: Report by Executive Director with Responsibility for Commercial Services, dated 6th May 2021, submitted)

14. AREA SCORECARD FQ4 2020/21

The Committee gave consideration to a report presenting the Area Report and Scorecard for Financial Quarter 4 2020/21 (January-March 2021), which illustrated the agreed performance measures.

Decision

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

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

(Reference: Report by Executive Director with Responsibility for Performance and Improvement, dated 2 June 2021, submitted)

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

The Mid Argyll, Kintyre and the Islands Area Committee Workplan as at June 2021 was before the Committee for noting.

Decision

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

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

ARGYLL AND BUTE COUNCIL

MID ARGYLL, KINTYRE AND
THE ISLANDS AREA COMMITTEE

ROADS AND INFRASTRUCTURE
SERVICES

1 SEPTEMBER 2021

ROADS AND INFRASTRUCTURE SERVICES UPDATE

1.0 INTRODUCTION

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

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Area Committee 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 on 24 August 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.

B8001 Road Subsidence

- 3.12 There has been ground movement on a section of the B8001 which has caused a section of the carriageway to tear resulting in surface unevenness and a very obvious crack along the carriageway. A permanent repair will be progressed through our Roads Capital Programme later this year.
- 3.13 Ground investigation work has been completed which is being used to design a solution to resolve the movement and to enable the road to be permanently repaired. A value engineering exercise has been carried out following analysis of the ground investigation work and work is currently underway to design a permanent solution. Whilst this design work has not been concluded, works are anticipated to be underway later in this financial year. This section of road is regularly monitored by our local team to ensure that access is maintained.

Recycling in Kintyre

- 3.14 Officers continue to work with KRL to bring the recycling collection services for Kintyre area back in house. Recycling bins have been ordered and leaflets have been produced for distribution ahead of the transfer date in October. A members briefing was issued on 17 June setting out the transition from KRL to Council delivery.

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

ARGYLL AND BUTE COUNCIL

MID ARGYLL, KINTYRE AND THE
ISLANDS AREA COMMITTEE

ROADS AND INFRASTRUCTURE
SERVICES

1 SEPTEMBER 2021

RECYCLING PERFORMANCE

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.

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

RECYCLING PERFORMANCE

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.

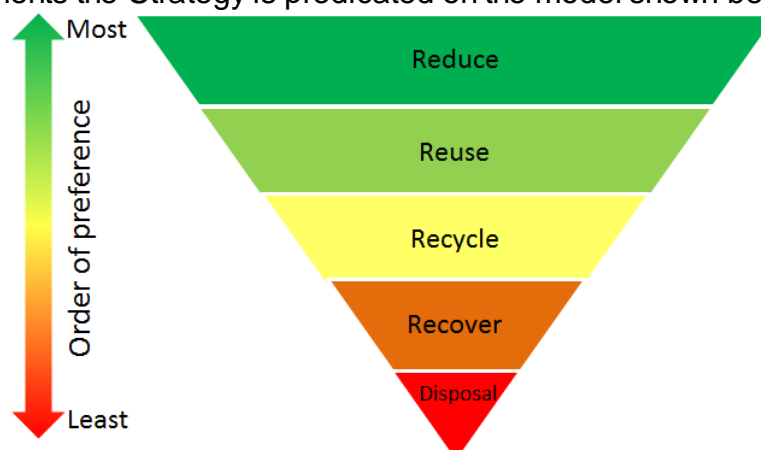
2.2 This report provides details on the council's recycling and landfill diversion performance along with national policy, targets and regulations which are likely to impact on future performance.

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.

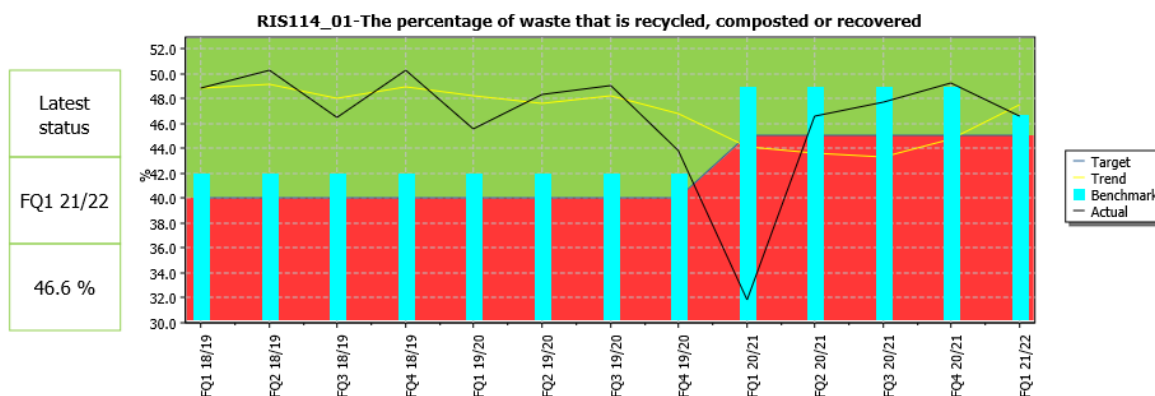
**Percentages Summary of Landfill, Recycling, Composting and Recovery
2019 and 2020**

