

Public Document Pack

Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Executive Director: Douglas Hendry



Kilmory, Lochgilphead, PA31 8RT
Tel: 01546 602127 Fax: 01546 604435
DX 599700 LOCHGILPHEAD
30 August 2022

NOTICE OF MEETING

A meeting of the **BUTE AND COWAL AREA COMMITTEE** will be held **BY MICROSOFT TEAMS** on **TUESDAY, 6 SEPTEMBER 2022** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director

BUSINESS

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**
 - (a) Bute and Cowal Area Committee held on 7 June 2022 (Pages 3 - 10)
 - (b) Bute and Cowal Area Community Planning Group held on 16 August 2022 (Pages 11 - 18)
4. **PUBLIC QUESTION TIME**
5. **AREA PERFORMANCE REPORT - FQ1 2022/23** (Pages 19 - 60)
Report by Executive Director with responsibility for Customer Support Services
6. **ROADS AND INFRASTRUCTURE SERVICES UPDATE** (Pages 61 - 66)
Report by Executive Director with responsibility for Roads and Infrastructure Services
7. **RECYCLING AND RECOVERY PERFORMANCE** (Pages 67 - 74)
Report by Executive Director with responsibility for Roads and Infrastructure Services
8. **APPOINTMENT TO GLASGOW AIRPORT CONSULTATIVE COMMITTEE**
(Pages 75 - 78)
Report by Executive Director with responsibility for Legal and Regulatory Support
9. **COMMUNITY ASSET TRANSFER SCRUTINY REVIEW** (Pages 79 - 96)
Extract of Minute of Audit and Scrutiny Committee held on 23 June 2022 and report by Chair of the Community Asset Transfer Scrutiny Panel

10. DRAFT BUTE AND COWAL AREA COMMITTEE WORKPLAN (Pages 97 - 100)

Bute and Cowal Area Committee

Councillor Gordon Blair

Councillor Daniel Hampsey

Councillor Liz McCabe (Chair)

Councillor Ross Moreland

Councillor Peter Wallace

Councillor Audrey Forrest

Councillor Reeni Kennedy-Boyle

Councillor Yvonne McNeilly (Vice-Chair)

Councillor William Sinclair

Contact: Stuart Mclean, Committee Manager - 01436 658717

**MINUTES of MEETING of BUTE AND COWAL AREA COMMITTEE held BY MICROSOFT TEAMS
on TUESDAY, 7 JUNE 2022**

Present: Councillor Yvonne McNeilly (Chair)

Councillor Gordon Blair	Councillor Ross Moreland
Councillor Daniel Hampsey	Councillor William Sinclair
Councillor Reeni Kennedy-Boyle	Councillor Peter Wallace

Attending: Stuart Mclean, Committee Manager
Mark Calder, Project Manager
Louise Lawson, Education Officer
Charlotte Craig, Business Improvement Manager, Argyll and Bute HSCP

In the absence of the Chair, Councillor Liz McCabe, the Vice Chair, Councillor Yvonne McNeilly, chaired the meeting.

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Audrey Forrest and Liz McCabe.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

- a) The Minute of the Bute and Cowal Area Committee held on 1 March 2022 was approved as a correct record.
- b) The Minute of the Bute and Cowal Area Planning Group held on 19 April 2022 was noted.

4. PUBLIC QUESTION TIME

Question from Liz Wren

Liz Wren referred to Kilchattan Bay experiencing a lot of traffic in recent months with cars parked nose to tail in the summer and children running across the road to the beach. She asked if the Area Committee would support the introduction of a 20 mph speed limit in Kilchattan Bay and a 30 mph speed limit on the road from Kingarth to Kilchattan Bay before there was a serious accident.

Response from Committee

The Committee Manager said that he had been advised by Roads colleagues that before a change to speed limits could be implemented a speed volume survey would be required. It was confirmed that this area has been earmarked for a survey. In February this year it was 11th on the list of priorities and that it was now in 9th place on the outstanding list. Colleagues in Roads were waiting on a replacement battery for the survey equipment and once this was received the programme of surveys would recommence. The Committee

Manager confirmed that as soon as he received any further update he would pass this on to Liz and the Committee Members.

Liz asked if there could be anyway of pushing that survey on a bit. She commented that when the 30 mph speed limit was introduced there was not the same volume of traffic as there was nowadays.

Councillor McNeilly advised that she was sure the Chair would be supportive of this and gave an assurance that this survey would be undertaken as soon as possible and that the community would be kept informed.

Question from Finlay Martin

Finlay Martin asked what the process would be for changing the speed limit from 30 mph to 20 mph.

Response from Committee Manager

The Committee Manager advised that it would involve a Traffic Regulation Order (TRO) which could be a lengthy process. He agreed to arrange for the procedure undertaken to be forwarded to Finlay for his information.

Finlay advised that it was his understanding that the Scottish Government had plans to bring all 30 mph roads down to 20 mph and that this was a policy hoped to be put in place by 2025. He said it was the long term intention to have all 30 mph roads with street lights brought down to 20 mph. He suggested that the Council should try to get ahead of the game and push this policy forward.

The Chair advised that any issues brought to the Committee's attention were taken very seriously. She confirmed that the Committee Manager would come back separately with information on the whole TRO process.

Liz Wren commented that Angus Council had already implemented this 20 mph policy in villages and built up areas.

The Chair invited the Project Manager for Roads and Infrastructure Services to speak.

The Project Manager referred to comments made about the introduction of 20 mph limits across the area and advised that under the new Transport Act there were regulations and provisions for blanket 20 mph zones but these were not in place yet. He advised that Scottish Borders Council were currently piloting a trial on this and would be reporting back to the Society of Chief Officers for Transport in Scotland (SCOTS). This feedback would then be shared with all Heads of Roads in Scotland and would inform any plans taken forward.

The Project Manager confirmed that contact would be made with colleagues in Angus Council to find out about any pilot they may be undertaking.

Councillor Kennedy-Boyle asked about the possibility of introducing a temporary TRO for the Kilchattan Bay area. The Project Manager confirmed that this may be possible but before this could be introduced a traffic survey would have to be undertaken. The Chair confirmed that the Committee had already been advised that this area was 9th on the list of traffic surveys still to be undertaken.

Councillor Blair referred to Roads waiting on replacement batteries for the survey equipment. He asked if the Service could ensure a supply of batteries were kept in stock.

Question from Isobel Strong

Isobel Strong advised that she was Chair of the Ardenraig Gardens Friends Group and that they were very disappointed that there had been no spring planting this year. She sought confirmation of the procurement process that had been undertaken in this respect.

She then pointed out that 3,000 summer plants had just arrived in a single shipment and due to the small number of staff they were not sure how they would be planted out. She advised that the plants that had arrived were smaller than what would have been grown at Ardenraig. She asked if the decision taken to not grow plants in Ardenraig and to buy them in instead could be re-examined.

Isobel commented that in front of Rothesay there were no flower beds and walking along the promenade from Albert Pier to Glenburn Road the weeds were 3 foot high. She also advised that from the minutes of the last meeting it had been noted that the Victorian toilets would be open, but visitors to the island last week found them closed. She asked for an update on this and also asked when the pontoons would be operational.

The Chair referred to the decision taken about Ardenraig and advised that this was a Council decision taken at the budget meeting.

The Project Manager advised that an update on the pontoons and the Victorian toilets was contained within the report that would be considered at item 6 on the Agenda for this meeting. He confirmed that he would take any issues or concerns raised back to the local team.

In terms of the spring and summer planting, the Project Manager confirmed that the Council had tendered for spring and summer bedding plants and the market fed back that they would be unable to deliver spring bedding plants. He advised that at the time the savings were proposed there was no indication that this would be the case but it seemed that market forces had changed. He referred to information about the tender process previously being sent out to the Ardenraig Group and he agreed to forward that again via the Committee Manager.

Robert Macintyre commented that Isobel Strong had put forward viewpoints that were very relevant. He said that right now walking along Rothesay all you could see were bare beds when a year ago there were beautiful flowers which people from all over Scotland came to marvel at. He advised that the summer bedding plants were just starting to be planted now and the quality and size of the plants were poor compared to what had been grown locally in the past. He asked if the Council would revert back to the successful way the flowers were turned out before.

The Project Manager advised that every policy saving taken by the Council was reviewed on an ongoing basis. He confirmed that the quality of the plants in this instance would be reviewed by the Council's professional horticulturists and a report would be prepared for consideration by Members. It was noted that this report would go before the Policy and Resources Committee. There was no timescale for this report but it was expected that it would be prepared at the end of the summer season.

Councillor Kennedy-Boyle asked what efforts were made to develop local supply chains. The Chair reminded Councillor Boyle that this was public question time and she asked the Project Manager to respond direct to Councillor Kennedy-Boyle outwith the meeting.

Question from Jean Moffat

Jean asked to whom the report would go to. She asked if it would go to every individual Councillor regarding the outcome of the purchased bedding plants and if there would be finances.

Response from Project Manager/Committee Manager

The Project Manager advised that every single policy saving was regularly reported on and that is was his understanding it went to all Members. The Committee Manager said he believed that the report would be considered by the Policy and Resources Committee and that the report would be published online 3 clear working days before consideration of that report and that this report would be accessible to both elected Members and members of the public. The Project Manager advised that all aspects of policy savings were reported on and in this case the quality of the plants and the outcome of that policy saving would be considered.

Councillor Blair asked if the Committee could make a formal request for this Committee to receive a copy of the report before it went to the Policy and Resources Committee.

The Chair advised that there was a process in place on how Committee reports were issued. She said that this would come out in the public domain before the Committee for everyone to see. The Project Manager advised that a clear and meaningful review would not likely be done before the end of the summer and that the report would be prepared after that time. He advised that like other areas Bute and Cowal was experiencing issues and, in particular, the area suffered from a relatively small field of contractors and with the Council issuing contracts that tended to be smaller than other authorities they were a less attractive customer. Councillor Blair commented that this statement was an argument for growing our own.

5. AREA PERFORMANCE REPORT FQ4 2021/22

A paper presenting the Area Scorecard for Financial Quarter 4 2021/22 (January to March 2022) which illustrated the agreed performance measures was considered.

Decision

The Committee:-

1. noted and considered the performance and supporting commentary as presented.
2. noted that upon receipt of the Quarterly Performance Report the Committee should contact either the Responsible Named Officer or the Performance Improvement Officer with any queries;
3. noted that work was ongoing and that Members should respond to the Performance Improvement Officer with requests or comments regarding the layout and format of the Performance Report; and

4. noted the proposal to include the additional Corporate Outcome Indicators within the quarterly Area Committee report.

(Reference: Report by Executive Director with responsibility for Customer Support Services dated 9 May 2022, submitted)

6. ROADS AND INFRASTRUCTURE SERVICES UPDATE

A report providing a general update on key activities of the Service over recent months and highlighting works being undertaken which were of relevance to the Bute and Cowal area was considered.

For the benefit of the new Members of the Committee, the Project Manager also gave an overview of the extensive remit, scope and responsibilities of the Service and the wide range of work and strategic projects currently being undertaken across the whole Council area.

Decision

The Committee noted and considered the contents of the report.

(Reference: Report by Executive Director with responsibility for Roads and Infrastructure Services dated May 2022, submitted)

7. PRIMARY SCHOOL REPORT 2021-22 - BUTE AND COWAL

A report providing a range of key information about school provision in the Bute and Cowal area during the school session August 2021 to June 2022 along with the National collection of attainment and achievement data from June 2021 was considered.

Decision

The Committee considered and noted the contents of the report.

(Reference: Report by Executive Director with responsibility for Education, dated 7 June 2022, submitted)

The Chair ruled, and the Committee agreed, to vary the order of business and take item 9 on the Agenda next.

8. APPOINTMENTS TO OUTSIDE ORGANISATIONS

A report asking the Committee to consider making appointments to a number of local bodies/organisations within the Bute and Cowal area was considered.

Decision

The Committee agreed to make the following appointments:

Organisation	Elected Member
Bute and Cowal Area Community	Councillor Liz McCabe

Planning Group	Councillor Yvonne McNeilly Councillor Gordon Blair
Bute and Cowal Locality Planning Group	Councillor Audrey Forrest – subject to her acceptance.
Cruach Mor Windfarm Trust	Councillor Gordon Blair
Clachan Flats Windfarm Trust	Councillor William Sinclair
Cowal Transport Forum	Councillor Daniel Hampsey (Chair) Councillor William Sinclair to support as required.
Historic Kilmun/Argyll Mausoleum	Councillor Ross Moreland
Benmore and Kilmun Community Development Trust	Councillor William Sinclair
Rothesay Pavilion Charity	Councillor Liz McCabe – subject to her acceptance.
Gourock-Dunoon Infrastructure and Vessels Project – Reference Group	Councillor Ross Moreland
Dunoon Community Development Trust	Councillor Audrey Forrest – subject to her acceptance. If not, Councillor Ross Moreland.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Support dated 24 May 2022, submitted)

Councillor Yvonne McNeilly advised that she would have to leave the meeting now to attend another appointment.

Councillor Gordon Blair chaired the meeting from this point.

9. INTEGRATION JOINT BOARD PERFORMANCE REPORT (MAY 2022)

A report providing the Committee with an update on the impact on service performance and the progress made with regard to remobilising health and social care services in Argyll and Bute up to 31 March 2022 was considered.

