

**Argyll and Bute Council**  
**Comhairle Earra-Ghàidheal Agus Bhòid**

*Executive Director: Douglas Hendry*



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*7 September 2022*

**NOTICE OF MEETING**

A meeting of the **OBAN LORN & THE ISLES AREA COMMITTEE** will be held by **MICROSOFT TEAMS** on **WEDNESDAY, 14 SEPTEMBER 2022 at 10:30 AM**, which you are requested to attend.

Douglas Hendry  
Executive Director

**BUSINESS**

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
  - (a) Oban, Lorn and the Isles Area Committee - 15 June 2022 (Pages 3 - 10)
  - (b) Oban, Lorn and the Isles Area Community Planning Group - 17 August 2022 (Pages 11 - 20)
  - (c) Oban Common Good Fund - 3 August 2022 (Pages 21 - 22)
- 4. PUBLIC QUESTION TIME**
- 5. AREA PERFORMANCE REPORT - FQ1 2022/23** (Pages 23 - 64)  
Report by Executive Director with responsibility for Customer Support Services
- 6. ROADS AND INFRASTRUCTURE SERVICES UPDATE** (Pages 65 - 70)  
Report by Executive Director with responsibility for Roads and Infrastructure Services
- 7. RECYCLING AND RECOVERY PERFORMANCE** (Pages 71 - 78)  
Report by Executive Director with responsibility for Roads and Infrastructure Services
- 8. REFERRAL FROM AUDIT AND SCRUTINY COMMITTEE - COMMUNITY ASSET TRANSFER REVIEW** (Pages 79 - 98)  
Extract of Minute of Audit and Scrutiny Committee held on 23 June 2022 and report by Chair of the Audit and Scrutiny Asset Transfer Panel

## REPORTS FOR NOTING

**9. DRAFT OBAN, LORN AND THE ISLES AREA COMMITTEE WORKPLAN** (Pages 99 - 102)

**10. JOHN OF LORN BEQUEST AWARD RECOMMENDATIONS**

(a) Report by Executive Director for responsibility for Legal and Regulatory Support (Pages 103 - 104)

**E1** (b) Exempt Appendix (Pages 105 - 106)

**11. COMMERCIAL SERVICES REPORT**

**E1** (a) Connel Flying Club - Lease at Oban Airport (Pages 107 - 150)

Report by Executive Director responsible for Commercial Service

**E1** (b) Connel Gliding Club - Lease at Oban Airport (Pages 151 - 158)

Report by Executive Director responsible for Commercial Service

The Council will be asked to pass a resolution in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the public for items of business with an "E" on the grounds that it is likely to involve the disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 7a to the Local Government (Scotland) Act 1973.

The appropriate paragraphs are:-

**Paragraph 6** Information relating to the financial or business affairs of any particular person (other than the authority).

## Oban Lorn & The Isles Area Committee

|                                      |                                |
|--------------------------------------|--------------------------------|
| Councillor Kieron Green (Vice-Chair) | Councillor Amanda Hampsey      |
| Councillor Willie Hume               | Councillor Andrew Kain (Chair) |
| Councillor Jim Lynch                 | Councillor Luna Martin         |
| Councillor Julie McKenzie            | Councillor Andrew Vennard      |

Contact: Stuart McLean, Committee Manager - 01436 658717  
Karen Campbell Senior Committee Assistant - 01631 567855

**MINUTES of MEETING of OBAN LORN & THE ISLES AREA COMMITTEE held in the BY  
TEAMS  
on WEDNESDAY, 15 JUNE 2022**

**Present:**

Councillor Andrew Kain (Chair)

|                           |                           |
|---------------------------|---------------------------|
| Councillor Kieron Green   | Councillor Luna Martin    |
| Councillor Amanda Hampsey | Councillor Julie McKenzie |
| Councillor Willie Hume    | Councillor Andrew Vennard |
| Councillor Jim Lynch      |                           |

**Attending:**

Stuart McLean, Committee Manager  
 Mark Calder, Project Officer, Development & Infrastructure Services  
 Sandra Clark, Primary Education Performance & Improvement Manager  
 Evan Beswick, Primary Health Care Manager  
 Marri Malloy, Convenor Oban Community Council  
 Duncan Martin, Oban Community Council  
 Jessie MacFarlane, Oban Community Council  
 Ross Wilson, Oban Community Harbour Development Association  
 Phil Hamerton, Oban Community Harbour Development Association

**1. APOLOGIES FOR ABSENCE**

There were no apologies for absence intimated.

**2. DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

**3. MINUTES****(a) Oban, Lorn and the Isles Area Committee - 9 March 2022**

The Minute of the previous meeting of the Oban, Lorn and the Isles Area Committee, which took place on 9 March 2022, was approved as a correct record.

**(b) Oban Common Good Fund - 14 March 2022**

The Minute of the Oban Common Good Fund, which took place on 14 March 2022, was noted.

**(c) Oban Common Good Fund Special Meeting - 29 March 2022**

The Minute of the Oban Common Good Fund, which took place on 29 March 2022, was noted.

**(d) Oban, Lorn and the Isles Area Community Planning Group - 27 April 2022**

The Minute of the Oban, Lorn and the Isles Area Community Planning Group, which took place on 27 April 2022, was noted.

#### 4. PUBLIC QUESTION TIME

##### 1. Phil Hamerton has submitted the following question:

At a recent meeting (May 10th 2022) it was stated by the Head of Roads and Infrastructure Services that, in connection with the drafting of the Harbour Order, "wider consultation with the community is due to start in the next few weeks". Can the Area Committee inform us what the schedule of this consultation is to be? Specifically, with whom will Officers consult on what specific matters and when will each of these exercises start and finish?

Mark Calder, Project Manager for Roads and Infrastructure Services reported that the council had published its programme of intention on Oban Bay on the council website, which can be accessed via the following link - [Oban Municipal Harbour \(argyll-bute.gov.uk\)](http://ObanMunicipalHarbour.argyll-bute.gov.uk).

Mr Calder advised that the programme indicates when the consultation process would commence and includes all known stakeholders who have an interest in the Bay including community councils whose area have an interest in the Bay from a transportation point of view. The Area Committee noted that it would not be appropriate to make the list public for GDPR reasons and that the council would update the project plan on a regular basis.

Phil Hamerton stated that this response was not adequate, as the detail that Oban Community Harbour Development Association were interested in is not referenced on the website. Mr Hamerton stated that OCHDA continue to be interested on details around the what, when and who would be consulted during this process.

Councillor Kain advised the Area Committee that he had been appointed as Chair of the Harbour Board and he would be happy to take forward the concerns of OCHDA and is committed to ensuring that all lines of communication with the public would be open.

Ross Wilson (OCHDA) advised that Oban Community Council were now members of the Oban Bay Management Group and that they would liaise with all other Community Councils that are served by Oban Harbour. Mr Wilson advised that OCHDA were due to have a meeting this afternoon where communication with stakeholders would be considered.

##### 2. Question from Duncan Martin

Mr Martin acknowledged that the Area Committee had approved the minute of the previous meeting and highlighted that Oban Harbour item had been considered and noted., with no reference to any discussion held. Mr Martin believed that the Area Committee unanimously agreed, that since the Harbour was central to the economy of Oban, Lorn and the Isles, updates on the progress towards a new Harbour Authority would be a standing item on future Area Committee agendas. It was Mr Martin's opinion that it seems that unless the views expressed in a meeting result in

a formal resolution, these views are not minuted. Do Councillors consider this satisfactory?