		2019	2020
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 st 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

ARGYLL AND BUTE COUNCIL**MID ARGYLL, KINTYRE AND THE
ISLANDS AREA COMMITTEE****DEVELOPMENT AND ECONOMIC
GROWTH****1 SEPTEMBER 2021**

LOCHGILPHEAD CARS - RECOMMENDATION OF GRANT AWARD

1.0 EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to ask Members to agree a grant award to the owner of No. 1 Argyll Street, Lochgilphead using Lochgilphead Conservation Area Regeneration Scheme (CARS) funding.
- 1.2 The value of the grant is one hundred and eighty-six thousand, eight hundred and one pounds (£186,801). The award represents grant towards the repair and conservation of one tenement building.
- 1.3 The grant award would be based on all criteria having been met and will support the delivery of approved project outcomes, as agreed by Historic Environment Scotland.
- 1.4 Lochgilphead CARS is being delivered over a six-year period and will conclude on 31 March 2026. A full funding package is in place, with expenditure monitored on a regular basis. There is sufficient funds in place to make the recommended award under the scheme.

2.0 RECOMMENDATION

It is recommended that the Mid Argyll, Kintyre and the Islands Area Committee:

- a) approve the grant offer of up to £186,801 to the owner of 1 Argyll Street, Lochgilphead; and
- b) agree to delegate the issue of the grant contract to the Executive Director with responsibility for Development and Economic Growth in consultation with the Chair of the Area Committee only once all necessary checks have been completed.

ARGYLL AND BUTE COUNCIL

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

**DEVELOPMENT AND ECONOMIC
GROWTH**

1 SEPTEMBER 2021

LOCHGILPHEAD CARS - RECOMMENDATION OF GRANT AWARD

2.0 INTRODUCTION

- 2.1 The purpose of this report is to ask Members to agree a grant award to the owner of No. 1 Argyll Street, Lochgilphead using Lochgilphead Conservation Area Regeneration Scheme (CARS) funding.
- 2.2 The value of the grant award is one hundred and eighty-six thousand, eight hundred and one pounds (£186,801). The award represents grant towards the repair and conservation of one tenement building.
- 2.3 The property is a named priority for Lochgilphead CARS, as such grant levels and the grant recipient are based on project budget allocations and agreed with Historic Environment Scotland (HES). Grant will be offered on the lowest tender return as a result of a competitive tender exercise.
- 2.4 The application for grant aid will be fully assessed against Lochgilphead CARS project criteria and agreed with HES.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Mid Argyll, Kintyre and the Islands Area Committee:
- a) approve the grant offer of up to £186,801 to the owner of 1 Argyll Street, Lochgilphead; and
 - b) agree to delegate the issue of the grant contract to the Executive Director with responsibility for Development and Economic Growth in consultation with the Chair of the Area Committee only once all necessary checks have been completed.

4.0 DETAIL

- 4.1 Lochgilphead CARS is a partnership town centre regeneration project between Argyll and Bute Council and Historic Environment Scotland (HES). As a heritage-led grants administration programme, the project seeks to safeguard Lochgilphead's heritage by supporting property owners to return

their buildings and shopfronts to a good state of repair, which in turn increases the attractiveness of Lochgilphead's town centre.

