

Public Document Pack

Argyll and Bute Council

Comhairle Earra-Ghàidheal Agus Bhòid

Executive Director: Douglas Hendry



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28 February 2023

NOTICE OF MEETING

A meeting of the **BUTE AND COWAL AREA COMMITTEE** will be held **ON A HYBRID BASIS IN THE QUEEN'S HALL, DUNOON AND BY MICROSOFT TEAM** on **TUESDAY, 7 MARCH 2023 at 10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director

BUSINESS

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

3. MINUTES

- (a) Bute and Cowal Area Committee - 6 December 2022 (Pages 3 - 12)
- (b) Bute and Cowal Area Community Planning Group - 7 February 2023 (Pages 13 - 22)
- (c) Cowal Transport Forum - 14 February 2023 (Pages 23 - 30)

4. PUBLIC QUESTION TIME

5. PUPIL VOICE

Verbal Presentation by Pupil Representatives from Dunoon Grammar School and Rothesay Joint Campus

6. AREA PERFORMANCE REPORT - FQ3 2022/23 (Pages 31 - 66)

Report by Executive Director with responsibility for Customer Support Services

7. POLICE SCOTLAND ROADS UPDATE

Verbal Update from PS Eddie McGunnigal, Police Scotland

8. ROADS AND INFRASTRUCTURE SERVICES UPDATE (Pages 67 - 70)

Report by Executive Director with responsibility for Roads and Infrastructure Services

9. HOUSING SERVICES ACTIVITY UPDATE - STRATEGIC HOUSING INVESTMENT PLAN (SHIP) - ANNUAL UPDATE (Pages 71 - 82)

Report by Executive Director with responsibility for Development and Economic Growth

REPORTS FOR NOTING

10. DRAFT BUTE AND COWAL AREA COMMITTEE WORKPLAN (Pages 83 - 86)

REPORT WITH EXEMPT APPENDICES FOR DECISION

11. LAMONT BEQUEST AWARD RECOMMENDATIONS

- (a) Report by Executive Director with responsibilities for Legal and Regulatory Support (Pages 87 - 88)

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 paragraph is:-

E1 Paragraph 6 Information relating to the financial or business affairs of any particular person (other than the authority).

E1 (b) Appendix 1 (Pages 89 - 90)

E1 (c) Appendix 2 (Pages 91 - 92)

Bute and Cowal Area Committee

Councillor Gordon Blair

Councillor Daniel Hampsey

Councillor Liz McCabe (Chair)

Councillor Ross Moreland

Councillor Peter Wallace

Councillor Audrey Forrest

Councillor Reeni Kennedy-Boyle

Councillor Yvonne McNeilly (Vice-Chair)

Councillor William Sinclair

Contact: Julieann Small, Senior Committee Assistant - 01546 604043

**MINUTES of MEETING of BUTE AND COWAL AREA COMMITTEE held ON A HYBRID BASIS IN
THE QUEEN'S HALL, DUNOON AND BY MICROSOFT TEAMS
on TUESDAY, 6 DECEMBER 2022**

Present: Councillor Liz McCabe (Chair)

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

Attending: Stuart McLean, Committee Manager
Mark Calder, Project Manager
Stuart Green, Corporate Support Manager
Douglas Whyte, Housing Strategy Team Lead
Claire Hallybone, Dunoon CARS Project Officer
Michelle Mundie, Chief Executive, Argyll Housing Community Housing Association (ACHA)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Audrey Forrest.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

(a) Bute and Cowal Area Committee - 6 September 2022

The Minutes of the meeting of the Bute and Cowal Area Committee, held on 6 September 2022 were approved as a correct record.

(b) Bute and Cowal Area Community Planning Group - 1 November 2022

The Minutes of the meeting of the Bute and Cowal Area Community Planning Group, held on 1 November 2022 were noted.

(c) Cowal Transport Forum - 15 November 2022

The Minutes of the meeting of the Cowal Transport Forum, held on 15 November 2022 were noted.

4. PUBLIC QUESTION TIME

Question from Liz Neilson, Sandbank Resident

Liz Neilson highlighted that the Community were concerned with traffic speeding through Sandbank and the general lack of road safety measures along the entirety of the road.

She added that within the last 6 months there had been a number of accidents with 2 fatalities being recorded. Mrs Neilson advised that the Community would like the Council to consider a number of suggestions to mitigate against speeding, the principal suggestion being a reduction of the speed limit to 20mph from Sandbank to Sandhaven.

Response from Committee/Project Manager

Councillor Sinclair highlighted that a speed survey had been requested for the section of road mentioned and advised that he had also spoken to 2 senior officers who are aware of the situation.

The Project Manager referred to the general purposes roads and infrastructure update provided in the agenda pack and highlighted the outstanding speed surveys, with the Sandbank to Cothouse survey being first on that list. He advised that local authorities have been allocated funding from the Scottish Government to undertake reviews of the road network which would allow an assessment of whether 30mph roads would remain as such or be reduced to 20mph.

Decision

The Bute and Cowal Area Committee agreed to invite Police Scotland to a future meeting to discuss road safety measures within the locality.

Questions by Jim Osborne, Bute Community Councillor

Question 1

Jim Osborne enquired about the Traffic Speed Survey's which are to be carried out on Kilchattan Bay and Crichton Road, Rothesay and asked the Project Manager if these are separate from the previously mentioned 20mph speed reviews and when these would be undertaken.

Response from Project Manager

The Project Manager advised that the speed surveys are in addition to the 20mph national speed reviews and that there is a section in the general purposes roads and infrastructure update that provides information on the speed surveys which would be worked through in that order.

Question 2

Jim Osborne asked about the review of Arden Craig Gardens which was to take place following the summer season, specifically the quality of plants. He asked the Project Manager if it had taken place and if so what the outcome was, he also enquired about who the Council's horticultural experts were.

Response from Project Manager/Committee

The Project Manager confirmed that the Council employ a team of gardeners across the council area and that there are two based in Rothesay. The Project Manager confirmed that the Department would soon begin exploring options for the supply of bedding plants for 2023.

Question 3

Mr Osbourne asked why the Chair of the Bute and Cowal Area Committee never attends Bute Community Council meetings?

Response from Councillor McCabe

Councillor Mcneilly responded that this was an inappropriate question as there could be a host of private reasons as to why any elected member could not attend certain meetings and that members do face demands on their time.

The Chair advised that there are two other local councillors who routinely attend these meetings and are more than capable of giving council updates.

Question 4

Jim Osborne enquired about the target of 73 in the performance measure for "street cleaning" referenced within the Area Performance Report and asked what the number meant?

Response by Project Manager

The Project Manager advised that the measurement was 73 was out of 100, and that the figure was reached by applying the Local Environment Audit Management System, a process used by all Scottish Local Authorities to compare and benchmark street cleanliness levels and performance.

Question 5

Jim Osborne asked why there is a target of 0 for social housing new builds in Bute & Cowal?

Response by Housing Strategy Team Lead

The Committee Manager advised that he had received a response from the Housing Strategy Team Lead as follows:

I can't see where in the report it says there is a target of 0.

In terms of a couple of positive comments there are currently 4 new build houses under construction by ACHA in central Dunoon due for completion next year. We are actively looking for opportunities to build new build affordable houses in the Dunoon area.

Also in the overall Strategic Housing Investment Programme we have 40 units in there for Bute – all Fyne Homes. 10 at Ballochgoy – not on site yet but estimated completion in financial year 2023/24 and 30 at the Rothesay Academy site – not on site but preparatory work is ongoing and once the building starts there is an estimated completion date of 2024/25 for phase 1. There is scope for further units to be delivered on this site in the future.

Question 6

Jim Osborne enquired what is being done to address the causes of stress related absence amongst non-teaching staff in schools and what staff does the LGE category include?

Response by HROD Manager

The Committee Manager advised that he had received a response from the HROD Manager as follows:

LGE grouping of employees includes employees who are covered by the SJC negotiating committee terms and conditions of service. In practical terms that includes all employees who are not covered by teaching or chief officers conditions of service. The figures reported will therefore include Local Government Employees from all services across the council, and not only Education.

With regards to the actions around the causes of stress related absence, I will respond in general terms outlining what the council offer by way of identifying and managing stress in the workforce. Since the question was specifically related to non-teaching LGE staff in schools, the Education management team may be best placed to respond with any additional measures relating to this specific group of employees.

The causes of stress related absence in this category are varied and would include for example where an employee is signed off by their GP after a life event such as a bereavement. This category also includes other mental health matters such as depression, anxiety etc.

The council have a wellbeing strategy which aims to support our employees with their physical, mental and financial wellbeing.

With a specific focus on stress we have the following tools and resources which support employees and their line managers to identify and address causes of stress, and support employees who are feeling stressed:

- Reducing stress in the workplace procedures
- Stress risk assessment tool
- Wellness action plans and other personal resilience tools
- Employee Assistance Programme including free confidential counselling
- Conflict resolution toolkit
- Trained mental health first aiders
- E-learning modules and taught training courses which cover topics such as recognising the signs and symptoms and managing stress
- Our intranet also has links to a variety of external toolkits such as the Health and Safety Executive's talking toolkits

Question 7

Mr Osborne asked why the Bute Resilience Team was not being funded by Argyll and Bute Council?

Response from Committee Manager/Committee

The Committee Manager said that he was unaware if Bute Resilience Team had tried to access any of the funding streams such as the Supporting Communities Fund (SCF)

which provides grants of up to £2,500 for the voluntary sector, community councils and parent councils.

Mr McLean added that while it is not 'Council money' the Bute Resilience Team had applied to the Rothesay Common Good fund and had subsequently been awarded £900 in April 2020.

The Committee Manager highlighted that there is a Council hosted Grants and Funding webpage which is designed to help groups find their way through the funding maze and shows where Groups can get help to develop their project, information on sources of funding with links to sites that gives tips on funding and free software. The Committee Manager highlighted that he would be delighted to pass the link to Mr Osborne.

The Chair highlighted that the Council had previously provided the Bute Resilience Team with a shop to work from for many months and added that she was aware of The Bute Resilience team applying, successfully, for funds.

Questions by Roland Zielinski, Hunters Quay Community Council

Question 1

Roland Zielinski enquired about road signage for queuing traffic at Western Ferries, Hunters Quay, which was to be erected and asked if the Committee could provide an update.

Response from Committee/Committee Manager

Councillor Sinclair advised that he had raised this issue at the Cowal Transport Forum in relation to LED signage at Rankins Brae to give traffic the opportunity to travel via the top road and that discussions were ongoing with Western Ferries.

Councillor Hampsey advised that he would be happy to take this issue forward as Chair of the Cowal Transport Forum.

The Committee Manager advised that the Environmental, Development and Infrastructure Committee during its meeting of 1 December considered a report following the allocation of £100k for a bin and signage programme.

Question 2

Mr Zielinski asked why there are no white lines along Marine Parade and throughout the Hunters Quay area and those that are, are worn and not visible?. Mr Zielinski added that many double yellow lines are not visible which has created increased instances of illegal parking as parking restrictions are unenforceable.

Response from Committee

The Chair advised that the Council had employed 3 external service providers to undertake white lining work and that she expects the work to be concluded within the next 2 weeks. The Chair confirmed that she would confirm with the Department that the double yellow lines will also be reinstated.

Question 3

Mr Zielinski asked why a consultation is being undertaken regarding terminal infrastructure at Dunoon when local opposition on a passenger only service has been clear?

Response from Project Manager

The Project Manager advised that the purpose of the consultation is to get feedback to ensure safe and reliable berthing facilities.

Question 4

Mr Zielinski advised that construction work at Hunters Quay Holiday Park had to stop recently due to the release of hydrogen sulphur gas which caused an explosion. Mr Zielinski asked whether the relevant environmental agencies had been made aware and whether there had been an investigation?

Response from the Committee Manager

The Committee Manager advised that he would take this issue to the relevant Department and respond to Mr Zielinski and the Area Committee in due course.

Questions by David Clough, Dunoon Resident

Question 1

David Clough highlighted discussions held at the recent meeting of the Cowal Transport Forum, specifically the reliability and punctuality figures presented by Calmac ferries. Mr Clough advised that a recent Freedom of Information request to Transport Scotland showed that the technical reliability of Calmac was over 99%. Mr Clough asked whether Calmac are reporting cancellations against scheduled timetables, and should Calmac be providing better, more accurate performance data?

Response from Committee

Councillor Hampsey responded that the way in which Calmac presented the performance data was not acceptable and advised that he had raised this at the Cowal Transport Forum. Councillor Hampsey agreed that Calmac should be providing reliability figures based on all cancellations and added that he would be happy to pass Mr Clough's concerns to Calmac.