Mr Martin had queried this with the Committee Manager and in his reply the Committee Manager acknowledged that the meeting had recognised the importance of Oban Bay. He also stated, correctly, that the Harbour Board is the responsible committee, and that Oban, Lorn and the Isles members would be updated as appropriate for information only.

Mr Martin added that unless a special meeting is arranged, the Harbour Board won't meet until September 2022. Presumably only after it has reached its decisions would some officers decide what information is appropriate to be passed on to the Area Committee, presumably in November. This is clearly not what the last Area Committee intended.

It seems that meetings of the council and its committees are merely records of decisions reached. Mr Martin asked why is this and whether this is standard practice in local government?

Mr Martin felt that this means that there is no audit trail, a topic doesn't appear on a Committee's minute until it comes for a decision. Minutes have to be much more than a list of decisions, they should enable a member of the public or any outside body to have a grasp of the issues debated. They should also enable Councillors in the rest of Argyll and Bute to understand where we are in Oban, Lorn and the Isles. Is webcasting meetings an effective substitute for proper minutes?

Mr Martin believes that the Area Committee has very limited decision-making powers e.g. in relation to community grants etc. Its main function has to be the monitoring of the local activities of Council Services. It cannot do this unless it is fully involved and informed. The committee should be ensuring that all proposed service developments are co-produced with all those affected (geographical communities or communities of interest).

Before passing the question to the Committee Manager the Chair thanked Mr Martin for his questions and expressed his support for all services being co-produced and that Oban Bay is a strategic issue that will be considered at all levels within Argyll and Bute.

The Committee Manager confirmed that the style of minute is standard across the council, adding that the council is committed to openness and transparency and that all Strategic Committees are now routinely webcast which can be accessed live or at a time of individuals choosing via the archive.

Regarding representation on the Harbour Board, Mr McLean advised that the Area Committee is represented on the Harbour Board and that any Councillor may be present at a meeting of a Committee or Sub Committee of which the Councillor is not a member, as outlined within Standing Orders.

### **3. Question from Marri Malloy**

At the last Area Committee Meeting I asked for a breakdown of where the £91,000 staycation money allocated to the Local Authority was spent, particularly in Oban, to

date I have not received this information. I am also waiting on a response from Jim Smith, Head of Roads and Infrastructure to attend an Oban Community Council Meeting?

Mark Calder confirmed that he would ask the Staycation Officer to contact Mrs Malloy directly. The Committee Manager also advised that an update report concerning Staycation was considered at the Environment, Development and Infrastructure Committee on 2 June 2022 and that he would send Mrs Malloy a link to the report and encouraged all those with an interest in this subject to watch the archived webcast.

## **5. AREA PERFORMANCE REPORT - FQ4 2021/22**

The Committee gave consideration to the Area Scorecard for Financial Quarter 4 2021/22 (January – March 2022) which illustrated the agreed performance measures.

### **Decision**

The Oban, Lorn and the Isles Area Committee:-

- a) Noted and considered the performance and supporting commentary as presented.
- b) Noted that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- c) Noted that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Performance Report.
- d) Noted the proposal to include the additional Corporate Outcome Indicators (COIs) within the quarterly Area Committee report.

(Reference: Report by Executive Director with responsibility for Customer Support Services, dated 15 June 2022, submitted)

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

The Committee gave consideration to a report which provided an update on the recent activities of Roads and Infrastructure Services and highlighted works being undertaken which were of relevance to the Oban, Lorn and the Isles area.

### **Decision**

The Oban, Lorn and the Isles Area Committee considered and noted the contents of the report.

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

**7. PRIMARY SCHOOL REPORT 2021/22 - OBAN, LORN AND THE ISLES**

The Committee gave consideration to a report presented by Sandra Clark, which outlined the progress being made at Primary School level since the pandemic restrictions were lifted and pupils could return to full time education. The report also outlined information in relation to the latest SIMD figures, Free School Meals and Clothing Grant uptake.

**Decision**

The Oban, Lorn and the Isles Area Committee considered and noted the report.

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

**8. INTEGRATION JOINT BOARD PERFORMANCE REPORT (MAY 2022)**

The Committee gave consideration to a report which provided an update from the Argyll and Bute Health and Social Care Partnership (HSCP) on service performance and the progress made towards the new remobilising targets set by the Scottish Government, Local Authority and the NHS.

**Decision**

The Oban, Lorn and the Isles Area Committee:-

- a) Considered the HSCP performance progress presented to the JJB on 25 May 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.
- b) Considered Waiting Times Performance and a further reduction in Consultant and Nurse Led Outpatient breaches >12 weeks.
- c) Noted performance with regards to both Argyll & Bute and Greater Glasgow and Clyde current Treatment Time Guarantee for Inpatient/Day Case Waiting List and activity.
- d) 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 May 2022, submitted)

**9. APPOINTMENTS TO OUTSIDE ORGANISATIONS**

The Oban, Lorn and the Isles Area Committee gave consideration to Appointments to Outside Organisations.

The following was agreed:-

**Oban, Lorn and the Isles Community Planning Group**

To appoint Councillors Kain, Green and Vennard to the Oban, Lorn and the Isles Community Planning Group.

**Oban, Lorn and the Isles Locality Planning Group**

To appoint Councillors Lynch and McKenzie to the Oban, Lorn and the Isles Locality Planning Group.

**West Highland Housing Association**

To appoint Councillor Martin to the West Highland Housing Association Board.

**Atlantis Leisure**

To appoint Councillor Martin to the Atlantis Leisure Board.

**Bid 4 Oban Ltd**

To appoint Councillor Lynch to the Bid 4 Oban Ltd Board.

**Catherine McCaig's Trust**

To appoint Councillors McKenzie, Hampsey and Hume to the Cathering McCaig's Trust.

**10. DRAFT OBAN, LORN AND THE ISLES AREA COMMITTEE WORKPLAN**

The Oban, Lorn and the Isles Area Committee Workplan as at June 2022 was before the Committee for noting.

**Decision**

The Oban, Lorn and the Isles Area Committee noted the contents of the Workplan.

(Reference: Oban, Lorn and the Isles Area Committee Workplan, dated June 2022 submitted)

**11. JOHN OF LORN BEQUEST AWARD RECOMMENDATIONS**

(a) **Report by Executive Director with responsibility for Legal and**



### **Regulatory Support**

The Committee gave consideration to a report which provided information regarding six applications that had been received for support from the John of Lorne Bequest.

As the Committee had further questions on the applications, which were noted on Appendix 1, The Committee resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the press and public for the following items of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 6 of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

(b) **Exempt Appendix**

The Committee discussed the contents of the exempt appendix.

### **Decision**

The Oban, Lorn and the Isles Area Committee agreed to:

1. award £100 to the single family applicant that meets the criteria;
2. award £50 to the two individual applicants that meets the criteria;
3. refuse the one family applicant who does not meet the criteria;  
and
4. refuse the two individual applicants who do not meet the criteria.

