

# Public Document Pack



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2 May 2023

## NOTICE OF MEETING

A meeting of the **OBAN LORN & THE ISLES AREA COMMUNITY PLANNING GROUP** will be held **BY MICROSOFT TEAMS** on **WEDNESDAY, 10 MAY 2023** at **2:00 PM**, which you are requested to attend.

Douglas Hendry  
Executive Director

## BUSINESS

1. **WELCOME AND APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**
  - (a) Oban, Lorn and the Isles Community Planning Group 8 February 2023  
(Pages 3 - 12)
4. **IMPROVING LIVES IN ARGYLL AND BUTE** (Pages 13 - 28)  
Presentation by Community Planning and Development Team
5. **COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE UPDATE**  
(Pages 29 - 34)  
Report by Committee Manager
6. **ARGYLL AND BUTE HEALTH AND SOCIAL CARE PARTNERSHIP PUBLIC HEALTH ANNUAL REPORT** (Pages 35 - 38)  
Report by Health Improvement Lead, Argyll and Bute Health and Social Care Partnership

## **7. PARTNERS UPDATE**

- (a) Police Scotland (Pages 39 - 40)
- (b) Scottish Fire and Rescue (Pages 41 - 46)
- (c) Hope Kitchen (Pages 47 - 48)
- (d) Oban and Lorn and the Island Living Well Network (Pages 49 - 50)
- (e) UHI Argyll (Oban) (Pages 51 - 52)
- (f) Argyll and Bute Citizens Advice Bureau (Pages 53 - 66)
- (g) Argyll and Bute TSI Update (Pages 67 - 68)
- (h) Opportunity for Verbal Updates

## **8. CLIMATE CHANGE**

- (a) Climate Change Working Group Highlight Report (Pages 69 - 72)  
Report by Chair of Climate Change Working Group
- (b) Opportunity for Updates on Community Based Initiatives

## **9. COMMUNITY FOCUS**

- (a) Luing Community Trust (Pages 73 - 88)  
Presentation by Colin Buchanan, Chairman Isle of Luing Community Trust Board

## **10. DATE OF NEXT MEETING - WEDNESDAY, 16 AUGUST 2023**

### **Oban Lorn & the Isles Community Planning Group**

Kevin Champion (Chair)

Ryan MacIntyre (Vice Chairman)

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

**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.



# ABOIP consultation

- 5th December 2022 - 31st March 2023
- 1,978 participants
- 7 themes – select top 3



Climate Change



Community Wellbeing



Digital Inclusion



Diverse Economy and Skilled Workforce



Financial Inclusion



Housing



Transport Infrastructure



# Promotion and Engagement

- >1100 paper copies issued
- >230 posters
- 500 fliers
- E-bulletins to over 900 people
- Podcast, press release, Twitter, Facebook
- Partners and networks



# Monitoring, Improving, Reaching

- Weekly monitoring
- Targeted promotion and engagement
- Adapted - young people and adults with additional support needs
- Translated - Gaelic and Ukrainian



# Support for non-digital participation



- Support focused on marginalised groups - as identified by [Connecting Scotland](#):
  - Low income households
  - People aged 60+
  - Disabled people
- Other groups targeted included:
  - People in areas with poor/no connectivity
  - Those without essential digital skills

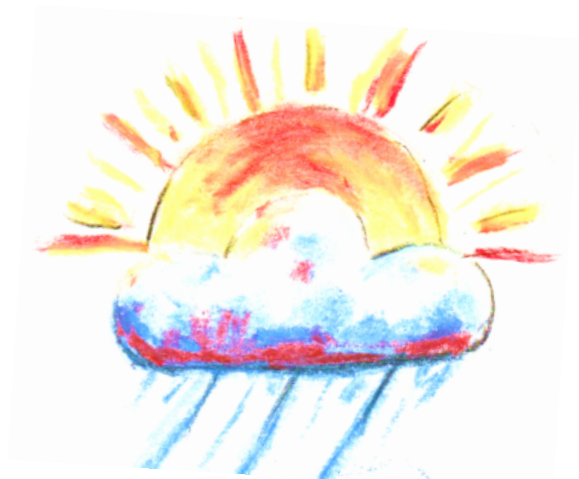
# Methods and targeting

## Methods

- Paper forms distributed widely
- Self addressed envelopes issued to allow for free returns
- Interactive sessions using creative and easy read resources

## Targeting

- Targeted support to low response rate groups
  - Males - reached out to men's sheds and men's mental health groups
  - Geographical areas – example of focused promotion in the Helensburgh and Lomond area