Decision

The Committee:-

1. considered the Health and Social Care Partnership performance progress presented to the Integration Joint Board on 25 May 2022 meeting regarding remobilisation of activity in line with NHS Highland performance target for 2021/22 agreed with Scottish Government to 70%-80% of 2019/20 activity as at November 2021;
2. considered Waiting Times Performance and a further reduction in Consultant and Nurse Led Outpatient breaches >12 weeks;
3. noted performance with regards to both Argyll and Bute and Greater Glasgow and Clyde current Treatment Time Guarantee for Inpatient/Day Case Waiting List and activity; and
4. noted Scottish Government's advice on timescales for the publication of 2021/22 Annual Performance Report.

(Reference: Report by Head of Strategic Planning, Performance and Technology, Argyll and Bute HSCP dated 7 June 2022, submitted)

10. CRUACH MOR AND CLACHAN FLATS WINDFARM TRUSTS (Pages 9 - 10)

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

The Committee Manager advised of an error in Appendix 1 of the report and that an updated Appendix would be published with the Minute.

Decision

The Committee noted the contents of the report.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Support dated May 2022, submitted)

11. DRAFT BUTE AND COWAL AREA COMMITTEE WORKPLAN

The draft Bute and Cowal Area Committee Workplan was before Members for information.

Decision

The Committee noted the contents of the Workplan.

(Reference: Draft Bute and Cowal Area Committee Workplan dated 7 June 2022, submitted)

12. LAMONT BEQUEST AWARD RECOMMENDATIONS

A report providing information regarding two applications that had been received for support from the Lamont Bequest was considered.

Decision

The Committee agreed to award £100 to the two family applicants who met the criteria for support from the Lamont Bequest.

(Reference: Report by Executive Director with responsibility for Legal and Regulatory Support dated May 2022, submitted)

**MINUTES of MEETING of BUTE AND COWAL COMMUNITY PLANNING GROUP held BY
MICROSOFT TEAMS
on TUESDAY, 16 AUGUST 2022**

Present: Charles Dixon-Spain (Chair)
Alastair Moodie – Lochgoil Community Council (Vice Chair)
Councillor Gordon Blair
Councillor Liz McCabe
Stuart McLean – Committee Manager, Argyll and Bute Council
Hazel MacInnes – Committee Services Officer, Argyll and Bute Council
Ailie Law – Community Development Officer, Argyll and Bute Council
PC Laura Evans – Police Scotland
Watch Commander Rodden Shaw – Scottish Fire and Rescue Service
Watch Commander Gordon Boyle – Scottish Fire and Rescue Service
Reeni Kennedy-Boyle – Fyne Futures
Alex Wilde – Shaping Places for Wellbeing Lead, Improvement Service
Garrick Collier – Argyll Community Housing Association
John Weir – Bute Business Improvement District
Hugh O’Hagan – SAWA
Ryan MacIntyre – Member of Scottish Youth Parliament
Susan McRae – Skills Development Scotland
Victoria Weir – Project Officer, Argyll and Bute Council
Robert Macintyre – Bute Community Council
Laura Stephenson – Argyll and Bute Health and Social Care Partnership
Andrew Galloway – Local Democracy Reporter, Argyll and Bute

1. WELCOME AND APOLOGIES

Apologies for absence were received from –

Michelle Mundie - Chief Executive - Argyll Community Housing Association Ltd
Sharon MacDonald - Community Development Officer, Argyll and Bute Council
Theresa Bain and Sheena Finlay - Argyll College UHI
Dee Hancock – Health and Wellbeing Network, Network Bute
Rhona Grant – Community Learning Service, Live Argyll
Jen Broadhurst - Argyll and Bute Citizen’s Advice Bureau

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

(a) Meeting of the Bute and Cowal Community Planning Group held on 19 April 2022

The minutes of the meeting of the Bute and Cowal Area Community Planning Group held on 19 April 2022 were approved as a correct record.

4. COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE UPDATE

The Group gave consideration to a briefing note providing an overview of the discussion that took place at the Community Planning Partnership Management Committee which had met virtually on 22 June 2022.

Stuart McLean, Committee Manager spoke to the report highlighting updates on topics Shaping Places for Wellbeing project; climate change and child poverty; financial inclusion; digital communities; Building Back Better; Outcome 6 – People Live In Safer And Stronger Communities; upcoming Community Planning Partnership work; the annual report; revision of the Argyll and Bute Outcome Improvement Plan; MSYP; Levelling Up Fund; Outcome 1; Scottish Government Place Directors; and feedback on Digital Meeting Platform for the Community Planning Partnership.

Decision

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

(Reference: Report by Shona Barton, Committee Manager dated 16 August 2022, submitted)

5. PARTNERS UPDATE

(a) Police Scotland

The Group considered an update from PC Laura Evans, Police Scotland which highlighted topics including resourcing, local events, ongoing work of note; Ukrainian support, doorstep crime guidance; road safety; youth engagement; suicide prevention; and Your Police Survey.

Decision

The Bute and Cowal Area Community Planning Group noted the content of the update.

(Reference: Report by PC Laura Evans, Police Scotland dated 16 August 2022, submitted)

(b) Scottish Fire and Rescue Service

The Group considered a report highlighting the Scottish Fire and Rescue Service's (SFRS) FQ1 review of local performance and activity across Bute and Cowal for the period 2022-23. The report was presented to the Group by Watch Commanders Rodden Shaw and Gordon Boyle.

The Chair, Charles Dixon Spain, referred to a recent dwelling fire in the area and enquired about whether a follow up report on lessons learned would be available. Watch Commander Boyle advised that an operational assurance team liaise with the crews in attendance to identify any learning outcomes

and also the things that had gone well at an incident. He advised that if there were any lessons learned from an incident the crews would liaise with the appropriate agencies. Councillor Blair said that it would be useful for Community Councils to view these reports to provide reassurance.

Decision

The Bute and Cowal Area Community Planning Group noted the content of the update.

(Reference: Report by Barry Colvan, watch Commander/Local Authority Liaison Officer, Scottish Fire and Rescue Service dated 16 August 2022, submitted)

(c) UHI Argyll - Rothesay

The Group gave consideration to an update report submitted by UHI including information on the courses currently being studied at UHI Argyll in Rothesay; current Skills for Work courses being studied by secondary school students and NQ courses being studied by the wider community. The report also provided information on work that was being undertaken with the SAWA project. There was no one in attendance from UHI to present the report to the meeting.

Decision

The Bute and Cowal Area Community Planning Group –

1. noted the content of the update report; and
2. noted that in the absence of a representative from UHI Argyll - Rothesay, any questions would be forwarded to them for a response following the meeting.

(Reference: Report by Sheena Finlay, Assistant Centre Manager (Rothesay), UHI dated 16 August 2022, submitted)

(d) Argyll and Bute Citizen's Advice Bureau

The Group gave consideration to an update report from Argyll and Bute Citizen's Advice Bureau including information on an unprecedented rise in requests for advice and support from clients across Argyll and Bute; 20th anniversary celebrations; an increase in energy enquiries due to the cost of living crisis; relocation of the Helensburgh office, the volunteer adviser training programme; attendance at local events and an invitation to partners to join their AGM on 22 November 2022. There was no one in attendance from the Citizen's Advice Bureau to present the report.

Decision

The Bute and Cowal Area Community Planning Group -

1. noted the content of the update report; and

2. noted that in the absence of a representative from Citizen's Advice Bureau, any questions would be forwarded to them for a response following the meeting.

(Reference: Report by Argyll and Bute Citizen's Advice Bureau dated 16 August 2022, submitted)

(e) **Shaping Places for Wellbeing Programme - Presentation by the Improvement Service**

The Group received a presentation from Alex Wilde, Shaping Places for Wellbeing Project Lead - Dunoon. Alex advised she was leading on the project which was one of six case study projects across Scotland that have been established by the Improvement Service with two-year funding from the World Health organisation. Alex provided an update on her work so far advising that the project would explore –

- How places can deliver on wellbeing
- How an approach to place can be further embedded
- What are the needs and opportunities

Themes arising so far included: mental health; addictions; skills and employment; leisure; people transitioning from school to work; and people transitioning from work to retirement. Key groups identified so far included: carers; and women and children. Alex invited partners to get in touch with suggestions of people she should be liaising with.

Discussion took place around interaction with the hinterlands and rural needs; and also around the importance of ferries and connectivity. Reeni Kennedy Boyle of Fyne Futures enquired about the data Alex had used to inform the project so far. She was advised that it was all publicly available data and that Alex would forward links to her via email.

Decision

The Bute and Cowal Area Community Planning Group noted the presentation.

(Reference: Presentation by Alex Wilde, Improvement Service)

(f) **Argyll and Bute Health and Social Care Partnership - Public Health Report**

The Group gave consideration to an update report from Public Health covering three areas of work; Money Counts Training, Smoke Free Hospital Grounds Legislation; and Scotland's Suicide Prevention Strategy Consultation. The report was presented to the Group by Laura Stephenson, Argyll and Bute HSCP.

Decision

The Bute and Cowal Area Community Planning Group noted the information provided in the submitted report.

(Reference: Report by Public Health dated 16 August 2022, submitted)

(g) **Department for Work and Pensions**

The Group gave consideration to a report from the Department for Work and Pensions (DWP) providing statistical information on the count of customers on universal credit and legacy benefits; job seekers allowance; employment and support allowance; and income support. The report also covered information on the work carried out by Dunoon and Rothesay Job Centres, provision for customers on a health journey, Get Britain Working website; new benefits checker; cost of living payment; cost of living: managing your debts; benefit to help with winter fuel bills; special rules for end of life; help with arranging child maintenance digital service; help with costs of childcare, winter fuel payment; Fighting Fraud In The Welfare System Plan; resettlement; new customs IT platform; Best Start Grant School Age Payment; accessing a free TV licence made easier for low income pensioners; and pension credit toolkit. There was no one in attendance from DWP to present the report.

Decision

The Bute and Cowal Area Community Planning Group -

1. noted the content of the update report; and
2. noted that in the absence of a representative from DWP, any questions would be forwarded to them for a response following the meeting.

(Reference: Report by Department for Work and Pensions dated 16 August 2022, submitted)

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

Bute Community Council

Robert Macintyre of Bute Community Council raised concerns over the time taken to repair the lift at the ferry terminal in Rothesay and asked for an update on this. During the meeting, Stuart McLean, Committee Manager, made contact with Marine Operations and advised that the delay had been due to awaiting the arrival of spare parts and that officers were chasing for an update on the timeline for a remedy.

Skills Development Scotland

Susan McRae of Skills Development Scotland provided a verbal update to the Group providing information on work being carried out by career advisers, the exam result helpline; and following up with school leavers to

ensure they have suitable support.

The Chair asked whether they had experienced a down turn in grades and Stuart McLean, Committee Manager advised that a report would be considered by the Community Services Committee with this information on 25 August 2022 and advised that he would forward the link to the report once it became available.

Decision

The Bute and Cowal Area Community Planning Group noted the verbal update.

(Reference: Verbal report by Susan McRae, Skills Development Scotland)

Fyne Futures

Reeni Kennedy Boyle of Fyne Futures provided the Group with a verbal update including information on the Employability Partnership pilot advising that Skills Development Scotland were welcome to work with them; and discussions with the Scottish Community Network for Climate Change advising that any partners interested in training should provide her with contact details. The Chair, Charles Dixon Spain, expressed his interest in the training.

Decision

The Bute and Cowal Area Community Planning Group noted the verbal update.

(Reference: Verbal report by Reeni Kennedy Boyle, Fyne Futures)

Member of the Scottish Youth Parliament (MSYP)

Ryan MacIntyre, MSYP provided a verbal update to the Group which included information on the education change programme; a programme for organisations to make documentation more young person friendly; upcoming roadshows in schools, Cowal Games and work in conjunction with Police Scotland. He invited any partners to make contact with them if they required any advice on engaging with young people.

Decision

The Bute and Cowal Area Community Planning Group noted the verbal update.

(Reference: Verbal report by Ryan MacIntyre, MSYP)

Community Development Team

Ailie Law of the Community Development Team provided a verbal update to the Group providing information on work undertaken by Community Development including a training needs survey with analysis in conjunction with TSI; a risk management training course; facilitation of the Ukraine Welcome event on 3 August with partners, groups and the Council; and facilitation of a meeting of Development trusts.

Decision

The Bute and Cowal Area Community Planning Group noted the verbal update.

(Reference: Verbal report by Ailie Law, Community Development Officer)

6. COMMUNITY FOCUS

(a) SAWA

Hugh O'Hagan of SAWA, which means welcome in Arabic, provided the Group with a presentation on the work of SAWA including the integration of new Scots into communities and helping with job placement. He informed the Group on activities that they had been involved in such as the repair of old books at Mount Stuart; tree planting and a summer programme of trips to encourage integration. He advised that the college were providing information on attending universities and that some would be undertaking a video course. He provided the group with contact details of SAWA.

Decision

The Bute and Cowal Area Community Planning Group noted the presentation.

(Reference: Presentation by Hugh O'Hagan, SAWA)

7. CLIMATE CHANGE

(a) CPP Climate Change Working Group Highlight Report

The Group gave consideration to a report highlighting the work undertaken by the Climate Change Working Group in relation to the production of a Climate Change Action Plan for Argyll and Bute.

Decision

The Bute and Cowal Area Community Planning Group noted the content of the report.

(Reference: Report by Stan Phillips, Chair of CPP Climate Change

Working Group)

(b) **Electric Vehicle Charging Points**

Victoria Weir, Project Officer provided a verbal update to the Group on the project for the expansion of electric vehicle charging points in Argyll and Bute to assist with the phasing out of petrol and diesel cars. She advised on the key elements of the three themes of the project – charging on the move, destination charging and residential charging and advised that in order to access funding for the project there was a requirement to produce an evidence based plan.