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

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**MINUTES of MEETING of OBAN LORN & THE ISLES COMMUNITY PLANNING GROUP held  
in the MICROSOFT TEAMS  
on WEDNESDAY, 17 AUGUST 2022**

**Present:** Kevin Champion, Oban High School (Chair)

**Attending:** Michelle Mundie, Argyll Community Housing Association  
Sgt Cammy Lowe, Police Scotland  
Councillor Andrew Kain  
Councillor Kieron Green  
Councillor Andrew Vennard  
Becky Hothersall, Community Development Officer, Argyll and Bute Council  
Ryan McIntyre, Member of the Scottish Youth Parliament  
Watch Commander Gordon Boyle, Scottish Fire and Rescue  
Petra Pearce, Argyll Third Sector Interface  
Jen Broadhurst, Citizens Advice Bureau  
Carol Flett, Islands Living Well Network  
Alison McGrory, Argyll and Bute Health and Social Care Partnership  
Elizabeth Macbrayne, Department for Work and Pensions  
Joan Best, Crossroads North Argyll  
Catriona Petit, Hope Kitchen  
Marri Malloy, Oban Community Council  
Duncan Martin, Oban Community Council  
Jim Tolmie, Oban and District Access Panel  
Rita Campbell, Press and Journal  
Susan Macrae, Skills Development Scotland  
Jessie Mcfarlane, Oban Community Council  
Ali Martin, MECOPP  
Judith Hawcroft, North Argyll Young Carers

**1. WELCOME AND APOLOGIES**

The Chair welcomed everyone to the meeting.

Apologies for absence were intimated on behalf of:-

Inspector Paul Collins, Police Scotland  
Inspector Ian Hutchinson, Police Scotland  
PC Laura Evans, Police Scotland  
Lauren Worrell, National Farmers Union Scotland  
Kirsty MacKenzie, Carers Network  
Kirsty McLuckie, Youth Café  
Seonaid Cameron, Argyll Community Housing Association Ltd  
Robert Kincaid, Oban Community Harbour Development Association

**2. DECLARATION OF INTEREST**

There were no declarations of interest intimated.

**3. MINUTES**

**(a) Minutes of Oban Lorn and the Isles Community Planning Group - 27 April 2022**

The Minute of the previous Oban, Lorn and the Isles Area Community Planning Group, held on 27 April 2022, was approved as a correct record.

**4. APPOINTMENT OF VICE CHAIR**

The Area Community Planning Group were asked to nominate and consider appointing a Vice Chair Person to the Group. Ryan MacIntyre Young Member of the Scottish Parliament put himself forward.

The Committee Manager advised that as Mr MacIntyre was not a member of the Community Planning Group this would not be possible. The Committee Manager recommended that the membership of the Group could be considered at the next meeting of the Community Planning Group updating the membership to reflect Mr MacIntyre's wish to become a member.

**Decision**

The Oban, Lorn and the Isles Area Community Planning Group agreed to continue this item to the next meeting in November 2022, to allow the Committee Manager to prepare an updated membership report.

**5. COMMUNITY PLANNING 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 Oban, Lorn and the Isles Area Community Planning Group considered and noted the briefing note.

(Reference: Report by Shona Barton, Committee Manager, Argyll and Bute Council

## 6. PARTNER UPDATES

### (a) Police Scotland Update

The Group considered an update from Sergeant Cammy Lowe, Police Scotland, which highlighted information relating to resource changes within the local area. Sergeant Lowe advised that Chief Inspector Simon Shanks had been appointed the Area Commander for Oban, Lorn and the Isles and Mid Argyll, Kintyre and the Islands and that Oban, Lorn and the Isles had also welcomed two new probationary Officers. An initiative would soon to be launched to recruit more Special Constables within the locality.

Sergeant Lowe also advised that local policing representatives continue to engage positively with members of the Community around the Neighbourhood and Rural Watch initiative and that Keep Safe literature was being translated into Ukrainian. A new partnership agreement had also been established between Police Scotland, ACHA and Argyll and Bute's Trading Standards to reduce incidents of rogue traders.

#### Decision

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the information provided.

(Reference: Report by Sergeant Cammy Lowe, Police Scotland, submitted)

### (b) Scottish Fire and Rescue Update - Q1 2022/23 Performance & Activity Report

The Group considered a report by Watch Commander Gordon Boyle highlighting Scottish Fire and Rescue Service (SFRS) FQ1 review of local performance across Oban, Lorn and the Isles for the period 2022-23. The report included information around incidents during this period and recent community safety activity.

The SFRS continue to work on their Thematic Action Plan throughout the seasons delivering advice to the community on a regular basis. They also encourage the use of their Free Home Fire Safety Visits which are available to all communities further information on this can be accessed by the following details:-

- call [0800 0731 999](tel:0800 0731 999)
- text "FIRE" to 80800 from your mobile phone.

#### Decision

The Oban, Lorn and the Isles Area Community Planning Group

considered and noted the information provided.

(Reference: Report by Watch Commander Gordon Boyle, Scottish Fire and Rescue Service, submitted)

(c) **Argyll and Bute TSI Update**

The Group considered a report from the Third Sector Interface which outlined a busy first quarter for them with the Volunteer Awards held in June and the Social Enterprise Network meeting which was attended by Scottish Minister responsible for Community Wealth Building. The TSI also distributed £40,000 of grants for the Scottish Government under the Community Based Adult Learning Fund which supported welcome fairs for Ukrainian Refugees in Oban and Dunoon.

A delivery plan in respect of The New Joint Commissioning Strategy was discussed at a meeting held at the Inveraray Hub, a proposed model will be further developed over the coming months. A training need analysis survey had also been issued to the voluntary sector and results are expected shortly.

The Young Persons Group mentor and volunteer placement programme continues to be successful and now includes over 30s. The TSI hope to expand the principles and model of the programme to other client groups to include low-level ex-offenders and people with learning difficulties and those that have experienced mental health ill health.

Excellent progress has been made on the database **ABCD (Argyll and Bute Community Directory)** with over 872 organisations now included. It is hoped that a demonstration of the Directory will be presented by Phil Ashby at the next Community Planning Group in November.

The Calmac Ferries Fund will launch in August, the CEO of the TSI has joined the steering group of the fund, where there is £80,000 of funding available.

**Decision**

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the information provided.

(Reference: Report by Argyll and Bute TSI, submitted)

(d) **Argyll and Bute Citizens Advice Bureau Update**

The Group considered an update from Jen Broadhurst of the Argyll and Bute Citizens Advice Bureau (CAB) who have seen a 89% increase in enquires between September and July regarding energy bills due to the current cost of living crisis, compared to this time last year. They continue to work hard to reduce waiting times which they have managed to reduce to 6 weeks for non-urgent cases, however, overall case numbers have increased by 31%. The CAB AGM is due to be held in November and

partners are invited to join the Bureau as a member to help shape the direction and future work of the Bureau.

### **Decision**

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the information provided.

(Reference: Report by Jen Broadhurst Citizens Advice Bureau, submitted)

#### **(e) Islands Living Well Network (Mull and Iona, Tiree and Colonsay) Update**

The Group considered a report from the Island Living Well Network which stated that funding had been sourced for the 8 Living Well Networks across Argyll and Bute to continue until the end of the current financial year.