# Support for community groups

- Over 40 community groups supported to participate
- Sessions included approximately 520 individuals
- Examples of these groups included:
  - Cowal Elderly Befrienders
  - We Are With You, addictions recovery group - Bute
  - Helensburgh and Lomond Foodbank
  - Jean's Bothy, mental health hub - Helensburgh
  - Islay Link Club, mental health support
  - Inveraray Warm Hub
  - Development Coll Seniors Lunch Club
  - Home Start Lorn, targeting low income families

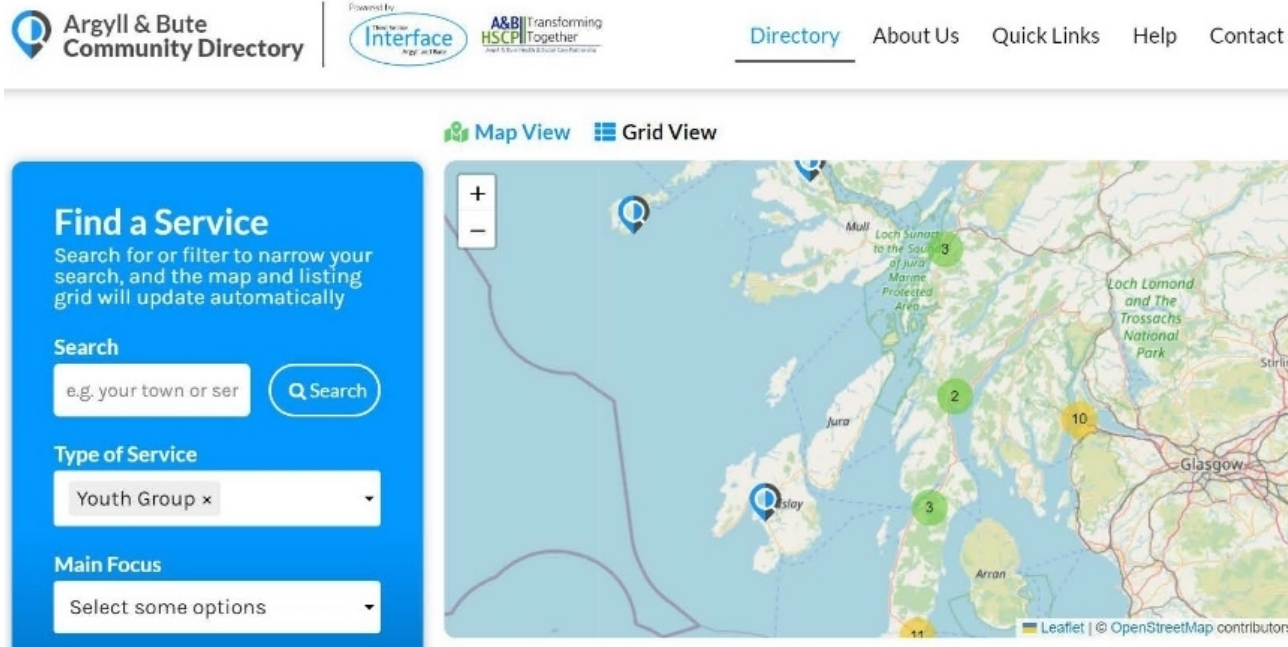




Video – some of the faces behind  
the voices



# Asking for younger people's views



## 18 youth groups approached, including:

- Church groups
- Young carers
- Development Trusts
- Youth Cafes
- Scouts and Guides



## Promoted through:

- Youth Workers
- MSYPs
- Social Media

## Community Learning & Development Partnership

- ➔ Education
- ➔ Family Learning
- ➔ Parental Employment Support
- ➔ Refugee Families



# Youth Friendly Version of Survey



The top three things that are most important to me are  
(1=most important, 2=second most important, 3= third most important):

 Climate Change

 Money Fairness

 Other


 Community Wellbeing

 Housing

Please tell us.....

 Internet & Digital Access


 Transport

 Other

Please tell us.....

 Education and Jobs

or

 Other

Please tell us.....