Question 2

In the same Freedom of information request that was provided by Transport Scotland Mr Clough reported that he had been advised that there was a Scotrail ticket machine in place in Dunoon. Mr Clough asked if any elected members knew of its location?

Response from Committee

The Committee advised that they were not aware of a Scotrail ticket machine in Dunoon and suggested Mr Clough contact Scotrail.

5. AREA PERFORMANCE REPORT - FQ2 2022/23

The Committee considered the Area Performance Report for Financial Quarter 2 2022/23 (July to September 2022) which illustrated the agreed performance measures.

Decision

The Bute and Cowal Area Committee:-

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

(Reference: Report by Executive Director with responsibility for Customer Support Services, dated 20 October 2022, submitted)

6. PERFORMANCE EXCELLENCE PROJECT, COMMUNICATIONS UPDATE

The Corporate Support Manager provided a short presentation on the Performance Excellence project. He outlined the findings of the Council's Best Value Audit which took place in 2020 and highlighted key points from the Best Value Improvement Action Plan. Mr Green advised that as a result of recommendations agreed by Council in September 2021, a new suite of Corporate Outcome Indicators will be reported on annually and that other improvements to the system were underway. He outlined the new hierarchy of performance reporting and confirmed that the Pyramid system previously used for performance reporting will be decommissioned by the end of this financial year.

Decision

The Bute and Cowal Area Committee agreed to note the contents of the presentation and information provided.

(Reference: Presentation by Corporate Support Manager, dated December 2022, submitted)

7. ROADS AND INFRASTRUCTURE SERVICES UPDATE

The Committee gave consideration to a report which provided an update on the recent activities of Roads and Infrastructure Services and highlighted works being undertaken which were relevant to Bute and Cowal area.

Discussion took place in respect of the consultation exercise that was ongoing regarding the passenger-only vessels for the Dunoon to Gourock ferry service.

Decision

The Bute and Cowal Area Committee noted and considered the contents of the report.

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

8. LOCAL HOUSING STRATEGY (LHS) 2022-27 - ANNUAL UPDATE

Members gave consideration to a report which presented the Argyll and Bute Local Housing Strategy (LHS) Annual Report for 2022. It was noted that a further report with area specific information would be provided to the Committee at their meeting in March 2023.

Decision

The Bute and Cowal Area Committee considered and noted the contents of the report.

(Reference: Report by Executive Director with responsibility for Housing, dated 10 October 2022, submitted)

9. ACHA ANNUAL UPDATE

Consideration was given to a presentation by the Chief Executive of ACHA, which provided an update on a number of areas including the investment programme for 2022/23; the Warm Homes Fund; the Business, Energy, Industrial Strategy (BEIS) Whole House Retrofit Programme; the replacement of wet electric heating systems; the Exemplar Estates initiative and a number of new build and refurbishment sites across the locality. Further information was provided in respect of Welfare Rights; the Rent Consultation for 2023/24; ACHA's 10 10 10 initiative and ACHA's Community Action Fund.

Decision

The Bute and Cowal Area Committee agreed to note the contents of the presentation and the information provided.

(Reference: Presentation by Chief Executive, Argyll Community Housing Association Ltd, submitted)

10. ARGYLL AND BUTE HSCP ANNUAL PERFORMANCE REPORT 2021

Having noted that there was no officer in attendance to present this item, the Committee gave consideration to a report which presented the Argyll and Bute HSCP Annual Performance Report for 2021.

Decision

The Bute and Cowal Area Committee considered and noted the contents of the Annual Performance Report for the Health and Social Care Partnership for the year 2021.

(Reference: Report by Head of Strategic Planning, Performance and Technology, Health and Social Care Partnership, dated November 2022, submitted)

11. DUNOON CARS - RECOMMENDATION OF GRANT AWARD

Consideration was given to a report which provided an update on the progress of the Dunoon CARS project and sought the approval of a grant offer to the owners of 104-110 Argyll Street, Dunoon.

Decision

The Bute and Cowal Area Committee approved the grant offer of up to £236,000 to the 5 property owners of 104-110 Argyll Street, Dunoon.

(Reference: Report by Executive Director with responsibility for Development and Economic Growth, submitted)

12. CHARITABLE TRUSTS, BEQUESTS AND TRUST FUNDS

The Committee gave consideration to a report providing information on proposals relating to the ongoing management and proposed distribution arrangements for Charitable Trusts, Bequests and Trust Funds for which the Bute and Cowal Area Committee are Trustees.

Decision

The Bute and Cowal Area Committee:-

1. noted the financial position of all the Charitable Trusts, Bequests and Trust Funds as of August 2022;
2. agreed that a moratorium be placed on awards being made from the Piano Fund, Dunoon; and
3. agreed that the accumulated funds for distribution from the Tulloch Library, Dunoon be awarded to Live Argyll in their totality and that a moratorium be placed on awards being made from this fund thereafter.

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

13. DRAFT BUTE AND COWAL AREA COMMITTEE WORKPLAN

The Bute and Cowal Area Committee workplan was before members for information.

Decision

The Bute and Cowal Committee noted the contents of the workplan.

(Reference: Bute and Cowal Area Committee workplan, dated 6 December 2022)

14. THE PROVOST'S FUND (BUTE) - AWARD RECOMMENDATIONS

The Committee gave consideration to a report which gave Members information regarding three applications that had been received requesting support from the Provost's Fund (Bute).

Decision

The Bute and Cowal Area Committee:-

1. agreed to award £100 to each applicant; and
2. agreed that a moratorium be placed on awards being made from the Provost's Fund (Bute).

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

15. THE THIRD MARQUIS OF BUTE'S SILVER WEDDING DOWRY FUND

Members gave consideration to a report which gave information regarding an application that had been received requesting support from the Marquis of Bute's Silver Wedding Dowry Fund.

Decision

The Bute and Cowal Area Committee agreed to grant £500 to the applicant.

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

**MINUTES of MEETING of the BUTE AND COWAL COMMUNITY PLANNING GROUP held
BY MICROSOFT TEAMS
on TUESDAY, 7 FEBRUARY 2023**

Present:

Charles Dixon-Spain (Chair)

Stuart McLean, Committee Manager, Argyll and Bute Council

Ailie Law, Community Development Officer, Argyll and Bute Council

Jackie Westerman, Home Energy Efficiency Project Officer, Argyll and Bute Council

John McLuckie, Community Planning Partnership Lead, Argyll and Bute Council

Councillor Liz McCabe

Councillor Daniel Hampsey

Councillor Gordon Blair

Councillor Jan Brown

Laura Stephenson, Argyll and Bute Health and Social Care Partnership

Rhona Grant, Community Learning Services, Live Argyll

PS Helen Moffatt, Police Scotland

Stephen Kelly, Scottish Fire and Rescue Service

Rhona Altin, Argyll College UHI

Jen Broadhurst, Citizens Advice Bureau (CAB)

Alex Wilde, Shaping Places for Wellbeing, Improvement Service

Becky Hothersall, Shaping Places for Wellbeing, Improvement Service

Cathleen Russell, Colintrave & Glendaruel Development Trust

John Weir, Bute BID Manager

Douglas McHugh, Strachur Men's Shed

Susan MacRae, Skills Development Scotland

Marie Stonehouse, Argyll and Bute Climate Action Network

Reenie Kennedy-Boyle, Fyne Futures

Dee Locke, Cormonachan Community Woodlands

Sheena Findlay, Argyll College UHI

Lauren Worrell, NFU Scotland

Amanda Graham, Dunoon Community Council

John Brint, Ardentinn Community Council

Adrian Curtis, Cairndow Community Council

Louise Brownlee, Cairndow Community Council

Andrew Galloway, Local Democracy Reporter, Argyll and Bute

1. WELCOME AND APOLOGIES

The Chair welcomed everyone highlighting some new members of the Group including new Community Council representatives. The Chair also added his thanks to Councillor Liz McCabe who chaired the last meeting in his absence.

Apologies for absence were intimated on behalf of:

Michelle Mundie, Chief Executive, Argyll Community Housing Association Ltd;

Sandy McLeod, Argyll and Bute Third Sector Interface;

Becs Barker, Carr Gomm;

Jean Maskall, Sandbank Community Development Trust;

Councillor Audrey Forrest;

Barry Colvan Scottish Fire and Rescue Service;

Sergeant Eddie McGunnigal, Police Scotland; and

Jean Moffat, Bute Community Council

2. DECLARATIONS OF INTEREST

There were no declarations of interest intimated.

3. MINUTES

(a) Meeting of the Bute and Cowal Community Planning Group held on 1 November 2022

The minutes of the Bute and Cowal Area Community Planning Group meeting held on Tuesday 1 November 2022 were approved as a correct record.

4. GOVERNANCE

(a) Area Community Planning Group Governance Arrangements

The group gave consideration to a report which outlined the governance arrangements of the Bute and Cowal Area Community Planning Group (Area CPG) specifically the Terms of Reference, membership and future meeting dates.

The Committee Manager confirmed that organisational contacts could be updated as required, and noted that any suggestions for new organisations to join the group could be submitted to Stuart McLean or Julieann Small following the meeting.

Decision

The Bute and Cowal Area Community Planning Group:

1. considered and adopted the Terms of Reference submitted at Appendix 1 of the report and to agreed that they would be reviewed on an annual basis to ensure their ongoing currency and appropriateness for the work of the Area CPG as it developed over time;
2. considered and agreed the membership of the group at Appendix 2 of the report and agreed that the membership of the group would be reviewed on an annual basis to ensure currency and appropriateness for the work of the group as it developed over time; and
3. noted the dates for future meetings of Tuesday 2 May 2023, Tuesday 15 August 2023, Tuesday 31 October 2023, Tuesday 6 February 2024 and Tuesday 30 April 2024.

(Reference: Report by, Committee Manager, Argyll and Bute Council, dated 7 February 2023, submitted)

(b) Appointment of Vice-Chair of the Bute and Cowal Area Community Planning Group

The Group considered a report providing information relating to the appointment of a Vice-Chair of the Bute and Cowal Area Community Planning Group and outlined the expected time commitment and information about the role.

Fyne Futures representative, Reeni Kennedy-Boyle, indicated her willingness to accept this position.

Decision

The Bute and Cowal Area Community Planning Group agreed that Reeni Kennedy-Boyle be appointed as Vice-Chair.

(Reference: Report by Committee Manager, Argyll and Bute Council, dated 7 February 2023, submitted)

5. COMMUNITY PLANNING PARTNERSHIP 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 7 December 2022.

The Committee Manager outlined a number of key highlights from the meeting, with it being noted that the closing date for the consultation survey being conducted by the MSYP's in respect of the review of the Argyll and Bute Outcome Improvement Plan had been extended until 14 February 2023. Partners were encouraged to take part in the consultation, which can be found at [Improving lives in Argyll and Bute \(argyll-bute.gov.uk\)](https://www.argyll-bute.gov.uk)

Decision

The Bute and Cowal Community Planning Group considered and noted the briefing note.

(Reference: Report by Committee Manager, Argyll and Bute Council, dated 7 February 2023, submitted)

6. PARTNERS UPDATE

(a) Police Scotland Update

Consideration was given to an update by PS Helen Moffatt. The update included information on the 'Not At Home Protocol' which launched locally on the 9th of January 2023; The Distress Brief Intervention which is being rolled out throughout Argyll and Bute; the 'Rural Watch Scotland' extension of the Neighbourhood Watch Scotland movement; the Local policing plan which is due to be released; the Police youth volunteer programme and the Community speed watch.

Discussion was had around sheep worrying and Lauren Worrell from NFU Scotland highlighted that she was in the process of organisation small events in relation to the Campaign and advised that she also had some signage which she was happy to distribute to members of the Group.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Report by Police Scotland, submitted)

(b) Scottish Fire and Rescue Service Update

The Group considered a report highlighting the Scottish Fire and Rescue Service's (SFRS) FQ3 review of local performance across Bute and Cowal 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.

Decision

The Bute and Cowal Community Planning Group considered and noted the information provided.

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

(c) Argyll and Bute Health and Social Care Partnership - Public Health Update

The Group considered a public health update from Laura Stephenson, Argyll and Bute Health and Social Care Partnership on the ongoing wellbeing and prevention activities overseen and delivered by the HSCP Public Health Team in Argyll and Bute. The update highlighted information on the launch of year 4 of the Living Well (Self-Management) community capacity building fund; the Community Link Working

service; the newly launched Health Improvement website and health screening awareness. It was highlighted that further information on NHS Screening Programmes could be found at NHS Inform.

