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3 February 2022*

NOTICE OF MEETING

A meeting of the **HELENSBURGH AND LOMOND COMMUNITY PLANNING GROUP** will be held by **MICROSOFT TEAMS** on **THURSDAY, 10 FEBRUARY 2022** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director

BUSINESS

1. **WELCOME AND APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**
 - (a) Meeting of the Helensburgh and Lomond Area Community Planning Group held on Thursday, 18th November 2021 (Pages 3 - 12)
4. **HELENSBURGH AND LOMOND AREA COMMUNITY PLANNING GROUP GOVERNANCE**
 - (a) Appointment of Chair and Vice-Chair of the Helensburgh and Lomond Area Community Planning Group (Pages 13 - 14)

Report by Committee Manager, Argyll and Bute Council
 - (b) Area Community Planning Group Governance Arrangements (Pages 15 - 28)

Report by Committee Manager, Argyll and Bute Council
5. **PARTNERS UPDATES**

- (a) Transport Scotland Update
- (b) Scottish Fire and Rescue Service Update (Pages 29 - 34)
- (c) Police Scotland Update (Pages 35 - 38)
- (d) Community Learning Service Update (Pages 39 - 40)
- (e) Destination Helensburgh Update (Pages 41 - 42)
- (f) Helensburgh Community Hub Update (Pages 43 - 44)
- (g) Helensburgh Community Council Update (Pages 45 - 46)
- (h) Fun First Update (Pages 47 - 48)
- (i) Arrochar and Tarbet Community Development Trust & Friends of Loch Lomond and the Trossachs Update (Pages 49 - 86)
- (j) Loch Lomond and the Trossachs National Park Update (Pages 87 - 94)
- (k) Argyll and Bute Third Sector Interface Update (Pages 95 - 96)
- (l) Opportunity for verbal updates from Area Community Planning Group Partners

6. COMMUNITY FOCUS

- (a) Police Scotland Fraud Discussion (Pages 97 - 102)

Presentation by Partnership Liaison Officer, Police Scotland

7. CLIMATE CHANGE

- (a) Minutes of the Climate Change Working Group meeting held on Thursday, 16th December 2021 (Pages 103 - 110)

8. COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE UPDATE (Pages 111 - 114)

Report by Committee Manager, Argyll and Bute Council

9. DATE OF NEXT MEETING

The next meeting will take place on Thursday, 21st April 2022.

Helensburgh and Lomond Community Planning Group

Contact: Iona Campbell, Senior Committee Assistant - 01436 658 801

**MINUTES of MEETING of HELENSBURGH AND LOMOND COMMUNITY PLANNING GROUP held
by MICROSOFT TEAMS
on THURSDAY, 18 NOVEMBER 2021**

Present: James Sullivan (Substitute Chair), Scottish Fire and Rescue Service
Shona Barton, Committee Manager, Argyll and Bute Council
Kirsty Moyes, Team Leader Community Development, Argyll and Bute Council
Councillor Gemma Penfold
Councillor Iain 'Shonny' Paterson
Rhona Grant, Community Learning Service Team Leader, Live Argyll
Nicola Hackett, Business Development Manager, Live Argyll
Emma Henderson, Cove Park
Duncan MacLachlan, Arrochar and Tarbet Community Development Trust and
Friends of Loch Lomond
Susan MacRae, Skills Development Scotland
Dr Faye Tudor, Argyll College UHI
Heather Munro, Cardross Climate Action Network (CardrossCAN)
Chief Inspector Emma Grimason, Police Scotland
Paula Darbyshire, Argyll and Bute TSI
Sarah Davies, Helensburgh Community Council, Fun First, Plastic Free
Helensburgh and Time for Change Argyll and Bute
Mark Irvine, Cove and Kilcreggan Community Council
Suzanne Lyon, Department for Work and Pensions
Alison Gildea, Grey Matters Active Ageing
Allan Comrie, Strathclyde Partnership for Transport (SPT)
Andrew Galloway, Local Democracy Reporter, Helensburgh Advertiser/BBC

The Chair ruled, and the Group agreed, to a variation in the order of business to facilitate requests made by attendees following the agenda issue. The minute reflects the order in which items were discussed.

1. WELCOME AND APOLOGIES

The Chair welcomed everyone and the Committee Manager outlined the procedure for the meeting.

Apologies for absence were intimated on behalf of:

Albert Bruce, Scottish Fire and Rescue Service;
Councillor Lorna Douglas;
Yvonne McLeod, We Are With You;
Morevain Martin, Garelochhead Station Trust;
Sephton MacQuire, Dunbritton Housing Association;
Inspector Roderick MacNeill, Police Scotland;
PC Laura Evans, Police Scotland;
Tracey Megson, Ministry of Defence;
Neil MacFarlane, Transport Scotland;
Angela Anderson, Time for Change Argyll and Bute and Plastic Free Helensburgh; and
Susie Will, Kilcreggan Youth Café.

2. DECLARATIONS OF INTEREST

Mark Irvine, Cove and Kilcreggan Community Council, advised that he would like to declare an interest in the proceedings as he would be standing as an independent candidate in the upcoming Lomond North by-election.

3. MINUTES

(a) Meeting of the Helensburgh and Lomond Area Community Planning Group held on Thursday, 19 August 2021

The Minute of the Helensburgh and Lomond Area Community Planning Group meeting held on Thursday, 19th August 2021 was approved as a correct record.

4. PARTNERS UPDATES

(a) Police Scotland Update

The Group considered a verbal update from Chief Inspector Emma Grimason, Police Scotland, which provided information around changes in structure and personnel, particularly highlighting the appointment of new Community Inspector Alan Kirk. She confirmed that she would ensure that the Group were kept up to date with any other relevant personnel changes.

Chief Inspector Grimason noted that although PC Laura Evans was unable to attend the meeting today, she was undertaking a lot of local community engagement work for Police Scotland.

Chief Inspector Grimason also provided details of Police Scotland's significant involvement in the recent COP26 event, noting that there had been an increase in police numbers as additional resources had been deployed from other areas. She noted that the event had passed with no significant issues to report, and work was now underway to prepare for the festive period. She advised that over the festive period the Police would be providing high visibility policing by visiting local licensed premises; putting proactive patrols in place; and attending local events.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the information provided.

(b) Transport Scotland Update

The Group considered a written update from Transport Scotland which detailed information around projects which had taken place during October 2021 on the A82 Loch Lomondside.

Decision

The Helensburgh and Lomond Area Community Planning Group:

1. considered and noted the information provided; and
2. noted that in the absence of a representative from Transport Scotland, any questions or comments could be forwarded to them following the meeting and any responses circulated to the Group.

(Reference: Update by Neil MacFarlane, Transport Scotland, submitted)

(c) **Scottish Fire and Rescue Service Update**

The Group considered a report highlighting the Scottish Fire and Rescue Service's (SFRS) FQ2 review of local performance across Helensburgh and Lomond for the period 2021-22.

James Sullivan provided an overview of the statistics outlined in the report, and confirmed that there had been a slight increase in overall incidents. He advised that 94 Home Fire Safety Visits (HFSVs) had been carried out over this period, and SFRS were providing presentations on fire safety for use in schools, despite being unable to attend in person. He also noted that SFRS were represented on the MARAC for supporting those affected by domestic violence, and were involved in a partnership approach to water safety.

James advised that new smoke detector legislation would be coming into place in February 2022, and guidance around this was available from all fire safety premises.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the information provided.

(Reference: Report by James Sullivan, Watch Commander/Local Authority Liaison Officer, Scottish Fire and Rescue Service, submitted)

(d) **Arrochar and Tarbet Community Development Trust and Friends of Loch Lomond Update**

The Group considered a written and verbal update from Duncan MacLachlan, Arrochar and Tarbet Community Development Trust and Friends of Loch Lomond, which provided information around the Two Lochs Visitor Management Project undertaken to make a difference for visitors and the local community in Arrochar and Tarbet throughout the Summer of 2021. The written update provided background information in relation to the varying factors and challenges which had required a local Working Group to take action.

The written update also included information relating to the sources of funding identified to meet the requirement for a number of projects, including the provision of suitable temporary toilet facilities; the employment of seasonal visitor wardens; and the production of information signage. It was noted that the projects had resulted in great benefit to the community, and examples of positive feedback received from websites, surveys, and local and national organisations were included in the update.

Duncan noted that the Summer had been very busy with visitor management activities, and particularly highlighted the work which had been undertaken by wardens around maintaining the temporary toilet facilities; litter picking; providing guidance and advice to visitors; and providing assistance with tidying local paths and walkways. He also outlined details of work undertaken by wardens and volunteers to produce 'window openings' which allowed unobstructed views of the Loch.

Duncan also provided the Group with a presentation, including pictures of the work which had been carried out throughout the Summer. He advised that the next steps were now to review the project and confirm what could be put in place next year, noting that the implementation of permanent toilets at the head of Loch Long would be a key target.

Kirsty Moyes congratulated Duncan and the Trust on their hard work during a busy Summer, and offered her support with any challenges which could be assisted by partnership working. Duncan confirmed that discussions were ongoing with colleagues at Argyll and Bute Council and Loch Lomond and the Trossachs National Park around the proposed strategy for next year, including how temporary provisions in place could be improved and taken forward on a more permanent basis.

Councillor Paterson reiterated his thanks for the work undertaken, and particularly noted the hard work of local wardens. Discussion took place around the 'window openings' on the Loch and Duncan confirmed that continuous maintenance of regrowth would be required by wardens and volunteers, however the wardens would soon be finishing for the season due to funding limitations.

Sarah Davies enquired about the success of the work around providing additional bins to combat litter, as Plastic Free Helensburgh and Helensburgh Community Council were undertaking some surveys in relation to this in Helensburgh. Duncan confirmed that the project had worked well and had gained a lot of interest, with a full report being prepared to collate statistics and relevant data. Duncan advised that it was likely that an adopt-a-bin scheme may be implemented in future due to the pilot project's success, however he would welcome the feedback of anyone who regularly travels the local area to inform future decisions around this.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the information provided.

(Reference: Report by Duncan MacLachlan, Arrochar and Tarbet Community Development Trust and Friends of Loch Lomond, submitted)

(e) Community Learning Service Update

The Group considered an update from Rhona Grant, Community Learning Services Team Leader, Live Argyll, which provided information around a return to thematic remits for Adult Learning and Youth Services work and included contact details of the Community Learning Workers and Team Leaders for each area and remit. The update also included confirmation that workers would continue their engagement and work with partners and learners in line with the new Community Learning and Development Strategic Plan 2021-24 and the identified priorities therein.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the information provided.

(Reference: Update by Rhona Grant, Team Leader – Community Learning Services,

Live Argyll, submitted)

(f) **Opportunity for verbal updates from Area Community Planning Group Partners**

Kirsty Moyes, Community Development Officer, Argyll and Bute Council

Kirsty Moyes confirmed that the Community Development Team continued to provide capacity support, and were hoping to relaunch the Supporting Communities Fund at the beginning of 2022. She confirmed that further information in relation to the Supporting Communities Fund would be provided in due course.

Duncan MacLachlan advised that he would encourage any local groups to enquire about this funding, and noted that Kirsty had been very helpful during the application process.

Dr Faye Tudor, Argyll College UHI

Dr Tudor advised that the new academic year had started, and all centres had re-opened. She noted that some students had returned to learning centres, and this was being monitored in line with government guidance. It was confirmed that, where there was a requirement to do so, students were being prioritised for physical attendance at centres according to their individual learning needs.

Dr Tudor provided information around the steps being taken to address digital poverty, including the provision of laptops and internet dongles for students. She also outlined the ways that Argyll College UHI were supporting students by promoting Health and Wellbeing Services, as well as arranging one-to-one sessions to identify any support required.

Dr Tudor highlighted that applications were open for the next academic year, and confirmed that an open day event was being held online on 24th November 2021. She encouraged anyone who was interested in this to check the Argyll College UHI website for further details.

Paula Darbyshire, Argyll and Bute TSI

Paula Darbyshire advised that she had recently started as a Service Adviser with Argyll and Bute TSI. She outlined information around a new Health and Wellbeing Fund being distributed, noting that consultation around this would be ongoing until 23rd November 2021 and all relevant information was available on the website.

Paula confirmed that Young Person's Guarantee referrals were still being taken, and advised that there were good mentors on board with the project and lots of good opportunities to learn valuable skills.

Paula also provided an update on a new Inveraray Hub; a new TSI strategy consultation coming out soon; and a new training needs analysis survey being developed. She noted that the Argyll and Bute TSI AGM would be held on 13th December 2021, and encouraged anyone who may be interested in any of the 3 vacant Trustee roles to get in touch.

Allan Comrie, Strathclyde Partnership for Transport (SPT)

Allan Comrie advised that there had not been any significant update from the last meeting of the Group to report, confirming that a response had been submitted on proposed changes to the rail network and rail services from May 2022. He confirmed that SPT's immediate focus was on providing public transport to vaccine centres, and this was ongoing.

Allan highlighted that the free bus travel scheme for young people under the age of 22 was scheduled to begin at the end of January 2022.

Allan also advised that SPT were in communication with Argyll and Bute Council around capital bids which would inform the Capital Programme for 2022-23.

Sarah Davies, Helensburgh Community Council

Sarah Davies confirmed that Helensburgh Community Council had returned to face-to-face meetings, although Zoom was still being used for Webinars. She also outlined information around work being undertaken in relation to bin surveys; work on the town centre; and the reinstatement of the Vision for Helensburgh project.

Sarah advised that regular beach cleans had now finished for the Winter, but would restart in February 2022. She also advised that a Remembrance Day event had been held in Hermitage Park, which was attended by approximately 500 people.

Sarah Davies, Fun First

Sarah Davies noted that a new manager had been appointed for Fun First and provided information around the recent activities of the group. She confirmed that more sessions had been implemented during the week, with at least one session taking place every day across various locations.

Sarah highlighted some new initiatives were being explored, which included the training of a new leader for sessions in Rosneath; parent yoga sessions; and Fun First Friends which was targeted at expectant parents and parents who were new to the area.

Sarah advised that fitness sessions had restarted in the last week, and an outdoor event had been held during Climate Week. She noted that the next big event scheduled was a Christmas party on 16th December 2021.

Sarah encouraged attendees to signpost anyone to Fun First that they felt may benefit from attending. Duncan advised that he commended the work of Fun First, and his family travelled from Arrochar to attend sessions. Sarah noted that Arrochar could be a potential future location for sessions, where resources allowed.

5. COMMUNITY FOCUS

(a) Cove Park

Emma Henderson, Cove Park, provided the Group with a verbal presentation around the organisation's work. She advised that Cove Park had been founded in 1999, and had since housed thousands of resident artists. She provided an overview

of the facilities available for artists in the artist's residency centre, and the ways in which artists could attend on a funded or self-funded basis. It was noted that a new CEO had been appointed in January 2021, and had implemented a new vision for the centre with a move to an enquiry based model.

Emma provided details of the first enquiry which had been undertaken during COP26 and related to the environment and climate chaos, advising that this had included work on a number of new projects in collaboration with other agencies. It was noted that Cove Park had been named as a Climate Beacon and had worked to highlight the importance of Scotland's rainforests with Argyll and the Isles Coast and Countryside Trust (ACT).

Emma confirmed that Cove Park provide a number of high quality creative learning opportunities, and noted that alongside regularly scheduled free workshops and summer holidays programmes, Cove Park were also working with local schools and youth centres. She advised that Cove Park were looking to increase their community engagement, and they would be particularly interested to engage with the new Community Learning and Development Strategic Plan.

Emma provided details around a new project, Dandelion, which was aimed at disadvantaged and underrepresented groups. Kirsty Moyes confirmed that she would get in touch with Emma around this following the meeting, as she would like to assist in creating links between Cove Park and other local community organisations who may be interested in the project. Emma encouraged anyone who would like to discuss anything further to get in touch with her via the Cove Park website.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the information provided.

6. DATA SETS FOR YOUNG PEOPLE IN ARGYLL AND BUTE

The Group considered a presentation by Susan MacRae, Skills Development Scotland (SDS), which provided information on school leaver data reporting. The presentation included information around the different forms of data reporting, with particular emphasis on the Annual Participation Measure. Susan provided an overview of the methods of data collection; different destination groupings; figures relating to recorded destinations for school leavers in the Helensburgh and Lomond area and across Argyll and Bute until now; and information around continuing trends and factors influencing these figures. As part of the presentation, Susan also provided attendees with a demonstration of how to use the SDS Annual Participation Measure website.

Councillor Paterson requested clarification as to what support was available for those who were categorised as unemployed – not seeking. Susan confirmed that SDS work in partnership with other agencies to ensure that these individuals are engaged with the correct services, and can assist in signposting them to the most appropriate local resources based on their individual circumstances.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the information provided.

(Reference: Presentation by Susan MacRae, Area Manager, Skills Development Scotland, dated 18th November 2021, submitted)

7. COMMUNITY LEARNING PARTNERSHIP PLAN

The Group gave consideration to a report and presentation from Nicola Hackett, Live Argyll, which provided an update on the development of the Community Learning and Development (CLD) Strategic Plan for 2021-2024.

Nicola provided an overview of the focus of the Community Learning and Development plan in tackling inequalities and delivering social justice; the partnership working involved; the methods of information gathering and engagement which had been used in informing the new plan; and target groups identified for further consultation. The main themes which had been identified were confirmed as digital skills; core skills for learning, life and work; health and wellbeing; your voice; the learner offer; and improve how we work as a partnership.

Nicola highlighted the importance of continued consultation and encouraged any attendees who were interested in contributing to the consultation to get in touch. She confirmed that progress performance would be monitored and reported annually to the Community Services Committee, Community Planning Partnership, and Area Community Planning Groups.

Decision

The Helensburgh and Lomond Area Community Planning Group;

1. noted the content of the new plan and acknowledged the clear synergy between the identified Community Learning and Development priorities and those of the Community Planning Partnership;
2. noted their recognition of the importance of community capacity building support and the need for partners to focus Community Learning and Development activity on the most disadvantaged communities; and
3. agreed to identify areas from the action plan where partners could work effectively together at a local level to support learners and communities as part of COVID-19 recovery.

(Reference: Report and presentation by Nicola Hackett, Business Development Manager, Live Argyll, dated 18th November 2021, submitted)

8. CLIMATE CHANGE

(a) Minutes of the Climate Change Working Group meeting held on Friday, 10th September 2021

The minutes of a recent meeting of the Climate Change Working Group, held on Friday 10th September 2021, were before the Group for noting and relevant discussion. The minutes provided an overview of the discussions which had taken place.

Shona Barton confirmed that there had been a good discussion around climate

change at a recent meeting of the Community Planning Partnership (CPP) Management Committee, and they had agreed to undertake an audit of climate change work taking place across the area.

Sarah Davies advised that Argyll and Bute Council declaring a climate change emergency had been very welcomed. She also provided an overview of activities held during Plastic Free Helensburgh's Climate Week event in September, noting that funding for this had been provided by the Supporting Communities Fund.

Sarah outlined information around the Climate Event which had taken place in the Helensburgh and Lomond Civic Centre during COP26, noting that Time for Change Argyll and Bute and Plastic Free Helensburgh had both been involved in this.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the minutes of the Climate Change Working Group meeting held on Friday 10th September 2021.

(Reference: Minute of the Climate Change Working Group, held on Friday 10th September 2021, submitted)

9. COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE UPDATE

The Group considered a briefing note which provided information around matters discussed during a virtual meeting of the Community Planning Partnership (CPP) Management Committee, held on 29th September 2021.