\*More colourful

\*Accessible language

\*For use during supported group sessions

# Case study



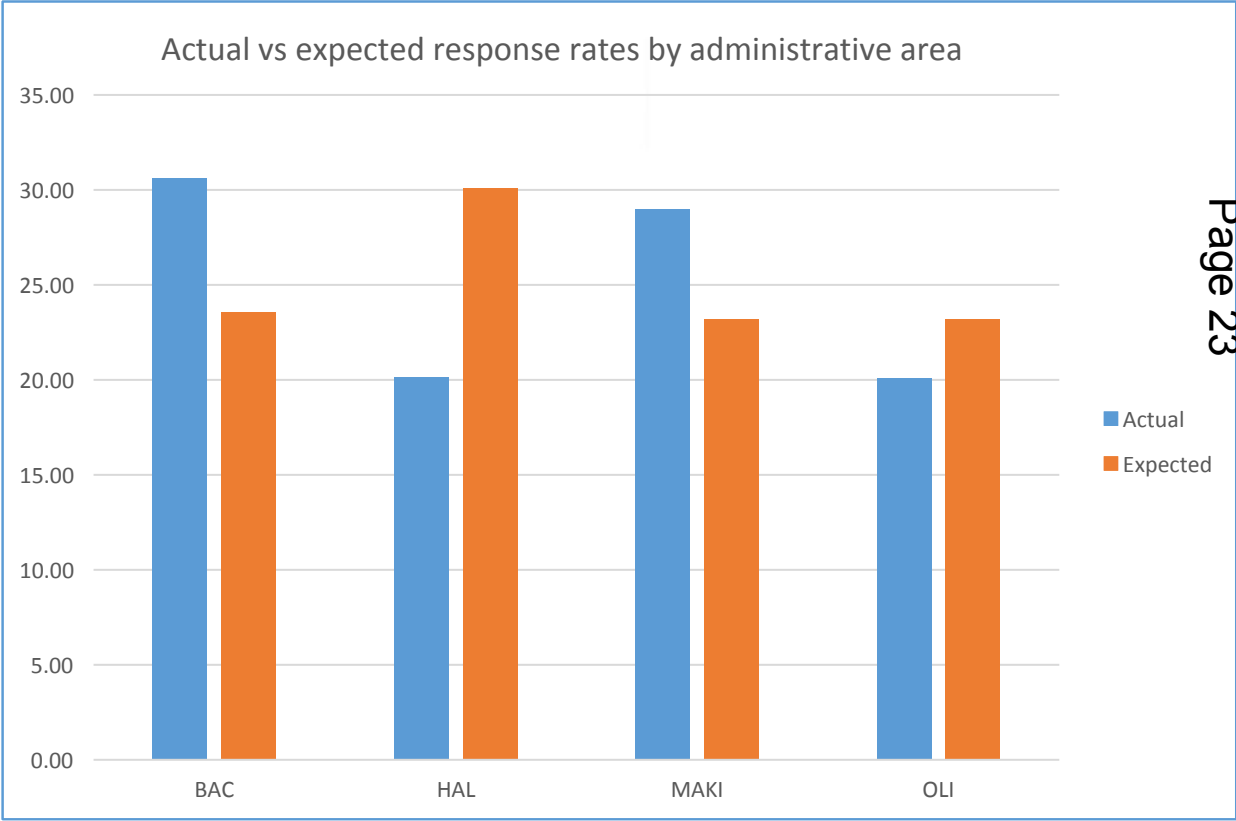
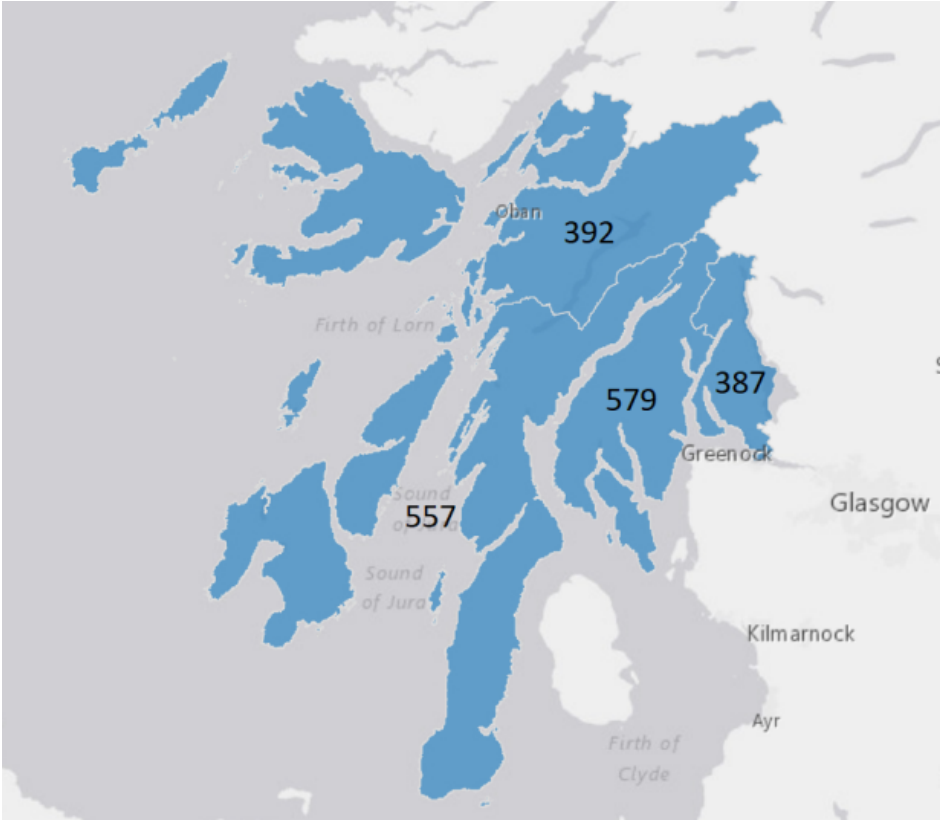
## Dunoon Grammar School