Decision

The Bute and Cowal 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) UHI Argyll - Rothesay and Dunoon Update

The Group gave consideration to an update by Rhona Altin, UHI Argyll. The update highlighted that all UHI Argyll Centres have provided additional support in response to the rising living costs; they are now offering a wide range of free access courses; intensive tuition in National 5 English and Maths is being offered for a fee which is more affordable than private tuition; opens days were held in all UHI Centres in November and January with a further open day scheduled for March; the Graduation Ceremony for 2022 graduates was held in September 2022 and The Sawa partnership project for New Scots reached completion in October 2022.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Report by UHI Argyll, dated 25 January 2023, submitted)

(e) Live Argyll - Community Learning Services Update

The Group gave consideration to an update from Rhona Grant, Live Argyll - Community Learning Service, which provided information on activities relating to the Sawa project Bute which concluded in October 2022; cooking on a budget youth sessions; Dunoon girls group; MSYPs consultation events and the new appointment of LiveArgyll Community Learning Services Youth Team Leader.

It was also added that Adult Learning activities and classes on Bute will resume once the position for a new adult learning worker has been filled.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Report by Rhona Grant, Team Leader – Community Learning Services, Live Argyll, submitted)

(f) Department for Work and Pensions Update

The Group gave consideration to a written update from the Department for Work and Pensions (DWP) providing statistical information on the number of customers

claiming universal credit and legacy benefits; job seekers allowance; employment and support allowance; and income support. Further information was provided in relation to a number of targeted packages of support for the most vulnerable which included the benefit uprating; the new cost of living payments; the benefit cap rise and employment and support allowance.

Decision

The Bute and Cowal Area Community Planning Group:

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

(Reference: Report by Employer & Partnership Manager, Department for Work and Pensions, dated 11 January 2023, submitted)

(g) Argyll and Bute TSI Update

The Group gave consideration to a written update by Argyll and Bute TSI which included information on the Argyll & Bute Community Directory's Self Service Function which will allow organisations to update and maintain their listing themselves; useful resources and warm spaces information in relation to the Cost of Living Crisis; the TSI Inveraray Hub which is being offered as a warm space for Organisations; fully funded distance learning qualifications with Skills Network training and All our Children Network and the TSI Social Enterprise Network meetings on the 14th and 15th of February 2023.

Decision

The Bute and Cowal Area Community Planning Group:

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

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

(h) Argyll and Bute Citizens Advice Bureau Update

The Group gave consideration to an update report from Argyll and Bute Citizen's Advice Bureau including information on the significant ongoing rise in requests from clients for advice and support with energy costs; the recruitment campaign for volunteer advisers; the annual consultation exercise and the research project for 2023. Partners noted that they could participate in the consultation which could be found at:

<https://www.smartsurvey.co.uk/s/ABCABCommunityPartnersSurvey/>

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

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

(i) **Scenic Sandbank Update**

The Group gave consideration to a report by Scenic Sandbank which highlighted that they are a charitable community group run by volunteers which was created to improve the area around Sandbank for the benefit of residents and visitors. The report provided information on the Community Garden Project and the application to the Scottish Land Fund to buy the former land close to the former Sandbank Primary for a Community Garden, an outcome on this application is expected by early March 2023. There was no one in attendance from Scenic Sandbank to present the report.

Decision

The Bute and Cowal Area Community Planning Group:

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

(Reference: Report by Scenic Sandbank, submitted)

(j) **Isle of Bute Business Improvement District (BID) Update**

The Group considered an update by John Weir, Bute BID Manager. The update included information provided within the associated November 2022 newsletter.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Report by Bute BID, submitted)

(k) **Colintraive & Glendaruel Development Trust - Cost Of Living Crisis - Verbal Update**

Cathleen Russell from Colintraive & Glendaruel Development Trust provided the group with a verbal update on what the Organisation is doing to mitigate against the Cost of Living Crisis. Cathleen advised that in September 2022 they held a public meeting and brainstorming session to identify what the community wanted them to pursue, a selection of ideas was chosen such as the distribution of a small pocket of money to alleviate the cost of living crisis and the use of the Village hall as a community hub and warm space. Cathleen advised that the Development Trust continue to support members of the Community with a range of support available such as prescription delivery.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Verbal update by Cathleen Russell, Colintrave & Glendaruel Development Trust)

(I) Opportunity for verbal updates by Community Planning Partners

Amanda Graham, Dunoon Community Council

Amanda Graham, Secretary for Dunoon Community Council advised that the Community Council is now up and running and highlighted that they have their second Meeting on Monday 13th February 2023 at 7pm at the Queens Hall, with everyone welcome to attend.

Susan McCrae, Skills Development Scotland

Susan McCrae of Skills Development Scotland provided the Group with a verbal update on the ongoing work of the service. She highlighted many ongoing collaborations with organisations and provided information on the current Partnership Action for Continuing Employment (PACE) situation.

Ailie Law, Community Development, Argyll and Bute Council

Ailie Law, Community Development Officer provided the Group with an update on behalf of the Community Development Team. The update included information on the Outcome Improvement Plan which the team have been engaging recently with elderly and disabled people using a non-digital format. Ailie advised that if partners knew anyone who would like to complete the consultation by paper to get in contact with her.

Reeni Kennedy-Boyle, Fyne Future

Reenie Kennedy-Boyle of Fyne Futures provided the Group with a verbal update including information on the Argyll and Bute Employability Partnership; the development of a digital wallet employability passport to help the unemployed; the recent parental employment support fund pilot project focusing on child poverty and other ongoing collaboration work with a variety organisations.

7. SHAPING PLACES FOR WELLBEING

Becky Hothersall, Community Link Lead for Shaping Places for Wellbeing Dunoon provided the Group with a verbal presentation. The presentation introduced the Shaping Places for Wellbeing project with it being highlighted that the overall aim of the project is to improve Scotland's wellbeing by reducing the health inequality while addressing the health of the planet. Becky advised that there are 7 project towns and that the team will analyse a range of Public Health data sources to understand how Dunoon is performing within an Argyll and Bute and Scottish context.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Verbal report by Becky Hothersall, Community Link Lead, Shaping Places for Wellbeing, Dunoon)

8. COMMUNITY FOCUS

(a) Strachur Men's Shed

The Group considered a verbal presentation by Douglas McHugh, Treasurer for Strachur Men's Shed. Douglas advised that the Group first met back in February 2022 and advised that although it is named as a Men's Shed it is a community shed with male and female members. He added that they have got over 70 people expressing an interest with many producing plants from their own sheds as they do not have a Community Shed.

Douglas highlighted that they have applied for many grants but have been unsuccessful as they are not in a position to spend the money within the deadlines set by funders. It was highlighted that around £100K would be required to build a shed. Councillor Blair advised that the Supporting Community Grant Fund which can be accessed on the Argyll and Bute Council website may be of interest for the Group as the fund provides grants up to £2,500 which could help towards the costs.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Verbal report by Douglas McHugh, Treasurer, Strachur Men's Shed)

9. CLIMATE CHANGE

(a) 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. It was highlighted that they are actively pursuing the recruitment of a Project Manager to start this Action Plan work and hope to have someone in post before the end of the financial year.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Report by Chair of the Community Planning Partnership Climate Change Working Group, dated 20 January 2023, submitted)

(b) Home Energy Efficiency

Jackie Westerman, Home Energy Efficiency Project Officer for Argyll and Bute Council provided the Group with a verbal presentation on Home Energy Efficiency and the funds available to people within Argyll and Bute. Jackie highlighted that the premise of the Energy Efficient Scotland Scheme is to reduce carbon emissions to contribute to the Scottish Governments aim to have 0% emissions by 2040, adding that fuel poverty has been an important aspect of her work. Jackie reported that the Energy Efficient Scotland Area Based Scheme is available to home owners or private rented tenants with grant amounts dependent on property type and personal circumstances, with awards starting at £8,500 for a flat and a maximum of £13,500 for a detached property.

Jackie highlighted that from July 2022 until now, £1.12million has been spent in Argyll and Bute and that more than 130 households in Argyll and Bute have been insulated in this year's programme.

Action – Jackie to send Stuart McLean Home Energy Efficiency leaflet and resources to circulate to the Group.

Decision

The Bute and Cowal Area Community Planning Group considered and noted the information provided.

(Reference: Verbal report by Jackie Westerman, Home Energy Efficiency Project Officer, Argyll and Bute Council)

(c) Opportunity for verbal updates on community based initiatives

Dee Locke from Cormonachan Community Woodlands gave a presentation to the Group which provided information on the woodlands which is located in Argyll Forest Park and the Loch Lomond and The Trossachs National Park. The presentation included information on the current work being carried out and what visitors can expect to find in the woodlands. It was highlighted that the woodlands received grants and donations which went towards their big project which was to create 2km of new paths which will be opened to the public between the end of April and early May 2023. More information can be found at: <https://cormonachan-woodlands.co.uk>

Dee invited Partners to visit the Woodlands which is free and open 24/7 all year round.

10. DATE OF NEXT MEETING

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 Bute and Cowal Area Community Planning Group would take place on Tuesday, 2 May 2023 at 10am.

**MINUTES OF MEETING OF THE COWAL TRANSPORT FORUM HELD BY MICROSOFT TEAMS
ON TUESDAY, 14 FEBRUARY 2023**

Present: Councillor Daniel Hampsey (Chair)
Councillor Audrey Forrest
Councillor Ross Moreland
Councillor William Sinclair
Melissa Stewart, Governance Officer
Allan Comrie, Strathclyde Partnership for Transport (SPT)
Iain Catterwell, Timber Transport Group
Sergeant Eddie McGunnigal, Police Scotland
Captain Alistair McLundie, Western Ferries
Amanda Graham, Dunoon Community Council
Graham Revill, Kilmun Community Council
Kerris Bone, Kilmun Community Council
Kirstie Reid, Strachur Community Council
Ronald McAlister, Bute Ferry Group

Attending: Liz Neilson and Valerie Edmonson (Public)

1. APOLOGIES FOR ABSENCE

The Chair welcomed everyone to the meeting and introductions were made.

Apologies for absence were intimated by:

Neil MacFarlane – Transport Scotland
Don McKillop – Cal Mac
Neil Stewart – West Coast Motors
Mike Breslin – South Cowal Community Council

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

The minute of the meeting of the Cowal Transport Forum held on the Tuesday 15 November 2022 was approved as a correct record.

The Chair highlighted matters arising from the last meeting, specifically his productive meeting regarding the action at item 5(b) (Ferries Update: Western Ferries); that the letter sent by the previous Chair to West Coast Motors could, unfortunately, not be traced but inviting partners who may have this to send on to him; that the Council's Roads Department had taken on board previous comments about road closure consultations raised with them; and that with regard to the road markings in the Loch Eck area, scheduled works had taken place in the latter part of 2022, with drainage being completed and the road markings are in progress and were scheduled for completion at the end of January 2023.

4. FERRIES UPDATE

Calmac

Having received apologies from Don McKillop it was noted that there was no representative from Calmac present.

Councillor Sinclair raised the issue of tickets on the Dunoon-Gourock service, commenting that these have a very short time limit of one month whereas Western Ferries do not include any use by date. He also raised further concern about the 20 minute wait for train connection from Gourock stating that this was not acceptable.

Ronald McAlister, Bute Ferry Committee, raised concerns on the considerable delays in the Calmac service due to no replacement vessel for the broken down Loch Dunvegan for 5 or 6 days, and the fact that the Isle of Cumbrae had been taken from her mooring in Sandbank to Dunoon to run for only 4 hours. He asked why had Calmac not considering tying her up alongside the Loch Dunvegan or a nearby mooring.

Kirstie Reid, Strachur Community Council, commented on the ferry delay figures which she had received. She advised of cancellation figures totalling 47 for Colintraive/Rhubodach; 46 for Wemyss Bay/Rothesay and 1110 lost sailings for Dunoon/Gourock. She invited the group to ask for an explanation of why so many sailings were cancelled from Calmac.

Western Ferries

Concerns were raised by Councillor Sinclair as to the size of the queues of traffic for the ferry on the 29th December (Gourock side) and at the Dunoon Side on 2nd January, with only 2 boats scheduled half hourly, with some travellers having to make alternative arrangements. Captain McLundie pointed out that there was an issue with one of the vessels that had caused the issue on 29th December, that the reduced service for 2nd January had been well publicised and as a result it was unfair to criticise about the queueing. A third boat would have required a crew to be willing to come out on a public holiday but that this enhancement to service was put on from 1030hrs. Captain McLundie also pointed out that it is impossible to gauge the amount and way people will travel since the pandemic, but will consider the number of users from this year when planning cover for next year's festive period.