Shona highlighted discussions which had taken place at the meeting around water safety awareness, noting that this had been discussed at the last meeting of the Group. She also advised that a Short Life Working Group had been formed in response to concerns raised around staff recruitment and retention, and a further update on their work was expected at the next CPP Management Committee meeting on 8th December 2021.

Decision

The Helensburgh and Lomond Area Community Planning Group considered and noted the briefing note.

(Reference: Report by Shona Barton, Committee Manager, Argyll and Bute Council, dated 18th November 2021, submitted)

10. APPOINTMENT OF CHAIR AND VICE-CHAIR OF THE HELENSBURGH AND LOMOND AREA COMMUNITY PLANNING GROUP

The Group considered a report providing information relating to the appointment of a Chair and Vice-Chair of the Helensburgh and Lomond Area Community Planning Group and outlining the expected time commitment and information about the roles.

Shona Barton confirmed that support was available for the roles, and they did not involve a large time commitment. Kirsty Moyes noted that there were a number of strong

community partners involved in the Group, and encouraged anyone who may be interested to put themselves forward for the role.

As there were no suggested appointments for either role, it was agreed that this item would be continued to the next meeting of the Group.

Decision

The Helensburgh and Lomond Area Community Planning Group:

1. agreed to continue the report seeking the appointment of a Chair and Vice-Chair to the next meeting of the Group; and
2. noted that the Committee Manager would raise the issues around recruitment of a Chair and Vice-Chair at the next meeting of the Community Planning Partnership Management Committee.

(Reference: Report by Committee Manager, Argyll and Bute Council, dated 18th November 2021, submitted)

11. DATE OF NEXT MEETING

The Group noted that the next meeting of the Helensburgh and Lomond Area Community Planning Group would take place on Thursday, 10th of February 2022.

**Argyll and Bute Community Planning
Partnership****Helensburgh and Lomond
Area Community Planning Group****10 February 2022**

**Appointment of Chair and Vice-Chair of the Helensburgh and Lomond
Area Community Planning Group**

Summary

The following report provides information relating to the appointment of a Chair and Vice-Chair for the Helensburgh and Lomond Area Community Planning Group. It outlines the expected time commitment and also gives information on the roles. The Area Community Planning Group is asked to consider making an appointment to the positions of Chair and Vice-Chair.

1. Purpose

1.1 This report asks the Area Community Planning Group to consider the appointment of a Chair and a Vice-Chair.

2. Recommendations

2.1 The Area Community Planning Group is asked to consider the appointment of a Chair and a Vice-Chair.

3. Background

3.1 The previous Chair, Laura Cameron, had been in post since November 2019 and had tendered her resignation from the position with immediate effect from 4th July 2021.

3.2 The Group subsequently considered the appointment of a Chair at the meetings held on 19th August 2021 and 18th November 2021 and it was agreed on both occasions to continue the report to the next meeting of the Group, as there had been no nominations for the role. The Group is therefore required to nominate a member to take on the role of Chair.

3.3 The previous Vice-Chair, Albert Bruce, had been in post since November 2019. In accordance with the Terms of Reference the Chair and Vice-Chair positions are held for a period of 2 years and his term came to an end in November 2021. The Group is therefore required to nominate a member to take on the role of Vice-Chair.

4. Detail

4.1 According to the Terms of Reference the Chair and Vice-Chair, if elected, would serve for a term of 2 years with an option to be re-elected at the end of this time. However, no one person can serve for more than 2 consecutive terms.

4.2 In order to be considered as a candidate for the position of Chair or Vice-Chair the person must be a member of the Helensburgh and Lomond Area Community Planning Group.

4.3 Some further information on the commitment required:-

- Attend meetings of the Helensburgh and Lomond Area Community Planning Group;
- Attend meetings of the Community Planning Partnership Management Committee or the Full Partnership, in the case of the Vice-Chair to attend these meetings if the Chair is unable to attend;
- Time commitment of at least 4 Area Community Planning Group meetings per year usually held in February, May, August and November and 4 pre-agenda meetings per year usually held in January, April, July and October;
- To participate in any Short-Term Working Groups as required; and
- To engage with officers of the Council in terms of setting the Agenda for the Area Community Planning Group in consultation with the Vice-Chair.

5. Conclusions

5.1 The Area Community Planning Group is asked to consider the appointment of a Chair and Vice-Chair.

6. SOA Outcomes

6.1 This report does not link to any specific Outcome as it relates to the administrative arrangements.

Name of Lead Officer

Patricia O'Neill, Governance Manager

For further information please contact:

Shona Barton, Committee Manager (01436) 657605

**Argyll and Bute Community Planning
Partnership****Helensburgh and Lomond
Area Community Planning Group****10 February 2022**

Area Community Planning Group Governance Arrangements

Summary

The report asks the Helensburgh and Lomond Area Community Planning Group to review the current Terms of Reference, the membership of the Group and also asks members to note the dates for meetings up until May 2023.

1. Purpose

- 1.1 The purpose of this report is to confirm the governance arrangements of the Helensburgh and Lomond Area Community Planning Group (Area CPG), specifically the Terms of Reference, membership and note future meeting dates.

2. Recommendations

2.1 Area CPG members are requested to:

- Consider and adopt the Terms of Reference submitted in this report (Appendix 1) and to agree that these be reviewed on an annual basis to ensure their ongoing currency and appropriateness for the work of the Area CPG as it develops over time.
- Consider and agree the membership of the group as attached (Appendix 2) and to agree that the membership of the group be reviewed on an annual basis to ensure currency and appropriateness for the work of the group as it develops over time.
- To note the future meeting dates submitted in this report.

3. Detail

- 3.1 The Area CPG Terms of Reference were last reviewed and agreed in February 2021. An updated version, which has been amended to reflect some changes in language and terminology, is attached at Appendix 1.
- 3.2 The membership of the Area CPG was last reviewed in February 2021. The Area CPG are asked to consider whether any changes should be made to the membership, details of which are attached at Appendix 2.
- 3.3 The membership will be reviewed on an annual basis to ensure currency and appropriateness for the work of the group as it develops over time, however there is provision for additional organisations to join the group at any stage to accommodate local circumstances.
- 3.4 Historically meeting dates for Area Community Planning Groups are scheduled approximately half way between the programmed meetings of the Community Planning Partnership Management Committees to enable effective and timeous reporting of matters to that committee. However, as Local Government Elections will be held during May 2022 there will be a slight deviation to this programme. Members are therefore asked to note that the Helensburgh and Lomond Area CPG will next meet on Thursday 21st April 2022.

Future meeting dates for the Helensburgh and Lomond Area CPG for 2022/23 will be:-

- Tuesday 23 August 2022
- Tuesday 8 November 2022
- Tuesday 14 February 2023
- Tuesday 9 May 2023

4. Conclusion

- 4.1 Given the development of Local Action Plans and the future focus of the work of Area Community Planning Groups the meeting is asked to review and agree the attached Terms of Reference and the current membership.

5. SOA Outcomes

Not applicable. The report relates to the administration of the Area CPG.

For further information please contact:

Stuart McLean, Committee Manager, Argyll and Bute Council
Tel 01436 658 717

Appendix 1 – Terms of Reference
Appendix 2 – Membership list

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Argyll and Bute Community Planning Partnership

Terms of Reference: Helensburgh and Lomond Area Community Planning Group

The Helensburgh and Lomond Area Community Planning Group is a sub group, and reports to, the Argyll and Bute Community Planning Partnership's Management Committee.

It is an unincorporated partnership of agencies and organisations with membership drawn from the public sector, third sector, private sector, community organisations and partnerships that have an interest in Helensburgh and Lomond.

Purpose

Argyll & Bute is a large and diverse area. Communities inevitably have different issues even within the overall umbrella of a community plan for the whole area.

Area Community Planning Groups are the vehicle to ensure that there is effective community planning delivery, as set out in the Community Empowerment (Scotland) Act 2015, at a local level by:

- Contributing to the oversight role of the whole partnership by means of highlighting issues of a partnership nature that cannot be resolved locally through the Area Community Planning Group, to the Community Planning Partnership Management Committee.
- Acting on behalf of the Community Planning Partnership via its Management Committee to oversee the implementation of Community Planning Action Plans (known as 'locality plans' within the Community Empowerment Act).
- Acting on behalf of the community to ensure that local concerns and priorities are highlighted to the Community Planning Partnership via the Management Committee.

Role

The role of the Helensburgh and Lomond Area Community Planning Group is to:

- Oversee the development and implementation of the Area Community Planning Action Plan for Helensburgh and Lomond.
- Encourage effective working across community planning partners at an area level.
- Act as a conduit to ensure that local priorities are met and local issues addressed.

Remit

The Helensburgh and Lomond Area Community Planning Group has the authority to:

- contribute to the development of an Area Community Planning Action Plan for Helensburgh and Lomond.
- monitor progress of the Area Community Planning Action Plan for Helensburgh and Lomond.

- provide the scrutiny role for the Community Planning Partnership within Helensburgh and Lomond considering regular performance monitoring reports and providing information to the Management Committee by submitting written reports on challenges that cannot be resolved locally, where these challenges relate to partnership working and not single agencies. A representative of a community group or statutory body or business that is not a member of the group may also attend a meeting with prior agreement from the chair to provide additional information should a specific issue of concern to the group be scheduled as an agenda item.
- form short term working groups to undertake defined pieces of work as required by the group.
- engage with communities within Helensburgh and Lomond to understand their needs.
- inform and consult on issues relating to Community Planning at an area level.
- contribute to a Community Planning annual report for Argyll and Bute on progress on the agreed outcomes and best practice in partnership working.

Short Term Working Groups

Short Term Working Groups initiated by the Helensburgh and Lomond area Community Planning Group must:

- be approved at a meeting of the Helensburgh and Lomond Area Community Planning Group and its purpose recorded in the minute of the meeting, with clarity on the objective and output of the group and the start and end date of the work.
- have a named member of the Helensburgh and Lomond area Community Planning Group acting as lead officer for the group.
- have a list of members of the group agreed at inception.
- have an appropriate source of administrative support identified and agreed at inception
- Where relevant, have an appropriate funding package identified at inception and a named member of the short term working group undertaking financial responsibility for the initiative.
- provide regular reports of activity and progress to the Helensburgh and Lomond Area Community Planning Group.
- any changes to the above must be approved by the Helensburgh and Lomond Area Community Planning Group and recorded in the minute of the meeting.

Equal Opportunities & Fairer Scotland Duty

The Helensburgh and Lomond Area Community Planning Group will ensure that equal opportunities are considered in each of their remitted activities, any expected negative impacts are mitigated and that promotion of equal opportunities is central to its on-going activities.

In doing so The Helensburgh and Lomond Area Community Planning Group will consider the responsibilities placed on it by The Fairer Scotland Duty. This duty places a legal responsibility on particular public bodies in Scotland to pay due regard to (actively consider) how they can reduce inequalities of outcome, caused by socio-economic disadvantage, when making strategic decisions.

Criteria for Membership

- Membership is drawn from public sector, third sector, private sector, community organisations and partnerships operating within the Helensburgh and Lomond area.
- Membership is open to all organisations public sector, third sector, private sector, community organisations and partnerships operating within the Helensburgh and Lomond area with an interest in at least one of the outcomes identified in the Argyll and Bute Outcome Improvement Plan.
- Organisations can self-nominate, be invited to join or have a statutory obligation to participate.
- In order to ensure democratic accountability, the Chair and Vice Chair from the Argyll & Bute Council Helensburgh and Lomond Area Committee and, one other Elected Member from an Argyll & Bute Council Helensburgh and Lomond Area Committee Ward not already represented by the Chair or Vice Chair will sit as members of the group.

In order to ensure democratic accountability, community councils situated within the Helensburgh and Lomond area will sit as a member of the group. Subject to local needs, this may be individual community councils, or by way of a caucus arrangement agreed by the community councils situated within the Helensburgh and Lomond area, or alternatively one community council representing all of the community councils on a rotational basis. The community council undertaking this role will be nominated by the other community councils within the area on an annual basis or more frequently if agreed locally.

- In order to comply with legislation which governs Community Planning in Scotland, some organisations have a statutory obligation to participate in community planning. The organisation will nominate the most appropriate person within their organisation to sit as a member of the group where relevant.
- In order to reflect the needs of the community and range of activities covered by the Area Community Planning Action Plan, other organisations and partnerships operating within the local area are also able to sit as members of the group.
- In order to obtain a balanced representation of the above and to ensure a community focussed approach, a ratio of no more than 50% public sector membership should be maintained throughout the lifetime of the group.
- The representatives ought to be able to speak on behalf of their organisation and where appropriate commit funding and other resources to local partnership activity.
- Membership should reflect the needs of the community and can therefore change subject to approval by a simple majority vote of the other members of the group.

Role of Members

Helensburgh and Lomond Area Community Planning Group members have the following responsibilities:

- To consistently attend the scheduled Helensburgh and Lomond Area Community Planning Group meetings. (Consistency in attendance by members is necessary to build momentum and progress the activities of the group).
- Appoint a substitute to attend meetings on their behalf if they are unable to attend.
- To communicate information relating to the Helensburgh and Lomond Area Community Planning Group with other members and officers within their own organisation and other organisations operating within the area of activity they represent.
- To communicate information relating to their organisations area of activity to other members of the Helensburgh and Lomond Area Community Planning Group at meetings.
- To raise community planning related issues (that is issues related to Argyll and Bute Community Planning Partnership's Local Outcome Improvement Plan) on behalf of the community at Helensburgh and Lomond Area Community Planning Group meetings.
- To contribute to the development, on-going monitoring and review of the Helensburgh and Lomond Area Community Planning Action Plan.
- To participate in short term working groups as required.

Meetings

Chair

- The Chair and Vice Chair of the Helensburgh and Lomond Area Community Planning Group will be elected by the members of the group and will be appointed for a period of two years.
- The outgoing Chair and Vice Chair can stand for re-election at the end of the two year period.
- However, no one person can serve in the role of Chair or Vice Chair for more than two consecutive two year periods.
- Should either the Chair or Vice Chair resign their position during their term of office, the office bearer must either notify the group in person at a scheduled Area CPG meeting or contact the chair in writing advising formally of their intention to stand down. Members will be advised of the resignation timeously and an election to fill the vacant post will be conducted at the next scheduled Area CPG meeting.
- Nominations for the Chair and Vice Chair positions will be proposed and seconded by Helensburgh and Lomond Area Community Planning Group members. Each member will have one vote and a simple majority vote will determine the outcome of the election process.
- The elected Chair, or in their absence, the Vice-Chair shall preside over the meeting. If both are absent, partners will choose a member from the floor to preside.
- Members should respect the authority of the Chair who will decide matters of order, competency, relevancy and urgency.

Quorum

- The quorum for a meeting will be 5.
- If a quorum is not present within 10 minutes of the scheduled start of a meeting or if at any point after a meeting has commenced attendance falls below the quorum the meeting will be declared inquorate.

- If a quorum is not present, at the Chairperson's / Vice-Chairperson's discretion, the meeting shall proceed and any decisions taken will be homologated at the next meeting.
- For purposes of the quorum, participation of partners by video-conferencing or telephone conference links will be considered as present.

Frequency of Meetings

- The Area Community Planning Groups of the CPP will normally meet once each quarter (4 times each year).
- These meetings will normally be held in February, May, August and November.
- Where business requires, further meetings can be called with agreement of the Chair subject to the required notice being given.

Conduct of Meetings

- Meetings of the Helensburgh and Lomond Area Community Planning Group will be held in public.
- Observers can only participate in discussion with the agreement of Chair.
- Members must declare any conflict of interests at the start of a meeting and take no part in the consideration of the relevant item.
- Observers wishing to participate in discussion must declare any interest in the subject under discussion.
- All meetings will be minuted and a minute made available through the Council's website and available from a link through the community planning partnership website.
- Meetings of the Area Community Planning Groups will be conducted in accordance with the lead partner's (Argyll & Bute Council) standing orders for meetings subject to any necessary changes as set out above (*mutatis mutandis*).

Decision making

- All members of the group have equal status.
- Each member has one vote.
- The Chair retains the casting vote.
- All decisions must be clearly minuted with a brief summary of the discussion and reason for decision recorded as well as the outcome.
- The minutes should clearly record who or whatever organisation is responsible for action.
- Observers and persons attending the meeting in an advisory capacity may provide information but are not part of the decision making process and are not able to participate in a vote.

Accountability

The Helensburgh and Lomond Area Community Planning Group is an integral part of Community Planning in Argyll & Bute and is accountable to the following bodies:

- Full Community Planning Partnership via the Management Committee.
- Community within its local area.

Support

The Helensburgh and Lomond Area Community Planning Group will be supported by:

- A Lead Officer to facilitate and promote the smooth operation of the group and work closely with group members to ensure a supportive structure, which responds to the needs of the members in addressing issues.
- Administrative support, organising meetings, taking minutes and associated administrative support will be provided by Argyll and Bute Council, Legal and Regulatory Support.
- A Local Community Development Officer will have a key role, working in partnership with organisations in the support of community groups, organisations and individuals, particularly those who do not traditionally engage in community issues, to participate in local community planning.

Issue of Papers

- The agenda and papers for the Helensburgh and Lomond Area Community Planning Group will normally be issued 7 days prior to the date of the meeting.
- The Chair can agree to accept late papers.
- The draft Agenda detail will normally be circulated four weeks in advance to allow members to propose items for inclusion.
- The agenda and papers will be published on the Argyll & Bute Community Planning Partnership website, the Argyll & Bute Council website and available from a link through the community planning partnership website.

Communications

The Helensburgh and Lomond Area Community Planning Group is encouraged to share any best practice in partnership working locally with the wider Community Planning Partnership. Case studies and examples of partnership working making a difference can be sent to cppadmin@argyll-bute.gov.uk to be shared and promoted. For example this may be through the regular CPP e-Bulletin. The CPP e-Bulletin is available to members of the Area Community Planning Groups and sign up is via cppadmin@argyll-bute.gov.uk. Paper copies are available and it is downloadable from the webpage.

Winding Up

The Helensburgh and Lomond Area Community Planning Group is a sub group of the Argyll and Bute Community Planning Partnership.

- If the Argyll & Bute Community Partnership is dissolved, the Helensburgh and Lomond Area Community Planning Group will cease to exist by default.
- If a review of Argyll and Bute Community Planning Partnership delivery structure should recommend that Area Community Planning Groups should be dissolved to facilitate a new delivery structure, the decision whether or not to wind up the group will be made by the Argyll & Bute Community Planning Partnership following consultation with the Area Community Planning Groups and Argyll & Bute Council as lead partner for community planning within the area.
- Area Community Planning Group members may initiate a proposed wind up of the group by submitting a report outlining the reasons why it was felt the group was no longer required to the Management Committee in the first instance. The decision whether or not to wind up the group will be made by the Argyll & Bute Community Planning Partnership following consultation with Argyll & Bute Council as lead partner for community planning within the area.

Approved and adopted at the Helensburgh and Lomond Area Community Planning Group meeting held on 4th March 2015.

Amended March 2015 to reflect a change in the meeting cycle.

Amended March 2016 to clarify procedure if either the Chair or Vice Chair resigns during their term of office and change to number of days meeting papers are to be circulated prior to meeting date in line with current practice.

Amended February 2017 to clarify procedure if outgoing office bearer wishes to stand for re-election.

Amended February 2019 to clarify terms in respect of the Local Outcome Improvement Plan/ Area Community Planning Action Plan.

Amended February 2020 to reflect changes in language.