Decision

The Bute and Cowal Area Community Planning Group noted the verbal update.

(Reference: Verbal update by Victoria Weir, Project Officer)

(c) **Opportunity for verbal updates on community based initiatives**

There were no verbal updates provided under this item.

8. DATE OF NEXT MEETING

The date of the next meeting was noted as Tuesday 1 November 2022 at 10.00am.

ARGYLL AND BUTE COUNCIL
**BUTE AND COWAL AREA
COMMITTEE**
CUSTOMER SUPPORT SERVICES
6 SEPTEMBER 2022

AREA PERFORMANCE REPORT – FQ1 2022/23

1 Background

- 1.1 This paper presents the Area Performance Report for Financial Quarter 1 2022/23 (April to June 2022) and illustrates the agreed performance measures.
- 1.2 As previously agreed the 14 quarterly Corporate Outcome Indicators (COIs) are now reported to all Area Committees on a quarterly basis, and are now included in the Performance Reports.

The features of the Performance Report are as follows:-

- The Report mirrors the information as presented on the Scorecard.
- The Report is effectively 'owned' by the appropriate Area Committee.
- Indicators are grouped by Corporate Outcome.
- The data table for each indicator is colour coded to identify the level of reporting.
 - Area level measures are blue
 - Council level measures are grey
 - COI measures are white
- Each indicator details
 - The Target, Actual and Performance status (Green / Red / No Target) for the current and three previous financial quarters.
 - Commentary for the current financial quarter only.
 - Narrative explaining the performance trend e.g. This indicator is above Target and performance has improved since the last reporting period.
 - The name of the responsible officer.
 - Where possible performance is presented at both Area and Council level.

It should be noted that Pyramid remains live and all measures can be navigated as usual through the front screen. If support to navigate Pyramid is required please email pyramid@argyll-bute.gov.uk

- 1.3 The commentary for each indicator helps 'Tell Our Story' and enables Elected Members to put the performance data into perspective and understand if an issue is local in nature or should be escalated up to a Strategic Committee.
- 1.4 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some

queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.

2 Recommendations

2.1 It is recommended that the Area Committee –

- a) Notes and considers the performance and supporting commentary as presented.
- b) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- c) Note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Performance Report.

3.0 IMPLICATIONS

3.1 Policy: None

3.2 Financial: None

3.3 Legal: None

3.4 HR: None

3.5 Fairer Scotland Duty: No impact assessment required for this report.

3.5.1 Equalities: None. If requested the Area Committee Performance Report can be supplied in a different format.

3.5.2 Socio-economic Duty: None

3.5.3 Islands: None

3.6 Climate Change: None

3.7 Risk: None

3.8 Customer Service: None

Kirsty Flanagan, Executive Director with responsibility for Customer Support Services

**Jane Fowler
Head of Customer Support Services
25 July 2022**

For further information, please contact:
Sonya Thomas

Organisation Development Officer - Performance and Improvement
Customer Support Services
01546 604454

Appendix 1: FQ1 2022/23 B&C Performance Report

Bute and Cowal

FQ1 2022/23 Overall Performance Summary

The information presented is a summary of the measures in the Scorecard that is available on Pyramid.

The measures show the performance against target for the current and previous three reporting periods with an explanation of performance trend.

The data table for each indicator is colour coded to identify the level of reporting:

- Area level measures are blue.
- Council level measures are grey.
- Corporate Outcome Indicators (COIs) are white.

Index of Measures

Corporate Outcome No.1 – People live active healthier independent lives

COI – Maximise distribution of Scottish Welfare Fund

COI – Percentage of clients satisfied that they are better able to deal with their financial problems following our support and intervention

Corporate Outcome No.2 – People live in safer and stronger communities

Number of parking penalty notices issued

Car parking income to date

Dog fouling – total number of complaints

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COI – Provide quality meals within cost margins to all pupils

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

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Householder planning applications – average number of weeks to determine

COI – The number of new homeless applicants who required temporary accommodation this period

COI – Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal

COI – Increase the number of community benefits that are delivered through contracts we award locally

Corporate Outcome No.6 – We have an infrastructure that supports sustainable growth

Street lighting – percentage of faults repaired within 10 days

Total number of complaints regarding waste collection

COI – Percentage of waste recycled, composted and recovered

Shanks – Percentage of waste that is recycled, composted and recovered

Islands – Percentage of waste recycled, composted and recovered

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COI – The number of tonnes of waste sent to landfill

LEAMS (Local Environment Audit and Management System)

Make It Happen

Teacher sickness absence

LGE staff (non-teacher) sickness absence

COI – Increase the percentage of all self-service and automated contacts

Bute and Cowal

Corporate Outcome No.1 – People live active, healthier and independent lives

COI – Maximise distribution of Scottish Welfare Fund

Responsible person: Fergus Walker

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ1 is below target and performance has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	95.3%	134.5%	Green
FQ3 2021/22	95.3%	130.0%	Green
FQ4 2021/22	95.3%	120.7%	Green
FQ1 2022/23	95.3%	87.5%	Red

FQ1 Comment

We have currently spent £102,039 of our 2022/23 allocation of £458,338 which is less than our monthly profile amount however as the cost-of-living pressures continue we expect this figure to increase as the year progresses.

Bute and Cowal

Corporate Outcome No.1 – People live active, healthier and independent lives

COI – Percentage of clients satisfied that they are better able to deal with their financial problems following our support and intervention

Responsible person: Lee Roberts

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator has met the target with no change in performance since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	100%	100%	Green
FQ3 2021/22	100%	100%	Green
FQ4 2021/22	100%	100%	Green
FQ1 2022/23	100%	100%	Green

FQ1 Comment

There were no Debt Arrangement Schemes set up in this quarter. All of the clients provided with a Personal Debt Recovery Action Plan were satisfied. Out of 8 surveys issued 5 were returned showing 100% of clients satisfied. Four of the 5 survey returns had comments showing their appreciation of the service and how it had helped them.

Bute and Cowal

Corporate Outcome No.2 – People live in safer and stronger communities

Number of parking penalty notices issued – Bute and Cowal

Responsible person: Hugh O’Neill

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of parking penalty notices has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	40	No target
FQ3 2021/22	No target	46	No target
FQ4 2021/22	No target	290	No target
FQ1 2022/23	No target	266	No target

FQ1 Comment

Traffic and car parks continue to return to normal levels following Covid-19 restrictions.

Number of parking penalty notices issued – Argyll and Bute

Responsible person: Hugh O’Neill

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of parking penalty notices has significantly increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	1,583	No target
FQ3 2021/22	No target	973	No target
FQ4 2021/22	No target	1,188	No target
FQ1 2022/23	No target	2,043	No target

FQ1 Comment

ABC areas are returning to pre-Covid levels. Lomondside is especially busy on good weather weekends.

Bute and Cowal

Corporate Outcome No.2 – People live in safer and stronger communities

Car parking income to date – Bute and Cowal

Responsible person: Hugh O’Neill

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the amount of income collected is significantly lower than the target.

Reporting Period	Target	Actual	Status
FQ2 2021/22	£53,646	£29,531	Red
FQ3 2021/22	£69,728	£32,046	Red
FQ4 2021/22	£85,258	£37,858	Red
FQ1 2022/23	£21,604	£4,237	Red

FQ1 Comment

A return to pre-Covid visitor numbers has yet not been seen in the Bute and Cowal area. This is reflected in the lower than predicated target figure. We have recently employed a parking warden working from Dunoon. Dunoon parking receipts are picked up on a monthly basis by G4S, staffing absences in G4S have impacted the return. .

Income collected in FQ4 and FQ1.

Car Park Location	FQ4 Actual	FQ1 Actual
Guildford Street, Rothesay	£119	£19
Church Street, Dunoon	£379	£0
Swimming Pool, Dunoon	£1,630	£941
Dunoon Pier	£1,073	£1
Moir Street, Dunoon	£188	£1,452
Argyll Street, Dunoon	£1,238	£224
Jane Villa, Dunoon	£1,186	£1,600

Car parking income to date – Argyll and Bute

Responsible person: Hugh O'Neill

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the amount of income collected is significantly lower than the target.

Reporting Period	Target	Actual	Status
FQ2 2021/22	£507,833	£491,275	Red
FQ3 2021/22	£660,069	£699,363	Green
FQ4 2021/22	£807,078	£801,606	Red
FQ1 2022/23	£250,264	£165,678	Red

FQ1 Comment

Bute and Cowal and Oban, Lorn and the Isles appear to still be affected whereby visitor numbers are still well down compared to pre-Covid. It is hoped in the second quarter that visitor numbers will increase however this again is dependent on good weather. We have not seen a return to predicted numbers for camper vans and motor homes.

Bute and Cowal

Corporate Outcome No.2 – People live in safer and stronger communities

Dog fouling – total number of complaints – Bute and Cowal

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of dog fouling complaints has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	11	No target
FQ3 2021/22	No target	27	No target
FQ4 2021/22	No target	22	No target
FQ1 2022/23	No target	13	No target

FQ1 Comment

The number of dog fouling complaints has dropped again this month in Bute to only 4, this is good to see and is down to the Warden carrying out their patrols and liaising with the Housing Association and other parties. The number of dog fouling complaints in Cowal has reduced this quarter to 9, the Warden will continue to carry out patrols in an effort to ensure numbers remain low.

Dog fouling – total number of complaints – Argyll and Bute

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of dog fouling complaints has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	46	No target
FQ3 2021/22	No target	60	No target
FQ4 2021/22	No target	81	No target
FQ 2022/23	No target	61	No target

FQ1 Comment

Although the number of dog fouling complaints has reduced this quarter it still remains high. The warden service will continue to patrol and monitor as well as engage with all parties in an attempt to explain and education on the issues of dog fouling.

Bute and Cowal

Corporate Outcome No.3 – Children and young people have the best possible start

COI – Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place

Responsible person: Louise Lawson

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ1 is on track with no change in performance since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	100%	100%	Green
FQ3 2021/22	100%	100%	Green
FQ4 2021/22	100%	100%	Green
FQ1 2022/23	100%	100%	Green

FQ1 Comment

There is individual tracking and monitoring in place on SEEMIS in schools for care experienced children and young people. In addition to this, the Principal Teacher for care experienced children and young people monitors the information in SEEMIS and has subsequent conversations with staff in schools to ensure care experienced children and young people are receiving all the support they need to achieve and that the staff in school have the right strategies in place to help the child remain engaged with their education attainment and achievement. Often the care experienced health and wellbeing officers are used to provide extra support for the child and the family.

Bute and Cowal

Corporate Outcome No.3 – Children and young people have the best possible start

COI – Provide quality meals with cost margins to all pupils

Responsible person: Jayne Jones

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ1 is below target however performance has improved since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	5.00%	-3.81%	Green
FQ3 2021/22	5.00%	-0.62%	Green
FQ4 2021/22	5.00%	-4.00%	Green
FQ1 2022/23	5.00%	3.77%	Green

FQ1 Comment

The food cost percentage for the whole area showed a variance of 3.77%. We will continue to review the food cost percentage for those schools above and below the 5% variance target.

Bute and Cowal

Corporate Outcome No.4 – Education, skills and training maximises opportunities for all

Maximise the percentage of 16-19 years olds participating in education, training or employment – Bute and Cowal

Responsible person: Simon Easton

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is below target and performance has decreased slightly since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	94.00%	91.78%	Red
FQ3 2021/22	94.00%	91.63%	Red
FQ4 2021/22	94.00%	92.88%	Red
FQ1 2022/23	94.00%	92.70%	Red

FQ1 Comment

As has been the case in all areas of the authority, a reduction in participation in Bute and Cowal was seen in the latter half of 2021, which can in some measure be attributed to the effect of the Covid-19 pandemic on opportunities for young people, and its effect on resilience and wellbeing. Some recovery has been seen in 2022. The appointment and work of the Developing the Young Workforce (DYW) Co-ordinator for Bute and Cowal are leading to improved links between schools and employers, which have already led to more young people successfully entering employment post-school. It is expected that the increase in participation will continue as further work and interventions are put in place, by DYW, Education and Community Learning and Development, to support young people into positive destinations.

EDU107_04-Maintain the percentage of 16-19 years olds in Argyll and Bute participating in education, training or employment services – Argyll and Bute

Responsible person: Simon Easton

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 has met the target and performance has improved since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	94.00%	94.29%	Green
FQ3 2021/22	94.00%	93.17%	Red
FQ4 2021/22	94.00%	93.80%	Red
FQ1 2022/23	94.00%	94.00%	Green

FQ1 Comment

Across the authority, a reduction in participation was seen in the latter half of 2021, which can be in some measure attributed to the effect of the Covid-19 pandemic on opportunities for young people, and its effect on resilience and wellbeing. Nonetheless, authority participation levels have once again matched the target level of 94%. Some recovery has been seen in 2022. The appointment and work of the Developing the Young Workforce (DYW) Co-ordinators for all areas of the authority are leading to improved links between schools and employers, which have already led to more young people successfully entering employment post-school. It is expected that the increase in participation will continue as further work and interventions are put in place, by DYW, Education and Community Learning and Development, to support young people into positive destinations.

Bute and Cowal

Corporate Outcome No.5 – Our economy is diverse and thriving

Number of affordable social sector new builds completed per annum – Bute and Cowal

Responsible person: Allan Brandie

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is shows there number of completions has remained the same since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	0	0	Green
FQ3 2021/22	0	0	Green
FQ4 2021/22	0	0	Green
FQ1 2022/23	0	0	Green

FQ1 Comment

There were no affordable housing completions in the Bute and Cowal area during Quarter 1 of 2022/23.