Winner of the  
World's Best School  
Prize for Community  
Collaboration



- Welcome to Your Vote Week
- Led by LiveArgyll Youth Worker
- 100+ young people, S2-S6 Modern Studies classes
- Pupils discussed themes and worked in groups to agree top 3 priorities

# Where did people respond from?



# Priority themes



- **Argyll and Bute - top 3**



Transport  
Infrastructure



Housing



Community  
Wellbeing

- **Groups**

- Bute and Cowal; Mid Argyll, Kintyre and the Islands; Oban, Lorn and the Isles
- 35-84 age groups

- **Thematic variation**

- Helensburgh and Lomond
- 0-34 and 85+ age groups



Financial  
Inclusion



Climate  
Change

# Thank you issued

- Website
- Community Planning Parters
  - Individual messages for specific promotion
- Community Groups
- Gaelic Groups
- Youth Groups
- Survey participants
  - Online
  - Paper
- Bulletins
- Basecamp
- Facebook
- Shops and village halls



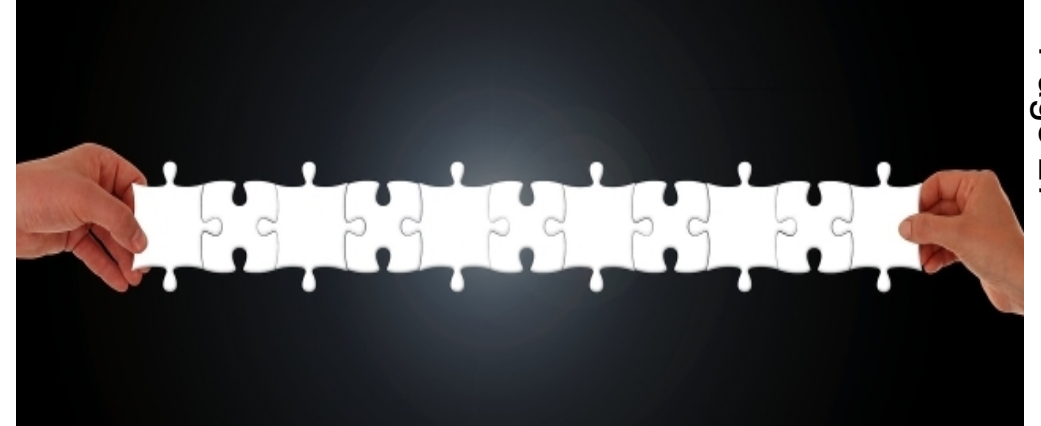
# Thank you feedback



- **“Having heard the detail of the engagement work done at the CCP management Committee meeting I was really impressed with the process and excited about the data which you have captured and the good practice which can be shared.” – Argyll and Bute HSCP**
- **“We are happy to hear that young peoples' contributions have been beneficial.” – Achievement Bute**
- **“Good to see such good engagement.” – Police Scotland**
- **“An amazing response.” – Argyll TSI**
- **“I’m pleased you got such a good response.” – Mull businesses [Facebook]**
- **“We look forward to working with you too on the Improvement Plan.” – Helensburgh Community Council [Facebook]**

# Next steps

- CPP Development Day – 18th May
- Detailed results
- Partner data and input
- Planning of Focus Group sessions on top 3 or 4 priorities
  
- Focus Groups
- Development of ABOIP
- Work with ACPGs on their plans based on data



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**Argyll and Bute Community Planning Partnership****Oban, Lorn and the Isles  
Area Community Planning Group****10 May 2023**

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**Community Planning Partnership Management Committee Update**

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This briefing relates to the meeting of the Community Planning Partnership (CPP) Management Committee which was held on 23rd March 2023. The briefing is for noting and relevant discussion.