Amended February 2021 to clarify language and terminology and to include reference to Fairer Scotland Duty.

Amended February 2022 to clarify language and terminology.

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Helensburgh and Lomond Area Community Planning Group Membership

| Partner Organisation | Contact Name |
|--|---|
| Argyll and Bute Council | Cllr Iain Paterson, Cllr Lorna Douglas, Cllr Gemma Penfold |
| Community Councils | Arrochar, Cardross, Cove and Kilcreggan, Garelochhead, Helensburgh, Luss and Arden, Rhu and Shandon, Rosneath and Clynder |
| Police Scotland | Inspector Roderick MacNeill, PC Laura Evans |
| Arrochar and Tarbet Community Development Trust | Duncan MacLachlan |
| Scottish Fire and Rescue | David Moore, Barry Colvan, Christopher Casey |
| Health and Social Care Partnership | Carole-Anne McDade |
| TSI | Kirsten Johnston, Paula Darbyshire, Sandy McLeod |
| Dunbritton Housing Association | Sephton MacQuire |
| Strathclyde Partnership for Transport | Allan Comrie |
| Loch Lomond and the Trossachs National Park | Charlotte Wallace, Hannah Robinson |
| Live Argyll | Colin Crichton, Rhona Grant |
| Grey Matters Active Aging | Alison Gildea, Robert Snodgrass |
| Garelochhead Station Trust | Morevain Martin |
| Visiting Friends | Jayne Burnett |
| Gibson Hall | Laura Cameron |
| Scottish Enterprise | Janice Kennedy |
| Department for Work and Pensions | Elizabeth MacBrayne, Kevin Allibone, Rita Easterbrook |
| Transport Scotland | Neil MacFarlane |
| Ministry of Defence | Sophia McCardle, Roberta Docherty, Tracey Megson |
| Skills Development Scotland | Susan MacRae |
| Living Well Network | Audrey Baird |
| Helensburgh Gaelic Group | Alasdair MacCuish |
| Cove Burgh Hall | Alison Morrison |
| Plastic Free Helensburgh/Time for Change Argyll and Bute | Angela Anderson, Sarah Davies |
| Destination Helensburgh | Fiona Baker |

| | |
|--|---------------|
| Cardross Climate Action Network (CardrossCAN) | Heather Munro |
| Helensburgh Community Hub | Gill Simpson |
| Males Tales/Females Tales | John Lewis |
| Gareloch Riding for the Disabled Association (RDA) | Kate Benet |
| Kilcreggan Youth Café | Susie Will |
| Fun First | Sarah Davies |
| Argyll College UHI | Theresa Bain |
| Chamber of Commerce | Vivien Dance |
| We Are With You | Yvonne McLeod |
| Wild About Argyll | N/A |



Helensburgh and Lomond Q3 Report 2021/22



Helensburgh and Lomond Incidents Q3

H&LS – Helensburgh & Lomond South. HC – Helensburgh Central. LN – Lomond North

| Incidents | H&LS 20/21 | HC 20/21 | LN 20/21 | Total 20/21 | H&LS 21/22 | HC 21/22 | LN 21/22 | Total 21/22 | =/- |
|-------------------------------------|---------------|-------------|-------------|----------------|---------------|-------------|-------------|----------------|-----|
| Total | 11 | 41 | 13 | 65 | 16 | 44 | 19 | 79 | +14 |
| Fire Fatalities | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Fatal Fire Casualties | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Accidental Dwelling Fires | 3 | 1 | 2 | 6 | 0 | 2 | 3 | 5 | -1 |
| 7KPI's | | | | | | | | | |
| Deliberate Fires | 2 | 4 | 1 | 7 | 0 | 1 | 1 | 2 | -5 |
| Accidental Fire | 3 | 3 | 2 | 8 | 1 | 3 | 4 | 8 | 0 |
| Fatal and Non-fatal fire casualties | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Domestic fires | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | +1 |
| Special Services Incidents | 0 | 8 | 3 | 11 | 3 | 9 | 6 | 18 | +7 |
| RTC Casualties | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 4 | +4 |
| False alarms | 6 | 26 | 7 | 39 | 12 | 31 | 8 | 51 | +12 |

Incidents of Note**Primary Fires**

| | | |
|------------|-----------------|--------------|
| 02/10/2021 | L01:Helensburgh | HELENSBURGH, |
| 16/10/2021 | L01:Helensburgh | RHU |
| 27/11/2021 | L21:Cove | ROSNEATH |
| 29/11/2021 | L21:Cove | KILCREGGAN |
| 11/12/2021 | L01:Helensburgh | HELENSBURGH |
| 18/12/2021 | L21:Cove | ROSNEATH |
| 19/12/2021 | L11:Arrochar | A82, TARBET |
| 19/12/2021 | L01:Helensburgh | HELENSBURGH |
| 21/12/2021 | L01:Helensburgh | HELENSBURGH |
| 25/12/2021 | L01:Helensburgh | HELENSBURGH |

Secondary Fires

| | | |
|------------|-----------------|-------------|
| 13/11/2021 | L01:Helensburgh | HELENSBURGH |
| 09/12/2021 | L01:Helensburgh | SHANDON |

Special services

| | | |
|------------|------------------|-----------------|
| 04/10/2021 | L01:Helensburgh | HELENSBURGH |
| 06/10/2021 | L01:Helensburgh | HELENSBURGH |
| 16/10/2021 | L11:Arrochar | A82, INVERUGLAS |
| 16/10/2021 | L01:Helensburgh | HELENSBURGH |
| 20/10/2021 | L01:Helensburgh | HELENSBURGH |
| 21/10/2021 | L21:Cove | KILCREGGAN |
| 22/10/2021 | L22:Garelochhead | GARELOCHHEAD |
| 27/10/2021 | L01:Helensburgh | HELENSBURGH |
| 20/11/2021 | L01:Helensburgh | A82, LUSS |
| 22/11/2021 | L01:Helensburgh | HELENSBURGH |
| 26/11/2021 | L01:Helensburgh | CARDROSS |
| 28/11/2021 | L01:Helensburgh | HELENSBURGH |
| 02/12/2021 | L01:Helensburgh | HELENSBURGH |
| 06/12/2021 | L51:Lochgoilhead | LOCHGOILHEAD |
| 26/12/2021 | L01:Helensburgh | HELENSBURGH |
| 26/12/2021 | L01:Helensburgh | HELENSBURGH |

Community Safety Activity

| Station | Home Fire Safety Visits | High Risk Visits |
|--------------|-------------------------|------------------|
| Helensburgh | 103 | 29 |
| Garelochhead | 6 | 5 |
| Cove | 6 | 6 |
| Lochgoilhead | 0 | 0 |
| Arrochar | 3 | 1 |
| TOTAL | 118 | 41 |

Continue to provide safety advice and smoke detection through Home Fire Safety Visits.

Covid-19 Testing underway by SFRS personnel at Arrochar Community Fire Station.

Attend MARAC and support those affected by domestic violence.

Support the Argyll & Bute Partnership Approach to Water Safety (PAWS) Group.

Support the "Make the Call" campaign from SFRS

Embedded firework / bonfire safety presentations within Argyll & Bute's education network for delivery by teaching staff whilst Covid restrictions are in place.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Do you know someone
OVER 50 who
SMOKES?



.....
And do they meet one or more
of the following criteria:

- Living alone?
- Mobility issues?
- Using medical oxygen?

THEY MAY BE AT **GREATER RISK OF FIRE**
AND WE NEED TO REACH THEM!



#MAKETHECALL

0800 0731 999

to book a free

HOME FIRE SAFETY VISIT

or text "FIRE" to 80800 from your mobile phone

New Smoke Detector Legislation



For information on the new detector standard that will be introduced in Scotland from February 2022:

Open the camera on your phone and fit the below QR code onto the screen. A link to the Scottish Government information will pop up on the screen



[www.Fire and smoke alarms: changes to the law - gov.scot \(www.gov.scot\)](http://www.gov.scot)

Helensburgh & Lomond Community Panning Group Feb 2022**Police Scotland Update****Festive Period**

The festive period was navigated without issue, with varying levels of restrictions generally adhered to by the vast majority when socialising.

Covid-19

You may have seen in recent media releases that due to an increase in absence due to Covid Police Scotland has again stood up its full operational structure to ensure resources are being deployed where and when required. Probationary officers from Tulliallan have been utilised as have officers from specialist departments to maintain front line numbers.

From a Helensburgh & Lomond perspective, we had a spike of absence coming through December which has tailed off recently and numbers are again decent. Transmission was mainly through family contacts which in turn resulted in a number of unavoidable work related close contact isolations.

Given the unpredictability of the virus we will continue to attend meetings remotely and send written reports where appropriate.

Youth Engagement Officer

I am pleased to announce PC Mark Toner has taken on the role as our Youth Engagement Officer for the sub division. Mark has already been in touch with the secondary schools and will be a great asset to the youths in the area.

Multi Agency Visitor Management

We will soon be starting to work towards the spring season with partners including the National Park and Local Authority. Lots of good learning from last year to carry forward and develop. We are expecting large numbers again to visit fuelled by the uncertainty surrounding the pandemic and travel. We will again be scheduling multi agency meetings to ensure a robust plan is in place.

Safety Camera Unit

I have not had any communication from the safety camera unit since September regarding the static speed camera being installed in Cardross, I have asked for an update as last I heard was installation should be underway by the end of 2021, Comm Council updated.

Keep Safe in Helensburgh and Lomond

Keep Safe is a Police Scotland led initiative which works in partnership with I AM ME SCOTLAND which is a Community Charity that aims to raise awareness of disability hate crime which is seen as one of the most under-reported types of crime in Scotland and the UK. It is estimated that around 97% of disability hate crime goes unreported.

Keep safe aims to work with a network of businesses, shops and organisations to create safe places for people to go if they need help - maybe because they are lost they have lost their wallet, a phone or indeed they are a victim of disability hate crime. Anyone can go into these premises and get assistance from the shopkeepers or the staff members who will assist them in any way possible. These shops and businesses have to meet certain criteria to make sure that they are safe places.

We have the Keep Safe card which is issued to members of the community be that a disabled person, a young person and older person or anybody in the community that would benefit from it. The Keep Safe card contains information about that person and can be used to assist the holder to get help. By producing the Keep Safe card in a premises with the Keep Safe sticker in the window, that person knows that they can get help from a staff member. That help may well be that they just need a seat a cup of tea or it may be the victim of a crime and a staff member can call the police. All of the business packs including Keep Safe Cards have been kindly funded by the Argyll and Bute Community Justice Partnership.



Keep Safe is helping to make sure that people within the community can live a life that they want to live, a life that they choose to live and not a life that's dictated to by other members of the society. You can go from place to place or shop to shop where they want to without fear of any crime or harassment or abuse taking place. Currently in Helensburgh and Lomond we have 4 Keep Safe Places which can all be found on the Keep Safe Scotland app. The total across Argyll and Bute is 53 and Scotland wide there are over 800 places available. If you know of somewhere suitable to become a Keep Safe place or could benefit from having some Keep Safe cards please let us know (Laura.evans@scotland.pnn.police.uk)

Dementia Project – the Herbert Protocol

Police Scotland have provided a few updates on this, however the work continued to gather momentum. The Herbert Protocol is an information gathering form that Police encourage the public and partners working with people who live with dementia, to complete. The form has vital information including recent photograph of the individual, health information and important information from their past such as previous addresses, hobbies and places frequented. The aim is

that we will never need to use the form, however if someone living with dementia goes missing, this form would be vital for us to find someone sooner and safer. Recently we have been in discussion with the local Dementia link team from Alzheimer's Scotland to look at ideas of promoting the scheme and work has taken place with Argyll and Bute Telecare and Hanover Scotland for those living with Property Exit Sensors. Some members of the Dementia team have now been trained to install call blockers for Argyll and Bute which is brilliant as it saves any stress that might be caused for someone living with dementia to have a stranger in their house to install these.

Frauds

Despite a lot of prevention work in this area, Frauds continue to increase. Coming into spring we expect to see bogus callers add to this as offering work on driveways and guttering or roofs is always prevalent at this time of year. Close working with Police Scotland and Trading Standards will help ensure relevant information is lawfully shared so that all legislation can be used on those causing harm in our communities.

Police Scotland are looking to roll out their own campaign for "Pledge to Stop Scams" for this, we are looking to community groups, members of the Community Planning Partner and the Area Community Planning Groups to make a pledge of what they could do to help us all tackle frauds that are affecting our communities. We know that frauds don't simply result in financial loss, but a loss of independence and overall wellbeing which makes this a matter for us all to help with. Will you help and take the Pledge to Stop Scams? Would you like an input provided to a community group, or advice for your own organisation or business on fraud prevention. Even a simple pledge that you will share any fraud tactics you become aware of with an elderly relative or a neighbour could go a long way. There is free online training that can be done for this which provides a certificate at the end, and we are working on a website where you can lodge your pledge. Members of the Community Planning Partnership are looking to make their pledge through Selfie Videos that we can share to get everyone talking and sharing. If you would like to know more and get involved please contact PC Laura Evans (laura.evans@scotland.pnn.police.uk)

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Be inspired, be you!

Community Learning Service update

Argyll has 3 new MSYPS: - Well done to Ryan Macintyre, Baileigh Mcintyre and Chloe Miekle. They have attended and completed a residential training weekend and will be supported by Youth Service CL Workers. They will have an input and voice and a strategic role on the committee of the CPP Management and attend meetings as well as working alongside the local Youth Action groups.

Youth Action Groups: The groups are now active across the authority and will have involvement and a voice as they look to participate in some of the Authorities planning groups. Young People will make the decisions as to which groups to attend and decide how they will represent themselves as they want their input to be meaningful and informative.

Adult Learning: A consultation of engagement is taking place with Learners and Partners at local levels to identify provision required by learners and also the provision gaps. This is being done through a variety of ways including face to face consultation and online questionnaires.

<https://forms.office.com/Pages/ResponsePage.aspx?id=oyzTzM4Wj0KVQTctawUZKV-500EnV51AlrPx7rnRhNBUQTY3SFY5UkdSVVVFUIIXV1NCMU9UUIEyUC4u>

No-One Left Behind (NOLB) - 2020 -2021 We continued working with learners through another year of COVID lockdown and supported a further 17 people via online and non - face to face provision to assist them in developing their skills and move into positive destinations, improve their chances of employment, address barriers and challenges and gain accredited qualifications. This resulted in 6 learners entering Further Education, 5 people entering into Employment and we continue to work with the other 6 learners who are still working towards a positive destinations and will complete by end of March 2022. SQA accredited learning qualifications have been achieved in Employability Awards, Core Skills including Communication , Numeracy Working with others , Health and Wellbeing Award and Volunteering Awards.

HMIE Inspection: The findings of the recent visit to Community Learning and Development in Argyll and Bute Council report can be found www.education.gov.scot and there will be a press release issued shortly on behalf of the Council and LiveArgyll.

Youth Work Recovery Outdoor Education Programme: This has now come to an end and been evaluated. We offered young people from across Argyll and Bute the opportunity to achieve accredited awards and the experience of quality outdoor learning opportunities whilst developing a range of personal and team skills. The programme was delivered by Community Learning in partnership with Hebridean Pursuits Outdoor Learning, secondary schools and the Education Psychology Service. All 10 of Argyll and Bute's secondary schools were allocated up to 10 places on the programme. Activities were delivered to achieve core outcomes of increased confidence, self-esteem and resilience, building life-skills, encouraging self-respect, introducing coping mechanisms, improving mental, physical and emotional wellbeing and developing aspirations for the future.

There were many outcomes achieved and positive impacts which included 99 Young people taking part in the outdoor learning experiences that challenged them, accredited learning achieved - 45 young people gaining SQA Health and wellbeing awards, 23 young people achieving Dynamic Youth Awards and 14 young people achieving Hi5 awards. 80% reported their Wellbeing improved, 53% increased their re-engagement with Education and 40% saw their choices and behaviour improve in a positive way.



Destination Helensburgh is a destination marketing organisation established to promote all of Helensburgh and Lomond for the benefit of residents and visitors. In addition to providing online information and undertaking promotional activities, we have a Visitor Information Centre (VIC) at 28 Sinclair Street, Helensburgh. The VIC is supported by an income generating gift shop and gallery, Highlandman's Road. DH are an accredited IKnow partner of Visit Scotland, a member of Argyll and the Isles Tourism Cooperative (Wild About Argyll), a member of Scotland's Towns Partnership and the Scottish Tourism Alliance. Destination Helensburgh is a social business.

We believe that providing information on the many attractions of Helensburgh and Lomond, and actively promoting them to attract more visitors, will increase wealth and employment opportunities for the economic and social benefit of all residents.

The VIC opened on 1 July 2021 and has already provided tourism information to over 4000 visitors as well as information to local residents. We support our communities by being a central point for information and promoting local events and activities, including listings of all local community groups and businesses on our website.

The objectives and activities of Destination Helensburgh support the overarching objectives of the Argyll and Bute Outcome Improvement Plan (ABOIP). We asked to join the Helensburgh and Lomond CPP Group to be abreast of local issues, establish mutually beneficial local relationships and lines of communication, and to contribute to supporting Helensburgh and Lomond.

We received the maximum award from the Visit Scotland Destination and Sector Marketing Fund and are currently running a HELLO Winter campaign promoting Helensburgh and Lomond as a winter destination. Our focus was on retail and dining in the run up to Christmas, and is now on adventure and wellbeing, HELLO Adventure, early in the New Year. The campaign involves paid social media advertising, commissioned promotional films, print, billboards at travel hubs and on trains and social media influencers. Our objective is to support Covid recovery for local businesses by attracting more visitors to enjoy and spend money in the area over the winter.

All these activities are subject to evaluation and tracking of visitor numbers and demographics, where people come from and what they are interested in. This kind of information is useful in assessing, for example, economic activity, infrastructure capacity, skill gaps and areas of action for investment and development.

Our headline figures for the first six months of operation are:

Visitor Information Centre unique visitors – 4234 including international and staycation visitors and day trippers.

Social media post reach – 135,600

71 individual local businesses and 15 community organisations mentioned in social posts.

Print media advertising – 601,000 reach

Advertising in the Press and Journal, The Scot Magazine, Holiday West Highland, and the Community Advertiser.

Social media influencer (The Chaotic Scot, November 2021)
Reach 100,000, engagements 3000, Helensburgh web blog reach 17,000.

We are a membership organisation and offer promotional opportunities for members including a new 'Gateway to Argyll' visitor map highlighting Helensburgh and Lomond due to be launched in the Spring. We also provide Familiarisation Trips to companies such as Cameron House highlighting visitor attractions in Helensburgh and Lomond.

It is important for DH to be aware of emerging themes and challenges in the district and how these relate to visitor trends. Sustainable travel is an example of where sharing information through membership of the CPP would be beneficial to different organisations. Although the primary objectives of the individual CPP members are different, we believe that sharing information and identifying areas of overlap will contribute to our shared ambition to achieve the six key objectives of the ABOIP.

We hope DH will become the 'go to' website, and the VIC the physical location, for locals as well as visitors to find out information about attractions, activities, and events in our area. The more organisations that contribute to the calendar of events and list their group or business the more successful the venture will be in achieving its aim of being a beneficial resource to the district.

Please have a look at our website to see how Destination Helensburgh might be able to support your activities, and where sharing information would be mutually beneficial.

<https://destinationhelensburgh.org/>

Please contact us if we can help.
Fiona Baker
fiona@destinationhelensburgh.org
07710 400 748

January 2022.