Captain McLundie, updated the group on problems Western Ferries had suffered in with the winter timetable. This was a knock on from their dry dock routine where an issue was detected meaning there was a two boat service for three weeks as new parts were sought and fitted. Unfortunately, the new parts failed on three occasions and he explained to the group the extra effort to ensure that the queues were managed to minimise disruption. He further reported that another vessel was due to go to dry dock during the period and that the MCA were asked for an extension to keep the vessel in service and the timetable running as best as possible. It is anticipated that the dry dock vessel will be back in service by next month.

Kerris Alexander, Kilmun Community Council, advised that although the crew do a phenomenal job, she had turned up at Gourock Terminal on Boxing Day, where there was a large queue waiting to board the ferry. She commented that would like to see more transparency on Facebook updating the waiting times and delays to enable ferry users to

make a judgement on their travel arrangements. She also enquired about the £20 book of tickets and where those could be purchased from. In response Captain McLundie commented that they do try to update the social media, but they prioritise updates of the website, and that a list of agents for discounted tickets was also on the website. Captain McLundie agreed to take these points away for consideration.

Councillor Sinclair raised a point on behalf of Hunter's Quay Community Council who were not present at the meeting. He advised that they would like a meeting with the Council's Roads Department and Western Ferries concerning the signage for queuing traffic. Captain McLundie agreed to take this request away.

Outcome:

The Forum resolved:

1. That the Chair would raise the point about ticket expiry, cover arrangements for the MV Loch Dunvegan, high volumes of cancelled sailings from Dunoon and attendance of a representative at future meetings with Calmac;
2. Captain McLundie would look into the issues on boxing day, potential for more service updates via Facebook and the possibility of the round table with HQCC to discuss signage.

5. PUBLIC TRANSPORT

(a) Gourock train timetable

The Chair advised that the written response with regards to the Gourock Train Timetable was within the meeting pack and that he was happy to take any questions back.

Outcome

The Forum noted the response.

(b) West Coast Motors Update

There was no representative from West Coast Motors attending the meeting, the Chair advised that there was a written report within the meeting pack.

Outcome

The Forum noted the report.

(c) Opportunity for verbal updates by Cowal Transport Forum Members

Scottish Partnership for Transport (SPT)

Alan Comrie of Scottish Partnership for Transport (SPT) gave a verbal update advising that there was no reduction on service or fare increase on the 302 Carrick Castle to Helensburgh bus route. The SPT are liaising with Scotrail over the Inverclyde Timetable.

Alan also advised that concession fares had been frozen by Scotrail and Calmac which helps with SPT funding so is a good thing within the Concession Fare Scheme. The next meeting of the Concession Fare Scheme is scheduled for 17th March where a paper will be presented on the fares level. He commented that the cost of living crisis would be part of the considerations when reviewing fares.

Alan also hopes to meet with Calmac to discuss ticketing and concessions.

Outcome

The Forum noted the update.

Public Transport

Concerns were raised regarding the demise of the Dial-a-Bus and replacement with the new Pingo Service in the Cowal Peninsula which had a specific impact on elderly users.

Martin Arnold the Council's Contract Officer within the Integrated Transport Team gave a brief outline of what that section of the Council covers; School Transport, Public Buses, Bus Stops and the infrastructure surrounding it.

Martin advised that the Dial-a-Bus had evolved into the Pingo Service in partnership with West Coast Motors which runs from Monday-Saturday covering a larger area of the Peninsula, which had been requested for locally. Due to low usage the Dial-a-Bus had turned in to a "thirsty" Taxi running at 8 miles to the gallon and therefore had not been cost effective.

The Pingo service runs a smaller vehicle which is a 17 seater, low level and more fit for purpose for the elderly, infirm and people living with disabilities. In addition to the app, Martin drew attention to the update provided at the meeting by West Coast Motors noting the intention to launch a designated telephone line for the booking of the bus and therefore the operator will get to know the customer's needs. Martin asked that this enhanced service be rolled out so that effectiveness and usage could be monitored among elderly users of the service.

Outcome

The Forum expressed some concerns that key partners were not in attendance for the discussion; that there were times when the Pingo service was closely followed by the service bus; and that there may be a need to enhance this service given current user figures, perhaps looking also at reserved time slots on specific dates for users over a specific age. Martin Arnold agreed to take forward these issues with management and also with West Coast Motors who deliver the service.

6. ROADS UPDATE

(a) Opportunity for verbal updates by Cowal Transport Forum Members

The Forum noted that no Roads Officers were in attendance and the Chair highlighted the following update received:

Funding for road assessments – national strategy for 20mph zones

Transport Scotland have been working with SCOTS and COSLA to identify the most effective route to implement 20mph speed limits across Scotland.

This follows a trial in the Scottish Borders council area which was run with input from experts from Edinburgh Napier University, who carried out an independent evaluation from 125 survey sites over 97 settlements.

They found vehicle speeds have reduced in almost all settlements, in some instances by 6mph, with an average reduction closer to 3mph.

To support the national decision making process an assessment of the road network is required to help identify the number of roads potentially affected and the financial implications.

To support this assessment the Scottish Government has allocated £1.4million across Scotland's 32 local roads authorities.

Argyll and Bute Council has received £31,000 from this fund which has been used to bring in a temporary resource to complete the 20mph road assessment.

The results of this assessment will estimate the cost of measures to support 20mph limits across the local road network.

Following the outcome of the road assessment Transport Scotland will continue to work closely with SCOTS and COSLA to better understand further cost implications stemming from the yet to-be-agreed route for implementation of the strategy and, subject to Ministerial approval, will seek to provide additional funding where required.

Place Criteria

The assessment exercise itself will be done in the context of a place criteria which forms part of the National Strategy for 20mph Road Assessment Guidance (June 2022)

Identifying any of the following place criteria will help to indicate the 30mph roads which are considered appropriate for potential alteration to 20mph. The roads which remain at 30mph will typically be on A and B Class roads with little frontage activity and where people walking, wheeling and cycling do not need to share space with motor traffic.

A minimum road length for the speed limit is suggested between 400-600m. The length adopted will depend on the conditions at or beyond the end points.

- a) Is the road within 100m walk of any educational setting (e.g. primary, secondary, further & higher education)
- b) Does the number of residential and/or retail premises fronting the road (on one or both sides) exceed 20 over a continuous road length of between 400 - 600m. Other key buildings should also be considered such as a church, shop or school.
- c) Is the road within 100m walk of any community centre, church, place of worship, sports facility, any hospital, GP or health centre.
- d) Does the composition of road users imply a lower speed of 20 mph which will improve the conditions and facilities for vulnerable road users and other mode shift (reflect on future plans such as active and sustainable travel, places for

people, consider existing and potential levels of vulnerable road users)

Will the road environment, surrounding environment, community and quality of life impact (e.g. severance, noise, or air quality) be improved by implementing 20mph speed limits.

Assessment

The steps we will take to conduct the assessment will include:

- Carry out an initial desktop assessment of existing speed limits within Argyll and Bute Council's local road network;
- The assessment of existing 20mph limits should be completed against the place criteria and consider
 - a. If the existing 20mph is sufficient (i.e. self-enforcing); or
 - b. The existing 20mph requires additional measures to meet compliance; or
 - c. The existing 20mph should be amended to a 30mph
- The assessment of existing 30mph limits should be assessed **on the presumption that they will be reduced to 20mph**. The following should be considered :
 - a. not all 30mph roads which meet the place criteria are appropriate for a 20mph speed limit.
 - b. there are 30mph roads which do not meet the place criteria but are suitable for 20mph.
 - c. there are some 30mph roads that will remain at 30mph.
- Consultation with Elected Members
- Consultation with relevant bodies/organisations (e.g. public transport operators, emergency services, community councils) to collate impact of amended speed limits and any proposed traffic management measures.
- Compilation of the assessment form, including RAG status, proposed traffic management measures and estimated costs.
- Produce and provide a GIS map containing the current position for the area on existing 20 and 30mph roads.
- Produce and provide a GIS map containing the proposed 20 and 30mph roads after the assessment.

We are aiming to complete this review exercise by the end of March 2023 and to report this to EDI in June 2023.

Following that submission we will continue to engage with Transport Scotland to seek clarity on the next steps in the process.

Outcome

The forum noted the update.

7. POLICE SCOTLAND

Sgt Eddie McGunnigal updated the forum on the Speed Watch campaign and invited community councils to meet with him individually or together to discuss this. He also spoke regarding another initiative which involved 30mph signs for wheelie bins and informed the Forum that officers were conducting speed checks in the area, focusing on where there were complaints.

The Forum discussed speed limits at Sandbank and why the 40 mph zone could not extend fully into Sandbank but instead increased and reduced after the garage.

Outcome

Sgt McGunnigal agreed to raise concerns about speeding after 6pm on the A815 into Sandbank with the Traffic Department.

8. TRANSPORT SCOTLAND

A written update was received on behalf of Transport Scotland which was read by the Chair.

Outcome

The Forum noted that there are no major works planned on the A83.

9. TIMBER TRANSPORT GROUP

Iain Catterwell advised that there was no update at this time but that he was happy to respond to any questions.

Councillor Sinclair asked if there was progress on a voluntary 20mph zone at Sandbank by drivers. In response, Iain advised that it was a matter for hauliers but that their view was they were legally driving to conditions.

Kirstie Reid, Strachur Community Council, raised an issue with a pinch point that made it difficult for 2 large vehicles to pass on the road together. Iain invited Kirstie to get in touch with him to discuss this as it might be possible to fund from Timber Transport Funding for road improvements.

10. DATE OF FUTURE MEETINGS

The Chair thanked everyone in attendance at the meeting and the Group noted that the Committee Manager would circulate a calendar invite for a meeting, possibly week beginning 8 May 2023 but that it may be the following week to avoid a clash with the Helensburgh and Lomond Area Community Planning Group.

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ARGYLL AND BUTE COUNCIL**BUTE AND COWAL AREA
COMMITTEE****CUSTOMER SUPPORT SERVICES****7 MARCH 2023**

AREA PERFORMANCE REPORT – FQ3 2022/23

1 Background

1.1 This paper presents the Area Performance Report for Financial Quarter 3 2022/23 (October to December 2022) and illustrates the agreed performance measures.

1.2 The features of the Performance Report are as follows:-

- Indicators are grouped by Corporate Outcome.
- The data table for each indicator is colour coded to identify the level of reporting.
 - Area level measures are blue
 - Council level measures are grey
 - COI measures are white
- Each indicator details the
 - Target, Actual and Performance status (Green / Red / No Target) for the current and three previous financial quarters.
 - Commentary for the current financial quarter only.
 - Narrative explaining the performance trend e.g. This indicator is above Target and performance has improved since the last reporting period.
 - Where appropriate a Performance Trend Line has been added.
 - 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
8 February 2023**

For further information, please contact:

Sonya Thomas

Organisation Development Officer - Performance and Improvement

Customer Support Services

01546 604454

Appendix 1: FQ3 2022/23 B&C Performance Report

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FQ3 2022/23 Overall Performance Summary

The information presented is a summary of the measures 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.

Where the measure is appropriate a Performance Trend Line has been added to illustrate performance over the reporting period.

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
FQ4 2021/22	95.3%	120.7%	Green
FQ1 2022/23	95.3%	87.5%	Red
FQ2 2022/23	95.3%	115.1%	Green
FQ3 2022/23	95.3%	129.2%	Green

The Performance has exceeded target and actual has increased since the last reporting period.

FQ3 Comment

The Council is maximising the distribution of this fund to support vulnerable people on low incomes tackle the cost of living challenges. As at 31 December spend on the fund is £444,000 and is projected to increase to £624,000 by the end of March 2023. This is well above the annual budget of £458,338. The Scottish Government has distributed more grant funding to Councils nationally to support them with the overspend and there is specific grant funding in earmarked reserves to cover the overspend this year. Therefore there is no issue with the position in terms of overall available finance the importance is ensuring as many households are support as possible during challenging times.

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
FQ4 2021/22	100%	100%	Green
FQ1 2022/23	100%	100%	Green
FQ2 2022/23	100%	100%	Green
FQ3 2022/23	100%	100%	Green

This indicator for FQ3 has met the target with no change in performance since the last reporting period.

FQ3 Comment

All of the clients provided with a Personal Debt Recovery Action Plan were satisfied. Out of 11 surveys issued 11 were returned showing 100% of clients satisfied. 4 of the 11 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 – Bute and Cowal

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	290	No target	
FQ1 2022/23	No target	266	No target	
FQ2 2022/23	No target	517	No target	
FQ3 2022/23	No target	403	No target	

This indicator for FQ3 shows the number of parking penalty notices has decreased since the last reporting period.