- 4.2 This report seeks to outline a grant award to support the comprehensive repair and conservation of 1 Argyll Street Lochgilphead which comprises of a single storey of residential accommodation over a fully commercial ground floor. The property is one of three priority buildings for Lochgilphead CARS.
- 4.3 The total project budget of £216,641 was agreed with HES during the development stage of Lochgilphead CARS and includes:
- CARS grant funding (Both HES and Argyll and Bute Council funding)
 - Private Sector Housing Grant
 - Private owner contribution.
- 4.4 The scope of the contract comprises Lochgilphead CARS grant eligible works for the fabric repair to the exterior of the building incorporating slated roof works, stone works, cast iron goods, render works associated timber repairs and rot works to roof and refurbishment of timber windows. All works are in line with HES's advisory standards of repair.
- 4.5 The design work is progressing and construction tenders are due to be issued in early September 2021. There is a possibility that work will start on site this year, although it is more likely to be March/April 2022.
- 4.6 The standard procedure for CARS grant approvals of this monetary value is as follows; design work completed, construction tenders issued, tender report provided, grant application submitted, final assessment completed, committee report considered by Area Committee and a decision made.
- 4.7 To avoid any delays with the contract start date we are requesting approval of the funding prior to the conclusion of all steps outline above. It is proposed that authority to issue the grant contract is delegated to the Executive Director with responsibility for Development and Economic Growth in consultation with the Chair of the Area Committee only once all necessary checks have been completed. This will ensure that all appropriate steps have been finalised prior to the funds being released.
- 4.8 CARS third party grant contracts include a clawback condition covering the HES portion of the grant. If a grantee sells their property within fifteen years of the contract date they are required to repay a portion of the grant based on a sliding scale.
- 4.9 Lochgilphead CARS is being delivered over a six-year period and will conclude on 31 March 2026. A full funding package is in place, with expenditure monitored on a regular basis. There is currently sufficient funds in place to make the recommended award under the scheme.

5.0 CONCLUSION

- 5.1 The grant award will support the comprehensive repair of a prominent town centre property delivering one of the Lochgilphead CARS priority building projects. Lochgilphead CARS is one of a number of complementary regeneration projects that are currently being delivered in Lochgilphead.

6.0 IMPLICATIONS

- 6.1 Policy - The Single Outcome Agreement (SOA) and Argyll and Bute Outcome Improvement Plan 2013-2023 support town centre Regeneration and a diverse and thriving economy.
- 6.2 Financial -To satisfy audit requirements we provide an update on the overall financial position of the scheme to the Environment, Development and Infrastructure Committee on a six monthly basis.

All grant funding is in place as part of the Lochgilphead CARS budget, including the Historic Environment Scotland grant and Council match funding which includes an element of Private Sector Housing Grant.

The scheme also relies on contributions from private building owners.

The total common fund will be £1,606,096.

The total funding to be committed is £1,257,400.

To date no funding has been committed.

- 6.3 Legal - None
- 6.4 HR - A dedicated project officer has been recruited for the duration of the project. Staff salaries are included within the project budget.
- 6.5 Fairer Scotland Duty - None
- 6.5.1 Equalities - protected characteristics - None
- 6.5.2 Socio-economic Duty - None
- 6.5.3 Islands - None
- 6.6. Risk - That the grant schemes are undersubscribed or that projects run over Time or budget. These risks will be carefully monitored and mitigated by the CARS project officer as schemes progress.
- 6.7 Customer Service - The Council is responsible for administering the CARS grants on behalf of Historic Environment Scotland and for ensuring due diligence in the performance of its duties.

Executive Director with responsibility for Development and Economic Growth –

Kirsty Flanagan

26 July 2021

For further information contact:

James Lafferty, Development and Economic Growth
01586 559049

Head of Service:

Fergus Murray, 01546 604293

APPENDICES

None

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

AREA SCORECARD FQ1 2021/22

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 MAKI Word Report in pdf format

Appendix 4: FQ4 2021/22 MAKI Scorecard

PERFORMANCE REPORTS – KEYS TO SYMBOLS

WORD REPORT

STATUS SYMBOL

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

TREND ARROW

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

NAME IN BRACKETS (StreetScene)

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

GREY SUCCESS MEASURE

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

WHITE SUCCESS MEASURE

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

ON GRAPHS IN PYRAMID

GREEN

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

RED

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

KEY

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

THE SCORECARD

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

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

MID ARGYLL, KINTYRE & ISLAY 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	
	12	12	GREEN
	11	11	RED
	7	7	NO TARGET
	30	30	TOTAL

MAKI Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - MAKI (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	FQ1 2021/22 MAKI 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.
								FQ4 2020/21 MAKI The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects. 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.

MAKI 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	FQ1 2021/22 A&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.
								FQ4 2020/21 A&B The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects. 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.

MAKI Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
MAKI - Number of Parking Penalty Notices Issued (Streetscene MAKI)		↑	No Target	7	No Target	15	Hugh O'Neill	FQ1 2021/22 MAKI Not reaching pre-Covid levels of visitors.
								FQ4 2020/21 MAKI Quiet due to Covid restrictions. Inveraray car parks free during this period.
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑	No Target	462	No Target	1,915	Hugh O'Neill	FQ1 2021/22 A&B Lomondside busy with visitors, other areas not at pre-Covid levels.
								FQ4 2020/21 A&B Area quite in general with the exception of Lomondside where visitors were ignoring Covid restrictions to visit.