The next Network meeting has been rescheduled to Tuesday 30<sup>th</sup> August at 1pm and will include guest speakers, Gill McShea, Development Officer with the Paths for All, Walking For Health Team, Gillian McInnes from Social Security Scotland who will give an update on Adult Disability Payment which replaces PIP on 29<sup>th</sup> August and Rory Munro from the Public Health Team who will present the findings from a community consultation about how the pandemic has impacted on people's wellbeing, and their ability to secure support.

### **Decision**

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the report information provided.

(Reference: Report by Carol Flett, Islands Living Well Network, submitted)

#### **(f) Crossroads North Argyll Update**

The Group considered a report by Joan Best of Crossroads North Argyll which highlighted that they are now providing respite for 47 unpaid carers across Oban, Lorn and Mull. There are currently referrals for 7 unpaid carers in the Oban area and 4 on Mull. Miss Best advised that the needs of unpaid carers are changing, consequently, the organisation has to be more flexible to address these needs going forward.

Crossroads North Argyll are moving out of the Carers Centre in Albany Street to a premises of their own in Gibraltar Street, this shop front will put Crossroads in the main hub of the town en-route to Tesco. Partners are invited to pop in when passing.

### **Decision**

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the information provided.

(Reference: Report by Joan Best, Crossroads North Argyll, submitted)

(g) **Staycation Update - Oban Lorn and the Isles Area**

The Group considered an update from the Staycation Officer which included a list of groups they had worked with over the summer months.

**Decision**

The Oban, Lorn and the Isles Area Community Planning Group:

1. considered and noted the information provided; and
2. noted that in the absence of the Staycation Officer, any questions would be forwarded to him for a response following the meeting.

(Reference: Report by Nathan Gallogley, Staycation Officer, submitted)

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

The Group considered a written report from Public Health - Argyll and Bute Health and Social Care Partnership. The report highlighted the three main areas of work the Partnership recently focussed on: Money Counts Training, Smoke Free Hospital Ground's Legislation and Scotland's Suicide Prevention Strategy Consultation.

**Decision**

The Oban, Lorn and the Isles Area Community Planning Group:-

1. considered and noted the information provided.
2. noted that in the absence of a representative from the HSCP, any questions would be forwarded to them for a response following the meeting.

(Reference: Report by Alison McGrory, Health Improvement Principal, Argyll and Bute Health and Social Care Partnership, submitted)

(i) **Department of Work and Pensions**

The Group considered a detailed report submitted by the Department of Work and Pensions. (DWP), which included statistical information on clients receiving Universal Credit and other benefits across the Argyll and Bute area, as well as information on various initiatives that the DWP were involved in.



## **Decision**

The Oban, Lorn and the Isles Area Community Planning Group:

1. considered and noted the information provided; and
2. noted that in the absence of a representative from the Department for Work and Pensions, any questions would be forwarded to them for a response following the meeting.

(Reference: Report by Elizabeth McBrayne, Department for Work and Pensions, submitted)

### **(j) Opportunity for Verbal Updates by Area Community Planning Group Partners**

#### **Skills Development Scotland (SDS)**

Susan McRae advised that the Career's Officers are now back working with education in the schools to support leavers; a new colleague has started, Mark Harbitson, who will be covering Oban and Lochgilphead; SDS attended the Community Event in the Corran Halls for Ukrainian Refugees - 8 young people are attending Oban High School and St Columbas is the hub for the primary school aged children: and SDS are also supporting 4 individual cases of redundancy in the Oban Area.

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

#### **Hope Kitchen**

Catrina Petit advised that prior to the COVID pandemic footfall had increased to Hope Kitchen; a book club will be starting shortly; Greenshoots Garden at Glencruitten is available to organisations wanting to hold a small event; Miss Petit further advised that she is the Co-Chair of the Alcohol and Addiction Group along with Kenny Crosher of We are Here.

(Reference: Verbal Update by Catrina Petit, Hope Kitchen)

#### **Young Carers**

Judith Hawcroft, on behalf of the Young Carers, reported that they currently have 711 registered carers, of which 629 are actively supported and 82 are still registered and remain connected in but are not receiving regular emotional and practical support. 115 of active carers are young and young adult carers aged between 8 and 18. They also have 453 adult carers receiving ongoing support and 61 remain registered for bereavement support following the death of the person they cared for.

There has been a significant increase in the number of new referrals and requests for Carer Support Plans; 66 new carers have been registered since the start of May 2022, compared with 25 in the same period last year, and 71 Carer Support Plans have been completed compared with 23 in the same period last year.

Miss Hawcroft advised that work continues in partnership with colleagues in Social Work, Health and Welfare Rights, and with many third sector organisations, including Crossroads North Argyll, The Dove Centre, Hope Kitchen, Lorn and Oban Healthy Options, Curam and the Youth Café, to the benefit of unpaid carers.

The lack of provision of home care due to issues around recruitment and retention is a primary concern for unpaid carers at this time and places greater pressure on carers who are having to provide additional support to fill the gaps. This is putting their health and wellbeing at critical risk and, should those carers reach breaking point, will negatively impact those they care for too.

There was a Mid-Summer Mad Hatters Tea Party held at Dunollie House for the young carers, where everyone was dressed up. The event was great fun with a number of young carers able to attend the Scottish Young Carers Festival where their views are used to shape future policy.

(Reference: Verbal Update by Judith Hawcroft, North Argyll Young Carers)

### **MECOPP Gypsy Travellers Carers Project**

Ali Martin advised that £50,000 had been allocated between Dunhollagan, Lochgilphead and Bayview, Oban for site repairs; Miss Martin advised that MECOPP alongside ACHA and Argyll and Bute Council are working together to put a bid into the Scottish Government £20m Funding which is being made available for improving the lives of gypsy travellers; and that free sanitary products from Argyll and Bute Council will be handed out to the sites.

(Reference: Verbal Update by Ali Martin, Supervisor and Development Officer of Gypsy Project)

### **Community Development, Argyll and Bute Council**

Becky Hothersall advise that the Community Development supported the Ukrainian Welcome Event held in the Corran Halls, which had been a very busy event with the new arrivals being able to sign up to various groups in the area; Miss Hothersall advised that to date 80 Groups have signed up

for the Training Programmes, with 36 in the OLI Area. The training programmes will include First Aid, Social Media, Applying for Funding, Income Boosting and Volunteer Recruiting.

(Reference: Verbal update by Becky Hothersall, Community Development Officer, Argyll and Bute Council)

### **Scottish Youth Parliament**

Ryan MacIntyre of 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.

(Reference: Verbal Update by Ryan MacIntyre, Scottish Youth Parliament)

### **Oban Community Council**

Duncan Martin advised that Oban Community Council have set up a sub group to respond to Argyll and Bute Council concerning the Oban Harbour. Mr Martin reported that the Community Council feel there is not enough information available at present to assess the proposal fully.

Mr Martin recognised the skeleton document and welcomed the opportunity for full consultation on the final version before it is submitted to Transport Scotland, and that the Council is beginning to take a more coproductive/collaborative approach to the process.

Mr Martin supported, the principal, of the establishment of the municipal port as a stepping stone and the fastest means of implementing the Revision Order, adding that the final Harbour Regulation Order must make reference towards this being an interim stage in the move towards a Trust Port.