DEG103_01-Number of affordable social sector new builds completed per annum – Argyll and Bute

Responsible person: Alan Brandie

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 has met the target however performance has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	19	19	Green
FQ3 2021/22	23	23	Green
FQ4 2021/22	45	45	Green
FQ1 2022/23	36	36	Green

FQ1 Comment

During Quarter 1, LINK completed 18 units at Dunbeg Phase 3 (all social rent, includes 2 wheelchair and 2 amenity units): 8 x 1bed, 4 x 2bed, 5 x 3bed, 1 x 4bed. In Mid Argyll, Kintyre and Islay – West Highland Housing Association completed 8 units at Imeraval Phase 3, Islay: (6 social rent and 2 NSSE; includes 2 amenity units). ACHA completed 10 units at Inveraray: (all social rent; includes 2 wheelchair units and 2 other suitable specialist units) 4x1bed, 4x2bed, 2x3bed.

Bute and Cowal

Corporate Outcome No.5 – Our economy is diverse and thriving

Percentage of pre-planning application enquiries processed within 20 working days – Bute and Cowal

Responsible person: Peter Bain

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is on target however performance has decreased slightly since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	75.0%	96.2%	Green
FQ3 2021/22	75.0%	100.0%	Green
FQ4 2021/22	75.0%	76.7%	Green
FQ1 2022/23	75.0%	75.0%	Green

FQ1 Comment

Target has been met.

Percentage of pre-planning application enquiries processed within 20 working days – Argyll and Bute

Responsible person: Peter Bain

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is below target however performance has improved since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	75.0%	65.5%	Red
FQ3 2021/22	75.0%	61.7%	Red
FQ4 2021/22	75.0%	56.3%	Red
FQ1 2022/23	75.0%	60.5%	Red

FQ1 Comment

The Development Management Team continues to operate with reduced resource. As new officers settle in, the Service are concentrating resource on working through planning applications which is a regulatory function.

Bute and Cowal

Corporate Outcome No.5 – Our economy is diverse and thriving

Householder planning applications – average number of weeks to determine – Bute and Cowal

Responsible person: Peter Bain

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 has not met the target and performance has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	8.0 weeks	7.2 weeks	Green
FQ3 2021/22	8.0 weeks	8.8 weeks	Red
FQ4 2021/22	8.0 weeks	12.3 weeks	Red
FQ1 2022/23	8.0 weeks	14.9 weeks	Red

FQ1 Comment

This measure only relates to planning applications received for alterations to existing premises.

The average of 14.9 weeks to determine householder applications is above the target of 8. This is a reflection on the limited resources in the Bute and Cowal area due to a vacancy. A consultant Planning Officer has now been hired in the meantime while recruitment efforts continue.

Householder planning applications – average number of weeks to determine – Argyll and Bute

Responsible person: Peter Bain

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 has not met the target however performance has improved since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	8.0 weeks	9.7 weeks	Red
FQ3 2021/22	8.0 weeks	11.8 weeks	Red
FQ4 2021/22	8.0 weeks	13.8 weeks	Red
FQ1 2022/23	8.0 weeks	12.4 weeks	Red

FQ1 Comment

This measure only relates to planning applications received for alterations for existing premises.

The Development Management Team continues to operate with reduced resource. The headline performance figure of an average of 12.4 weeks to determine these applications shows an improvement from last quarter's figure of 13.8.

Benchmarking FY 2019/20, 2020/21 and 2021/22

This is one of several measures where the Development Management Service is benchmarked against The Scottish Government and "Rural 9" average performance.

Changes made by The Scottish Government in reporting cycles, have necessitated changes to the way we input benchmarking figures in Pyramid:

- (1) The annual benchmark figure, when published in July each year will be used to retrospectively update every FQ for that FY (applied to FY 2019/20 and FY 2020/21).
- (2) This will be projected forward throughout the four FQ's of the next FY* (as has been standard practice in Development Management for over a decade now).

* projected benchmark figures are necessary to populate the field in Scorecard, due to the fact that information is now only published by The Scottish Government twice a year.

Bute and Cowal

Corporate Outcome No.5 – Our economy is diverse and thriving

COI – The number of new homeless applicants who required temporary accommodation this period

Responsible person: Flora Lamont

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ1 shows the number of applicants has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	42	No target
FQ3 2021/22	No target	28	No target
FQ4 2021/22	No target	37	No target
FQ1 2022/23	No target	32	No target

FQ1 Comment

During FQ1 – The Housing Service provided temporary accommodation to 32 new homeless households.

Bute and Cowal – 13

Helensburgh and Lomond – 7

Oban, Lorn and the Isles – 10

Mid Argyll, Kintyre and Islay – 2

Bute and Cowal

Corporate Outcome No.5 – Our economy is diverse and thriving

COI – Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal

Responsible person: Anne MacColl-Smith

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ1 is below target and performance has decreased slightly since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	20.0	25.8	Green
FQ3 2021/22	20.0	39.4	Green
FQ4 2021/22	20.0	13.5	Red
FQ1 2022/23	20.0	13.2	Red

FQ1 Comment

13.2% – slight decrease from the previous quarter, again due to the nature of the contracts. However, of the 6 bids made by local contractors, 5 were awarded the contract (83.3%) with a total value of over £92k. A summary of all contracts awarded in FQ1 is available on Pyramid. The PCCMT continue to support local suppliers by providing useful information on the Council's website, i.e. pre-recorded webinars on how to bid for Council contracts, hints and tips for tendering as well as our contract plan, details of upcoming supplier development events and our category officer's contact details all of which enable local suppliers to be able to bid for our contracts.

Bute and Cowal

Corporate Outcome No.5 – Our economy is diverse and thriving

COI – Increase the number of community benefits that are delivered through contracts we award locally

Responsible person: Anne MacColl-Smith

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ4 shows the number of community benefits has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	15	No target
FQ3 2021/22	No target	-	No target
FQ4 2021/22	No target	40	No target
FQ1 2022/23	No target	-	No target

FQ4 Comment

This indicator is reported in FQ2 and FQ4.

PCCMT has been working closely with their suppliers to deliver additional social, economic and environmental value and achieved 40 community benefits through Contract Management, Contract Awards and the Request List from 1st October 2021 to 31st March 2022. Further detail is available on Pyramid.

Bute and Cowal

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

Street lighting – percentage of faults repaired within 10 days – Bute and Cowal

Responsible person: Hugh O’Neill

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is below target with no change in performance since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	75%	43%	Red
FQ3 2021/22	75%	80%	Green
FQ4 2021/22	75%	32%	Red
FQ1 2022/23	75%	32%	Red

FQ1 Comment

The number of reported faults has reduced in FQ1, as weather conditions improved slightly and lighter nights reduced the lighting up time period. The total number of instructions completed in the quarter was 19, of which 6 were completed in 10 days or less, giving an efficiency of 32%. The FQ1 21/22 figure is logged in error as 80%, actual figure was 21% therefore there is a marginal improvement in performance. Response times continue to be affected by operator absences, geography and delays in the supply chain.

RIS113_05-The percentage of street lighting faults are completed within 10 working days – Argyll and Bute

Responsible person: Hugh O’Neill

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is below target however performance has improved slightly since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	75%	31%	Red
FQ3 2021/22	75%	59%	Red
FQ4 2021/22	75%	28%	Red

Reporting Period	Target	Actual	Status
FQ1 2022/23	75%	29%	Red

FQ1 Comment

A total of 116 individual lighting fault instructions were started and completed within the quarter which is approximately one third of that completed in the previous period. However only 34 of these were done in 10 days or less, giving the overall efficiency of 29%. Completion of works continue to be hampered by operatives' absences, including Covid and the continued extended delivery periods for materials associated with this and the effects of Brexit. Specialist electrical and lighting equipment suppliers being European based or further, in the main.

Bute and Cowal

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

Total number of complaints regarding waste collection – Bute

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of waste collection complaints has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	0	No target
FQ3 2021/22	No target	0	No target
FQ4 2021/22	No target	0	No target
FQ1 2022/23	No target	5	No target

FQ1 Comment

There were only 5 waste collection complaints received for the Isle of Bute for the 1st quarter. Given the number of domestic and commercial properties serviced this is a very good service.

Total number of complaints regarding waste collection – Cowal

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of waste collection complaints has remained the same as the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	0	No target
FQ3 2021/22	No target	0	No target
FQ4 2021/22	No target	4	No target
FQ1 2022/23	No target	4	No target

FQ1 Comment

For the first quarter of this year, there were only 4 waste collection complaints received for the Cowal area. This is an excellent service given the number of domestic and commercial properties serviced while dealing with operational and staffing issues.

Total number of complaints regarding waste collection – Argyll and Bute

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of waste collection complaints has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	0	No target
FQ3 2021/22	No target	0	No target
FQ4 2021/22	No target	40	No target
FQ1 2022/23	No target	58	No target

FQ1 Comment

The number of waste collection complaints has risen again this month and again especially in the Helensburgh/Lomond area. There have been a number of operational and staffing difficulties over these 3 months, however discussions will take place with the local delivery teams in an attempt to reduce the number of complaints.

Bute and Cowal

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

COI – Percentage of waste recycled, composted and recovered

Responsible person: John Blake

This indicator is reported quarterly. Performance is presented by Council-wide service provision.

This indicator for FQ1 is above target and performance has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	45.0%	50.5%	Green
FQ3 2021/22	45.0%	50.6%	Green
FQ4 2021/22	45.0%	48.3%	Green
FQ1 2022/23	45.0%	52.1%	Green

FQ1 Comment

52.1% recycling/composting and recovery (39.3% recycling/composting plus 12.8% recovery). Recycling and composting rate slightly higher than normal mainly due to high tonnage of green garden waste sent to composting sites during the quarter.

Shanks – Percentage of waste recycled, composted and recovered

Responsible person: John Blake

This indicator is reported quarterly. Performance is presented by Council-wide service provision.

This indicator for FQ1 shows the percentage of waste has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	52.8%	No target
FQ3 2021/22	No target	53.1%	No target
FQ4 2021/22	No target	49.7%	No target
FQ1 2022/23	No target	54.4%	No target

FQ1 Comment

54.4% recycling/composting and recovery (37.5% recycling/composting plus 16.9% recovery). Recycling and composting rate slightly higher than normal mainly due to high tonnage of green garden waste sent to composting sites during the quarter.

Islands – Percentage of waste recycled, composted and recovered

Responsible person: John Blake

This indicator is reported quarterly. Performance is presented by Council-wide service provision.

This indicator for FQ1 shows the percentage of waste has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	37.2%	No target
FQ3 2021/22	No target	39.0%	No target
FQ4 2021/22	No target	38.4%	No target
FQ1 2022/23	No target	33.3%	No target

FQ1 Comment

33.3% recycling/composting and recovery (32.1% recycling/composting plus 1.2% recovery). Recycling and composting rate similar to Q1 in previous year.

H&L – Percentage of waste recycled, composted and recovered

Responsible person: John Blake

This indicator is reported quarterly. Performance is presented by Council-wide service provision.

This indicator for FQ1 shows the percentage of waste has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	51.2%	No target
FQ3 2021/22	No target	49.5%	No target
FQ4 2021/22	No target	48.9%	No target
FQ1 2022/23	No target	53.6%	No target

FQ1 Comment

53.6% recycling/composting and recovery (45.8% recycling/composting plus 7.8% recovery). Recycling and composting rate slightly higher than normal mainly due to high tonnage of green garden waste sent to composting sites during the quarter.

Bute and Cowal

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

COI – The number of tonnes of waste sent to landfill

Responsible person: John Blake

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ1 is below target however performance has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	5,550	4,800	Red
FQ3 2021/22	5,100	4,550	Red
FQ4 2021/22	5,000	4,252	Red
FQ1 2022/23	5,850	4,546	Red

FQ1 Comment

Tonnes of biodegradable waste sent to landfill was less than same quarter in previous financial year. Recycling and composting rate slightly higher than normal mainly due to high tonnage of green garden waste sent to composting sites during the quarter.

Bute and Cowal

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

LEAMS (Local Environment Audit and Management System) – Bute
(Monthly data combined to show quarterly average)

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is above target and performance has improved since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	73	81	Green
FQ3 2021/22	73	84	Green
FQ4 2021/22	73	79	Green
FQ1 2022/23	73	81	Green

FQ1 Comment

The level of street cleanliness again this quarter on the Isle of Bute is very high, with every month exceeding both the national standard and the benchmark figure.

LEAMS (Local Environment Audit and Management System) – Cowal
(Monthly data combined to show quarterly average)

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is above target and performance has improved slightly since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	73	77	Green
FQ3 2021/22	73	80	Green
FQ4 2021/22	73	77	Green

Reporting Period	Target	Actual	Status
FQ1 2022/23	73	78	Green

FQ1 Comment

Again this quarter the street cleanliness figure for Cowal is good and exceeds both the national standard of 67 and benchmark figure of 73.

LEAMS (Local Environment Audit and Management System) – Argyll and Bute**(Monthly data combined to show quarterly average)**

Responsible person: Tom Murphy

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 is above target and performance has improved since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	73	81	Green
FQ3 2021/22	73	78	Green
FQ4 2021/22	73	79	Green
FQ 2022/23	73	85	Green

FQ1 Comment

The department continues to deliver a high standard of street cleanliness across the whole area. This is a great achievement. The service uses the annual report from Keep Scotland Beautiful and monthly inspections to assess the date and make appropriate alterations to work schedules to ensure that the level of performance is maintained.