MAKI 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 - MAKI (Streetscene MAKI)	●	↓	£40,456	£33,210	£9,885	-£8	Hugh O'Neill	FQ1 2021/22 MAKI 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 MAKI car parks are generally quiet, however; Inveraray is busy at the weekends.
								FQ4 2020/21 MAKI 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>Fisher Row, Inveraray</i>				£0	<i>Income collected each FQ.</i>	£0		
<i>The Avenue, Inveraray</i>				£2		£0		
<i>Front Street & Toilets, Inveraray</i>				£23		£2		
<i>Lorne Street, Lochgilphead</i>				£245		£6		
Car Parking income to date - A&B (StreetScene)	●	↓	£1,002,075	£491,197	£194,703	£65,535	Hugh O'Neill	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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.

MAKI 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 MAKI (Streetscene MAKI)	●	⇒	27	23	27	23	Tom Murphy	FQ1 2021/22 MAKI The number of dog fouling complaints received this quarter for the MAKI area was 23, this has not reduced from last quarter which is disappointing. The Warden Service will continue with their efforts to deal with this issue and hopefully we will see a reduction next quarter.
								FQ4 2020/21 MAKI The number of dog fouling complaints received in the MAKI area for the FQ4 quarter was 24, this is disappointing however the Warden Service will continue with their efforts to deal with this issue and hopefully this will reduce in the next quarter.
Dog fouling - total number of complaints A&B (StreetScene)	●	↑	78	96	78	72	Tom Murphy	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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.

MAKI 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] - MAKI Mid Argyll (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE	●	↓	73	86	73	84	Tom Murphy	FQ1 2021/22 MAKI Mid Argyll The street cleanliness levels for the 1st quarter in Mid Argyll are again very good, April 86 and May and June 83, this is a very good level of service with each month exceeding the Benchmark Figure of 73.
								FQ4 2020/21 MAKI Mid Argyll The street cleanliness figures for the FQ4 in Mid Argyll are extremely high, January 88, February 84 and March 87, this is an excellent level of service and far exceeds the National Standard of 67 and Benchmark Figure of 73.
LEAMS [Local Environment Audit and Management System] - MAKI Kintyre (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE	●	↑	73	79	73	81	Tom Murphy	FQ1 2021/22 MAKI Kintyre The street cleanliness levels in Kintyre has exceeded the last quarter's figures with April 87, May 81 and June 76, this is a very good level of service.
								FQ4 2020/21 MAKI Kintyre The street cleanliness in Kintyre for FQ4 again this quarter is high with January 83, February 72 and March 81.
LEAMS [Local Environment Audit and Management System] - MAKI Islay (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE	●	↑	73	83	73	84	Tom Murphy	FQ1 2021/22 MAKI Islay Isle of Islay again sees a very high standard of street cleanliness for the 1st quarter with each month scoring 84, exceeding the Benchmark figure of 73.
								FQ4 2020/21 MAKI Islay Street cleanliness on the Isle of Islay is again high for the FQ4 period and exceeds both the National Standard and Benchmark figure, January 84, February 82 and March 84, this is an excellent level of service.
LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems)x MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE	●	⇒	73	81	73	81	Tom Murphy	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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%.

MAKI Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3.								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
MAKI-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	●	↑	94.00%	96.38%	94.00%	96.79%	Simon Easton	FQ1 2021/22 MAKI There has been a slight increase between FQ4 2020/21 and FQ1 2021/22.
								FQ4 2020/21 MAKI 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	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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.

MAKI Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - MAKI (Planning Applications)	●	↓	75.0%	81.3%	75.0%	54.8%	Peter Bain	FQ4 2020/21 MAKI Performance in MAKI generally continues to be impacted by the backlog of work arising from Covid which is continuing to impact upon performance across the wider DM team. The MAKI team have operated during FQ1 with a vacancy following the departure of an Officer to the Helensburgh office. Recruitment has been completed however it will be mid July before the new recruit takes up post.
								FQ1 2021/22 MAKI The team achieved target during FQ4.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0%	68.9%	75.0%	66.7%	Peter Bain	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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 - MAKI (Planning Applications)	●	↑	8.0 Wks	10.3 Wks	8.0 Wks	10.0 Wks	Peter Bain	FQ1 2021/22 MAKI Performance in FQ1 improved to 10.0 weeks when compared to FQ4 at 10.3 weeks, in what are difficult operational circumstances and a vacancy arising within the MAKI team. Recruitment has been completed and will see a new planning officer join the team during FQ2.
								FQ4 2020/21 MAKI The 8 week target was missed in FQ4 with the team taking on average 10.3 weeks to determine Householder planning applications, this however represents an improving position on the previous period. Whilst this is disappointing, in the context of difficult operating conditions caused by the pandemic and the higher than normal amount of annual leave having to be taken towards the end of the year.
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	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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.