Duncan Martin also highlighted to the Group that Community Council Elections are due in October 2022 and the nomination process is now open to all.

(Reference: Verbal Update by Duncan Martin, Oban Community Council)

## 7. COMMUNITY FOCUS

### (a) **Sustaining Choice - Planning Aid Scotland - Verbal Update**

An overview of Sustaining Choices was presented to the Group advising of the partners who are involved their aim being to give the residents of Oban a voice to decide what should be done to make travel choices more attractive and appealing. More engagement with the public is to take place, some data has been collected up to the end of August and it is hoped that a Community Action Plan can be produced. There are concerns over the route from Oban to Ganavan and Dunbeg to Oban as there has been more traffic activity recently.

Hands up Scotland are working with the Schools and how young people travel to school.

#### **Decision**

The Oban, Lorn and the Isles Area Community Planning Group considered and noted the information provided.

(Reference: Verbal Update by Becky Hothersall on behalf of Laura Corbe)

## 8. CLIMATE CHANGE

### (a) **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 Oban, Lorn and the Isles Area Community Planning Group:-

1. noted the information provided and
2. Agreed that Climate Change Item be considered earlier at future meetings..

### (b) **Opportunity for updates on community based initiatives**

There were no verbal updates provided under this item.

## 9. DATE OF NEXT MEETING

The next meeting will take place on Wednesday, 9th November 2022 at 2pm.

**MINUTES of MEETING of OBAN COMMON GOOD FUND held in the MICROSOFT TEAMS  
on WEDNESDAY, 3 AUGUST 2022**

**Present:** Councillor Andrew Kain (Chair)  
Councillor Kieron Green Councillor Jim Lynch

**Attending:** Melissa Stewart  
Marri Malloy  
Rev Margi Campbell

**1. APOLOGIES**

Apologies were intimated on behalf of Fr. James MacNeil and Councillor Luna Martin.

**2. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**3. MINUTES OF MEETING**

**(a) Minutes of Oban Common Good Fund - 21 June 2022**

The minute of the Oban Common Good Fund 21 June 2022 were approved as a correct record.

**E1 4. INCOME AND EXPENDITURE REPORT**

A financial statement detailing the current position of investment transaction for the period 1st April 2022 – 31<sup>st</sup> July 2022 was considered.

**Decision**

The Trustees noted the income and expenditure report and the update by the Governance Officer regarding actual grant budget, taking account of grants awarded but not included in the report.

(Ref: Report by Simmers & Co for period ending 31 July 2022, submitted)

**E1 5. END OF PROJECT MONITORING**

**(a) Scottish Women's Institute Oban Branch**

The Trustees were invited to consider the End of Project Monitoring Form from the Oban Branch of the Scottish Women's Institute.

**Decision**

The Trustees noted the end of project report.

(Ref: End of Project Monitoring Form, submitted)

## 6. NEW APPLICATIONS

### (a) Argyllshire Gathering

The Trustees considered an application submitted by the Argyllshire Gathering Trust.

#### **Decision**

The Trustees made an in principle decision to award a total of £3000 towards the non-revenue aspects of the overall project costs outlined on the application form. In making this decision the Trustees requested clarification about wider community use of equipment previously funded by the Oban Common Good Fund, and also relating to the other funding application detailed on the application form. Once this had been obtained, providing it satisfied any queries they had raised at the meeting, they agreed to delegate to the Governance Officer, in consultation with the Chair of the Oban Common Good Fund, authority to release the funding set aside.

(Ref. Application by Argyllshire Gathering Trust submitted)

### (b) Cruachanside Cammanachd Shinty Club

The Trustees considered an application submitted by Cruachanside Cammanachd Shinty Club.

#### **Decision**

It was unanimously agreed to refuse the application on the basis that it did not meet the Fund Criteria.

## 7. DATE OF NEXT MEETING

The Trustees agreed to hold their next meeting on Tuesday 15<sup>th</sup> November 2022 at 10.00am by TEAMS.

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**ARGYLL AND BUTE COUNCIL****OBAN, LORN AND THE ISLES  
AREA COMMITTEE****CUSTOMER SUPPORT SERVICES****14 SEPTEMBER 2022**

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**AREA PERFORMANCE REPORT – FQ1 2022/23**

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**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 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](mailto: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 OLI Performance Report

## Oban, Lorn and the Isles

### 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

### 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

COI – Provide quality meals within cost margins to all pupils

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

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

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

Number of affordable social sector new builds completed per annum

Percentage of pre-application enquiries processed within 20 working days

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

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

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

## Oban, Lorn and the Isles

### 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.

## Oban, Lorn and the Isles

### 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.

## Oban, Lorn and the Isles

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

#### Number of parking penalty notices issued – Oban, Lorn and the Isles

Responsible person: Hugh O’Neill

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

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

| Reporting Period | Target    | Actual | Status    |
|------------------|-----------|--------|-----------|
| FQ2 2021/22      | No target | 260    | No target |
| FQ3 2021/22      | No target | 143    | No target |
| FQ4 2021/22      | No target | 135    | No target |
| FQ1 2022/23      | No target | 322    | No target |

#### FQ1 Comment

Latest phase of pay and display machines upgraded.

#### 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.



## Oban, Lorn and the Isles

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

#### Car parking income to date – Oban, Lorn and the Isles

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      | £301,082 | £238,160 | Red    |
| FQ3 2021/22      | £391,339 | £377,606 | Red    |
| FQ4 2021/22      | £478,497 | £454,017 | Red    |
| FQ1 2022/23      | £170,832 | £84,992  | Red    |

#### FQ1 Comment

A return to pre-Covid visitor numbers has yet not been seen in the Oban, Lorn and Isles area. This has been particularly noticeable in the car parking areas and is reflected in the lower than anticipated target figure.

#### Income collected in FQ4 and FQ1.

| Car Park Location   | FQ4 Actual | FQ1 Actual |
|---------------------|------------|------------|
| Corran No.1, Oban   | £901       | £7,526     |
| Craignure, Mull     | £388       | £23        |
| North Pier, Oban    | £9,043     | £14,493    |
| Corran No.2, Oban   | £547       | £3,320     |
| Longsdale, Oban     | £616       | £1,425     |
| Non-trunk, Oban     | £32,587    | £19,486    |
| Lochavullin, Oban   | £1,884     | £3,725     |
| Ganavan, Oban       | £979       | £5,027     |
| Trunk, Oban         | £9,456     | £8,876     |
| Albany Street, Oban | £1,061     | £2,829     |

| Car Park Location     | FQ4 Actual | FQ1 Actual |
|-----------------------|------------|------------|
| Fionnphort, Mull      | £3,597     | £2,929     |
| Oban                  | £3,459     | £2,502     |
| Tweedale Street, Oban | £10,452    | £11,324    |
| Market Street, Oban   | £660       | £869       |
| Esplanade, Oban       | £782       | £638       |
| Ledaig, Tobermory     | £0         | £0         |

### 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.

## Oban, Lorn and the Isles

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

#### Dog fouling – total number of complaints – Oban, Lorn and the Isles

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 | 6      | No target |
| FQ3 2021/22      | No target | 4      | No target |
| FQ4 2021/22      | No target | 20     | No target |
| FQ1 2022/23      | No target | 9      | No target |

#### FQ1 Comment

The number of dog fouling complaints has significantly reduced this month on Lorn to 8. This is very good and hopefully this will reduce again next quarter as the Warden continues to monitor and patrol. There was only 1 dog fouling complaint received on the Isle of Mull for this quarter. The service will ensure high visibility patrols continue as often as can be assigned.