Bute and Cowal

Making It Happen

Teacher sickness absence – Bute and Cowal

Responsible person: Simon Easton

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	0.82 days	No target
FQ3 2021/22	No target	1.84 days	No target
FQ4 2021/22	No target	1.99 days	No target
FQ1 2022/23	No target	1.97 days	No target

FQ1 Comment

Absence levels have remained almost the same between last quarter and this quarter which bucks a seasonal trend which usually sees higher levels in Q4 than Q1. There is an increase on the same quarter last year which is not unexpected due to Covid restrictions.

Teacher sickness absence – Argyll and Bute

Responsible person: Simon Easton

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of sickness absence days has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	0.89 days	No target
FQ3 2021/22	No target	1.60 days	No target
FQ4 2021/22	No target	1.77 days	No target
FQ1 2022/23	No target	1.79 days	No target

FQ1 Comment

Absence levels have stayed almost the same in comparison to the last quarter which is different to the usual seasonal trend where they normally increase in Q4 and reduce in Q1. Against the same quarter last year there has been a slight increase - an increase was expected due to the reduction in Covid restrictions.

Bute and Cowal

Making It Happen

LGE staff (non-teacher) sickness absence – Bute and Cowal

Responsible person: Carolyn Cairns

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of sickness absence days has decreased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	3.73 days	No target
FQ3 2021/22	No target	4.41 days	No target
FQ4 2021/22	No target	4.15 days	No target
FQ1 2022/23	No target	4.12 days	No target

FQ1 Comment

Absence levels have remained almost the same between last quarter and this quarter which bucks a seasonal trend which usually sees higher levels in Q4 than Q1. There is an increase on the same quarter last year which is not unexpected due to Covid restrictions an in line with the other areas.

LGE staff (non-teacher) sickness absence – Argyll and Bute

Responsible person: Carolyn Cairns

This indicator is reported quarterly. Performance is presented for both Area and Council-wide levels.

This indicator for FQ1 shows the number of sickness absence days has increased since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	No target	3.16 days	No target
FQ3 2021/22	No target	3.49 days	No target
FQ4 2021/22	No target	3.42 days	No target
FQ1 2022/23	No target	3.57 days	No target

FQ1 Comment

There has been a small increase in the absence against last quarter. Against the same quarter last year again there has been a small increase. This was not unexpected due to the reduction in Covid restrictions.

Bute and Cowal

Making It Happen

COI – Increase the percentage of all self-service automated contacts

Responsible person: Robert Miller

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

This indicator for FQ1 is above target and performance has improved since the last reporting period.

Reporting Period	Target	Actual	Status
FQ2 2021/22	70.0%	73.7%	Green
FQ3 2021/22	70.0%	72.2%	Green
FQ4 2021/22	70.0%	73.1%	Green
FQ1 2022/23	70.0%	79.4%	Green

FQ1 Comment

In FQ1 there were 39,166 transactions dealt with by customer service agents (20.8%) and 150,535 automated or self-service transaction (79.4%) so the 70% target was well exceeded. There was a significant increase of Governance & Law automated interactions due to the recent council elections: FQ1 2021/22 2022/23 Mediated 37,224 39,166 Automated 99,398 150,535.

ARGYLL AND BUTE COUNCIL

**BUTE AND COWAL
AREA COMMITTEE**

**ROADS AND INFRASTRUCTURE
SERVICES**

SEPTEMBER 2022

ROADS AND INFRASTRUCTURE SERVICES UPDATE

1.0 INTRODUCTION

- 1.1 This report format and frequency for these reports were agreed as part of the previous Council. The purpose of the report is to provide a general update on key activities of the Service over recent months and to enable a discussion on key, high level topics and projects. As part of developing future committee structure and workplans, the purpose and effectiveness of this standing item should be reviewed.
- 1.2 As part of the normal course of business, we provide all members with regular weekly briefings on topical projects and ongoing service delivery. We have been doing this weekly for over 60 editions now and these prove to be a useful tool for delivering regular service updates. They are all available as part of the wider resource portal on the Member Zone system which also includes specific topic briefing sheets and key policy documents. We are also in the process of developing a seminar programme on specific topics, which we are hoping to make as interactive as possible with various site visits.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Area Committee note and consider the contents of this report, and provide feedback on the content, format and frequency.

3.0 DETAIL

COVID Absence/Resource Availability

- 3.1 For the period of the previous report two reports in March then June absence rates as a result of self-isolation requirements remained high in the case of the former report and tapered down more in line with pre-COVID trends in the latter report. This remains largely the case, and absence levels continue to be in line with pre-COVID trends, although there do remain a few isolated absences attributed to COVID, the overwhelming percentage of absences are non-COVID related

- 3.2 A more pressing issue in terms of resource availability is around recruitment particularly for manual roles in our Operations team. We are finding that we are having to go out three or four times for some posts, and even then we continue to have some long-term unfilled vacancies. At the time of writing this report there are 18 vacant posts which we are trying to recruit to in our Operations team. Even in the posts we are successfully recruiting to, we are finding that we have far fewer applicants than we would have done for similar posts previously.

Capital Roads Reconstruction Programme

- 3.3 The focus of the roads reconstruction programme is to recover the network through the delivery of a mix of carriageway resurfacing schemes, patching/surface dressing and in-situ road surface recycling, which follow the principles set out within the Roads Asset Management Plan.
- 3.4 This Council has approximately £100M of backlog maintenance in the road network. This means that over £100M would need to be invested to bring the road network up to an A1 standard. Most councils are in a very similar position. Clearly in the current financial climate we are not going to see the level of investment required to bring the road network up to an A1 condition. However, over the last decade there has been a carefully applied strategy of delivering revenue and capital funding collectively and delivering a series of works designed to minimise reactive work, carry out right first time repairs wherever possible and to deliver surfacing techniques and specifications which maximises the amount of repairs and resurfacing which is delivered. As with almost all council services there is insufficient funding available to treat all the sections of road that we'd like to do, the focus being on treating sections where we can maximise the financial return and in so doing reduce the amount of reactive repairs carried out. Unfortunately, the available funding means that almost all roads authorities, including Argyll and Bute, are unable to treat every section of road they would like to do.
- 3.5 The total programme for this financial year for roads reconstruction is £8million Council capital allocation and £1.6million from the Strategic Timber Transport Scheme, which is used to match fund existing schemes on the council network where timber extraction is programmed to be carried out.
- 3.6 Oil and bitumen prices have increased significantly this year, and the situation with costs is highly fluctuating. Coated roadstone used for surfacing our road and footways has increased by approximately 20%. This will impact our programmes of work. A report detailing the implications of the recent price increases was presented to the June ED&I Committee.
- 3.7 The Council capital allocation for the Bute and Cowal area is £1,406,200, and the scheme list is available on the Council website [here](#). As well as the programme itself, the online resources include financial values and short explanations of engineering methods/solutions.

- 3.8 Overall progress with the programme has been excellent and works remain on schedule. As well as the full programme [link above] which is updated monthly, we provide weekly updates on schemes via our weekly briefing. At the time of writing this report 10 of the 19 individual schemes in Bute and Cowal have been completed.

Winter Maintenance

- 3.9 The annual winter policy update is being reported to EDI in September. The proposed policy is largely unchanged from previous years and should it be agreed, it will form the basis of the delivery of our winter maintenance activities over winter 22/23.
- 3.10 A key aspect of the winter service is the provision of public information on what we do and why we do it. There is a range of online resources available on the Council website [here](#).

Bridge Maintenance

- 3.11 The Infrastructure Design team continue to carry out bridge inspections to all approx 900 structures on a rolling programme across Argyll and Bute to ensure they are safe and fit for purpose. This inspection regime identifies necessary remedial works which are programmed for delivery.
- 3.12 The team were also successful in a highly competitive bidding process for the Scottish Government's £32 million Local Bridge Maintenance Fund, receiving a funding award of £5.5 million. The fund will be used to undertake proportionate works on bridges in need of repair, identified through our inspection programme/records.
- 3.13 There are two schemes identified in this area, a £517,000 scheme at Cothouse Bridge on the A815, which has an indicative siteworks start date of December 2022; and a £198,000 scheme on Lochgoilhead Bridge on the B839, which has an indicative siteworks start date of June 2023. More details on these schemes will follow as the projects develop. The indicative programme for this fund for the whole Council area was reported to EDI in June and is available [here](#).

Rothesay Outer Harbour Berthing Facility

- 3.14 An update on this project was recently provided in our weekly briefing [Edition 61 5th August] which read: *The Principal Contractor, Teignmouth Maritime Services, restarted site works on 22 June 2022 and has installed the pontoon system, piles and access gangway. At the time of writing a specialist subcontractor, Gael Force Engineering, is due on site to install utilities for the berthing facility and the secure access fencing. Following this the Principal Contractor will then oversee the testing and commissioning of the facility in preparation for handover to the Council.*
- 3.15 The latest update is that our expectation is that this project will conclude in early course, and will provide a fantastic new option for visitors to the island, helping to

tap into the marine tourism sector and providing a real, meaningful boost to the local economy. This schemes follows on from successful pontoons projects in Oban and Campbeltown, with both towns benefitting economically as a result of increased visitors.

Play park funding

- 3.16 Funding of £76,000 was allocated in financial year 21/22, with a further £79,000 this financial year. In order to provide for a meaningful programme of improvement works targeted at the high priority sites, as well as a works package with is attractive to what it is a limited supplier/contractor market, the funds have been rolled together into a single package. Sites were given a priority rating based on asset inspections and feedback form the Youth Forum, in compliance with the Scottish Government's grant requirements. The full list of prioritised sites was reported to EDI in June and is available [here](#). In this area the priority site is Sandbank.
- 3.17 An update on this was recently provided in the weekly briefing [Edition 61 5th August] which read: *The recent tender process failed to generate any bids. We requested feedback as to why there were no applications and we were advised that the timescales for completion of work were too short. A request for more time to complete was made and this is currently being assessed by our procurement team. A further re-tender process will be looked at this month.*
- 3.18 A further verbal update will be provided on this at the Committee meeting.

4.0 CONCLUSION

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

5.0 IMPLICATIONS

- 5.1 Policy – various policies referred to within the body of the report
- 5.2 Financial – none
- 5.3 Legal – the Council has various statutory obligations which are the responsibility of RIS and set out in various Acts, such as the Roads Scotland Act 1984. The services provided are in line with our statutory obligations
- 5.4 HR – none known
- 5.5 Fairer Scotland Duty:
- 5.5.1 Equalities - protected characteristics – none known
- 5.5.2 Socio-economic Duty – none known

5.5.3 Islands – none known

5.6. Climate Change – none

5.7 Risk – none known

5.8 Customer Service - none

**Executive Director with responsibility for Roads and Infrastructure Services
Kirsty Flanagan**

**Policy Lead for Roads and Transport
Councillor Andrew Kain**

August 2022

For further information contact:

Jim Smith, Head of Roads and Infrastructure Services; or Mark Calder, Project Manager

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ARGYLL AND BUTE COUNCIL

**BUTE AND COWAL
AREA COMMITTEE**

**ROADS AND INFRASTRUCTURE
SERVICES**

SEPTEMBER 2022

RECYCLING AND RECOVERY PERFORMANCE

1.0 EXECUTIVE SUMMARY

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

ARGYLL AND BUTE COUNCIL

**BUTE AND COWAL
AREA COMMITTEE**

**ROADS AND INFRASTRUCTURE
SERVICES**

SEPTEMBER 2022

RECYCLING AND RECOVERY PERFORMANCE

2.0 INTRODUCTION

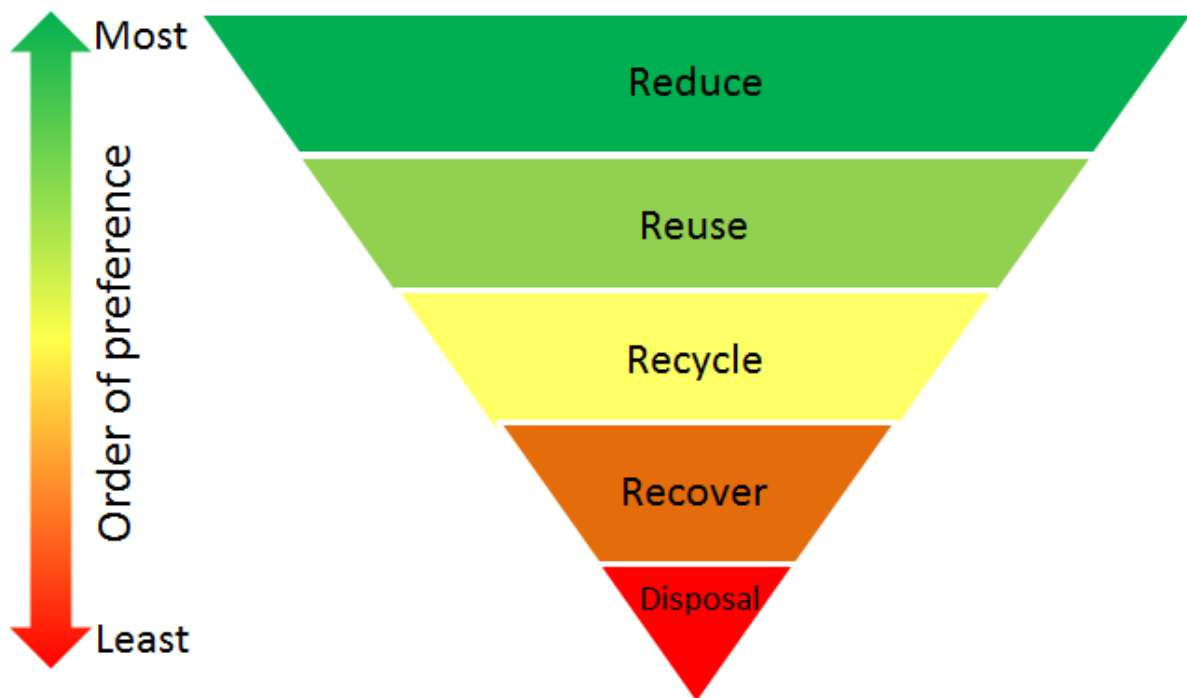
- 2.1 Argyll and Bute Council is both a waste collection and waste disposal authority. Recycling, composting and recovery (i.e. other landfill diversion) statistics are reported quarterly within the council's performance system Pyramid. Statutory returns to SEPA e.g. licensed site tonnage, landfill tax and waste data flow vary from quarterly to annual.
- 2.2 This report provides details on the council's recycling and landfill diversion performance along with national policy, targets and regulations which are likely to impact on future performance.

