

Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Executive Director: Douglas Hendry



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7 December 2022

NOTICE OF MEETING

A meeting of the **OBAN LORN & THE ISLES AREA COMMITTEE** will be held by **MICROSOFT TEAMS** on **WEDNESDAY, 14 DECEMBER 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 - 14 September 2022 (Pages 3 - 8)
 - (b) Oban, Lorn and the Isles Area Community Planning Group - 9 November 2022 (Pages 9 - 18)
 - (c) Oban Common Good Fund - 22 November 2022 (Pages 19 - 24)
- 4. PUBLIC QUESTION TIME**
- 5. PERFORMANCE REPORT UPDATE** (Pages 25 - 32)
Presentation by Corporate Support Manager
- 6. AREA SCORECARD FQ2 2022/23** (Pages 33 - 68)
Report by Executive Director with responsibility for Customer Support Services
- 7. ROADS AND INFRASTRUCTURE SERVICES UPDATE** (Pages 69 - 72)
Report by Executive Director with responsibility for Roads and Infrastructure Services
- 8. HSCP ANNUAL PERFORMANCE REPORT 2021** (Pages 73 - 104)
Report by Chief Officer, Argyll and Bute HSCP
- 9. ACHA ANNUAL UPDATE** (Pages 105 - 120)
Presentation by Michelle Mundie Chief Executive Argyll Community Housing

Association (ACHA)

10. LOCAL HOUSING STRATEGY (LHS) 2022-27 - ANNUAL UPDATE (Pages 121 - 162)

Report by Executive Director with responsibility for Housing

REPORT FOR NOTING

11. CHARITABLE TRUSTS, BEQUESTS AND TRUST FUNDS (Pages 163 - 168)

Report by Executive Director with responsibility for Legal and Regulatory Support

12. DRAFT OBAN, LORN AND THE ISLES AREA COMMITTEE WORKPLAN (Pages 169 - 172)

REPORTS FOR A DECISION

13. JOHN OF LORN BEQUEST AWARD RECOMMENDATIONS

- (a) Report by Executive Director for responsibility for Legal and Regulatory Support (Pages 173 - 176)

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).

E1 (b) Exempt Appendix (Pages 177 - 182)

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 by
MICROSOFT TEAMS
on WEDNESDAY, 14 SEPTEMBER 2022**

Present:

Councillor Andrew Kain (Chair)

Councillor Kieron Green

Councillor Amanda Hampsey

Councillor Jim Lynch

Councillor Luna Martin

Councillor Julie McKenzie

Councillor Andrew Vennard

Attending:

Stuart McLean, Committee Manager

Mark Calder, Project Officer, Development & Infrastructure Services

David Allan, Estates Officer, Commercial Services

Marri Malloy, Convenor Oban Community Council

Duncan Martin, Oban Community Council

Alan MacAskill, Connel Flying Club

Emily Woolard, Connel Flying Club

1. APOLOGIES FOR ABSENCE

The Chair welcomed everyone to the meeting and took the opportunity to acknowledge the death of Her Majesty, Queen Elizabeth II on Thursday, 8 September 2022.

The Committee took a short pause for a moment of remembrance.

There were no apologies for absence intimated.

2. DECLARATIONS OF INTEREST

There were no declarations of interest intimated.

3. MINUTES**(a) Oban, Lorn and the Isles Area Committee - 15 June 2022**

The Minute of the previous meeting of the Oban, Lorn and the Isles Area Committee, held on 15 June 2022, was approved as a correct record.

(b) Oban, Lorn and the Isles Area Community Planning Group - 17 August 2022

The Minute of the Oban, Lorn and the Isles Area Community Planning Group, held on 17 August 2022, was noted.

(c) Oban Common Good Fund - 3 August 2022

The Minute of the Oban Common Good Fund, held on 3 August 2022,

was noted.

4. PUBLIC QUESTION TIME

1. Question from Emily Woolard

Emily Woolard on behalf of Connel Flying Club asked if the Area Committee would agree that Not for Profit Organisations, Sports Clubs and Recreational Clubs should not be treated the same as a Commercial entities and whether Standing Orders could be suspended to take the exempt Item 11a of the Agenda in public.?

The Committee Manager advised that the reason this item was to be considered in private was as a consequence of Legislation, specifically the Local Government Act 1973 that prohibited information relating to the financial or business affairs of any particular person (other than the authority being shared in public and advised the Area Committee to abide by this Legislation.

David Allan of the Council's Estates Department stated that the report named other parties and rental evidence from other areas, which is why the report would be considered in private.

Councillor Green believed that each lease application that the Council received was assessed on its own merits, with cognisance given to what the asset would be used for, community benefits and whether any reduction in terms was justifiable in terms of best value.

Councillor McKenzie stated that the Council should have a Policy for Not for Profit Organisations, Sports and Recreational Groups leasing premises and ground from the Council.

2. Question from Marri Malloy

Marri Malloy on behalf of Oban Community Council asked why nothing had yet been done with regard to Campervans parking overnight at Ganavan, where the occupiers of the vehicles have been seen to be emptying their waste cassettes into the public toilets. Mrs Malloy advised that many of these offenders are also not paying for parking with no enforcement taken against them.

Councillor Green advised that a number of solutions had been suggested to control parking at Ganavan but none had been progressed due to the objections of neighbouring properties. Councillor Green was of the opinion that the only way to solve the ongoing issues at Ganavan was for the Council and community group to work together.

Councillor McKenzie agreed with Councillor Green and encouraged all community groups to work with the Council to find common ground to find a workable, practical solution to the parking issues at Ganavan.

Mark Calder of the Councils Roads Department stated that a Parking Review is being progressed, where the use of technology, blanket orders and enforcement actions are being looked at in consultation with AECOM Professional Services. A report on the outcome of the Review would be considered by the Environment, Development and Infrastructure Committee in due course. It was agreed that Mr Calder would advise Mrs Malloy on progress made in this regard.

3. Question from Duncan Martin

Duncan Martin on behalf of Oban Community Council asked whether the recent changes to the bus services within Oban and surrounding area, was suggested by Officers within the Council?

Mark Calder pointed to Item 6 'Roads and Infrastructure Services Update' specifically paragraph 3.17 which provided an update on the Dunbeg Bus Service. Mr Calder advised that a decision had been made to change the bus service based on patronage numbers and that subsequent feedback from customers had highlighted that the service was more important than these figures suggested. Mr Calder accepted that the communications around this change had not been as good as they should have been.

4. Question from Roddy McCuish

Roddy McCuish asked whether the financial elements contained within the reports at Item 11a and 11b could be redacted to allow consideration of the reports in public.

David Allan advised that the financial elements contained within the reports were key to the discussions that the Area Committee would have to have to reach a resolution and as such this was not an option.

5. AREA PERFORMANCE REPORT - FQ1 2022/23

The Committee gave consideration to the Area Performance Report for Financial Quarter 1 2022/23 (April - June 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) agreed that upon receipt of the Quarterly Performance Report members should contact either the Responsible Named Officer or Sonya Thomas with any queries; and
- 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

(Reference: Report by Executive Director with responsibility for Customer Support Services, dated 25 July 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;-

- a) considered and noted the contents of the report; and
- b) agreed that the content, format and frequency of Roads and Infrastructure Service Update reports would be considered at a future Business Day meeting.

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

7. RECYCLING AND RECOVERY PERFORMANCE

The Committee gave consideration to a report on the Recycling and Recovery Performance which highlighted details on the steady progress made on recycling and composting performance during 2021 after being affected during the early months of the pandemic in 2020.

Decision

The Committee noted and considered the details as outlined in the report and the national policy drivers that will likely impact over the coming years.

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

8. REFERRAL FROM AUDIT AND SCRUTINY COMMITTEE - COMMUNITY ASSET TRANSFER REVIEW

The Committee gave consideration to a report which had been referred by the Audit and Scrutiny Committee on the Scrutiny Review of Community Asset Transfer Review.

Decision

The members of the Oban, Lorn and the Isles Area Committee noted the information provided.

(Reference: Extract of Minute of Audit and Scrutiny Committee held on 23 June 2022 and report by Chair of the Community Asset Transfer Scrutiny Panel, Submitted)

9. DRAFT OBAN, LORN AND THE ISLES AREA COMMITTEE WORKPLAN

The Committee were asked to note the Area Committee workplan for future meetings.

Decision

The members of the Oban, Lorn and the Isles noted the contents of the workplan.

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

10. JOHN OF LORN BEQUEST AWARD RECOMMENDATIONS

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

The Committee were advised of recent promotional work that had been undertaken which had resulted in 17 new applications being received. The Committee were advised that these applications would be considered at the December 2022 meeting.

Decision

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

- a) refuse the two individual applicants who did not meet the criteria;
- b) award £50 to the individual applicant that met the criteria; and
- c) to delegate to the Executive Director with responsibility for Legal and Regulatory Support or officers nominated by him, in consultation with the Chair, the authority to make awards from the John of Lorn Bequest using the criteria agreed in September 2020 and that reports be submitted to subsequent Area Committees to update trustees on awards made under this delegation.

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

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 item of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 6 respectively of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973

11. COMMERCIAL SERVICES REPORTS

(a) Connel Flying Club - Lease at Oban Airport

Consideration was given to a report proposing the lease of an area of ground at Oban Airport to Connel Flying Club.

Decision

The Oban, Lorn and the Isles Area Committee agreed:

- a) to note the background to the current position outlined within the report by the Executive Director with responsibility for Commercial Services and the requirement for officers to seek Market Value when leasing assets owned by the council; and
- b) to agree that officers consider and thereafter engage with the Connel Flying Club regarding a lease agreement subject to the area to the north of the site being retained by the Council, the grassed area being included and this agreement being reflective of the Market Value of the site.

(Reference: Report by Executive Director with responsibility for Commercial Services dated 15 August 2022, submitted)

(b) Connel Gliding Club - Lease at Oban Airport

Consideration was given to a report proposing the lease of an area of ground and buildings at Oban Airport to Connel Gliding Club.

Decision

- a) note the background to the current position outlined within the report by the Executive Director with responsibility for Commercial Services and the requirement for officers to seek Market Value when leasing assets owned by the council; and
- b) to agree officers engage with the Connel Gliding Club concerning the lease of ground and buildings at Oban Airport and that any lease should be reflective of the Market Value.

(Reference: Report by Executive Director with responsibility for Commercial Services dated 15 August 2022, submitted)

**MINUTES of MEETING of OBAN LORN & THE ISLES COMMUNITY PLANNING GROUP held
by MICROSOFT TEAMS
on WEDNESDAY, 9 NOVEMBER 2022**

Present: Kevin Champion (Chair)
Councillor Kieron Green, Argyll and Bute Council
Joan Best, Crossroads
Jen Broadhurst, Citizens Advice Bureau
Laura Corbe, Climate Change
Samantha Campbell, NHS
PC Laura Evans, Police Scotland
Carol Flett, Living Well Network (Islands)
Rhona Grant, Community Learning Development, Live Argyll
Mairi Harrower, Oban and District Access Panel
Becky Hothersall, Community Development Argyll and Bute Council
Robert Kincaid, Oban Community Harbour Development Association
Marri Malloy, Oban Community Council
Duncan Martin, Oban Community Council
Michelle Mundie, Chief Executive Argyll Housing Community Association Ltd
Petra Pearce, Third Sector Interface
Marie Stonehouse, Scottish Communities Climate Action Network
Robert Taylor, Scottish Fire and Rescue
Lauren Worrell, National Farmers Union

Attending: Jim Tolmie, Oban and District Access Panel
Aideen Shields, Isle of Kerrera Development Trust
Jane Metcalf, Isle of Kerrera Development Trust
Emma Sutcliffe, Dunollie Museum and Garden Grounds
Laura Bennett, Time for Change Argyll and Bute
Robert Beauchamp, CEBR

1. WELCOME AND APOLOGIES

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

Apologies for absence were intimated on behalf of:

Iain Hutchison, Police Scotland;
Fergus Murray, Argyll and Bute Council;
Emma Clark, Wild About Argyll;
Dr Lynda Mitchell, Allenergy;
Susan MacRae, Skills Development Scotland;
Ali Martin, MECCOP;
Seonaid Cameron, Argyll Housing Community Association Ltd;
Gordon Boyle, Scottish Fire and Rescue;
Theresa Bain, University of Highland and Islands, Argyll; and
Judith Hawcroft, North Argyll Carers
Catriona Petit, New Hope Kitchen

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

(a) **Oban, Lorn and the Isles Area Community Planning Group 17 August 2022**

The minutes of the Oban, Lorn and the Isles Area Community Planning Group meeting held on Wednesday, 17 August 2022 were approved as a correct record.

4. OBAN, LORN AND THE ISLES AREA COMMUNITY PLANNING GROUP - GOVERNANCE

The group gave consideration to a report which sought the appointment of Ryan MacIntyre, Member of the Scottish Youth Parliament, (MYSP) to its membership and the appointment to the position of Vice-Chair for the Oban, Lorn & The Isles Area Community Planning Group.

Decision

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

1. agreed to include Ryan MacIntyre MSYP to the membership of the Group;
2. noted that the membership in its entirety, and the Terms of Reference would be considered at the next meeting; and
3. appointed Ryan Macintyre MSYP as Vice Chair.

The Group agreed to a variation in the order of business to facilitate partner attendance, these minutes reflect the order that items were considered.

5. COMMUNITY FOCUS

Update from Isle of Kerrera Development Trust

Aideen Shields gave a presentation on the projects that the Isle of Kerrera Development Trust are involved with. Aideen advised that the Development Trust have made tremendous progress with key projects recently with Islanders being delighted at the completion of the north/south road, which enables residents to safely access the lifeline ferry.

Aideen advised that a funding package has recently been secured to commence on the final phase of renovation to the Old School, due to open as a community hub in summer 2023. The Development Trust are aspiring to undertake further projects such as:

- Council adopted road improvements.

- Road adoption of the new north/south road.
- Bigger ferry with more capacity for people/vehicles.
- Improved ferry timetable.
- Introduction of a functional bus service that links to the ferry timetable.
- Improved car parking and road safety at Gallanach ferry terminal.
- Successful and sustainable operational community facility at the Old School.
- Enhanced visitor experience- toilets, heritage exhibition, ebike hire.
- Programme of community activities.

Decision

The Oban, Lorn and the Isles Area Community Planning Group commended the work being undertaken by the Isle of Kerrera Development Trust and noted the information provided.

6. PARTNERS UPDATE

(a) Scottish Fire and Rescue Update

The Group considered a report highlighting the Scottish Fire and Rescue Service's (SFRS) FQ2 review of local performance across Oban, Lorn and the Isles for the period 2022-23. The report included information on the local firefighter training plan, incidents during this time period and recent community engagement activities. It has also been a busy period with bonfires and fireworks, advice has been given to local communities and schools.

Decision

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

(Reference: Report by Scottish Fire and Rescue, submitted)

(b) Third Sector Interface - Argyll and Bute Community Directory

The group gave consideration to a written update which has been provided by Petra Pearce of Argyll Third Sector Interface.

Decision

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

(Reference: Report by Argyll TSI, submitted)

(c) **Argyll & Bute Health and Social Care Partnership Update**

The Group considered a public health update from Samantha Campbell, Argyll and Bute Health and Social Care Partnership. The update highlighted information on the Public Health Team Annual Report for 2021-22 and the Mid Strategy Living Well Report for 2019-21.

Decision

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

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

(d) **Oban Access Panel - Braille labelling statutorily introduced onto foodstuffs**

Jim Tolmie introduced the campaign of getting basic braille onto the labels of foodstuffs on behalf of the Oban and District Access Panel. Jim advised that a flyer has been produced to highlight the campaign and that they have been working with Disability Quality Scotland and Sight Scotland. While support has been given by Holyrood to this initiative the labelling of foodstuffs must go to the Food Standards Agency in Aberdeen for agreement.

Marie Harrower explained to the group how difficult it is for poor sighted and non-sighted people to access the correct foodstuffs. Although most items have a QR Code they can be difficult to find and you also need equipment, where it would be easier if braille was added to the label of foodstuff. Marie advised that a national supermarket has already added braille to their own brand products which is excellent, the campaign has moved quickly over the past year and the more people that are aware of it the better.

Decision

The Oban, Lorn and the Isles Group noted, considered and commended the update.

(Reference, Promotional Flyer presented by Oban Access Panel, submitted)

(e) **Oban Community Harbour Development Association (OCHDA)**

Robert Kincaid gave a brief update on the work being undertaken by the Oban Community Harbour Development Association. Robert advised that

the Council were soon to submit a second Draft of the Harbour Order to the Scottish Government for consideration and that the Management Group still has issues concerning the consultation that had been undertaken.

Decision

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

(Reference: Report by Oban Community Harbour Development Association, submitted)

(f) **Islands Living Well Network Update (Mull and Iona, Tiree, Coll and Colonsay)**

The Group considered an update from the Islands Living Well Network presented by Carol Flett. Carol advised that Kirsty McLuckie was leaving her post at the Oban Youth Café and her role as the Coordinator for Oban and Lorn Living Well Network and that she would be covering the Oban area for the time being. Carol advised that the Network had taken out adverts in local newspapers advertising their services.

Decision

The Oban, Lorn and the Isles Group considered and noted the report.

(Reference. Report by Islands Living Well Network, submitted)

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

Jen Broadhurst advised that the Citizens Advice Bureau Volunteer Adviser Training Programme recommenced in September, and they now have 5 new volunteers progressing well at this time, these trainees will start to provide advice in the spring once they have completed their training. The CAB have secured extra funding to support households across the area to access energy advice. Individuals can now access advice and support with the Money Talk Team through a dedicated website www.moneytalkteam.org.uk where they can look at options of how to maximize their household income. The date of the AGM has changed to 9th December at the Helensburgh Community Hub.

Decision

The Oban, Lorn and the Isles Group considered and noted the report.

(Reference: Report by Argyll and Bute Citizen Advice Bureau, submitted)

(h) **Police Scotland Update**

PC Laura Evans had technical difficulties so was unable to give an overview of the written report which she had submitted. The report within

the agenda pack highlights the Dementia Safeguarding Tag, which is due to be launched in November 2022 with support from Alzheimer Scotland. The aim of the project is to provide everyone living with Dementia a Safeguarding Tag, which is a small discreet device that can be attached to a bag or in a purse. The Tag can be tapped against any smartphone, which will then flag up the name of the person and who to contact if they are in need of assistance. Promotional flyers, information of how to get a tag and liaising with local shops and supermarkets will be cascaded in due course.

Decision

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

(Reference: Report by Police Scotland, submitted)

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

The group gave consideration to a written update which was provided by the Department of Work and Pensions.

Decision

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

(Reference: Report by Department of Work and Pensions, submitted)

(j) **Opportunity for verbal updates by Community Planning Partners
Crossroads Argyll Update**

Joan Best gave a verbal update advising that Crossroads are now supporting 67 unpaid carers, which include 4 on Seil, 8 on Mull and 1 in Appin, with referrals rising exponentially. Crossroads have now moved into their new office in Gibraltar Street, Oban with the official opening date set for the 25th November on their 20th Anniversary.

Live Argyll Community Learning Update

Rhona Grant advised that Brian Smith was no longer working with Youth Services and that a recruitment exercise was currently underway to fill this post. Rhona reported that the service has been busy with Adult Learning events moving from a Monday to a Thursday within the Oban Library with taster sessions taking place offering a selection of craft classes.

7. CLIMATE CHANGE

(a) **CPP Climate Change Working Group Highlight Report**

Consideration was given to a report which highlighted the ongoing work of the Climate Change Working Group. The report outlined the proposal to produce a strategic Action Plan as a means to address the climate emergency in Argyll and Bute; the development of governance arrangements and structures to support the Climate Change Project Officer post. Information was also provided on the funding options for the project.

Decision

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

(Reference: Report by Stan Phillips, Chair of the Climate Change Working Group, submitted)

(b) **Argyll and Bute Regional Engagement Co-ordinator for Scottish Communities Climate Action Network**

Marie advised that the Scottish Communities Climate Action Network (SCANN) is a volunteer-led network with membership open to any community group across Scotland that is taking action on the climate crisis and to any organisation that is involved with or supports such community-led action.

Marie added that funding has been secured for the next 10 years to develop networks and a Community Hub that will facilitate community groups coming together to share experiences to tackle climate change.

Decision

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

(c) **Time for Change**

The Group considered an update by Laura Bennitt from Time for Change Argyll and Bute. Laura advised that Time for Change is a group of residents who are campaigning to raise awareness of climate change.

Laura highlighted that as a group they are increasingly concerned with the need to build resilience in all areas and communities in Argyll and Bute. They are working with civil contingencies to identify areas and organise reliance plans. Robert from Scottish Fire and Rescue advised that the Fire Service could assist with the resilience plans.

Laura added that recently the some of the elected members of the Council had undertaken Climate Change Literacy training.

Training is available online on 23rd/24th November and 1st/2nd /7th and 8th

December. Anyone interested should contact Jamie.joyce@act-now.com

Decision

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

(Reference: report by Time for Change Argyll and Bute, submitted)

8. UPDATE FROM ARGYLL COMMUNITY HOUSING ASSOCIATION

Michelle Mundie introduced herself as ACHA's new chief executive and provided a verbal update highlighting some of the recent work. It was noted that ACHA had held their AGM in September where ACHA tenant Cathy Grant of Glendaruel was elected as Chair of the Association. Employee Lachlan Woods had attended the National Awards where he received the award Energy Champion of the Year, an award that covered the whole of the UK.

ACHA's investment in new housing stock saw 10 new units at Inveraray in June 2022, 4 units at Tarbert to be signed off in December, 2 new units at Millknowe which are dementia friendly to be signed off on 4th November. New developments will be coming on stream including at Dalintober and Port Ellen.

A rent consultation is about to commence and all tenants will be written to.

Decision

The Oban, Lorn and the Isles Group considered and noted the report.

(Reference: Presentation by, Michelle Mundie, Chief Executive of ACHA submitted)

9. CBER - THE SOCIO-ECONOMIC IMPACT OF CALMAC FERRY SERVICES - PHASE 2 REPORT

The Group considered a presentation by Robert Beachamp. It was highlighted that the Phase 2 report was a quantitative analysis of the impacts of CalMac as a company (employment, Gross Value Added, turnover, and employee compensation supported directly and through the supply chain), and of impacts of service levels on island communities (ferry users' welfare, economic activity, employment, population), based on Phase 1 findings, desk research, analysis, fieldwork and socio-economic modelling..

Decision

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

(Reference: Report by Robert Beauchamp, submitted)

10. COMMUNITY FOCUS

(a) **Dunollie Museum Castle Grounds Update**

The Group received an update from Emma Sutcliffe on the progress of Dunollie Museum and Castle Grounds, highlighting that over 16,000 people had visited since April 2022, some of these visitors were able to access the first floor of Dunollie Castle following ongoing restoration works. Phase 1 of a project to install a handrail along the Dunollie Castle Path to assist visitors in climbing the steep path was recently been completed.

Emma highlighted the social impact the museum has had as well as some of the groups on offer, such as the New Routes Health and Wellbeing Group, Threads and Yarns Group and the Gaelic Language sessions which are delivered online and in partnership with the Furan Gaelic Centre.

Decision

The Oban, Lorn and the Isles Group considered, noted and commended the report.

(Reference: Report by Emma Sutcliffe, Dunollie Museum Castle Grounds, submitted)

11. MANAGEMENT COMMITTEE UPDATE

Consideration was given to a briefing note which provided information on matters discussed during a meeting of the Community Planning Partnership (CPP) Management Committee, held on 6 October 2022.

Stuart McLean spoke to the report and highlighted updates on topics including the Cost of Living Crisis, The Child Poverty Action Plan and the CPP Annual Report.

Decision

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

(Reference: Report by Shona Barton, Governance Manager, submitted)

12. DATE OF NEXT MEETING - 8 FEBRUARY 2023

The Chair thanked everyone in attendance at the meeting, and thanked all partners for their continued proactive work in the community.

The Group noted that the next meeting of the Oban, Lorn and the Isles Area Community Planning Group would take place on Wednesday, 8 February 2023 at 10am.