#### 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.

## Oban, Lorn and the Isles

### 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.

## Oban, Lorn and the Isles

### 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.

## Oban, Lorn and the Isles

### 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 – Oban, Lorn and the Isles

Responsible person: Simon Easton

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      | 94.00% | 95.05% | Green  |
| FQ3 2021/22      | 94.00% | 93.98% | Red    |
| FQ4 2021/22      | 94.00% | 94.14% | Green  |
| FQ1 2022/23      | 94.00% | 95.95% | Green  |

#### FQ1 Comment

As has been the case in all areas of the authority, a reduction in participation was seen in in Oban, Lorn and the Isles 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, participation levels in Oban, Lorn and the Isles have remained mostly above the target level of 94%. Some recovery has been seen in 2022. The appointment and work of the Developing the Young Workforce (DYW) Co-ordinator for the Oban, Lorn and the Isles area 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.



## Oban, Lorn and the Isles

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

#### Number of affordable social sector new builds completed per annum – Oban, Lorn and the Isles

Responsible person: Allan 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      | 37     | 37     | Green  |
| FQ1 2022/23      | 18     | 18     | Green  |

#### FQ1 Comment

18 units (all social rent, includes 2 wheelchair and 2 amenity units); 8x1bed, 4x2bed, 5x3bed, 1x4bed.

#### 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.

## Oban, Lorn and the Isles

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

#### Percentage of pre-planning application enquiries processed within 20 working days – Oban, Lorn and the Isles

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 track with no change in performance since the last reporting period.

| Reporting Period | Target | Actual | Status |
|------------------|--------|--------|--------|
| FQ2 2021/22      | 75.0%  | 59.4%  | Red    |
| FQ3 2021/22      | 75.0%  | 59.6%  | Red    |
| FQ4 2021/22      | 75.0%  | 75.0%  | Green  |
| FQ1 2022/23      | 75.0%  | 75.0%  | Green  |

#### FQ1 Comment

OLI has maintained its increased pre-app performance from FQ4 – maintaining the 75% target this quarter.

#### 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.

## Oban, Lorn and the Isles

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

#### Householder planning applications – average number of weeks to determine – Oban, Lorn and the Isles

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 | 9.2 weeks | Red    |
| FQ3 2021/22      | 8.0 weeks | 8.4 weeks | Red    |
| FQ4 2021/22      | 8.0 weeks | 9.2 weeks | Red    |
| FQ1 2022/23      | 8.0 weeks | 9.4 weeks | Red    |

#### FQ1 Comment

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

The Oban, Lorn and the Isles team took an average of 9.4 weeks to determine "Householder" applications in FQ4.

#### 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.

## Oban, Lorn and the Isles

### 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

## Oban, Lorn and the Isles

### 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.



## Oban, Lorn and the Isles

### 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.

## Oban, Lorn and the Isles

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

#### Street lighting – percentage of faults repaired within 10 days – Oban, Lorn and the Isles

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 since the last reporting period.**

| Reporting Period | Target | Actual | Status |
|------------------|--------|--------|--------|
| FQ2 2021/22      | 75%    | 29%    | Red    |
| FQ3 2021/22      | 75%    | 31%    | Red    |
| FQ4 2021/22      | 75%    | 31%    | Red    |
| FQ1 2022/23      | 75%    | 38%    | 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 29, of which 11 were completed in 10 days or less, giving an efficiency of 38%. The FQ1 21/22 figure is logged as 31% 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.

## Oban, Lorn and the Isles

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

#### Total number of complaints regarding waste collection – Lorn

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 | 6      | No target |
| FQ1 2022/23      | No target | 14     | No target |

#### FQ1 Comment

There were 14 waste collection complaints received for the Lorn area this quarter. This level of performance is good taking into account the scale of the operation in the Oban and Lorn area. There have been operational and staffing issues this quarter which may have caused the spike in complaints, however discussions will take place with the local service delivery team in an attempt to reduce the complaints in the forthcoming months.

#### Total number of complaints regarding waste collection – Mull

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 | 0      | No target |
| FQ1 2022/23      | No target | 0      | No target |

**FQ1 Comment**

There were no waste collection complaints received this month for the Isle of Mull, this is an excellent service given the number of properties serviced.

**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.

## Oban, Lorn and the Isles

### 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.



## Oban, Lorn and the Isles

### 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 (lowest is best) and performance has improved since the last reporting period.**

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

#### 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.

## Oban, Lorn and the Isles

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

#### LEAMS (Local Environment Audit and Management System) – Lorn

(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     | 83     | Green  |
| FQ3 2021/22      | 73     | 83     | Green  |
| FQ4 2021/22      | 73     | 82     | Green  |
| FQ1 2022/23      | 73     | 84     | Green  |

#### FQ1 Comment

The street cleanliness figures for the Lorn area this month are very good with each month exceeding the benchmark figure, April 84, May 85 and June 84.

#### LEAMS (Local Environment Audit and Management System) – Mull

(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     | 85     | Green  |
| FQ3 2021/22      | 73     | 56     | Red    |
| FQ4 2021/22      | 73     | 92     | Green  |

| Reporting Period | Target | Actual | Status |
|------------------|--------|--------|--------|
| FQ1 2022/23      | 73     | 94     | Green  |

**FQ1 Comment**

Again this month the Isle of Mull scores highly on street cleanliness, April 96, May 97 and June 89, this is a great achievement.

**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.

## Oban, Lorn and the Isles

### Making It Happen

#### Teacher sickness absence – Oban, Lorn and the Isles

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 | 0.91 days | No target |
| FQ3 2021/22      | No target | 1.87 days | No target |
| FQ4 2021/22      | No target | 1.70 days | No target |
| FQ1 2022/23      | No target | 1.80 days | No target |

#### FQ1 Comment

Absence levels have increased slightly from the last quarter which bucks previous seasonal trends where it tends to decrease. It has also increased significantly on the same quarter last year. Last year Q1 was exceptionally low so this is not unexpected.

#### 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.

## Oban, Lorn and the Isles

### Making It Happen

#### LGE staff (non-teacher) sickness absence – Oban, Lorn and the Isles

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 | 2.92 days | No target |
| FQ3 2021/22      | No target | 3.20 days | No target |
| FQ4 2021/22      | No target | 2.84 days | No target |
| FQ1 2022/23      | No target | 3.52 days | No target |

#### FQ1 Comment

Absence levels have decreased from last quarter which is in line with seasonal trends. It has increased on the same quarter last year which is not unexpected due to the impact of previous Covid restrictions.

#### 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.

## Oban, Lorn and the Isles

### 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.



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**ARGYLL AND BUTE COUNCIL****OLI AREA COMMITTEE****ROADS AND INFRASTRUCTURE  
SERVICES****SEPTEMBER 2022**

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**ROADS AND INFRASTRUCTURE SERVICES UPDATE**

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**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 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 maximizes 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 varied 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 £8 million 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 OLI area is £2,972,850, 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 29 of the 39 individual schemes in OLI 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](#).

