

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

*Executive Director: Douglas Hendry*



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1 March 2023

## **NOTICE OF MEETING**

A meeting of the **OBAN LORN & THE ISLES AREA COMMITTEE** will be held in the **ON A HYBRID BASIS BY MICROSOFT TEAMS AND IN THE MCCAIG SUITE, CORRAN HALLS, OBAN** on **WEDNESDAY, 8 MARCH 2023** at **10:30 AM**, which you are requested to attend.

Douglas Hendry  
Executive Director

## **BUSINESS**

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
  - (a) Oban, Lorn and the Isles Area Committee - 14 December 2022 (Pages 3 - 8)
  - (b) Oban, Lorn and the Isles Area Community Planning Group - 8 February 2023 (Pages 9 - 18)
- 4. PUBLIC QUESTION TIME**
- 5. AREA SCORECARD FQ3 2022/23** (Pages 19 - 54)  
Report by Executive Director with responsibility for Customer Support Services
- 6. PUPIL VOICE**  
Verbal Presentation by Pupil Representatives from Oban High School, Tiree High School and Tobermory High School
- 7. ROADS AND INFRASTRUCTURE SERVICES UPDATE** (Pages 55 - 58)  
Report by Executive Director with responsibility for Roads and Infrastructure Services
- 8. HOUSING SERVICES ACTIVITY UPDATE - STRATEGIC HOUSING INVESTMENT PLAN (SHIP) - ANNUAL UPDATE** (Pages 59 - 72)  
Report by Executive Director with responsibility for Development and Economic Growth

## REPORTS FOR NOTING

9. **DRAFT OBAN, LORN AND THE ISLES AREA COMMITTEE WORKPLAN** (Pages 73 - 76)

## REPORT FOR DECISION

10. **GIBRALTAR STREET PUBLIC REALM PROJECT - CONSIDERATION OF OPTIONS** (Pages 77 - 86)

Report by Executive Director with responsibility for Development and Economic Growth

- (a) Appendix 1 - Final Design Option (Pages 87 - 88)
- (b) Appendix 2 - Original Designs Presented at June 2022 Consultation (Pages 89 - 90)
- E1 (c) Appendix 3 - Gibraltar Street Public Realm Project Estimate Costs (Pages 91 - 92)

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

The appropriate paragraphs are:-

**E1 Paragraph 8** The amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services.

## Oban Lorn & The Isles Area Committee

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

Contact: Stuart Mclean, Committee Manager - 01436 658717 Karen Campbell 01631 567855

**MINUTES of MEETING of OBAN LORN & THE ISLES AREA COMMITTEE held in the  
MICROSOFT TEAMS  
on WEDNESDAY, 14 DECEMBER 2022**

**Present:**

Andrew Kain (Chair)

Councillor Kieron Green  
Councillor Jim Lynch  
Councillor Andrew Vennard

Councillor William Hume  
Councillor Luna Martin

**Attending:**

Stuart Green, Corporate Support Manager  
Michelle Mundie, Chief Executive, Argyll Housing Community Housing  
Association (ACHA)  
Douglas Whyte, Housing Strategy Team Leader  
Mark Calder, Project Manager  
Stuart McLean, Committee Manager

**1. APOLOGIES FOR ABSENCE**

The Chair welcomed everyone to the meeting.

Apologies for absence were received from Councillors Julie McKenzie and Amanda Hampsey.

**2. DECLARATIONS OF INTEREST**

Councillor Andrew Vennard declared a non-financial interest in item 9 of the agenda (ACHA Annual Update), by virtue of his Council appointment to the Board of ACHA. He advised that he would remain in the meeting during consideration of this item.

**3. MINUTES****(a) Oban, Lorn and the Isles Area Committee - 14 September 2022**

The Minute of the Oban, Lorn and the Isles Area Committee, held on 14 September was approved as a correct record.

**(b) Oban, Lorn and the Isles Area Community Planning Group - 9 November 2022**

The Minute of the Oban, Lorn and the Isles Area Community Planning Group, held on 9 November was noted.

**(c) Oban Common Good Fund - 22 November 2022**

The Minute of the Oban Common Good Fund, held on 22 November, was noted.

**4. PUBLIC QUESTION TIME**

There were no public questions submitted.

**5. PERFORMANCE REPORT 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 Oban, Lorn and the Isles Area Committee agreed to note the information provided.

(Reference: Presentation by Business Support Manager, submitted)

**6. AREA SCORECARD FQ2 2022/23**

Consideration was given to the Area Performance Report for financial quarter 2 of 2022/23 (July to September 2022) which illustrated the agreed performance measures for this period.

**Decision**

The Oban, Lorn and the Isles Area Committee:-

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

(Reference: Report by Executive Director with responsibility for Customer Support Services, dated 20 October 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 the Oban, Lorn and the Isles area.

**Decision**

The Oban, Lorn and the Isles 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. HSCP ANNUAL PERFORMANCE REPORT 2021**

The Committee gave consideration to a report which presented the Argyll and Bute HSCP Annual Performance Report for 2021.

**Decision**

The Oban, Lorn and the Isles Area Committee considered and noted the Annual Performance Report for the Health and Social Care Partnership for the year 2021, which was presented to the Integration Joint Board (IJB) at its meeting on 23 November 2022.

(Reference: Report by Head of Strategic Planning, Performance and Technology, dated 14 December 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 Oban, Lorn and the Isles Area Committee agreed to note the information provided.

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

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

(Reference: Report by Executive Director with responsibility for Development and Economic Growth, dated 10 October 2022, submitted)

## **11. CHARITABLE TRUSTS, BEQUESTS AND TRUST FUNDS**

The Committee gave consideration to a report which provided details of a number of Trusts and Bequests that remain active in the Oban, Lorn and the Isles area and sought agreement on the proposed distribution methods.

### **Decision**

The Oban, Lorn and the Isles Area Committee:-

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

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

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

The Committee gave consideration to the Area Committee workplan for future meetings.

### **Decision**

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

(Reference: Area Committee Workplan, dated 14 December 2022, submitted)

## **13. JOHN OF LORN BEQUEST AWARD RECOMMENDATIONS**

The Committee gave consideration to a report which provided information regarding forty-nine applications that had been received for support from the John of Lorne Bequest. Of the applications received 8 were refused as they did not meet the criteria with £3.6k being awarded to 41 applicants.

### **Decision**

The Oban, Lorn and the Isles Area Committee noted and considered the number of awards made since 14 September 2022.

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

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**MINUTES of MEETING of OBAN LORN & THE ISLES COMMUNITY PLANNING GROUP held  
by TEAMS  
on WEDNESDAY, 8 FEBRUARY 2023**

- Present:**
- Kevin Champion (Chair)
  - Stuart McLean, Committee Manager, Argyll and Bute Council
  - Councillor Kieron Green, Argyll and Bute Council
  - Councillor Andrew Vennard, Argyll and Bute Council
  - Councillor Amanda Hampsey, Argyll and Bute Council
  - Joan Best, Crossroads
  - Jen Broadhurst, Citizens Advice Bureau
  - Robert Kincaid, Oban Community Harbour Development Association
  - Duncan Martin, Oban Community Council
  - Sue Barnard, Oban Community Council
  - Jen Metcalf, Coll Community Council
  - Robert Taylor, Scottish Fire and Rescue
  - Susan McRae, Skills Development Scotland
  - Kirsty McLuckie, Community Development Officer, Argyll and Bute Council
  - Maureen Evans, Community Learning, Live Argyll
  - Sergeant Matthew Shaw, Police Scotland
  - Catriona Petit, New Hope Oban
  - Judith Hawcroft, Crossroads
- Attending:**
- Jackie Westerman, Home Energy Efficiency, Project Officer Argyll and Bute Council
  - Rachel McNicol, Allenergy
  - Robbie Layden, Land and Field Scotland
  - Isla McCulloch, Adventure Oban, Sustaining Choices
  - Andrew Galloway, Local Democracy Reporter, Helensburgh Advertiser
  - John McLuckie, Partnerships Lead – Community Services, Argyll and Bute Council
  - Kirsty McLuckie, Community Development Officer, Argyll and Bute Council

**1. WELCOME AND APOLOGIES**

The Chair welcomed everyone to the meeting.

Apologies were intimated on behalf of:-

- Ryan MacIntyre, Member of Scottish Youth Parliament
- Michelle Mundie, Chief Executive ACHA
- Fergus Murray, Development and Economic Growth, Argyll and Bute Council
- PC Laura Evans, Police Scotland
- Inspector Lee Page, Police Scotland
- Ronnie Kelly, Department of Work and Pensions
- Andrew Spence, BIDS4Oban
- Carol Flett, Living Well Network (Mull, Coll and Tiree)
- Councillor Jim Lynch, Argyll and Bute Council

## 2. DECLARATIONS OF INTEREST

There were no declarations of interest.

## 3. MINUTES

The minutes of the Oban, Lorn and the Isles Area Community Planning Group meeting held on Wednesday, 9 November 2022 were approved as a correct record.

## 4. GOVERNANCE

### (a) Area Community Planning Group Governance Arrangements

The Group considered a report which asked Members to review the updated Terms of Reference for the Group, the membership of the Group and the planned future meeting dates until May 2024.