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**MINUTES of MEETING of OBAN COMMON GOOD FUND held by MICROSOFT TEAMS
on TUESDAY, 22 NOVEMBER 2022 (RECONVENED ON MONDAY, 28 NOVEMBER
2022)**

Present: Councillor Andrew Kain (Chair)
Councillor Kieron Green Councillor Luna Martin(22 November meeting only)
Councillor Jim Lynch

Attending: Melissa Stewart, Governance Officer (22 November meeting only)
Shona Barton, Governance Manager (28 November meeting only)

1. APOLOGIES

Apologies were intimated on behalf of Marri Malloy and Provost Margi Campbell.

2. DECLARATIONS OF INTEREST

Councillor Jim Lynch declared a non-financial interest Item 7g as he is a member of the Bid4Oban Board. He left the meeting during discussions with Bid4Oban and again when the application was considered.

3. MINUTES OF MEETING

(a) **Minutes of Oban Common Good Fund - 3 August 2022**

The minute of the Oban Common Good Fund 3 August 2022 were approved as a correct record.

4. AUDITED ACCOUNTS 2021/22

The Trustees considered the audited annual accounts of the Oban Common Good Fund for 2022/22.

Decision

The Trustees approved the annual accounts.

(Ref: Financial Statement by Simmers & Co dated 31 March 2022, submitted)

The Trustees 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 respectively of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

Councillor Lynch, having declared an interest in the application by Bid4Oban, left the meeting at this point and took no part in the discussion.

The Trustees had invited Mr Andrew Spence, Bid4Oban, to attend the meeting to speak to the funding application submitted. The Trustees heard from Mr Spence and took the opportunity to raise any questions.

Mr Spence left the meeting and Councillor Lynch re-joined.

E1 **5. INCOME AND EXPENDITURE REPORT**

A financial statement detailing the current position of investment transaction for the period 1st April 2022 – 31st October 2022 was considered.

Decision

The Trustees noted the income and expenditure report.

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

E1 **6. END OF PROJECT MONITORING**

(a) **Oban Bowling Club**

The Trustees were invited to consider the End of Project Monitoring Form from the Oban Bowling Club..

Decision

The Trustees noted the end of project report.

(Ref: End of Project Monitoring Form, submitted)

(b) **Oban Community Council**

The Trustees were invited to consider the End of Project Monitoring Form from the Oban Community Council.

Decision

The Trustees noted the end of project report.

(Ref: End of Project Monitoring Form, submitted)

(c) **Oban Winter Festival**

The Trustees were invited to consider the End of Project Monitoring Form from the Oban Winter Festival.

Decision

The Trustees noted the end of project report.

(Ref: End of Project Monitoring Form, submitted)

E1 7. NEW APPLICATIONS

(a) Family Mediation Argyll and Bute

The Trustees considered the application submitted by Family Mediation Argyll and Bute.

Decision:

It was unanimously agreed to award the full amount applied for of £1780.30.

(Reference: application submitted by Family Mediation Argyll and Bute)

(b) MacDougall of Dunollie Preservation Trust

The Trustees considered the application submitted by MacDougall of Dunollie Preservation Trust.

Decision:

It was unanimously agreed to award the MacDougall of Dunollie Preservation Trust the full grant applied for of £885.00.

(Reference: Application by MacDougall of Dunollie Preservation Trust, submitted)

(c) Oban Gaelic Choir

The Trustees considered an application submitted by Oban Gaelic Choir.

Decision:

The Trustees unanimously agreed to pay £250 towards expenses incurred by the Oban Gaelic Choir at the event in St John's Cathedral on 25th November 2022.

(Reference: Application by Oban Gaelic Choir submitted)

(d) Oban High School Pipe Band

The Trustees considered an application made by Oban High School Pipe Band.

Decision:

The Trustees unanimously agreed a contribution of £1300.

(Reference: Application by Oban High School Pipe Band submitted)

(e) **Oban Mountain Rescue**

The Trustees considered an application made by Oban Mountain Rescue.

Decision:

The Trustees continued the application as they did not feel that they had sufficient information on which to base their decision and asked the Governance Officer to contact the Group to regarding their financial commitments.

(Reference: Application by Oban Mountain Rescue submitted)

(f) **Oban Winter Festival**

The Trustees considered an application made by the Oban Winter Festival.

Decision:

After careful consideration by the Trustees the application was rejected as it did not meet the application distribution policy or criteria.

(Reference: Application by Oban Winter Festival, submitted)

(g) **Bid 4 Oban**

Councillor Jim Lynch left the call as he had earlier declared a non-financial interest in the application by Bid4Oban.

The Trustees heard earlier in the meeting from Andrew Spence of Bid4Oban regarding the development plan and expenditure of this year's Christmas Lights. The infrastructure to allow installation of lights has exceeded its lifespan and capital investment to allow the catenary wiring to be replaced and extended is necessary. The new wiring if maintained properly should last between 15 – 20 years and should reduce the annual costs of festive lighting.

Decision:

After careful consideration the Trustees unanimously agreed to award Bid4Oban £10,000 towards the capital investment.

(Reference: application submitted by Bid4Oban)

8. DATE OF NEXT MEETING

The Trustees agreed to hold their next meeting on Thursday 30th March at 2.00pm by TEAMS.

9. OBAN COMMON GOOD FUND MEETING RECONVENED

The Trustees reconvened on 28th November 2022 to consider the continued application from Oban Mountain Rescue, having now received the further information that was requested regarding their financial commitments.

Decision

The Trustees agreed to award the full amount of £4737.06 towards the purchase of five radio receivers.

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Performance Excellence Project

Communications Update to Area Committees

December 2022

2020 Best Value Audit; How well is the Council performing?

- Accounts Commission noted progress providing a sound basis for tackling future challenges and sound approach to financial planning and budgeting.
- The Council has a mature approach to performance and is making improvements.
- The Council's performance reporting makes it difficult to assess what progress has been made against its six corporate outcomes.
- There is limited evidence of the Council using performance information to drive improvement.
- Some areas of good practice, for example at Area Committee Level.

Best Value Improvement Action Plan

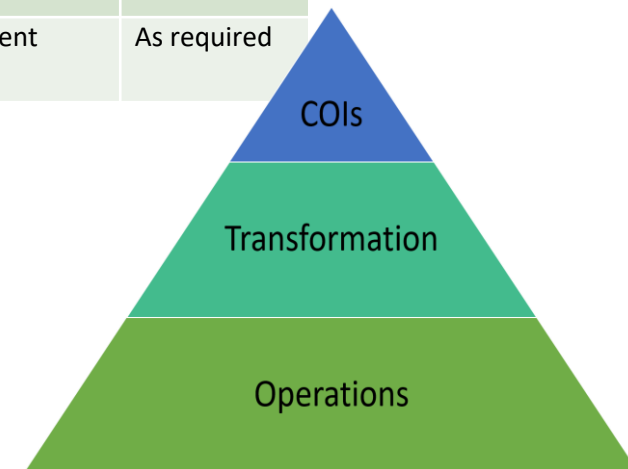
- Agreed by Council June 2020.
- Annual updates to Audit and Scrutiny Committee (March 2021, 2022)
- Theme 2 of Action Plan; Improve Performance Management Reporting.
 1. Review the approach to performance management.
 2. Introduce improved reporting of performance information to members.
 3. Improve public performance reporting.

Review of Performance Management

1. Recommendations agreed by Council September 2021.
2. Agreed a suite of Corporate Outcome Indicators that will be reported on annually.
3. Other improvements underway.

New Hierarchy of Performance Reporting

Hierarchy	Indicators/ data	Purpose	Level of Scrutiny	Frequency
Strategic Level	Corporate Outcome Indicators (COIs)	Allows external and internal scrutiny of performance against our corporate outcomes.	Strategic Committee	Annual
Transformation Level	Information (above operational measures and) related to transformational activity, policy objectives and projects.	Allows external and internal scrutiny of performance and progress of our transformational activity.	Strategic Committee	Quarterly
Operational Level	Area Committee Quarterly Reporting	Allows scrutiny of operational performance	Area Committee	Quarterly
	Operational Indicators		Management	As required



Decommissioning of Pyramid

1. Council agreed February 2019 to cease use of pyramid as a budget saving on account of it being non user friendly, unwieldy and did not provide the Council what it needed.
2. Very few teams using Pyramid for operational performance and have alternative tools in place to record data and review performance.
3. Pyramid will be decommissioned by the end of this financial year.
4. Future performance data will be presented using new and existing tools in accessible formats.
5. This will simplify our approach and provide greater value for money.

Any
Questions

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

AREA PERFORMANCE REPORT – FQ2 2022/23

1 Background

- 1.1 This paper presents the Area Performance Report for Financial Quarter 2 2022/23 (July to September 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:-

- 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

- 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
20 October 2022**

For further information, please contact:

Sonya Thomas

Organisation Development Officer - Performance and Improvement

Customer Support Services

01546 604454

Appendix 1: FQ2 2022/23 OLI Performance Report

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Oban, Lorn and The Isles Performance Report – FQ2 2022/23

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FQ2 2022/23 Overall Performance Summary

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

Unless stated otherwise, performance is presented at both Area and Council-wide levels.

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.

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

COI – Maximise distribution of Scottish Welfare Fund

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	95.3%	130.0%	Green
FQ4 2021/22	95.3%	120.7%	Green
FQ1 2022/23	95.3%	87.5%	Red
FQ2 2022/23	95.3%	115.1%	Green

This indicator for FQ2 is above target and performance has increased since the last reporting period.

FQ2 Comment

We have currently spent £263,859 of our 2022/23 allocation of £458,338 which is above our monthly profile amount, and we have more than maximised our spend. We are continuing to monitor this closely while trying to support our most vulnerable customers during this time.

Responsible person: Fergus Walker

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

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

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

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

FQ2 Comment

There were no Debt Arrangement Schemes set up in this quarter. All of the clients provided with a Personal Debt Recovery Acti on Plan were satisfied. Out of 7 surveys issued 7 were returned showing 100% of clients satisfied. Six of the 7 survey returns had comments showing their appreciation of the service and how it had helped them.

Responsible person: Lee Roberts

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

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	No target	143	No target
FQ4 2021/22	No target	135	No target
FQ1 2022/23	No target	322	No target
FQ2 2022/23	No target	240	No target

The indicator for FQ2 shows the number of parking penalty notices has decreased since the last reporting period.

FQ2 Comment

Cumulative data is up from previous year; likely from the ongoing recovery from Covid-19.

Responsible person: Hugh O’Neill

Number of parking penalty notices issued – Argyll and Bute

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	2,124	No target

This indicator for FQ2 shows the number of parking penalty notices has increased since the last reporting period.

FQ2 Comment

Overall the Parking Charge Notice figures are up from previous year; this likely due to a combination of the new warden in Bute & Cowal and the ongoing recovery from Covid-19.

Responsible person: Hugh O’Neill

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

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

Performance is presented cumulatively for both Area and Council-wide levels. For individual Car Parks the income is presented on a quarterly basis.

Reporting Period 2022/23	Target (Cumulative)	Actual (Cumulative)	Status
FQ3 2021/22	£391,339	£377,606	Red
FQ4 2021/22	£478,497	£454,017	Red
FQ1 2022/23	£170,832	£84,992	Red
FQ2 2022/23	£426,247	£286,288	Red

This indicator for FQ2 shows the cumulative amount of income collected is significantly lower than the cumulative target.

FQ2 Comment

The cumulative totals at FQ2 show an under-recovery of £139,959. In general, it is difficult to ascertain the exact reasons for under-recovery in parking income but it can be affected either way by such things as events, weather, commuting and so on. In addition to this, a delay in processing of cash or credit/debit card payments can also be a factor. In regard to this latter point, there is a minimum of £32k that has still to be processed within the OL&I parking income. This would still result in an under-recovery but reduces this from £139,959 to £107,959. There may be other cash payments still to be processed (from older machines) which may further reduce this amount.

Responsible person: Hugh O'Neill

Actual Quarterly Income collected in OLI during FQ1 and FQ2.

Car Park Location	FQ1 Actual	FQ2 Actual
Corran No.1, Oban	£7,526	£19,666
North Pier, Oban	£14,493	£29,249
Corran No.2, Oban	£3,320	£12,181
Longsdale, Oban	£1,425	£5,803
Non-trunk, Oban	£19,486	£52,949
Lochavullin, Oban	£3,725	£8,133
Ganavan, Oban	£5,027	£1,424
Trunk, Oban	£8,876	£11,463
Albany Street, Oban	£2,829	£8,721
Fionnphort, Mull	£2,929	£15,256

Car Park Location	FQ1 Actual	FQ2 Actual
Oban	£2,502	£2,791
Tweedale Street, Oban	£11,324	£29,582
Market Street, Oban	£869	£2,019
Esplanade, Oban	£638	£1,310
Ledaig, Tobermory (Off Street)	£0	£361
Craignure, Mull	£23	£387

Car parking income to date – Argyll and Bute

Performance is presented cumulatively for both Area and Council-wide levels.

Reporting Period	Target (Cumulative)	Actual (Cumulative)	Status
FQ3 2021/22	£660,069	£699,363	Green
FQ4 2021/22	£807,078	£801,606	Red
FQ1 2022/23	£250,264	£165,678	Red
FQ2 2022/23	£625,429	£491,454	Red

This indicator for FQ2 shows the cumulative amount of income collected is significantly lower than the cumulative target.

FQ2 Comment

The Service is working through a stock programme which will upgrade all parking terminals to enable multi payment options (cash, Cashless and Chip & PIN). At this point, 66 terminals out of 92 have been upgraded. The back-office system for the upgraded terminals is excellent and allows forensic review of the various payment modes. For FQ1 & FQ2 combined, the system shows payment totalling £573k for the upgraded 66 terminals. The remaining 28 cash only income is not shown on this system but may include an additional “payment in process” element (a lag on the income being added to the Councils ledger).

The cumulative total at FQ2 is shown as £491,454 against a cumulative target of £625,429; a shortfall of £133,975. However, even discounting the cash only terminals; there is circa £287k still to be processed, which would take the income over the target for FQ2.

Responsible person: Hugh O’Neill

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

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	No target	4	No target
FQ4 2021/22	No target	20	No target
FQ1 2022/23	No target	9	No target
FQ2 2022/23	No target	4	No target

This indicator for FQ2 shows the number of dog fouling complaints has decreased since the last reporting period.

FQ2 Comment

The number of dog fouling complaints received this month for the OLI area has reduced to only 4, which were received in Lorn, this is very good. The Warden Service will continue with high visibility patrols as often as they can.

Responsible person: Tom Murphy

Dog fouling – total number of complaints – Argyll and Bute

Reporting Period	Target	Actual	Status
FQ3 2021/22	No target	60	No target
FQ4 2021/22	No target	81	No target
FQ1 2022/23	No target	61	No target
FQ2 2022/23	No target	45	No target

This indicator for FQ2 shows the number of dog fouling complaints has decreased since the last reporting period.

FQ2 Comment

There were a total of 45 dog fouling complaints received this quarter for the whole of Argyll and Bute, this has reduced significantly from last quarter. The service will continue monitoring, patrolling and educating on the issues of dog fouling in an attempt to reduce the number of complaints further.

Responsible person: Tom Murphy

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

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

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

This indicator for FQ2 is on track with no change in performance since the last reporting period.

FQ2 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

Responsible person: Louise Lawson

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

COI – Provide quality meals with cost margins to all pupils

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	5.00%	-0.62%	Green
FQ4 2021/22	5.00%	-4.00%	Green
FQ1 2022/23	5.00%	3.77%	Green
FQ2 2022/23	5.00%	0.98%	Green

This indicator for FQ2 is below target and performance has improved since the last reporting period.

FQ2 Comment

The food cost percentage for the whole area showed a variance of 0.98%. We will continue to review the food cost percentage for those schools above and below the 5% variance target.

Responsible person: Jayne Jones

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	94.00%	93.98%	Red
FQ4 2021/22	94.00%	94.14%	Green
FQ1 2022/23	94.00%	95.95%	Green
FQ2 2022/23	94.00%	95.48%	Green

This indicator for FQ2 is above target however, performance has decreased slightly since the last reporting period.

FQ2 Comment

As at the end of FQ2 the Participation figure for Oban, Lorn and the Isles was 96.03%. This is above the Argyll and Bute Participation figure for 2021 -22.
Responsible person: Simon Easton

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	94.00%	93.17%	Red
FQ4 2021/22	94.00%	93.80%	Red
FQ1 2022/23	94.00%	94.00%	Green
FQ2 2022/23	94.00%	93.90%	Red

This indicator for FQ2 is slightly below target and performance has decreased slightly since the last reporting period.

FQ2 Comment

The Annual Participation Measure for 2021-22 was released on 30th August 2022. In Argyll and Bute 93.9% of young people aged 16-19 were participating (in work, training or education). This figure is 1.5% above the national average. 3.8% were not participating, which is 0.2% below the national average. 2.3% were unconfirmed, which is 1.3% below the national average. As of 10th October 2022, the Participation figure for Argyll and Bute stood at 95.67%.
Responsible person: Simon Easton

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	23	23	Green
FQ4 2021/22	37	37	Green
FQ1 2022/23	18	18	Green
FQ2 2022/23	38	38	Green

This indicator for FQ2 has met the target for the reporting period.

FQ2 Comment

LINK Housing Association completed 38 units at Dunbeg Phase 3. The units comprised 8 New Supply Shared Equity units and 30 for social rent. 31 units were general need, 4 wheelchair units and 3 amenity units.

Responsible person: Allan Brandie

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	23	23	Green
FQ4 2021/22	45	45	Green
FQ1 2022/23	36	36	Green
FQ2 2022/23	48	48	Green

This indicator for FQ2 has met the target for the reporting period.

FQ2 Comment

48 units were completed during FQ2. Bute & Cowal - no units completed; Helensburgh & Lomond - no units completed; Oban, Lorn & the Isles - 38 units completed at Dunbeg Phase 3. The units comprised 8 New Supply Shared Equity units and 30 for social rent. 31 units were general need, 4 wheelchair units and 3 amenity units. Mid Argyll, Kintyre & Islay - West Highland Housing Association completed 10 units for social rent on Jura. The units comprised 8 x 2-bedroom amenity units and 2 x 3-bedroom general needs units.

Responsible person: Alan Brandie

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	75.0%	59.6%	Red
FQ4 2021/22	75.0%	75.0%	Green
FQ1 2022/23	75.0%	75.0%	Green
FQ2 2022/23	75.0%	86.2%	Green

This indicator for FQ2 is above target and performance has increased since the last reporting period.

FQ2 Comment

OLI has maintained its increased pre-app performance from FQ1 - exceeding the 75% target this quarter at 86.2%.

Responsible person: Peter Bain

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	75.0%	61.7%	Red
FQ4 2021/22	75.0%	56.3%	Red
FQ1 2022/23	75.0%	60.5%	Red
FQ2 2022/23	75.0%	64.7%	Red

This indicator for FQ2 is below target however performance has improved since the last reporting period.

FQ2 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.

Responsible person: Peter Bain

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

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

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	8.0 weeks	8.5 weeks	Red

This indicator for FQ2 has not met the target however performance has increased since the last reporting period.

FQ2 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 8.5 weeks to determine "Householder" applications in FQ2.

Responsible person: Peter Bain

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

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	8.0 weeks	13.1 weeks	Red

This indicator for FQ2 has not met the target however performance has decreased slightly since the last reporting period.

FQ2 Comment

The Development Management Team continues to operate with reduced resource. The headline performance figure of an average of 13.1 weeks to determine these applications, is skewed by 2 applications which took over between 50 and 70 weeks to determine.

Responsible person: Peter Bain

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

The year-end statistics from The Scottish Government were published on 31st August. FY21/22 benchmarking figures have now been updated and FY22/23 have been forward projected in the usual way. Readers should note that our own Pyramid data in Development Management measures is "unadjusted", whereas that of the benchmarks (represented by the blue and green columns on the graph) is adjusted for "clock-stopping". Clock-stopping is where The Scottish Government allow for the removal of specific time periods for identified applications where delays were out with the control of the Local Planning Authority.

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

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

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

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

This indicator for FQ2 shows the number of applicants has decreased since the last reporting period.

FQ2 Comment

During FQ2 – The Housing Service provided temporary accommodation to 28 new homeless households.

Bute and Cowal – 11

Helensburgh and Lomond – 4

Oban, Lorn and the Isles – 11

Mid Argyll, Kintyre and Islay – 2

Responsible person: Flora Lamont

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

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	20.0%	39.4%	Green
FQ4 2021/22	20.0%	13.5%	Red
FQ1 2022/23	20.0%	13.2%	Red
FQ2 2022/23	20.0%	22.2%	Green

This indicator for FQ2 is above target and performance has increased since the last reporting period.

FQ2 Comment

Increase from previous quarter due to the Capital Building Works Projects Dynamic Purchasing System Contract Award - value £4.6m. 35 Successful suppliers allotted lots 9 of which were local suppliers. A summary of all contracts awarded in FQ2 is available on Pyramid.

Responsible person: Anne MacColl-Smith

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

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	No target	-	No target
FQ4 2021/22	No target	40	No target
FQ1 2022/23	No target	-	No target
FQ2 2022/23	No target	30	No target

This indicator for FQ2 shows the number of community benefits since the last reporting period.

FQ2 Comment

This indicator is reported in FQ2 and FQ4. The team has been working closely with their suppliers to deliver additional social, economic and environmental value and achieved 30 community benefits through Contract Management, Contract Awards and the Request List from 1st April 2022 to 30th September 2022. A summary of all contracts awarded in FQ2 is available on Pyramid.

Responsible person: Anne MacColl-Smith

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	75%	31%	Red
FQ4 2021/22	75%	31%	Red
FQ1 2022/23	75%	38%	Red
FQ2 2022/23	75%	39%	Red

This indicator for FQ2 is below target however performance has improved slightly since the last reporting period.

FQ2 Comment

The performance figure for street lighting faults completed in OLI within the 10day timescale remains steady at 39%, similar to 38% completed "on time" in the previous quarter. The through-put of jobs completed has however more than doubled, with a total of 67 jobs completed in the period, compared to 29 previously. Also contained within this total was an increase in the island-based faults completed, with a further 15 dealt with within FQ2, as the Lochgilphead-based team were able to attend Mull within the overall programme for reactive repairs.

Responsible person: Hugh O’Neill

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	75%	59%	Red
FQ4 2021/22	75%	28%	Red
FQ1 2022/23	75%	29%	Red
FQ2 2022/23	75%	48%	Red

This indicator for FQ2 is below target however performance has improved significantly since the last reporting period.

FQ2 Comment

The total number of Street Lighting jobs recorded as completed within FQ2 totals 214, up from 116 completed in the previous period. Of these jobs, 102 were completed "on time" within the 10day timescale, showing an overall increase of the performance figure from 29% in FQ1 to 48% in FQ2. Whilst jobs may have missed the completion "target" they were eventually completed, as the figures for new faults at 215 in the same period, shows that the small team of 3 electricians and one apprentice, are at present able to "keep pace" with new service requests. This however indicates the underlying issue related to "out of date"

columns, cabling and control gear generally. The completion of the LED project in 2022/23, delayed due to Covid, will further reduce faults due to luminaire failures and it is anticipated that the Street lighting Capital replacement programme 22/23 will start to address the underlying issue of ageing asset. It may however, take several years of further investment before this has an appreciable effect on the frequency of reactive repair requests.

Responsible person: Hugh O'Neill

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

Total number of complaints regarding waste collection – Lorn

Reporting Period	Target	Actual	Status
FQ3 2021/22	No target	0	No target
FQ4 2021/22	No target	6	No target
FQ1 2022/23	No target	14	No target
FQ2 2022/23	No target	12	No target

This indicator for FQ2 shows the number of waste collection complaints has decreased since the last reporting period.

FQ2 Comment

For the second quarter there were 12 waste collection complaints received for the Lorn area. Again, this month there have been operational and staffing issues but given the number of domestic and commercial properties serviced this still remains a good level of service.

Responsible person: Tom Murphy

Total number of complaints regarding waste collection – Mull

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

This indicator for FQ2 shows the number of waste collection complaints has remained the same as the last reporting period.

FQ2 Comment

Again, this quarter there were no waste collection complaints received for the Isle of Mull, this is an excellent level of service.