**Summary**

The CPP Management Committee met on the 23rd March 2023 with the meeting being held virtually. This update provides an overview of the discussion which took place.

Reports which were discussed at the meeting can be found by following this link - [Agenda for Argyll and Bute Community Planning Partnership - Management Committee on Thursday, 23 March 2023, 10:00 am - Argyll and Bute Council \(argyll-bute.gov.uk\)](#)

**HIGHLIGHTS****Matters Arising from Area Community Planning Groups**

- An update was provided on the discussions which had taken place at all 4 Area Community Planning Groups during the February 2023 cycle of meetings. The meetings had been well attended with the terms of reference and membership of each Group agreed. Of particular interest was the re-appointment of Councillor John Armour as Vice Chair of the Mid Argyll, Kintyre & the Islands (MAKI) Area Community Planning Group, and Kevin Champion as Chair for Oban, Lorn and the Isles (OLI). It was also noted that Reeni Kennedy-Boyle was appointed as Vice Chair in Bute and Cowal.
- The Management Committee noted the concerns raised by the MAKI and OLI ACPGs regarding the introduction of car parking charges by Forestry and Land Scotland, specifically the lack of engagement on the proposals and the negative effect charges may have on tourism and visitor numbers. The Management Committee agreed that the Chair would prepare a response on behalf of the Management Committee which will be forwarded to Forestry and Land Scotland.

## **CROSS CUTTING THEMES**

### **Climate Change**

Stan Philips provided a brief update report on the work of the Climate Change Working Group. It was noted that work continues to secure funding for a Climate Change Project Manager to take forward the development of a climate change action plan, with £90k of the required £120k secured. Pippa Milne added that the council had achieved bronze carbon literacy status, with 65% of elected members now trained by Argyll and the Isles Coast and Countryside Trust.

### **Child Poverty**

Mandy Sheridan advised that the associated report contained a summary of the framework on the requirements to achieve implementation of the UN Convention on the Rights of the Child. She highlighted the importance of needing to move away from the idea that this is just an issue for child-facing departments and organisations, and requires a whole council approach.

Pippa Milne and Councillor Robin Currie noted that the papers contained complex information on work that sits alongside many other council duties i.e. island impacts, environment and social. Mandy responded that it is her plan to hold an event once the action plan had been firmed up, to communicate to stakeholders that the implementation journey would need to build new skills and approaches and best practice may take time to develop.

It was noted that a review of the Child Poverty Action Plan would begin shortly and is the first to include a target year of monitored work. Fiona Davies was optimistic that having come close to meeting current targets, the plan would help to achieve a reduction in child poverty in Argyll and Bute, she also advised that £197,000 had been awarded from the Scottish Government for Island Support.

### **Financial Inclusion**

Fergus Walker highlighted the range of different work around financial inclusion, including crisis grants, concessionary housing payment, flexible fuel and food fund and the Love Local cards.

### **Community Wealth Building (CWB)**

Takki Sulaiman advised that work was being taken forward on a CWB audit, and following consultation the brief had been split into separate lots. The separate lots being:

- how we look at land and assets to how we currently procure,
- identification of relevant replicable case studies,
- development of strategy and action, and
- can business cases and models be developed for us?

Takki confirmed that CLD funding had allowed a collection of groups in Oban to explore opportunities that take advantage of CWB as a methodology.

## Digital Communities

Iain MacInnes reported on the significant work regarding the R100 programme in the Oban area and shared the maps of completed premises that now have access to full fibre across Argyll and Bute. The Digital Scotland [website](#) shows where fibre is available or when it is expected. Iain highlighted there may now be residents in areas that can access full fibre but are not aware.

Regarding the resilience of the Carradale mobile masts, Iain advised that the network coverage by EE is very good whereas other networks have poor signal. Iain confirmed that each ESN mast has power outage resilience via wind, solar or generator power as they must be active at all times.