FQ3 Comment

Free parking at Christmas time extended from two weeks to 16 days. Partial relining in town centre of Dunoon, still unlined/signed areas in Bute and Cowal.
Responsible person: Hugh O'Neill

Number of parking penalty notices issued – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
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	
FQ3 2022/23	No target	1,343	No target	

This indicator for FQ3 shows the number of parking penalty notices has decreased since the last reporting period.

FQ3 Comment

Free parking before Christmas extended to 16 days, Pier Car Park in Helensburgh unenforceable at present and various lining issues throughout Argyll and Bute.
Responsible person: Hugh O'Neill

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

Car parking income to date – Bute and Cowal

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	£69,728	£32,046	Red
FQ4 2021/22	£85,258	£37,858	Red
FQ1 2022/23	£21,604	£4,237	Red
FQ2 2022/23	£53,904	£13,203	Red
FQ3 2022/23	£70,063	£29,825	Red

This indicator for FQ3 shows the cumulative amount of income collected is significantly lower than the cumulative target. There is no Performance Trend Line as this data is cumulative.

FQ3 Comment

The figures to date show an under-recovery of £40,238. It is difficult to ascertain the exact reasons for under-recovery in parking income however it can be affected by such things as events, weather, commuting and a delay in processing of cash or credit/debit card payments can also be a factor. The impact of the waiving charges for events in car parks, waiving charges in off-street car parks during winter festivals will likely have affected outturn.

Responsible person: Hugh O'Neill

Actual quarterly income collected in Bute and Cowal for FQ2 and FQ3.

Car Park Location	FQ2 Actual	FQ3 Actual
Guildford Street, Rothesay	£0	£184
Church Street, Dunoon	£0	£929
Swimming Pool, Dunoon	£675	£1,674
Dunoon Pier	£657	£2,608
Moir Street, Dunoon	£2,327	£3,266
Argyll Street, Dunoon	£1,961	£2,783
Jane Villa, Dunoon	£3,231	£5,062
B&C	£116	£116

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
FQ4 2021/22	£807,078	£801,606	Red
FQ1 2022/23	£250,661	£165,678	Red
FQ2 2022/23	£625,430	£491,453	Red
FQ3 2022/23	£812,919	£709,585	Red

This indicator for FQ3 shows the cumulative amount of income collected is significantly lower than the cumulative target. There is no Performance Trend Line as this data is cumulative.

FQ3 Comment

Improved income in both MAKI and H&L areas but overall there is an under-recovery in income of £103,334. It is difficult to ascertain the exact reasons for under-recovery in parking income however it can be affected by such things as events, weather, commuting and a delay in processing of cash or credit/debit card payments can also be a factor. The impact of the waiving of charges for events in car parks, waiving charges in off-street car parks during winter festivals will likely have affected outturn.

Responsible person: Hugh O'Neill

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

Dog fouling – total number of complaints – Bute and Cowal

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	22	No target	
FQ1 2022/23	No target	13	No target	
FQ2 2022/23	No target	15	No target	
FQ3 2022/23	No target	19	No target	

This indicator for FQ3 shows the number of dog fouling complaints has increased since the last reporting period.

FQ3 Comment

The number of dog fouling complaints has risen slightly in Bute to 7 and Cowal to 12. The warden service will continue to engage with all partners in an attempt to deal with this problem.

Responsible person: Tom Murphy

Dog fouling – total number of complaints – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	81	No target	
FQ1 2022/23	No target	61	No target	
FQ2 2022/23	No target	45	No target	
FQ3 2022/23	No target	47	No target	

This indicator for FQ3 shows the number of dog fouling complaints has increased slightly since the last reporting period.

FQ3 Comment

There were a total of 47 dog fouling complaints received this quarter, although this is down slightly on last quarter, the Warden service will continue monitoring, patrolling and educating on the issues of dog fouling in an attempt to reduce the number of complaints further, however it is difficult to catch a person committing an offence as the majority of the complainants wish to remain anonymous.

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
FQ4 2021/22	100%	100%	Green
FQ1 2022/23	100%	100%	Green
FQ2 2022/23	100%	100%	Green
FQ3 2022/23	100%	100%	Green

This indicator for FQ3 is on track with no change in performance since the last reporting period.

FQ3 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	Performance trend over the period
FQ4 2021/22	5.00%	-4.00%	Green	
FQ1 2022/23	5.00%	3.77%	Green	
FQ2 2022/23	5.00%	0.98%	Green	
FQ3 2022/23	5.00%	6.09%	Red	

This indicator for FQ3 is above target and performance has decreased since the last reporting period.

FQ3 Comment

Total Percentage variance for Argyll and Bute 6.09%. This is slightly over the target variance of 5%. We will continue to monitor any locations continuing to have food cost percentages over this 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 – Bute and Cowal

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	94.00%	92.88%	Red	
FQ1 2022/23	94.00%	92.70%	Red	
FQ2 2022/23	94.00%	94.36%	Green	
FQ3 2022/23	94.00%	92.17%	Red	

This indicator for FQ3 is below target and performance has decreased since the last reporting period.

FQ3 Comment

As of 09/12/2022, the participation figure for B&C was 92.17%. This is 1.73% below the Argyll and Bute Participation figure for 2021/22 which was 93.90%.
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	Performance trend over the period
FQ4 2021/22	94.00%	93.80%	Red	
FQ1 2022/23	94.00%	94.00%	Green	
FQ2 2022/23	94.00%	93.90%	Red	
FQ3 2022/23	94.00%	93.90%	Red	

This indicator for FQ3 is slightly below target.

FQ3 Comment

The Annual Participation Measure for 2021/22 was released on 31st August 2022. In Argyll and Bute 93.90% of young people aged 16-19 were participating (in work, training or education). This figure is 0.4% above the national average, (which is 93.5%). In total 3.8% of 16-19 year olds were not participating, which is 0.2% below the national average, and 2.3% were unconfirmed, which is 1.3% below the national average.

As of 9 December 2022, the most up to date participation figure for Argyll and Bute stood at 93.92%.

Responsible person: Simon Easton

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

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

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

This indicator for FQ3 shows the number of completions has remained the same since the last reporting period.

FQ3 Comment

No units were scheduled for completion in FQ3.

Responsible person: Allan Brandie

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

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	45	45	Green	
FQ1 2022/23	36	36	Green	
FQ2 2022/23	48	48	Green	
FQ3 2022/23	37	37	Green	

This indicator for FQ3 has met the target for the reporting period.

FQ3 Comment

37 units were completed in FQ3.

Responsible person: Alan Brandie

Bute and Cowal – no units were completed.

Helensburgh and Lomond – no units were completed.

Mid Argyll, Kintyre and Islay – Argyll Community Housing Association Development at Millknowe: 1 wheelchair accessible (1 x 2 Bed Ground Floor Wheelchair Flat)

Oban, Lorn and The Isles – Link Group Development at Dunbeg: 34 General Needs (2 x 1 Bed 2 Person Flat, 2 x 2 Bed 4 Person Flat, 20 x 2 Bed 4 Person House, 7 x 3 Bed 6 Person House, 3 x 4 Bed 7 person House), 1 Amenity (1 x 1 bed 2 Person Amenity Flat), 1 wheelchair accessible (1 x 1 Bed 2 Person Wheelchair Flat)

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

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

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75.0%	76.7%	Green	
FQ1 2022/23	75.0%	75.0%	Green	
FQ2 2022/23	75.0%	45.5%	Red	
FQ3 2022/23	75.0%	50.0%	Red	

This indicator for FQ3 is below target however performance has improved since the last reporting period.

FQ3 Comment

The team processed 50% of pre-applications enquiries within 20 working days against a target of 75%. They did however, process 64% more pre-applications than in the previous quarter.

Responsible person: Peter Bain

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

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75.0%	56.3%	Red	
FQ1 2022/23	75.0%	60.5%	Red	
FQ2 2022/23	75.0%	64.7%	Red	
FQ3 2022/23	75.0%	52.5%	Red	

This indicator for FQ3 is below target however performance has decreased since the last reporting period.

FQ3 Comment

With 52.5% of pre-applications being processed within the target of 20 working days, it is accepted that the performance of handling of pre apps is currently below expected standards it should however be recognised that the service is currently operating with reduced resource and high volume of statutory case work. Pre applications are non-statutory case work items and therefore afforded a lower priority in relation to statutory casework and is reflected in reduced standard of performance at this time.

Responsible person: Peter Bain

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

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

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	8.0 weeks	12.3 weeks	Red	
FQ1 2022/23	8.0 weeks	14.9 weeks	Red	
FQ2 2022/23	8.0 weeks	10.6 weeks	Red	
FQ3 2022/23	8.0 weeks	8.1 weeks	Red	

This indicator for FQ3 has not met the target however performance has improved since the last reporting period.

FQ3 Comment

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

The team recorded an impressive average turnaround time of 8.1 weeks for householder applications during this financial quarter. The best result in over a year.

Responsible person: Peter Bain

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

Reporting Period	Target	Actual	Status	Performance trend over the period
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	
FQ3 2022/23	8.0 weeks	12.0 weeks	Red	

This indicator for FQ3 has not met the target however performance has improved since the last reporting period.

FQ3 Comment

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

Although a reduction of 1 week in average turnaround time was achieved on the last FQ, the headline performance figure of 12 weeks remains 50% above target. Much of this is attributable to the MAKI team where the Development Manager continues to perform the role of Area Team Leader in addition to his own duties, as has been the case for well over a year now. Whilst Officers may be processing householder applications timeously they are being held up awaiting managerial scrutiny and sign off.

Responsible person: Peter Bain

Benchmarking

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	Performance trend over the period
FQ4 2021/22	No target	37	No target	
FQ1 2022/23	No target	32	No target	
FQ2 2022/23	No target	28	No target	
FQ3 2022/23	No target	41	No target	

This indicator for FQ3 shows the number of applicants has increased since the last reporting period.

FQ3 Comment

During FQ3, the housing service provided temporary accommodation for 41 new homeless households.

Responsible Person: Morven Macintyre

Bute and Cowal – 15

Helensburgh and Lomond – 7

Oban, Lorn and the Isles – 15

Mid Argyll, Kintyre and Islay – 4

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	Performance trend over the period
FQ4 2021/22	20.0%	13.5%	Red	
FQ1 2022/23	20.0%	13.2%	Red	
FQ2 2022/23	20.0%	22.2%	Green	
FQ3 2022/23	20.0%	19.4%	Red	

This indicator for FQ3 is below target and performance has decreased since the last reporting period.

FQ3 Comment

19.4% - of the 11 bids made by local contractors, 7 were awarded the contract with a total value of over £139k. A summary of all contracts awarded in FQ3 is available on Pyramid. The Procurement, Commercial and Contract Management Team continue to support local suppliers by providing useful information on the Council's website i.e. pre-recorded webinars on how to bid for Council contracts, hints and tips for tendering as well as our contract plan, details of upcoming supplier development events and our category officer's contact details all of which enable local suppliers to be able to bid for our contracts.

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
FQ4 2021/22	No target	40	No target
FQ1 2022/23	No target	-	No target
FQ2 2022/23	No target	30	No target
FQ3 2022/23	No target	-	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 – Bute and Cowal

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75%	32%	Red	
FQ1 2022/23	75%	32%	Red	
FQ2 2022/23	75%	65%	Red	
FQ3 2022/23	75%	33%	Red	

This indicator for FQ3 is below target and performance has decreased significantly since the last reporting period.

FQ3 Comment

We provide a network of almost 15,000 streetlights across the Council area which is maintained by a team of 3 full time electricians and 1 apprentice electrician. In this last quarter we had 383 reported faults which means the performance in terms of the percentage of the network operational is in the region of 97.5%.

In this quarter we have completed 79% more jobs than in the last quarter (383 vs 214). While the percentage of jobs completed on time has dropped, the overall number of jobs completed has increased significantly.

As well as attending to the day-to-day fault reports our street lighting team are progressing with the final stages of the LED scheme which will see all of our network upgraded to a more energy efficient, more cost effective – this has already significantly reduced our carbon footprint. We will also be progressing a street lighting capital programme of column replacements thanks to last year’s budget allocation.

Overall the street lighting team performs well in both maintaining and improving the network. This particular performance indicator is not necessarily reflective of the good work of the team and consideration is being given to other measures which could provide Members with a more comprehensive indication of lighting performance.

Responsible person: Tom Murphy

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

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75%	28%	Red	
FQ1 2022/23	75%	29%	Red	
FQ2 2022/23	75%	48%	Red	
FQ3 2022/23	75%	30%	Red	

This indicator for FQ3 is below target and performance has decreased significantly since the last reporting period.