3.0 RECOMMENDATIONS

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

4.0 DETAILS

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



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

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

Percentages Summary of Landfill, Recycling, Composting and Recovery 2019, 2020 and 2021

		2019	2020	2021
Argyll & Bute wide	% of waste recycled, composted and recovered	48.4%	43.7%	49.3%
	% waste recycled and composted	35.4%	27.8%	36.2%
	% waste recovered	13.0%	15.9%	13.0%
	% waste landfilled	51.6%	56.3%	50.7%
	Tonnes of municipal waste to landfill	29,488	29,261	29,875
Waste PPP	% of waste recycled, composted and recovered	46.6%	45.1%	50.6%

	% waste recycled and composted	28.5%	23.6%	33.0%
	% waste recovered	18.1%	21.5%	17.6%
	% waste landfilled	53.4%	54.9%	49.4%
Helensburgh & Lomond	% of waste recycled, composted and recovered	53.0%	43.9%	50.8%
	% waste recycled and composted	45.3%	34.6%	42.7%
	% waste recovered	7.8%	9.3%	8.1%
	% waste landfilled	47.0%	56.1%	49.2%
Islands	% of waste recycled, composted and recovered	44.4%	33.8%	36.3%
	% waste recycled and composted	44.4%	31.7%	34.8%
	% waste recovered	0.0%	2.1%	1.5%
	% waste landfilled	55.6%	66.2%	63.7%

4.3 Some points to note are as follows:

- There was a drop in recycling performance in 2020 due to Council kerbside recycling services being suspended and recycling/civic amenity sites were closed during the early months of the first COVID lockdown. In 2021, all recycling services returned to normal throughout the year which is reflected in the increase in recycling rates compared to 2020.
- During these first 3 months of the pandemic in 2020, Recycling/civic amenity sites, which were required to close Scotland wide. The site were re-opened in early June 2020. There were no closures in 2021 which contributed to an increase in recycling compared to 2020.
- The combined recycled, composted and recovery rate has increased from 43.7% in 2020 to 49.3% in 2021. This is mainly due to the reasons described above.
- The combined recycling, composting and recovery rate in 2019 was 48.4%. The 2021 combined rate of 49.3% would indicate that our

overall recycling and landfill diversion rates in 2021 returned to pre-covid levels. There are some disposal area differences when comparing 2019 and 2021, e.g. most of the glass collected in the Helensburgh/Lomond and the PPP areas is serviced by a dedicated glass collection vehicle and staffing based in Helensburgh. Depending on collection volumes and routes, the vehicle will sometimes discharge the glass at PPP sites and on other occasions at the Helensburgh site which varies the location where the glass is registered as being recycled. In 2021, there was significantly more glass discharged for recycling at the PPP sites (and subsequently less at the Helensburgh site) compared to 2019 levels. In the Islands disposal area, there was a drop in recycling from 2021 compared to 2019, this is mainly due to a large reduction in wood delivered for recycling at our Mull and Islay facilities.

- The recovery in the Waste PPP area is carried out by Renewi through residual waste mechanical biological treatment plants based at their waste facilities near Oban, Dunoon and Lochgilphead.
- The recovery in the Helensburgh and Lomond area is mainly carried out by Barr Environmental at their Auchencarroch waste facility, near Alexandria.
- There was an increase of circa 13% in overall municipal solid waste tonnages in 2021 compared to 2020. Tonnages in 2020 were much lower than normal mainly due to the sharp reduction in visitors and the closure of many commercial premises during the first lockdown in 2020. However, it is noteworthy that the 2021 tonnages were still higher by circa 3% compared to 2019. The overall tonnage increase in 2021 is likely due to the high number of staycation visitors during the year plus some new housing developments have come on stream e.g. Dunbeg (Oban).
- The overall percentage waste to landfill in 2021 (50.7%) was lower than 2020 (56.3%) again mainly due to the suspension of most recycling services for circa 3 months during the first lockdown in 2020.
- The tonnage of municipal waste to landfill in 2021 (i.e. 29,875 tonnes) was slightly more than in 2020 (i.e. 29,261 tonnes). This was mainly due to the overall tonnage drop in 2020 plus the 2021 tonnage increase as previously described.
- Recycling and composting is mainly from recycling collections, bring sites and segregated wastes from recycling/civic amenity sites. Recovery is predominantly moisture and process loss/use and/or compost like output from mixed waste treatment plants operated by the council's Waste PPP partner and other waste contractors.
- SEPA published annual recycling data for local authorities focuses mainly on recycling and composting from households.

Landfill Ban

- 4.4 The Waste (Scotland) Regulations were introduced by the Scottish Government in 2012 and they included a landfill ban of biodegradable waste from 2021.
- 4.5 The landfill ban planned for 2021 has since been rescheduled by the Scottish Government until 2025. This delay was welcomed by the Council and gives more time for alternative solutions and funding to be sought. An update report on the Waste PPP/Landfill Ban can be found at the September 2022 Environment, Development and Infrastructure Committee.

Deposit Return Scheme

- 4.6 The Scottish Government in 2019 set out a planned implementation date of April 2021 for a national deposit return scheme (DRS) for drinks containers including PET plastic drinks bottles, drinks cans and glass bottles. During the COVID-19 outbreak the implementation date was delayed by the Scottish Government until July 2022 and then subsequently until August 2023. Circularity Scotland have since been appointed by The Scottish Government to administer and operate the scheme throughout Scotland.
- 4.7 The DRS scheme may result in an overall Scotland wide increase in recycling including other environmental benefits e.g. current non-recyclers may use the scheme plus there should be less littering of such items. The scheme may however, see a reduction in Council recycling performance if items such as glass drinks bottles are no longer handled by Council glass collections albeit they should still be recycled in future via the DRS scheme. The DRS scheme aims to capture 70% of such items during the first year of implementation then rising to 90% in future years. Much will depend on how the scheme is implemented by the Scottish Government and Scheme Administrator in the coming years and public participation in the scheme.

Scottish Government Circular Economy Proposals

- 4.8 During the summer of 2022, The Scottish Government published its Circular Economy proposals which included 31 existing and proposed new measures up to and beyond 2025. These included existing measures such as the 2025 landfill ban and the DRS scheme as previously mentioned. There were also a number of new proposals which will likely impact on future recycling and recovery rates. Further details on these Scottish Government proposals will be reported at future ED&I Committees as they progress. Some of the main proposals are as follows:
- The Incineration Review recommendations will be actioned by the Scottish Government;
 - The rural food waste exemption will be reviewed by the end of 2022;

- Garden waste collections may become mandatory in 2023;
- Textiles collections may be made mandatory in 2025;
- Hazardous household waste collections may be made mandatory in 2025;
- The Household Recycling Charter may be made mandatory in future;
- Statutory Recycling Targets may be placed on individual Councils in future.

5.0 CONCLUSION

5.1 Steady progress was made on recycling and composting performance during 2021 after being affected during the early months of the pandemic in 2020. Since council kerbside services returned and recycling/civic amenity sites re-opened in June 2020, more normal recycling levels have returned throughout 2021. National Policy drivers such as the ban on biodegradable waste to landfill, the Scottish Deposit Return Scheme and the circular economy proposals will have significant implications for future recycling, composting and recovery performance.

6.0 IMPLICATIONS

- 6.1 Policy - National policies and regulations will likely impact on future recycling, composting and recovery performance. The council's policy is to reduce landfill.
- 6.2 Financial - The 2025 ban on biodegradable waste to landfill will have financial implications. An update report can be found in the September 2022 Environment, Development and Infrastructure Committee.
- 6.3 The landfill ban (delayed until 31st December 2025) is a legal requirement under the Waste (Scotland) Regulations 2012. Other legal requirements may result following The Scottish Government Circular Economy proposals.
- 6.4 HR – None.
- 6.5 Equalities – None.
- 6.6 Risk - Risks to the council on the landfill ban and any other future statutory requirements are mainly financial. A national deposit scheme for drinks containers will hopefully have an overall environmental benefit, although it may impact negatively on council recycling rates.
- 6.7 Customer – None at present.

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

Head of Roads and Infrastructure Services: Jim Smith

Policy Lead for Climate Change and Environment Services: Councillor
Ross Moreland

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

ARGYLL AND BUTE COUNCIL**Bute and Cowal Area Committee****Legal and Regulatory Support****6 September 2022**

Appointment to Glasgow Airport Consultative Committee

1.0 EXECUTIVE SUMMARY

- 1.1 The Area Committee made appointments to various outside bodies and organisations at the meeting held on 7 June 2022. The Council has since received a request from the Glasgow Airport Consultative Committee for one representative (and one substitute) from Argyll and Bute to sit on the Committee. Historically the substantive appointment has come from the Helensburgh and Lomond area and the substitute from Bute and Cowal.
- 1.2 The Area Committee is asked to consider the appointment of an Elected Member to be the substitute Council representative on the Glasgow Airport Consultative Committee.

ARGYLL AND BUTE COUNCIL

Bute and Cowal Area Committee

Legal and Regulatory Support

6 September 2022

Appointment to Glasgow Airport Consultative Committee

2.0 INTRODUCTION

2.1 The Area Committee made appointments to various outside bodies and organisations at the meeting held on 7 June 2022. The Council has since received a request from the Glasgow Airport Consultative Committee for one representative (and one substitute) to sit on the Committee. Historically the substantive appointment has come from the Helensburgh and Lomond area and the substitute from Bute and Cowal.

3.0 RECOMMENDATIONS

3.1 The Area Committee is asked to consider the appointment of an Elected Member to be the substitute Council representative on the Glasgow Airport Consultative Committee.

4.0 DETAIL

4.1 Prior to the Local Government Elections in May 2022, officers wrote to outside bodies and organisations asking if they still required Elected Member representation, and asked for confirmation on the number of representatives required. The Glasgow Airport Consultative Committee did not respond at that time, but have recently made contact with the Council to request that one Elected Member is appointed to represent the Council. Historically the Council has appointed one substantive Member from the Helensburgh and Lomond Area Committee and one substitute Member from the Bute and Cowal Area Committee.

4.2 Appointments made to outside organisations will be until the next Local Government Elections scheduled for May 2027.

5.0 CONCLUSION

5.1 This report advises the Area Committee of the current situation in regard to the Glasgow Airport Consultative Committee and asks Members to consider making an appointment to this organisation.

6.0 IMPLICATIONS

6.1 Policy – none

6.2 Financial – there will be costs incurred in terms of Members attending

these meetings.

6.3 Legal – none

6.4 HR – none

6.5 Fairer Scotland Duty – none

6.5.1 Equalities – protect characteristics – none

6.5.2 Socio-economic Duty – none

6.5.3 Islands – none

6.6 Climate Change – none

6.7 Risk – none

6.8 Customer Service – none

Executive Director with responsibility for Legal and Regulatory Support

Councillor Paul Kennedy, Depute Policy Lead for Community Planning and Corporate Services

16 August 2022

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

APPENDICES

None.

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ARGYLL & BUTE COUNCIL**BUTE AND COWAL AREA
COMMITTEE****LEGAL AND REGULATORY SUPPORT****6 SEPTEMBER 2022**

**EXTRACT OF MINUTE OF AUDIT AND SCRUTINY COMMITTEE HELD ON 23 JUNE
2022**

12. COMMUNITY ASSET TRANSFER SCRUTINY REVIEW

The Committee gave consideration to a report presenting the findings of the Community Asset Transfer Scrutiny Review, which was carried out as per the 2021/22 scrutiny plan. The report identified 'a perception that the Council's current asset transfer process is complex and does not fully support community empowerment to allow community groups to progress transfer request without significant support'.

Discussion was had in relation to the opportunity this afforded to expose the opportunities of Community Asset Transfer to a wider audience, with it being noted that delegated authority for Asset Transfers lies with the Policy and Resources Committee.

Decision

The Audit and Scrutiny Committee:-

1. Agreed the draft Community Asset Transfer Scrutiny Report; and
2. Agreed that the Community Asset Transfer Scrutiny Report be presented to the Council's 4 Area Committees in the first instance, for information and to facilitate promotion to community groups to consider, noting that any recommendations arising would require to be referred to the Policy and Resources Committee for consideration.

(Reference: Report by Chair of the Community Asset Transfer Scrutiny Panel, dated 23 June 2022, submitted)

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COMMUNITY ASSET TRANSFER SCRUTINY REVIEW

1. SUMMARY

- 1.1 The Community Asset Transfer scrutiny review was carried out as per the 2021/22 scrutiny plan agreed by the Audit and Scrutiny Committee at their development session on the 27 April 2021.
- 1.2 The Community Asset Transfer scrutiny panel comprised of Mr Martin Caldwell (Chair), Councillor Trail and Councillor McGrigor with support provided by internal audit officers.
- 1.3 The Community Asset Transfer process was chosen for inclusion in our scrutiny priorities for 2021/22 as a result of findings from the Council's Best Value Assurance Review conducted by Audit Scotland in May 2020. The report identified 'a perception that the Council's current asset transfer process is complex and does not fully support community empowerment to allow community groups to progress transfer request without significant support'.