Responsible person: Tom Murphy

Total number of complaints regarding waste collection – Argyll and Bute

Reporting Period	Target	Actual	Status
FQ3 2021/22	No target	0	No target
FQ4 2021/22	No target	40	No target
FQ1 2022/23	No target	58	No target
FQ2 2022/23	No target	65	No target

This indicator for FQ2 shows the number of waste collection complaints has increased since the last reporting period.

FQ2 Comment

The number of waste collection complaints has risen again slightly this month, with the most complaints received in the Helen sburgh and Lomond area. There were operational and staffing difficulties again over the months of July, August and September in this area. Discussions will continue with the local delivery teams in an effort to reduce the number of complaints next quarter. However, given the number of domestic and commercial properties services throughout Argyll and Bute this is still a good level of service.

Responsible person: Tom Murphy

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

COI – Percentage of waste recycled, composted and recovered

Performance is presented by Council-wide service provision.

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

This indicator for FQ2 is above target however, performance has decreased since the last reporting period.

FQ2 Comment

50.5% recycling/composting and recovery (37.9% recycling/composting and 12.6% recovery). Following a Scottish Government Landfill Tax Abatement Order (which commenced from 1st July 2022), Barr Environmental no longer carry out any recovery from mixed general waste delivered to them from the Helensburgh and Lomond area. There is no recovery tonnage therefore for the H&L area during the quarter which has resulted in a slight reduction to the overall figure.

Responsible person: John Blake

Shanks – Percentage of waste recycled, composted and recovered

Performance is presented by Council-wide service provision.

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	58.1%	No target

This indicator for FQ2 shows the percentage of waste has seen a large increase since the last reporting period.

FQ2 Comment

58.1% recycling/composting and recovery (37.0% recycling/composting and 21.1% recovery). Year to date figure is 56.3% recycling/composting and recovery (37.2% recycling/composting and 19.1% recovery).

Responsible person: John Blake

Islands – Percentage of waste recycled, composted and recovered

Performance is presented by Council-wide service provision.

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	34.7%	No target

This indicator for FQ2 shows the percentage of waste has increased since the last reporting period.

FQ2 Comment

34.7% recycling/composting and recovery (34.7% recycling/composting and 0% recovery). Year to date figure is 34.0% recycling/composting and recovery (33.5% recycling/composting and 0.5% recovery).

Responsible person: John Blake

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

Performance is presented by Council-wide service provision.

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	41.0%	No target

This indicator for FQ2 shows the percentage of waste has seen a large decreased since the last reporting period.

FQ2 Comment

41.0% recycling/composting and recovery (41.0% recycling/composting and 0% recovery). Following a Scottish Government Landfill Tax Abatement Order (which commenced from 1st July 2022), Barr Environmental no longer carry out any recovery from mixed general waste delivered to them from Helensburgh and Lomond area. There is no recovery tonnage for the H&L area during the quarter which has resulted in a reduction to the overall recovery figure. Year to date figures for H&L are 46.1% recycling/composting and recovery (41.9% recycling/composting and 4.2% recovery).

Responsible person: John Blake

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

COI – The number of tonnes of waste sent to landfill

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	5,100	4,550	Green
FQ4 2021/22	5,000	4,252	Green
FQ1 2022/23	5,850	4,546	Green
FQ2 2022/23	5,550	4,947	Green

This indicator for FQ2 is below target (lowest is best) however performance has decreased since the last reporting period.

FQ2 Comment

Tonnes of biodegradable municipal waste (BMW) to landfill within limit but slightly more than FQ2 in previous year. Following a Scottish Government Landfill Tax Abatement Order (which commenced from 1st July 2022), Barr Environmental no longer carry out any recovery from mixed general waste delivered to them from Helensburgh and Lomond area. There is no recovery tonnage therefore for the H&L area during the quarter which has resulted in a slight increase to the landfill figure.

Responsible person: John Blake

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)

Reporting Period	Target	Actual	Status
FQ3 2021/22	73	83	Green
FQ4 2021/22	73	82	Green
FQ1 2022/23	73	84	Green
FQ2 2022/23	73	86	Green

This indicator for FQ2 is above target and performance has improved since the last reporting period.

FQ2 Comment

The street cleanliness in the Lorn area for this quarter remains high with each month exceeding both the Benchmark Figure and the National Standard, July 87, August 88 and September 83.
 Responsible person: Tom Murphy

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	73	56	Red
FQ4 2021/22	73	92	Green
FQ1 2022/23	73	94	Green
FQ2 2022/23	73	85	Green

This indicator for FQ2 is above target however performance has decreased since the last reporting period.

FQ2 Comment

The street cleanliness levels for the months of July and August for the Mull area are extremely high with scores of 96 and 93, however the month of September see a dip to 65, the service will look into improving this for next quarter.
 Responsible person: Tom Murphy

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	73	78	Green
FQ4 2021/22	73	79	Green
FQ1 2022/23	73	85	Green
FQ2 2022/23	73	82	Green

This indicator for FQ2 is above target however performance has decreased since the last reporting period.

FQ2 Comment

The level of street cleanliness across the whole area remains at a high standard. This is an excellent achievement. The service uses the annual report from Keep Scotland Beautiful and monthly inspections to assess the data and make appropriate alterations to work schedules to ensure that the level of performance is maintained.

Responsible person: Tom Murphy

Making It Happen

Teacher sickness absence – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	1.59 days	No target

This indicator for FQ2 shows the number of sickness absence days has decreased since the last reporting period.

FQ2 Comment

Teacher absence has decreased by just under a quarter of a day on last quarter but has increased by over half a day on the same quarter last year. The top reason for absence is Stomach, Digestive conditions.

Responsible person: Simon Easton

Teacher sickness absence – Argyll and Bute

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	1.22 days	No target

This indicator for FQ2 shows the number of sickness absence days has decreased since the last reporting period.

FQ2 Comment

Overall teachers' absence is down by half a day on the last quarter but up by a third of a day on the same quarter last year. The top reason for absence is infections.

Responsible person: Simon Easton

Making It Happen

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

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	4.07 days	No target

This indicator for FQ2 shows the number of sickness absence days has increased since the last reporting period.

FQ2 Comment

LGE absence in OLI has increased by just over half a day on last quarter and significantly, over a day and a half on the same quarter last year. The top reason for absence is stress.

Responsible person: Carolyn Cairns

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

Reporting Period	Target	Actual	Status
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
FQ2 2022/23	No target	3.66 days	No target

This indicator for FQ2 shows the number of sickness absence days has increased since the last reporting period.

FQ2 Comment

Overall LGE absence is about the same as last quarter but has increased by half a day on the same quarter last year. The top reason for absence is Stress.

Responsible person: Carolyn Cairns

Making It Happen

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

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

Reporting Period	Target	Actual	Status
FQ3 2021/22	70.0%	72.2%	Green
FQ4 2021/22	70.0%	73.1%	Green
FQ1 2022/23	70.0%	79.4%	Green
FQ2 2022/23	70.0%	75.4%	Green

This indicator for FQ2 is above target however performance has decreased since the last reporting period.

FQ2 Comment

In FQ2 there were 37,577 transactions dealt with by customer service agents (24.6%) and 115,120 automated or self-service transaction (75.4%) so the 70% target was well exceeded. FQ2 2021/22 2022/23 Mediated 40,004 37,577 Automated 112,215 115,120

Responsible person: Robert Miller

ARGYLL AND BUTE COUNCIL**OBAN, LORN AND THE
ISLES AREA COMMITTEE****ROADS AND INFRASTRUCTURE
SERVICES****DECEMBER 2022**

ROADS AND INFRASTRUCTURE SERVICES UPDATE

1.0 INTRODUCTION

- 1.1 A Roads and Infrastructure standing report was a fixture on Area Committee agendas throughout the life of the last Council. In the first two rounds of Area Committee meetings in the new Council feedback was sought on the value of these updates, and their format and frequency. Generally Members felt having a standard item was beneficial and it was acknowledged that the Roads and Infrastructure weekly briefings issued to all members each Friday afternoon provide for the main sources of live information on current activities. On top of these briefings there is a bank of resources on the new Member Zone system which include the weekly briefings, subject specific briefings, ad hoc short briefings on issues, relevant previous committee reports, operational service procedures, legislation and Council policies.
- 1.2 In the last Council the purpose of these reports was to provide an update on service activities but since weekly briefings were introduced around 18 months ago [at the time of writing this report we are on to briefing Edition 72] these have largely superseded the original stated purpose of these reports.
- 1.3 On the basis of the above a new format is proposed for these standing area committee reports which removes duplication for Officers and rather links to existing published information, with additional updates only in the body of the reports if these are specifically requested/noted from previous meetings. The report remains as a standing item and continues to provide the opportunity for Officer engagement at the committee meetings.

2.0 RECOMMENDATIONS

It is recommended that the Area Committee:

- 2.1 Note and consider the contents of this report, and provide feedback on the proposed new format.

3.0 DETAIL

- 3.1 Roads and Infrastructure Services provides Members with weekly briefings on topical service activities which are all available [here](#).
- 3.2 As part of the resources on the new Member Zone system there are various key documents available in an online library [here](#).
- 3.3 Following recent correspondence regarding Ganavan, and for the benefit of new Elected Members and Community Councillors in particular, it is felt that it would be useful to hold an on-site meeting to view all of the public infrastructure/facilities then to have a round-table discussion afterwards at the Corran Halls [or another suitable venue] to discuss both the historic work to address concerns raised and any future options

4.0 CONCLUSION

- 4.1 This report provides links to existing published information on service activities and provides for the opportunity for Officer attendance and engagement at committee meetings.

5.0 IMPLICATIONS

- 5.1 Policy – none
- 5.2 Financial – none
- 5.3 Legal – none
- 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

November 2022

For further information contact:

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

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Argyll & Bute Health & Social Care Partnership

Report to: Area Committee
Title of report: A&B HSCP Annual Performance Report 2021
Presented by: Stephen Whiston, Head of Strategic Planning, Performance and Technology
Date: November 2022

The Committee is asked to:

- To consider the Annual Performance Report for the Health and Social Care Partnership for the year 2021 presented to the IJB on 23 November 2022.

1. Background:

The IJB have previously agreed that an Annual Performance Report would be produced and presented to them each year. There have been four Annual Performance Reports, covering 2016/17, 2017/18, 2018/19 and 2019/20.

Required content of the report is set out in The Public Bodies (Joint Working) (Content of Performance Reports) (Scotland) Regulations 2014

<http://www.legislation.gov.uk/ssi/2014/326/contents/made>

As a minimum the annual performance report must include:

- Assessment of performance in relation to the 9 National Health and Wellbeing Outcomes
- Assessment of performance in relation to integration delivery principles
- Assessment of performance in relation to the Partnership's Strategic Plan
- Comparison between the reporting year and previous reporting years, up to a maximum of 5 years. (This does not apply in the first reporting year)
- Financial performance and Best Value
- Information about Localities
- Details of Service Inspections
- Details of any review of the Strategic Plan

The 2021 report takes account of the significant impact the continuing Covid 19 Pandemic has had on our services and many of the changes witnessed to how

we deliver Health and Social Care. In order to report robust figures at both Health and Social Care Partnership (HSCP) and Scotland level, and continuing the trend from the last two years, all areas are advised to use 2021 calendar year data as a proxy for 2021/22 financial year in their 2021/22 APRs. Financial year information should be used for years prior to this.

2. STRATEGIC PLAN 2022 - 2025

The new Joint Strategic Plan for 2022-25 was approved in March 2022. Robust performance management arrangements are critical to the delivery of the Strategic Plan which details each service areas priorities for the next three years. These also contribute to all the strategic objectives and new priorities of the HSCP.

3. Conclusion

Much of the statutory performance data for 2021 continued to be affected by the Covid19 pandemic, with the gradual emergence from the last of the restrictions across the summer period. This slow recovery was delayed later in the year with the arrival and impact of the OMICRON variant across Scotland. The effect of this new variant with regards to performance reporting was most significant from October through to December and into the start of 2022.

Within the Health & Social Care Partnership mitigating actions were put in place with the reintroduction of Daily Management Huddle to support recovery and take action as required. Additional resource was used during this time to continue to ensure the staffing and delivery of Care at Home and in the community, alongside support to Care Homes and discharge from hospital.

Throughout 2021 there was a return to previous performance reporting with regards to the IJB, local and national performance reporting. The focus of the reporting for the IJB was on the remobilisation of services against the NHS Highland Remobilisation Plan, this used the Framework for Clinical Prioritisation, framing the remobilisation of services against 6 key principles within a Covid19 operating environment. The principles are detailed within the report.

4. GOVERNANCE IMPLICATIONS

Financial Impact

Included within the Annual Performance Report.

5. Staff Governance

Included within the Annual Performance Report

6. Clinical and Care Governance

Included within the Annual Performance Report Indicators

7. EQUALITY & DIVERSITY IMPLICATIONS

As there is no change in policy, an equality impact assessment is not required.

8. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

No impact on GDPR or current data sharing agreements.

9. RISK ASSESSMENT

Impact on strategic and operational risks will be assessed within existing risk assessment processes.

10. PUBLIC & USER INVOLVEMENT & ENGAGEMENT

The Annual Performance Report is for the IJBs use but is a publicly available document

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ANNUAL PERFORMANCE REPORT

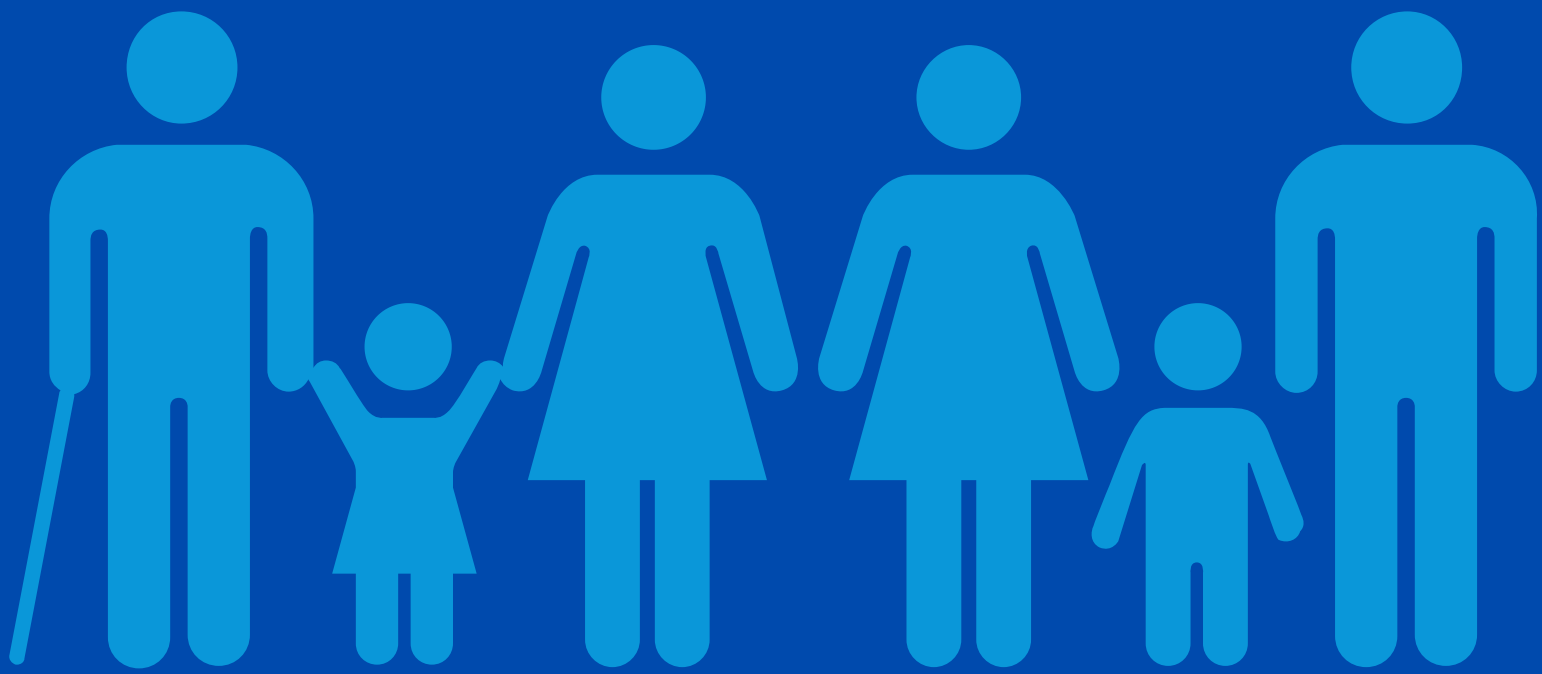


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Appendices

Appendix 1

Health & Wellbeing Outcome Indicators 2021

Appendix 2

Health & Wellbeing Outcome Indicators Benchmarking 2021

Foreword

Argyll and Bute Health and Social Care Partnership has experienced another difficult year as a result of the Covid 19 Pandemic.

Our Staff, Partners, Carers and Volunteers continue to demonstrate the upmost dedication, hard work, resilience and commitment to our services. We appreciate the length of time we have now been working in response to the relentless challenges Covid 19 brings and are proud of what has been achieved. We continue to be thankful and grateful for everyone's efforts in these difficult times.

Within this year, services have begun to return to a new normal, and focused on remobilisation, basically catching up on activity lost. During the latter half of 2021, we have been out to consultation with our staff, independent and third sector and the public in preparation for the HSCP new Strategic Plan for 2022-2025 and the Joint Strategic Commissioning Strategy.

It was fabulous listening to the views of our communities and we look forward to further engagement in the future to ensure that we plan and deliver services which enables the **people of Argyll and Bute to live longer, healthier and independent lives.**



Sarah Compton-Bishop
Chair of Argyll & Bute Integration Joint Board



Fiona Davies
Chief Officer of Argyll & Bute HSCP



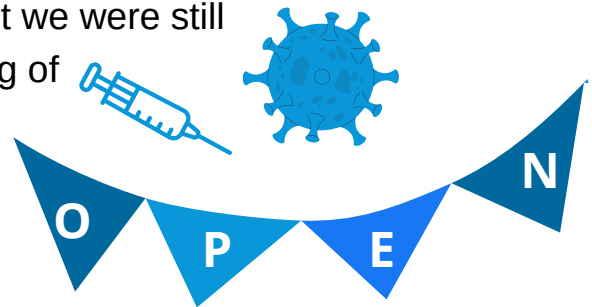
Introduction

Welcome to Argyll and Bute's Annual Performance report for the year 2021 as required by Public Bodies (Joint Working) (Scotland) Act of 2014.

This document sets out how the Health and Social Care Partnership (HSCP) has performed and builds on the information published within previous reports and to provide progress around our remobilisation out of the Covid 19 pandemic.

The HSCP is a complex organisation bringing together a range of partners, services and substantial financial resources. The partnership is responsible for meeting local and national objectives and it is therefore important that we publically report on how we are performing against the agreed outcomes that we aspire to.

The Annual Performance report provides an opportunity to reflect on the past year. A year that was extremely challenging yet we were still able to celebrate achievements like the opening of the Marshall Unit on the Isle of Bute, and the immense effort and success of the vaccination programme.



It is important to remember that the circumstances related to the pandemic have influenced the progress of some of our transformation plans and also our performance in some areas throughout the year.

Remobilisation



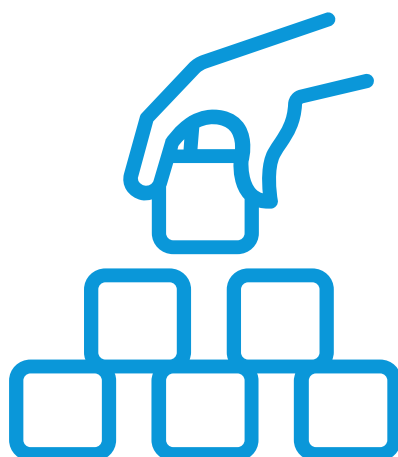
Throughout 2021 the HSCP continued to work hard to 'remobilise' and return to delivering services at full capacity in an accessible, patient centred and sustainable way.

Acute activity delivered across Argyll & Bute from and within Lorn & Islands Hospital and outreach from NHS Greater Glasgow & Clyde was increased, and our 12 week waiting times performance returned to pre-pandemic levels. Waiting list validation and management was a priority and additional clinics to improve waiting times further increased capacity within specialties where we previously experienced pressures. The Chronic Pain service which was a longstanding pressure began to be delivered Highland wide from the Fort William Belford Hospital, and in October 2021 we secured a visiting Gastroenterology specialist, reinstating this service to the HSCP. We do acknowledge a small number of specialties where we operated at lower than 100% capacity and the loss of service in some areas. We continue to work with NHS GGC and explore all options locally to improve accessibility.

Service change brought about by the Covid 19 pandemic and recruitment difficulties led to some challenges and for most specialties this meant a shift to a blend of face to face and virtual clinics. In 2021 the NHS Near Me video consulting service saw nearly 7000 consultations and more than 3800 hours in Argyll & Bute, a record number. Uptake remains high demonstrating sustained change in the way in which patient care is being delivered.

Wherever possible we maximised our Allied Health Professionals (AHP's) services to support consultant led activity. This allowed for service redesign through improved, patient centered pathways and in turn improving access times. In some of our hospital sites during 2021, advanced physiotherapy practitioners triaged and treated patients referred to the orthopaedic consultant where this was clinically appropriate.

Based on the success of this the HSCP will look to progress a complete redesign of the orthopaedic service and this will be done during 2022. This year we had also planned to introduce a centralised appointing service to standardise outpatient clinic access, improve accessibility and patient care. Due to other priorities this will now be progressed in 2022.



Key achievements



Dialysis Isle of Bute

On the 11th November 2021, the HSCP welcomed it's first Dialysis patients into the new Marshall Unit in the Victoria Hospital Rothesay, Isle of Bute.

The community of Bute had been fundraising for a number of years for a dialysis unit to prevent the difficult journey for patients 3 times a week to Inverclyde.

The HSCP has been incredibly fortunate to receive the full amount of funding required to fund all the capital costs of the project from both the Dr J N Marshall Trust and the Bute Kidney Patients Support Group.

The Unit is now operational 6 days a week and employs 4 Dialysis nurses. There are 3 dialysis machines and chairs within the Unit. Patients are enjoying the benefits of less travel to receive treatment and less disruption in bad weather from ferry cancellations.

Overall, this has been a tremendous effort from the local community and the population of Bute will benefit from this service for years to come.



Vaccination Programme

Following the development of safe vaccines to protect the population from the devastating impact of Covid 19 the HSCP had to quickly mobilise services to vaccinate the population.

The delivery of the programme brought challenges like nothing faced before. Dedicated staff ensured we meet these challenges to reduce the impact of Covid 19 on those most at risk, and was therefore essential that Argyll and Bute had effective plans in place to deliver Covid 19 vaccines to protect those most at risk, prevent ill health in the community and minimise further pressure on the NHS and social care services.

Logistics around the vaccine supply chain, transport and storing of the vaccine all took careful planning, especially to our Island communities.

The HSCP postponed any non urgent work prioritising the rapidly evolving situation. Communication and guidance was key for staff delivering vaccinations, working with the Scottish Government and developing programme command groups Argyll and Bute successfully ramped up the vaccination programme. The vaccination programme continues to hold vaccination clinics for first, second and third booster doses including children 5-11 in Argyll and Bute.

The table below details the success to date and how many people in each age category have vaccines. The 5-11 figures are different as only immunosuppressed children should have had primary plus booster and vaccination of this cohort is ongoing mainly due to the restriction around children who have tested positive (there is a 12 week wait from that point before they can be vaccinated).