### **Play Park Funding**

- 3.11 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 from 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 Tobermory.
- 3.12 An update on this was recently provided in the weekly briefing [Edition 61 5<sup>th</sup> 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.*
- 3.13 A further update will be provided on the day to the Area Committee on this matter.

### **Bridge Maintenance**

- 3.14 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.
- 3.15 The team were also successful in a highly competitive bidding process for the Scottish Government's £32million Local Bridge Maintenance Fund, receiving a funding award of £5,5million. The fund will be used to undertake proportionate works on bridges in need of repair, identified through our inspection programme/records.
- 3.16 There are three schemes identified in this area, a £1,194,000 scheme at Kilninver Bridge on the B844, which has an indicative siteworks start date of June 2023; a

scheme to the same value and indicative start date at Oude on the A816; and a third significant scheme over £1million at Pennyghael on Mull, also with an indicative siteworks start date of June next year. 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](#).

### **Dunbeg Bus Service**

- 3.17 In our weekly briefing edition 65 [2<sup>nd</sup> September] we provided the following update: *We are continuing to work with colleagues at WestCoastMotors to review the community feedback on the recent changes to the bus services in Oban and surrounding areas. We are hopeful that we will be able to provide a detailed update which will include further bus service changes next week. This should go some way to addressing many of the concerns raised as well as retaining the enhancements to the service which has been provided for the Dunbeg community.*
- 3.18 At the time of writing this report those arrangements have not been finalised – we would expect to provide a verbal update at the Committee meeting itself.

## **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

OBAN, LORN AND THE  
ISLES AREA COMMITTEE

ROADS AND INFRASTRUCTURE  
SERVICES

SEPTEMBER 2022

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**RECYCLING AND RECOVERY PERFORMANCE**

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**1.0 EXECUTIVE SUMMARY**

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

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**ARGYLL AND BUTE COUNCIL**

**BUTE AND COWAL  
AREA COMMITTEE**

**ROADS AND INFRASTRUCTURE  
SERVICES**

**SEPTEMBER 2022**

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**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.

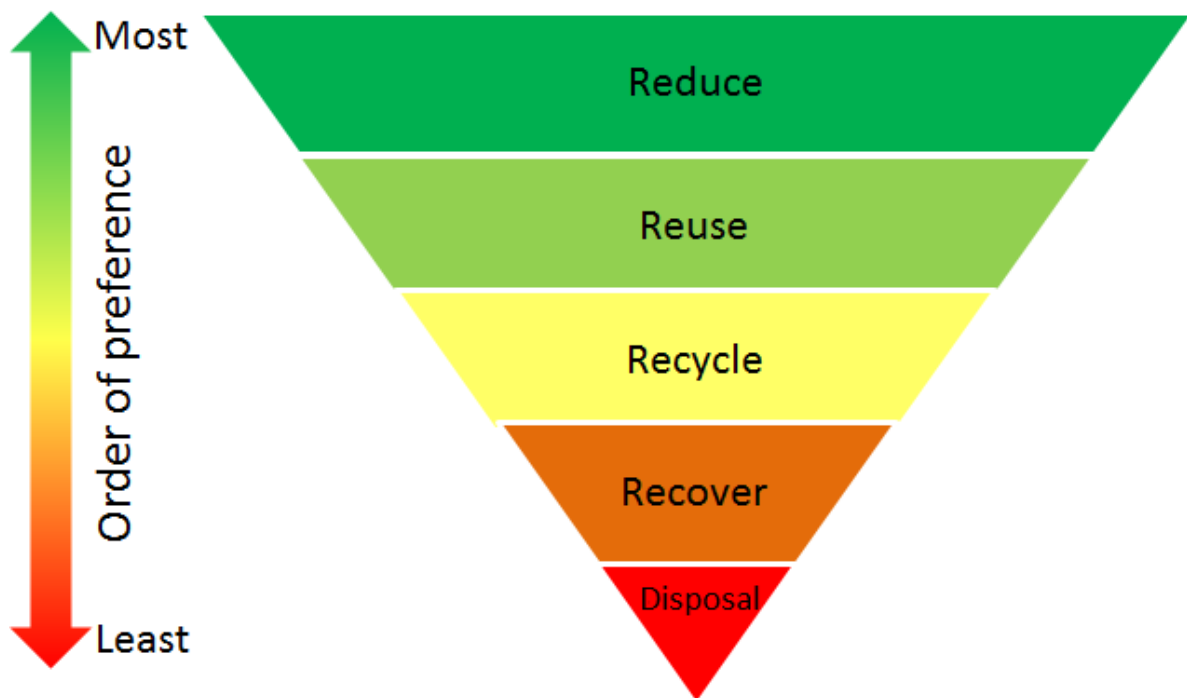
**3.0 RECOMMENDATIONS**

- 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 31<sup>st</sup> 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

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**ARGYLL & BUTE COUNCIL****OBAN, LORN AND THE ISLES  
AREA COMMITTEE****LEGAL AND REGULATORY SUPPORT****14 SEPTEMBER 2022**

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

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**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**

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**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



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Argyll and Bute Council

Scrutiny Report

March 2022

DRAFT

# Community Asset Transfer

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## Contact Details

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

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

## 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 “<a href="#">Community Empowerment (Scotland) Act 2015: community transfer bodies’ guidance</a>” and a 16 page <a href="#">summary guide</a> 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 <a href="#">website</a> 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> |

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| 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>   |

|                            |  |
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|                            | <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> |

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|--|---|
|  | <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/<br>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> |
|---------------------------------|---|

### 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 “ <b>RA Quarterly Group</b> ” 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 <sup>th</sup> 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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**Oban, Lorn and the Isles Area Committee  
Workplan 2022-23**

| Committee Date        | Report Description                              | Lead Service and contact officer               | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment                              |
|-----------------------|---|--|--|--|---|
| <b>September 2022</b> |   |  |  |  |   |
| 14 September 2022     | Performance Review - Area Scorecard             | Improvement and HR – Sonya Thomas              | Quarterly                              | 22 August 2022                         |   |
| 14 September 2022     | Roads and Infrastructure Service Update         | Development and Infrastructure Jim Smith       | Quarterly Report                       | 22 August 2022                         |   |
| 14 September 2022     | Annual Recycling Report (by area)               | Development and Infrastructure John Blake      | Annual Report                          | 22 August 2022                         |   |
| 14 September 2022     | John of Lorne Bequest - Applications            | Legal and Regulatory Support                   | As required                            | 22 August 2022                         |   |
| 14 September 2022     | Commercial Services Report - Oban Airport Clubs | Estates David Allan                            | As required                            | 22 August 2022                         | Paper specifically on the clubs at Oban Airport |
| 14 September 2022     | Referral from Audit and Scrutiny Committee      | Shona Barton                                   | As required                            | 22 August 2022                         |   |
| <b>December 2022</b>  |   |  |  |  |   |
| 14 December 2022      | Performance Review Area Scorecard               | Performance Management and Improvement Officer | Quarterly report                       | 21 November 2022                       |   |