Iain advised that a contract to provide IT equipment to the island hubs (Islay, Coll, Jura and Tiree) has been agreed and that the equipment would be installed in late April 2023. Funding has been applied to extend this work further into 2023/24.

Alex Edmonstone advised that the CLD Partnership will reconvene next month and that the digital sub-group has been working with Takki Sulaiman on digital mapping to review existing activity and identify the support need to deliver essential skills to communities.

## Building Back Better

Kirsty Moyes advised that the Community Development Team had provided support to non-digital and hard to reach groups to support participation in the Argyll and Bute Outcome Improvement Plan (ABOIP) consultation.

Takki Sulaiman provided a [link to the TSI volunteer survey findings](#) and gave an overview of the key points:

- 106 responses to the survey covering 40 organisations and individual volunteers,
- qualitative and quantitative findings aligned to national research by SCVO on the cost of living crisis and its impact on volunteering,
- many organisations are struggling to recruit to volunteering roles
- further conversations needed by TSI on how to provide support to volunteers
- volunteers and organisations are interested in incentive schemes (discount cards etc).
- results suggest that the cost of living crisis has not directly impacted volunteer behaviour but it has directly impacted volunteer families, and
- the response regarding having a single volunteer system to on-board volunteers was inconclusive.

Takki advised that a successful, family friendly, volunteering event took place in Hermitage Academy, Helensburgh, where Community Councils and 60 groups got together and matched those organisations with a surplus of volunteers to those with shortages.

## **ARGYLL AND BUTE OUTCOME IMPROVEMENT PLAN CONSULTATION RESULTS AND NEXT STEPS.**

Rona Gold presented information on the Argyll and Bute Outcome Improvement Plan survey, methodology and participation rates, highlighting that over 1,900 responses had been received, over 1,000 paper copies of the survey were issued, with 230 posters and 500 fliers placed across Argyll and Bute to advertise the survey. The survey was also promoted via ebulletins, the Chief Executives podcast, twitter and Facebook. The team monitored the incoming survey results and then targeted promotion to increase participation across geographical areas and protected characteristics.

Kirsty Moyes presented highlights on the support by the Community Development Team to engage potential non-digital and hard to reach groups to participate in the survey. Paper surveys were widely distributed and interactive sessions were provided to support the completion of the forms, adapting to the audience with easy to read resources, different voting methods including QR codes and bucket voting. Central collection points and prepaid envelopes were also provided to ensure no costs were associated with the return of completed paper surveys. Over 40 community groups were supported to participate covering approximately 520 individuals and a video showcasing the engagement was played to the attendees.

Lucy Dunbar presented the work undertaken to engage young people. Promotion included church groups, young carers, development trusts, youth cafes, schools, scouts and guides. A further 18 youth organisations were contacted directly and there was also work with the LiveArgyll Youth Work team and CLD Partnership. Feedback received after targeted promotion was that young people were not engaged by the online survey, so an adapted single page survey was created in a more youth friendly format and language.

John McLuckie highlighted the overall top 3 priorities for Argyll and Bute are Transport Infrastructure, Housing and Community Wellbeing. A fourth priority theme of Financial Inclusion was also identified. It was noted that the survey would close on 31 March 2023. Rona advised the next step would be to analyse the survey results in more depth at a development day. Rona advised that John was currently preparing a key and handbook for the anonymised data, other steps include:

- sending thanks to all participants with an outline of next steps,
- holding CPP development day (May / June dependent on diaries),
- deep dive with online / offline groups over summer / autumn,
- definitions of housing, community wellbeing and transport are agreed,
- identify what needs to be improved,
- long term actions agreed,
- re-consult with stakeholders to ensure our understanding of the priorities and the actions proposed to address these matches those of our communities,
- draft report published (with consultation at this point required under legislation), and
- plan published.

**For further information, please contact:**

Stuart McLean, Committee Manager, Argyll and Bute Council (01436) 657605

[Stuart.mclean@argyll-bute.gov.uk](mailto:Stuart.mclean@argyll-bute.gov.uk)

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**Argyll & Bute Community Planning  
Partnership**

**Oban, Lorn and the Isles  
Date: April 2023**



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### **Partner update – Public Health**

The paper provides an update on ongoing wellbeing and prevention activity overseen and delivered by the HSCP Public Health Team in Argyll and Bute.

#### **Director of Public Health Report 2022 – Prevention**

Prevention is better than cure and this valuable report provides an evidence based rationale for moving upstream to a preventative approach where instead of rescuing people from river downstream, we prevent them falling into the river in the first place. Prevention is about looking upstream and taking the actions that are needed to stop people from becoming ill, or reducing the severity of their illness.