CPG Update on Helensburgh Community Hub – January 2022

Helensburgh Community Hub vision: “Helensburgh is a strong, compassionate and inclusive community”

Helensburgh Community Hub has now been operating for six months. Here are the key points:

- The Hub has established a diversity of income generation to support our long-term financial sustainability. This includes rental income, hall hire charges, book sales, support in kind from local businesses and individuals, and grants for specific activities and projects
- We have established good working partnerships with our permanent tenants: Helensburgh and Lomond Food Bank, Key Housing, British Red Cross and Argyll & Bute Rape Crisis
- The main hall is already operating for 50+ hours a week and welcomes a range of clubs and organisations such as We are With You, Visiting Friends, arts and crafts groups, a new youth club Fun First, and dance classes.
- Despite the challenge from new Covid guidance announced just 24 hours beforehand, approximately 100 people attended the Hub throughout our launch day on Wednesday 15 December.
- 2022 is all about ‘Kindness creates Connection creates Community’. Under this theme we will host activities to promote connection as a path to health and wellbeing, grow our membership and engage with the community. Our first event on January 22 – A Cuppa, Cake and A Chat was very successful. Community Yoga classes will be starting on Monday 14 February 5.30-6.30pm on a donation basis where people pay what they can, and we are working with Helensburgh-based organisation Females Tales to establish a Menopause Café in the Hub
- The weekly book sale is growing: it has a new name and we have welcomed new volunteers. We have created a warm and welcoming place with comfortable seating where people can meet to read, chat, do a bit of our community jigsaw and enjoy a cup of free tea or coffee. The Book Nook@The Hub will now open 3 to 4 times a week:
 - o Mondays 2-6pm (from Feb 14)
 - o Tuesdays 10am-2pm
 - o Wednesdays 10am-4pm
 - o (2nd and 4th) Saturdays 11am-2pm (including regular activities such as kids’ crafts, health and wellbeing information etc
- Our AGM will be held on Wednesday May 18. In advance of that, during March we will hold a welcome event for anyone interested in joining the Board of Trustees or as a volunteer to find out more.

We are very grateful for the support given to the Hub by everyone in Helensburgh. We want it to become a place for anyone and everyone because ‘It’s Your Space’....

For more information please contact Helensburgh Community Hub Development Manager Gill Simpson - manager@helensburghcommunityhub.org.uk or 01436 678088

Our values: inclusive and accessible, compassionate, empowering, innovative, responsive and reflective

Coverage of the first Cuppa, Cake and Chat in the Helensburgh Advertiser (27 January 2022)



Busy in the Book Nook



Activity in the main hall





Report for Helensburgh and Lomond Planning Group February 10th 2022

Vision for Helensburgh

The HCC will be holding an exhibition to engage the community in how the town should change going into the future. The work started two years ago as the pandemic started and we managed to get a considerable database of information which we now need to refine and update to move the project forward. The exhibition will take place in the Victoria Halls on 12/13 March and we hope that as many of the community as can make it will attend. The outcome will be a community consensus of the direction the town will take into the future.

Golf Club Housing Development

A planning application has been lodged for a 300-unit housing development to be built by Taylor Wimpey on real estate belonging to the Helensburgh Golf Club. The size and ramifications of the project will obviously attract a range of comment and subsequent consideration. Events will unfold in the coming weeks. We are concerned about the huge amounts of documents on the website and are asking that the proposals be made more accessible and readable for members of the local community. The planning group continues to monitor local planning applications and engage with residents where necessary on a weekly basis.

Litter Bin Survey

In conjunction with Plastic Free Helensburgh, we are examining the environmental issue of litter in the town. Our next step is to conduct a litter bin survey to check the placement and efficient function of litter bins in the town. Litter is a continuing problem in the town and the population of gulls exacerbates the issue. Litter also creates a negative impression on visitors throughout the year, but particularly during the summer months. It is unsightly and unhealthy and now is the time to resolve the problem. We are also concerned with the effect this has on general marine pollution.

Scottish Water Briefing

The Community Council will be holding a briefing with Matt Bingham from Scottish Water regarding the Helensburgh situation particularly with regard to overflows into the Clyde which create pollution particularly on the local beaches.

Education Consultation

The Community Council is consulting with local Parent Councils and the community on the Empowering Educators consultation. Currently we are asking for more information and a community briefing to ensure we fully understand the implications of the proposals before responding.

Webinars

The HCC has a series of webinars planned on Enterprise and Entrepreneurship in February and March. These are the precursor to the opening of the John Logie Baird Innovation Hub being promoted by the Helensburgh Community Council.

Hermitage Park

The HCC noted the disbanding of the Friends of Hermitage Park and thanked them for their hard work over the last ten years. We are particularly concerned that the Lottery Money allocated for the project gets spent on the areas which were in the original bid eg the Memorial Garden at the war Memorial.

Community Communication

The HCC is determined now that the pandemic is easing to reengage with the community through our website, facebook page, market stalls and notice boards to ensure we are visible and contactable about community issues at all times. We are trialing hybrid meetings which are both in person but allow others to attend via zoom.

Waterfront Project

We continue to monitor and engage with the Helensburgh Waterfront Project and have written to Argyll and Bute to instigate a meeting about the next developments particularly with regards to retail use, community use and the pier.

Sarah Davies

HCC Councillor and Representative on



Report for the Helensburgh and Lomond Planning Group February 2022

Sessions and Activities

Following the Christmas break Fun First has returned to weekly sessions following the government guidelines on numbers, social distancing and mask wearing.

Funtime Sessions continue to be held in Helensburgh Library, The Drumfork Centre, Gibson Hall Garelochhead, Colgrain House and The Helensburgh Community Hub. A new session will start in Cardross Library following the February Half Term and in Rosneath as soon as the venue is available.

Our Fitness Sessions have restarted in the Victoria Halls.

We now run twice weekly parent and child yoga sessions and are in the process of setting up baby massage sessions.

Sadly we had to postpone our Christmas Party amid concerns re Omicron and Covid regulations.

Future Plans

We have plans this year for a party to celebrate our 20th Anniversary in May and an Easter Egg Hunt in James Street Community Garden.

It is fantastic to see that a small, local, organisation set up by a group of parents, who identified a need, continues to thrive and grow twenty years later.

The legacy of lockdowns and covid restrictions makes Fun First even more valuable, as it provides opportunities for parents, grandparents, carers, babies and pre schoolers to meet once again and socialise whilst enjoying stories, songs, rhymes, fitness activities and a chance to talk.

All of these carefully planned activities led by fully trained leaders are designed to enhance language development, parenting skills and aim to offer support to young families and decrease isolation.

Our new group Fun First Friends offers support to expectant parents, new parents and welcomes families new to the Helensburgh area. We offer support, friendship, a cup of coffee and signposting to a wide range of local services This group currently meets monthly in the Drumfork Centre.

We have applied to the Supporting Communities Fund, jointly with Albatross Arts, to develop a programme of art and craft activities for parents and children. Once again with the aim of developing social and language skills and preventing social isolation.

We operate on a system of donations and paying what you can for our sessions ensuring that no one is excluded. We are fortunate to be supported by grants and local fundraising.

All sessions and up to date information are available on our Fun First and Fun First Babies facebook pages where free tickets can be booked. A new and revised website is about to go live any day.

We encourage anyone who knows young families who they feel might benefit from our activities to encourage them to get in touch.

Sarah Davies Chair

Two Lochs Visitor Management Programme Update from

Arrochar & Tarbet Community Development Trust and the Friends of Loch Lomond & the Trossachs

At a previous H&L ACPG meeting information was shared on the success of the £90,000 Two Lochs Visitor Management Programme coordinated by the conservation charity, the Friends of Loch Lomond and The Trossachs working in partnership with the Arrochar & Tarbet Development Trust and local business group, Destination Arrochar Alps. A copy of the final report on this scheme which contains photographs illustrating activities undertaken as part of the programme attached for further information.

Since the beginning of November the Friends have continued to fully fund the A82 layby litter bin scheme with 20 large bins being emptied on a weekly basis and supplemented by very effective weekly layby litter pick undertaken by the Council's Community Service Team. The total amount of litter collected since the pilot litter bin scheme was introduced in late June now exceeds 20 tonnes (equivalent of 5,300 litter bin bags) with an impressive 97% of this litter being recycled or re-purposed. The Friends invested over £7,000 in extending the bin scheme for a 5-month period to the end of March 2022.

Over the winter months the Friends, working in partnership with others, is investing £5,000 in their long-term Windows on the Loch Project which involves cutting back vegetation to keep some views of Loch Lomond and Ben Lomond open alongside the A82 and the cycleway between Arden and Tarbet. This was previously known as the Loch Lomond 'tree tunnel' as travellers had no views of the loch. A very successful 'Make a Difference Day' was also organised as part of this initiative in November when 42 volunteers came together to tackle overgrown vegetation between Inverbeg and Tarbet and to remove ingrained litter from bushes next to lochside laybys. The volunteers were recruited from local and national businesses, Luss Estates and the National Park Authority.



The West Loch Lomond Cycleway path and roadside vegetation cut-back at Inverbeg Bay

Plans for the 2022 season are currently being finalised but are unlikely to be on the scale of what was delivered last year as the Green Recovery funding (£68,000) was a 'one off' with the Scottish Government sadly recently confirming in a letter to local MSP Jackie Baillie, the scheme is being discontinued. This is a major blow as up and down the country NatureScot helped fund hundreds of community-led visitor management schemes which made a huge difference. Locally the Two Lochs Visitor Management Project was transformative and simply wouldn't have happened without the NatureScot funding with supplementary funding from the Hannah Stirling Loch Lomond Trust and the Friends.

Work is well underway in trying to assemble a scaled back funding package for the 2022 season and this builds on the successful partnership working that took place last year. In 2022 it is hoped to strengthen partnership working with more involvement of Luss Estates, the National Park Authority and Argyll & Bute Council. Last year the Park Authority and the Council helped with the funding of the very successful Duck Bay temporary toilets and discussions are progressing to try and secure more funding support for the wider programme.

Encouragingly, local businesses have already pledged almost half the cost of the planned 'Adopt a Bonnie Banks Bin Scheme' which builds on the successful A82 layby bin scheme piloted last year. Luss Estates Company have also agreed to cover costs of some **temporary toilets** along with a part-time **visitor warden service** at the Arrochar car park and the head of Loch Long from April to October.

A sponsored "waste warrior" litter collection bag scheme for walkers to uplift and return rubbish found whilst on the loch and hillsides will again be supported by the Destination Arrochar Alps group.

The Park Authority is hoping to address major site management issues experienced at Tarbet Bay. They've been working towards a collaborative solution with local stakeholders involved, alongside their own teams that could see the community wardens extending their scope of work from Arrochar and the Head of Loch Long to help address the overwhelming campervan numbers attracted to Tarbet Bay, providing information on alternative options for overnight stays around the Lochside area.

Alongside support for the communities at Arrochar & Tarbet the Friends are helping Luss Community Council and Luss Estates to coordinate sponsorship contributions from local businesses to strengthen the Luss village warden service. This will supplement any planned village warden scheme introduced by the Council and the National Park Authority. At Duck Bay the Cawley Group have again agreed to sponsor temporary toilet cleaning services and the supply of all toiletries at this very popular National Park gateway picnic and recreational area, if a funded scheme to provide much needed temporary toilets here again can be achieved.

It is important to note should insufficient funding be raised to deliver the proposed 2022 programme (estimated cost £62,000), it will have to be either scaled back or very reluctantly even abandoned as the Friends of Loch Lomond and The Trossachs simply do not have the funds to underwrite the full programme of activity which is badly needed to improve visitor management and the quality of life for local residents. There is currently a significant shortfall to deliver the full programme with funding requests submitted to both the National Park and the Council for assistance.



Before and after photos of a path at Succoth that was cleared up by local Wardens

Proposed elements of the Two Lochs Programme 2022 (subject to funding)

1. **Duck Bay Temporary Toilets**- 5 temporary toilets at Duck Bay car park between mid-April and the end of October.

2. **A82 Adopt a Bonnie Banks Bin Scheme**-Retention of 20 existing bins in laybys between Arden and Tarbet with a limited number of bins relocated, based on the weekly monitoring results from last year to provide more cover at a couple of the busier lochside hotspots. Hopefully the scheme will be augmented with weekly layby top-up litter picks by Argyll & Bute Council's Community Service Team which worked well when this was introduced from the middle of last summer.

3. **Arrochar & Tarbet Warden Scheme and Arrochar Toilets**- Some temporary toilets at Arrochar Car Park over a 30 week period between April and October with accompanying cleaning and maintenance service provided by local wardens, over 7 days/wk alongside other duties to include community litter picking and providing an information service to visitors. As time permits and visitor numbers taper away other village maintenance work deemed appropriate will be undertaken at the Head of Loch Long and in Arrochar. At Tarbet Pier there is an option of providing an average of 2 hrs /day of our community warden services, mainly in the evening, to cover campervan management, litter and visitor information duties.

Luss Estates Company have introduced a charging policy with a camera system at the **Loch Long Car Park in Arrochar** with some of the funds generated to help provide the Temp Toilets and support the community warden service to cover our two villages.

Argyll & Bute Council's position with the **Succoth Car Park** that they are reported as being in the process of purchasing from a private landowner is unknown, as is anything from Forest & Land Scotland who are responsible for the **Argyll Forest Park** including the popular hill path leading to the Cobbler.

F&LS allowed us to locate two temporary toilet units at the start of the hillside path last season and it would be desirable to provide them in the Succoth car park if this is now under the control of Argyll & Bute Council with some of the considerable funds generated from car park income being used to cover the hire and cleaning costs. Argyll & Bute Council are presently considering their options for what's known at this car park and what community benefit is to come from parking fee income in 2022.

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We hope this provides H&L ACPG members with some info on the complex issue of visitor management that affects our community, who along with various stakeholders are all looking to bring forward some improved infrastructure and services, where they have struggled to meet increased demands from the public, that have been returning in large numbers in good weather to this area, which some refer to as the **heart of the Loch Lomond & Trossachs National Park**.

Duncan MacLachlan
Arrochar & Tarbet Community Development Trust
Friends of Loch Lomond & the Trossachs.

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Two Lochs Visitor Management Project

Final Report



November 2021

1. Project Summary

The **Two Lochs Visitor Management Project** was developed on a partnership basis with local community and tourism business groups and with the support of landowners and agencies to help address problems of excessive toileting and littering and to promote more responsible tourism at the busy hotspot locations on West Loch Lomondside and at the Head of Loch in the Arrochar area where there were gaps in visitor management and visitor infrastructure provision.

The project was aimed at complementing the wider efforts of public agencies who struggled to cope last year with the large surges of visitors to the National Park when the post-lockdown restrictions were lifted. The area was even busier this year after travel restrictions were lifted in the spring with significant growth in both day visitors and UK tourists throughout the May to October period. The introduction of additional measures as part of this project were therefore timely in helping to address the impact of visitor pressures.

A project budget of £90,000 was assembled with the main funding contributions coming from the NatureScot Better Places Green Recovery Fund and the Hannah Stirling Loch Lomond Trust Fund to support all strands of the 'quick delivery' visitor management programme for the summer period. Smaller contributions of £3,500 each from Argyll & Bute Council and Loch Lomond and Trossachs National Park were secured to help fund temporary toilets at Duck Bay while the Cawley Group provided sponsorship in kind taking on day-to-day responsibility for regular cleaning of the Duck Bay toilets and providing hygiene and toiletry supplies for this busy facility. The Arrochar & Tarbet Community Development Trust contributed £1,000 to the project budget too.

Friends of Loch Lomond and The Trossachs provided substantial project management and delivery support through a combination of a member of staff and the equivalent of 120 volunteer days of input by some Trustees and other volunteers. The Arrochar & Tarbet Development Trust and Destination Arrochar Alps also helped with some practical aspects of project delivery in the Arrochar and Tarbet area and were active participants in a small working group with several local business representatives and the Friends who helped shape the programme.

The programme of activity included the following:

(i) Duck Bay Picnic Area, Loch Lomond (Toilets)- Provision of 5 temporary toilets at the main Duck Bay car park (April-October)-the first functioning public toilets at this busy picnic area in 25 years where there are over 300,000 visitors per annum. Consent for the toilet siting was provided by Argyll & Bute Council who also funded the provision of some advance signing along the lengthy Duck Bay loop road. This is the busiest picnic area in the National Park outwith Balloch and following horrendous outdoor toileting problems last year providing temporary toilets was a high priority. Regular daily cleaning was undertaken by the Cawley Group with sponsorship in kind for cleaning staff and hygiene and toiletry supplies.

(ii) Arrochar, Head of Loch Long (Toilets & Wardens)- Provision of 7 temporary toilets near 2 very busy car parks (May-October) beside the A83 and below the popular Arrochar Alps and Cobbler which are heavily used by climbers and visitors passing through the area. In previous years there were problems of excessive toileting and

litter accumulations at the head of the loch. Originally it was planned to locate some temporary toilets beside the Three Villages Hall but it made more sense to locate 2 of them at the start of the busy Cobbler mountain path where there was previous evidence of extensive outdoor toileting. Consent for the siting here was readily provided by Forestry & Land Scotland. The other 5 toilets were sited next to the main village car park (Glen Loin No 1) with the permission of the Luss Estates Company.

A total of 3 Visitor Services Wardens were recruited locally to provide 'boots on the ground' to regularly clean the toilets, help with litter clearance efforts and to liaise with visitors on the ground to promote responsible tourism and provide advice on outdoor recreation. In the quieter periods towards the end of the project the wardens cleared several paths and amenity sites in and around the village which had become overgrown and fallen into a state of disrepair. The wardens played an invaluable role and in addition to their core duties they also monitored the level of usage of the toilets and feedback from visitors. A by-product of their work was the improved management of the main Arrochar car park where there was a change in the management arrangements due to the transfer of roles and responsibilities from Argyll & Bute Council to car park owners, Luss Estates Company. Had the wardens not been on site regularly car park management and related problems would have been significant. A voluntary car park payment scheme was introduced in the latter half of the season and included payments for campervans parking overnight and this proved to be very successful.