FQ3 Comment

We provide a network of almost 15,000 streetlights across the Council area which is maintained by a team of 3 full time electricians and 1 apprentice electrician. In this last quarter we had 383 reported faults which means the performance in terms of the percentage of the network operational is in the region of 97.5%.

In this quarter we have completed 79% more jobs than in the last quarter (383 vs 214). While the percentage of jobs completed on time has dropped, the overall number of jobs completed has increased significantly.

As well as attending to the day-to-day fault reports our street lighting team are progressing with the final stages of the LED scheme which will see all of our network upgraded to a more energy efficient, more cost effective – this has already significantly reduced our carbon footprint. We will also be progressing a street lighting capital programme of column replacements thanks to last year's budget allocation.

Overall the street lighting team performs well in both maintaining and improving the network. This particular performance indicator is not necessarily reflective of the good work of the team and consideration is being given to other measures which could provide Members with a more comprehensive indication of lighting performance.

Responsible person: Tom Murphy

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

Total number of complaints regarding waste collection – Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	0	No target	
FQ1 2022/23	No target	5	No target	
FQ2 2022/23	No target	4	No target	
FQ3 2022/23	No target	1	No target	

This indicator for FQ3 shows the number of waste collection complaints has decreased since the last reporting period.

FQ3 Comment

There was only one waste collection complaint received for the Isle of Bute this quarter. Given the number of properties serviced, this is a very good level of service.

Responsible person: Tom Murphy

Total number of complaints regarding waste collection – Cowal

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	4	No target	
FQ1 2022/23	No target	4	No target	
FQ2 2022/23	No target	8	No target	
FQ3 2022/23	No target	1	No target	

This indicator for FQ3 shows the number of waste collection complaints has decreased since the last reporting period.

FQ3 Comment

There was only one waste collection complaint received for the Cowal area this quarter. This again is a very good level of service given the number of properties serviced.

Responsible person: Tom Murphy

Total number of complaints regarding waste collection – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	40	No target	
FQ1 2022/23	No target	58	No target	
FQ2 2022/23	No target	65	No target	
FQ3 2022/23	No target	35	No target	

This indicator for FQ3 shows the number of waste collection complaints has decreased significantly since the last reporting period.

FQ3 Comment

The number of waste collection complaints has dropped from 65 last quarter to 35 this quarter. The Helensburgh/Lomond area received the majority of complaints with 23, however given the operational and staffing difficulties and the number of domestic and commercial properties serviced 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	Performance trend over the period
FQ4 2021/22	45.0%	48.3%	Green	
FQ1 2022/23	45.0%	52.1%	Green	
FQ2 2022/23	45.0%	50.5%	Green	
FQ3 2022/23	45.0%	56.7%	Green	

This indicator for FQ3 is above target and performance has increased since the last reporting period.

FQ3 Comment

56.7% recycling/composting and recovery (39.7% recycling composting and 17.0% recovery). Recovery is higher than normal this quarter due to a trial by Renewi (formerly Shanks), who have taken some residual general waste for disposal from their Moleigh (by Oban) and Dalinlongart (by Dunoon) facilities to an energy from waste (EFW) plant near Edinburgh. This has reduced landfill overall and has more than offset the reduction in recovery from the Helensburgh and Lomond area following on from The Scottish Government Landfill Tax Abatement Order (which commenced from 1st July 2022), whereby Barr Environmental no longer carry out any recovery from mixed residual general waste.

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	Performance trend over the period
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	
FQ3 2022/23	No target	67.4%	No target	

This indicator for FQ3 shows the percentage of waste recycled has increased since the last reporting period.

FQ3 Comment

67.4.% recycling/composting and recovery (40.0% recycling/composting and 27.4% recovery). Recovery is higher than normal this quarter due to a trial by Renewi (formerly Shanks), who have taken some residual general waste for disposal from their Moleigh (by Oban) and Dalinlongart (by Dunoon) facilities to an energy from waste (EFW) plant near Edinburgh.

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	Performance trend over the period
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	
FQ3 2022/23	No target	43.5%	No target	

This indicator for FQ3 shows the percentage of waste recycled has increased since the last reporting period.

FQ3 Comment

43.5% recycling/composting and recovery (43.5% recycling/composting and 0% recovery). Landfill has reduced this quarter mainly due to seasonality i.e. less landfilled during late autumn/winter months with fewer visitors on islands. Year to date recycling/composting and recovery figure is 37.0% (i.e. 36.7% recycling/composting and 0.3% 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	Performance trend over the period
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	
FQ3 2022/23	No target	37.5%	No target	

This indicator for FQ3 shows the percentage of waste recycled has decreased since the last reporting period.

FQ3 Comment

37.5% recycling/composting and recovery (37.5% 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. Year to date figures for H&L are 43.5% recycling/composting and recovery (40.6% recycling/composting and 2.9% 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	Performance trend over the period
FQ4 2021/22	5,000	4,252	Green	
FQ1 2022/23	5,850	4,546	Green	
FQ2 2022/23	5,550	4,947	Green	
FQ3 2022/23	5,100	3,882	Green	

This indicator for FQ3 is below target (lowest is best) and performance has increased since the last reporting period.

FQ3 Comment

Landfill tonnages have dropped this quarter partly due to seasonality but mainly because of a trial by Renewi (formerly Shanks), who have taken some residual general waste for disposal from their Moleigh (by Oban) and Dalinlongart (by Dunoon) facilities to an energy from waste (EFW) plant near Edinburgh. This has reduced landfill overall and has more than offset the reduction in recovery from the Helensburgh and Lomond area following on from The Scottish Government Landfill Tax Abatement Order (which commenced from 1st July 2022), whereby Barr Environmental no longer carry out any recovery from mixed residual general waste.

Responsible person: John Blake

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

LEAMS (Local Environment Audit and Management System) – Bute

(Monthly data combined to show quarterly average)

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	73	79	Green	
FQ1 2022/23	73	81	Green	
FQ2 2022/23	73	78	Green	
FQ3 2022/23	73	80	Green	

This indicator for FQ3 is above target and performance has improved slightly since the last reporting period.

FQ3 Comment

Again, this quarter for the Isle of Bute the level of street cleanliness has exceeded the National Standard and Benchmark Figure. This shows a good level of performance.

Responsible person: Tom Murphy

LEAMS (Local Environment Audit and Management System) – Cowal

(Monthly data combined to show quarterly average)

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	73	77	Green	
FQ1 2022/23	73	78	Green	
FQ2 2022/23	73	76	Green	
FQ3 2022/23	73	76	Green	

This indicator for FQ3 is above target with no change in performance since the last reporting period.

FQ3 Comment

The level of street cleanliness in Cowal this quarter remains steady and exceeds both the National Standard and Benchmark Figure, this shows a good level of performance.

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	Performance trend over the period
FQ4 2021/22	73	79	Green	
FQ1 2022/23	73	85	Green	
FQ2 2022/23	73	82	Green	
FQ3 2022/23	73	83	Green	

This indicator for FQ3 is above target and performance has increased since the last reporting period.

FQ3 Comment

The level of street cleanliness for the whole area remains high, this is excellent and the role of the Amenity Warden has had a key influence around littering and dog fouling to assist in maintaining the very good level of performance.

Responsible person: Tom Murphy

Making It Happen

Teacher sickness absence – Bute and Cowal

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	1.99 days	No target	
FQ1 2022/23	No target	1.97 days	No target	
FQ2 2022/23	No target	1.36 days	No target	
FQ3 2022/23	No target	2.36 days	No target	

This indicator for FQ3 shows the number of sickness absence days has increased since the last reporting period.

FQ3 Comment

Teacher absence is one day more than last quarter and half a day more than the same quarter last year.

Responsible person: Simon Easton

Teacher sickness absence – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
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	
FQ3 2022/23	No target	1.70 days	No target	

This indicator for FQ3 shows the number of sickness absence days has increased since the last reporting period.

FQ3 Comment

Work days lost have increased by almost half a day on last quarter but are similar to the same quarter last year. The top three reasons for sickness absence are: infections, stress/depression/mental health and stomach/liver/kidney & digestion. Education have a dedicated Attendance Assistant that supports Head Teachers to manage attendance. To support with Stress related absences the Wellbeing Team have been trailing Active Care - a week one referral service to the Employee Assistance Programme to support employees with appropriate interventions in early days of absence. The Wellbeing Team have also co-ordinated the Recalibrate Programme which was 12 weeks' worth of online coaching attended by over 80 employees to support them to improve their own wellbeing. The Wellbeing Team have also just launched an online physiotherapy pilot and it is hoped members of Education will benefit from group sessions regarding musculoskeletal health.

Responsible person: Simon Easton

Making It Happen

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

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	4.15 days	No target	
FQ1 2022/23	No target	4.12 days	No target	
FQ2 2022/23	No target	3.76 days	No target	
FQ3 2022/23	No target	3.97 days	No target	

This indicator for FQ3 shows the number of sickness absence days has increased slightly since the last reporting period.

FQ3 Comment

Work days lost are slightly higher than last quarter but almost half a day less than the same quarter last year.

Responsible person: Carolyn Cairns

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

Reporting Period	Target	Actual	Status	Performance trend over the period
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	
FQ3 2022/23	No target	3.65 days	No target	

This indicator for FQ3 shows the number of sickness absence days has decreased slightly since the last reporting period.

FQ3 Comment

The top three reasons for absence were Stress/Depression/Mental Health; Heart, Blood Pressure and Circulatory and Other Musculoskeletal problems. To support with Stress related absences the Wellbeing Team have been trailing Active Care - a week one referral service to the Employee Assistance Programme to support employees with appropriate interventions in early days of absence. The Wellbeing Team have also co-ordinated the Recalibrate Programme which was 12 weeks' worth of online coaching attended by over 80 employees to support them to improve their own wellbeing. The Wellbeing Team have also just launched an online physiotherapy pilot and it is hoped members of Roads and Infrastructure and HSCP will benefit from

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	Performance trend over the period
FQ4 2021/22	70.0%	73.1%	Green	
FQ1 2022/23	70.0%	79.4%	Green	
FQ2 2022/23	70.0%	75.4%	Green	
FQ3 2022/23	70.0%	72.5%	Green	

This indicator for FQ3 is above target however performance has decreased since the last reporting period.

FQ3 Comment

In FQ3 there were 33,921 transactions dealt with by customer service agents (27.5%) and 89,449 automated or self-service transaction (72.5%) so the 70% target was exceeded. FQ3 2021/22 2022/23 Mediated 36,387 33.921 Automated 94,272 89,449.

Responsible person: Robert Miller

ARGYLL AND BUTE COUNCIL**BUTE AND COWAL AREA
COMMITTEE****ROADS AND INFRASTRUCTURE
SERVICES****07 MARCH 2023**

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 81] these have largely superseded the original stated purpose of these reports.
- 1.3 On the basis of the above this new format has been agreed through the December round of area committees for this standing item. This format 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.

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](#).

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

January 2023

For further information contact:

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

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ARGYLL AND BUTE COUNCIL

BUTE & COWAL AREA COMMITTEE

DEVELOPMENT AND ECONOMIC
GROWTH

7 MARCH 2023

**HOUSING SERVICES ACTIVITY UPDATE - STRATEGIC HOUSING
INVESTMENT PLAN (SHIP) – ANNUAL UPDATE**

1.0 EXECUTIVE SUMMARY

1.1 The main purpose of this report is to update Members of Housing Services activity within the Bute and Cowal area.

This report will detail the following housing activity:-

- Housing Need and Demand
- Homelessness
- Affordable Housing Supply - Strategic Housing Investment Programme (SHIP)
- Empty Homes
- Private Sector Housing Grant Adaptations
- Private Sector Housing Grant Repairs and Improvements
- Energy Efficiency - Home Energy Efficiency Programme: Area Based Scheme(HEEP:ABS)
- Local Housing Strategy

RECOMMENDATIONS

Members are asked to consider the content of the report.

ARGYLL AND BUTE COUNCIL

BUTE & COWAL AREA COMMITTEE

DEVELOPMENT AND ECONOMIC
GROWTH

7 MARCH 2023

**HOUSING SERVICES ACTIVITY UPDATE - STRATEGIC HOUSING
INVESTMENT PLAN (SHIP) – ANNUAL UPDATE**

2.0 INTRODUCTION

2.1 The main purpose of this report is to update Members of Housing Services activity and the delivery of the Local Housing Strategy within the Bute and Cowal area.