MAKI Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - MAKI percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↓	75%	49%	75%	45%	Hugh O'Neill	FQ1 2021/22 MAKI 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.
								FQ4 2020/21 MAKI MAKI up from 18% to 49%. Material supply issues , continue to hamper efficient operations, partly due to Covid furlough and Brexit related import controls, on electrical equipment. The Lochgilphead based Electrician was able to increase the rate of repair, once some material deliveries were received. 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.

MAKI 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	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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.

MAKI Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Complaints ref Waste Collection MAKI (Streetscene MAKI)		↑	No Target	4	No Target	0	Tom Murphy	FQ1 2021/22 MAKI There were no waste collection complaints for the Mid Argyll, Kintyre and Islay areas for the FQ1, this is an excellent level of service given the number of domestic and commercial properties serviced.
								FQ4 2020/21 MAKI For the FQ4 period there were only 4 complaints received regarding waste collection in MAKI, 1 for Mid Argyll and 3 for Kintyre, this is an excellent level of service given the number of properties both domestic and commercial that are serviced
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	15	No Target	0	Tom Murphy	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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.

MAKI 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	FQ1 2021/22 A&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.
								FQ4 2020/21 A&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	FQ1 2021/22 Waste PPP Area 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.
								FQ4 2020/21 Waste PPP Area 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	FQ1 2021/22 Islands 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.
								FQ4 2020/21 Islands 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	FQ1 2021/22 H&L 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.
								FQ4 2020/21 H&L 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).

MAKI Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Making It Happen								
MAKI Teacher Absence (Education Other Attendance)	●	↑	1.50 days	1.56 days	1.50 days	1.51 days	Simon Easton	FQ1 2021/22 MAKI 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.
								FQ4 2020/21 MAKI Teacher absence is over one FTE work day lost less than the same quarter last year.
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	↓	1.50 days	1.15 days	1.50 days	1.36 days	Simon Easton	FQ1 2021/22 A&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.
								FQ4 2020/21 A&B Teacher absence has reduced significantly (by over 1 work day lost per FTE) on the same quarter last year.
MAKI LGE Only (HR1 - Sickness absence ABC)	●	↓	2.36 days	2.38 days	2.36 days	2.78 days	Carolyn McAlpine	FQ1 2021/22 MAKI 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.
								FQ4 2020/21 MAKI Work days lost in this quarter remain the same as the same quarter last year. Stress accounted for the largest number of work days lost.
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	FQ1 2021/22 A&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.
								FQ4 2020/21 A&B Work days lost this quarter remains the same as it did in the same quarter last year.



MAKI 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 - MAKI
Actual 0 ■
Target 0 ↕

Number of new affordable homes completed per annum.
Actual 54 ■
Target 54 ↕
Benchmark 75 ↕

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - MAKI
Actual £ -8 ■
Target £ 9,885 ↕

Car Parking income to date - A&B
Actual £ 65,535 ■
Target £ 194,703 ↕

MAKI - Number of Parking Penalty Notices Issued
Actual 15 ↕

A&B - Number of Parking Penalty Notices Issued
Actual 1,915 ↕

Dog fouling - total number of complaints MAKI
Actual 23 ↕

Dog fouling - total number of complaints A&B - QUARTERLY
Actual 72 ■
Target 78 ↕

LEAMS [Local Environment Audit and Management System] - MAKI Mid Argyll
Actual 84 ■
Target 73 ↕

LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average
Actual 81 ■
Target 73 ↕

LEAMS [Local Environment Audit and Management System] - MAKI Kintyre
Actual 81 ■
Target 73 ↕

LEAMS [Local Environment Audit and Management System] - MAKI Islay
Actual 84 ■
Target 73 ↕

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

MAKI-Maintain the percentage of 16-19 year olds participating in education, training or employment
Actual 96.79 % ■
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 % ↕

Corporate Outcome - We have infrastructure that supports sustainable growth

Complaints re Waste Collection MAKI
Actual 0 ↕

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

Street lighting - MAKI percentage of faults repaired within 10 days
Actual 45 % ■
Target 75 % ↕

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
Actual 46 % ■
Target 75 % ↕

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

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

RIS114_01-The percentage of waste that is recycled, composted or recovered
Actual 46.6 % ■
Target 45.0 % ↕
Benchmark 46.7 % ↕