It was noted that any other suggestions for new organisations to join the Group could be submitted to Stuart McLean by email following the meeting.

### Decision

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

1. considered and adopted the Terms of Reference submitted at Appendix 1 of the report and to agree 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. consider and agree the membership of the group at Appendix 2 of the report and agree 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 Wednesday 10 May 2023, Wednesday 16 August 2023, Wednesday 8 November 2023, Wednesday 7 February and Wednesday 8 May 2024.

(Reference: Report by Committee Manager, Argyll and Bute Council, dated 8 February 2023, submitted)

### (b) Appointment of Chair to the Oban, Lorn and the Isles Area Community Planning Group

The Group considered a report providing information relating to the appointment of a Chair of the Oban, Lorn and the Isles Area Community Planning Group and outlining the expected time commitment and information about the role.

Kevin Champion, current Chair, advised that he would be moving from the area during the summer of 2023 and volunteered to continue as Chair for the next meeting in May.

It was noted that Community Councillors, within the locality could hold the position of Chair and should be advised accordingly. There were no other nominations for the position of Chair during the meeting.

## **Decision**

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

1. Kevin Champion be re-appointed as Chair for next meeting.

(Reference: Report by Committee Manager, Argyll and Bute Council, dated 8 February 2023, submitted)

## **5. PARTNER UPDATE**

### **(a) Scottish Fire & Rescue**

The Group considered a report highlighting the Scottish Fire and Rescue Service's (SFRS) FQ3 review of local performance across Oban, Lorn and the Isles for the period 2022-23. The report also included information on the Services' new Policy covering Unwanted Fire Alarm Signals which will go live from May 2023, where fire alarm signals received must be backed up with a phone call or the service will not attend. The report included information on the local firefighter training plan, incidents during this time period and recent community engagement activities.

## **Decision**

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

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

(b) **Police Scotland**

Consideration was given to an update by Sergeant Matthew Shaw, who advised that the Policing Framework within the Mid Argyll, Kintyre and the Islands and Oban, Lorn and the Isles had changed, with more emphasis on Community Focus.

The update also 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;

**Decision**

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

(Reference: Report by Police Scotland, submitted)

(c) **Public Health**

The Group gave consideration to a report which provided an update on ongoing wellbeing and prevention activity overseen and delivered by the HSCP Public Health Team in Argyll and Bute. The report provided information on the launch of year 4 of the Living Well (Self-Management) community capacity building fund; the Community Link Working service which is commissioned by Argyll and Bute HSCP and delivered by the Third Sector and the launch of a new website which contains information about the Living Well Strategy and the wider health improvement work. The website can be assessed at <https://www.ablivingwell.org>.

**Decision**

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

(Reference: Report by Argyll and Bute HSCP - Public Health, submitted)

(d) **Living Well Network**

The Group gave consideration to a written report from the Living Well Network. As no-one was in attendance from the Living Well Network, the Committee Manager advised that he would relay any questions back to them with regards to the report.

**Decision**

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

(Reference: Report by Living Well Network, submitted)

(e) **Community Learning Services - Live Argyll**

The Group considered a report from Community Learning Services, where Maureen Evans highlighted that the Community Learning Services is in a state of transition at the moment with a new Team Leader, Wendy Reid, recently being appointed.

Maureen advised that there are Youth and Adult work support drop in sessions at Oban Library on Mondays from 10am -12pm to assist people with job applications and CVs and that this service may be extended to include an afternoon session.

**Decision**

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

(Reference: Report by Community Learning Services, Live Argyll, submitted)

(f) **Oban Community Harbour Development Association**

The Group gave consideration to a report from Oban Community Harbour Development Authority (OCHDA), highlighting that Argyll and Bute Council had submitted the Harbour Revision Order to Transport Scotland with further information expected to be shared at the next Harbour Board, scheduled for 2<sup>nd</sup> March. Mr Kincaid advised that OCHDA would welcome greater local influence over the Port.

**Decision**

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

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

(g) **Department of Works and Pensions**

Consideration was given to an update from the Department of Work and Pensions (DWP), which provided information on the number of claimants for Universal Credit and legacy benefits. 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. As no-one was in attendance from DWP, the committee Manager advised that he would relay any questions back to them with regard to the report.

**Decision**

The Oban, Lorn and the Isles Area Community Planning Group

considered and noted the information provided.

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

(h) **Argyll & Bute Citizens Advice Bureau**

Consideration was given to a report which provided an update in relation to current work streams of the Citizen's Advice Bureau within Argyll and Bute. The report included information on the ongoing rise in the number of clients seeking support with the energy costs as the cost of living crisis continues and the additional supports available in the forms of grants available within the ; Oban, Lorn and the Isles area.

The report also highlighted the recruitment campaign about to begin for the spring cohort of volunteer trainee advisers and the the annual consultation exercise with partner organisations in order to review the work of the bureau. Partners noted that they could participate in the consultation which could be found at:

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

**Decision**

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

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

(i) **Community Contacts - Carr Gomm**

The Group gave consideration to a written report from Community Contacts – Carr Gomm. As no-one was in attendance from Carr Gomm the Committee Manager advised that he would relay any questions back to them with regards to the report.

**Decision**

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

(Reference: Report by Community Contacts, Carr Gomm submitted)

(j) **North Argyll Carers Centre**

The Group gave consideration to a report from North Argyll Carers Centre highlighting the increase in demand for their services, with 29 new adult carers and 15 new young carers being registered since the last meeting. The Health and Social Care Partnership have awarded funding to support a pilot which will enable the Carers Centre to put in place regular home-help type preventative supports for carers, to reduce the risk of them reaching crisis point.

**Decision**

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

(Reference: Report by North Argyll Carers Centre, submitted)

(k) **Argyll and Bute TSI**

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 14<sup>th</sup> and 15<sup>th</sup> of February 2023.

**Decision**

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

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

(l) **Opportunity for verbal updates by Community Planning Partners**

Joan Best, Crossroads

Joan Best advised that Crossroads are settling in to their new premises at Gibraltar Street, with lots of people visiting. The official open day was held to coincide with their 20<sup>th</sup> Anniversary at the end of November, which was well attended. Joan reported that Crossroads continue to support 64 carers and have received referrals from Cuan, Luing and Seil and that a Bucksfizz and Bacon morning was held for unpaid carers.

Catriona Petit, New Hope Kitchen

Catriona Petit reported that there has been an increased demand on the service with a number of activities going on. Catriona advised that she is also on the Alcohol and Drug Addiction Forum, which has facilitated more trauma support working in partnership with Carr Gomm, who have moved in to an adjacent premises. New Hope Kitchen have also formed working relationships with Atlantis Leisure, Allenergy, Youth Cafe and Winter warmer spaces.

Susan MacRae, 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 the work ongoing with senior pupils within the schools and with students entering the senior years, specifically advice regarding the subject choices. Susan also provided information on the current Partnership Action for Continuing

Employment (PACE) situation.

## 6. CLIMATE CHANGE

### (a) Report by Chair of Climate Change Working Group

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

(Reference: Report by Chair of the 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 140 households in Argyll and Bute have been insulated in this year's programme.

#### **Decision**

The Oban, Lorn and the Isles 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) Allenergy

An update was considered by the group from Rachel McNicol from



ALlenergy on the affordable warmth services provided. The update included information on what they are working on including Affordable Warmth, Education and Local Energy Projects. The update also included information on fuel poverty around Scotland with communities with Argyll and Bute being rated as one of the most at risk. It was also highlighted that the majority of households across North West Scotland are now likely to be suffering with fuel poverty or will in the near future. It was also highlighted that oil is not a problem as it is considerably cheaper than electric heating.

### **Decision**

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

(Reference: Presentation by Rachel McNicol, ALlenergy)

#### **(d) Forestry and Land Scotland**

The Group gave consideration to a report from Robbie Layden, which highlighted the ongoing workstreams of Forestry and Land Scotland within the Oban, Lorn and the Isles (OLI) locality. Information on Land Management Plans; Renewable Energy plans; the ongoing peatland restoration programme; removal of Larch Trees infected by disease; proposals to introduce car parking charges to a number of sites within the locality with the busiest sites being charged £3 per day or £1 per hour was highlighted.

### **Decision**

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

(Ref. Presentation by Robbie Layden, Forestry and Land Scotland)

## **7. COMMUNITY FOCUS**

#### **(a) Sustaining Choices - Active Travel Plan Oban**

Isla McCulloch, a trustee with Adventure Oban, advised that they work in partnership with Sustaining Choices. Isla delivered a presentation on the Active Travel Plan for Oban and highlighted the key actions proposed in Oban: Safer such as Safer Cycle Routes to Schools, Improvement on signage and lighting for active travel routes, ensuring pavements meet the needs of people with additional access needs, maintenance of the general appearance of Oban's greenspace, pavements and shop fronts.

### **Decision**

The Oban, Lorn and the Isles Area Community Planning group considered and noted the Presentation.