The report provides examples of where preventative action can and does improve health and prevent the need for more intensive and costly treatment. The report highlights the importance of prevention as a vital and integral part of healthcare and of wider community activities and makes a compelling case for investing in systemic preventive action.

The report provides a number of evidence based examples of projects which deliver prevention and early intervention and result in improved health outcomes and is cost effective.

#### **Key Messages**

- Investment in preventative measures which promote, protect and improve health and wellbeing is essential to ensure the future sustainability of the health and care system.
- There are many examples of preventative actions that have already helped achieve major improvements in health, for example, improved social conditions, vaccination against communicable diseases and national screening programmes.
- The effects of prevention work have contributed to a decline in cancer and cardiovascular disease mortality rates. Priority should continue to be given to preventing cardiovascular and smoking related conditions and there must be continued efforts to improve early diagnosis for effective treatment.
- There are thousands of avoidable deaths and preventable health conditions every year in NHS Highland. Estimates of health loss and avoidable mortality should be used to help inform priorities for health and care service planning and redesign, and for disease prevention.

- Actions to address modifiable risk factors, such as high blood pressure, smoking, alcohol and drug use, healthy weight and physical activity, presents a sizeable opportunity to improve health, add years to life and to reduce existing inequalities in these measures.
- A life course approach to prevention should be used to identify potential areas of action relating to both the individual and the community.
- The characteristics of effective prevention work should be considered when planning programmes of work and training to ensure existing health inequalities are not reinforced.
- The ‘best buys’ in prevention should meet one or more of these objectives: cost-effective; likely to reduce health inequalities; likely to reduce avoidable health and social care problems.
- The NHS has an important role to play in prevention as an employer, researcher, collaborative partner and commissioner of services. Ensuring prevention is seen as part of everyone’s role, and that time and resources are allocated to it may be key to supporting the fundamental shift towards prevention that is required for the future sustainability of health and care systems.
- There are many examples and evidence of preventative interventions that provide a return on investment and have the potential to deliver savings to the NHS in the short and longer term. These should be used to inform priorities for action.

The Annual Report of the Director of Public Health 2022 Prevention – Moving Upstream: <https://indd.adobe.com/view/45cbb2d9-8f8d-44dd-a040-efe28296701c>

### **Living Well Networks**

Following a pilot a new model of delivery has been implemented for our Living Well Networks. There are Co-ordinators in place in each locality and a new administrator role to deliver the valuable engagement and capacity building work of the networks. The networks contribute to improving the health of the people in Argyll and Bute by working in partnership with a range of stakeholders and community members and joining structures such as the Locality Planning Groups. The funding for the networks has been secured for two years. Further information and contact details for the networks can be found here: <https://www.ablivingwell.org/living-well-networks>

### **Adult Health and Wellbeing Profiles**

Public health partnership profile reports have been published for the four localities in Argyll and Bute local authority. These partnership areas are the focus of action to improve the health of the people and communities in the area covered by NHS Highland Health Board. The profile reports present information across a range of



health and wellbeing topics. They are designed to support staff and partners to make decisions and plans to improve population health and reduce inequalities. They bring together in one valuable resource, data on a wide range of topics and are themed into two profiles with further profiles for child health and wellbeing, and health inequalities being released in the coming months:

- [Demography and deprivation](#)
- [Adult health and wellbeing](#)

We encourage partners to take a look at this valuable resource which can be found at: [Public health profiles | NHS Highland \(scot.nhs.uk\)](https://publichealthprofiles.scot.nhs.uk)

### **Children and Young People**

The Health Improvement Team and the Education Department have been working closely with schools, statutory and third sector partners to deliver the Smoke Free Programme and S3 Health Drama Programme in March 2023.

The Smoke Free Programme consists of five interactive lessons plans covering the effects of tobacco on health, the slave trade, black lives matters, the environment and financial cost. Aimed at P6/P7 pupils and offered to all primary schools, the programme is completed with a drama tour which has proven to be a impactful but also fun and memorable element to the programme which allows the pupils to sing the songs they have learnt and demonstrate their knowledge.

The S3 Health Programme “You Are Not Alone” is an impactful and meaningful part of the curriculum. Three lesson plans are delivered in PSE classes to compliment the messages in the drama production which contains three vignettes based on real life stories covering smoking, vaping, mental health, bullying, sending nude photos and alcohol. Each pupil receives a localised booklet for them to complete, takes part in discussions, and Q&As with service providers. The overall message of this programme is to access help, the evaluation of this year’s programme is still being collated but in previous years the programme has been successful in raising awareness of the help available for young people and results in young people accessing much needed support.