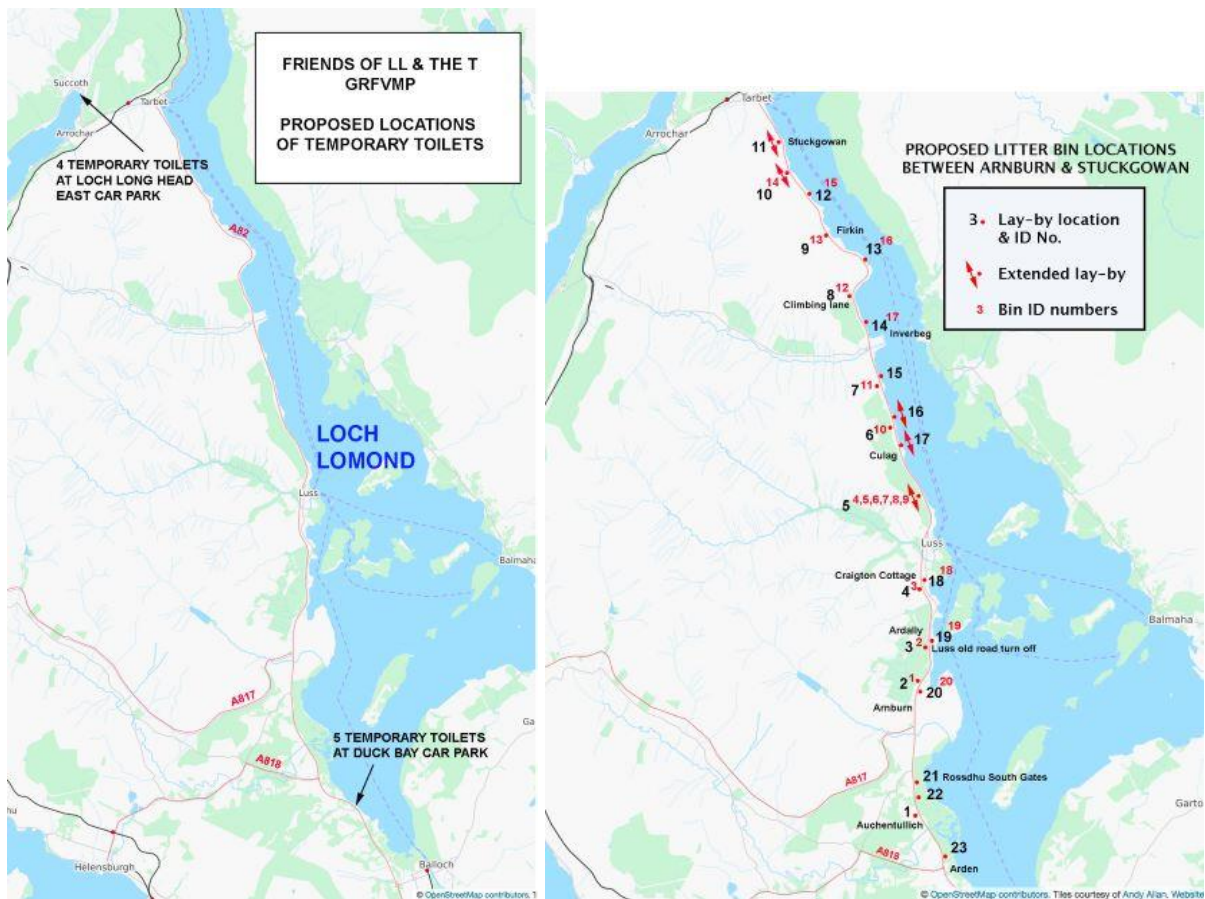
(iii) Arrochar/Tarbet/Ardgartan Corridor (Information Panels)- Design and installation of 30 information and orientation map panels at key public transport hubs such as Tarbet Rail Station, bus shelters and other busy outlets, including tourism premises and community buildings to help visitors make the most of the area in responsible ways. The panels produced were based on a modified and updated version of the existing Arrochar and Tarbet walks leaflet and map which was funded by the Friends and produced by the local Community Development Trust several years ago. The panels were designed and installed by the end of May and promote local walks and trails linked with responsible tourism messaging and feature the Outdoor Access Code. Some new directional information signing was also introduced at the Railway Station and advance signing for the temporary toilets was provided in Arrochar to raise awareness of their availability.

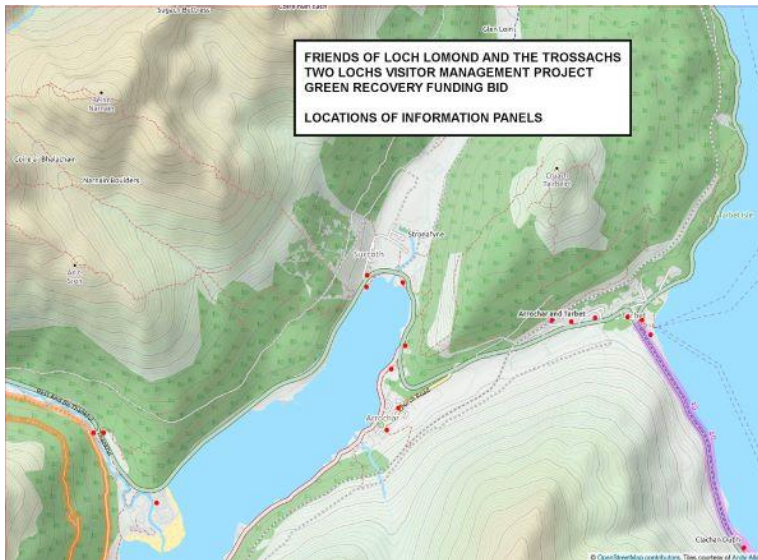
(iv) The A82, Loch Lomondside (Pilot Litter Bin Scheme)- To tackle the problem of excessive littering alongside the busy A82 tourist route a pilot layby litter bin initiative was introduced with the approval of Argyll & Bute Council and Transport Scotland to test the impact of installing and regularly emptying 20 high quality bins at some of the busier roadside laybys and scenic lookouts between Arden and Tarbet. This was a potential forerunner to an 'adopt a bin' scheme in future years when local businesses have recovered from prolonged COVID 19 lockdowns. There has been great interest in, and support for, this pilot scheme which included bin emptying twice a week during busy holiday periods and once a week at quieter times. Responsible visitor messaging on littering tying in with the national 'bin it or take it home campaign' was displayed prominently on attractive posters inserted on two poster panels on the bins while another panel on each bin was used to promote awareness of where the nearest public toilets were as part of an effort to try and reduce the scale of extensive outdoor toileting close to lay-bys. A good partnership was established with the ENVA recycling company based in Linwood who successfully managed to recycle 97% of the 15 tonnes (4,000 bags) of rubbish collected throughout the 4-month trial period between

late June and the end of October. A weekly monitoring system was introduced to carefully track the levels of litter in and around lay-bys for a period prior to the introduction of bins and during the trial period. A fuller review of the pilot scheme is covered in a separate detailed evaluation report.

There was strong support locally for this much needed visitor management project and there has been extensive positive feedback from visitors, businesses, and residents on the resounding success of different elements of the programme and a sample of some of the comments received are covered in other sections of this report along with an overview of the key outputs.

The sites where temporary toilets, bins and some of the information panels are sited are shown in the maps below. The bins are still on location and the pilot scheme has been extended for a further 6 months with funding from the Friends to allow time to explore a more sustainable funding model for developing an 'Adopt a Bonnie Banks Bin' scheme with public and private sector partners.





The waterproof map and orientation panels are located at more sites in Tarbet and Arrochar and this map simply shows the outdoor sites. Tourist accommodation outlets, pubs and restaurants and other outlets have the panel on display in their foyer areas. The outdoor ones remain in place with the notable exception of those at bus shelters due to the shelters either being removed or replaced with new ones recently and discussions are ongoing to try and secure consent to install some in the new shelters. A total of 30 panels were produced for indoor and outdoor use with back up replacements and it is envisaged they will be in place at most sites for at least a 3-year period.

1. Project Outputs and Evaluation

The Two Lochs Visitor Management Project was successfully implemented with the temporary toilets in place and operational at Duck Bay and Arrochar car parks before the end of May and the 3 seasonal visitor services wardens were recruited and on the ground working in time for the end of May holiday weekend. The 30 information and orientation panels were designed, printed and installed at key locations in Arrochar & Tarbet before the end of May while the 20 bins were not in place and in use in Loch Lomondside lay-bys until the last weekend in June due to the lead time required to purchase, deliver and install them along with litter and toilet posters.

All elements of the project remained on location and were operational right through until the end of October as planned. With some of the funds raised from voluntary donations and other sources it has been possible to retain the services of the wardens for a few extra weeks in November to undertake additional amenity works in Arrochar and on Loch Lomondside. The Friends have also stepped in with additional funding to retain to extend the pilot bin scheme through to April 2022 while longer term funding solutions to retain the bins and the regular collection scheme are explored.

The overall aims as set out in the original funding application have been achieved with a range of new and practical visitor management measures in place and operational throughout summer 2021 at visitor hotspots on West Loch Lomondside and at the Head of Loch Long in Arrochar. There was strong community involvement in some elements of the project particularly in the Arrochar and Tarbet area and positive feedback was received on the actions taken as part of the project to address visitor

management issues which led to marked improvements in local resident and visitor experiences along the A82 corridor and at Duck Bay, Tarbet and Arrochar.

The project was well received by local landowners and businesses with the Destination Arrochar Alps Group and Luss Estates both being active partners. Luss Estates gave consent for a donation scheme to be introduced at Arrochar and this raised £6,000 to support some additional activity this year and next year. Many businesses also participated in the successful 'Make a Difference Day' at the end of the project period which saw a record turnout of 42 volunteers to assist with the removal of litter from undergrowth beside lay-bys and to help open up some views of Loch Lomond as part of the Friends ongoing 'Windows on the Loch' project.

Outdoor toileting at key locations such as Duck Bay picnic area and the Head of Loch Long at Arrochar and on the lower section of the Cobbler Mountain path were satisfactorily tackled with high temporary toilet usage levels throughout the end of May to end of October period. The toilets were open from dawn to dusk at Arrochar and from 9.00am until 6pm or later on busy days at Duck Bay. The high level of complaints normally received at Duck Bay Hotel due to the lack of public toilets disappeared and transformed the visitor experience at this busy site. The toilets at all three sites were maintained to a very high standard by Duck Bay Hotel staff and the Visitor Wardens and this was much appreciated by many thousands of visitors who used them.

Based on observation including periodic counts, the volume of toilet rolls used, and the amount of waste removed by Honeywagon, the toilet contractors, it is estimated that the toilets at Duck Bay were used by an average of 450 people on busy days at weekends and during holiday periods and this dropped to around 120 on quieter days (circa 40,000 over a 6-month period). The toilets at the two sites in Arrochar were used by an average of 280 on busy days and 80 on quieter days (circa 28,000).

From the feedback and interaction with those using the car parks and toilets in Arrochar the services were very much appreciated and many commented on the improvements that the wardens had provided. This related to the cleanliness and upkeep of the toilets, litter management and the peripheral activities of those using the car parks and grass spaces around the head of the Loch for barbeques, occasional wild camping and fishing activities. Whilst without any formal powers the wardens were able to advise and suggest that the Scottish Access Code should be followed, and guidance was offered on alternatives available to enjoy the area and the good outdoor weather over the entire summer.

It was helpful that the National Park Ranger Service and Police Scotland's Community Officers all provided encouragement and support for the efforts of the wardens and there were very few incidents of disrespectful behaviour and conduct throughout the summer that needed their attention.

The introduction of a visitor warden service on 7 days a week basis with extended hours of cover at busy periods proved to be invaluable and there is no substitute for having knowledgeable local people on the ground to assist visitors, manage and maintain toilets to a high standard and to stay on top of issues such litter and other aspects of visitor management at heavily used areas such as the Head of Loch Long.

The lay-bys and road verges along the A82 on Loch Lomondside were the cleanest they have been for years through a combination of litter bin provision with frequent collections tailored to the fluctuations in visitor numbers, regular monitoring, more

coordinated support services through the local authority and the Park Authority with supplementary litter and fly tipping rubbish removal at certain hotspots such as camping zones and the adjacent lay-bys. Particularly welcome was the involvement and assistance of the Community Services Team in the latter half of the project period when they undertook weekly litter picks although their team leader commented the amount of litter collected was limited due to the effectiveness of the bin installations which were well used by travellers using the A82 on the lochside.

The information and map panels were well used by visitors based on feedback from the visitor services wardens and local businesses. The wide availability of the attractive and informative panels helped to orientate visitors who were unfamiliar with the area and were looking for details of local walks. The directional signs near the exit to the railway station were also invaluable and greatly assisted visitors looking for lochside cruises and popular paths such as the Cobbler and the Three Lochs Way.

Litter recycling partners reported that during the four-month period of the A82 pilot layby litter bin scheme the amount of waste collected from the 20 litter bins was an impressive 15 tonnes with most bins being full or half full when they were emptied. Encouragingly, 97% of the litter collected was recycled. This equates to 4,000 x 30 litre bags of litter collected overall (120,000 litres) with 3,880 bags of litter being recycled (116,400 litres).

The pilot project has proved that if you provide bins and keep a place litter free, most people will treat the area with more respect and will respond to this and with a substantial drop in incidents of thoughtless littering.

Some very clear messages emerged from this pilot project: (i) provision of litter bins that are regularly emptied are a very effective way of managing and controlling litter in areas where there are high levels of visitor pressure; (ii) bins and related collection services are not entirely sufficient on their own and there also needs to be some additional activity including a rigorous and regular inspection regime; (iii) tackling litter in an area with high volumes of visitors on a well-planned and coordinated partnership basis can make a real difference and is preferable to adopting a 'do nothing or minimalist strategy' which is not commensurate with the scenic and touristic importance of the destination.

Some useful additional benefits and lessons from the project include:- (i) increased awareness amongst public sector partners that voluntary bodies such as the Friends, Community Development Trusts and local business groups can play a useful role in the delivery of local solutions to visitor management problems as they can react quickly and in cost effective ways; (ii) recognition that having 'feet on the ground' through a warden service is invaluable; (iii) the importance of providing well managed basic infrastructure such as toilets and bins as they can transform the overall visitor experience and presentation of heavily visited areas; and (iv) the pilot bin scheme has generated strong support and interest amongst local business and a number have expressed a willingness to be involved as sponsors in an 'Adopt a Bonnie Banks Bin' scheme in future years.

2. Feedback

To demonstrate the value and effectiveness of the Two Lochs Visitor Management Project a sample of the feedback received via social media and conversations with visitors, business and residents who met wardens and volunteers follows below. Feedback at Duck Bay is more limited as the main contact there was with Duck Bay Hotel staff and owner who managed the temporary toilets there on our behalf.

(i) Duck Bay (Temporary Toilets)

Alan Cawley, owner of Duck Bay Hotel and toilet cleaning sponsor: *I think to say they have been a great success is the understatement of the year as they have been an absolute game changer for the public and we have had fantastic feedback from visitors not to mention that complaints have been non-existent. If I had to hazard a guess, I'd say complaints were down 99%. My family and my staff have had a much easier Summer because of the provision, and we are indebted to the Friends, the funding partners and Jackie Baillie MSP.*

We would have received hundreds of complaints on a busy day or even a moderately busy day. Previously the public, understandably, could never believe there were no provision of toilets at such a popular lochside picnic area!!

I'd say on a busy week the toilets would have been used by up to 3,000 people per week and like I said previously, they were an absolute game changer !!!

(ii) Arrochar (Temporary Toilets, Visitor Wardens Service & Information Signage)

*I congratulate you and your team in what has been achieved. You have showed what can be done when the will is there. The toilets and condition of the car park in my Community of Arrochar & Tarbet provided by the Friends in Arrochar have been an unmitigated success. I also have to mention the wardens that were employed - they all should get a 10-10 for their work and dedication going above and beyond what was asked of them, I see and talk with them on a regular basis, and report their concerns that are council-related. **Cllr Shonny Paterson***

*I just wanted to pass on that these toilets are a great asset. I used them on a Saturday morning at the beginning of August. They were clean, almost luxurious for a portaloos and the provision of loads of sanitiser and clear signage was great. Given the popularity of the Arrochar Alps and the area in general there is, in my mind, a need for toilets for people to use to avoid the issues we are seeing elsewhere. The area was clean and tidy and set a very positive impression! A great initiative and I hope you get funding to continue! **Nicola***

*Just to say thank you for the temporary toilets at Arrochar. Scotland needs more public facilities to stop all the white tissue spoils and worse within the countryside. Most folk would use a public loo if it was available and clean. **Mandy Bryan***

*I am a member of the **Scottish Women's Walking Group**. I just wanted to write to express my thanks for the provision of the temporary toilets at the Arrochar car park. I'm guessing most folk travel a bit to reach Arrochar, a lot of hill walkers arrive early in the morning before cafes are open to buy breakfast and use the toilets before the walk. You have resolved a potential issue with the temporary toilets. **Gillian Hewison, Balmedie**.*

*The temporary loos are immensely helpful to people heading up the hills and walks nearby, please let them continue. They must surely prevent a lot of mess from some people and gives peace of mind to people heading off on a long day of hiking. **Elizabeth Bilson***

I'd just like to say how much tidier and cleaner the Arrochar car parks have been this summer and the toilets a boon for travellers on a long journey. I hope they will continue at this standard.
Mary Bavin, Isle of Islay

Thanks so much for all the work around toilet provision in the Arrochar car Park. They were spotless and absolutely essential to prevent random toileting outside. Hopefully funding can be continued to keep such a worthwhile project going. Cheers! **Anne Marie Bannon**

I visited Arrochar a few times during the period of 10th/11th July 2021 and used the carpark at the head of Loch Long. On all occasions the carpark was almost full and the toilets were being used. To ensure visitors are attracted to stop, comfortably visit and lift the economy of the area, these resources are a necessity and I hope they become a more permanent fixture.
Diane Wilson

These toilets are much appreciated by tourists and regular users of the A83. Spotless every time we've stopped and I hope they have been respected by the public. **Christine MacCallum**

Didn't expect too much but this was a gem as we didn't get a permit for Loch Lomond. Warden kept the car park and loos very tidy. This is a great example of how the camping and local community can work in unison. **Billy Love – 4 Stars**

This is a perfect example of how local residents and motorhomes can exist together. The car park warden is a lovely man and he is doing what they can to help. **Simes303 – 5 Stars**

Absolutely cracking spot, no restrictions, level, shaded areas fab views, daytime loos and fuel and shop opposite. **Skjeldmaer – 5 Stars**

Good for campervans to park up for the night and wake up to the lovely views. Very helpful gentleman works there keeping the place spick and span. **Spud BC – 5 Stars**

Great spot and the cleanest portaloos I have ever seen. **AdventureVanErica – 4 Stars –**

(iii) A82 Corridor (Lay-by Litter Bin Pilot Scheme)

Fiona Baker, a local resident and trustee of Helensburgh and Lomond Cultural Centre Ltd trading as Destination Helensburgh: *I just wanted to write to congratulate the Friends and your partners on the positive improvements your Better Places initiative has made. I have been working in Luss on and off over the summer and the lay-bys I pass on my way there and back are noticeably much cleaner with much less litter. Providing bins has clearly made a very positive difference to littering on the loch side. Well-done for taking action and improving the environment for locals and visitors.*

Rob Trevis-Smith, National Park Ranger: *I have never seen the A82 Loch Lomondside lay-bys and road verges looking so clean during the summer months.*

Ishbel Campbell, the operator of the Auchentullich Farm Shop next to lay-by number 1: *I have noticed a marked improvement in the cleanliness of lay-bys and verges this summer.*

Alan Nimmo, a local High Firkin resident who regularly cycles along the West Loch Lomond cycleway: *I can vouch for the positive difference the bins have made.*

Simon Miller, Chief Executive of the Luss Estates Company: *We have noticed a significant improvement in the litter problem in the A82 lay-bys where the Friends stepped in with the installation of 20 new bins and their regular emptying. This is an important project as part of the battle to get on top of the litter problem.*

Jane Ireland, Slanj Restaurant, Tarbet and Chair of Destination Arrochar Alps: *The addition of bins along the west side of the Loch Lomond has made a huge difference to the lay-bys. The difference was almost immediate. Comments and feedback from residents and returning visitors to the Arrochar Alps has been very positive. Rubbish needn't be complicated. It just needs a receptacle, as has now been proved.*

Stuart Cordner, Director, Cruise Loch Lomond who operate out of Tarbet, Luss and Inveruglas on West Loch Lomondside: *As a daily commuter on the A82 for the last 25 years I have recently noticed a huge improvement with litter on the A82. The installation of lay-by bins has been instrumental in alleviating the blight of litter. I have received positive feedback from many of our customers this summer, both day trippers and staycation visitors, commenting on the new bins.*

Raymond Anderson, Proprietor, Stuckgowan Estates, Self-Catering Accommodation provider: *I am so glad that at last someone is doing something effective about the litter problem along the Loch Lomond stretch of A82. This is an area which is extremely important to our self-catering business there.*

Duncan MacLachlan, Chair of Arrochar and Tarbet Community Development Trust *The impact of the A82 lay-bys litter collection bins has been significant, and the improvement is clearly obvious to all road users. Other family members, neighbours, community residents and business owners, bed and breakfast guests and other visitors have all commented on the improvement that has been seen since their introduction.*

Andy & Avril Macleod, owners of self-catering holiday cottages at Arden: *The litter bins are being well used. Our local lay-by, near the Arden roundabout and without a bin, continues to be an eyesore. Our conclusion from a recent trip up the A82 was that the bins are doing their job and helping to keep the lay-bys and the road looking great.*

Nick Kempe, well known "Park Watch" blogger on Scottish National Parks: *On a Wednesday in mid-September I drove to Luss, the first time I had been along the A82 since May, and was amazed by the transformation. Instead of the usual litter strewn verges and lay-bys, I had to look quite carefully to spot any litter. There are now litter bins in 20 lay-bys and guess what? Those lay-bys were at the time of my visit almost entirely litter free. There are two key points here. The first is that the pilot confirms that provision of bins is the single most effective thing public authorities can do to stop litter. The second is that if you provide bins and keep a place litter free, the vast majority of the population will respond and stop littering.*

3. The Next Steps and Funding

The lessons and feedback from what has been quite an ambitious, but very successful, programme for a small charity are still under consideration and input will be provided to the National Park visitor management annual review and the deliberations of local working groups.