This report will detail the following housing activity:-

- Housing Need and Demand
- Homelessness
- Affordable Housing Supply - Strategic Housing Investment Programme (SHIP)
- Empty Homes
- Private Sector Housing Grant Adaptations
- Private Sector Housing Grant Repairs and Improvements
- Energy Efficiency - Home Energy Efficiency Programme: Area Based Scheme
- Local Housing Strategy

3.0 RECOMMENDATIONS

3.1 Members are asked to consider the content of this report.

4.0 DETAIL

4.1 Argyll and Bute Council retains the role of strategic housing authority and therefore has a series of important statutory housing functions to fulfil. A Housing Needs and Demand Assessment (HNDA) is carried out every 5 years which enables Scottish Government funding to be brought into Argyll and Bute primarily to deliver affordable housing. A comprehensive revision of the local HNDA was approved as “robust and credible” by the Scottish Government’s Centre for Housing Market Analysis in 2021. The Council also produces a Local Housing Strategy (LHS) every 5 years. The LHS 2022-27 was approved by Full Council in December 2021.

The LHS has been developed in accordance with Scottish Government guidance and local priorities as identified in the new HNDA. This sets out the vision for Argyll

and Bute: ***“Everyone in Argyll & Bute has access to a suitable, high quality home which is affordable and located within a vibrant, sustainable and connected community.”*** This report will detail the housing activity taking place in Bute and Cowal and progress against the LHS Action Plan.

4.2 HOUSING NEED & DEMAND IN BUTE & COWAL

HOMEArgyll WAITING LIST November 2022 – Active Applicants (excluding those with 0 points/no defined need)					
	Minimum Bedroom Size Required				TOTAL
	0/1beds	2beds	3beds	4+beds	
Bute	98	42	17	11	168
Cowal	177	105	55	29	366
Bute & Cowal	275	147	72	40	534

In addition there were 70 applicants for Bute and 147 for Cowal who received nil points according to the Common Allocation Policy and therefore would be deemed to have no housing need.

For Bute & Cowal as a whole, the main requirement (52%) is for one bedroom properties, while 28% require 2 bedrooms; 13% require 3 bedrooms; and 7% need 4 or more.

However, to establish actual need, the available supply must be factored into this, based on the available lets within the RSL stock during a year.

	HOMEArgyll Applicants	RSL Lets 2021/22 (HOMEArgyll only)	Pressure Ratio
Bute	168	147	1:1
Cowal	366	131	3:1
Bute & Cowal	534	278	2:1

This suggests the area may be experiencing a modest but not excessive degree of pressure currently.

While the pressure ratios are only one factor in determining need and demand, they are useful indicators of areas where further research and analysis may be required.

The fully revised Argyll & Bute HNDA 2021 takes account of a wide range of factors to determine existing need and future demand for new build housing, and demographic projections have a critical role in this assessment. Although the default population projections suggest a significant and continuous decline across Argyll and Bute, and consequently minimal or zero requirement for new build housing, the council has developed ambitious Housing Supply Targets based on an alternative, positive growth scenario for all areas. In this instance, 16% of the Argyll & Bute Housing requirement would be apportioned to Cowal

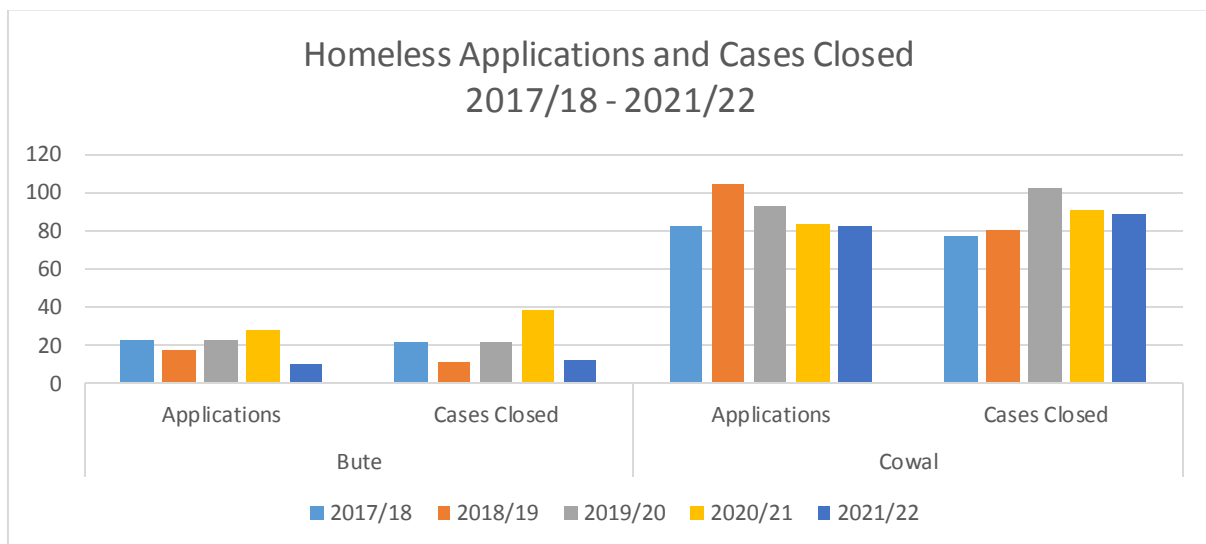
and 6% to Bute; and over the next 5 years this could amount to around 340 new builds across all tenures for the Bute & Cowal area as a whole.

4.3 HOMELESSNESS

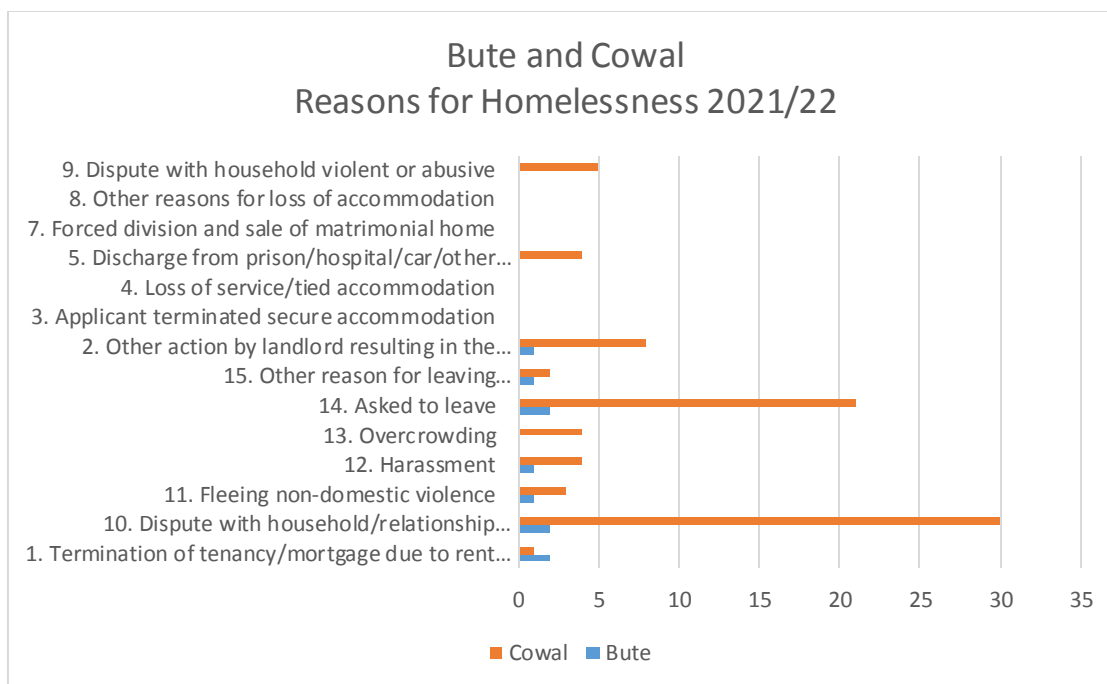
There were 92 homeless presentations across Bute and Cowal in 2021/22. This was a reduction from 111 applications in 2020/21 (17%). There was a decrease of 64% (28 down to 10) in homeless presentations on Bute during 2021/22. There was a decrease of 1% in Cowal (83 down to 82).

During 2021/22, there were 12 homeless cases closed on Bute; and 89 in Cowal.

The figures below illustrate the number of homeless applications and cases closed for the period from 2017/18 to 2020/21.



The main reasons for presenting as Homeless last year were “disputes with family/relationship breakdown”, “other action by landlord resulting in termination of tenancy”; and “being asked to leave”.



Rough Sleeping

Bute and Cowal experienced a decrease in the incidence of rough sleeping over the same period last year, with 7 cases (+1) in total across the area reporting that they slept rough the night preceding their presentation and 12 (-8) reporting that they had slept rough in the 3 months preceding their homeless application. These were disaggregated as follows:-

AREA	Number of Rough Sleepers in 2020/21	
	Night Before Application	3 Months Prior to Application
Bute	1	1
Cowal	6	11
B&C Total	7	12
Argyll & Bute	17	28

4.4 AFFORDABLE HOUSING SUPPLY

This continues to be a very challenging period for the construction sector and there is ongoing slippage in the new build programme due to disruption and shortages with materials and staffing. The Strategic Housing Investment Plan (SHIP) delivered 6 new affordable homes in Cowal in 2020/21. There were no SHIP developments on Bute in this period.

RSL	PROJECT	Units	Funding
Fyne Homes	Cairndow	6	£1,065,481

In addition, further sites/projects in the Cowal area which are being progressed or in early stages of development and may be programmed in the SHIP in the future include:

ACHA	Eton Avenue, Dunoon – 4 units for particular needs, 2023
Fyne Homes	Rothesay Academy site, Rothesay – potential for development (20 units in SHIP) Ballochgoy, Rothesay – 10 units to be delivered in 2023/24 Tighnabraich - scope for additional units subject to demand (10 units included in SHIP)

4.5 EMPTY HOMES

In 2021/22 there were **15** private empty homes brought back into use in Bute & Cowal, amounting to **39%** of all empty homes brought back into use across Argyll and Bute last year with assistance of Empty Homes Officer.

Council Tax Information on Empty Homes

The following table breaks down the numbers of empty homes including those subject to premium Council Tax charge across the Bute & Cowal area. The table does not include properties which are empty and exempt from Council Tax. The numbers of recorded empty homes can vary from day to day due to natural changes and reported numbers are snapshot from November 2022 reports.

BUTE & COWAL Council tax data as at 01.11.22	Number of properties on Council Tax register	Empty Homes	Properties subject to 200% council tax levy	Total EMPTY
Isle Of Bute	4,377	78	91	169
Cowal	8,794	98	112	210
TOTAL	13,171	176	203	379

Council Tax Exemptions

There are also a number of empty properties which are on the Council Tax register which are exempt from paying council tax. In Bute & Cowal there are **403** properties which are empty and exempt from Council Tax. The categories for empty properties include:

- Class 4A = Properties recently occupied but now empty and unfurnished (**210**)
- Class 7A = Dwellings Empty Under Statute – Closing or Demolition Order (**35**)
- Class 6A = Deceased owners – where estate has not been settled (**99**)
- Class 8A = Held for demolition (**16**);
- Class 5A = Living/detained elsewhere (**23**);
- Class 19A = Difficult to let separately (**1**);
- Class 2A = Unoccupied-renovation (**14**);
- Class 13A = Repossessed dwelling (**4**)

Second Homes

As at 1st November 2022 there were **441** registered Second Homes on Bute and **558** in Cowal. The number second homes for Bute and Cowal (**999**) represents **35%** of the total number of Second Homes in Argyll and Bute (2815).

Self-Catering Lets

As at 3rd November 2022 there were **471** self-catering lets on the Rates register in the Bute & Cowal area. **20%** of the Argyll and Bute total (2321).

Bute & Cowal	Number of self-catering properties
Rates data as at 03.11.22	
Bute	112
Cowal	359
Bute & Cowal TOTAL	471

4.6 PRIVATE SECTOR HOUSING GRANT – ADAPTATIONS

In 2021/22, there were 21 private sector properties adapted with PSHG aid in Bute & Cowal, and a total of 24 individual adaptations installed.

PSHG ADAPTATION COMPLETIONS 2021 -2022						
HMA	Grant Value	Works Value	ADAPTATION INSTALLED			
			Ramp	Stairlift	Access	Bathroom Adaptation
Bute	£52,320.61	£65,400.77	0	1	0	8
Cowal	£75,091.50	£86,852.84	0	4	2	9
TOTALS	£127,412	£152,254	0	5	2	17

4.7 PRIVATE SECTOR HOUSING GRANT – REPAIRS AND IMPROVEMENTS

In 2021/22, there were a total of 7 PSHG repair and improvement grants completed in Bute & Cowal, (across Argyll and Bute, the total was 19). Total cost of the works was £52,625.96 of which PSHG covered £18,469.95. This was 37% of the total repair grant awarded for Argyll & Bute last year.