(Presentation by Isla McCulloch, Adventure Oban, Sustaining Choices)

**8. COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE UPDATE**

Consideration was given to a report 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 had been extended until 14 February 2023. Partners were encouraged to take part in the consultation, which can be found at:- [tinyurl.com/3yf3xe8](https://tinyurl.com/3yf3xe8)

**Decision**

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

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

**9. DATE OF NEXT MEETING - 10 MAY 2023**

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

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

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**ARGYLL AND BUTE COUNCIL****OBAN, LORN AND THE ISLES  
AREA COMMITTEE****CUSTOMER SUPPORT SERVICES****8 MARCH 2023**

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**AREA PERFORMANCE REPORT – FQ3 2022/23**

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**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 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](mailto:pyramid@argyll-bute.gov.uk)

1.3 The commentary for each indicator helps ‘Tell Our Story’ and enables Elected Members to put the performance data into perspective and understand if an issue is local in nature or should be escalated up to a Strategic Committee.

1.4 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.

**2 Recommendations**

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

### **3.0 IMPLICATIONS**

**3.1** Policy: None

**3.2** Financial: None

**3.3** Legal: None

**3.4** HR: None

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

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

3.5.2 Socio-economic Duty: None

3.5.3 Islands: None

**3.6** Climate Change: None

**3.7** Risk: None

**3.8** Customer Service: None

**Kirsty Flanagan, Executive Director with responsibility for Customer Support Services**

**Jane Fowler  
Head of Customer Support Services  
8 February 2023**

For further information, please contact:

Sonya Thomas

Organisation Development Officer - Performance and Improvement

Customer Support Services

01546 604454

# Performance Reporting

- Performance Reporting ..... 1
- All Areas ..... 4
  - Corporate Outcome No.1 – People live active, healthier and independent lives ..... 5
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## All Areas

### 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 – Oban, Lorn and the Isles**

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	135	No target	
FQ1 2022/23	No target	322	No target	
FQ2 2022/23	No target	240	No target	
FQ3 2022/23	No target	153	No target	

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

**FQ3 Comment**

Free car parking at Christmas time extended from two weeks to 16 days, Winter Festival – free car parking for 10 days. Fairground took over Corran Halls car park for two weeks.

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 – Oban, Lorn and the Isles

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

Reporting Period 2022/23	Target (Cumulative)	Actual (Cumulative)	Status
FQ4 2021/22	£478,497	£454,017	Red
FQ1 2022/23	£170,832	£84,992	Red
FQ2 2022/23	£426,247	£286,288	Red
FQ3 2022/23	£554,026	£423,730	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 £130,296. 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

Actual Quarterly Income collected in Oban, Lorn and Isles during FQ2 and FQ3.

Car Park Location	FQ2 Actual	FQ3 Actual
Corran No.1, Oban	£19,666	£8,773
North Pier, Oban	£29,249	£20,209
Corran No.2, Oban	£12,181	£5,883
Longsdale, Oban	£5,803	£2,578
Non-trunk, Oban	£52,949	£50,120
Lochavullin, Oban	£8,133	£5,588
Ganavan, Oban	£1,424	£3,240
Trunk, Oban	£11,463	£8,162
Albany Street, Oban	£8,721	£3,291

Car Park Location	FQ2 Actual	FQ3 Actual
Oban	£2,791	£2,987
Tweeddale Street, Oban	£29,582	£17,641
Market Street, Oban	£2,019	£1,065
Esplanade, Oban	£1,310	£2,305
Ledaig, Tobermory	£361	£0
Craignure, Mull	£387	£532
Fionnphort, Mull	£15,256	£5,066

### 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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	20	No target	
FQ1 2022/23	No target	9	No target	
FQ2 2022/23	No target	4	No target	
FQ3 2022/23	No target	6	No target	

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

#### FQ3 Comment

There were 5 dog fouling complaints received for the Oban area this quarter, this is very good and the Warden Service will continue to monitor and patrol. There was only 1 dog fouling complaint received for the Isle of Mull, this is very good and the Warden Service will ensure they continue with their patrols as often as can be assigned.

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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	94.00%	94.14%	Green	
FQ1 2022/23	94.00%	95.95%	Green	
FQ2 2022/23	94.00%	95.48%	Green	
FQ3 2022/23	94.00%	95.34%	Green	

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

#### FQ3 Comment

As of 09/12/2022, the participation figure for OLI was 95.34%. This is 1.44% above the Argyll and Bute Participation figure of 93.90% for 2021/22.

Responsible person: Simon Easton

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

Reporting Period	Target	Actual	Status	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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	37	37	Green	
FQ1 2022/23	18	18	Green	
FQ2 2022/23	38	38	Green	
FQ3 2022/23	36	36	Green	

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

#### FQ3 Comment

##### 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)

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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75.0%	75.0%	Green	
FQ1 2022/23	75.0%	75.0%	Green	
FQ2 2022/23	75.0%	86.2%	Green	
FQ3 2022/23	75.0%	76.9%	Green	

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

#### FQ3 Comment

The team processed 76.9% of pre-applications enquiries within 20 working days – the fourth consecutive quarter of above target performance.  
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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	8.0 weeks	9.2 weeks	Red	
FQ1 2022/23	8.0 weeks	9.4 weeks	Red	
FQ2 2022/23	8.0 weeks	8.5 weeks	Red	
FQ3 2022/23	8.0 weeks	7.7 weeks	Green	

This indicator for FQ3 has met the target and 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 7.7 weeks for householder applications during this financial quarter. The best result in two years.

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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75%	31%	Red	
FQ1 2022/23	75%	38%	Red	
FQ2 2022/23	75%	39%	Red	
FQ3 2022/23	75%	25%	Red	

This indicator for FQ3 is below target and performance has decreased 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 – Lorn

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	6	No target	
FQ1 2022/23	No target	14	No target	
FQ2 2022/23	No target	12	No target	
FQ3 2022/23	No target	8	No target	

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

#### FQ3 Comment

There were 8 waste collection complaints received this quarter for the Lorn area. Given the number of domestic and commercial properties serviced and taking into account operational issues, this is still a good service.

Responsible person: Tom Murphy

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

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

This indicator for FQ3 shows the number of waste collection complaints has remained the same as the last reporting period.

#### FQ3 Comment

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

Responsible person: Tom Murphy

### Total number of complaints regarding waste collection – Argyll and Bute

Reporting Period	Target	Actual	Status	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) – Lorn

(Monthly data combined to show quarterly average)

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	73	82	Green	
FQ1 2022/23	73	84	Green	
FQ2 2022/23	73	86	Green	
FQ3 2022/23	73	88	Green	

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

#### FQ3 Comment

The street cleanliness for the Lorn area this quarter remains high, October and November scoring 87 and December 89. This is a very good level of performance.  
Responsible person: Tom Murphy

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

(Monthly data combined to show quarterly average)

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	73	92	Green	
FQ1 2022/23	73	94	Green	
FQ2 2022/23	73	85	Green	
FQ3 2022/23	73	88	Green	

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

#### FQ3 Comment

Again, this quarter the street cleanliness on the Isle of Mull is very high and well exceeds both the National Standard and Benchmark figure.  
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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	1.70 days	No target	
FQ1 2022/23	No target	1.80 days	No target	
FQ2 2022/23	No target	1.59 days	No target	
FQ3 2022/23	No target	1.52 days	No target	

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

#### FQ3 Comment

Work days lost is the same as last quarter and about a third of a day less 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 – Oban, Lorn and the Isles

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	2.84 days	No target	
FQ1 2022/23	No target	3.52 days	No target	
FQ2 2022/23	No target	4.07 days	No target	
FQ3 2022/23	No target	4.17 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 is slightly more than the last quarter and almost a day more 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

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**ARGYLL AND BUTE COUNCIL****OBAN, LORN AND THE  
ISLES AREA COMMITTEE****ROADS AND INFRASTRUCTURE  
SERVICES****01 MARCH 2023**

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**ROADS AND INFRASTRUCTURE SERVICES UPDATE**

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**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](#).
- 3.3 At a recent Area Committee Business Day, Elected Members, Officers and members of the Oban Community Council met on site at Ganavan to discuss local community concerns about the use of the site and instances of anti-social behaviour. It was agreed that it would be useful to have a way of evidencing this behaviour, with the result that it was agreed to investigate the possibility of installing CCTV covering the site.

#### **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

OBAN LORN AND THE ISLES AREA  
COMMITTEE

DEVELOPMENT AND ECONOMIC  
GROWTH

8 MARCH 2023

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

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**1.0 EXECUTIVE SUMMARY**

1.1 The main purpose of this report is to update Members of Housing Services activity and progress with the Local Housing Strategy for the Oban, Lorn and the Isles 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

**2.0 RECOMMENDATIONS**

2.1 Members are asked to consider the content of the report.

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ARGYLL AND BUTE COUNCIL

OBAN LORN AND THE ISLES AREA  
COMMITTEE

DEVELOPMENT AND ECONOMIC  
GROWTH

8 MARCH 2023

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

---

**3.0 INTRODUCTION**

3.1 The main purpose of this report is to update Members of Housing Services activity and progress on the Local Housing Strategy within the Oban, Lorn and the Isles 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

**4.0 RECOMMENDATIONS**

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

**5.0 DETAIL**

5.1 As the Strategic Housing Authority for this area, the Council has a series of important statutory housing functions to fulfil. A Housing Need 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 December 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 Oban, Lorn and the Isles.