Co-hort	Population	2 Vaccinations + Booster	2 Vaccinations	1 Vaccination	Not Vaccinated
5 - 11 years	6157	18 (0.3%)	279 (4.53%)	685 (11.13%)	5175 (84.05%)
12 - 64 years	53962	40297 (74.6%)	11065 (20.5%)	2180 (4.03%)	420 (0.77%)
65+ years	22342	20845 (93.3%)	903 (4.04%)	77 (0.34%)	517 (2.3%)





- ☆ We have engaged widely and published a new Children and Young People Service Plan, developed and published a new Corporate Parenting plan, developed a multi-agency approach in drafting and implementing a new Children Services Commissioning Plan. We have developed and gathered feedback survey to be circulated to S2 and S4 school pupils. This work is being implemented and is well established and is driven by a robust multi-agency approach
- ☆ Our 3 Children's Houses as well as our Adoption and Fostering Services are graded 5 (Very Good)
- ☆ 100% of our Young People leaving care in the last year were offered appropriate housing
- ☆ We have fully embedded all elements of the Universal Health Visitor Pathway and in line with "Best Start" we provide continuity of Midwifery care to women across Argyll and Bute
- ☆ We are using the Model for Improvement to test the use of assessment tools and interventions aimed at supporting Children to reach their developmental milestones at 13 – 15 months and 27 – 30 months
- ☆ We are also using the Model for Improvement to test methods to ensure multi-agency chronologies are in place for Children and Young People following an Initial Referral Discussion (IRD) where the decision is to progress to child protection procedures
- ☆ We have initiated a redesign of the Child and Adolescent Mental Health Services (CAMHS) including the deployment of additional staffing which will ensure a clear and accessible pathway is available to all young people in secondary school
- ☆ We have developed GIRFEC (Getting It Right For Every Child) infomercials by young people for use in schools to promote understanding of the Named Person role and the National Well-being indicators





Child Poverty

- ☆ We have developed a Child Poverty Action Plan that sets out what we are doing locally to tackle child poverty; we review this every year. This plan and other actions are guided by a multi-agency Child Poverty Action Group
- ☆ We have engaged with children and young people via School Councils to gain their ideas and views of the plan. We have produced child friendly versions of the plan. We look to engage with community groups and are currently doing this, for example, via the Living Well networks
- ☆ Community and staff awareness of child poverty is important, as is their knowledge of how it is being tackled in Argyll and Bute. We use events like Challenge Poverty Week to get information out via media posts and other methods. We have also developed a Council Child Poverty Website that provides information on the plan and links to key sources of support relating to housing, benefits, employability, domestic abuse etc
- ☆ We recognise the importance of the third sector in tackling child poverty and a number of key agencies are represented in the CPAG and contribute to planned work, for example ALLenergy and Third Sector Interface (TSI)
- ☆ We know that training to raise the awareness of staff about poverty is important; they need to be able to respond to service users with empathy and respect. It is also important for them to be able to ask the difficult money questions well and signpost people to where they can get support and the right kind of advice. Money Counts training has been developed for use in Argyll and Bute and will be rolled out to a wide range of staff. We have also commissioned Awareness Raising Training and this should begin to be rolled out to staff in 2022
- ☆ We look to act across a wide range of areas, such as housing, food and fuel poverty, by having a broad range of members from those sectors. We recognise that employability and benefits are important areas and these are represented in CPAG





Child Protection

- ☆ CPC has continued to deliver child protection training via Microsoft Teams and monthly CPC chat lead by Lead Officer CP has continued , which promotes communication between CPC and frontline staff and managers
- ☆ DA Pathway launched , audited and now embedded
- ☆ New information leaflets designed by children via a competition in schools
- ☆ Young Person Support & Protection protocol review initiated and staff and young people consulted via survey
- ☆ Reflect & Learn concept approved and 2 have been carried out so far this year
- ☆ Audit activity has continued with 8 weekly audit of IRD and 1 CP Plan audit
- ☆ Communications to children and parents/carers re. National 'For Kid's Sake' campaign ran twice and online safety campaigns
- ☆ Advocacy work has continued for children on the CPR




Adult Support and Protection

- ☆ A range of training and development activity took place for Council Officers and we provided training on Defensible Decision Making; Modern day slavery; Older adult abuse and presented a Large Scale Investigation (LSI) Learning event
- ☆ Contributed to the Multi-agency Risk Assessment Conferences (MARAC) awareness training
- ☆ Provided a biannual Committee Development Session
- ☆ Ensured staff protected on investigations etc, and noted no real fall in referrals and activity
- ☆ Produced a Monthly Newsletter on issues pertinent to ASP
- ☆ Addressed financial harm, establishing an APC sub-group and ensuring regular information on the subject
- ☆ Focused development of AP multi –agency awareness





Violence Against Women and Girls

- ☆ The VAWP has developed its membership and now includes a wide range including; Police, Fire and Rescue, Colleges and Universities, Health, Social Care, Housing, Education, Adult and Child Protection and key third sector partners
- ☆ The VAWP Lead and Chair are working with the Community Justice Lead to ensure that the work of the partnership is properly integrated into the Argyll and Bute Community Justice Plan
- ☆ The VAWP has supported and advised on the introduction of a Domestic Abuse Policy for Council employees and the introduction of a Domestic Abuse Pathway
- ☆ The need for the introduction of the Safe and Together Model to Argyll and Bute services has been promoted to the Chief Executive, Head of the HSCP and Heads of Service and has been agreed as a key area of development. A bid was submitted to the Developing Equally Safe Fund to achieve this and this was successful; £68,582 was granted and will cover a Safe and Together initial roll out. It will also cover a wide range of other training including: Routine Enquiry, Awareness Raising, Working With Men and Harmful Traditional Practices. This will take place over a period of 2 years from mid October 2021. Also encompassed in this work will be a research project that will look at the effectiveness of these actions and the views of lived experience people, staff, managers and perpetrators
- ☆ A VAWP led group is looking at the issue of domestic abuse and women and girls with learning difficulty and is currently identifying training and practice issues
- ☆ The work of the MARAC continues to be developed and is enhancing the safety of those women at highest risk of domestic violence. A further roll out of training on the DASH model of assessment is planned
- ☆ The 16 Days of Action were marked by a range of local actions including the lighting up of Statues and Buildings and a poster competition within schools





- ☆ Contributed funding to a two year research project led by the Violence Against Women & Girls Partnership which will include understanding victims experiences and additionally review the behaviors of men who perpetrate violence against women and girls
- ☆ We have analysed the connections between Justice Social Work delivery and Community Justice developing a draft improvement plan for 2022-2024
- ☆ Secured funding from the Corra Foundation to review our prison Custody to Community Pathway
- ☆ Developed strategic links into the Alcohol & Drugs, Community Safety and Violence Against Women & Girls Partnerships
- ☆ Developed strong partnership working with the national body Community Justice Scotland
- ☆ Undertaking a review of the Community Justice Partnership to refresh our focus in light of the new national Justice Strategy and the pending Community Justice Strategy



Public Health

- ☆ An annual report of activity for 2020-21 is published here (ablivingwell.org)
- ☆ Conducted a scoping exercise by engaging with staff to complete a survey designed to identify gaps in knowledge around health screening (50 frontline Mental Health and Learning Disability staff and 19 Primary Care staff completed the survey)
- ☆ Supported the implementation of the Scottish Government 'Every Life Matters' Strategy on Suicide Prevention, within the heightened economic and social pressures felt by individuals throughout the Covid 19 pandemic
- ☆ Supported the completion of the Equalities Outcome Framework mainstreaming report to meet the Scottish Specific duties of the Equality Act and refreshed the Equalities Outcomes in partnership with Argyll and Bute Council and NHS Highland in summer 2021
- ☆ Developed a Joint Strategic Needs Assessment for the Joint Strategic Plan and Joint Strategic Commissioning Strategy
- ☆ 73 successful smoking quits were recorded by the Stop Smoking Advisors using technology and innovative approaches to deliver their service





Adult Care-Older Adults/Adults and Hospitals

- ☆ Development of a robust assurance function for care homes and care at home service. This included the development of a Care Home Task Force a partnership with care homes and colleagues across the HSCP/NHS/Council
- ☆ Establishment of an Adult Planning and Development Group to establish an agreed strategic vision and operational delivery of adult services and a refocus of the Care Homes and Housing work-stream to identify the need and direction of commissioning for the future
- ☆ Establishment of an Older Adult and Dementia Reference Group to ensure community engagement becomes part of the overall planning and development process
- ☆ Re-establishment and redesign of day services providing a focus on critical respite for unpaid carers
- ☆ Establishment of a Care at Home Strategy Group with a short term and longer term action plan taking account of immediate pressures and to plan for future development
- ☆ Agreed proposals to permanently fund a 24 hour responder service with agreement that solutions are required for our island communities
- ☆ Appointment of an Unscheduled Care Lead to ensure all elements of hospital discharge and prevention of admission are standardised and integrated
- ☆ Initial work is taking place to establish plans for the islands, taking account of the Island's Act and developing unique island solutions beginning with conversations on Coll, Mull and Tiree
- ☆ Implemented the Enhanced Community Dementia Team model in 3 localities within Argyll and Bute. Developed an operational framework for the service and recruited key posts to develop the Enhanced Service. This key service is still developing





Learning Disabilities Service

- ☆ Development of additional Core and Cluster models across A&B for Learning Disability services
- ☆ Initiated the review and redesign of internal LD Day Services staffing structures across Argyll and Bute, to ensure equity and consistency across locations and ensuring they are fit for the future
- ☆ Increased oversight and voice of LD & Autism services following the HSCP management restructure
- ☆ Improved our communication and engagement with communities and service users, through the newly established HSCP Engagement Framework
- ☆ Improved management of transitions cases through re-establishment of the Disability Transitions Group and better transition links with schools



Mental Health

- ☆ Completed a review of our Community Mental Health Teams recommendations of which (still subject to approval) will be actioned via our Mental Health and Dementia Steering group
- ☆ Identified resource to deliver the Wellness Recovery Action Planning (WRAP) approach to enable people to self-manage their mental wellbeing
- ☆ Islay trial of 'Near Me' the use of video consultation to support primary care mental health workers and clients
- ☆ Agreed a new locality based consultant model of care





Primary Care

- ☆ Pharmacotherapy teams are in place to provide a new medicines management service within most GP practices in each locality. Teams comprise of pharmacists and pharmacy technicians. A remote hub model has been created in Helensburgh
- ☆ A plan for a primary care nursing team with posts located either in community hospitals or in GP practices has been agreed in consultation with individual GP practices to support community treatment and care and vaccination transformation within existing primary care modernisation funding
- ☆ First Contact Practitioner Musculoskeletal Physiotherapists are in post are providing a service to some practices in each locality and to remote and island GP practices
- ☆ A Primary Care Mental Health Service is now operational for some GP practices in all localities providing time limited intervention for patients with common mental health problems. There is a monthly average of 90 patients now referred to this service
- ☆ Merged the GP Practices on the Isles of Mull and Iona and recruited GPs to the new Mull and Iona Medical Group under an independent General Medical Services Contract
- ☆ Undertaking a review of the strategic plan for the provision of primary medical services for the patients of Kintyre Medical Group
- ☆ Creation and implementation of 3 Whole Time Equivalent (WTE) Advanced Practice Anticipatory/Emergency Care Nurses working in partnership across 5 GP Practices within Helensburgh and Lomond Locality
- ☆ Established locality wide GP Out of Hours (OOHs) services in all mainland areas, centred on the local hospital. Continued to support the single island service on Islay
- ☆ A 3 year contract to commission a Community Link Worker service for 10 GP practices in Argyll and Bute has been awarded to We are With You (formerly Addaction). The service will take referrals from primary care teams and use a person-centred social prescribing approach to strengthen the link between primary care, other health services, and community resources





Alcohol and Drug Partnership

- ☆ Recovery communities expanded their membership. The communities are primarily led by people with lived experience and all have people with lived experience involved in the programming and organisation of the regular activities
- ☆ Links have been strengthened through the creation of a Recovery Steering Group which aims to represent all of the Recovery Communities and develop a collective voice on their behalf
- ☆ Both ABAT and WAWY have staff trained to distribute Naloxone to individuals & their family members. Both teams also provide Injecting Equipment Provision (IEP) utilising outreach and click & collect approaches
- ☆ The existing school-based support service has continued, though the service has had to adapt due to Covid 19 restriction, with access to the schools limited in many cases. Services have been innovative in their use of social media, instant messaging, text, phone video-conferencing and meeting outside of school grounds
- ☆ The Custody to Community Pathways for people leaving Prison and returning to Argyll & Bute are aimed at ensuring all are provided with Naloxone on liberation
- ☆ WAWY introduced online Mutual Aid Partnership (MAP) group sessions three times per week. They also offered safe distanced walk & talk sessions with people who are unable to engage by phone/digital. Where required they carried out doorstep welfare checks when they were unable to make remote contact with people
- ☆ Where appropriate prison addiction staff contact ABAT to continue clinical treatment in the community. This approach has worked well for the continuation of prescribed methadone and buprenorphine
- ☆ MAT Standards will be piloted in Cowal and Bute with a new team being recruited





Allied Health Professionals

- ☆ AHP leaders and the teams work above and beyond to provide high quality clinical care despite challenges
- ☆ AHP's view themselves as having a role in prevention and early intervention and are striving to increase their input earlier in patient's lives to either prevent or minimise impact of illness, disability or injury
- ☆ AHP's are core members of the multi-disciplinary team and have enhanced MDT working significantly into primary care in the last three years
- ☆ AHP's are currently one of the first within NHS Scotland boards to develop and carry out establishment setting
- ☆ Increased our rehabilitation skills in all areas to support major trauma, long-term conditions and neurological conditions and diseases
- ☆ Recruitment of a Housing OT to support assessments for adaptations to individual housing



Carers

- ☆ Worked with Carer Services to implement the Caring together Strategy
- ☆ Recruited a Carers Act Officer and a Young Carers project assistant
- ☆ Carried out contract reviewing and monitoring
- ☆ Built capacity within the enhanced performance team
- ☆ Updated our Young Carers Statement
- ☆ Increased the visibility and awareness of unpaid carers and the support they provide
- ☆ Carried out a consultation on Respite and Short breaks
- ☆ Linked with the Carers Census





Technology Enabled Care (TEC)

- ☆ Ensured stock levels are sufficient to minimise the risk of not having appropriate equipment
- ☆ Allocated resource (People and finance) for the investment required in the Analogue to Digital Project
- ☆ Continue to support planning for role out of services in Social Care
- ☆ Continue to progress roll out within urgent care
- ☆ Liaise with North Highland and national colleagues in promoting digital care
- ☆ Work in partnership with Commissioned Services to better understand pressures they face and find joint solutions
- ☆ Work with planning colleagues to ensure Near Me remains part of Remobilisation Planning and re designing clinics.



Digital Health & Care Strategy

- ☆ Responded to the pandemic by expanding and enhancing our IT infrastructure to facilitate home/hybrid working in 2021/22 for our HSCP staff in the council and NHS.
- ☆ Strengthening resilience in the up time and performance of IT network to ensure service resilience, security and delivery.
- ☆ Increased the uptake and use of Technology Enabled Care (TEC) by clients and patients including expanding the use of the “Near Me” video consultation platform for mental health, primary care and community services.
- ☆ Completed the procurement and commenced the implementation of our replacement social work and community health IT system with the new “Eclipse” system as at a cost £465,000
- ☆ Replaced and modernised our 7 hospital switchboard to provide enhanced digital functionality and reduced our telephone costs.





The National Health and Wellbeing Outcomes continue to provide a strategic framework for the planning and delivery of health and social care services.

These suites of outcomes, together, focus on improving the experiences and quality of services for people using those services, carers and their families. Currently there are 9 key National Health and Wellbeing Outcomes (NHWBO) and 23 sub-indicators. These form the basis of the reporting requirement for Health and Social Care Partnerships across Scotland. A full breakdown of all the Outcomes, Indicators and our local indicators is available in Appendix 1.

COVID 19 Performance Reporting

Much of the statutory performance data for 2021 continued to be affected by the Covid 19 pandemic, with the gradual emergence from the last of the restrictions across the summer period. This slow recovery was delayed later in the year with the arrival and impact of the OMICRON variant across Scotland. The effect of this new variant with regards to performance reporting was most significant from October through to December and into the start of 2022. Within the HSCP mitigating actions were put in place with the reintroduction of Daily Management Huddle to support recovery and take action as required. Additional resource was used during this time to continue to ensure the staffing and delivery of Care at Home and in the community, alongside support to Care Homes and discharge from hospital.

Remobilisation Performance Reporting

Throughout 2021 there was a return to previous performance reporting with regards to the Integration Joint Board, local and national performance reporting. The focus of the reporting for the IJB was on the remobilisation of services against the NHS Highland Remobilisation Plan, this used the Framework for Clinical Prioritisation, framing the remobilisation of services against 6 key principles within a Covid 19 operating environment as below:

1. The establishment of a clinical priority matrix – as detailed below, at the present time NHSGG&C & NHS Highland are focusing on the P1 & P2 category:
2. Protection of essential services (including critical care capacity, maternity, emergency services, mental health provision and vital cancer services)
3. Active waiting list management (Consistent application of Active Clinical Referral Triage (ACRT) and key indicators for active waiting list management, including addressing demand and capacity issues for each priority level)
4. Realistic medicine remaining at the core (application of realistic medicine, incorporating the six key principles)
5. Review of long waiting patients (long waits are actively reviewed (particularly priority level four patients))
6. Patient Communication (patients should be communicated with effectively ensuring they have updated information around their treatment and care)

This report included activity reporting for Argyll & Bute Health & Social Care Partnership, NHS Highland Board and Greater Glasgow and Clyde.

Key Performance Overview 2021

Homecare

The data trend for the overall number of people in receipt of homecare across all age groups notes a relatively flat trajectory from Jan- April with a sustained uplift in both planned hours and people in receipt of care at home between May and August. From September there is a declining trend, which in part may be attributable to the emergence of the OMICRON variant. This continues into 2022. With regards to homecare hours, the declining trend from August to December notes a 4% reduction in care hours.

Residential Care

Comparing the average numbers of care home residents for 2020, to 2021 notes a 2% reduction, across 2021 there is a slight upward trend in the number of residents from August to October with a 3% reduction from November to December this again may be in part attributable to the emergence of the OMICRON variant continuing into 2022.

Mental Health

Mental Health Services reported consistent levels of new referrals for services in 2021. However, Emergency Mental Health Bed Days reports a reduction of 24% from 2020 levels. There was an increase in patients waiting to be seen for CAMHS service as at Dec 2021, up by 22% on the previous year's period, with 61.3% waiting more than 18 weeks, up slightly from 58.6% in 2020. Statutory Mental Health activity across 2021 noted consistent levels in activity across calendar year period. With regards to the types of statutory activities; Consent to Short Term Detention, Supervision of Guardianship, Reports for Adults With Incapacity (AWI) Application and Consent to Emergency Detention were noted as having the largest impact across staff workloads.

Delayed Discharge

Delayed Discharge data across the period 2020 noted consistently high number of those waiting to be discharged from hospital against target and the previous year performance. July has seen the highest number of delays in hospital with a 23% increase against the average for the year, alongside this October noted the highest bed days used with a 26% increase against average. Delayed discharges remained high through the months of November and December with associated longer recorded bed days. January to May noted a reducing overall trend in bed days suggesting more activity with quicker discharge, this trend slowed with an increased from June onwards with associated high numbers and bed days.



Waiting Times

With regards to service remobilisation and the continued reduction the waiting times the focus for the HSCP was on maintaining outreach services to A&B despite the ongoing service pressures being experienced nationally and utilising waiting times funding to reduce waiting times.

Key areas of work included:

- Utilising Advanced Physio Practitioners to support our Orthopaedic service and reduce the waiting times for patients.
- Working in Partnership with local Community Optometrist to provide shared care with the NHSGGC Consultant Ophthalmology service and develop a virtual Ophthalmology service fit for the future.
- Creating a centralised appointing service to improve patient pathways and ensure equity of access to care across all our hospital sites.
- Create a “Clean room” with sufficient airflow within Lorn Islands District General Hospital to repatriate ENT services back to Argyll and Bute as these were stopped due to Covid 19 risk of aerosol generating procedure required for Naeso Endoscopes.
- Continued use of virtual appointments



Benchmarking

Benchmark performance makes a comparison with the seven identified rural HSCP's and the Scottish average. Performance across the 20 indicators, Argyll & Bute HSCP noted 10 (50%) indicators performing above the Scottish average. Performance against the other HSCP's for these indicators notes that Argyll & Bute had an overall 55% success rate (Appendix 2)

Performance, Outcomes & Improvement

The HSCP is committed to openness and transparency in respect of performance reporting. Due to service pressures arising from the pandemic during 2021/22, there has been some disruption to reporting as the HSCP focussed on addressing the pandemic and re-mobilisation of services. A revised integrated performance management reporting framework is being designed and will be rolled out fully across 2022. The HSCP reviews its performance data and uses this to enable it to be responsive to emerging need and service pressures and to continuously improve and inform its strategic planning processes.



Financial Performance and Best Value



Financial Performance

The IJB is committed to the highest standards of financial management and governance. It is required to set a balanced budget each year and seeks to deliver Health and Social Care Services to the communities it serves within the envelope of resources available to it. Financial performance is reported in detail to the IJB at each of its meetings and to its Finance and Policy Committee which meets on a monthly basis. It also publishes its Annual Report and Accounts which are subject to independent external audit.

This section provides a summary of financial performance for 2021-22, our approach to ensuring that we deliver Best Value and outlines the future financial outlook and perceived risks.

Financial Performance 2021-22

The IJB set a balanced budget for 2021/22, and is delighted to be able to report a small underspend against the resources available to it and confirm that it was able to repay all of its debt. It is acknowledged that a number of factors contributed to this improved position including delivery of savings, improved financial management and governance and additional funding allocations from the Scottish Government.

The final revenue outturn for 2021/22 was an underspend of £682k against the resources available to the HSCP, which totalled £313m. This underspend has been retained by the HSCP within its general reserve and it is intended that it will be invested in 2022/23 on service transformation. The other important aspect of financial performance during the year was that the HSCP was able to repay the full debt balance due to Argyll and Bute Council during the year, this totalled £2.8m. Argyll and Bute Council reduced the funding available to the HSCP to facilitate this repayment of debt. The following table summarises the financial performance against budget analysed between Health and Social Work related services.

<i>Service</i>	<i>Actual £</i>	<i>Budget £</i>	<i>Variance £</i>	<i>Variance %</i>
<i>Social Work Services</i>	78,958	79,640	682	0.9%
<i>Health Services</i>	233,408	233,408	0	0%
<i>Grand Totals</i>	312,365	313,048	682	0.2%

The budget for 2021/22 included a total savings target of £9.3m spread across 142 projects. As at the end of March 2022, £8.2m of the savings target was delivered. Of this total, £5.8m was delivered on a recurring basis. The shortfall was funded through additional financial support from the Scottish Government, recognising that a number of projects had to be placed on hold during the year as a consequence of the Covid 19 pandemic.

The HSCP recognises that it needs to continue to improve efficiency and deliver best value. It continues to manage its savings programme rigorously and recognises that this is critical to ensuring longer term financial sustainability and facilitating the implementation of our transformational objectives. The HSCP has a savings target of £6.0m for 2022/23, this includes £3.9m of new savings in addition to the carry forward of those projects which were not delivered in full during 2021/22.



The IJB has a responsibility to make decisions to direct service delivery in a way which ensure services can be delivered on a financially sustainable basis within the finite resources available to it.

There are significant on-going cost and demand pressures across health and social care services as a consequence of demographic change, new treatments, increasing service expectations and inflation. Managing these pressures are expected to result in an on-going requirement to improve efficiency and deliver savings.

Looking into 2023-24 and beyond, it is anticipated the Scottish public sector will continue to face a very challenging short and medium term financial outlook with significant uncertainty in respect of funding and the impact of high inflation. However, additional funding to the sector and proposed structural reform, is anticipated to better enable the HSCP to invest in service provision and deliver high quality services within the resources that will be made available. This presents an opportunity for the HSCP to improve the services it offers and address some of the challenges it faces.

The HSCP continually updates its forward financial plans to recognise and plan for the impact of new policy priorities, emerging cost pressures and funding allocations. Additionally, robust risk management processes are in place which seek to identify and quantify the financial risks facing the HSCP. Key risks currently facing the partnership include the sustainability of service providers, the impact of inflation, staff availability and costs, and increasing demand for services. A further key risks is in respect of the continuing management of Covid 19 and addressing the increased numbers of people awaiting diagnosis and treatment. We also need to work to address the length of time some people within our communities are having to wait for treatment.

The Annual Report and Accounts for the year provide further detail and analysis in respect of financial performance, financial risks and governance arrangements and improvement plans.