4.8 ENERGY EFFICIENCY (HOME ENERGY EFFICIENCY PROGRAMME SCOTLAND: AREA BASED SCHEME – HEEPS:ABS)

There were 252 energy efficiency measures installed across Argyll and Bute in 2020/21 via the HEEPS:ABS programme; and 28% of these measures (71) were installed in Bute and Cowal.

In total, 48 properties were improved across the Bute and Cowal area, at a total cost of £273,625. Grant aid in support of this work amounted to £261,842.

Current estimates of local Fuel Poverty are based on Home Analytics data (Scottish figures sourced from Scottish House Condition Survey):-

Area	Likelihood of Households in	
	Fuel Poverty	Extreme Fuel Poverty
Bute	30%	17%

Cowal	24%	22%
Argyll and Bute	30%	25%
Scotland (SHCS)	25%	12%

4.9 LOCAL HOUSING STRATEGY (LHS) 2022-2027

As the strategic housing authority for Argyll and Bute, the Council has a statutory duty to develop, implement and monitor a Local Housing Strategy over a five-year planning cycle, based on a robust and credible Housing Need and Demand Assessment (HNDA) for the area. Following completion of the previous Argyll and Bute LHS (2016-2021) last year, a comprehensive revision and update of the strategy has been approved by the Council and was formally launched in April 2022. The planning process was based on a robust process of consultation and stakeholder engagement, which has been acknowledged as an exemplar model for other local authorities by the Scottish Government, the CHMA, and the Scottish Housing Network LHS Forum.

The revised HNDA was approved as “robust and credible” by the Scottish Government’s CHMA in 2021, and this has informed the revised Housing Supply Targets set out in the new LHS. These targets are based on a positive demographic and economic growth scenario for Argyll & Bute and include ambitious and challenging Housing Supply Targets for the Mid Argyll, Kintyre, and Islay, Jura & Colonsay HMAs over the next 5 years and beyond.

5.0 CONCLUSION

- 5.1 This report provides the detail of the Council Housing Services team activity in the Bute and Cowal area and outlines progress with the Local Housing Strategy. There are a variety of housing issues within the area which are being tackled by Housing Services and partner agencies with the aim of delivering a functioning housing system which meets the needs of the communities we serve.

6.0 IMPLICATIONS

- 6.1 Policy - Complies with approved SHIP and Local Housing Strategy.
6.2 Financial - none arising from this report.
6.3 Legal - we have a statutory duty to deliver statutory housing functions.
6.4 HR – none.
6.5 Fairer Scotland Duty: positive in terms of delivering affordable housing.
6.5.1 Equalities - protected characteristics - none
6.5.2 Socio-economic Duty - positive in terms of delivering affordable housing.
6.5.3 Islands – positive in terms of delivering affordable housing on the islands.
6.6 Climate Change – the strategy and housing service deliver positive impacts for energy efficiency and climate change.
6.7 Risk – none.

6.8 Customer Service – none.

Kirsty Flanagan, Executive Director with the responsibility for Development and Economic Growth

Councillor Robin Currie, Policy Lead for Strategic Development

January 2023

For further information contact:

Douglas Whyte
Team Lead – Housing Strategy

E-mail: douglas.whyte@argyll-bute.gov.uk


Tel: 01546 604 785

APPENDICES

Appendix 1 – Extract from LHS 2022 - 2027 (data as of 2021) Cowal

Appendix 2 – Extract from LHS 2022 - 2027 (data as of 2021) Bute

Appendix 1 - Extract from LHS 2022 -2027 (data as of 2020) Cowal


Cowal		
	Population	14,003
	Households	7,362
	Dwellings	8,722
	Ineffective Stock (%)	11%
	RSL Stock	1,476
	Waiting List Applicants	400
	RSL Lets (2019/20)	131
	Pressure Ratio	3:1
	Lower Quartile House Price	£65,375
	Lower Quartile Income	£14,617
	LQ Affordability Ratio	4.5

Cowal is projected to see a significant demographic decline if recent trends continue. It is the mainland housing market most influenced by house purchasers from out with Argyll and Bute – only 44% of sales in the area are to local residents. Average house prices have actually been lower than most other HMAs in Argyll and Bute in recent years, while household incomes are roughly average for the authority, making this one of the relatively affordable housing market areas within the authority. Since 2015 the total dwelling stock increased by over 5%, and currently Cowal accounts for 18% of the authority's housing. At the time of the last LHS, in 2015, almost 14% of the dwelling stock was deemed ineffective to meet local needs, i.e. second/holiday homes and long-term vacant properties. This has improved to 11% of the total, albeit this remains a substantial proportion of the housing stock. Over the last five years RSL homes have increased by around 3%, bringing the total social rented stock in 2020 to 1,476 which is 17% of the Argyll and Bute sector total. There are approximately 3 waiting list applicants for every available let, and 20% of all homeless cases are located here; therefore it is evident that despite some development activity and historic population decline, a degree of unmet need remains. Parts of rural Cowal also fall within the planning remit of the Loch Lomond & Trossachs National Park, and issues regarding high levels of second/holiday homes, and affordability for permanent residents are often exacerbated in these areas.

Key issues for Cowal HMA:

Although the rate of population decline would suggest that a surplus supply might be generated from within existing housing stock and therefore the need for new build would be minimal; nevertheless there are ongoing levels of unmet need in terms of long waiting lists and relatively high homelessness, and a judicious, strategically planned programme of new build could in fact help to support economic growth and reverse the population decline as well as addressing specific unmet needs, such as demand for specialist accommodation.

Appendix 1 - Extract from LHS 2022 -2027 (data as of 2021) Bute

Bute	
	Population 5,981
	Households 3,372
	Dwellings 4,247
	Ineffective Stock (%) 19%
	RSL Stock 1,054
	Waiting List Applicants 148
	RSL Lets (2019/20) 172
	Pressure Ratio 0
	Lower Quartile House Price £45,000
	Lower Quartile Income £11,093
	LQ Affordability Ratio 4.0

Bute HMA is one of the least self-contained housing markets in Argyll and Bute, with only 38% of house sales being to local residents. Almost 35% of purchasers originate elsewhere in Scotland. Despite the lowest average household income in Argyll & Bute, historically it has been by some way the most affordable area in the authority with a local price to income ratio of 4.0. Over the course of the last LHS, the number of dwellings increased very marginally (0.4%), although total RSL stock has declined (due to a demolition/reconfiguration programme), while the number of households decreased by around 1%. Over 19% of the general housing stock is unavailable to meet local need i.e. second/holiday homes or long-term vacant. While evidence remains of potential over-supply in the RSL sector - with relatively high annual turnover, areas of low demand, and the main landlords sustaining a number of voids– nevertheless there are indications of increased market activity and growing pressures.

Key issues for Bute HMA:

The main focus for Bute remains maintaining, repairing, improving and managing the existing stock, across all tenures. However, emerging perceptions on the island suggest that need for additional, affordable housing may be growing as greater pressures are becoming evident with increased market activity and more properties potentially being lost from the effective, permanent housing stock. Tackling fuel poverty, improving energy efficiency and targeting Housing Options advice and assistance remain priorities; as does supporting those with particular needs to remain independent in their home or within the community as far as possible.

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
March 2023					
7 March 2023	Area Performance Report – FQ3 2022/23	Customer Support Services	Quarterly Report	10 February 2023	
7 March 2023	Roads and Infrastructure Service Update	Roads and Infrastructure – Jim Smith	Quarterly Report	10 February 2023	
7 March 2023	Strategic Housing Investment Plan (SHIP)	Development and Economic Growth – Douglas Whyte	Annual Report	10 February 2023	
7 March 2023	Lamont Bequest Applications	Legal & Regulatory Support – Stuart McLean	As required	10 February 2023	2 Applications received.
7 March 2023	Pupil Experiences	Legal & Regulatory Support – Stuart McLean	As required	10 February 2023	Please see e-mail from Simon Easton 03/02/2023
7 March 2023	Police Scotland – Roads Update	PS Eddie McGunnigal - Eddie.McGunnigal@scotland.police.uk	As required	10 February 2023	
7 March 2023	Area Committee Workplan	Legal & Regulatory Support – Stuart McLean	Update	10 February 2023	
June 2023					

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
6 June 2023	Supporting Communities Fund Applications	Chief Executive – Kirsty Moyes /Becky Hothersall	Annual report	12 May 2023	Usually at March Meeting but will be coming to June Meeting for 2023 only.
6 June 2023	Supporting Communities Fund – End of Project Monitoring Report	Kirsty Moyes/Rona Gold Chief Executive	Annual report	12 May 2023	
6 June 2023	Quarterly Performance Scorecard FQ4 2022/23	Customer Support Services	Quarterly Report	12 May 2023	
6 June 2023	Roads and Infrastructure Services Update	Jim Smith Roads and Infrastructure Services	Quarterly Report	12 May 2023	
6 June 2023	Primary School Report	Simon Easton/Simone McAdam Education		12 May 2023	
6 June 2023	Secondary School Report - Dunoon Grammar School	Report by Head Teacher	Annual Report	12 May 2023	
6 June 2023	Secondary School Report – Rothesay Joint Campus	Report by Head Teacher	Annual Report	12 May 2023	

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
6 June 2023	HSCP Bi-Annual Update Report	Charlotte Craig/Fiona Davies Argyll and Bute Health and Social Care Partnership	Bi-Annual Update	12 May 2023	
September 2023					
5 September 2022	Area Performance Report – FQ1 2023/24	Customer Support Services	Quarterly	11 August 2023	
5 September 2022	Roads and Infrastructure Service Update	Roads and Infrastructure – Jim Smith	Quarterly Report	11 August 2023	
5 September 2022	Annual Recycling Performance Report	Roads and Infrastructure – Jim Smith	Annual Report	11 August 2023	
December 2023					
5 December 2023	Quarterly Performance Scorecard FQ2 2023/24	Jane Fowler/Sonya Thomas Performance and Improvement	Quarterly Report	10 November 2023	
5 December 2023	Charitable Trusts, Bequests and Trust Funds	Legal & Regulatory Support – Stuart McLean	Annual Report	10 November 2023	
5 December 2023	ACHA Annual Update	Chief Executive – ACHA	Annual Report/Presentation	1 November 2022	

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
5 December 2023	HSCP Annual Performance Report	Health & Social Care Partnership – Charlotte Craig	Annual Report	10 November 2023	
5 December 2023	The Third Marquis of Bute's Silver Wedding Dowry Fund	Legal & Regulatory Support – Stuart McLean	Annual Report	10 November 2023	
5 December 2023	The Provost's fund (Bute) – Award Recommendations	Legal & Regulatory Support – Stuart McLean	As required	10 November 2023	
5 December 2023	Roads and Infrastructure Service Update	Roads and Infrastructure – Jim Smith	Quarterly Report	10 November 2023	
5 December 2023	Local Housing Strategy Annual Update	Development and Economic Growth – Douglas Whyte	Annual Update	10 November 2023	

ARGYLL AND BUTE COUNCIL**BUTE AND COWAL AREA
COMMITTEE****LEGAL & REGULATORY SUPPORT****7 MARCH 2023**

LAMONT BEQUEST AWARD RECOMMENDATIONS

1.0 EXECUTIVE SUMMARY

- 1.1 This report gives Members information regarding two applications that have been received for support from the Lamont Bequest.

2.0 RECOMMENDATIONS

- 2.1 The Bute and Cowal Area Committee are asked to agree to award £100 to the family applicant and £50 to the individual applicant that meet the criteria of the Lamont Bequest.

3.0 DETAIL

- 3.1 The Bute and Cowal Area Committee on 01 December 2020 agreed new distribution arrangements for the Lamont Bequest, which had been established to support the poor of Kilfinan. 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 Parish of Kilfinan, which includes everyone with a PA21 postcode; 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 Two applications have been received, one on behalf of family and one on behalf of an individual, both of which are recommended for award. Details of each application can be found at appendix 1 and appendix 2.
- 3.4 The total funds available for distribution from the Lamont Bequest are approximately £4.7k. Should members be minded a total of £150 will be awarded during this award cycle.

4.0 CONCLUSION

- 4.1 Members are asked to consider two applications that have been received for support from the Lamont Bequest and to approve the financial awards recommended within this report.

5.0 IMPLICATIONS

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

Douglas Hendry
Executive Director with responsibility for Legal and Regulatory Support

February 2023

For further information contact:

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APPENDICES

- Appendix 1 – Application 1
Appendix 2 – Application 2

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