## 5.2 HOUSING NEED & DEMAND IN OBAN, LORN & THE ISLES

<b>HOMEArgyll WAITING LIST November 2022 – Active Applicants (excluding applicants with 0 points i.e. no need)</b>					
	<b>Minimum Bedroom Size Required</b>				<b>TOTAL</b>
	<b>0/1beds</b>	<b>2beds</b>	<b>3beds</b>	<b>4+beds</b>	
Lorn	327	133	88	37	585
Mull & Iona	48	14	3	4	69
Coll & Tiree	14	5	3	2	24
<b>OLI Totals</b>	<b>389</b>	<b>152</b>	<b>94</b>	<b>43</b>	<b>678</b>

In addition there was a registered demand from almost 307 applicants who received nil points according to the Common Allocation Policy and therefore would be deemed not to have a defined housing need. This included 271 applicants for Lorn; 30 for Mull & Iona; and 6 for Coll & Tiree.

For the Oban Lorn and Isles area as a whole, the majority of applicants (57%) require one bedroom and 23% require 2 bedrooms. 14% require 3 bedrooms and 6% need 4 bedrooms 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.**

### Applicants per available RSL Let (Pressure Ratios)

	<b>HOMEArgyll Applicants</b>	<b>RSL Lets 2021/22 (HOMEArgyll only)</b>	<b>Pressure Ratio</b>
Lorn	585	199	3:1
Mull & Iona	69	16	4:1
Coll & Tiree	24	0	24:1
<b>OLI Totals</b>	<b>678</b>	<b>215</b>	<b>3:1</b>

(NB. 2020/21 lets were partially constrained due to covid measures)

**While the pressure ratios are only one factor in determining need and demand, they are useful indicators of areas where further 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

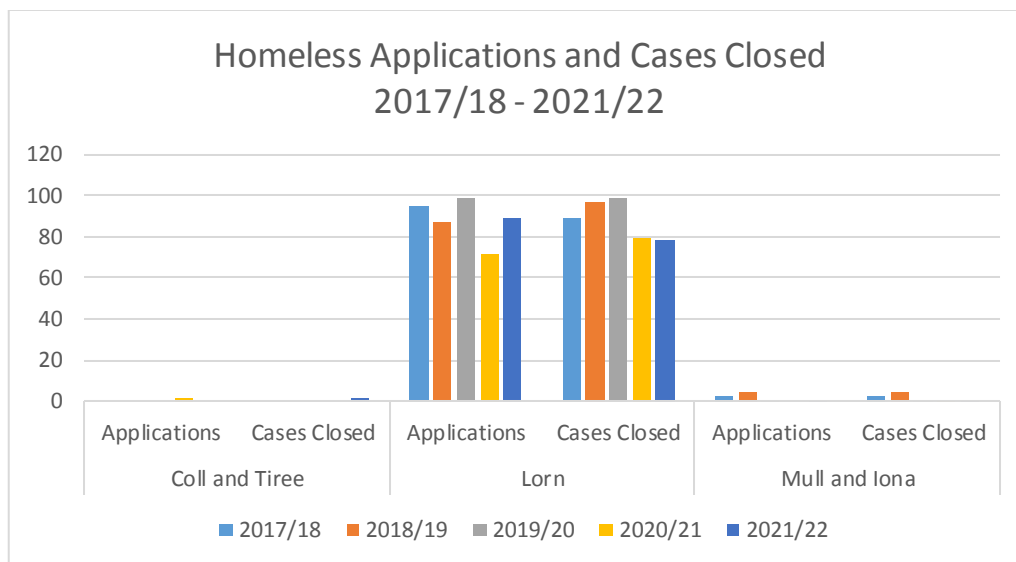
build housing, the council has developed ambitious Housing Supply Targets based on an alternative, positive growth scenario for all areas. In this instance, 28% of the Argyll & Bute Housing requirement would be apportioned to Lorn; 4% to Mull & Iona; and around 1% to Coll & Tiree. Over the next 5 years this could amount to at least 480 new builds across all tenures for the OLI area as a whole.

### 5.3 HOMELESSNESS

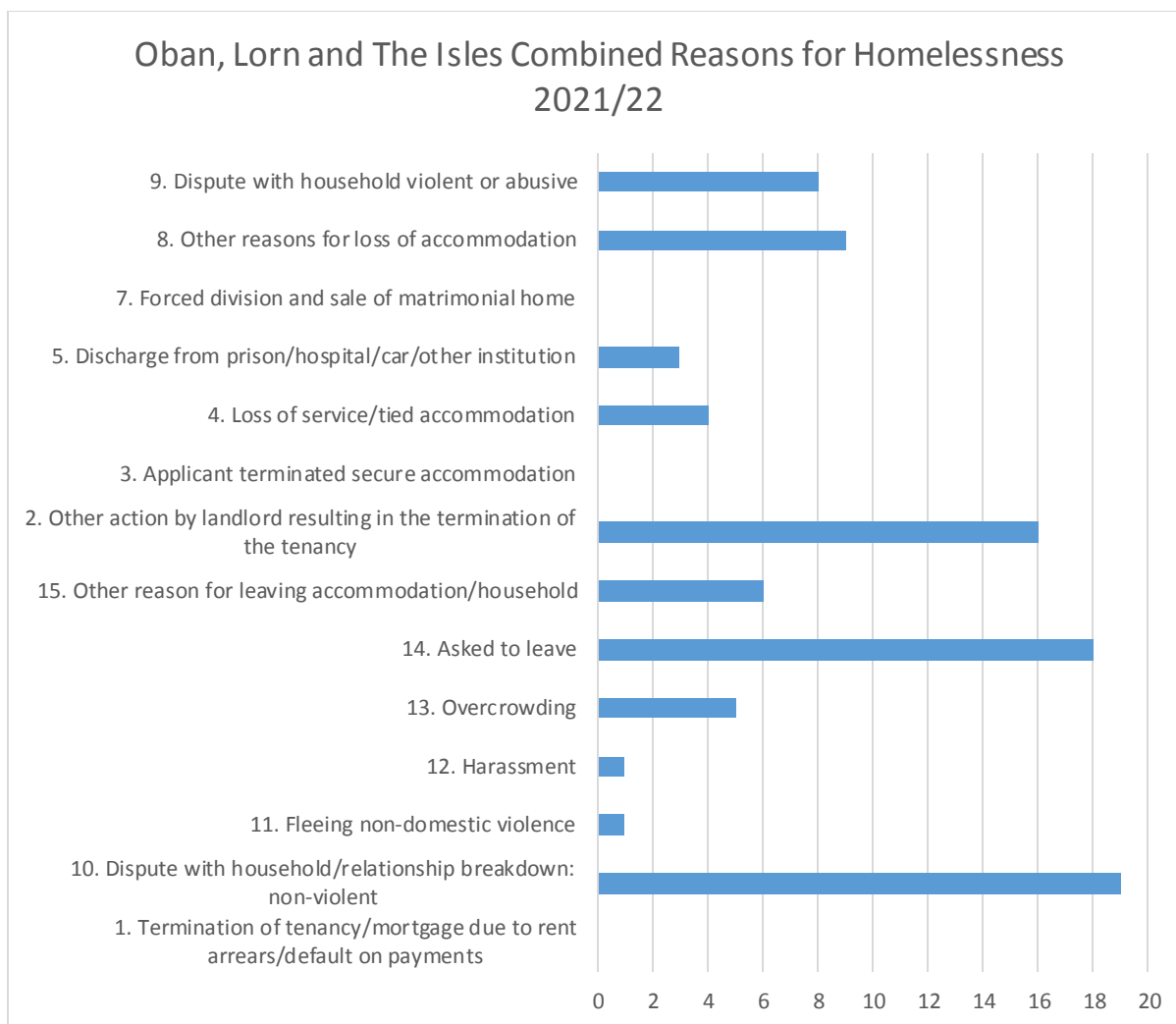
Homeless applications across the area increased by 22% (74 up to 90) in the Oban, Lorn and the Isles area during 2021/22. These applications included 1 homeless application on Mull.

During 2021/22 there were 81 homeless cases closed in the Oban, Lorn and the Isles area. 78 of the cases were in the Oban and Lorn area 2 cases on Coll and Tiree, and 1 case was on Mull.

The figures below illustrate the number of homeless applications and cases closed for the period from 2017/18 to 2021/22.



The main reasons for presenting as Homeless last year were “disputes with family/relationship breakdown – non-violent, “asked to leave” and ‘other action by landlord resulting in the termination of tenancy’.



## Rough Sleeping

The Oban, Lorn and Isles area experienced an increase in the incidence of rough sleeping over the same period last year, with 7 cases (+2) in total across the area reporting that they slept rough the night preceding their presentation and 13 (+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 2021/22	
	Night Before Application	3 Months Prior to Application
Oban, Lorn area	7	13
Mull and Iona	0	0
Coll and Tiree	0	0
OLI Total	7	13
<b>Argyll &amp; Bute</b>	<b>17</b>	<b>28</b>

#### 5.4 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 119 new affordable homes in Lorn in 2021/22.

RSL	PROJECT	Units	Funding
WHHA	Kirk Road, Dunbeg (conversion)	4	£257,362
LINK	Dunbeg Phase 3	115	£63,687,000
<b>Oban, Lorn and the Isles Total</b>		119	£63,944,362

The Council recognises that households in the area have difficulty in affording to buy property for principal occupation and in that regard the Council encourages RSL's to deliver Shared Equity properties in their developments. The Shared Equity model enables eligible households to obtain mortgages from as low as 60% of the value of the property with the Scottish Government retaining the remaining equity in the property. 40 Shared Equity properties are being delivered in Dunbeg as part of the LINK phase 3 development.