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

Making It Happen

MAKI Teacher Absence
Actual 1.51 Days ■
Target 1.50 Days ↕

A&B Teacher Absence
Actual 1.36 Days ■
Target 1.50 Days ↕

MAKI LGE Only
Actual 2.78 Days ■
Target 2.36 Days ↕

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

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - MAKI
Actual 10.0 Wks ■
Target 8.0 Wks ↕
Benchmark 9.1 Wks ↕

Householder Planning Apps: Ave no of Weeks to Determine - ABC
Actual 9.1 Wks ■
Target 8.0 Wks ↕
Benchmark 8.1 Wks ↕

% of Pre-Application enquiries processed within 20 working days - MAKI
Actual 54.8 % ■
Target 75.0 % ↕



% of Pre-application enquiries processed within 20 working days - A&B
Actual 66.7 % ■
Target 75.0 % ↕

Argyll Bute COUNCIL **MAKI 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

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

Actual 96.79 % 
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 %

Argyll Bute COUNCIL **MAKI 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 - MAKI

Actual 0 
Target 0 

Number of new affordable homes completed per annum.

Actual 54 
Target 54 
Benchmark 75 



MAKI 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 - MAKI	Actual	10.0 Wks	R
	Target	8.0 Wks	↑
	Benchmark	9.1 Wks	

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

% of Pre-Application enquiries processed within 20 working days - MAKI	Actual	54.8 %	R
	Target	75.0 %	↓

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



MAKI 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 - MAKI	Actual	£ -8	R	Car Parking income to date - A&B	Actual	£ 65,535	R
	Target	£ 9,885	↓		Target	£ 194,703	↓
MAKI - Number of Parking Penalty Notices Issued	Actual	15	↑	A&B - Number of Parking Penalty Notices Issued	Actual	1,915	↑
Dog fouling - total number of complaints MAKI	Actual	23	G	Dog fouling - total number of complaints A&B - QUARTERLY	Actual	72	G
			→		Target	78	↑
LEAMS [Local Environment Audit and Management System] - MAKI Mid Argyll	Actual	84	G	LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average	Actual	81	G
	Target	73	↓		Target	73	↑
LEAMS [Local Environment Audit and Management System] - MAKI Kintyre	Actual	81	G				
	Target	73	↑				
LEAMS [Local Environment Audit and Management System] - MAKI Islay	Actual	84	G				
	Target	73	↑				



MAKI 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

Complaints re Waste Collection MAKI Actual 0 ↑

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

Street lighting - MAKI percentage of faults repaired within 10 days Actual 45 % ⚠
Target 75 % ↓

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days Actual 46 % ⚠
Target 75 % ↑

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

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

RIS114_01-The percentage of waste that is recycled, composted or recovered Actual 46.6 % Ⓢ
Target 45.0 % ↓
Benchmark 46.7 %

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



MAKI 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

MAKI Teacher Absence	Actual	1.51 Days	R
	Target	1.50 Days	↑

A&B Teacher Absence	Actual	1.36 Days	G
	Target	1.50 Days	↓

MAKI LGE Only	Actual	2.78 Days	R
	Target	2.36 Days	↓

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

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ARGYLL AND BUTE COUNCIL
**MID ARGYLL, KINTYRE AND
THE ISLANDS AREA COMMITTEE**
ROADS AND INFRASTRUCTURE SERVICES
1 SEPTEMBER 2021

ROADS AND INFRASTRUCTURE EXTERNAL CONTRACTS

1.0 INTRODUCTION

- 1.1 This report provides an update on Roads and Infrastructure Services activities which have been outsourced to external contractors and works provided to external bodies in the Mid Argyll, Kintyre and Islands area over the last three financial years following a request from the MAKI Area Committee.

2.0 RECOMMENDATIONS

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

3.0 DETAIL

- 3.1 Roads and Infrastructure Services operate a 'mixed economy model' to deliver works programmes whereby external contractors are utilised to supplement the workforce and to provide specialist services, such as surface dressing.
- 3.2 The tables below detail all work/contracts which have been outsourced for the last three financial years with the exception of surface dressing for the MAKI Area. Please note that this information is published via the Contracts Register and the Annual Procurement Report

3.2.1 Table 1 – Contractor Costs 2020/21

Sum of Contractor Costs 20-21	
Contractor	Total
ACTIVE TRAFFIC MANAGEMENT SOLUTIONS	£ 4,260.00
B MUNDELL LIMITED#10606	£ 282.45
COLIN LOGAN BUILDING CONTRACTORS LTD	£ 2,240.00
DONALD MCLEAN	£ 160.00
G MCNAUGHTON & SON	£ 21,115.50
IAIN MACPHERSON	£ 3,927.12
W & M CURRIE#CURCHPO04001	£ 300.00
	£ 32,285.07