Best Value



The IJB has a statutory duty to provide best value as a designated body under section 106 of the Local Government (Scotland) Act 1973. NHS Highland and Argyll and Bute Council delegate funding to the Integration Joint Board (IJB). The IJB decides how to use these resources to achieve the objectives of the strategic plan. The IJB then directs the Partnership to deliver services in line with this plan.

The governance framework represents the rules and practices by which the IJB ensures that decision making is accountable, transparent and carried out with integrity and in line with the principles of public service. The IJB has statutory responsibilities and obligations to its stakeholders, staff and residents of Argyll and Bute.

The Health and Social Care Partnership ensures proper administration of its resources by ensuring that there is an appropriate governance framework in place and by having an appointed Chief Financial Officer who is required to keep proper accounting records and take reasonable steps to ensure the propriety and regularity of the finances of the Integration Joint Board. The IJB is also required to publish audited annual accounts each year.

Best Value underpins the ethos of governance and financial management within the IJB, a summary of performance against the 8 best value themes is given overleaf:



Vision and Leadership

The IJB and Senior Leadership team are involved in setting clear direction and organisational strategy which is expressed in the new Strategic Plan and the new Commissioning Strategy. There are strong mechanisms for contributions from the Locality Planning Groups and the Strategic Planning Group into these key documents which set the strategic priorities of the IJB.

Governance and Accountability

The IJB has significantly improved its governance and seeks to continually develop and improve in response to emerging good practice and independent audit review. It has made excellent progress in implementing its governance improvement programme to ensure it operates in an open and transparent way. Support for the system of governance is provided by Argyll and Bute Council this ensures that it is properly administered. Comprehensive and clear Board minutes and papers continue to be published and meetings are open to the public.

Effective use of resources

The Finance & Policy Committee of the Board meets regularly in order to scrutinise performance against budget, progress with the delivery of savings and the Transformation Programme. NHS Highland has implemented a formal Project Management Office approach to delivering savings projects and their methodology has also been extended to the full savings programme. Better financial management and governance has been a priority for a number of years, and this has contributed to the much improved financial position the HSCP is now in.

Partnership and Collaborative Working

Effective partnership working is a core element of the way in which the IJB has been established. The IJB works closely with NHS Highland and Argyll and Bute Council. The Chief Officer is a member of both Strategic Management Teams. In addition the HSCP works closely with third sector partners and its commissioned service providers by holding regular meetings with key care home and care at home providers. It has been commended by these stakeholders for this. This has continued throughout the year and illustrates the ethos of partnership working. A further example of this partnership working during 2021/22 was the high levels of engagement from partners in the development of the Commissioning Strategy and the new Strategic Plan

Community Responsiveness

The Locality Planning Groups ensure that local concerns are addressed and feed through to the Strategic Plan. In addition the Engagement Strategy ensures that full consultation and engagement is carried out before policy changes are agreed. Most recently this has been demonstrated in the high levels of engagement in the development of the Commissioning Strategy and the Strategic Plan. A commitment to co-production is an underlying theme and work is now underway to develop new models of responsive service delivery with community based partners.

Fairness and Equality

A commitment to fairness and equality is at the core of the IJBs purpose, strategy and vision. It aims to provide critical services to the most vulnerable in society. Equality Impact Assessments on new projects plans and strategies include an assessment of socio-economic impacts and islands impacts.

Sustainability

The Covid 19 pandemic has created an opportunity to further develop remote working, which has significantly reduced travel, for both staff and service users. There has been extensive use of Near Me for remote consultations where this is appropriate, and continued use and expansion of Microsoft Teams. Other developments such as a project to trial the use of drones for transporting items such as laboratory samples from islands and remote areas and the electrification of the fleet are first steps in delivering upon carbon reduction targets. There has also been close working with commissioned providers to try and ensure their financial sustainability, particularly for loss of income and extra costs due to Covid 19.

Performance, Outcomes & Improvement

Reporting on performance has continued during the last year, however, health and care activity has reduced due to the impact of managing the covid pandemic and this has resulted in increased waiting times and increased un-met care needs. The HSCP is working to increase activity to pre-pandemic levels and address the backlog. It reports on progress to the IJB regularly and it is intended that this reporting will be further improved as the integrated performance reporting regime is implemented.

A&B HSCP | Transforming Together

Argyll & Bute Health & Social Care Partnership

Email

Contact



nhsh.strategicplanning@nhs.scot

Websites



<https://argyll-bute.gov.uk/health-and-social-care-partnership>

[About Argyll & Bute \(scot.nhs.uk\)](https://scot.nhs.uk)

Twitter



<https://twitter.com/abhscp>

Facebook



<https://www.facebook.com/abhscp>

IJB Performance Scorecard

Outcome 1 - People are able to improve their health	2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
NI-1 - % of adults able to look after their health very well or quite well	96.0%	93.0%	93.0%	93.0%	93.2%	● 90.8%	90.9%
NI-3 - % of adults supported at home who agree they had a say in how their support was provided	82.0%	76.0%	76.0%	76.0%	72.5%	● 66.9%	70.60%
NI-4 - % of adults supported at home who agree that their health & care services seemed to be well co-ordinated	81.0%	72.0%	72.0%	72.0%	73.7%	66.0%	66.40%
NI-16 - Falls rate per 1,000 population aged 65+	26.0	26.0	26.0	23.0	25.3	● 27.8	23
A&B - % of Total Telecare Service Users with Enhanced Telecare Packages				45.7%	45.6%	● 43.2%	31.0%
NI-13 - Emergency Admissions bed day rate	107,343	107,548	108,883	109,759	94,863	● 104,253	109,429
Outcome 2 - People are able to live in the community	2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
MSG 1.1 - Number of emergency admissions - A&B	8,716	9,046	9,003	9,111	7,563	● 8,343	8,509
MSG 2.1 - Number of unplanned bed days acute specialties - A&B	65,707	65,030	67,060	66,706	55,378	65,414	57,139
MSG 2.2 - Number of unplanned bed days MH specialties - A&B	13,034	13,755	14,623	12,676	13,048	● 10,232	15,896
MSG 3.1 - Number of A&E attendances - A&B	16,130	16,026	16,912	17,784	12,671	17,083	16,960
MSG 6.1 - % of 65+ population at Home (unsupported) - A&B	7.8%	7.9%	8.0%	7.9%	7.9%	● 7.5%	8.1%
A&B - % of LAC who are looked after at home or in a community setting				82.4%	80.6%	● 83.6%	90.0%
Outcome 3 - People have positive service-user experiences	2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
NI-2 - % of adults supported at home who agree they are supported to live as independently	84.0%	79.0%	79.0%	79.0%	79.9%	● 75.0%	78.8%
NI-5 - % of adults receiving any care or support who rate it as excellent or good	82.0%	80.0%	80.0%	85.0%	78.3%	● 68.6%	75.3%
NI-6 - % of people with positive experience of their GP practice	91.0%	85.0%	85.0%	85.0%	84.5%	● 77.6%	66.5%
MSG 3.2 - % A&E attendances seen within 4 hours - A&B	95.0%	93.5%	93.4%	91.7%	92.9%	● 88.4%	95.0%
CA72 - % LAAC >1yr with a plan for permanence	88.0%	100%	65.0%	85.2%	65.4%	● 36.1%	81.0%

Outcome 4 - Services are centred on quality of life	Page 102 2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
NI-7 - % of adults supported at home who agree their support had impact improving/maintaining quality of life	87.0%	74.0%	74.0%	74.0%	76.50%	● 76.7%	78.10%
NI-12 - Rate of emergency admissions per 100,000 population for adults	12,145	12,617	12,678	11,353	10,790	11,960	11,636
NI-14 - Readmission to hospital within 28 days per 1,000 admissions	80.0	87.0	87.0	76.0	91.0	● 91.0	110
MSG 5.1 - % of last six months of life by setting community & hospital - A&B	90.0%	90.0%	90.0%	90.8%	92.50%	● 91.0%	90.0%
A&B - % Waiting Time breaching >12 weeks				21.0%	38.0%	22.0%	25.0%
Outcome 5 - Services reduce health inequalities	2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
NI-11 - Rate of premature mortality per 100,000 population	418	380	393	403	398	● 386	465
NI-17 - % of SW care services graded 'good' '4' or better in Care Inspectorate inspections	84.0%	86.0%	86.0%	84.1%	87.1%	● 80.0%	75.8%
NI-19 - No of days people [75+] spent in hospital when ready to be discharged, per 1,000 population	597	625	640	540	346	● 584	761
CPC01.4.4 - % Waiting time from a patient's referral to treatment from CAMHS	95.0%	89.0%	91.0%	92.5%	32.5%	● 31.5%	90.0%
AC21 <=3 weeks wait between SM referral & 1st treatment	93.0%	95.0%	90.5%	91.3%	84.9%	TBC	90.0%
Outcome 6 - Unpaid carers are supported	2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
NI-8 - % of carers who feel supported to continue in their caring role	41.0%	33.0%	33.0%	33.0%	35.0%	● 38.0%	29.7%
Outcome 7 - Service users are safe from harm	2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
NI-9 - % of adults supported at home who agree they felt safe	84.0%	83.0%	83.0%	83.0%	78.7%	● 76.4%	79.7%
CP16 - % of Children on CPR with a completed CP plan	91.0%	99.0%	91.0%	89.0%	99.0%	● 99.0%	100%
CP43 - No of Child Protection Repeat Registrations - 18 months				0	0	● 0.0%	0
CJ63 - % CPO cases seen without delay - 5days	86.0%	94.0%	84.8%	95.6%	95.3%	85.3%	80.0%
A&B - % of Adult Protection referrals completed within 5 days				45.8%	39.50%	● 32.9%	80.0%
A&B - % of Adult Protection referrals that lead to AP Investigation				12.5%	39.5%	● 11.0%	10.0%
A&B - % of complaints [stage 2] responded within timescale				25.0%	56.5%	● 73.0%	20.0%

Outcome 8 - Health and social care workers are supported	Page 103			2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
	2016/17	2017/18	2018/19				
NI-10 - % of staff who say they would recommend their workplace as a good place to work	71.0%	71.0%	71.0%	71.0%	70.0%	70.0%	67.0%
Health & Social Care Partnership % of PRDs completed	52.0%	30.0%	37.0%	37.0%	3.0%	● 35.0%	90.0%
SW only - HSCP Attendance	3.90	5.70	5.20	5.23	4.86	● 5.9	3.78 DAYS
Outcome 9 - Resources are used effectively in the provision of health and social care services	2016/17	2017/18	2018/19	2019 Calendar year	2020 Calendar year	2021 Calendar year	Target 2021
NI-15 - Proportion of last 6 months of life spent at home or in a community setting	89.8%	89.6%	90.0%	91.0%	92.9%	91.3%	90.1%
NI-18 - % of adults with intensive needs receiving care at home	67.0%	67.0%	67.0%	68.0%	72.3%	● 71.9%	64.9%
NI-20 - % of health & care resource spend on hospital stays where patient admitted in an emergency	24.0%	22.0%	22.0%	22.0%	19.2%	● 22.5%	24.2%
MSG 4.1 - Number of DD bed days occupied - A&B	6,803	8,414	9,530	8,237	5,338	● 7,006	8,604

Core Suite of National Integration Indicators

Indicator	Title	Argyll & Bute	Health & Social Care Partnership							Scotland
			A	B	C	D	E	F	G	
NI - 1	Percentage of adults able to look after their health very well or quite well	● 90.83%	92.4%	92.6%	92.4%	92.1%	92.7%	93.4%	91.7%	90.9%
NI - 2	Percentage of adults supported at home who agreed that they are supported to live as independently as possible	● 75.0%	72.6%	72.1%	86.5%	73.4%	79.3%	73.1%	72.5%	78.8%
NI - 3	Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided	● 66.9%	76.8%	60.6%	72.1%	70.5%	70.2%	63.4%	64.3%	70.6%
NI - 4	Percentage of adults supported at home who agreed that their health and social care services seemed to be well co-ordinated	● 66.0%	78.5%	54.1%	71.9%	64.5%	62.2%	59.3%	61.7%	66.4%
NI - 5	Total % of adults receiving any care or support who rated it as excellent or good	● 68.6%	79.5%	70.3%	83.0%	78.6%	68.1%	73.9%	67.8%	75.3%
NI - 6	Percentage of people with positive experience of the care provided by their GP practice	● 77.6%	69.8%	64.8%	77.2%	62.0%	60.0%	65.9%	67.3%	66.5%
NI - 7	Percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	● 76.7%	81.7%	63.1%	84.3%	80.6%	73.3%	70.5%	79.2%	78.1%
NI - 8	Total combined % carers who feel supported to continue in their caring role	● 38.0%	29.5%	30.8%	28.7%	27.4%	31.6%	29.4%	25.6%	29.7%
NI - 9	Percentage of adults supported at home who agreed they felt safe	● 76.4%	84.9%	69.5%	86.0%	78.8%	72.1%	77.3%	75.3%	79.7%
NI - 10	Premature mortality rate per 100,000 persons	● 386	419	375	407	407	401	348	408	465
NI - 11	Emergency admission rate (per 100,000 population)	● 11,960	10,460	10,789	9,997	11,861	9,381	10,577	12,564	11,636
NI - 12	Emergency bed day rate (per 100,000 population)	● 104,253	92,375	112,745	106,529	105,914	83,298	121,675	95,726	109,429
NI - 13	Readmission to hospital within 28 days (per 1,000 population)	● 91	114	110	113	111	87	102	138	110
NI - 14	Proportion of last 6 months of life spent at home or in a community setting	● 91.3%	92.5%	87.5%	91.5%	88.5%	92.3%	88.2%	90.1%	90.1%
NI - 15	Falls rate per 1,000 population aged 65+	● 27.8	24.2	23.7	14.5	26.5	19.0	18.9	23.1	23.0
NI - 16	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	● 80.0%	75.7%	77.1%	80.3%	78.0%	80.0%	77.9%	87.0%	75.8%
NI - 17	Percentage of adults with intensive care needs receiving care at home	● 71.9%	60.8%	63.4%	56.6%	63.8%	64.5%	57.5%	71.2%	64.9%
NI - 18	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)	● 584	226	159	1,051	520	776	1,009	761	761
NI - 19	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	● 22.5%	23.2%	23.0%	23.1%	23.3%	21.3%	20.4%	23.2%	24.2%

Putting Our Tenants and Our Communities First



Update to Argyll and Bute Council Oban, Lorn and the Isles Area Committee

Michelle Mundie
Chief Executive

Investment programme in 2022/23

All areas	
Element	Projected numbers
Windows and Doors	79
Kitchens and Bathrooms	42
Heating and Rewire	70
Roof and Roughcast	9
Refurbishment	201
Total	401

Putting Our Tenants and Our Communities First



Investment Programme

In previous years extensive programmes of investment have been carried out. This has resulted in that the programme this year is targeting any fails which have been identified as part of our stock condition survey.



Warm Homes Fund

Our Warm Homes Fund Project is continuing to replace inefficient electric heating with Air Source Heat Pump systems at the end of October 2022 we have installed 894 new systems to homes including 181 ACHA tenants in the Lorn area. This benefits both our tenants and Private home owners through funding from the Home Energy Efficiency Programme for Scotland: Area Based Scheme(HEEPS/ ABS). We have also been installing External Wall Insulation (EWI) in the Lorn area which as well as improving the energy efficiency of properties is improving the local area.

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Warm Homes Fund Photos of External Wall Insulation





Replacement of Wet Electric Heating Systems

The Wet Electric replacement project is removing inefficient systems and replacing with Air Source Heat pump systems. Our contractor, Pro-Cast have carried out pre install surveys and began installing on in early July. to date they have completed 47 installations.

Business, Energy, Industrial Strategy (BEIS) Whole House Retrofit Programme

ACHA have won funding through a central government scheme to retrofit energy efficiency measures including external wall, internal wall, under floor insulation, windows, doors and renewable heating systems. There are eight

Lorn and the Isles properties benefiting from the BEIS project. These improvements could see tenants benefiting from up to a 60% reduction in energy costs.

To date 69 heating systems in all areas have been installed under the BEIS project

Exemplar Estates

ACHA has committed £300,000 per year for 5 years through Our “Exemplar Estates” initiative to improve the environment in and around our properties. The works planned for this year are :

34/ 36 Soroba Road, Oban
8 Scalpay Terrace, Oban

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Exemplar Estates

34/ 36 Soroba Road rear garden



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Exemplar Estates

34/ 36 Soroba Road front garden - before



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Exemplar Estates

34/ 36 Soroba Road



Welfare Rights

ACHA's Welfare Rights service has produced the following results in the period since the 1st April 2022:

Area	Total Income	Number of Clients
Lomond	£ 482, 349.07	152
Oban Lorn & the Isles	£ 517, 581.53	190
Mid Argyll & Kintyre	£ 486, 748.34	155
Cowal & Bute	£ 428, 015.30	272
Totals	£1,914, 694.24	769

National Energy Efficiency Awards 2022

Argyll Community Housing Association employee Lachlan Wood has won the National Energy Champion of the Year award at this year's National Energy Efficiency Awards in Birmingham.

As Warm Homes Team Project Manager has delivered some of Argyll Community Housing Association's largest projects including the Warm Homes Argyll, (BEIS) Social Housing Decarbonisation Demonstrator programme, Home Energy Efficiency Programme, Area Based Schemes (HEEPS/ABS) and Social Housing Net Zero fund. Lachlan was nominated for the award by Ovo Energy Solutions and was selected as winner from a shortlist of 12 nominees. This follows success in the 2021 awards where the Warm Homes Team won the National Energy Efficiency Awards Renewable Heat Project of the Year 2021.

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National Energy Efficiency Awards 2022





Other Updates

- **Rent Consultation 2023/24.....Difficult Decisions**
- **Tenant Portal**, going live 5th December 2022
- **ACHA's 10 10 10 initiative**; 11 schools in Argyll and Bute received an award in 2022. Arinagour Primary School, Coll and Oban High School were two of the recipients.
- **ACHA's Community Action Fund**; we continue to welcome applications from all areas of Argyll and Bute for funding from the Community Action Fund. 11 registered charities have received an award of £500 so far in 2022/23 including Friends of St Conan's Kirk, Lorn Toy Library and Oban Pride.

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ARGYLL AND BUTE COUNCIL**OBAN, LORN AND THE
ISLES AREA COMMITTEE****DEVELOPMENT AND ECONOMIC GROWTH
HOUSING SERVICES****14TH DECEMBER 2022**

LOCAL HOUSING STRATEGY (LHS) 2022-27 – ANNUAL UPDATE

1.0 EXECUTIVE SUMMARY

The main purpose of this report is to update Members on the Local Housing Strategy (LHS). The Council remains the Strategic Housing Authority for Argyll and Bute. One of the statutory duties of the Council is to produce a Local Housing Strategy which is agreed by partners including the Scottish Government.

The LHS 2022-27 was approved by Council in November 2021 and was launched in March 2022 after approval by the Scottish Government. This report will provide an update on progress against the key targets within the LHS. The full annual update document can be found at Appendix 1.

The recommendation is for Members to consider the content of this report.

ARGYLL AND BUTE COUNCIL

AREA COMMITTEE

DEVELOPMENT AND ECONOMIC GROWTH

NOVEMBER

HOUSING SERVICES

LOCAL HOUSING STRATEGY (LHS) 2022-27 – ANNUAL UPDATE

2.0 INTRODUCTION

2.1 The Argyll and Bute Local Housing Strategy (LHS) outlining the Council's vision and investment priorities for the area's housing sector over the next 5 years from 2022 to 2027 was formally launched in March 2022 following approval from the Scottish Government. The LHS sets out the joint approach the Council and its partners will take to enable high quality housing and housing – related services across Argyll and Bute. The over-arching vision of the LHS is that **'Everyone in Argyll and Bute has access to a suitable high quality home which is affordable and located within a vibrant, sustainable and connected community'**.

The Council has a statutory duty to produce annual progress updates on the LHS. The full annual update document can be found at appendix 1.

3.0 RECOMMENDATIONS

3.1 The recommendation is for Members to consider the content of this report.

4.0 DETAIL

- 4.1 The LHS 2022 to 27 has 4 key outcomes:-
- Housing Supply and Placemaking
 - Energy Efficiency, Climate Change and Poverty
 - Specialist Provision and Independent Living
 - Housing Options Information and Support

4.2 **Housing Supply and Placemaking**

The key priority of this outcome is to facilitate access to sufficient, suitable and affordable housing across all tenures.

In 2022 the Council Tax Register recorded 48,570 dwellings in Argyll and Bute which represents an increase on the 2021 total of 48,363. In 2022 3,956 of the dwellings (8%) are deemed ineffective stock (empty properties or second/holiday homes which are unavailable to meet the need of local or incoming residents for permanent accommodation). This is a reduction of 3% from 2021.

The pressure on housing demand can be illustrated through the increase on the social housing waiting list. In 2022 there were almost 3,000 applicants waiting for social housing which is a 14% increase from 2021.

147 affordable homes were delivered in 2022 and 38 empty properties were brought back into use. 733 social housing tenancies were created in 2022 which is still below pre-pandemic levels when the average number of tenancies created in a year was 943.

4.3 **Energy Efficiency, Climate Change and Poverty**

The key priority of this outcome is to regenerate communities by improving the quality, condition and energy efficiency of housing and by tackling fuel poverty.

In 2022 30% of properties in Argyll and Bute are in fuel poverty and 53% of properties are off gas grid. On average fuel consumption in Argyll and Bute is 38% higher than Scotland and fuel costs are 35% higher. (It is anticipated that fuel costs and fuel poverty will be considerably worse in 2022/23.)

2120 households received advice on house condition / energy improvement and /or home safety works in 2022 against a target of 2000. The Council's Welfare Rights service generated additional annual income of £2 736 000 for households against a target of £2 750 000.

In terms of energy efficiency improvements the Council Energy Efficiency Programme approved 300 grants and energy efficiency measures were installed to 105 households.

The Council also worked with Argyll Community Housing Association to deliver energy efficiency measures to mixed tenure blocks of housing in Oban.

4.4 **Specialist Provision and Independent Living**

The key priority of this outcome is to enable people with particular needs to live independently in their own homes and remain in their communities.

2022 saw the greatest number and proportion of specialist new build homes delivered through the Strategic Housing Investment Plan (SHIP) in recent years

with 22 units completed. At 15% of homes completed this exceeds the LHS target of 10%.

In 2022 Housing Services completed a Housing Contribution Statement (HCS) which is now an integral component of the Health and Social Care Partnership (HSCP) Strategic Plan.

319 existing properties (all tenure) were adapted against an annual target of 350.

Gypsy/Traveller accommodation is classed as specialist provision and the Council secured £108 000 to enable Argyll Community Housing Association (ACHA) to deliver improvements to the 2 official sites (Bayview, Oban and Duncholgan, Lochgilphead). The Council and ACHA continue to engage with the Gypsy/ Traveller community to plan for further capital improvements to the sites.

4.5 Housing Options, Information and Support

The key priority of this outcome is to promote individual housing options to meet housing need and ensure everyone has access to appropriate, accurate and timeous information, advice and assistance.

Although homeless application have reduced by 8% from 2019/20 to 2021/22 (398 applications in 2021/22) the indications are that homeless applications are increasing. The pressure on the housing market with private landlords selling properties and house prices in Argyll at a level were 76% of the population cannot now afford the average house price means that more households have no option but to present as homeless. This is putting pressure on the temporary accommodation available to Argyll and Bute Council.

There has also been an increase on the time taken to secure permanent housing for homeless households. In 2022 the average time was 34 weeks compared to the target of 26 weeks.

Another key objective of the LHS is to deliver the Council's Rapid Rehousing Transition Plan (RRTP) which includes a target of delivering 10 Housing First tenancies per year. 2022 is the first year of this target and progress is being made with 1 Housing First tenancy created with a further 2 tenancies in the planning.

5.0 CONCLUSION

5.1 The production and monitoring of the Local Housing Strategy is a key statutory function of the Council and it is important that Members are aware of progress against the key objectives within the Strategy. Good progress continues to be made in relation to most targets but both economic and social conditions continue to be challenging with significant concerns over the cost of living crisis and how this will impact on fuel poverty for example. The full annual update can be found at Appendix 1.