Further sites/projects in the Oban, Lorn and the Isles area which are in early stages of development and may be programmed in the SHIP include:

ACHA	North Connel Phase 2(2 units currently on hold) Mull – Craignure, Salen, Dervaig – subject to further feasibility Appin & Connel – pending further analysis
LINK	“Hospital Site”, Oban (50 units – subject to further feasibility) Lonan Drive, Oban (44 units by 2024) Dunbeg, Phases 4,5 & 6 (150 units in total by 2025) Glencruitten, Oban (100 units in total by 2026 subject to agreement)
WHHA	Tobermory, Mull Phase 3 (12 units) Port Appin (6 units)



## 5.5 EMPTY HOMES

In 2021/22 there were **11** private empty homes brought back into use in OLI, with the assistance of the Empty Homes Officer, amounting to **29%** all the empty homes brought back into use across Argyll and Bute last year (38).

### 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 OLI 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 reports.

OLI 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
Lorn	8,924	100	87	187
Mull & Iona	1,923	22	37	59
Coll & Tiree	700	6	14	20
<b>OLI TOTAL</b>	<b>11,547</b>	<b>128</b>	<b>138</b>	<b>266</b>

### 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 OLI there are **238** 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 (**123**)
- Class 7A = Dwellings Empty Under Statute – Closing or Demolition Order (**12**)
- Class 6A = Deceased owners – where estate has not been settled (**76**)
- Class 5A= Living/detained elsewhere (**19**);
- Class 2A= Unoccupied-Renovation (**8**)
- Class 6A= Deceased owner (**76**)

### Second Homes

As at 1<sup>st</sup> November 2022 there were **785** registered second homes in Oban, Lorn and the Isles. This figure represents **28%** of the total number of second homes in Argyll and Bute (2,815).

### Self-Catering Lets

As at 3<sup>rd</sup> November 2022 there were **982** self-catering lets on the Rates register in the Oban, Lorn and the Isles area **42%** of the Argyll and Bute total (2,321).

OLI	Number of self-catering properties
Rates data as at 03.11.22	
Lorn	529
Mull & Iona	365
Coll & Tiree	88
<b>OLI TOTAL</b>	<b>982</b>

### 5.6 PRIVATE SECTOR HOUSING GRANT – ADAPTATIONS

In 2021/22, there were 21 private sector properties adapted with PSHG aid in OLI, and a total of 23 individual adaptations installed.

PSHG ADAPTATION COMPLETIONS 2021 -2022								
HMA	Grant Value	Works Value	ADAPTATION INSTALLED					
			Ramp	Stairlift	Access	Bathroom Adaptation	Hoist	Wash & Dry Unit
Oban, Lorn & Isles	£ 94,292.32	£ 119,926.15	0	2	5	12	1	3
<b>TOTALS</b>	<b>£ 94,292.32</b>	<b>£ 119,926.15</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>12</b>	<b>1</b>	<b>3</b>

### 5.7 PRIVATE SECTOR HOUSING GRANT – REPAIRS AND IMPROVEMENTS

In 2021/22, there was a total of 1 PSHG repair and improvement grants completed in OLI, (across Argyll and Bute, the total was 19).

### 5.8 ENERGY EFFICIENCY (HOME ENERGY EFFICIENCY PROGRAMME: AREA BASED SCHEME – HEEPS:ABS)

There were 252 energy efficiency measures installed across Argyll and Bute in 2021/22 via the HEEPS:ABS programme; and 7% of these measures (18) were in Oban, Lorn & the Isles. In total, 13 properties were improved across the Oban, Lorn and the Isles area, at a total cost of £68,658. Grant aid in support of this work amounted to £67,953, 99% of the total costs.

Current estimates of Fuel Poverty are based on Home Analytics data:-

Area	Likelihood of Households in	
	Fuel Poverty	Extreme Fuel Poverty
Lorn	33%	34%
Mull and Iona	26%	30%
Coll and Tiree	30%	41%
Argyll and Bute	30%	25%
Scotland (SHCS)	25%	12%

## 5.9 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 formally launched in March 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 Lorn, Mull & Iona, and Coll & Tiree HMAs over the next 5 years and beyond.

## 6.0 CONCLUSION

- 6.1 This report provides the detail of the Council Housing Services team activity in the Oban, Lorn and the Isles area and an overview of the progress achieved with the Local Housing Strategy Action Plan. 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.

## 7.0 IMPLICATIONS

- 7.1 Policy - Complies with approved SHIP and Local Housing Strategy.
- 7.2 Financial - none arising from this report.
- 7.3 Legal - we have a statutory duty to deliver statutory housing functions.
- 7.4 HR – none.
- 7.5 Fairer Scotland Duty: positive in terms of delivering affordable housing.
- 7.5.1 Equalities - protected characteristics – none.
- 7.5.2 Socio-economic Duty - positive in terms of delivering affordable housing.
- 7.5.3 Islands – positive in terms of delivering affordable housing on the islands
- 7.6. Climate Change – the strategy and housing service deliver positive impacts for energy efficiency and climate change.
- 7.7 Risk – none.
- 7.8 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:**

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## **APPENDICES**

Appendix 1 – Extract from LHS 2022 - 2027 (data as of 2021) Lorn  
Appendix 2 – Extract from LHS 2022 - 2027 (data as of 2021) Mull & Iona  
Appendix 3 – Extract from LHS 2022 - 2027 (data as of 2021) Coll & Tiree

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

**Lorn**

Population	16,053
Households	7,648
Dwellings	8,604
Ineffective Stock (%)	8%
RSL Stock	1,649
Waiting List Applicants	737
RSL Lets (2019/20)	139
Pressure Ratio	5:1
Lower Quartile House Price	£120,000
Lower Quartile Income	£17,892
LQ Affordability Ratio	6.7

**LORN HMA** is centred on Oban and includes a number of the small, inner isles such as Easdale, Luing and Lismore. Despite the influence of in-migration, it is the most self-contained housing market in Argyll & Bute with 64% of house sales going to local residents. There was limited interaction with neighbouring HMAs in the local authority (3%) but over 17% of demand is from the rest of Scotland and over 13% from the UK. Overseas house purchasers have only marginal impact in this area, at just over 1% of sales. Average house prices are comparatively high and affordability remains an issue, with a high price-to-income ratio of 6.7 (lower quartile). There has been significant development activity in recent years, and the total dwelling stock increased by 8% between 2015 and 2020, with significant new builds in development or in the pipeline, particularly at Dunbeg. Lorn has 18% of the total housing stock in Argyll and Bute. However, 8% of the stock comprises second/holiday homes and long-term vacant properties. With 1,649 RSL homes in 2020 the area also has the highest provision of social rented stock – over 19% of the authority total. Nevertheless, this area still has the largest waiting list in Argyll and Bute by far, as well as one of the higher levels of homelessness (30% and 18% respectively of the authority totals). In addition HNDA analysis suggests that this area has the second greatest level of backlog need (21% of total backlog need).

**Key issues for Lorn HMA:**

Increasing the supply of affordable housing remains a critical priority for this HMA. The provision of Housing Options advice and information; and targeted Tenancy Support also remains important. Fuel poverty is an issue and improving energy efficiency will be important too. Ensuring that sufficient specialist provision (accommodation, adaptations, support services etc.) is available to meet the requirements of the ageing population and those with particular needs will also be key to a well-balanced, effective housing system.

## Appendix 2 – Extract from LHS 2022 - 2027 (data as of 2021) Mull &amp; Iona

	<b>Mull &amp; Iona</b>	
Population	3,054	
Households	1,524	
Dwellings	1,851	
Ineffective Stock (%)	15%	
RSL Stock	236	
Waiting List Applicants	113	
RSL Lets (2019/20)	20	
Pressure Ratio	6:1	
Lower Quartile House Price	£129,375	
Lower Quartile Income	£18,189	
LQ Affordability Ratio	7.1	

**MULL AND IONA** are combined for planning purposes as one HMA. As a housing market area, these islands exhibit the lowest level of self-containment in the authority area apart from Coll & Tiree, with less than 45% of house sales going to local purchasers. Around 16% of properties are bought by persons from elsewhere in Scotland; and over a third of all sales (34%) are to purchasers originating elsewhere in the UK, by far the highest proportion of any HMA in Argyll and Bute. Interaction with the rest of the authority is minimal with only 1.4% of sales originating in another local HMA. Mull & Iona have among the highest house prices in Argyll & Bute, well above the average for the authority as a whole and 3 times higher than Bute for example; and along with Islay, Jura & Colonsay; and Coll & Tiree, this is one of the least affordable housing markets for local residents. This area has seen less than 1% rate of growth in total stock, between 2015 to 2020; despite a range of RSL and community-led projects being proposed and progressed in recent years. This still amounts to only 4% of the total dwellings in Argyll & Bute. There is also a high proportion of ineffective stock here, with second/holiday homes and long-term vacant properties making up 15% of the total (albeit this is significantly lower than the last census recorded). The social rented sector totalled 236 homes in 2020, less than 3% of the sector total for Argyll & Bute as a whole and around 13% of the total housing stock on the two islands. There are around 6 applicants for every available let in the area, one of the higher pressure ratios in the authority.