3.2.2 Table 2 – Contractor Costs 2019/20

Sum of Contractor costs 19/20	
Contractor	Total
A M TRANSPORT#AMTLOCA04001	£ 220.00
ACTIVE TRAFFIC MANAGEMENT SOLUTIONS LTD	£ 39,465.00
ARCHIE JOHNSTON T/A N MCCORMICK#153045	£ 660.00
B MUNDELL LIMITED#10606	£ 380.00
CENTRAL TRAFFIC MANAGEMENT LIMITED#CTM GR	£ 105,226.57
CLARK ELECTRICAL	£ 480.00
COLAS LTD - Re-tread Contract - Islay	£ 88,369.35
CRINAN CONSTRUCTION	£ 2,400.00
D A MACDONALD (CONTRACTORS)	£ 540.00
DONALD MCLEAN	£ 20,927.80
ENVIRO-CLEAN SCOTLAND LTD#16462	£ 1,735.00
FION CONSTRUCTION LTD#FIOBEFO05001	£ 3,360.00
G MCNAUGHTON & SON	£ 46,710.00
ICD TREE SERVICES LTD	£ 500.00
INDO LIGHTING LTD	£ 2,329.89
MARKON LIMITED	£ 721.34
MCFADYENS CONTRACTORS (CAMPBELTOWN) LTD#	£ 346.88
P GILLESPIE	£ 15,240.00
W & M CURRIE#CURCHPO04001	£ 7,370.00
	£ 336,981.83

3.2.3 Table 3 – Contractor Costs 2018/19

Sum of Contractor costs 18/19	
Contractor	Total
ARCHIE JOHNSTON T/A N MCCORMICK#153045	£ 174.00
B Mundell Ltd	£ 381.73
CENTRAL TRAFFIC MANAGEMENT LIMITED#CTM GROUP	£ 3,354.44
COLAS LTD - Re-tread recycle surfacing - Islay	£ 294,465.76
D A MACDONALD (CONTRACTORS)	£ 68,755.37
DONALD MCLEAN	£ 39,662.35
JIM MARTIN SUPPLIES	£ 726.00
MACC DEVELOPMENTS LTD	£ 525.00
MACLEOD CONSTRUCTION#22430	£ 1,453.60
MARKON LIMITED White Lining and markings	£ 30,071.11
MARTIN BOYLE CONTRACTING LTD (Winter - Jura)	£ 24,844.00
MCFADYENS CONTRACTORS (CAMPBELTOWN) LTD#11401	£ 1,040.00
SIMPSON SAFETY FENCING LIMITED	£ 12,260.70
W & M CURRIE (Winter Assistance - Islay)	£ 27,067.50
	£ 504,781.56

- 3.3 The tables below detail all works carried out by Roads and Infrastructure Services on behalf of external bodies over the last three financial years in the MAKI Area.

SUMMARY	
MAKI ROADS - WORKS PROVIDED TO EXTERNAL BODIES.	
2018 -2019 Financial year	
18,913.88	BEAR S/C A83 (winter and emergency works)
11,165.00	McFadyens for C/Town Grammar Dev.
30,078.88	Total external services 2018-19
2019 -2020 Financial year	
10,000.00	M&K Macleod - Various, surfacing Mainland
5,442.00	Scottish Canals - Ardrishaig improvements year 1
20,758.35	BEAR S/C A83 (winter and emergency works)
104,579.66	M&K Macleod - Bowmore housing ph3 - Islay
140,780.01	
2020 -2021 Financial year	
36,558.00	Scottish Canals - Ardrishaig improvements year 2
63,883.88	BEAR S/C A83 (winter and emergency works)
39,264.00	M&K Macleod - Emeravale Housing PH3- Islay
3,176.83	McEachern Bros. Ltd - Islay - Earthworks
142,882.71	

4.0 CONCLUSION

- 4.1 This report provides an update to on Roads and Infrastructure activities which have been outsourced to external contractors and works provided to external bodies in the Mid Argyll, Kintyre and Islands area over the last three financial years.