The National Park Authority has secured funds from the VisitScotland RTIF scheme to develop costed 5-year visitor infrastructure programmes for the Loch Lomond area including the head of Loch Long at Arrochar. They are due to be developed in consultation with local visitor stakeholder groups which the Friends are involved with which should hopefully ensure the benefits of the provision of temporary toilets at Duck Bay and Arrochar and the rollout of the pilot A82 layby litter bin scheme will be taken account of as part of future plans. However, the timescale for working up permanent infrastructure projects, costing them and applying for and securing funds will take at least a year so the question is what happens in the interim period? What funding options are likely to be in place to deliver a broadly similar programme next year? Can other partners take on more of the workload and costs of ensuring the gaps in provision covered by this project can be met for a further year and possibly in the longer term?

Constructive discussions have been held with both Luss Estates and Argyll & Bute Council about visitor management issues including future toilet provision and the continuance of a seasonal visitor warden service at the Head of Loch Long where they both now are responsible for large car parks. With the Luss Estates Company recently introducing charges at Arrochar car park they plan to step up visitor management activities and the scope to re-introduce temporary toilets and a seasonal warden service is being actively explored. Argyll & Bute Council has recently purchased the large car park opposite the start of the popular Cobbler Mountain path and this opens up the potential for further visitor infrastructure investment here too.

A more detailed report on the A82 Loch Lomondside layby litter bin pilot scheme has been prepared and distributed widely. This includes a detailed evaluation of the pilot with some clear recommendations to build on the success of the pilot including the introduction of an 'Adopt a Bonnie Banks' Bin scheme with potential funding contributions from the public and private sectors. There is strong interest in supporting the scheme amongst local businesses and private sector partners, but it is unrealistic to ask them for more than half the costs of the existing 20 bin scheme or a slightly expanded scheme with up to 30 bins and a regular year-round collection service reflecting the trends in demand linked to visitor numbers. The challenge is to persuade public sector partners and in particular Argyll & Bute Council and the Park Authority to become funding partners.

In the interim while the option of a blended public and private sector 'Adopt a Bonnie Banks Bin Scheme' is explored further with partners, the Friends have stepped in with funding to extend the pilot project through until April 2022 and this allows for weekly collections to ensure the considerable gains in the fight against litter this summer are maintained on a year-round basis. If public sector partners don't help fund the proposed blended model to continue with the scheme, then the future of what has proved to be a very successful pilot will be in doubt.

At Duck Bay, in the longer term, a more radical approach is required to strengthen visitor infrastructure at this 'tired', but heavily used, picnic area which is characterised by a poorly maintained car park with limited capacity, derelict toilets and run-down picnic tables, bins and signing. There is potential to provide a larger and upgraded car park, purpose-built toilets, some overnight campervan facilities and more generally to improve the picnic area which is strategically located at the southern end of Loch Lomond. This is likely to feature in the RTIF study being led by the National Park Authority but there is also a serious offer on the table from the Cawley Group, who own and operate Duck Bay Hotel, to provide and operate state of the art toilets, expand and upgrade the car park and take on the maintenance and improvements at the picnic area at no cost to the public sector and with no charges for parking or use of the toilets.

Discussions are also underway with the Park Authority to try and build some capacity in the Arrochar & Tarbet Community Development Trust so they are in a position to assist with community led visitor management activities in future years, including the possible management of a much needed temporary campervan park.

Due to the success of the **Two Lochs Visitor Management Project** local and community interests are starting to ask what the plans are for next year and the Friends and other partners are keen to build on this with a range of discussions on the options for the future underway. Hopefully, some of the gains achieved with the help of NatureScot's Better Places Green Recovery grant scheme and other funders, and the enthusiastic band of local volunteers, will lead to further investment in basic visitor facilities such toilets, litter bins with regular collection services and 'feet on the ground' with community-based visitor wardens in 2022 and beyond in an area that should be an exemplar in visitor management for Scotland.

The substantial funding support from NatureScot has been extensively acknowledged by the Friends of Loch Lomond and The Trossachs in publicity material including a series of news releases which achieved good coverage nationally and locally (sample news releases attached at the end of this report); articles in the Friends Voice magazine (5,000 plus readers) and website; 60 posters on the A82 lay-by litter bins; 60 map panels in the Arrochar and Tarbet area and; on stickers prominently displayed on 12 temporary toilets and sanitiser stands at three sites.

Appendix 1

Photographs of The Two Lochs Visitor Management Project

Temporary Toilets at Duck Bay Picnic Area Car Park



Appendix 1

Temporary Toilets at Arrochar Car Park and Cobbler Path



Appendix 1

Wardens taking care of toilets and clearing litter and vegetation in and around Arrochar



Appendix 1

Wardens undertaking work around Arrochar area



Figure 2 Path before

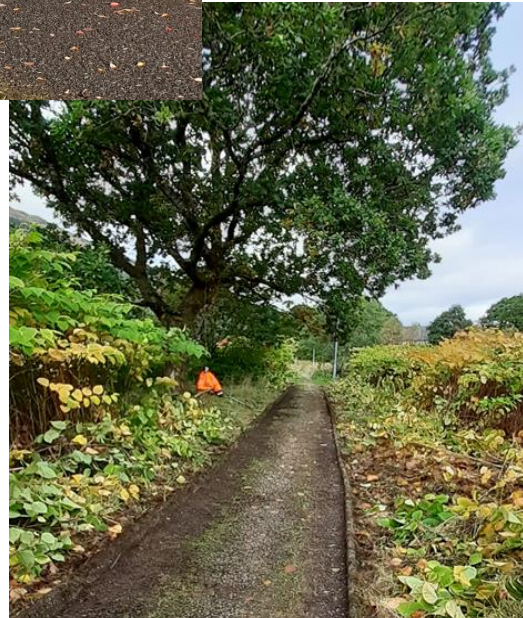


Figure 1 Path after



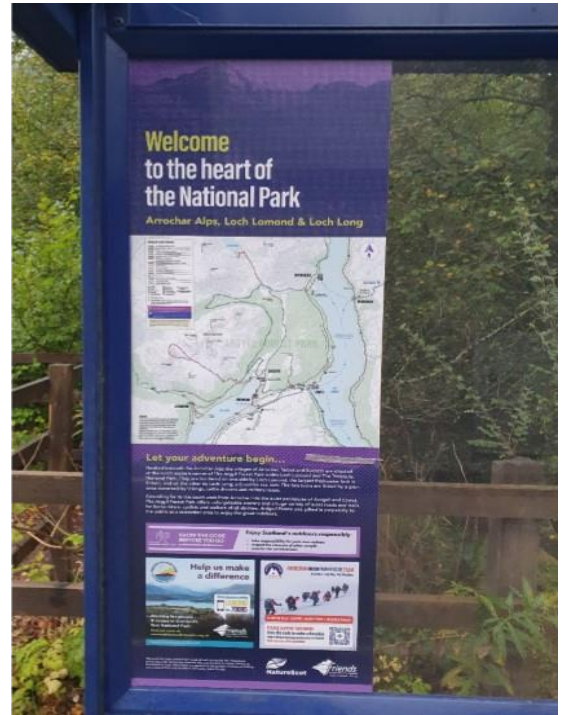
Appendix 1

Arrochar & Tarbet Information Panels and Signage



Appendix 1

Arrochar & Tarbet Information Panels and Signage



Appendix 1

Pilot Layby Litter Bin Scheme



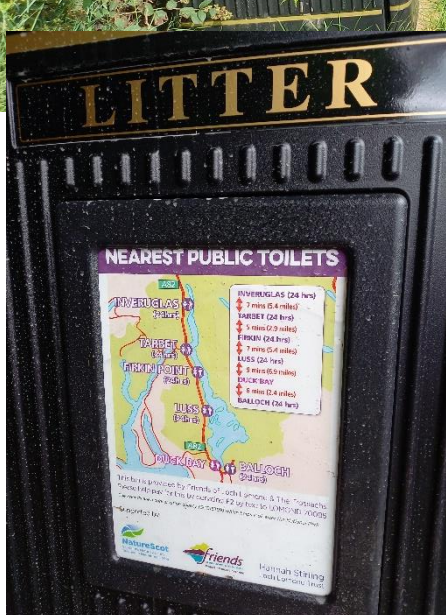
Appendix 1

Pilot Layby Litter Bin Scheme



Appendix 1

Pilot Layby Litter Bin Scheme



Appendix 1

Volunteers Making a Difference



Appendix 2

News Release Samples



31.5.2021

Arrochar & Tarbet Visitor Welcome Initiative Launched

As part of a bold initiative to try and turn around the fortunes of the lochside villages of Arrochar and Tarbet a new visitor welcome initiative was launched (today) by local MSP Jackie Baillie and villagers. This includes the deployment of Village Visitor Wardens, the opening of temporary public toilets and the roll out of information maps at dozens of sites throughout the villages.

The plight of the popular tourist villages of Arrochar and Tarbet has been highlighted regularly during the past year with them suffering from the double blow of extensive A83 road closures due to landslides at the nearby Rest and Be Thankful and the devastating impact of COVID 19 lockdowns which decimated the local tourist industry.

Earlier this year a working group of local tourism businesses, the local Development Trust, the Friends of Loch Lomond and The Trossachs, Luss Estates and the National Park came together to develop a fightback plan for the villages with a series of priority actions identified including some quick win actions for delivery in time for this summer season.

Early Action

With funding support from the NatureScot *Better Places Green Recovery* grants scheme, the Hannah Stirling Loch Lomond Trust and the Friends of OUR park visitor giving scheme it has been possible for the local Tourism Action Group to work swiftly to deliver a package of early action improvements for the May holiday weekend.

This includes the provision of temporary toilets at Arrochar Car Park with the permission of car park owners Luss Estates. They are due to be augmented with additional toilets shortly at the start of the popular Cobbler mountain path. Other measures include the employment of three seasonal Visitor Wardens to provide a range of services to help visitors and improve the appearance of the village; and the design, production and installation of information and orientation map panels at key locations such as bus stops, the railway station and other busy tourist outlets in the area.

Impressed

At the launch event local MSP Jackie Baillie said: "I am really impressed with what has been achieved by a small band of local volunteers working in close partnership with the Friends of Loch Lomond and The Trossachs in such a short time. It is refreshing to see what can be achieved by adopting a determined and positive attitude in times of adversity.

The provision of much needed toilets and information map panels backed up by three locally recruited Visitor Services Wardens- Robert McEwan, Walter Dey and Martin Semple- should ensure the area caters more effectively for the needs of visitors as we ease out of lockdown restrictions and with a rapid increase in the number of people who simply want to enjoy the great outdoors in the Arrochar & Tarbet area.”

Friends Trustee and Chair of the local Development Trust Duncan Macglachlan said:” It has been a busy period preparing for the launch of this visitor welcome initiative but it marks the start of what will hopefully be a productive period of regeneration in both villages as we begin the long journey on the road to recovery after some unprecedented events outwith our control.

I am grateful to local businesses and colleagues at the conservation charity, Friends of Loch Lomond and the Trossachs, and Luss Estates who have really stepped up to the plate in our time of need.”

Jane Ireland of local business group Destination Arrochar Alps added:” This has been an exciting period with a real focus on making a difference in a remarkably short timescale and all the hard work has paid off with tangible improvements on the ground which will improve the overall quality of visitor welcome we are able to provide this summer. I am confident we can build further on this as we try to position the area as one of Scotland’s top tourist destinations.”

James Fraser, Chair of the Friends: “ We were delighted to pull together funding for this visitor welcome initiative and the response from the local community to getting their sleeves rolled up and helping to deliver improvements in the villages has been great to see. It demonstrates what can be achieved quickly with the right encouragement and pump priming financial support.”

Appendix 2
News Release Samples



16/08/2021

Bonnie Banks of Loch Lomond Litter Battle Success

National Park charity's A82 pilot layby bin scheme making a real difference

In a concerted move to tackle Loch Lomond's litter shame the Friends of Loch Lomond and the Trossachs have successfully introduced a pilot litter bin scheme in twenty laybys beside the A82 on Loch Lomondside over the summer months. The installation and regular emptying of the bins is making a big improvement along what was, until recently, regularly a litter strewn corridor in one of the world's great beauty spots.

This initiative is part of a wider £90,000 Two Lochs Visitor Management Project being led by the Friends with funding support from a variety of sources including the NatureScot Green Recovery Fund, the Hannah Stirling Loch Lomond Trust and environmental waste recycling company ENVA.

It is an initiative with a focus on taking practical actions to address serious littering and outdoor toileting issues which have become much worse following the easing of Covid 19 travel restrictions with increased visitor numbers in an already heavily visited tourist destination. It also aims to add to the efforts of other agencies and volunteers working to make Loch Lomond a better place for visitors and residents to enjoy responsibly.

John Urquhart, Vice Chair of the Friends said:" For many years now we have asked public agencies for litter bins to be installed in laybys alongside the busy Loch Lomond stretch of the A82 as part of a wider litter action plan but sadly this never happened other than beside the very short southern length covered by West Dunbartonshire Council.

"We therefore decided to take direct action ourselves and raised sufficient funds to run with this seasonal pilot scheme which is working well and making a real difference on the ground backed up with regular emptying and impact monitoring.

"We are pleased our actions are being complemented by others with the recent involvement of the Community Service team operating out of Helensburgh who are undertaking regular litter picks. The National Park Authority have also undertaken litter clearing work in laybys near camping permit zones beside the loch which are being intensively used over the busy summer months."

Jackie Baillie MSP has praised the Friends for stepping in and providing much needed bins and she said: "This is a welcome and very practical pilot project and I am delighted to support the Friends impressive efforts to tackle what has been a long running problem which deserves to be resourced better and become part of the main stream services provided by local public agencies."

She added” I am aware there are great inconsistencies in approaches to tackling litter in the Loch Lomond area by public agencies and it is interesting that along the entire length of the A9 in Scotland’s only other National Park-the Cairngorms National Park- bins have been provided and emptied regularly by public bodies for many years and they have proved to work well as part of the battle to improve the litter situation there.

“It should not be left to a local charity to provide bins in laybys along the busy A82 on Loch Lomondside and I plan to make it a priority to get a longer-term solution in place involving public agencies as it would be a retrograde step to remove the bins after the pilot period comes to an end in October.”

Sir Malcolm Colquhoun, Chairman of the Luss Estates Company as well as Honorary President of the Friends said: “I greatly admire the determination of the Friends Trustees all of whom are all volunteers in helping to address the pressing litter situation on Loch Lomondside which, in recent years, has sadly deteriorated greatly with a sea of discarded human waste on roadsides, in laybys, on the loch shore and the bushes. This is utterly unacceptable in such an iconic scenic location where we should be a showcase for all the best Scotland has to offer.

“This latest initiative is a welcome step forward but much more needs to be done as litter affects us all in an age when environmental concerns are to the fore. We should deal with this by confronting the culture that encourages and tolerates litter and particularly by ensuring the tax-funded public agencies whose job it is to look after the public infrastructure and the special Loch Lomond environment do so to a far higher standard with priority being given to tackling the basics such as litter in a much more effective and comprehensive way.”

Action Plan Call

Building on the success of the pilot layby litter bin project the Friends have called for a five-point inter-agency action plan to be taken forward to urgently address the serious littering and outdoor toileting problems along the A82 corridor on Loch Lomondside which they consider should include:

- financial support for the continuation of an expanded version of the current pilot litter bin scheme
- erecting appropriate fencing close to northbound laybys to reduce the incidence of fly tipping and outdoor toileting over wide areas
- removal of scrub vegetation in the vicinity of southbound laybys and viewpoints to make it easier for litter picking and to reduce outdoor toileting
- introducing advance services signing along the A82 at regular intervals to highlight where public toilets are, along with an indication if they are open 24 hrs and
- improving the overall quality of laybys with better levels of verge maintenance and design upgrades where necessary.

Appendix 2
News Release Samples



News Release

8/11/2021

Bonnie Banks Lay-by Litter Bin Scheme a Runaway Success

In a move to tackle Loch Lomond's chronic litter problems following the easing of COVID 19 travel restrictions, independent conservation charity the Friends of Loch Lomond and the Trossachs, introduced a pilot litter bin scheme in laybys beside the busy 13 mile stretch of the A82 on Loch Lomondside between Arden and Tarbet over the summer months

This has proved to be a great success with 15 tonnes of litter collected and an impressive 97% of this waste being recycled instead of strewn along road verges and in laybys on the lochside as it would have been in previous years. This equates to a staggering 4,000 bags of litter collected overall (120,000 litres) with 3,880 bags of litter being recycled (116,400 litres).

This litter initiative was part of a larger £90,000 Two Lochs Visitor Management Project, led by the Friends with considerable volunteer input, that also included providing temporary toilets at the busy Duck Bay and Arrochar visitor hotspots as well as introducing seasonal village visitor wardens. The funding for the litter pilot scheme was provided by NatureScot from their Green Recovery Fund and the Hannah Stirling Loch Lomond Trust with some additional sponsorship from waste recycling company ENVA.

The installation of 20 bins in lay-bys and twice weekly litter collections over the busy summer months has been truly transformative and additional litter and fly-tipping clearing work by volunteers, the local Community Service team, Argyll & Bute Council and the Park Authority have also helped improve the litter situation along what continues to be one of the busiest tourist routes in Scotland with over 6 million vehicle movements annually.

Adopt a Bin Scheme Plans

Following the success of the pilot scheme, the Friends have allocated funds to extend the litter bin initiative over the winter months while longer term plans are developed for an innovative year-round '*Adopt a Bonnie Banks Bin*' scheme with support from potential private and public sector partners.

John Urquhart, Vice Chair of the Friends said: "There is a substantial body of evidence from our regular monitoring activity that, despite the considerable volumes of traffic and pressure on the A82 along West Loch Lomondside, not only were the lay-bys mostly clear of litter, but so also were the road verges between the lay-bys. This is also reflected in the very positive feedback we have received from appreciative residents, businesses, and visitors.