**Key issues for Mull & Iona HMA:**

A small-scale targeted programme of affordable new build housing will help to sustain remote island communities.

Tackling fuel poverty and improving energy efficiency remain key targets; and ensuring sufficient specialist provision is available to meet the requirements of those with particular needs will also be important.

## Appendix 3 – Extract from LHS 2022 - 2027 (data as of 2021) Coll &amp; Tiree



### Coll & Tiree

Population	753
Households	452
Dwellings	680
Ineffective Stock (%)	32%
RSL Stock	54
Waiting List Applicants	19
RSL Lets (2019/20)	3
Pressure Ratio	6:1
Lower Quartile House Price	£128,750
Lower Quartile Income	£16,644
LQ Affordability Ratio	7.7

**Coll & Tiree** constitute the smallest HMA in the authority, and are most affected by house purchasers from out with the area – less than 20% of sales are to local residents, with almost half of purchasers originating elsewhere in Scotland and a further quarter from elsewhere in the UK. More house buyers originate from overseas (5.6%) than from the rest of Argyll & Bute itself (1.4%). Average house prices have been among the highest in Argyll & Bute (albeit the number of sales are very small) and this area has been one of the least affordable to local households with the highest price-to-income affordability ratio of 7.7. Since 2015, the total number of dwellings on the islands increased by almost 8% while the number of households increased by around 12%. Proportionately, this HMA has the highest level of ineffective stock in Argyll & Bute, by far, with almost a third being second/holiday homes or long-term vacant properties. In 2020 there were 54 social rented homes, which amounts only 0.6% of the total RSL sector in the authority. Demand for RSL properties is numerically low but given the limited turnover in existing stock the pressure ratio remains high at 6:1 (i.e. 6 applicants per available let).

#### Key issues for Coll & Tiree HMA:

There is evidence of unmet need on these islands and minimal new build in recent years. Small-scale development of affordable housing for social rent could help to address the demand.

The requirement for some form of specialist provision, particularly on Tiree, remains a potential gap which could be addressed by joint working between Housing and the Health & Social Care Partnership.

Fuel poverty and energy efficiency also remain priorities for this area.

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
<b>8 March 2023</b>					
8 March 2023	Quarterly Performance Scorecard FQ3 22/23	Improvement and HR – Sonya Thomas	Quarterly Report	13 February 2023	
8 March 2023	Roads and Infrastructure Service Update	Development and Infrastructure Jim Smith	Quarterly Report	13 February 2023	
8 March 2023	Secondary School Pupils	Oban High School Peter Bain	Attending to discuss their learners journeys		Please see e-mail from Simon Easton 03/02/2023
8 March	Highlight Report Gibraltar Street	Adrian Jackson-Stark – ARC	Report on plans for Gibraltar Street Oban		
8 March 2023	Strategic Housing investment plan (SHIP)	Director of Development and Infrastructure – Douglas Whyte	Annual Report	13 February 2023	
8 March 2023	Area Committee Workplan	Stuart McLean	For updating	13 February 2023	
<b>14 June 2023</b>					
14 June 2023	Quarterly Performance Scorecard FQ4 22/23	Improvement and HR – Sonya Thomas	Quarterly Report	22 May 2023	

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
14 June 2023	Roads and Infrastructure Service Update	Development and Infrastructure Jim Smith	Quarterly Report	22 May 2023	
14 June 2023	HSCP Bi-Annual Update Report	Health & Social Care Partnership – Charlotte Craig	Bi-Annual Report	22 May 2023	
14 June 2023	Secondary School Reports - Oban High School	Head Teacher Peter Bain	Annual Report		
14 June 2023	Secondary School Reports - Tiree High School	Head Teacher Peter Bain	Annual Report		
14 June 2023	Secondary School Reports - Tobermory High School	Head Teacher Shelly Carmichael	Annual Report		
14 June 2023	Primary School Report 2022/23	Education Services Wendy Brownlie	Annual Report	22 May 2023	
14 June 2023	John of Lorn Bequest - Applications	Legal and Regulatory Support	As required	22 May 2023	Cut off for applications 15 May 2023
14 June 2023	Supporting Communities Fund Applications	Rona Gold/Antonia Baird Chief Executive	Annual Report	22 May 2023	
14 June 2023	Supporting Communities Fund – End of Project	Rona Gold/Antonia Baird Chief Executive	Annual Report	22 May 2023	

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
	Monitoring 21/22				
14 June 2023	Area Committee Workplan	Stuart McLean	For updating	22 May 2023	
<b>September 2023</b>					
September 2023	Quarterly Performance Scorecard FQ1 23/24	Performance Management and Improvement Officer			
September 2023	Roads and Infrastructure Service Update	Development and Infrastructure Jim Smith			
September 2023	Annual Recycling Performance Report	Jim Smith Roads and Infrastructure Services	Annual Report		
September 2023	Area Committee Workplan	Stuart McLean	For updating		
<b>December 2023</b>					
December 2023	Quarterly Performance Scorecard FQ2 23/24	Performance Management and Improvement Officer	Quarterly report		
December 2023	Roads and Infrastructure Service Update	Development and Infrastructure Jim Smith	Quarterly report		

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

Committee Date	Report Description	Lead Service and contact officer	Regularity of occurrence/consideration	Date for Reports to Committee Services	Additional Comment
December 2023	Charitable Trusts, Bequests and Trust Funds	Legal & Regulatory Support – Stuart McLean	Annual Report		
December 2023	ACHA Annual Update	Chief Executive ACHA	Annual Report		
December 2023	HSCP Bi-Annual Update Report	Charlotte Craig/Fiona Davies Argyll and Bute Health	Annual		
December 2023	John of Lorn Bequest Applications	Legal & Regulatory Support – Stuart McLean	As required		
December 2023	Local Housing Strategy Annual Update	Director of Development and Infrastructure – Douglas Whyte	Annual Report		
December 2023	Area Committee Workplan	Stuart McLean	For updating		

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**ARGYLL AND BUTE COUNCIL**

**OBAN LORN AND ISLES  
AREA COMMITTEE**

**DEVELOPMENT AND ECONOMIC GROWTH**

**8 MARCH 2023**

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**GIBRALTAR STREET PUBLIC REALM PROJECT - CONSIDERATION OF  
OPTIONS**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 The purpose of this report is to allow the Oban, Lorn and the Isles Area Committee to consider the possible options for the Gibraltar Street public realm project and agree the preferred option to be progressed to implementation.
- 1.2 Argyll and Bute Council agreed to allocate £250,000 of Place Based Investment (PBI) Programme Funding to Gibraltar Street, Oban to enhance the public realm and improve access to Oban Town Centre given the function of this space as a key pedestrian thoroughfare linking a key centre of retail to the town centre.
- 1.3 TGP Landscape Architects were commissioned in January 2022 to create design options, test design concepts with community and stakeholders and cost design proposals.
- 1.4 Public consultation was carried out during 2022. However it did not provide clear support for a single option as presented and raised some additional concerns about the proposed scheme. TGP Landscape Architects have taken on board comments received and working within the constraints presented by the site have presented a revised design (Option A - Appendix 1). This option has been costed and is estimated to exceed the available budget due to ground conditions and rising construction costs. The complexity of the works would also require the works to go out to tender which will incur a further delay in implementation. Full details of these costs have been included in Appendix 3 of this report which is marked exempt given it contains sensitive financial information that may impact on any future tender exercise.

- 1.5 Given the above and reviewing all the information including comments received during the public consultation, Officers have put forward an alternative option for members to consider. This option is referred to as Option B of this report and is the preferred option as recommended by Officers. This option would essentially retain the site as is and carry out comprehensive resurfacing works with a good quality surface finish as well as provide upgraded street furniture and enhanced street lighting.

## **RECOMMENDATIONS**

It is recommended that the Oban, Lorn and the Isles Area Committee:

1. Note the content of this report and the feedback provided as a result of public consultation during 2022 and specifically in November 2022;
2. Note the issues identified in relation to Option A;
3. Agree that Officers continue to progress Option B which retains existing site levels and looks to resurface the existing streetscape, renew street furniture and improve street lighting.
4. Agree that delegated authority be afforded to the Executive Director with responsibility for Development and Economic Growth for the delivery of the project to completion including agreeing a final design.

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**ARGYLL AND BUTE COUNCIL**

**OBAN LORN AND ISLES  
AREA COMMITTEE**

**DEVELOPMENT AND ECONOMIC GROWTH**

**8 MARCH 2023**

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**GIBRALTAR STREET PUBLIC REALM PROJECT - CONSIDERATION OF  
OPTIONS FOR**

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**2.0 INTRODUCTION**

- 2.1 On the 12<sup>th</sup> August 2021, Argyll and Bute Council agreed to allocate £250,000 of Place Based Investment (PBI) Programme Funding to Gibraltar Street, Oban to enhance the public realm and improve access to Oban town centre.
- 2.2 TGP Landscape Architects were commissioned in January 2022 to create design options, test design concepts with community and stakeholders and cost design proposals. The latest public consultation on the proposals was held in November 2022. This report outlines the progress made with the project to date, brings to member's attention Option A which is a revised design for Gibraltar Street taking into account public consultation comments received and explains the thinking in terms of Option B which Officers consider to be the preferred option to take forward.
- 2.3 Oban, Lorn and the Isles Area Committee are therefore asked to consider the report and approve Option B to be taken forward and instruct officers to progress this option through delegated powers.