6.0 IMPLICATIONS

- 6.1 Policy – The Local Housing Strategy vision and objectives are directly aligned with the overall objectives of the Outcome Improvement Plan, in particular Outcome 2 – we have infrastructure that supports sustainable growth.
- 6.2 Financial – There will be an ongoing requirement to retain and target Strategic Housing Fund resources to support the aims and objectives of the Local Housing Strategy.
- 6.3 Legal – The Council has a statutory duty to produce an LHS annual update.
- 6.4 HR – None
- 6.5 Fairer Scotland Duty: The LHS is subject to an EQIA
 - 6.5.1 Equalities - protected characteristics – There are targets within the LHS which aim to meet the identified housing needs of specialist groups.
 - 6.5.2 Socio-economic Duty – The delivery of the LHS across Argyll and Bute facilitates socio-economic opportunities for all.
 - 6.5.3 Islands – The LHS takes full account of housing issues on the islands.
- 6.6 Climate Change – one of the four key priorities in the LHS has a focus on house condition, energy efficiency and poverty.
- 6.7 Risk – the risk to the Council of not producing an annual LHS update is that the Council will not fulfil one of its main statutory housing functions.
- 6.8 Customer Service – the LHS will deliver increased access to a range of suitable affordable housing options.

Kirsty Flanagan

Executive Director with responsibility for Housing

Robin Currie

Council Leader and Policy Lead for Economy and Rural Growth

10th October 2022

For further information contact:

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Appendix 1 – Local Housing Strategy Annual Update 2022



ARGYLL AND BUTE LOCAL HOUSING STRATEGY

ANNUAL REPORT 2022



INTRODUCTION

Following publication of the Argyll & Bute Housing Need & Demand Assessment in 2021, a comprehensive revision of the Council’s Local Housing Strategy was launched in April 2022, covering the planning period 2022/23 to 2026/27. This sets out a detailed Action Plan and Outcome Template which provides the monitoring and evaluation framework for reporting annual progress on the delivery of our strategic objectives and the new LHS Vision, which is

**“Everyone in Argyll & Bute has access to a suitable, high quality home
which is affordable and located within a vibrant, sustainable and connected community”**

A baseline summary of progress during the interim year 2021/22 is set out in the following pages, structured around the four LHS Outcomes:

Outcome 1: Housing Supply and Place-making	Page 3
Outcome 2: House Condition, Energy Efficiency and Poverty	Page 12
Outcome 3: Specialist Provision and Independent Living	Page 17
Outcome 4: Housing Options, Information and Support	Page 23

Abbreviations used in this document	
ABC – Argyll & Bute Council	LHS – Local Housing Strategy
ACHA – Argyll Community Housing Association	LHEES – Local Heat and Energy Efficiency Strategy
BAME - Black Asian and Minority Ethnic	MECOPP – Minority Ethnic Carers of People Project
BTS – Below Tolerable Standard	NSSE – New Supply Shared Equity (Affordable housing model/initiative)
CHR – Common Housing Register (HOMEArgyll waiting list)	OT – Occupational Therapist
CPO – Compulsory Purchase Order	PSHG – Private Sector Housing Grant
CRO – Care & Repair Officer	RGD – Rural Growth Deal
EESSH – Energy Efficiency Standard for Social Housing	RPA – Resource Planning Assumption
HEEPS – Home Energy Efficiency Programme Scotland	RSL – Registered Social Landlord (Housing Association)
HCS – Housing Contribution Statement	SHF – Strategic Housing Fund (Council)
HNDA – Housing Need & Demand Assessment	SHIP – Strategic Housing Investment Plan
HSCP – Health & Social Care Partnership	TEC – Technology Enabled Care
LA – Local Authority	WHHA – West Highland Housing Association

LHS OUTCOME ONE: HOUSING SUPPLY AND PLACE-MAKING

LHS strategic aim one is: **To facilitate access to sufficient, suitable and affordable housing across all tenures**, and the associated strategic objectives are to:-

1.1: Maximise investment via the SHIP and other sources to deliver the Housing Supply Targets

1.2: Ensure sufficient and effective land is made available to facilitate new house building

1.3: Encourage and support the delivery of affordable/mixed tenure housing including mid-market rent, shared equity, serviced plots and self-build

1.4: Proactively address the infrastructure requirements of potential housing sites and maximise investment to enable housing development

1.5: Encourage the principles of the PLACE standard in the design and development of new build housing and existing stock

1.6: Ensure the housing component of the Rural Growth Deal delivers positive outcomes for economically active households and supports local businesses to attract and retain staff

1.7: Ensure effective and efficient access to permanent housing

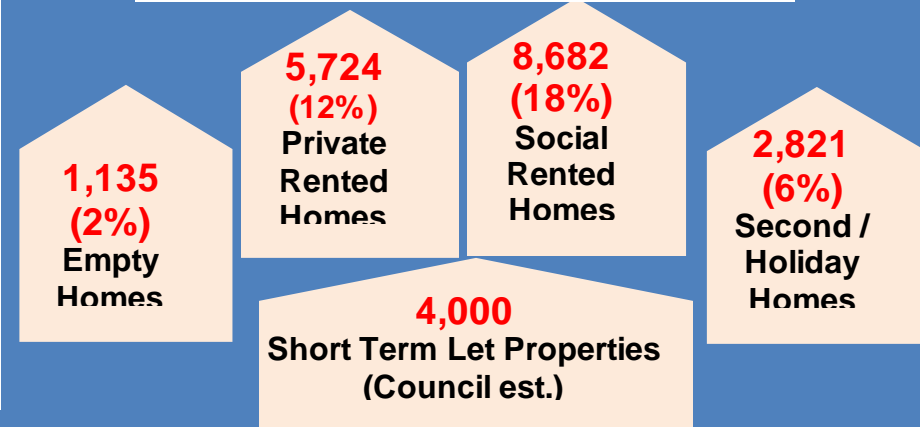
LHS OUTCOME 1: Housing System Context – Selected Supply & Demand Indicators

Argyll & Bute Council Tax Register recorded a total of **48,570 dwellings** in 2022, an increase of 0.4% on the 2021 total of 48,363.

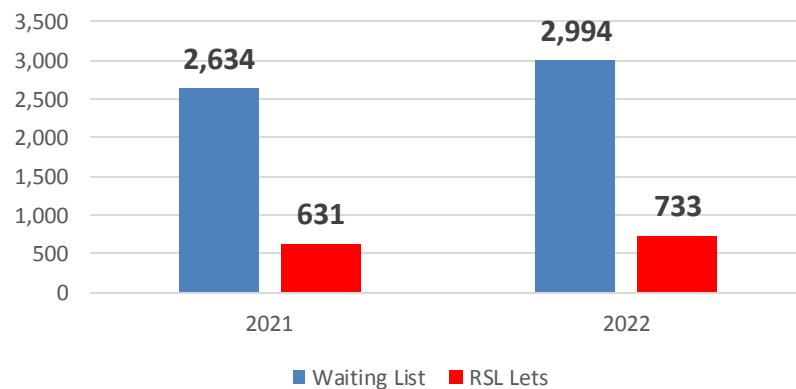
3,956 (8%) comprise long term empty properties (2%) or second/holiday homes (6%) which are deemed “ineffective stock” in that they are unavailable to meet the need for permanent occupancy by local residents.

The number of “ineffective” properties decreased by **3%** on the previous year’s figure of 4,083.

ARGYLL & BUTE HOUSING SYSTEM 2022



HOMEArgyll Waiting Lists & Turnover



There were almost **3,000** waiting list applicants across Argyll & Bute in 2022, an increase of 14% on the previous year.

Over **730** households were allocated permanent social rented tenancies in 2021/22, an increase of 16% on the number of HOMEArgyll RSL lets in 2020/21, albeit still below the LHS target.

This equates to **4 applicants per available let.**

LHS OUTCOME 1: Housing System Context – Registers of Scotland Annual Property Market Report, 2022

Average Residential Property Prices, 2019/20 – 2021/22 (financial years data)

Average House Prices	2019/20	2020/21	2021/22	% change 19/20-21/22	76% of local residents would NOT be able to afford the average house price in Argyll & Bute
Argyll & Bute (All sales)	£172,851	£184,101	£194,392	+12.5%	
Scotland (All sales)	£181,947	£194,060	£201,744	+10.9%	
Market Affordability - To meet the average house price in 2021/22, at the standard affordable ratio (4 x HOUSEHOLD income), would require an annual income of £48,598					

Sales Activity and Value: All Transactions and New Build Transactions, 2019/20 – 2021/22

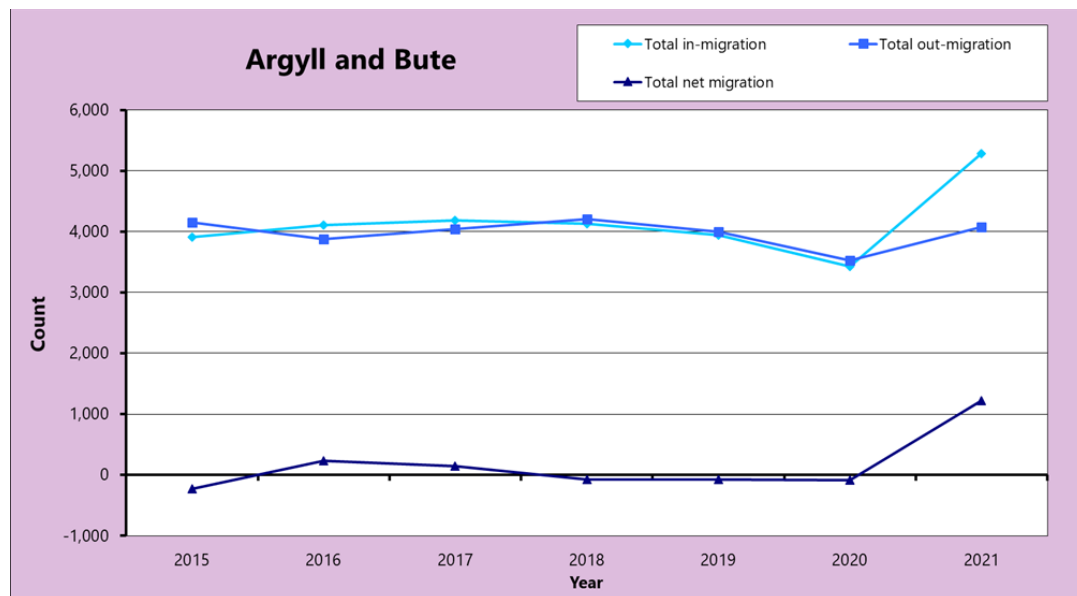
ARGYLL & BUTE	2019-20	2020-21	2021-22	3 Year % Change
Volume of All Sales	1,883	1,819	2,059	+9.3%
Value of All Sales (£m)	£325m	£335m	£400m	+23%
Volume New Build Sales	117	85	61	-48%
Value New Build sales	£28.5m	£20.9m	£15.3m	-46%
Average Price New Build sales	£243,961	£246,235	£251,265	+3%

Housing Market by Scottish Government Urban/Rural Classification, 2021/22

Argyll and Bute	Urban areas	Rural areas	Total
Volume of residential property sales	1,926 (49.7%)	1,952 (50.3%)	3,878
Total land area (hectares)	2,312 (0.3%)	688,635 (99.7%)	690,947
Average house price by area	£169,359	£209,502	
"Urban" areas make up only 0.3% of Argyll & Bute but account for half of all house sales. The average rural house price in A&B is 24% higher than the average "urban" price.			



LHS OUTCOME 1: Housing System Context – Demographic Changes (NRS Local Area Migration Update, 2022)



According to the NRS Mid-Year Estimates for 2020-2021, when population changes due to births and deaths are factored into the migration changes, set out in the accompanying tables on the right, Argyll & Bute experienced the sixth highest net increase of all Scottish local authorities, with **growth of 0.9%, amounting to 790 persons**. This exceeds the demographic aspirations underpinning the Council's LHS (of 0.5% annual growth); and further supports our ambitious Housing Supply Targets.

IN-MIGRATION increased by 54% during the pandemic period, while OUT-MIGRATION increased by 15%. Overall, NET MIGRATION saw a sharp growth, after a period of decline and stagnation.

INDICATORS	2020	2021	Change (nos)
TOTAL IN-MIGRATION	3,430	5,280	1,850
TOTAL OUT-MIGRATION	3,530	4,070	540
TOTAL NET MIGRATION	-90	1,220	1,310

Net migration involved all age groups, including children under 16, with the biggest increase being seen in the 16 - 64 cohort.

Total Net Migration	2019/20	2020/21
Aged 0-15	-42	188
Aged 16-64	42	983
Aged 65+	-93	44

59% of in-migration came from elsewhere in Scotland.

Origin of In-Migration	2020/21	%
Within Scotland	3,100	59%
Rest of UK	1,870	35%
International	320	6%

LHS Outcome 1 – progress made against key actions and output targets in 2021/22.

Relevant Indicators	Baseline Historic Trend	2021/22	Annual target (& 5 Year Targets)	Assessment / Comment
Number of new house building completions (all tenure)	2019/20: 268 2020/21: 228	275	290 per annum (1,450)	ABC Planning estimates (does not include National Park figure)
Number of new private market homes completed	2019/20: 205 2020/21: 172	156	75 per annum (375)	ABC Planning estimates (does not include National Park figures)
Number of new affordable homes completed (RSL/ Social) ("Baseline/ Historic Trend" data sourced from Scottish Government Housing Statistics & Planning estimates; "2021/22" figure sourced from Council Planning records & Housing Services SHIP monitoring data)	2019/20: 60 2020/21: 56 (Council / SHIP figures vary from above due to differences in reporting systems)	119 (ABC Planning est.) (N.B. 147 ABC Housing stats)	215 per annum (1,075)	Highest rate of completions since 2016/17, 30% above historic LHS Targets, however this was still short of the highly ambitious new revised target. Slippage in the SHIP programme due to issues with transport, materials supply chain, and contractor capacity.
Total Investment in completed SHIP projects (value of projects completed in year NOT actual spend in that year for ongoing work)	2019/20: £16.9m 2020/21: £6.767m	£4.522m (+c.£24m for partial Dunbeg units)	Maximise RPA, SHF, & RSL funding above baseline	Estimated investment to deliver 115 units at Dunbeg (handed over within the year) on pro rata basis (i.e. 38% of total project cost) would amount to circa £24m. This would bring total value of investment to c. £29m.
5 year effective housing land supply (unit capacity)	2020: 3,738 2021: 2,889	2,684	(1,885)	Additional capacity also available within National Park area of Argyll & Bute.
Number of alternative/intermediate tenure homes completed via the SHIP (% of total completions)	2019/20: 14 (9%) 2020/21: 4 (8%)	2 (1%)	(10-15% of total completions)	2 x NSSE units at Imeraval Phase 3, Islay delivered by WHHA. Scope within programme for target to be delivered over next 5 years.
Number of households housed through CHR (RSL allocations/tenancies created)	2018/19: 928 2019/20: 810 2020/21: 631	733	860 per annum (4,300)	While the annual HOME Argyll lets increased last year, they remain below pre-pandemic levels and 15% below the LHS Target.
Nos. of empty homes brought back into use (all cases involving Empty Homes Officer)	2019/20: 37 2020/21: 29	38	30 per annum (150)	Target exceeded by 27%.

LHS Outcome 1 – The Strategic Housing Investment Plan Programme 2021/22

Four SHIP projects were fully completed in 2021/22, and 115 of the 300 planned homes at Dunbeg Phase 3 also completed in that period, despite significant challenges for the construction sector as the long term impacts of the pandemic, Brexit, and global factors affecting local economies all contributed to labour shortages, rising fuel costs, and delays in transport and supply chains. A number of live projects also progressed onsite during the year and other proposals were in various stages of development or approval, in preparation for implementation in 2022/23.

Location	Project	Developer	Status as at end of March 2022	Project value
Kirk Road Dunbeg	4 units conversion	West Highland	COMPLETED May 2021	£257,362
Manson View, Cairndow	6 units	FYNE Homes	COMPLETED May 2021	£1,065,481
Linn Walk, Garelochhead	10 units	ACHA	COMPLETED June 2021	£1,845,518
Imereval Phase 3, Islay	8 units (incl. 2 NSSE)	West Highland	COMPLETED March 2022	£1,354,567
Dunbeg Phase 3	300 units	LINK	Partial completion of 115 units in 2021/22 with full completion by May 2023	£63,687,000
Tower View, Inveraray	10 units	ACHA	Completion in June 2022	£1,912,845
Tarbert Phase 2	4 units	ACHA	Onsite July 2021, completion later 2022	£904,000
Craighouse, Jura	10 units	West Highland	Completion in July 2022	£2,234,633
Milknowe, Campbeltown	2 dementia units	ACHA	Onsite Feb 2022, est. completion Nov. 2022	£195,824
Sawmill Field, Helensburgh	36 units	Wheatley Group	Partial completions due in 2022, full completion in 2023	£4,582,512
Eton Avenue, Dunoon	4 wheelchair/ older person units	ACHA	Demolition/ground works in 21/22, onsite 2022, due for completion in 2023	£1,150,707

SHIP PROJECTS 2021/2022: 147 AFFORDABLE HOMES COMPLETED



CAIRNDOW
FYNE HOMES



IMERAVAL PHASE 3, ISLAY
WEST HIGHLAND H.A.



GARELOCHHEAD
ACHA

*PLUS:
4 CONVERTED PROPERTIES, KIRK ROAD, DUNBEG – WEST HIGHLAND H.A.
115 OF 300 PLANNED AFFORDABLE HOMES, DUNBEG PHASE 3 – LINK GROUP*

*IN ADDITION: 4 NEW HOMES DELIVERED AT ULVA FERRY BY MULL & IONA COMMUNITY TRUST
with funding from Scottish Government's Rural & Island Housing Fund and the Council's Strategic Housing Fund.*

SHIP PROJECTS 2021/2022: 251 NEW AFFORDABLE HOMES ONSITE

OVERVIEW OF DUNBEG PHASE 3 SITE, LINK GROUP



SAWMILL FIELD SITE,
HELENSBURGH
WHEATLEY GROUP



INVERARAY SITE,
ACHA



CRAIGHOUSE JURA SITE,
WEST HIGHLAND H.A.

AWARD WINNING EMPTY HOMES SERVICE 2021/22

Once again, Argyll & Bute's Empty Homes Officer, along with partners, colleagues, and property owners, triumphed at Scottish and national UK awards ceremonies in 2021/22. The Council picked up 5 awards at the Shelter Scottish Empty Homes Conference including winner of the "Outstanding Team"; and had two finalists in "Best Improved Wreck" including a project at Cullipool on Luing (see below) and a finalist in "Best Before and After Photograph"



38 empty private properties brought back into use in 2021/22 with advice, support and assistance from the Empty Homes Service and partners



Cullipool, Luing – before & after renovation works to bring a long-term empty property back into effective use. The project was finalist in the "Best Improved Wreck" and "Best Before and After Photograph" at Shelter Scotland awards and highly commended in the 'Meeting the Challenge' category at the national Empty Homes Network conference in 2022



COMMUNITY HOUSING NETWORK GROUP

Argyll and Bute Council, as the strategic housing authority, recognises the importance of Community Groups and the role they play in the delivery of affordable housing. Therefore in 2021 a Community Housing Network Group was established to improve communication and partnership working. The Council's LHS Team provides administrative support and initially will chair the quarterly group meetings, while core membership is drawn from a wide range of rural and island community groups and development trusts with an interest in progressing affordable housing projects in their local areas. A number of community-led projects are being explored and some have already secured funding from varying sources including the Scottish Government's Rural & Islands Housing Fund. The Council has also approved an amendment to the Strategic Housing Fund policy extending grant support to these Community Groups in line with the financial support available to RSLs developing in the area. In 2021/22, the following community-led projects have received funding:

ULVA FERRY - Mull & Iona Community Trust completed 4 new homes on Mull in April 2021. Total costs were circa £1.352m.

COLONSAY - The Colonsay Community Development Company commenced a scheme onsite at Scalasaig on the island in 2021, to deliver 9 units and 3 serviced plots for self-build homes. The total cost is circa £4.387m (including land acquisition and legal fees etc.).

ULVA - Having purchased the island of Ulva in 2018, the North West Mull Community Woodland Company is currently progressing the refurbishment of 6 BTS properties, at an estimated cost of £1.8M.



GLENGORM

Other Community-led projects currently progressing with the support of the Scottish Government Rural & Island Housing Fund and the Council's Strategic Housing Fund include the Glengorm Farming Partnership proposal for a refurbished empty property located on Mull, near Tobermory. This proposal will provide 5 flats for affordable rent.

Photo courtesy MICT Housing Development Manager, Helen MacDonald

RURAL GROWTH DEAL (RGD) – HOUSING PROPOSALS

Within the overall £70m Rural Growth Deal for Argyll & Bute, £3m has been allocated to develop and deliver dedicated Housing projects focused on Attracting Economic Growth by Building Our Island Communities and Accommodating Workers.

2021/22 - The RGD Housing Sub Group was established in August 2021, with partners including Council Housing, Economic Growth, Planning, Roads and Estates Services, plus representatives from Scottish Government's More Homes Division and Highlands & Islands Enterprise. Consultants Stantec have been commissioned to provide support to help the group develop robust Business Cases for the prioritised Housing Projects which are to be delivered via the RGD investment for Argyll & Bute. These projects will focus on the provision of affordable accommodation for workers and economically active households on Islay and Mull, with a view to approval and implementation by 2023.

In 2022, Stantec Consultancy completed the initial site investigation work for the Islay proposal and discussions are ongoing with partners, including Communities Housing Scotland and Council Legal Services, to agree the most appropriate model in order to deliver housing for sale which will remain as homes for principal occupation in perpetuity.

Worker Accommodation – work is also ongoing to establish the best model of delivery for worker accommodation on a Council owned site on Mull. The survey carried out on Mull and Iona with employers to establish need and demand for worker accommodation on the island was completed in 2022 and has now been published. In terms of the Council owned site at Tobermory, a proposal was submitted to the RGD enabling fund to complete a more detailed assessment of the site. The proposal has been agreed and Stantec Consultancy have carried out the initial site investigations

LHS OUTCOME TWO: ENERGY EFFICIENCY, CLIMATE CHANGE & POVERTY

LHS strategic aim two is: **To regenerate communities by improving the quality, condition and energy efficiency of housing and by tackling poverty, including Fuel Poverty and Child Poverty, and ensuring that Housing contributes to addressing the wider Climate Change agenda.**

The associated strategic objectives are:-

2.1 Improved property condition and energy efficiency across all tenures

2.2 Compliance with all statutory property standards

2.3 Holistic advice and assistance for owners, landlords and tenants

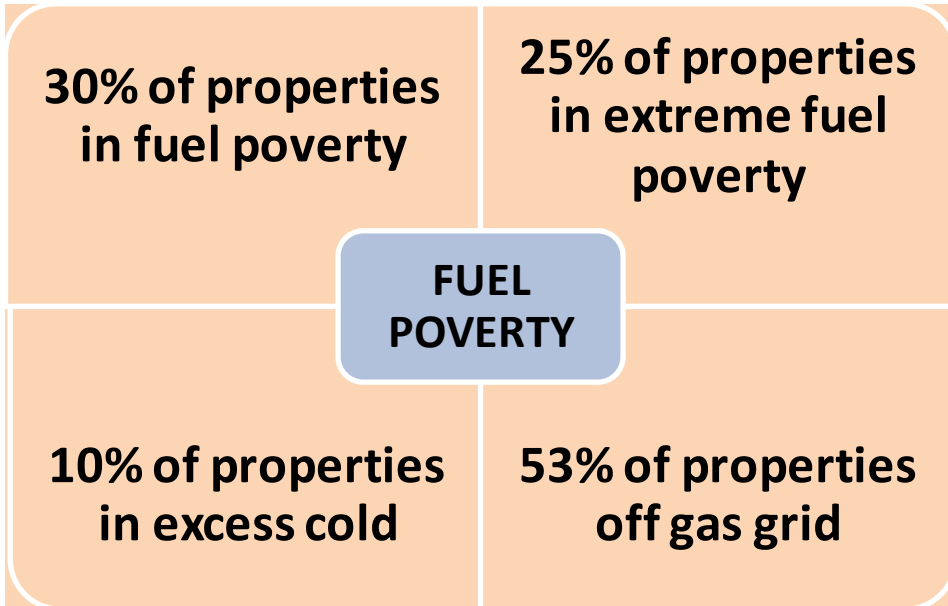
2.4 Fuel Poverty and Child Poverty reduced

2.5 Council's Scheme of Assistance reviewed and revised

2.6 A net zero carbon approach to housing

2.7 A Housing Sector that supports regeneration and sustainability of town centres and rural and island settlements

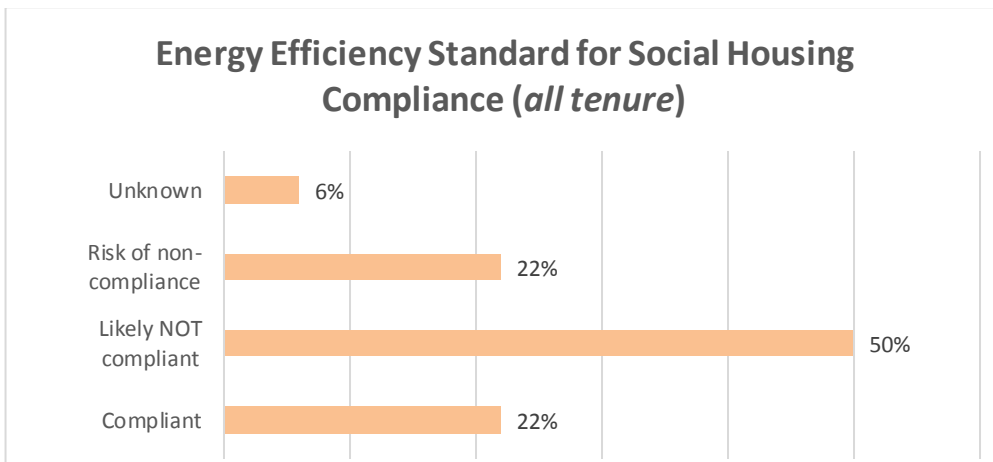
Housing System Context – Energy Efficiency & Fuel Poverty Indicators (Home Analytics, 2022 data update)



On average, fuel consumption is **38%** higher in Argyll & Bute than in Scotland, and fuel costs are **35%** higher.