The pilot project has proved that if you provide bins and keep a place litter free, most people will treat the area with more respect and will respond to this and with a substantial drop in incidents of thoughtless littering."

A comprehensive evaluation report has been prepared for the pilot layby litter bin scheme and is being widely circulated. This report also aims to build on the success of the pilot scheme and outlines proposals for a blended funding solution to continue with the existing scheme and to possibly expand it further.

A series of other practical recommendations are made in the report including the urgent need to prepare and adopt a coordinated A82 litter action plan involving various agencies and other stakeholders such as the Friends and local communities so that further progress can be made in tackling litter problems along the busy A82 Loch Lomondside corridor in future years.

Strong Supporter

Jackie Baillie MSP, a strong supporter of the pilot scheme, has welcomed the publication of the report and she said: "The Friends have delivered a very practical litter initiative which has made a real difference. The findings of the report, the positive feedback received locally and the evidence on the ground has clearly demonstrated that the provision of litter bins in lochside lay-bys, that are regularly emptied, are a very effective way of helping to manage and control litter in areas where there are high levels of visitor pressure."

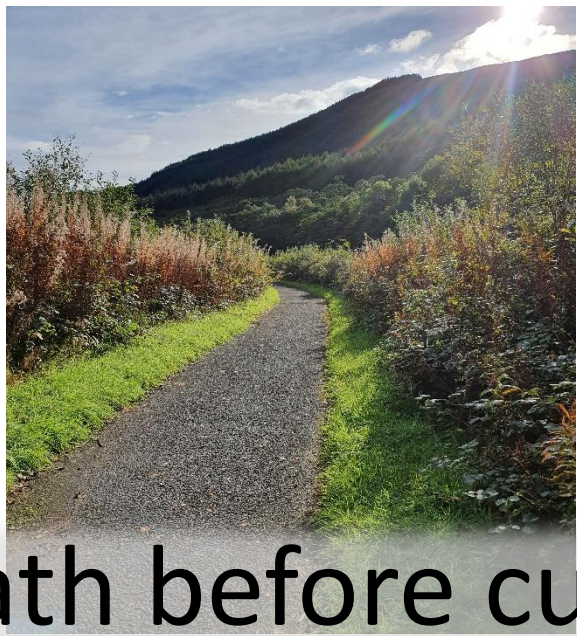
She added: "It is encouraging some local businesses are willing to step in and help fund the roll out of an '**Adopt a Bonnie Banks Bin**' scheme next year. However, it is important that public agencies also contribute funds to ensure a truly sustainable scheme is in place and I will be asking them to help as it is essential further steps are taken to continue improving litter situation along the A82 on Loch Lomondside and it should not be left to a local charity to step in to do this on an ongoing basis."

Along the stretch of the A82 in West Dunbartonshire, the Council currently funds the provision of litter bins in lay-bys and regular collections, and this has been successful over many years while neighbouring Argyll & Bute Council has not provided bins in lay-bys along their section of the A82 on the lochside. This led to serious litter problems before the Friends stepped in with the pilot project this summer to show what a difference providing bins and regular collection services can make.



Re-opening Windows on the Loch





Cycle path before cutting-back



At Inverbeg Bay



Cutting-
back
In
progress



South
end of
Bay with
Lochside
scrub
Before
Cutting
work





Inverbeg Bay Southern End

Before



After



Inverbeg Bay Lay-By 14

Whats Below
the Scrub



Looking across the Loch from Inverbeg Bay

Windows Re-opening !

Hope you can see the difference

Loch Lomond and the Trossachs National Park
Update to Helensburgh and Lomond Area Community Planning Group
10th February 2022

Visitor Management Review of 2021

Following the visitor management challenges of 2020 with lockdown easing at the height of summer and a significant increase in visitor numbers to the National Park resulting in a number of visitor pressures, extensive preparation went into supporting responsible visiting and managing impacts in 2021.

As a result of continued disruption to international travel, this season once again saw the majority of visitors coming from Scotland and the UK, with large numbers of people enjoying the outdoor recreation opportunities and connections to nature offered in the National Park. The weather also played a part with Scotland experiencing one of its hottest summers on record.

The National Park Safe Recovery Action Group (NPSRAG) established in 2020 continued this year and a Joint Response Visitor Management Plan (JRVMP) was developed ahead of lockdown restrictions easing in April 2021. There was also a greater level of coordination on visitor management at a national level and funding made available to priority locations, including Loch Lomond & The Trossachs National Park, to support this.

The JRVMP covered three work streams: Information and Engagement, Services and Infrastructure, Regulation and Enforcement.

Please see the full report here on the National Park website at this [page](#) .

West Loch Lomond Visitor Management Group

The West Loch Lomond Visitor Management Group met on 11th January. Please see attached note for information. The group will be meeting before the start of the 2022 season. Date tbc.

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Note of meeting

**West Loch Lomond Visitor Management Group
11th January 2022 2pm**

Attendees

- Julian Farrar (Ironsides Farrar), Janet Pope (Ironsides Farrar), Duncan McLachlan (Arrochar & Tarbet Community Development Trust), Andy McClay (Luss Community Council), David Scott (Ironsides Farrar), Neil MacFarlane (Transport Scotland), Stuart Cordiner (Cruise Loch Lomond), Hugh O'Neill (Argyll & Bute Council), Andrew Clark (Forestry & Land Scotland), Zalina Dzhatieva (Argyll & Bute Council), Jane Ireland (Arrochar Alps Destination Group), Simon Miller (Luss Estates), James Fraser (Friends of Loch Lomond and Trossachs), Matt Buckland (LLTNPA), Jamie Proudfoot (LLTNPA), Guy Keating (LLTNPA), Deborah Sandals (LLTNPA), Ross Pollok (LLTNPA), Annie Fitzpatrick (LLTNPA - Notes)

Apologies

- Kenny Auld, Fergus Murray, Tom Murphy

A welcome to everyone remotely attending the first special meeting of this visitor management group, focusing on the first draft of the strategic tourism infrastructure development study. Hoping to start looking at this area more strategically and start seeing progress in improving infrastructure.

- Welcome and apologies, introductions from around the group.
- Update from Julian at Ironsides Farrar (JF) with presentation. Discussion with individual slides as the presentation goes.
- JF - Purpose of this is to get thoughts from the group. What's the framework? To develop closer integration from the tourism, visitors, residents, third sector, businesses and try to draw it together into a strategy or framework. Looking at assets currently available and looking to develop through funding schemes to try to relieve some of the high visitor pressure points and manage the area better, with a long-term plan for destination development.
- Comment/Question from Andy – haven't spoken to the communities about this, or is this the start of that process and they will be spoken with? – We are looking at what we can achieve and at development opportunities and the next step in the process will be to share that with the communities in those areas. Community consultation is the next step. Not only the park that has had input into this as information has been taken from documents produced about these areas over the years that have come from various sources. We will be moving at a pace.
- JF - We are in the early stage mapping - after looking at what exists, what are the visitor pressures, where were the locations and what were the issues arising, looking at what meets the criteria from the Scottish government, identify the sites of significant pressure, how are they being managed? Early work has identified the starting point.

- Comment/question from Simon – for Luss, anti-social behaviour should be added.
- Comment/Question from Stuart – Tarbet isn't marked on the map to say it has visitor pressures, would like this added so it's not forgotten in the bigger picture.
- Comment/Question from Andy – A lot of the problems for Luss also came from the Lochside, not just land based.
- Comment/Question from James – Map is lacking detail, not highlighted Duck Bay as well as Tarbet. Also the A82 corridor is under massive pressure, laybys used for outdoor toileting, poor quality signing, issues with bins. Map is high level understandably however it's missing some key areas. The communities when consulted will colour this and bring to life.
- JF - Local understanding will be invaluable. Started to summarise some of the problems, opportunities, issues and challenges. How do we protect and ensure visitor experiences aren't devalued as a result of the level of demand?
- Comment/Question from Simon – from the Luss summit and parliamentary questions that an MP posed, it's come out that half the problem is the behaviour of people on the loch. This process is in danger of not working unless the National Park accepts that one of the problems is the water and lack of jurisdiction that the park have on the water, including Scottish government. Putting aside people drinking on the beach, the problem is the jet skis behaviour and the number of them. Unable to restrict numbers, unable to do due diligence on those registering and unable to adequately police peoples' behaviour as the framework isn't there.
- JF - We need to understand better the challenges so it important that we are identifying the big issues.
- Comment/Question from Neil – looking for clarification on the signage of the A82 being poor. James – when the park was set up originally he chaired a group and secured funding for strategic signing around the national park and localised signing. It was identified last year during another project that there needs to be more information for people visiting the area eg 'toilets in 3 miles' so outdoor toileting can be minimised. So a review of more visitor signing as part of this exercise would be beneficial. Please also don't forget about the piers when it comes to shelter in areas to enhance the visitor experience with water buses.
- Comment/Question from Andy – Residents and communities should be at the core of this strategy and they are missing. There needs to be a statement put in for the protection of and sustainability of these communities.
- Comment/Question from Simon – Part of the vision has to be getting control of what happens on the water.
- JF - These points perhaps need to come in more forcibly in the strategy than we were thinking. These have been noted.
- Comment/Question from Andy – residents realise that this is a national park and it's open to all but we need to find a middle ground and with the strategies that are being presented, there needs to be a baseline of sustainability and protection of existing communities.

- Comment/Question from James – Agreed there should be a simple statement written in quite strongly which could be ‘improving the quality of life for local residents’.
- Comment from Matt – this was one of the key reasons for putting these studies together from the national park’s perspective so if this needs reiterated more firmly then we can certainly 100% do this. We will ensure this is reflected.
- Comment from Deborah – We perhaps need to be more explicit in our language.
- JF - Looked at what are or will be the primary ‘hubs’, points of arrival, strategic accesses to the site, what are primary destinations and secondary and what facilities should be available, how do we cope with high levels of tourist demands. Discussion on ‘hubs’ identified. Arrochar, Tarbet and Balloch identified as more primary.
- Comment/Question from Simon – Even if it is a tertiary destination, some should definitely have a toilet as for example, Firkin Point - this is too busy not to have a toilet provided. If it has a park, play area or picnic area it needs to have toilet facilities. We need to be careful at the start if we are making a decision based on funds that we shouldn’t dismiss putting toilets in tertiary sites. By definition, if a site is big enough for families to spend time there playing or having picnics then it needs a toilet.
- Comment from Jan – Agreed. Firkin is more a secondary destination. Tertiary should be more of a layby or off the beaten track site. It will become more clear when we start to look at the sites and discuss that some will be more secondary than tertiary.
- Comment/Question from Duncan – Reiterating the point about identifying the facilities and making people aware of where they can be found, toilets, waste disposal etc. Perhaps not putting them at every site but making people aware by signage, on maps where they are and opening times.
- JF - Signage will certainly need to be looked at as we develop these sites.
- Comment/Question from James – We are looking at Inveruglas, does this include Ardlui? Some laybys are in very poor condition and this is a significant corridor. One of the strategic columns should be a corridor movement issue.
- Comment/Question from Stuart – Primary hubs – transport providers should be on board as early as possible. When we were looking at the Arrochar and Tarbet train station, we really struggled to get anywhere with the transport provider in terms of points of arrival, notices, signage and it was really disappointing. So buy-in from them as early as possible is important.
- JF - Agreed. Needs to become a long term partnership of interest.
- Comment/Question from Hugh – Raised the need for ‘truck stops’ on A82/83. Due to the increase in commercial activity, this needs to be given consideration.
- JF - Need to ensure the hubs work well in terms of supporting infrastructure as well as the destinations that most of the visitors are going to. We are thinking of this as almost like a partnership plan with land owners and communities. A large part of the infrastructure necessary to support sustainable tourism in the national park is going to have to come via public funding sources.

- JF - Then we started to look at what the existing facilities were in the National Park. Followed by looking at individual sites and what that site can potentially do. No consultation with stakeholders at this point but this is the start of setting the possibilities.
- Comment from Jan – Discussed Inveruglas and the multi-functionality of this small site including shuttle-bus and sustainable transport links.
- Comment/Question from Simon – Commented on ‘improve water sport facilities’ as part of the plan. Doesn’t think anyone should be improving access to the loch until the national park have obtained legal control of the water if this means it makes it easier for access. This would encourage the problem.
- JF - Looking at land and water being managed. We started to look at what Inveruglas could start to look like if you were to enhance the facilities in this location.
- Comment from Jan – The key moves that we were looking at were opportunities to provide additional car parking close to the visitor centre, providing a sustainable transport plan which will take the pressure off the level of traffic, improvements to laybys for drop-offs by buses, general improvement to cycling infrastructure, extending cycling routes to include Inveruglas.
- Comment from Guy – The National Park has been working with Transport Scotland and another set of consultants on a major project on upgrading the A82 between Tarbet and Beinglas Farm. So when this is being done, there will be a new cycle path so Inveruglas will be linked into this.
- Comment/Question from Duncan – The current plans for the A82 upgrade don’t include bus stops at Inveruglas and they are suggesting it stops on request as required. Far more practical to have space for the buses to stop in order to not hold up traffic.
- Comment/Question from Guy - Arrochar cobbler car park doesn’t have capacity for the visitors at the moment. 40,000 visitors a year – huge demand. The car park is poor, could be managed better and it doesn’t seem to be featured on any National Park management plans or this study. Could this be taken into account?
- JF - Very keen to encourage the enterprise model within communities to allow opportunities to develop for them. Discussion can take place with communities.
- Comment/Question from Stuart – Inveruglas & Tarbet – can see up to 40/50 coaches a day. Just to give an idea of the volume in terms of capacity but this maybe hasn’t been seen over the last 2 years with Covid so this should be highlighted.
- Comment/Question from Simon – Need to look at what is already there in terms of the 2 car parks owned by 2 different land owners. For instance there is a good coffee shop already close to one of the sites so there would not be a need to build another.
- Comment/Question from James – Plans so far are heading in the right direction. Camping is an issue, lost 1000 camping and touring caravan spaces between West Loch Lomond and Ardgarten over the last 13 years.
- Comment from Jane – Commented on high car park numbers and seeing more motorhomes on the road.

- JF - Today was about sharing the process with the group, these are not proposals. Ran through a few of the key sites including Tarbet, Arrochar, Ardgarten and some initial ideas around them. Also looked at Luss on request and discussed the initial ideas.
- JF - This is the first stage and we want to share this with the group and ask for feedback on how we should take this out for the next stage of consultation. These aren't conclusions, these are ideas that have been put forward.
- Comment/Question from James – Requested Ardlui be put on the map. Need to get the balance right on motorhome provision. Water sports and piers shelters not to get lost.
- Comment from Matt – Requested that the group look at the drawings and form opinions and feedback. Also, if there are any other areas or pockets of land that you would like to highlight, even for future thoughts that could be used and incorporated into plans, please let us know.

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Argyll & Bute TSI Update for the Helensburgh and Lomond Area Community Planning Group – 10th February 2022

1. Community Mental Health and Wellbeing Fund

It has been a busy few months at the TSI with the launch of the £285,000 Community Mental Health and Wellbeing Fund. This involved an initial consultation event and two workshops held in December 2021. In addition, 1:1 bid support was offered to over 50 applying organisations. The fund closed for final applications on 24th January 2022. There was a lot of interest in the fund which was three times oversubscribed. All applications are currently being assessed, with the panel expected to make a decision on 18th February.

2. TSI Database

The database project is progressing well with some 656 organisations now added. The updating and data entry will be managed daily by Third Sector Support Advisors in each area, which is hoped will reduce the likelihood of data being out of date and offers the opportunity to maintain regular contact with our members. Once finalised the database will provide a directory of information for service users and organisations and will allow the TSI to create reports and enable data analysis.

3. Argyll Community Lottery

We are pleased to report that the initial outlay for the lottery has now been exceeded by income. Nearly 100 organisations have signed up, and over £53K has been raised for local good causes. In early January, one player in Helensburgh matched 5 numbers winning £2,000. The anonymous winner, supporting Helensburgh & District Access Trust, very kindly donated their winnings to the Trust.

4. Inveraray Hub

The Microsoft Teams set up at the Inveraray Hub has been completed and is now fully functional. The facility is available free to our members. It offers the opportunity to meet in person and hybrid working facilities with Microsoft functionality. If anyone would like to become a member of the TSI, please contact me.



5. Young Person's Guarantee

We are currently supporting 10 young people under the scheme and still accepting referrals. The mentors have provided an exceptional quality of work and young people are getting a very tailored approach to help them develop the skills, through volunteering, that they will need in the workplace or in a training environment. If you would like to know more about the scheme or know of a young person who would benefit from this support, please contact me.

6. Proposed Volunteering Conference

We will be looking at hosting a volunteer conference in June 2022 in partnership with key organisations in Argyll and Bute. The key question is whether we can improve the supply and experience of volunteers and volunteering through greater collaboration and removing duplication of effort.

Argyll TSI is now an accredited organisation under the Volunteer Friendly scheme and further details can be found here: - [Home - Volunteer Friendly](#). TSI staff have now been trained as Volunteer Accreditors to further the Volunteer Friendly scheme and are able to offer support.

Paula Darbyshire

Third Sector Support Advisor Helensburgh and Lomond

Email: PaulaDarbyshire@argylltsi.org.uk Tel: 07956 768605



**POLICE
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POILEAS ALBA

Community Focus Fraud Discussion

PC Laura Evans
Partnership Liaison Officer

| Fraud – the problem



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- Covid 19 pandemic – an unexpected consequence?
- Increased online access by all
- Social isolation
- Anyone can be a victim
- Impact - Mental health and emotional wellbeing



Fraud – how is it happening?



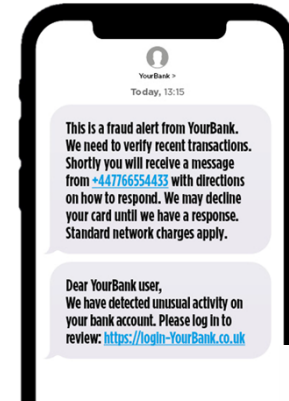
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Emails



Telephone Calls

Text/whatsapp message



Social Media



SHUT OUT SCAMMERS

Two words that will help us beat doorstep crime "no thanks"

#WhosAtTheDoor



Bogus Callers



Fraud – what are we doing?



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- Cared for at home network created
- Call Blockers and printed materials available
- Regular Social media posts
- Alerts on Neighbourhood Watch Scotland
- Email of advice to victims of cyber-related scams



Fraud – next steps



- Pledge to Stop Scams - “Ask” of each partner to consider how they can help stop scams within our communities, including:
 - Complete the free online training to become a Friend Against Scams and encourage your staff, family and friends to do likewise. www.FriendsAgainstScams.org.uk/elearning/ArgyllBute
 - Sign up Neighbourhood Watch Scotland to receive alerts for Argyll and Bute from your work account and share where possible. [Neighbourhood Watch Scotland Registration :: \(neighbourhoodalert.co.uk\)](http://Neighbourhood Watch Scotland Registration :: (neighbourhoodalert.co.uk))
 - Over to each of you to think of anything else 😊

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Climate Change Working Group

(a sub-group of Argyll and Bute's CPP Management Committee)

Thursday 16th December 2021, 10:00 – 11:30

Attending:

Stan Philips, Operations Manager, NatureScot (Chair)

Angela Anderson, H&L ACPG representative and Plastic Free Helensburgh

Anna Beswick, Sniffer

Laura Corbe, OLI ACPG representative and Oban Community Council

Theresa Correia, Scottish Enterprise

Charles Dixon-Spain, Vice-Chair. B&C ACPG representative

Bill Dundas, ScotGov

Becky Hothersall, Community Development Officer (OLI), Argyll and Bute Council

Jamie Joyce, Argyll Coast and Countryside Trust

Ross McLaughlin, Head of Commercial Services, Argyll and Bute Council (from Item 3)

Cathleen Russell, Chair of ColGlen Community Council and Director of Scottish Rural Action

Apologies received:

Lucinda Gray, Highlands and Islands Enterprise

Willie Lynch, Chair of B&C ACPG

1. Welcome and apologies

Stan welcomed the group and introduced Anna Beswick, Business Manager for Sniffer. He thanked Anna for joining the meeting at short notice. Anna explained that Sniffer is a consultancy specialising in complex environmental programmes and is currently helping various partnerships to deliver climate action plans. One significant focus is the Adaptation Scotland programme, working with various regions and islands in Scotland to progress climate resilience collectively, including the Climate Ready Clyde project.