2. RECOMMENDATIONS

- 2.1 Committee to agree the Draft Community Asset Transfer Scrutiny Report.
- 2.2 Committee to agree the most appropriate committee or other Council group for the Community Asset Transfer scrutiny report to be presented to for consideration.

3. DETAIL

- 3.1 The agreed objectives of the scrutiny review were to:
- ensure the council's guidance is consistent with legislation and national guidance
 - ensure the Council's process is supportive to community transfer bodies
 - ensure there is adequate engagement with community groups to assess feedback
 - ensure that the action plan from Audit Scotland's Best Value Assurance Report is being progressed.
- 3.2 Throughout this review two panel meetings were held to gather evidence.

- Panel one – Council’s Social Enterprise Development Officer and the Estates and Property Development Manager
- Panel two – representative from Audit Scotland comprising of the Audit Director and two Senior Audit Managers

3.3 We would like to extend our appreciation for the cooperation and assistance received from all witnesses invited to provide evidence over the course of the review.

3.4 Based on the information obtained over the course of the review the panel has identified eight findings specific to this review. These are detailed in the report attached as appendix 1.

3.5 The report has been discussed with the officers and panel members involved in the review to confirm accuracy and it is now for the Committee to decide whether to approve the report and, if so, to agree the most appropriate committee or other Council group for the Community Asset Transfer scrutiny report to be presented to for consideration.

4. CONCLUSION

4.1 Committee is requested to agree the attached report and agree the most appropriate Committee or other Council group for the report to be presented to for consideration.

5. IMPLICATIONS

- 5.1 Policy - None
- 5.2 Financial -None
- 5.3 Legal -None
- 5.4 HR - None
- 5.5 Fairer Scotland Duty - None
- 5.5.1 Equalities – None
- 5.5.2 Socio-Economic Duty – None
- 5.5.3 Islands Duty – None
- 5.6 Climate Change – None
- 5.7 Risk – None
- 5.8 Customer Service - None

Martin Caldwell
Chair of the Community Asset Transfer Scrutiny Panel
23 June 2022

For further information please contact:
Moira Weatherstone, Interim Chief Internal Auditor, 01546 604146

Appendices:
Appendix 1 – Draft Community Asset Transfer Scrutiny Report

Argyll and Bute Council

Scrutiny Report

March 2022

DRAFT

Community Asset Transfer

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Contact Details

Chair: Martin Caldwell (Chair of Audit and Scrutiny Committee)

Interim Chief Internal Auditor: Moira Weatherstone (moira.weatherstone@argyll-bute.gov.uk)

www.argyll-bute.gov.uk

1. Executive Summary

Introduction

1. As part of Argyll and Bute Council's (the Council) 2021/22 scrutiny plan, approved by the Audit & Scrutiny Committee (the Committee) in June 2021, we have undertaken a scrutiny review of the Council's Community Asset Transfer process.
2. Throughout this report references to 'the Panel' refers to the chair of the Committee and two Committee members who conducted this review. They were:
 - Martin Caldwell (Panel Chair)
 - Councillor Trail
 - Councillor McGrigor
3. The Panel was supported by council officers and relevant external parties who gave willingly of their time to help deliver the review. We would like to extend our appreciation for the cooperation and assistance received from all witnesses invited to provide evidence over the course of the review.

Objectives

4. The agreed objectives of the scrutiny review were to:
 - ensure the Council's guidance is consistent with legislation and national guidance
 - ensure the Council's process is supportive to community transfer bodies
 - ensure there is adequate engagement with community groups to assess feedback
 - ensure that the action plan from Audit Scotland's Best Value Assurance Report is being progressed.

Background

5. The Council's Best Value (BV) report issued by the Accounts Commission in May 2020 stated that community focus groups highlighted that:

There is 'a perception that the Council's current asset transfer process is complex and does not fully support community empowerment to allow community groups to progress transfer requests without significant support.'

and recommended that:

'The council should work with communities and community groups to understand and address their concerns in respect of the current asset transfer arrangements.'

In response to the BV report the Council have implemented a BV Action Plan with one of the actions being to 'Review and simplify the community asset transfer process'.

6. Part 5 of the Community Empowerment (Scotland) Act 2015 (The Act), sets out the key rights and duties for community transfer bodies and relevant authorities and provides a framework for the asset transfer process.
7. Historically, asset transfer was only available for land or buildings which a public authority has decided to dispose of, and has decided is suitable for community use. The Act puts more power

in the hands of communities by allowing them to request whatever publicly held property they believe will be most suitable to deliver their objectives. Therefore community transfer bodies who meet the qualifying criteria can make applications to relevant authorities to acquire land and property which is not listed for sale.

8. The Act requires each relevant authority to establish, maintain and make available a register of land which it owns or leases to the best of its knowledge and belief. This register is available to view within an area of the Council's website dedicated to community asset transfers along with links to other relevant guidance and tools.
9. The Council has developed an "expression of interest" process which seeks to resolve community requests as simply as possible out with the statutory Asset Transfer process and runs parallel with the Asset Transfer process. This process assists community transfer bodies wishing to investigate the possibility of developing a full asset transfer request or other alternative means of managing community assets. A transfer request can be for ownership, lease or other rights.
10. As at 30 June 2021, the Council reported to Scottish Government that it had received 70 expressions of interest since January 2017. Of these:
 - 14 are active
 - 53 have been resolved or withdrawn
 - 3 developed into asset transfer requests, one of which was successful and two refused.
11. The Council's Social Enterprise Development Officer is the single point of contact to provide assistance to community transfer bodies. There is an internal process guide to ensure consistent evaluation of expressions of interest and asset transfer requests received.
12. The Council's Asset Transfer Group consists of representatives across various council services. The group meets monthly to review progress with expressions of interest and asset transfer requests, review the Best Value Assurance Report action plan and the published asset register and consider any other relevant business.
13. The Community Asset Transfer process was approved for inclusion in our scrutiny plan for 2021/22 at the meeting of the Council's Audit and Scrutiny Committee on 15 June 2021.

Scrutiny Initiation Briefing – 13 August 2021

14. In August 2021 scrutiny officers circulated a briefing paper to the Panel which provided background on the community asset transfer process. The Panel met to agree the scope and identify invitees to give evidence at a series of meetings.
15. The agreed scope was to consider whether the community asset transfer process:
 - complies with relevant legislation and guidance
 - supports community transfer bodies through the expression of interest and asset transfer process
 - uses feedback from community transfer bodies to inform improvement actions that will address the findings of the Best Value Report.
16. The Panel agreed that they should meet with appropriate representatives of the groups set out in Exhibit 1.

Exhibit 1 – Scrutiny Meetings

Group	Key Areas for Discussion
Council Officer(s)	<ul style="list-style-type: none"> • Council compliance with legislation and national guidance. • How the expression of interest pre-application stage assists community transfer bodies prepare for a full asset transfer request. • How an asset transfer request is assessed. • How representation at review panels is decided. • Whether feedback from community groups is used to inform improvement actions. • Progress in addressing the action plan from the Audit Scotland Best Value Assurance Report.
Audit Scotland (author of Best Value Assurance Report)	<ul style="list-style-type: none"> • Whether guidance published by the Council is considered compliant with statutory requirements. • Whether community transfer bodies can easily access information and support from Council officers. • Whether sufficient feedback had been sought from community transfer bodies to inform the Best Value Assurance Report. • What specific areas/issues were highlighted as being complex through feedback received from community transfer bodies.

2. Scrutiny Meetings

Scrutiny Meeting One – Council Officers – 05 October 2021

17. The first scrutiny meeting consisted of the Council’s Social Enterprise Development Officer, who is the single point of contact for community groups and supports the Community Asset Transfer request process and the Estates and Property Development Manager who deals with any property related matters for the Council and chairs the Asset Transfer Group. The key messages reflecting the views of the Council officers who attended, from this meeting are set out in Exhibit 2.

Exhibit 2 – Scrutiny Meeting 1 – Council Officers - Key Messages

Theme	Detail
Scottish Government and Council Guidance	<p>Scottish Government provides two guidance notes, the “Community Empowerment (Scotland) Act 2015: community transfer bodies’ guidance” and a 16 page summary guide both of which have been written with communities in mind. Council officers have selected key sections from this guidance to further simplify and publish on the Council’s website for public use. General feedback from events and talks is that the webpages are very helpful. However, Audit Scotland stated in the Best Value report that “feedback from Community Groups highlights a perception that the Council’s current Asset Transfer process is complex and does not fully support community empowerment”.</p> <p>The Council’s Legal Services have been fully involved throughout the community asset transfer process development and there is a high level of confidence that the Council fully complies with Scottish Government guidance and legislation.</p>

	<p>The Council's website contains all of the statutory elements that are required to be published, including additional links to further guidance and resources.</p> <p>There is information exchange with other Councils, this enables learning from each other and evaluation of how the process is managed at other Councils whilst meeting the statutory requirements. The legislation is still relatively new and Council processes are evolving.</p> <p>An Asset Transfer Request must be in writing but it is not necessary to use the form provided by the Council. Community transfer bodies are encouraged to use the expression of interest process, this allows the Council to provide support and information on what may be the best approach to meet the communities need.</p> <p>The value of assets involved tend to be low and there has not been a request close to the State Aid barrier to date, there is unlikely to be any significant impact following the change to Subsidy Control which currently has a threshold of approximately £335,000 over the current and two previous years.</p>
Expression of Interest (EOI)	<p>The EOI process is not a requirement of the Act but is a recommendation in the Scottish Government Guidelines, many other Councils offer similar support. It is not a pre-application stage to a formal asset transfer request (ATR), it is an option groups can choose to use to investigate their idea further without necessarily requiring a formal ATR as other solutions to address their needs are often identified thus negating the need to submit a formal ATR.</p> <p>Every EOI is different, some are easy to quantify but some are vague in terms of their request or identified outcome, however the Council tries to help groups find a solution or clarify what outcome the community is looking for. The EOI process guides the groups towards the best way to achieve their objectives without necessarily resulting in a formal ATR. In addition the process helps groups understand the full extent of their interest and the associated operational requirements should they wish to progress. If what a group is suggesting seems unrealistic they receive feedback and suggestions for improvement, this allows the group to make a more informed decision of whether they wish to proceed, seek alternative solutions or withdraw from the process.</p> <p>EOI forms gather initial high level information. Part of the assessment process looks at ongoing capacity within the group and resilience to continue to manage or develop services with the asset for the benefit for the wider community.</p> <p>EOIs are not rejected, the final decision is made by the group on whether to take the request forward, however, a positive outcome is supported wherever possible. It can be difficult to measure whether an EOI remains active or not as groups are often slow to respond and therefore unsure if they have decided whether to continue or not.</p>

	<p>The annual Scottish Government return identifies how many EOIs have been received, how many have progressed to full ATR and how many have resulted in an alternative positive outcome. These statistics show that very few EOIs progress to formal ATR, however this is not necessarily a negative result as positive outcomes are often achieved by other means. At present the Council do not capture information in relation to the final outcome where a full ATR is not achieved.</p> <p>General support and information regarding funding opportunities is offered to any group qualifying as a community transfer body (CTB). Groups that do not qualify as a CTB are also supported although they would not be entitled to use the formal legislation. Groups are also directed to other Council services such as Business Gateway and partner agencies such as Just Enterprise for further/specialist advice and support.</p> <p>The Council does not provide financial support to groups to progress their EOI or ATR, however they do facilitate a joint valuation of the property concerned. Officers will advise of other funding sources and available assistance e.g. Business gateway will with the preparation of a business plan.</p>
Asset Transfer Request	<p>Community Asset Transfer information provided on the Council's webpage is based on the legislation to ensure compliance with the Act.</p> <p>The Community Empowerment Act is about empowering communities voices to be heard, their requests listened to and considered. It does not provide a guarantee that a request will be approved but it does give them certain rights to be heard and not dismissed.</p> <p>Community groups can submit a request for assets which are currently in use by the Council, there is no requirement for the asset to be identified as being a surplus asset, however, this could possibly make their request a bit more challenging.</p> <p>An ATR can be submitted at any time by a CTB and it is their decision whether or not to take forward. Council Officers will provide support and advice in order to ensure that any ATR application submitted by a CTB is as strong as possible to provide the best chance of succeeding. If the CTB can then alleviate some of the concerns at the outset this gives them a stronger more robust ATR going forward.</p> <p>Formal ATRs are concluded when a decision has been reached or an appeal has been heard. If unsuccessful, officers will continue to engage with the groups to find an alternative positive outcome for their request.</p> <p>Financial and Legal Services are represented on the Asset Transfer Group (ATG). They will assess their relevant areas within the application and if required will request further information depending on the scale of the asset the CTB are looking to take over. An updated matrix is used for evaluation of all ATRs.</p>