**3.0 RECOMMENDATIONS**

It is recommended that the Oban, Lorn and the Isles Area Committee:

- 3.1 Note the content of this report and the feedback provided as a result of public consultation during 2022 and specifically in November 2022;
- 3.2 Note the issues identified in relation to Option A;

- 3.3 Agree that Officers continue to progress Option B which retains existing site levels and looks to resurface the existing streetscape, renew street furniture and improve street lighting.
- 3.4 Agree that delegated authority be afforded to the Executive Director with responsibility for Development and Economic Growth for the delivery of the project to completion including agreeing a final design.



## 4.0 DETAIL

- 4.1 On 12th August 2021, Argyll and Bute Council agreed to allocate £250,000 of Place Based Investment (PBI) Programme funding to Gibraltar Street, Oban to enhance the public realm and improve the access to Oban town centre. The total council budget for the project is £250,000, with a potential £10,000 contribution from Bid4Oban. Remaining budget for construction is £210,000.
- 4.2 Gibraltar Street is a key pedestrian intersection between Oban Town Centre and edge of town retailers via the Tesco car park that has recently been refurbished. The main objective of this piece of work is to improve the public realm of Gibraltar Street to create an enhanced pedestrian space that encourages people into Oban town centre, and provides an attractive, pedestrian environment in which businesses can operate their business. Despite its short length Gibraltar Street is a complex site with considerable levels changes from both north to south and west to east. Gibraltar Street also has a number of residential and business accesses, at which levels determine how the open space meets these various accesses. In addition there is uncertainty over a number of underground utilities that have emerged during the detailed design process.
- 4.3 TGP Landscape Architects were commissioned in January 2022 to create design solutions, test design concepts with the community and other stakeholders; deliver to RIBA work stage 5 and cost design proposals.
- 4.4 Initial design options were produced in March 2022 with an internal workshop taking place in April 2022 with colleagues from Roads and Infrastructure Services and Elected Members. A subsequent external workshop took place with relevant stakeholders such as BID4Oban, Tesco, local businesses, Oban Community Council and the Oban Access Panel.
- 4.5 Based upon feedback from all stakeholders, designs were refined and an initial public consultation took in June 2022. Feedback from the public was generally positive and the majority of the comments received were around widening the access at the bottleneck of Tesco; making the area more accessible friendly; increasing planting/greenspace and seating; and ensuring the space is brightened with public art work and improved lighting.
- 4.6 Initial designs concepts included redevelopment of both council maintained area of Gibraltar Street into the car park and pedestrian link owned by Tesco. There was initial support from Tesco to resolve the bottleneck on the site and make the space more user friendly and visually attractive, however Tesco later withdrew from the project which reduced the potential impact of the future transformation of the Street particularly with regard to addressing the problematic levels.
- 4.7 As a result of exclusion of the Tesco area, the site for redevelopment has significantly reduced in size. With the Tesco site included, there was a longer distance over which to achieve a gentler slope. Exclusion of the Tesco land has

resulted in a more complex arrangement being proposed to accommodate levels within the site. The main issue has been the need to design around the slope running through the site and the resulting different level areas that had to be created across the site to ensure compliance with British Standards for Accessibility in external spaces. This has resulted in a significant change to the design and a much more complex design than was originally anticipated.

- 4.8 The revised design options were presented to DMT and Oban, Lorn and Isles Elected Members in October 2022, and went out to consultation in November 2022. 217 responses were received to the online consultation and over 100 people attended the in person public consultation event on the day. The majority of online responses (47%) were in favour of what was referred to as Design Option 1, however, a significant number of responses chose neither of the designs presented (37%) with opposition to both plans communicated by stakeholders such as Bossards, Oban Community Council, Bid4Oban, CrossRoads and Oban Hospice.
- 4.9 Comments received in regard to the design and in order of recurrence were as follows: Increase the space for Bossards café (32); Public money should be used for other priorities/areas of Oban (19); Space does not require upgrade, light touch improvement such as tidying up and resurfacing (12); Concerns for future maintenance of the space (10); Improvement on the original designs and support of what looks like a more attractive space for all users (10); Concerns whether space will be able to sustain amount of traffic/is it fully equipped for people with disabilities and those who use mobility scooters (8); and more.

#### **Option A: Revised Design**

- 4.10 Following the consultation, TGP Landscape Architects were instructed to make changes to Design Option 1 (presented at the November 2022 consultation) that would maximise the space for the existing cafe to have an outdoor area for their use immediately outside the business and thereby hopefully alleviate concerns of stakeholders and public. The final design option (Option A) has been appended – see Appendix 1 – and represents the best option for allocating usable space to the café, although it does result in a further division of the space.
- 4.11 The indicative scheme has been costed but is not expected to be able to be delivered within the budget currently available. Oban, Lorn and Isles Area Committee is asked to note that initial costs are on a very broad estimate and in addition to construction costs professional fees, tender price inflation beyond Q1/23, lighting and power installations, potential adverse ground conditions, alterations to services and contingency could all add to the overall cost of delivering the project. Additional budget will therefore be required if this design option (Option A) is to be taken forward. Estimated costs are contained within Appendix 3 of this report which is marked as exempt given the sensitivity of the figures included which could impact negatively on any future tender process. Should this option be progressed we would work to confirm unknown costs as soon as practicable.

- 4.12 The advantages of the new design option are that it has the ability to transform Gibraltar Street by visually enhancing the space and ensuring the pedestrian footway is compliant for all users. The designed option addresses the various levels restrictions and accesses onto the open space, whilst providing grades that meet the British Standard requirements for Accessibility in external spaces. The design option does however subdivide the site up into various platforms/sections and it may feel less open than it does at present and be less flexible as a thoroughfare.
- 4.13 Officers in Roads and Infrastructure Services have been consulted throughout the entirety of the project and have indicated that they would not have capacity to implement Option A at this time due to the complexity of the construction but will be able to take forward Option B. Option B is outlined in the following paragraphs.

#### **Option B: Resurfacing option**

- 4.14 Following on from the consultation feedback suggesting a lighter touch option and comments from the Oban Community Council whom 'urges that the proposal reverts as nearly as possible to the Gibraltar Street area of the original plan, so that a suitable seating area can be available to Bossard's customers' (see Appendix 2 – Original Designs Presented June 2022 Consultation), an option could be considered which simply focuses on the site as it is with no change to levels but instead looked to significantly upgrade the surface finishes, provide high quality furniture and improved street lighting.
- 4.15 The resurfaced option (Option B) would focus on replacing existing materials and street furniture to provide a refreshed space, with repairs made to the steps and lighting could also be provided.
- 4.16 Initial discussions with Roads and Infrastructure colleagues indicate that the works could be delivered within the budget available (although a full cost breakdown is still to be drawn up) – including replacing the existing pavements with new high quality paving; repairs to steps; and the addition of new high quality street furniture and lighting. Roads and Infrastructure colleagues have advised that the project could be completed within circa 6 weeks, starting on-site after the tourist season – September/October 2023.
- 4.17 The advantages of the resurfacing option (Option B) is that it can be delivered within the existing budget; the council have delivered similar schemes; the scheme would be completed within a shorter timeframe which would help with public support and minimise disruption to businesses; feedback from consultation in regard to light touch improvements and space for café owner would be met.
- 4.18 It is anticipated that a period of work would be required to confirm final finishes on paving, street furniture and lighting before works could be agreed.
- 4.19 If Oban, Lorn and the Isles Area Committee chooses to proceed with the light touch resurfacing project (Option B) with the site remaining as is, agree that officers will progress to implementation and work with officers in Roads and Infrastructure Services.

- 4.20 Delegated authority is requested to be afforded to the Executive Director with responsibility for Development and Economic Growth to progress the delivery of the project via the option confirmed at Committee to completion, including agreeing any procurement process as may be necessary.

## **5.0 CONCLUSION**

- 5.1 The consultation process carried out in 2022 did not provide clear support for a single option and raised some concerns about the proposed scheme. Whilst the design team have tried to address these, they have not been shared with stakeholders at this stage and so there is no further feedback to share. Further feedback on the deliverability of the project and costs of construction have led to officers recommending that Option B, essentially a resurfacing option which would be delivered by Roads and Infrastructure Service. It is anticipated that this option can be delivered within the budget available but this will be subject to a detailed costing.
- 5.2 If Oban, Lorn and the Isles Area Committee decide to proceed with Option B, officers will progress to implementation and work with officers in Roads and Infrastructure Services.
- 5.3 Following Area Committee decision, officers will progress the preferred option, update local stakeholders and progress with delivering the project to an appropriate timescale.