	Argyll & Bute	Scotland
Average Fuel Bill (£pa)	£1,271	£940
Average Energy Demand kWh/year	31,705	22,945

(N.B. These estimates predate 2022 energy price increases & the full impact of the “Cost of Living Crisis”)



LHS Outcome 2 – progress made against key actions and output targets in 2021/22

Relevant Indicators	Baseline Historic Trend	2021/22	Annual target (& 5 Year Targets)	Assessment / Comment
Number of properties improved with energy efficiency measures & total grant investment via the Energy Efficiency Scotland: Area Based Scheme	2019/20: 228 & £1.425m 2020/21: 237 & £1.496m	105 homes & £560,511 total grant	280 homes pa (1,400 homes & at least £4.875m)	Less than 50% of notional annual target achieved by March 2022, but c. 300 approved for completion by June 2022 (NB. Scheme operates on July-June timeframe) with works to value of £1.65m.
Nos of households receiving advice & assistance on house condition/ energy improvement and/or home safety works	2020/21: 2,901 referrals (HES)	2,120 referrals	2,000 cases completed pa (10,000 closed cases by 2027)	HES - 3,268 household interactions; 2,120 referrals to range of schemes/partners; 1,144 Warmer Homes measures installed; Alienergy – 1,237 clients registered in year
Annual Household Income Generated by Council's Welfare Rights Service	2019/20: £2.988m 2020/21: £3.364m	£2.736m	£2.75m (£13.75m)	Effective support services continued to be delivered despite ongoing after effects of Covid lockdown; resulting in successful generation of income/benefits for vulnerable households, only slightly below annual target.
Progress on revising, approving & implementing the Scheme of Assistance (SoA), incorporating strategy for reducing homes failing Below Tolerable Standard (BTS) & policy on Compulsory Purchase Orders (CPOs)	Previous SoA was approved 2016	Review to commence 2022/23	SoA to be approved & implemented in 2023/24	Scheme of Assistance incorporating policy on CPO and BTS under review in 2022 with a view to completing revised update in 2023, pending outcome of national policy review on adaptations.
% of RSL properties achieving Energy Efficiency Standard for Social Housing (EESH) compliance	2019/20: 75% 2020/21: 88%	87.6%	Compliance by 2032 for EESH2 target.	RSLs on track to meet full compliance with national target by 2032.
Nos of private properties improved with PSHG aid, or assistance from ABC Housing Improvement Officers	2019/20: 38 2020/21: 43	19	(400 properties & grant spend of £2m)	Despite covid restrictions, 6 tenements & 19 individual homes received repair & improvement works with total PSHG investment of £48,614 in 2021/22

HOME ENERGY EFFICIENCY PROGRAMME SCOTLAND: AREA BASED SCHEME 2021/22

Following the restrictions caused by the Covid-19 pandemic, the Argyll and Bute Council Area Based Scheme resumed, in line with the most up-to-date Scottish Government Covid-19 Guidance. The 2021/22 programme runs from 1st July 2021 to 30th June 2022, and within that period **300 grants** were approved and works to install energy efficiency measures were completed for **105** households. In addition, 655 properties were at survey stage, prior to approval. Total grant available for Argyll & Bute in that year was **£1,742,819**.

The Scottish Government have confirmed that there will be an Area Based Scheme programme in 2022/23 and Argyll and Bute Council has received notification of an allocation of **£2,011,323**. Argyll and Bute Council has contracted with BCA Insulation Ltd on a 3 year contact to deliver the Home Energy measures specified in the Scottish Government guidance. In addition, a Clerk of Works service has been procured and this has enhanced the service provided to householders receiving home energy measures.



Home Repair & Improvement Works Supported via Council's Private Sector Housing Grant		
PRIVATE SECTOR HOUSING GRANT (PSHG)	2020/21	2021/22
Tenements Repaired	7	6
Individual Units Retained	43	19
Feasibility Grants	5	6
Amenity Grants	2	5
PSHG Investment (* excludes funding for private sector adaptations)	£89,515	£48,614

RSL STOCK: ENERGY EFFICIENCY STANDARD FOR SOCIAL HOUSING

As of March 2022, almost **88%** of the RSL stock complies with the Energy Efficiency Standard for Social Housing, amounting to over 7,455 properties. During 2021/22, **1,072** properties were brought up to standard.

RSLs	Total Stock	Units Improved to Standard in 2021/22	EESHS Compliant	% EESHS Compliant
ACHA	5165	903	4225	81.8%
BIELD	299	0	299	100%
DUNBRITTON	470	0	406	86.4%
FYNE HOMES	1583	29	1571	99.2%
LINK	192	0	185	96.4%
WHHA	803	140	770	95.9%
A&B TOTAL	8512	1072	7456	87.6%



The completed new build at Linn Way, Garelochhead

ACHA completed its first **Passivhaus** development in Garelochhead. Passivhaus is a German concept designed to a specification to maximise energy efficiency and reduce fuel cost to a minimum. The ten family and special needs homes were completed at Linn Walk in the centre of the Helensburgh and Lomond village of Garelochhead. The new homes were built by Helensburgh builders Stewart and Shields, and part funded by the Scottish Government and the Council, as well as the RSL.

This continues a tradition of innovation and pioneering in the field of energy efficient homes in Argyll & Bute. The first fully accredited Passivhaus scheme in Scotland was Tigh-na-Claddach developed by Fyne Homes in Cowal back in 2010.

ACHA WARM HOMES PROJECT 2020/21

The Scottish Government awarded **£747,600**, via the Council, to insulate **89** houses in the Lorn area in conjunction with ACHA. The works are carried out by OVO (SSE) and target private owners within mixed tenure blocks where ACHA also own homes. ACHA continue to work with OVO Energy Solutions to deliver external wall insulation measures in Oban and 18 properties were completed within the financial year. Argyll and Bute Council will submit additional funding requests to the Scottish Government for further funds to support ACHA's future plans for insulation and regeneration projects in Argyll and Bute.

In addition, a joint project between the Council and ACHA to refurbish **12** mixed tenure addresses in Ardrishaig is well on-track and the HEEPS team are very excited to be part of the project which will greatly enhance the appearance of the street-front property and will improve the energy efficiency of all 12 homes.

BEFORE



AFTER



HOUSING AND THE CLIMATE CHANGE AGENDA 2021/22



COP26, the annual Conference of Parties involved in tackling global climate change, was held in Glasgow in October and November 2021. The overarching outcome was the signing of the Glasgow Climate Pact which focuses on:

- **Mitigation - reducing emissions**
- **Adaptation - helping those already impacted by climate change**
- **Finance - enabling countries to deliver on their climate goals**
- **Collaboration - working together to deliver even greater action**

Housing contributes to a significant proportion of carbon emissions and the sector is critical to the achievement of net-Zero emissions targets. This was recognised by COP26 dedicating a day to the theme of the built environment including housing, which will contribute to phasing out fossil fuels and accelerating affordable and green technologies by:-

- **Phasing out the installation of new natural gas boilers from 2035**
- **Encouraging heat pumps and heat networks as an alternative to fossil fuels**
- **Trialling hydrogen heating schemes**
- **Reducing energy demand by promoting high levels of energy efficiency**

The importance of decarbonising housing has been a priority long before COP26, and in the run up to the conference the Scottish Government published its **Heat in Buildings Strategy** which will inform social housing-related sustainability plans. The overarching aim is that, by 2030, greenhouse gas emissions from homes and buildings will be 68% lower. This means “we must rapidly scale up deployment of zero emissions heating systems so that by 2030, over one million homes and the equivalent of 50,000 non-domestic buildings are converted to zero emissions heat”. In association with this process local authorities are in the process of preparing **Local Heat and Energy Efficiency Strategies** (LHEES), and the Local Housing Strategy will have to align closely with the aims and objectives of the LHEES.

Future updates of the LHS will provide details of the Housing Sector’s contribution to this agenda and progress towards making our homes greener, warmer and more energy efficient.

LHS OUTCOME THREE: SPECIALIST PROVISION AND INDEPENDENT LIVING

LHS strategic aim three is: **To enable people to live well, with dignity and independently for as long as possible.**
The associated strategic objectives are to:-

3.1: Deliver the vision and objectives set out in the Argyll & Bute Housing Contribution Statement; and fully implement the joint Housing and HSCP Action Plan through improved coordination and closer partnership working with Health & Social Care partners, RSLs and the Council

3.2: Ensure the effective provision of aids and adaptations to meet identified needs across all tenures

3.3: Maximise the use of assistive technology to allow people to continue to live independently in their own communities; and work with partners to deliver the TEC charter (Technology Enabled Care in the Home)

3.4: Deliver SHIP targets for specialist housing provision including wheelchair housing targets, ensuring early engagement in the design process

3.5: Work with the Gypsy/Traveller community and partners to ensure accommodation and support needs are met, including national standards for existing sites

3.6: Continue to monitor and review strategic interventions and outcomes for all equalities groups, including BAME, gender, age, and sexual orientation; and wheelchair users, people with autism, dementia, the frail elderly and other particular needs groups

LHS OUTCOME 3 – Specialist Provision & Particular Needs: Selected Contextual Indicators

Housing Health & Care Needs 2022

Analysis of the HOMEArgyll Waiting List, 2022, in relation to particular housing and support needs:

Of approx. 3,000 Waiting List Applicants:

- 5% require only Specialist Housing
- 3% seek Wheelchair Housing
- 5% seek Housing with Support
- 10% seek Amenity Elderly Housing
- 6% seek Sheltered Housing for Elderly

N.B. Applicants can select multiple housing options including General Needs/ Mainstream housing, hence there will be double-counting across above figures.



- Over 44% of primary household members declared some form of disability
- 6% state their medical condition is affected by current housing circumstances
- 4% require support or assistance living in their home
- 5% need to move home to access specialist support services
- 8% have severe health issues
- 9% are aged 65-74 (primary applicant)
- 5% are aged 75 or over (primary applicant)

In addition Bield had a waiting list of 88 applicants in 2022:

- 43 for Retirement Housing and
- 45 for Amenity Housing.

69 were single pensioners and 19 were pensioner couples

Average time on the waiting list was 169 weeks



LHS OUTCOME 3 – Contextual Indicators: Specialist Provision in the Social Rented Sector, 2022

In 2022 the RSL sector provides over 1,250 homes designed for some form of particular needs, amounting to more than 14% of the total stock in this sector. The main category of specialist provision is Amenity Housing (5% of total stock) while Wheelchair Accommodation makes up just 1% of the total. The 10 main RSLs currently providing specialist accommodation vary considerably in size and profile: while ACHA has 60% of the total stock it provides 20% of the specialist housing, and conversely Bield has only 4% of the total stock but provides 24% of the specialist homes. Fyne Homes has the largest specialist stock, mainly comprising “other specially adapted” units.

RSL Housing Stock by Type of Provision/Need, 2022 (Source: Annual RSL Statistical/ARC Returns)

Landlord	General Needs	Sheltered	Amenity	Community Alarm	Wheelchair	Ambulant Disabled	Other Specially Adapted	Total	% of Total
ACHA	4918	200	0	0	0	47	0	5165	60%
Bield	7	0	19	276	1	0	0	303	4%
Blackwood	4	0	0	0	6	4	0	14	0.2%
Cairn	0	0	34	0	0	0	0	34	0.4%
Dunbritton	372	0	69	0	5	14	3	463	5%
Fyne Homes	1147	0	232	0	32	34	136	1581	18%
Key Housing	23	0	0	0	6	0	0	29	0.3%
Link Group	175	0	0	0	14	3	0	192	2%
Trust	17	0	81	0	0	0	0	98	1%
WHHA	768	0	1	0	17	16	1	803	9%
A&B TOTAL	7431	200	436	276	81	118	140	8682	100%
% of Total	86%	2%	5%	3%	1%	1%	2%	100%	

2021/22 saw the greatest number and proportion of specialist new build homes delivered via the SHIP in recent years, with **22** units completed. At **15%** of the total completions that year, this exceeded the LHS targets of 10% by a strong margin. The new builds included **13** purpose designed wheelchair homes and **9** Amenity/Older Persons’ homes

LHS Outcome 3 – progress made against key actions and output targets in 2021/22

Relevant Indicators	Baseline Historic Trend	2021/22	Annual target (& 5 Year Targets)	Assessment / Comment
Housing Contribution Statement (HCS) revised & approved for inclusion in HSCP Strategic Plan; Housing OT post established as permanent and Action Plan reviewed and agreed.	2019/20: HCS published. 2020/21: OT post piloted	OT post made permanent; Revised HCS drafted.	HCS/OT Action Plan fully delivered by 2027	Launch of new HSCP Joint Strategic Plan & HCS was extended to June 2022. Housing OT established joint locality partnership groups with RSLs; implemented review of waiting lists; improved assessment procedures & data collation/case monitoring; and early engagement in new build design and allocations for SHIP projects.
Number of RSL and Private Homes adapted with grant assistance; and Total grant (all tenures)	2019/20: 372 £1.41m 2020/21: 309 £1.15m	319 homes adapted with £1.146m grant	c 350 pa (1,750 with £5.5m grant by 2027)	Scottish Government enabled 230 adaptations in 216 RSL properties with £640k grant funding. The Council's PSHG supported 110 adaptations to 103 private sector properties with £505,597 grant.
Nos of telecare unit installations & total clients in receipt of TEC service at year end.	2019/21: circa 950 clients pa received 1,145 installs. 1,896 clients. at year end	1,774 installs & 1,994 clients as of March 2022	By 2027, 4,500 clients to have received 5,700 installs; and over 2,000 active clients.	The total number of clients in receipt of active telecare services at March 2022 was 1,994. Total number of installations in 2021/22 equates to 1,774 (both new installs and additional pieces of equipment)
Nos & % of specialist subsidised new builds completed via SHIP	2019/20: 7 2020/21: 1	22 units	5% of SHIP new builds are wheelchair units & 5% are other specialist accommodation	Record number of specialist new build homes delivered, amounting to 15% of annual SHIP total, which exceeded the target of 10%, and included 13 wheelchair adapted units (9% of total) and 9 amenity/older person units (6%)
Improvements to official Gypsy/Traveller sites & satisfaction levels	2020/21: nil survey response	Nil survey response	100% satisfaction	£108k Scottish Govt. grant to ACHA funded interim site improvements. Satisfaction surveys not completed during pandemic.
Enhanced Equalities monitoring & evaluation framework established and annual reports produced	2020/21: HNDA published	Data and indicators reviewed	Annual Report for all Housing functions	Range of LHS Impact Assessments published online. Enhanced Equalities reporting to be implemented 2022/23.

WORKING WITH HEALTH & SOCIAL CARE PARTNERS

The Argyll & Bute Housing Contribution Statement 2019/21 was completed in 2021 and a comprehensive revision was drafted for inclusion in the HSCP's Joint Strategic Plan for 2022/25 to be launched in June 2022.

In total, it is estimated that Housing's potential financial Contribution available over the next 3 years of the Joint Strategic Plan, 2022/23–2024/25, could be in the region of **£111m**. This will help to increase the provision of affordable housing and aids and adaptations across all tenures; improve the condition and energy efficiency performance of homes; and deliver support, advice and assistance on a range of housing options, as well as tackling poverty, improving health and well-being, and generating additional income / benefits for vulnerable households.

For every £1 of Housing spend achieved, the added value and preventative savings to the HSCP will be significantly higher.



In 2021/22, the HOMEArgyll partnership of local housing associations rehoused **80** households in specialist accommodation, amounting to **11%** of the total HOMEArgyll lets that year. This included:

- **39 lets to Sheltered Housing for Elderly**
- **26 lets to Amenity Housing for Older Persons**
- **13 lets to Wheelchair Housing**
- **2 lets to Housing with Support**

In addition, the national specialist associations operating in Argyll & Bute, such as Bield, Trust and Key Housing, accommodated over **70** households and individuals in various forms of housing for particular needs.

ARGYLL AND BUTE CARE & REPAIRSERVICE: ADAPTATIONS

MAJOR ADAPTATIONS COMPLETED 2021/22 WITH PRIVATE SECTOR HOUSING GRANT ASSISTANCE

Summary Care & Repair Officers (CRO) Cases	Q1	Q2	Q3	Q4	Totals
CRO closed cases	38	48	31	37	154
No of closed cases which were grant funded	17	21	21	29	88
PSHG Total	£88,828	£119,735	£133,678	£154,455	£496,696
Total Value of all works completed/closed	£107,426	£146,120	£163,996	£193,262	£610,804

As of 31st March 2022, the Care & Repair Service had 109 active projects for major adaptations. The majority (42%) were for Wet Floor Showers and 21% were Level Access Showers. 12% related to “Other Access Improvements” and 9% were for External Ramps; while 8% were for Internal Stair lifts. The remaining cases were for disabled toilets (5%), wheelchair access, and kitchen redesign/repair.



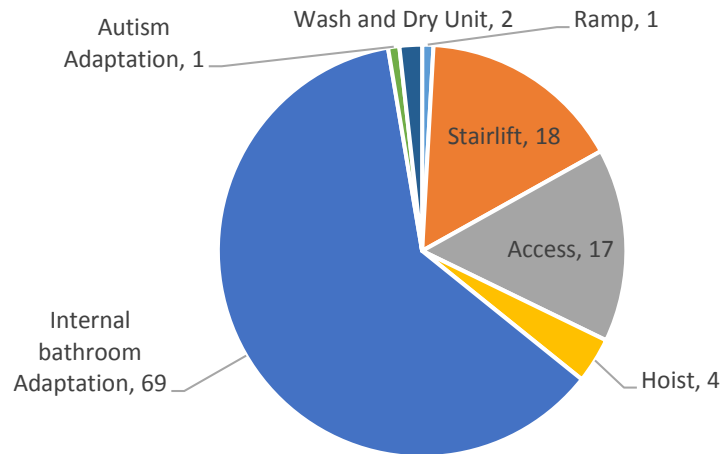
In 2021/22 the Scottish Government initiated consultation on revised guidance for the provision of equipment and adaptations. The Council and the HSCP are generally supportive of the key principles and aims of the new guidance, which includes, among others:

- **Early intervention with full exploration of rehousing opportunities**
- **Better planning for the delivery of barrier-free housing and an inclusive design / living approach**
- **Equity in the system, applying a “tenure neutral” approach (as far as practicable)**

Working closely with the dedicated Housing OT and colleagues, the Council and partners will continue to monitor and promote service improvements for those who require home adaptations to live as independently as possible.

HOME ADAPTATIONS

Private Sector Adaptations (via PSHG)



Private Sector Housing Grant (PSHG) Adaptations in 2021/22

103 properties received **110** installations

Total Grant Value = **£505,597**

Total Works Value = **£608,232**

The main works were:

- **Internal Bathroom Adaptations (63%)**
- **Stairlifts (16%)**
- **Access adaptations – excluding ramps etc (15%)**

Adaptations in 2021/22 were spread across 7 of the 9 Housing Market Areas. The largest number were in Helensburgh & Lomond (23%), Lorn (21%) and Kintyre (18%)

RSL Sector Adaptations in 2021/22 with Scottish Government “Stage 3” Grant Funding

216 RSL properties received **230** individual adaptations

Total Grant Value = **£641,000** (rounded)

The most common adaptations were internal safety rails (31%) and installation of showers/baths (29%).

The majority of clients were older persons (56%), while 39% were disabled adults and just under 5% were children with particular needs.

16% of RSL grant funded adaptations in 2021/22 were for homes located on islands, 30% were in the rural mainland, and 54% were in main towns.

Area	Adaptations	Grant	Works/Fees
Islands	36	£93,340	£85,080
Rural Mainland	70	£160,770	£146,560
Main Town	124	£385,640	£351,530

GYPSY / TRAVELLERS

- ACHA secured £108k from the Scottish Government's £2m Capital Fund for Improving Gypsy/Traveller Sites. This was invested during 2021/22 to make interim improvements to both official sites at Bayview (near Oban) and Duncholgan (near Lochgilphead). This work was informed by resident community engagement.
 - Works at Duncholgan are complete and included: Improved lighting; New poles installed in drying areas; Improvements to fencing and gate access to the pitches; New access created to the play park with self-closing gate; Landscaping to the site including tree planting; Cleared garden area to west of site to enable it to be used and maintained by the community; and repurposed vacant amenity units for the residents to use.
 - Works at Bayview were delayed due to an illegal encampment but this has been resolved and positive progress has now been made, with drawings produced for consultation with residents on the environmental improvements that were undertaken, and proposed formation of potential new pitches.
- The Council have part funded a MECOPP Engagement Worker post for Argyll and Bute, which focuses on supporting the local Gypsy/Traveller community and facilitating on-going engagement. This will hopefully encourage and improve partnership working.
- Gypsy/Traveller Working Group – Council Housing Services will initially help establish and facilitate a multi-agency working group. In due course, however, through the engagement with MECOPP it is hoped that representatives from the Gypsy/Traveller community will take leadership of the Working Group themselves.
- The Council were successful in an application to the Scottish Government's Covid-related, flexible LACER Fund. £10k was awarded which will be used to support the Gypsy/Traveller community in relation to food and fuel poverty, amongst other health and wellbeing matters. MECOPP will engage with the community to identify the key issues and best ways to use the funding to help mitigate some of the worst impacts identified.

Between March 2021 and March 2022 the site capacity and occupancy within Bayview remained unchanged: out of a total of 8 pitches, 3 were occupied and 5 were unavailable for occupation, giving an occupancy rate of 37.5% for both years. Over the same period, site capacity and occupancy at Duncholgan did however change: the total number of pitches was reduced from 14 to 7; and while 5 were occupied in 2021, only 4 were occupied in 2022. Nine of the 14 pitches were unavailable for occupation in 2021, reducing to three of the 7 in 2022, giving a current occupancy rate of 57%.