Review Panels	<p>Members of the Policy and Resources Committee are responsible for determining how to run review panels. A review panel can be a complete review, an open public meeting or review of additional information provided by council officers or the CTB. The ATG will provide an asset re-evaluation report to help guide decision making.</p> <p>Each case is reviewed and considered on its individual merit rather than taking a consistent approach.</p> <p>Both review panels held were conducted as a desk-top exercise with additional information presented, there was no representative from the CTBs present at either review panel.</p>
Feedback From Community Groups	<p>There has been no customer survey for ATR or EOI's undertaken to date, however, feedback received at courses or events for communities has been positive.</p> <p>Some changes have been identified and these are reviewed by the legal team prior to publishing to ensure ongoing compliance with the Act. Specific changes are being made following the BV3 comments to aid community engagement and understanding.</p> <p>Officers have attended and contributed at training, events and consultations organised by Community Ownership and Support Service (COSS, a subsidiary branch of the Development Trust Association that is funded directly from Scottish Government to support communities and LAs in delivering asset transfers). Council officers also review websites of other Councils to benchmark our information provision and processes with other Local authorities, we have similar processes to others but also do some things that others don't.</p> <p>Officers attended a national event for local authorities to review the process and feed into a review of the Act, a similar event is planned for community groups to get wider feedback. It is thought that a paper will be produced at the end of the current parliament covering any required updates or changes to the Act.</p>
Best Value Assurance Report Action Plan and Progress	<p>Positive feedback has been received from groups regarding the information available on the Council's website. The web pages have been updated in light of the BV3 report with a focus on the EOI pages to simplify the language used and remove some of the technical information, replacing it with links to provide further information or clarity as required. This is a recent change and there has been no feedback to date.</p> <p>The EOI is a supportive tool for groups to use that enables them to decide whether they wish to proceed to a full ATR or not. The panel meeting has provided a very different view to what is recorded in the Audit Scotland BV3 report.</p>
Promotion of Asset Transfers	<p>The BV3 report requires the Council to promote asset transfers, this has been taken on board. One specific area that the Council has focussed on is</p>

	<p>that they are actively looking at ways to try and promote toilets that are at risk of closure and how groups can work in partnership with the Council to take responsibility for this asset. Similar opportunities will start to appear on the Council's webpages as they arise.</p> <p>Surplus Assets are marketed commercially by the Estates service to obtain best value for them. The details are published on the Council's website to allow community groups the opportunity to view and form their proposals should they wish to apply for an ATR. However, the focus of the Act is on the community need rather than the property.</p>
Other relevant information	<p>Legislation requires officers to respond within a fixed period of time, if there were more than 2 or 3 ATRs in a year the service would struggle to resource this. Around one third of the Social Enterprise Officer's time is spent on EOs and supporting groups to progress enquiries.</p> <p>The Council provide limited time monitoring completed ATR's as all responsibility is transferred with the asset. If another option is taken forward using a joint approach, the Council can provide guidance and support to the group.</p>

Scrutiny Meeting Two – Audit Scotland – 18 November 2021

18. The second scrutiny meeting consisted of representatives from Audit Scotland, this included the Audit Director and two Senior Audit Managers. The key messages from this meeting, reflecting the views of Audit Scotland, are set out in Exhibit 3.

Exhibit 3 – Scrutiny Meeting 2 – Audit Scotland - Key Messages

Theme	Detail
Scottish Government Guidance	<p>Observations made by the panel regarding the complexity of government guidance are well made, however, this is often the nature of guidance documents. Unfortunately, community groups often do not have the capacity or time to deal with complex guidance.</p> <p>The Government return could include more information regarding positive outcomes that have not resulted in a full community asset transfer.</p>
Argyll and Bute Council Guidance and Procedures	<p>The BV3 report recognised that there is guidance in place but that it may be over burdensome and could be streamlined.</p> <p>The Council has taken Audit Scotland's comments on board and is engaging with communities to make the whole process more straight forward. The Council aims to simplify the guidelines for community groups by either slimming down the guidance further, changing it or producing something that runs alongside it to make it easier for people to work with.</p> <p>The guidance has to be provided for transparency reasons but this can be off-putting for community groups. Incorporating the guidance into the process and early engagement between the Council and community groups is therefore of utmost importance. This helps to establish what the community group are looking to achieve and then progress the</p>

	<p>requirement in meaningful segments using the officer's technical expertise to support the group through the process.</p>
<p>Feedback from Community Groups used to inform Argyll and Bute Council's Best Value Assurance Report</p>	<p>The BV3 report was cleared with SMT to agree factual accuracy prior to publishing.</p> <p>One of the elements of the BV3 report was to look at how the Council engages with the community, how active it is in promoting community engagement and what the perceptions are from the community in terms of the level of engagement. It was not intended to look specifically at community asset transfers.</p> <p>There was no survey used as part of the BV3 audit, the work involved meeting with a number of community groups or their representatives drawn from across Argyll and Bute area with a mix of island and mainland based groups to gain an understanding of how they perceived community engagement. There is no definitive data available to share with the Council.</p> <p>One of the themes to emerge was that of mixed feelings regarding the Community Asset Transfer process and this was documented in the report as a perception as the asset transfer process had not been audited. The purpose of the report content was to reflect back to the Council for consideration on how to move forward and better understand why the community groups were of this opinion.</p> <p>Audit Scotland acknowledged that there may be an element of bias in the perception depending on the results of applications or enquiries made by the groups that were consulted.</p> <p>As well as the feedback from communities there is corroborative feedback from some of the elected members where they were aware of communities enabled to engage with the Council and take forward community asset transfers.</p> <p>Audit Scotland did not look at the Council's website in any great detail when preparing the BV3 report.</p> <p>The website is due to promote assets for community participation in 2022 on a trial basis as part of the improvement actions.</p> <p>It would be beneficial to request feedback from community groups on how clear and easy it is to access and navigate the website to make it as user-friendly as possible and achieve a positive outcome.</p> <p>It would also be beneficial to indicate that a community asset transfer is not the only option and there are other solutions that may be more appropriate. Some solutions may involve further partnership working between community groups where more than one community group is interested in a property e.g. library within a café.</p>

Other observations/ comments	<p>Audit Scotland acknowledged that not all applications for community asset transfers come to fruition and that was fundamental, demonstrating the complexity of the process and also because community asset transfer is not necessarily the best outcome as a better solution might present itself as noted above in the Scottish Government guidance detail of Exhibit 3.</p> <p>The Council should reflect on the support provided to community groups considering community asset transfer and establish whether they are comfortable with the level provided and whether it is considered to be a partnership approach or client and customer relationship dealt with at arms-length.</p> <p>The Council could benefit from discussing and comparing processes with Glasgow City Council in terms of how they have set up their processes, their arrangements and their team to deal with not just community asset transfers but more about finding the right solution and working with community groups in terms of some of the challenges.</p>
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3. Overall Conclusion and Findings

19. Based on the information obtained over the course of the review the Panel has concluded that:

- the Community Asset Transfer process is compliant with statutory requirements
- the process enables opportunity for engagement with community transfer bodies
- the process is supportive to community transfer bodies and communities

20. The review has identified eight findings which have been discussed with management. These, and the management responses, are detailed in Exhibit 4.

Exhibit 4 – Findings

No.	Recommendations	Management Response
1	The legislation is still relatively new and processes are evolving. Some variations in processes exist between Councils due to interpretation of the legislation. Information exchange takes place with other Councils for learning and evaluation purposes however Audit Scotland suggests communicating directly with Glasgow City Council to learn from some of the challenges they have overcome.	COSS have established a Quarterly Forum “ RA Quarterly Group ” which representatives of the Asset Transfer Group plan to attend. This will give the opportunity to learn from other councils and discuss how others resolve any issues. Next meeting 7 th March 2022.
2	The annual Scottish Government return identifies how many EOIs have been received and how many asset transfers have been received. These statistics show that very few EOIs progress to formal ATR, however this is not necessarily a negative result as positive outcomes are often achieved by other means. There is no	Data is collected on numbers with notes of resolution. Work is ongoing to develop quarterly highlight reports that give further detail of outcomes. The follow up outcomes of assets previously transferred will be added on a periodic basis to the quarterly reporting.

No.	Recommendations	Management Response
	data capture of all outcomes and the degree of resolution achieved, therefore, a method or format should be created to identify the outcomes secured.	
3	An EOI is not a pre-application stage to a formal asset transfer request (ATR), it is an option that groups can choose to explore their idea further without necessarily requiring a formal ATR. Other solutions often present themselves that will address the needs of the group thus negating the need to submit a formal ATR. The information provided on EOI does not make this explicit on the website.	Actions have been taken to clarify the processes and the options available. We have clarified our descriptions of the processes and try to be consistent in our use of language when discussing / describing the processes on offer.
4	Review panels were held for two rejected ATRs, these were conducted as a desk-top exercise with additional information presented to support the appeal. There was no representative from the CTBs present at either review panel. The option of a default presence of CTBs should be investigated.	Currently this is a decision that sits with the Policy and Resources sub group. They decide on the format of the review and can request participation from the group if this was considered to assist with the process.
5	No customer surveys have been undertaken to date, however, feedback is received when attending courses and events and this has been positive. More in-depth feedback from community groups should be considered, it may be useful to approach COSS to obtain advice on how to structure such feedback.	The Communities and Partnership Team (CPT) have been working with COSS to deliver some introductory training courses. The Scottish Government and COSS have been undertaking community consultation. We will review the feedback from this and then consider what further consultation is needed and add this to the CPT training programs.
6	The Council is actively looking at ways to promote asset transfers, toilet facilities in particular with other opportunities to follow as they arise.	This action is being developed and with the approval of the Asset Transfer Group will be implemented in 22/23.
7	<p>The BV3 report recognised that Council guidance is in place but that it may be over burdensome and could be streamlined as community groups often do not have the capacity, time or capability to deal with complex guidance.</p> <p>Audit Scotland did not review the Council's website in any great detail during their review, however, the web pages have been updated as a result of the BV3 report with a focus to simplify the EOI pages, and there has been no feedback to date.</p>	Action noted and will be raised at COSS events along with regular catch up meetings with COSS representatives.

No.	Recommendations	Management Response
	<p>The Council's guidance is based on complex guidance issued by Scottish Government and therefore may deter groups from applying. Council officers should consider raising the issue with the COSS group with a view to submitting a collective request to Scottish Government to review and potentially simplify the guidance.</p>	
8	<p>It would be beneficial to indicate that a community asset transfer is not the only opportunity available to CTBs as there are other solutions that may be more appropriate. Some solutions may involve further partnership working between CTBs where more than one CTB is interested in a property e.g. library within a café. This type of solution should be added to the information available on the Council's website.</p>	<p>This information has been added to the website. We will continue to monitor and look for ways to highlight further opportunities as we develop these resources.</p>

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**Bute and Cowal Area Committee
Workplan 2022-2023**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
14 September 2022					
14 September 2022	Area Performance Report – FQ1 2022/23	Customer Support Services	Quarterly	12 August 2022	
14 September 2022	Roads and Infrastructure Service Update	Roads and Infrastructure Jim Smith	Quarterly Report	12 August 2022	
14 September 2022	Recycling and Recovery Performance	Roads and Infrastructure John Blake	Annual Report	12 August 2022	
14 September 2022	Appointment to Glasgow Airport Consultative Committee	Legal & Regulatory Support – Stuart McLean		12 August 2022	
14 September 2022	Community Asset Transfer scrutiny review – Referral from Audit and Scrutiny	Legal & Regulatory Support – Lynsey Innes		12 August 2022	
December 2022					
6 December 2022	Area Performance Report – FQ2 2022/23	Customer Support Services	Quarterly	11 November 2022	
6 December 2022	Charitable Trusts, Bequests and Trust Funds	Legal & Regulatory Support – Stuart McLean	Annual Report	11 November 2022	

**Bute and Cowal Area Committee
Workplan 2022-2023**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
6 December 2022	6 monthly HSCP – Local Report (Highlight local issues)	Health & Social Care Partnership – Charlotte Craig	Bi-Annual Report	11 November 2022	
6 December 2022	Secondary School Report - Dunoon Grammar School	Report by Head Teacher	Annual Report	11 November 2022	
6 December 2022	Secondary School Report – Rothesay Joint Campus	Report by Head Teacher	Annual Report	11 November 2022	
6 December 2022	ACHA Annual Update	Chief Executive - ACHA	Annual Report/Presentation	11 November 2022	
6 December 2022	HSCP Annual Performance Report	Health & Social Care Partnership – Charlotte Craig	Annual Report	11 November 2022	
6 December 2022	The Third Marquis of Bute's Silver Wedding Dowry Fund	Legal & Regulatory Support / Stuart McLean	Annual Report	11 November 2022	
6 December 2022	Lamont Bequest Applications	Legal & Regulatory Support – Stuart McLean	As required	11 November 2022	Cut off for applications 15 November 2022
6 December 2022	Roads and Infrastructure Service Update	Roads and Infrastructure Jim Smith	Quarterly Report	11 November 2022	
March 2022					
7 March 2023	Area Performance Report – FQ3 2022/23	Customer Support Services	Quarterly	10 February	

**Bute and Cowal Area Committee
Workplan 2022-2023**

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
				2023	
7 March 2023	Supporting Communities Fund Applications	Chief Executive Kirsty Moyes /Becky Hothersall	Annual report	10 February 2023	
7 March 2023	Roads and Infrastructure Service Update	Roads and Infrastructure Jim Smith	Quarterly Report	10 February 2023	
7 March 2023	Strategic Housing Fund	Development and Economic Growth Douglas Whyte	Annual Report	10 February 2023	
7 March 2023	Lamont Bequest Applications	Legal & Regulatory Support – Stuart McLean	As required	10 February 2023	Cut off for applications 15 February 2023
7 March 2023	Pupil Experiences	Legal & Regulatory Support – Stuart McLean	As required	10 February 2023	Senior pupils to be invited to speak to the Area Committee.

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