**Oban, Lorn and the Isles Area Committee  
Workplan 2022-23**

| Committee Date      | Report Description                               | Lead Service and contact officer                              | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment                           |
|---------------------|--|---|--|--|--|
| 14 December 2022    | Roads and Infrastructure Service Update          | Development and Infrastructure<br>Jim Smith                   | Quarterly report                       | 21 November 2022                       |  |
| 14 December 2022    | Charitable Trusts, Bequests and Trust Funds      | Legal & Regulatory Support – Stuart McLean                    | Annual Report                          | 21 November 2022                       |  |
| 14 December 2022    | ACHA Annual Update                               | Chief Executive<br>ACHA                                       | Annual Report                          | 21 November 2022                       |  |
| 14 December 2022    | Secondary School Reports - Tobermory High School | Head Teacher  | Annual Report                          | 21 November 2022                       |  |
| 14 December 2022    | HSCP Annual Performance Report                   | Community Services,<br>Charlotte Craig                        | Annual                                 | 21 November 2022                       |  |
| 14 December 2022    | John of Lorn Bequest Applications                | Legal & Regulatory Support – Stuart McLean                    | As required                            | 21 November 2022                       | Cut off for applications<br>15 November 2022 |
| 14 December 2022    | Local Housing Strategy Annual Update             | Director of Development and Infrastructure –<br>Douglas Whyte | Annual Report                          | 21 November 2022                       |  |
| <b>8 March 2023</b> |  |   |  |  |  |
| 8 March 2023        | Performance Review - Area Scorecard              | Improvement and HR – Sonya Thomas                             | Quarterly Report                       | 13 February 2023                       |  |

**Oban, Lorn and the Isles Area Committee  
Workplan 2022-23**

| Committee Date      | Report Description                                  | Lead Service and contact officer                           | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment                           |
|---------------------|---|--|--|--|--|
| 8 March 2023        | Roads and Infrastructure Service Update             | Development and Infrastructure<br>Jim Smith                | Quarterly Report                       | 13 February 2023                       |  |
| 8 March 2023        | John of Lorn Bequest Applications                   | Legal & Regulatory Support – Stuart McLean                 | As required                            | 13 February 2023                       | Cut off for applications<br>15 February 2023 |
| 8 March 2023        | Secondary School Reports - Oban High School         | Head Teacher   | Annual Report                          | 13 February 2023                       |  |
| 8 March 2023        | Secondary School Reports - Tiree High School        | Head Teacher   | Annual Report                          | 13 February 2023                       |  |
| 8 March 2023        | HSCP 6 monthly Local Report Highlight local issues) | Charlotte Craig  | 6 Monthly                              | 13 February 2023                       |  |
| 8 March 2023        | Supporting Communities Fund Applications            | Kirsty Moyes/Becky Hothersall Chief Executive              | 6 Monthly                              | 13 February 2023                       |  |
| 8 March 2023        | Strategic Housing Fund                              | Director of Development and Infrastructure – Douglas Whyte | Annual Report                          | 13 February 2023                       |  |
| 8 March 2023        | Annual Housing Services Update                      | Director of Development and Infrastructure – Douglas Whyte | Annual Report                          | 13 February 2023                       |  |
| <b>14 June 2023</b> |   |  |  |  |  |

**Oban, Lorn and the Isles Area Committee  
Workplan 2022-23**

| Committee Date | Report Description                                     | Lead Service and contact officer                   | Regularity of occurrence/consideration | Date for Reports to Committee Services | Additional Comment                   |
|----------------|--|--|--|--|--------------------------------------|
| 14 June 2023   | Performance Review - Area Scorecard                    | Improvement and HR – Sonya Thomas                  | Quarterly Report                       | 22 May 2023                            |                                      |
| 14 June 2023   | Roads and Infrastructure Service Update                | Development and Infrastructure Jim Smith           | Quarterly Report                       | 22 May 2023                            |                                      |
| 14 June 2023   | 6 monthly HSCP – Local Report (Highlight local issues) | Health & Social Care Partnership – Charlotte Craig | Bi-Annual Report                       | 22 May 2023                            |                                      |
| 14 June 2023   | Primary School Report 2021/21                          | Education Services Wendy Brownlie                  | Annual Report                          | 22 May 2023                            |                                      |
| 14 June 2023   | John of Lorne Bequest - Applications                   | Legal and Regulatory Support                       | As required                            | 22 May 2023                            | Cut off for applications 15 May 2023 |

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**ARGYLL AND BUTE COUNCIL****OBAN, LORN AND THE ISLES AREA  
COMMITTEE****LEGAL & REGULATORY SUPPORT****14 September 2022**

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**JOHN OF LORN BEQUEST AWARD RECOMMENDATIONS**

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**1.0 APPLICATIONS**

- 1.1 This report gives Members information regarding 3 applications that have been received for support from the John of Lorn Bequest.

**2.0 RECOMMENDATIONS**

- 2.1 The Oban, Lorn and the Isles Area Committee are asked to:
1. refuse the two individual applicants who do not meet the criteria: and
  2. award £50 to the individual applicant that meets the criteria;

**3.0 DETAIL**

- 3.1 The Oban, Lorn and the Isles Area Committee on 09 September 2020 agreed new distribution arrangements for the John of Lorn Bequest, which had been established to support 'poor persons resident in the Burgh of Oban'. In order to be considered for an award applicants must:
- 3.1.1 be in receipt of a qualifying benefit (Jobseekers Allowance, Employment Support Allowance, Income Support, or Universal Credit) and for those people who are employed/self-employed, they must be in receipt of some amount of Universal Credit as well (a nil payment due to deductions for earned income would mean they do not qualify);
  - 3.1.2 live within the Burgh of Oban; and
  - 3.1.3 be over the age of 16.
- 3.2 Furthermore, it was agreed that successful individual applicants would receive £50 while those applying on behalf of their family would receive £100.
- 3.3 Three applications have been received on behalf of individuals. One of these applications is recommended for award. Two applications are recommended for refusal as the applicants have applied for support within the current calendar year. Details of each application can be found at appendix 1.
- 3.4 The total funds available for distribution from the John of Lorn Bequest are approximately £14k. Should members be minded a total of £50 will be awarded during this award cycle.

#### 4.0 CONCLUSION

4.1 Members are asked to consider applications that have been received for support from the John of Lorn Bequest and to approve the financial award recommended with the report.

#### 5.0 IMPLICATIONS

|  |   |
|--|---|
| 5.1 Policy                                   | None  |
| 5.2 Financial                                | None, the Council acts as trustee for the Fund, it does not represent assets of the Council. However, there is a risk that the Council would have to repay the Trust if an objection was raised as to the use of the funds. |
| 5.3 Legal                                    | Area Committees, as Trustees, must ensure that the distribution arrangements comply with the terms of the funds, failure to do so would result in the Council being liable.   |
| 5.4 HR                                       | None  |
| 5.5 Fairer Scotland Duty                     | None  |
| 5.5.1 Equalities – protected characteristics | None  |
| 5.5.2 Socio-economic Duty                    | None  |
| 5.5.3 Islands                                | None  |
| 5.6 Climate change                           | None  |
| 5.7 Risk                                     | None  |
| 5.8 Customer Service                         | None  |

**Douglas Hendry - Executive Director with responsibility for Legal and Regulatory Support**

August 2022

**For further information contact:**

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#### **APPENDICES:**

Appendix 1: Spreadsheet of applications



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