5.0 IMPLICATIONS

- 5.1 Policy – the mixed economy model aligns with our operating model which has been reported to Members on a number of occasions and the income streams align with previous budget saving requirements.
- 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**

August 2021

For further information contact:

Jim Smith, Head of Roads and Infrastructure Services

Mid Argyll, Kintyre and the Islands Workplan 2021 – 22

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
1st September 2021					
1 st September 2021	Quarterly Performance Scorecard FQ1 21/22	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
1 st September 2021	Roads and Infrastructure Services Update	Jim Smith Roads and Infrastructure Services	Annual Report		
1 st September 2021	Annual Recycling Performance Report	Jim Smith Roads and Infrastructure Services	Annual Report		
1 st September 2021	Outsourced Roads and Infrastructure Services Work and External Contracts Report (MAKI Area)	Jim Smith Roads and Infrastructure Services	One Off Report		
1 st September 2021	Lochgilphead CARS Report	James Lafferty Development and Economic Growth	One Off Report		
1st December 2021					
1 st December 2021	Campbeltown Grammar School Report	David Fyfe Head Teacher	Annual Report		

Mid Argyll, Kintyre and the Islands Workplan 2021 – 22

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
1 st December 2021	Lochgilphead High School Report	Ann Devine Head Teacher	Annual Report		
1 st December 2021	Islay High School Report	Stephen Harrison Head Teacher	Annual Report		
1 st December 2021	Tarbert Academy Report	Neil McKnight Head Teacher	Annual Report		
1 st December 2021	Quarterly Performance Scorecard FQ2 21/22	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
1 st December 2021	HSCP Annual Performance Report	Charlotte Craig/Fiona Davies HSCP	Annual Report		
1 st December 2021	Strategic Housing investment plan (SHIP)	Douglas Whyte Development and Economic Growth	Annual Report		
1 st December 2021	ACHA Annual Update	Alastair MacGregor, Chief Executive ACHA	Annual Report		
1 st December 2021	Charities and Trust Funds	Shona Barton Legal and Regulatory Support	Annual Report		

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Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
1 st December 2021	Major Projects Update				
2nd March 2022					
2 nd March 2022	Supporting Communities Fund Applications	Rona Gold/ Antonia Baird Chief Executive	Annual Report		
2 nd March 2022	Scottish Water Update	Georgie Reid Scottish Water	Annual Report		
2 nd March 2022	MAKI Area Committee – Venues for Meetings 2022/23	Shona Barton Legal and Regulatory Support	Annual Report		
2 nd March 2022	Quarterly Performance Scorecard FQ3 21/22	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
2 nd March 2022	Roads and Infrastructure Services Update	Jim Smith Roads and Infrastructure Services	Annual Report		To include Roads Capital Plan, Roads and Amenities Revenue Work Plan (Programmed), Grass Cutting Schedule and

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Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
					Post Winter Update
2 nd March 2022	Transport Scotland Update	Neil MacFarlane Transport Scotland	Annual Report		
2 nd March 2022	Major Projects Update				
June 2022					
June 2022	Supporting Communities Fund applications	Rona Gold/ Antonia Baird Chief Executive	Annual Report		
June 2022	Quarterly Performance Scorecard FQ4 21/22	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
June 2022	Primary School Reports	Simon Easton Education	Annual Report		
June 2022	6 Monthly HSCP – Local Report (Highlight Local Issues)	Charlotte Craig HSCP	Bi-annual Report		
June 2022	Commercial Services Property Update	David Allan Commercial Services	Regular Report		
June 2022	Major Projects Update				

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Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
September 2022					
September 2022	Quarterly Performance Scorecard FQ1 22/23	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report		
September 2022	Roads and Amenities Revenue and Capital Update	Jim Smith Roads and Infrastructure Services	Annual Report		
September 2022	Annual Recycling Report	Jim Smith Roads and Infrastructure Services	Annual Report		
September 2022	Charities and Trust Funds	Shona Barton Legal and Regulatory Support	Annual Report		
September 2022	Supporting Communities Fund – End of Project Monitoring 20/21	Antonia Baird/Rona Gold Chief Executive	Annual Report		
Future Items					
	Patient Transport Policy	Health and Social Care Partnership Jane McGirk, Head of Public Relations and Engagement	One off report		Update on new policy following completion of review
	Flooding Issues in MAKI	Roads and Amenity Services Jim Smith	Ongoing		To remain as an item until

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Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
					such times as problems are rectified
	Tarbert and Lochgilphead Regeneration Fund	Regeneration/ Audrey Martin	Regular Updates and decision		
	Skills Development Scotland	Susan MacRae, Area Manager			
June 2023	Supporting Communities Fund – End of Project Monitoring 21/22	Rona Gold/Antonia Baird Chief Executive	Regular Report		
	Traffic Management in Davaar and Meadows Housing Schemes	Jim Smith Roads and Infrastructure Services	Update Report		
	MAKI Survey – Accessibility and Footway/Footpath Survey	Jim Smith Roads and Infrastructure Services	Regular Report		