2. Minutes of Last meeting

The minutes of the November meeting were accepted as an accurate record. The group agreed to check the action grid at the end of the current meeting.

3. Update on Mitigation and Adaptation next steps – Stan

Stan had recently met with Anna/Sniffer to discuss ideas and the possibility to bring in people who are at later stages of undertaking comparable projects. Anna added that she is to get to know and understand us as a group and to hear what's happening in Argyll and Bute (A&B). She felt it would be interesting to have input from others across Highlands and Islands as we think about how to take work forward. Anna can facilitate with contacts, case studies and attendees of our meetings in the new year. Theresa mentioned that she has responsibility across the highlands as well as A&B but has not seen a lot of action plans so find it helpful to see how others are doing. Angela noted that we have lots of unique needs in A&B and agreed it will be really valuable to learn from regions with similar challenges.

There are lots of reports of the need to act but uncertainty about opportunities/routes forward.

Anna mentioned two Sniffer initiatives that have done lots of work on developing their evidence: one in Highland (with comparably disparate populations) and one in Loch Ken (Dumfries and Galloway) exploring how climate change work fits within its Community Development remit. Anna can suggest examples and we can see what would be useful. She will enquire to see if we can get someone for the 20th Jan.

Angela suggested the next step would be to show Sniffer what's happening in A&B. Anna said that can be part of initial activities to do in the planning process to formalise this knowledge – great to get on with but not a barrier to sharing.

A discussion followed about the scope for mapping (e.g. Jamie's EConnect map) to help keep people informed of activity and progress. Transport was raised as being a significant part of A&B's carbon footprint. Stan suggested the group's main work in relations to transport will be engagement. The group discussed a lack of public data on electric car charging points. Charles shared that [ZapMap](#) is well resourced and updated. It could be signposted from the group's resources and to encourage further action from the Council.

Stan summarised that Jamie's maps are the best current source of collated info on climate change action in A&B.

Stan noted an undoubted need for funding. Anna agreed the group would be likely to need an officer to pull together the info and identify funding streams. Lots of Adaptation Scotland work is helping partnerships build the business case for change and economics – what want to deliver, and costs/benefits. There are various delivery models from one single funding source to multiple partners contributing to a pot. Cost is not insurmountable but needs realistic scoping of deliverable work with resourcing scoped. This helps to maintain momentum.

Ross arrived and explained his role and remit to Anna.

Angela reminded the group of the need and opportunity to report progress from the group to the March Area Community Planning Groups.

Action: Stan to liaise with Anna about colleagues to attend the group in January/February.

4. Engagement Update – Alison/Becky/Ross

Becky reported that Nicola Reaney has set up a Basecamp group. Becky has populated it with documents shared at the October meeting plus information on relevant funds. She encouraged group members to add to the draft logic model to help clarify what the group is looking to achieve and to inform an engagement plan. She emphasised that all ideas were welcome regardless of perceived level of expertise.

Becky also encouraged input regarding what funding opportunities would be useful.

Ross reported that Alison has spoken to Rona but due to competing priorities arising from the emergence of the Omicron Covid19 variant, they have not managed to get

a diary date yet. It was agreed that this action would be rolled over to the next meeting.

Action: all to review materials on Basecamp and comment on the logic model.

5. Membership

Stan has been struggling to get Transport Scotland or SEPA involved in the group. Angela suggested that Scottish Water could be a valuable partner: they are very innovative and have done lots of work on micro-hydro schemes and on vulnerability. Ross agree they will be an important partner in progressing area-wide work. Ross also noted they have capacity issues at times with their network. He has a contact in Scottish Water Horizons whom he can invite.

Stan noted that the Community Planning Partnership does not include private sector orgs and wondered what policies there are regarding their involvement in CPP sub-groups such as this. **Action – Becky** to check. Anna indicated that Sniffer has contacts with all the agencies but has found they need to understand the vision or plans of groups such as this one to see where they can justify getting involved. The next stages of work will provide leverage to get them involved and Sniffer can share examples of how that has played out in other groups' work. This will be useful even if they can't actually be involved in the partnership work.

Cathleen has been looking into the National Planning Framework 4 (led by MSP Kevin Stuart) in her role within Scottish Rural Action and reported that the group's work will have lots of links with this. Theresa noted that it will also be strongly aligned with spatial plans. She shared a [link](#) and offered to find out the timeline for submission of final Regional Spatial Strategies.

Actions: Stan – will have a look at this. **Theresa** to report back on timeline for RSS.

Young MSPs – Stan has spoken to Ann Kennovin (Dunoon CLD Youth Worker). Of the three new Members of the Scottish Youth Parliament, two cited climate change as their main interests. Stan suggested making introductions and inviting them to join the group. **Actions: Cathleen** offered to approach the MYSP based in Dunoon. **Stan** to ask David Rennie if he can approach the one based in Bute.

6. AOB

a) Argyll Rally

Willie had submitted an email request for the group to table a motion demanding that Argyll and Bute Council refuse permission for the Argyll Rally. Stan reported that in response to a similar request at the December Community Planning Partnership Management Committee, Pippa Milne surmised that it is not our role to place demands on partners through the CPP process. As this group is a subset of the CPP, should the same approach be taken? Laura asked if a softer approach (e.g. asking for emissions to be offset) could offer a compromise. Charles acts as community liaison with the Rally and reported that the community is very split on the issue. He didn't feel it is for this group to deal with; Cathleen agreed. Ross highlighted the issue of organisations' sovereignty around subjects such as licencing. Individuals in the group are free to make representations but such campaigning is not necessarily within the group's remit.

Action: Stan to inform Willie that the group did not consider it appropriate to take this action forward.

b) Upcoming changes to agricultural policy and funding

Bill reported that the UK has now withdrawn from the EU's Common Agricultural Policy. After an interim programme of stability and simplicity until 2023, successor policies are under development to be in place by 2024-5. The recently announced National Test Programme will provide up to £50m investment over the next three years to reduce emissions from agriculture. One track will work with a focus group of farmers and crofters (including from A&B) to understand how sustainable agriculture can be supported such that it determines the level of support provided. A second track is putting in place livestock data and performance systems to address greenhouse gas emissions from farming. Results from both tracks will inform development of a system to reward farmers both for producing food and for improving biodiversity and emissions. The group discussed whether its work might be eligible for funding under this programme. Bill thought it might, and would keep the group informed.

A wide-ranging discussion about carbon credits followed. Currently, credits offer financial only rewards to farmers with damaged peatland under restoration. Ross noted that the credits offer significant opportunities for transformation and benefit for A&B. He is often asked about them but finds it difficult to fully understand the totality and monitoring of the issue. The group would benefit from an awareness of how the market operates and how food producers' own offsetting needs should be balanced against potential gain from selling credits. Laura agreed that carbon credits may be the strongest card A&B holds and knowledge of how they are working would be valuable. Bill is not directly involved but will be able to come back with updates; once pilot farms are recruited to the NTP, they may also be able to talk to the group about what practical actions they are taking in this sphere.

Anna explained that at a national level, the Climate Finance group in Adaptation Scotland is looking at carbon credits and lots of related finance options. It will be publishing information in the new year, which Anna can share if of interest. She noted that a saltmarsh code is also being developed.

Stan is on the stakeholder group for a big piece of work on how carbon credits can be used to create community benefit and felt there is scope to learn a lot from it. The Woodland Carbon Code up and running but a comparable Peatland code is not yet in place. 75% of peatlands are currently emitting carbon so the Peatland Restoration Fund is paying farmers to return to sequestering condition, but as this doesn't generate any income until land is restored and sold, immediate benefits to farmers are unclear. Bill has recently been researching the various financial models available to farmers and offered to share a useful presentation within the Basecamp files (not for wider sharing).

Action: Bill to upload file to Basecamp.

c) Mapping

Jamie recapped his ECOconnect mapping project. He would like to see the social and economic side of natural capital brought into the same online space as project mapping. This could be an effective live working documents as well as a resource. It could be offered using the free GreenMap resource. A fuller regional map would be too much information for one person to maintain. If each area audited/monitored their own area (within the CPP), results could be collated on one site Are there other ways to do it, such as through a Trust already active in A&B, as a pilot? Stan suggested that ACT seems the ideal lead but recognised that it does not have enough staff. Cathleen suggested the Community Councils, which could then feed into the CPP. Angela felt they would need a good framework to follow as the 86 CCs are all very different and some are moribund. Jamie offered to share information on Basecamp including some green mapping Dunoon Area Alliance has done. Jamie confirmed that once collected, data could be collated into a single map that he would manage. He could deliver this within a few weeks. Angela expressed interest in acting as a pilot project. Becky noted its potential utility as an engagement tool.

Actions: Jamie to share information on Basecamp. **Angela and Jamie** to discuss a Helensburgh pilot.

d) Climate Change funding / page updated

Becky reported that David Rennie has updated the funding search on the A&B Council [climate change web page](#). He has received some interest from groups keen to include links and will update information as he receives it.

David also highlighted the new British Science Association's Highlands and Islands Climate Change Community Grant (closing end January 2022). Becky noted that she had posted this on Basecamp. It is a small grant scheme of up to £4500 supporting community groups in the Highlands and Islands to work with a researcher to run a project on a local climate change issue. Becky has good contacts with researchers and the scheme organisers so is happy to advise.

e) Action grid

As the meeting was over-running, Becky offered to upload the action grid (below) to Basecamp and asked people to comment on progress of actions against their names.

7. Date and time of next meeting

Thursday 20th January, 10:00-11:30

CPP CLIMATE CHANGE GROUP ACTION GRID – at 16th December 2021

| | | | |
|----------|-------------|-------------|--|
| Complete | In Progress | Outstanding | <i>Please highlight actions as per traffic light system to show progress</i> |
|----------|-------------|-------------|--|

| Date Set | Action | Who | Required by Date |
|----------|---|--------------------|------------------------------|
| 10/9/21 | It was agreed that the CPP MC should be approached for funding. Stan to table a paper with that request to the next CPP MC. | Stan | 15 September 21 |
| 10/9/21 | New mission statement to be drafted. | Charles / Cathleen | 21 October 21 |
| 28/10/21 | Alison to share engagement toolkit with the group | Alison | 18 November 21 |
| 28/10/21 | Becky to share the information that she finds from looking at that SG COP 26 engagement strategy. | Becky | 18 November 21 |
| 28/10/21 | All group members to send David details of any other sites that you would like to see highlighting a link to the council Climate Webpages | All | 18 November 21 |
| 28/10/21 | David to do a search to see what funding is available for the group and advise Stan of results. Ask Governance to add the website link to regular Community Council communications. | David | 18 November 21 |
| 18/11/21 | Becky to circulate logic model with minutes for input. | Becky | 19 November 21 |
| 18/11/21 | Alison, Ross to meet with Rona. | Alison/Ross | 16 December 21 |
| 18/11/21 | Alison, Ross, Becky to meet and feed back | Alison/Ross/Becky | 16 December 21 |
| 18/11/21 | Becky to enquire about setting up a Basecamp group and report back. | Becky | 16 December 21 |
| 18/11/21 | Ross and Stan to approach Sniffer. | Ross/Stan | 16 December 21 |
| 18/11/21 | Becky to circulate Ross's slides with minutes. | Becky | 16 December 21 |
| 16/12/21 | Liaise with Anna Beswick (Sniffer) to invite appropriate parties to attend Jan/Feb meetings | Stan | 23 rd December 21 |
| 16/12/21 | Review materials on Basecamp and comment on the logic model | All | 20 th January 22 |
| 16/12/21 | Check policies relating to private sector organisation involvement in CPP groups | Becky | 20 th January 22 |

| | | | |
|----------|---|----------------------------------|-----------------------------|
| 16/12/21 | Look into links with National Planning Framework 4 deliverables for Argyll and Bute/ timeline for Rural Spatial Strategies | Stan/Theresa | 20 th January 22 |
| 16/12/21 | Approach new Members of Scottish Youth Parliament about joining group | Cathleen/Stan (via David Rennie) | 20 th January 22 |
| 16/12/21 | Inform Willie of discussion outcome re: Argyll Rally | Stan | 20 th January 22 |
| 16/12/21 | Upload resources to Basecamp (presentation on carbon credits – Bill; Green Mapping example from Dunoon Area Alliance – Jamie) | Bill/Jamie | 20 th January 22 |
| 16/12/21 | Liaise on pilot Green Map input for Helensburgh area | Jamie/Angela | 20 th January 22 |

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Argyll and Bute Community Planning Partnership**Helensburgh and Lomond Area Community Planning Group****10 February 2022**

Community Planning Partnership Management Committee Update

This briefing relates to the meeting of the Community Planning Partnership (CPP) Management Committee which was held on 8 December 2021. The briefing is for noting and relevant discussion.

Summary

The CPP Management Committee met on the 8th December 2021 with the meeting being held virtually given the current restrictions in place and in line with the Council's current approach.

This update provides an overview of the discussion which took place.

Reports which were discussed at the meeting can be found here [Browse meetings - Argyll and Bute Community Planning Partnership - Management Committee - Argyll and Bute Council \(argyll-bute.gov.uk\)](#)

Highlights**Matters Arising from Area Community Planning Groups**

- An update was provided on the discussions which had taken place at all 4 Area Community Planning Groups which had been held in November 2021. The meetings had been well attended and there had been a variety of interesting presentations given.
- The Management Committee noted the current situation in regard to office bearer positions with a number of vacancies. The Chair encouraged partners to get involved in the ACPGs possibly with a view to taking on one of the positions.
- It was also agreed that officers would work towards creating a short video which can be shared which would highlight the benefits of taking on an office bearer position.
- There was some discussion around future arrangements for ACPGs with it being noted that the council is currently undertaking a review of Political Management Arrangements which may involve looking at the ACPG and the possibilities for future operation.

Cross Cutting Themes

Climate Change

Stan advised that the Climate Change Working Group (CCWG) had met twice since the last Management Committee and held a wider Short Life Working Group to develop a climate change strategy and plans to get to net zero in Argyll and Bute. There is now a vision for the “what” for adaptation, mitigation and engagement plans, focus now turns to how to write the plans and strategies. They are working with external practitioners to look at best way to do that and the required fundraising. Alison McGrory and Becky Hothersall are leading on developing an initial engagement plan to inform and engage on the journey we are taking to meet net zero to the wider Argyll and Bute population.

Community Wealth Building

Takki Sulaiman from the TSI gave a presentation on Community Wealth Building and work being taken forward on behalf of the CPP. Community Wealth Building looks at how the concentration of wealth away from individuals to corporations creates inequality. The aim is that wealth should be generated and kept locally. The pillars of Community Wealth Building cut across a number of existing strategies and the team are looking at policy planning and mapping to pull together information on how existing strategies can be adapted or amended to take advantage of, and identify where we are already delivering aspects of Community Wealth Building.

Child Poverty

The Child Poverty Working Group (CPWG) has met and discussed the roll out of free school meals for P5 taking effect from January (so P1 to P5 will be entitled to a free lunch). It was noted that a project officer is now in place for the work around period products and ensuring that communities are being engaged around how we meet the requirements on that Act, extending the support from schools to communities. It was noted that it is everyone’s responsibility to deal with poverty issues and fuel poverty was highlighted as a significant concern. The CPWG will be taking the poverty agenda forward with support from partners.

Financial Inclusion

Fergus Walker provided an update on some of the work being undertaken by his team in regards to financial inclusion. This includes the Flexible Food Fund which is operated in conjunction with AliEnergy and the Community Food Forum and has recently been highly commended for the work being carried out.

Fergus also advised on the project to provide school clothing banks across Argyll and Bute. It is proposed to have banks in Rothesay, Islay and Dunoon which will be set up by June 2022 in time for the new school term. It is thereafter proposed to introduce a scheme in the Oban, Lorn and the Isles area later in 2022.

Digital

Iain Macinnes was in attendance and provided a very detailed and informative presentation on the existing and planned connectivity of fibre digital infrastructure across Argyll and Bute. It was noted that the Scottish Government has committed to providing full fibre access to 100% of properties which will be delivered using a variety of means.

Building Back Better (Communities)

Rona Gold updated on the work of the Building Back Better (Communities) group with it being noted that recruitment for the Building Back Better worker has been completed and that another post has been agreed which will oversee and lead on work to support community groups, lead on Test and Protect, support volunteers, transport and vaccination support.

2022 and working towards a revision of the Argyll and Bute Outcome Improvement Plan (ABOIP)

The existing ABOIP runs until 2023, it was noted that this would be the first refresh of the plan in 10 years. Plans for the refresh were outlined with the next year being used to look at ideas for the new plan which will be followed by engagement with communities on the outcomes. The ABOIP is the overarching plan of shared priorities for the area and should align with the Council's Corporate Plan which will be refreshed following the elections in May to reflect the new Council's priorities. A further update will be brought to the Management Committee meeting in March.

Outcome 6

(a) Rural Crime and Community Planning

Police Scotland have instigated a renewed look at a partnership approach to rural crime. Rural crime has an impact on our communities and the need to keep communities informed was highlighted. It is important to get information from communities when there is incidence of rural crime, particularly when it involves those who are not from the local area. It was noted that there had been some recent

arrests of a number of offenders, who had travelled a considerable distance into a community to commit crime at 3am.

Outcome 1 – Recruitment and Retention SLWG update

Anthony Standing provided a detailed presentation which highlighted the complex issues being looked at by the Short Life Working Group (SLWG) across this cross cutting theme on investment in recruitment, population size and retention of staff. The SLWG contains representatives from Highland and Islands Enterprise, Skills Development Scotland, Argyll and Bute Council, NHS Highland and Police Scotland. The group have looked at what is currently being done on this at a National, Highlands and Islands and Argyll and Bute area level to identify priority gaps and challenges. Multiple factors affect this including demographic trends, Brexit, unprecedented change to labour market from AI and automation etc. transition to net zero, nature of available work and Covid. There are labour market shortages in Hospitality and Tourism, food and drink, road haulage, construction and “Other” (Health social care digital economy).

In Argyll and Bute from 2021 - 2024 there is expected be approximately 3900 job opportunities with 44% of those requiring higher/degree level qualifications. It was noted that housing remains a key issue in attracting people to the area.

AOCB

(a) Newly elected Members of the Scottish Youth Parliament for Argyll and Bute

It was noted that Chloe Meikle - Helensburgh and Lomond Youth Forum, Ryan Macintyre - Dunoon Grammar School and Baileigh McIntyre - Rothesay Academy have been elected to the Scottish Youth Parliament and would be invited as formal members of the CPP Management Committee at the March 2022 meeting.

For further information, please contact:

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