LHS OUTCOME FOUR: HOUSING OPTIONS, INFORMATION & SUPPORT

LHS strategic aim four is: **To provide effective and timeous information, advice and support to help persons in housing need to make informed choices and decisions on the range of Housing Options available.**

The associated strategic objectives are to:-

4.1: Establish protocols for persons leaving institutional settings

4.2: Deliver an effective Housing sector response to domestic abuse

4.3: Implement a Rural Housing first initiative in Argyll & Bute

4.4: Reduce or eradicate Rough Sleeping as far as possible

4.5: Make a positive contribution to the Community Justice agenda

4.6: Deliver Housing Support services in a “person-centred & trauma-informed” way

4.7: Tackle homelessness via a joint strategic approach across Housing, Health & Social Care

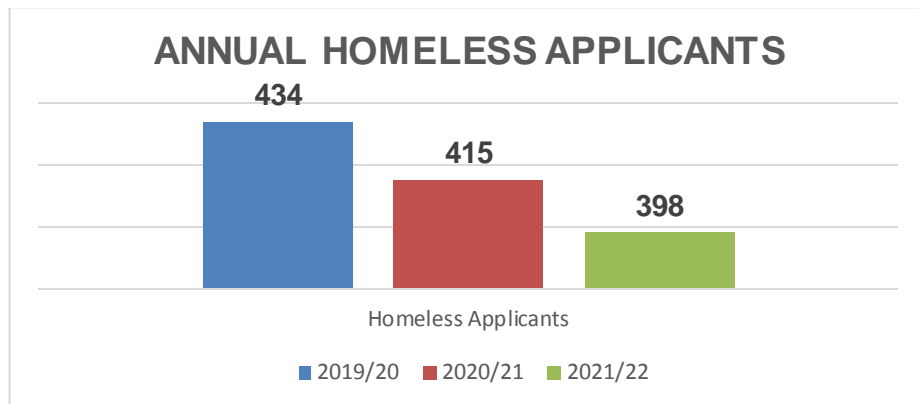
4.8: Deliver an integrated model of support aligned to the Rapid Rehousing Transition Plan

4.9: Deliver accessible, proactive housing information & advice services

4.10: Maintain an effective supply of temporary accommodation

4.11: Develop & implement a Communication Plan & Social Media Strategy

LHS Outcome 4: Homelessness Context – selected indicators



Total Homeless Applicants fell by **8%** over last 3 years

Homeless Case Durations	20/21	21/22	% Change
Average time to discharge duty (weeks)	40.74	37.78	-7%
The average time to close homeless cases fell by 7% last year			

Homeless Presentations by Household Type	2019/20	2020/21	2021/22
Single Person	295	257	253
Single Parent	77	104	66
Couple	34	31	37
Couple with Children	22	16	32
Other	2	6	1
Other with Children	4	1	9
All	434	415	398

Although the number of single persons presenting as Homeless reduced marginally last year, this still constitutes the overwhelming majority of cases, with almost two thirds of the total.

Single Parents reduced significantly over the year (down by 36.5%), conversely, however, there was a proportionately significant increase in the number of “Other types of household with children”.

Over a quarter (27%) of homeless presentations last year involved children; and at the year-end (March 2022) there were 45 children in temporary accommodation, albeit this was 25% lower than the previous year.

REASONS FOR PRESENTING AS HOMELESS	2019/2020	2020/2021	2021/2022
Termination of tenancy / mortgage due to rent arrears / default on payments	25	7	9
Other action by landlord resulting in the termination of the tenancy	51	32	50
Applicant terminated secure accommodation	8	3	2
Loss of service / tied accommodation	13	19	14
Discharge from prison / hospital / care / other institution	19	15	12
Emergency (fire, flood, storm, closing order from Environmental Health etc.)	2	3	0
Forced division and sale of matrimonial home	2	6	1
Other reason for loss of accommodation	31	26	16
Dispute within household: violent or abusive	33	35	25
Dispute within household / relationship breakdown: non-violent	110	115	105
Fleeing non-domestic violence	13	11	10
Harassment	5	13	7
Overcrowding	18	19	18
Asked to leave	78	83	107
Other reason for leaving accommodation / household	26	28	22
All	434	415	398

In 2021/22 the main reasons for presenting as Homeless remained “Non-violent dispute in household/relationship breakdown” (26% of all cases that year) and “Asked to leave” (27% of all cases). However, the latter category increased numerically by 29% compared to the previous year while the former category decreased numerically by almost 9% on the 2020/21 figure. Given the enhanced focus on tackling domestic abuse, it is encouraging to note that instances of homelessness due to Abuse/violent disputes within the household fell by 29% on the previous year and are at the lowest level for 9 years.

LHS Outcome 4 – progress made against key actions and output targets in 2021/22

Relevant Indicators	Baseline Historic Trend	2021/22	Annual target (& 5 Year Targets)	Assessment / Comment
Protocols for persons leaving an institutional setting including hospital discharge, looked-after children, armed forces, prison, or evictions	Looked after Children Protocols in place; Armed Services Covenant.	Existing protocols continue to operate effectively for Looked After Children.	Protocols drafted & consultation carried out by 2023. Protocols agreed & in place by 2024	In addition to effective protocols for Looked After Children, the Armed Forces Covenant continues to underpin positive activity with serving and former personnel. Review / work on protocols for hospital discharge, those leaving care setting, and evictions to be implemented in 2022/23. 12 Homeless cases due to “Discharge from prison / hospital / care / other institution” – lowest recorded incidence & 20% lower than previous year; also 2021/22 saw lowest incidence of cases “Previously Looked After by LA” (5 compared to 26 five years earlier – ie 81% decrease).
Housing sector enables an effective response to meeting the needs of those experiencing domestic abuse	2019/20: 33 HL applications; 2020/21 - 128 CHR applicants	100 CHR applicants. 25 Homeless Cases	Homeless & CHR applicants due to Domestic Abuse reduced below baseline.	Council signed Domestic Abuse “Make A Stand” Pledge and Champion established. The number of CHR applicants “being abused by someone in household” was 22% lower than baseline. Homeless cases due to domestic abuse at lowest level for 9 years; 52% down on figure five years ago and 29% down on previous year’s figure.
Rural Housing First Initiative in Argyll and Bute – number of tenancies created	New Initiative	Protocols agreed with RSLs	10 tenancies pa (50 by 2027)	The initiative was developed in 2021/22 and first tenancy under this scheme was created in April 2022/23
Rough Sleeping presenting as Homeless (based on HL1 statistics: as reported at Homeless case interviews)	2020/21: 6% slept rough night before & 10% within previous 3 months	4% slept rough night before & 7% had done so within 3 months	Incidence reduced below baseline/ Scottish Average	Based on information provided by households presenting as homeless, 4% of homeless cases slept rough the night before presenting (17 out of 398) – lowest incidence recorded, and 26% lower than previous year; while 28 slept rough within 3 months previously (7% of total cases that year) – lowest recorded incidence for over two decades and 33% lower than previous year’s figure.

Relevant Indicators	Baseline Historic Trend	2021/22	Annual target (& 5 Year Targets)	Assessment / Comment
HL1 presentations from Prison securing positive housing outcomes (supporting Community Justice agenda)	2020/21 – 2 of 4 closed cases (50%)	81%	Levels sustained at or above baseline i.e. >50%	16 cases closed, of which 12 secured an RSL tenancy & 1 entered home ownership i.e. 81% of ex-offenders achieved positive outcome via Homeless Route
% of Housing Support services departures (clients leaving support) which are planned departures per annum	2020/21: 70%	76%	80%	178 of 234 closed cases were planned departures (76%). Increase on baseline % but still below target. Training Programme for staff on Trauma-Informed approach to support will be developed and implemented via HSCP in 2022/23 with target for 100% of relevant Housing staff to receive training by 2027
Nos of households supported via Housing First with support of dedicated Mental Health /Addictions Housing Practitioner.	New Initiative	Post established	50 assessments to be completed	Since starting in post in Nov. 2021, the Mental Health/Addictions Housing Practitioner has dealt with 25 referrals and closed 5 of these
Temporary Accommodation provision with protocols to address emergency needs	2021: 108 units (includes 32 Blue Triangle)	121 units	100% applicants in need receive suitable offer of T.A.	In August 2021 the 51 additional TA units acquired to cover increased Covid requirements were reduced to 0, leaving core provision of 121 units (including serviced accommodation) as of March 2022.
Develop a Housing Communication Plan and social media strategy	Enhanced Housing Options module established	New Action	Plan to be implemented in 2023 – targets to be developed	Project plan to be developed in 2022 and implemented in 2023.
Level of Homeless presentations and average time to rehouse homeless applicants in an RSL property.	2020/21 – 416 applicants; 39 weeks on average to rehouse in RSL tenancy	398 HL applicants. 34 weeks to secure RSL home on average	Cases at or below baseline (416). 26 weeks on average to rehouse in RSL sector	Homeless applicants down by 4% on previous year Average time to rehouse homeless cases in RSL tenancy is 5 weeks below baseline/previous year, but still 8 weeks higher than LHS target of 26 weeks.

RAPID REHOUSING TRANSITION PLAN (RRTP), 2021/22

During 2021/22, Scottish Government Rapid Rehousing Funding of **£241,496** was utilised to progress the transition of Rapid Rehousing and Housing First in Argyll and Bute.

- **Payments totalling £140,106 were made to RSLs to assist 129 tenants reduce their rent arrears.**
- **The decoration project provided funding of £48,638 to assist 65 households settling in to permanent tenancies.**
- **Funding of £7,000 was provided to front line housing support providers to enable them to pro-actively assist homeless or potentially homeless households faced with emergency or crisis situations.**

In November 2021 a new, dedicated post of **Mental Health/Addictions Housing Practitioner** was established to work with service users to assist them towards tenancy sustainment.

The RRTP budget allocation for 2022/23 is £111,570, which is significantly less than the previous year. Consideration has been given to how the monies will be allocated against the main projects and priorities have been agreed as follows:-

- **Mental Health / Addictions Housing Practitioner**
- **Flexible Emergency Fund**
- **Rent Arrears Prevention Project**
- **Psychologically Informed Environments (PIE) Decoration Project**
- **Housing First**

The initial Housing First tenancy was created in April 2022 with a further 2 cases currently in the planning. The RRTP target is to create 10 Housing First cases each year.



Before



After



HOMELESS PREVENTION AND ADVICE (PREVENT 1)

The number of recorded Prevention and Advice cases increased from 1,162 in 2020/2021 to 1,302 in 2021/2022. This is an increase of 140 cases (12%).

The number of households seeking advice in respect of the range of particular advice categories varied considerably between 2020/21 and 2021/22, although “*General Housing Options Advice*” and cases involving “*At Risk of Losing Accommodation by Eviction/Repossession*” remain by far the most common :

Increases:

Cases involving ‘*At Risk of Losing Accommodation by eviction/repossession*’, increased from 174 households to 348 households (up 100%).

Cases involving ‘*Personal issues – affordability / financial difficulties*’, increased from 39 households to 70 (up 79%).

Decreases:

‘*Dispute with household/relationship breakdown: non-violent*’ decreased by 25 households to 43 (down 37%)

‘*Dispute with household violent or abusive*’ decreased by 10 households to 25 (down by 28%).

Consistent with previous year:

‘*Accommodation Unsuitable – Mobility / Adaptations Issues*’ has remained fairly constant with a slight increase of 3 households to 87 households.

‘*General Housing Options Advice*’ has also remained consistent with a marginal decrease of 1 household to 442

COVID-19 RENT ARREARS FUND

Argyll and Bute Council was awarded **£93,000** by the Scottish Government to mitigate the short to medium term financial challenges experienced by tenants adversely impacted by restrictions and regulations introduced to control the spread of Covid-19. The eligibility period was for rent arrears arising between 23rd March 2020 and 9th August 2021. A total of 94 applications have been received from multiple sources. 69 offers have been made with 45 to Registered Social Landlords and 24 to Private Landlords. Offers totalling **£89,706** have been made to date.

This report is available on the Council's website along with the full Local Housing Strategy (LHS) 2022/23 – 2026/27; Housing Need and Demand Assessment (HNDA) 2021; and the current Strategic Housing Investment Plan (SHIP); as well as a range of other supporting materials. These can be all be found at the following link:

[Local Housing Strategy and Housing Need and Demand Assessment \(argyll-bute.gov.uk\)](http://argyll-bute.gov.uk)

If you would like:

- **Further information or clarification on the content of this report; or**
- **To comment on the strategy or Housing in Argyll & Bute in general; or**
- **To obtain this document in another language or format;**

please contact:

**Hristina Tarpanova on 01369 800503
or email: hristina.tarpanova@argyll-bute.gov.uk.**



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

CHARITABLE TRUSTS, BEQUESTS AND TRUST FUNDS

1.0 EXECUTIVE SUMMARY

1.1 The Oban, Lorn and the Isles Area Committee are Trustees for a number of Charitable Trusts, Bequests and Trust Funds. Historically a report has been brought to the Area Committee on an annual basis with recommendations for distribution.

1.2 While officers continually seek to simplify and update processes where possible to ensure ongoing compliance with the original terms of the bequests and to reduce the administrative burden of the management and distribution, there remains a number of challenges. A number of the charitable funds were established many years ago, and as a consequence of changes in society over time the intended beneficiaries of the bequests are no longer easily identified.

1.3 This report provides details of a number of the Trusts and Bequests that remain active in the Oban, Lorn and the Isles Area and seeks agreement from Members on proposed distribution methods.

2.0 RECOMMENDATIONS

2.1 The Oban, Lorn and the Isles Area Committee are asked to:

1. note the financial position of the Charitable Trusts, Bequests and Trust Funds as of December 2022,
2. agree that the charities and trust funds, that have historically been awarded to Council Departments and Allied Partners, are awarded on the basis outlined in paragraph 5.5 and defined within appendix 1, and
3. note that officers are in ongoing dialogue with representatives from the Lord Advocates office to establish appropriate methods of distributing those funds that have no established distribution arrangements.

CHARITABLE TRUSTS, BEQUESTS AND TRUST FUNDS

3.0 INTRODUCTION

3.1 The Oban, Lorn and the Isles Area Committee are Trustees of a number of Charitable Trusts, Bequests and Trust Funds. This report provides information on proposals in relation to the ongoing management of these funds and seeks agreement on distribution proposals.

4.0 RECOMMENDATIONS

4.1 The Oban, Lorn and the Isles Area Committee are asked to:

1. note the financial position of the Charitable Trusts, Bequests and Trust Funds as of August 2022,
2. agree that the charities and trust funds, that have historically been awarded to Council Departments and Allied Partners, are awarded on the basis outlined in paragraph 5.5 and defined within appendix 1, and
3. note that officers are in ongoing dialogue with representatives from the Lord Advocates office to establish appropriate methods of distributing those funds that have no established distribution arrangements.

5.0 BACKGROUND & DISTRIBUTION ARRANGEMENTS

5.1 Historically reports are prepared and submitted to Area Committees outlining the status of each of the funds, proposed distribution method(s) and the amounts available.

5.2 Of the 15 funds for which the Area Committee are trustees many have historically been awarded to Council Departments and allied partners (for example Roads and Amenity Services).

5.3 In September 2020 the Area Committee agreed that those funds that hold less than £1k in unrestricted reserves (i.e. monies the charity has available to spend without drawing on capital or restricted reserves) be made available, in their totality, during the financial year (2021/22), essentially placing a moratorium on the distribution of monies from these funds, thereby lessening the administrative burden and ensuring maximum community benefit.

- 5.4 In December 2021 the Area Committee agreed to formally place a moratorium on the distribution of monies from those funds that had no/limited funds available for distribution. This approach has served to lessen the administrative burden and allow interest to accumulate to ensure maximum community benefit at a later date.
- 5.5 In order to provide a level of consistency to the process for those Bequests/Trusts which are transferred to Council Departments or allied partners it is proposed that the those funds that hold more than £1k will be allocated on a basis of the interest from the previous financial year plus 1/20th of the unrestricted funds.
- 5.6 Should the Area Committee approve this approach up to £2.5k will be available to council departments and allied partners this financial year.
- 5.6 A small number of funds have bespoke distribution methods which are generally undertaken by Legal and Regulatory Support, this process will continue.
- 5.7 Due to a number of factors including, changes in society over time and changes to personnel and corporate structures the intended beneficiaries of the bequests are no longer easily identified. However, officers are in ongoing dialogue with representatives from the Lord Advocates office to establish appropriate methods of distributing those funds that have no established arrangements. Proposals for these remaining funds will be brought to a future meeting of the Area Committee.

6.0 CONCLUSION

- 6.1 This report has outlined the current position in terms of financial and distribution arrangements of the funds/bequests held in trust by the Area Committees meeting our obligation of ensuring transparent and effective governance.

7.0 IMPLICATIONS

- 7.1 **Policy** - None.

- 7.2 **Financial** - None.

- 7.3 **Legal** - Area Committees, as Trustees, must ensure that the distribution arrangements comply with the terms of the funds/bequests, failure to do so would result in the Council being liable.

- 7.4 **HR** - To proceed with reorganisation, in terms of section 10 or 11 of the Law Reform (Miscellaneous Provisions) (Scotland) Act 1990 would require the allocation of Officer time.

- 7.5 **Fairer Scotland Duty** - None

- 7.5.1 **Equalities – protected characteristics** – None

7.5.2 Socio-Economic Duty – None

7.5.3 Islands – None

7.6 Climate Change – None

7.7 Risk – None

7.8 Customer Service - None

Douglas Hendry

Executive Director with responsibility for Legal & Regulatory Support

August 2022

Appendix 1 – Distribution Arrangements for Trust Funds and Bequests.

For further information contact: Stuart McLean, Committee Manager, 01436 658717,
stuart.mclean@argyll-bute.gov.uk

TRUST NAME	CHARITABLE PURPOSE	DISTRIBUTION PROPOSAL	Capital (Restricted Funds)	Income during 2021-22	Accumulated Funds for Distribution	1/20th of unrestricted	Maximum proposed award - September 2022
Historically awarded to Council Departments and Allied Partners.							
MISS CHRISTINA MCKAYS TRUST	The upkeep of the graves of the MacKays of Glenure, Fasnacloich and those of Mrs Margaret MacIntyre of Duror and her sisters, all in Achnaba Churchyard Ardchattan	<i>Transfer income to Roads and Amenity Services annually when it is confirmed that the cemetery is being maintained. If no work is being undertaken do not make the transfer until such time as work is to be carried out.</i>	300.00	1.00	1,103.00	55.00	56.00
MCCAIG TRUST	Toward cost of library and institute, Oban. £23,066.13	<i>Transfer to Live Argyll annually.</i>	35,138.00	102.00	46,644.00	2,332.00	2,434.00
Bespoke arrangements in place.							
MACDOUGALL TRUST	To provide an eventide home in the Ross of Mull area for the accommodation of 12 aged persons.	<i>Bespoke arrangements established.</i>	50,000.00	26,403.00	1,073,958.00	n/a	n/a
JOHN OF LORN BEQUEST	Income to be dispursed for the benefit of poor persons resident in the Burgh of Oban in the manner which the Town Council shall deem best	<i>Bespoke arrangements established - Distribution arrangements agreed September 2020.</i>	8,989.00	1.00	12,636.00	n/a	n/a
MISS AGNES ANGUS BEQUEST	For purposes of public utility and for the benefit and advantage of the community of Oban	<i>Currently under consideration by the Area Committee</i>	1,000.00	86.00	38,166.00	n/a	n/a
Officers are in ongoing dialogue with representatives from the Lord Advocates office to establish appropriate methods of distributing funds from these charities.							
MACKINNON LEDINGHAM BEQUEST	For relief of aged persons in the Ross of Mull.		2,000.00	0.00	4,077.00	n/a	n/a
MISS FLORA MCLUCAS BEQUEST	For the benefit of Dunaros, Salen.		100.00	3.00	2,249.00	n/a	n/a
ARCHIBALD DOW BEQUEST	Distributed to the poor of Taynuilt		751.00	5.00	1,258.00	n/a	n/a

TRUST NAME	CHARITABLE PURPOSE	DISTRIBUTION PROPOSAL	Capital (Restricted Funds)	Income during 2021-22	Accumulated Funds for Distribution	1/20th of unrestricted	Maximum proposed award - September 2022
KILMORE & KILBRIDE	To meet the expenses in keeping (Kilbride Burial Ground) in order.		400.00	2.00	112.00	n/a	n/a
COALS FOR POOR - OBAN	To supply Coal for the poor of Oban		1,334.00	8.00	1,978.00	n/a	n/a
MRS MELLORS BEQUEST	Providing annuities 'of not less than £10 and not more than £15 for respectable and well deserving widows without children and worthy of assistance'		1,700.00	156.00	73,011.00	n/a	n/a
MISS M M CAMERONS BEQUEST	Bequest to Eventide Home, Salen, Mull		185.00	3.00	287.00	n/a	n/a
DUGALD MCPHAIL MEMORIAL FUND	The maintenance of the monument.		15.00	5.00	416.00	n/a	n/a
Moratorium in situ - Historically awarded to Council Departments and Allied Partners							
JAMES MCKECHNIES TRUST	For upkeep of family headstones and lairs in Pennyfir Cemetery.	<i>Transfer income to Roads and Amenity Services annually when it is confirmed that the cemetery is being maintained. If no work is being undertaken do not make the transfer until such time as work is to be carried out.</i>	100.00	0.00	-15.00	n/a	n/a
MISS MARY A MCNIVENS TRUST	For the maintenance of her two family lairs in Tiree burial ground.	<i>Transfer income to Roads and Amenity Services annually when it is confirmed that the cemetery is being maintained. If no work is being undertaken do not make the transfer until such time as work is to be carried out.</i>	600.00	4.00	8.00	n/a	n/a

**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
December 2022					
14 December 2022	Performance Review Area Scorecard	Performance Management and Improvement Officer	Quarterly report	21 November 2022	
14 December 2022	Roads and Infrastructure Service Update	Development and Infrastructure 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 ACHA	Annual Report	21 November 2022	TBC
14 December 2022	HSCP Annual Performance Report	Community Services, 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 15 November 2022
14 December 2022	Local Housing Strategy Annual Update	Director of Development and Infrastructure – Douglas Whyte	Annual Report	21 November 2022	
14 December 2022	Presentation - Performance Reports	Chief Executive – Stuart Green	As required	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
8 March 2023					
8 March 2023	Performance Review - Area Scorecard	Improvement and HR – Sonya Thomas	Quarterly Report	13 February 2023	
8 March 2023	Roads and Infrastructure Service Update	Development and Infrastructure 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 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	Secondary School Reports - Tobermory High School	Head Teacher	Annual Report	21 November 2022	
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	

**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	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	
14 June 2023					
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 December 2022**

JOHN OF LORN BEQUEST AWARD RECOMMENDATIONS

1.0 APPLICATIONS

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

2.0 RECOMMENDATIONS

- 2.1 The Oban, Lorn and the Isles Area Committee are asked to note and consider the number of awards made since 14 September 2022.

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 The Area Committee on 14 September 2022 agreed to delegate to the Executive Director with responsibility for Legal and Regulatory Support or officers nominated by him, in consultation with the Chair, the authority to make awards from the John of Lorn Bequest using the criteria agreed in September 2020 and that reports be submitted to subsequent Area Committees to update trustees on awards made under this delegation.
- 3.4 Prior to this delegation those in need of support could wait up to 14 weeks for payment. Applications are now processed on receipt with payments made once applicants submit their banking details.

- 3.5 A total of 49 applications have been received since the September 2022 meeting of the Area Committee. Officers, in consultation with the Chair have confirmed awards for 31 family and 10 individual applicants, with a total of £3.6k being awarded to individuals living within the Burgh.
- 3.6 A total of 8 applications have been refused an award as they had either received a grant this calendar year or they lived out with the Burgh of Oban. Details of each application can be found at appendix 1.
- 3.7 The total funds available for distribution from the John of Lorn Bequest at the time of preparing this report is £12,636.

4.0 CONCLUSION

- 4.1 Members are asked to note and consider the applications that have received support from the John of Lorn Bequest.

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

Policy Lead – Councillor Alastair Redman

November 2022

For further information contact:

Stuart McLean, Committee Manager

Tel. No: 01436 658717

Email: Stuart.Mclean@argyll-bute.gov.uk

APPENDICES:

Appendix 1: Spreadsheet of applications

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of Schedule 7A of the Local Government(Scotland) Act 1973

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