## **6.0 IMPLICATIONS**

- 6.1 Policy – the works would support Oban Town Centre which in turn will support the overarching objective and long term outcomes of the Council's Corporate Plan, Argyll and Bute Outcome Improvement Plan, the Local Development Plan and the Economic Strategy. Capital works must be in line with the Place Based Investment Programme criteria.
- 6.2 Financial - £250,000 of Place Based Investment funding has been allocated to the project. Budget remaining for construction costs is £210,000. If Option A is progressed additional funding will be required to be sought from the Policy and Resources Committee with estimated costs in Appendix 3 of this report which is marked exempt.
- 6.3 Legal – None.
- 6.4 HR – None.
- 6.5 Fairer Scotland Duty:
- 6.5.1 Equalities - protected characteristics – None.
- 6.5.2 Socio-economic Duty – The project supports local economy and community through place-based regeneration activity.
- 6.5.3 Islands - None.

- 6.6 Climate Change – Construction works undertaken will result in carbon emission although it is anticipated that these will be restricted to the construction period.
- 6.7 Risk – As with all construction projects a number of risks will be ongoing and a risk register will be maintained. Delivering Option A may lead to higher risks as referenced to in section 4.11 of the report.
- 6.8 Customer Service – None.

**Kirsty Flanagan**

**Executive Director with responsibility for Development and Economic Growth**

**Policy Lead for Strategic Development, Councillor Robin Currie**

13 February 2023

**For further information contact:**

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**APPENDICES**

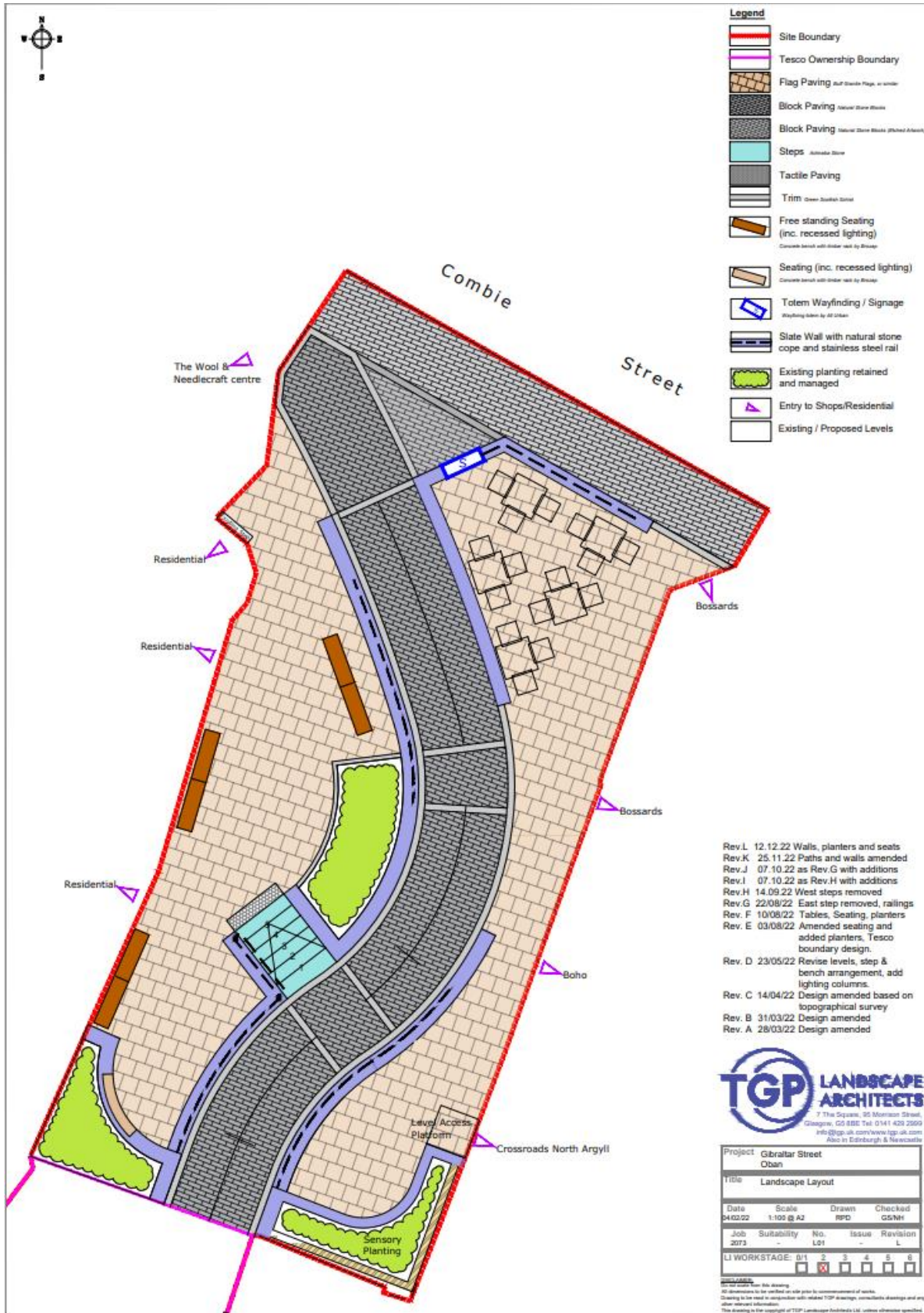
Appendix 1 – Final Design Option

Appendix 2 – Original Designs Presented at June 2022 Consultation

Appendix 3 – Gibraltar Street Public Realm Project Estimate Costs – EXEMPT

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APPENDIX 1 – Final Design Option (OPTION A)



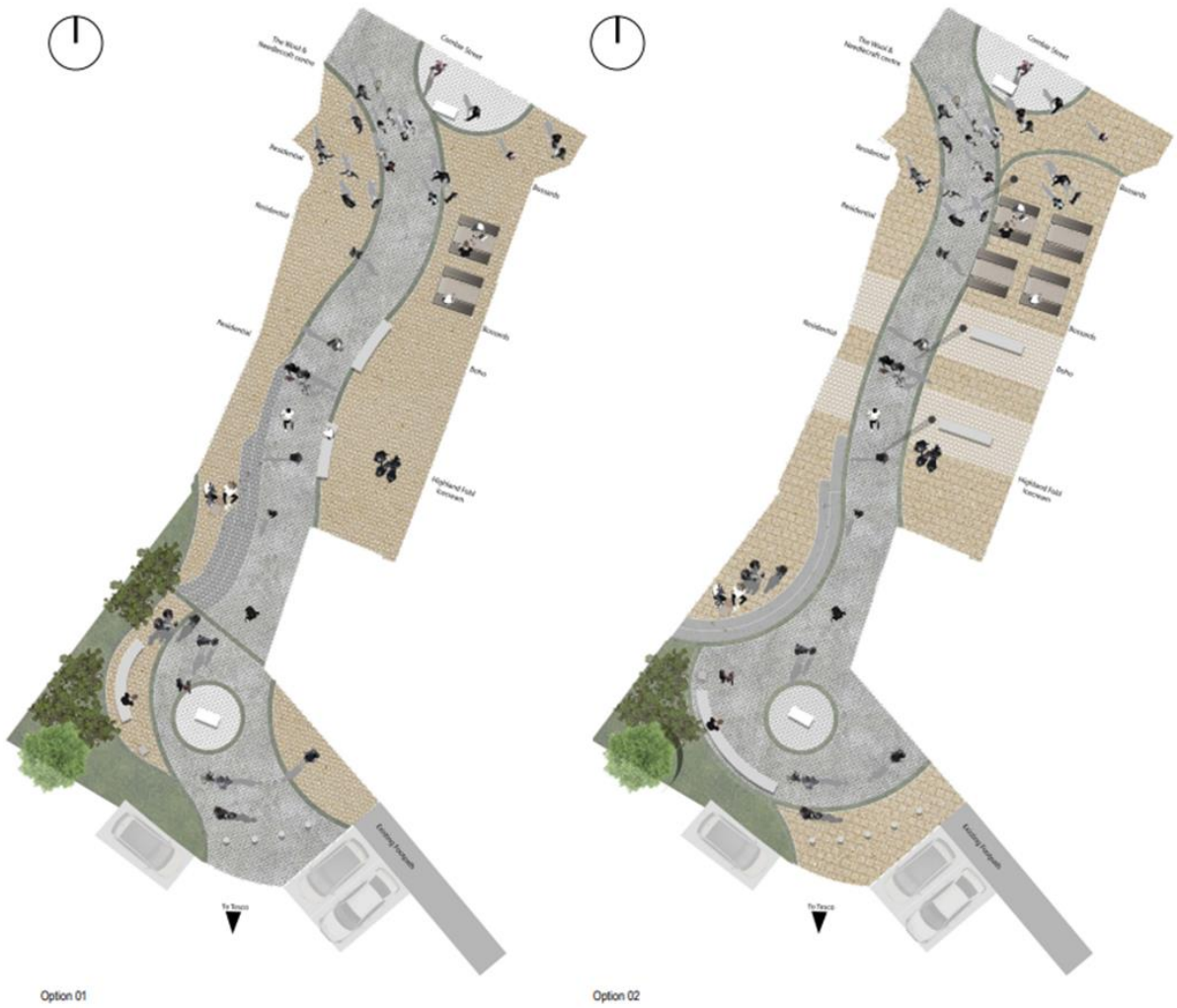
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APPENDIX 2 – ORIGINAL DESIGNS PRESENTED AT JUNE 2022 CONSULTATION

# Gibraltar Street Oban

## Proposed Street Design Options



Option 01

Option 02

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

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