With thanks to Raenbow Productions who delivered 16 productions during March the tour reached the length and breadth of Argyll and Bute including the Island of Islay and Island of Bute, with IT support offered to Tiree and Mull. The success of this programme is also due to the partnership working within school, statutory and third partners.

### **Cool2Talk**

We are pleased to share that this valuable service has secured funding from Children and Families, the Alcohol and Drugs Partnership and Public Health for a further year. Cool2Talk is a website aimed at young people 12-24 years old where they can post a question and receive a bespoke response within 24 hours. The answers are evidence based and provide young people with accurate and safe health information and link to local and national services for support. There are also information resources on the site. The site can be accessed at: <https://cool2talk.org>

### **REPORT AUTHOR AND CONTACT**

Author Names: Sam Campbell, (Interim Health Improvement Principal); Laura Stephenson and Jenny Dryden (Health Improvement Leads)

Email: [nhsh.abhealthimprovement@nhs.scot](mailto:nhsh.abhealthimprovement@nhs.scot)

**OFFICIAL****Road Safety**

Work is currently ongoing to develop short information videos for anyone planning on towing a trailer, boat, caravan or horsebox this year following a change to driving licence requirements meaning individuals no longer have to sit a separate test for towing certain trailers. These will be launched shortly on our social media channels for watching and sharing and are being developed with partners from Campbeltown including Roads Policing Officers and DVLA instructors.

**Fraud Prevention**

The scam savvy quiz was discussed with the Inveraray Senior Citizens Group which was a great discussion with lots of inputs from local residents providing times where they have or nearly have fallen victim to scams and how we can all learn from this. This has resulted in a number of call blockers being fitted with many still to be installed. Discussions are ongoing with Furnace Community Council around this same event taking place in their area in the future and the possibility for working together for further call blocker funding as well.

**Naloxone Roll Out**

The roll-out of Naloxone to our officers across Argyll and West Dunbartonshire is nearly complete. The intra-nasal sprays can reverse life-threatening opioid-related overdoses, and are being issued to all constables, sergeants and inspectors across Scotland to supplement their existing extensive first aid training. Nearly 450 officers now have access to these sprays carried in pouches for easy access. Officers complete an online course before receiving the first aid equipment. Since officers in Scotland started to carry Naloxone, it has been administered 128 times (correct as of 24/2/23), with positive outcomes on all but 5 of the incidents.

**Pub Watch**

The Licensing Department within Police Scotland, alongside the Community & Partnerships Team are looking at ways to bring back 'Pub Watch' within all of the main settlements in the MAKI/OLI area. Pub Watch is a scheme that seeks to prevent crime and disorder in and around licenced premises, preventing nuisance to neighbouring businesses and residents, providing a safe and secure environment for the staff and indeed for members of the general public to frequent establishments that are part of it. It is a voluntary process whereby licensed premises come together to help problem solve and drive forward responsible practice, whilst working with key stakeholders like the Police and Council.

**OFFICIAL**

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**Working together  
for a safer Scotland**



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

# **Oban, Lorn and the Isles CPG Briefing Report**

## **Q4 2022/23**

## **Performance & Activity Report**

<b>From:</b>	<b>1<sup>st</sup> January 2023</b>	<b>To:</b>	<b>31<sup>st</sup> March 2023</b>
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## Introduction

Welcome to the Scottish Fire and Rescue Service Community Board Performance Report. This performance report is designed to provide citizens, stakeholders and partners with information relating to Community Board based activity undertaken by the Scottish Fire and Rescue Service.

Whilst using historic statistical benchmarking data, consideration must be taken of the somewhat random nature of fire related incidents and events, and how this can pose difficulties in interpreting emerging patterns and trends. This is of specific relevance where Community Board level data is analysed due to the relatively small number of actual incidents/events that occur in Community Board areas.

However, regardless of statistical anomalies, emerging patterns and trends in fire related incidents and events can assist the Scottish Fire and Rescue Service and Community Planning Partners plan and implement preventative intervention initiatives to target reducing fire related incidents and events.

## Local Firefighter Training Plan

Below is a list of subjects the operational crews have been focusing on within this period. Each subject has been covered both practically and theoretically and recorded in the Fire Service Training recording system.

	January/February/March
Training Subjects	<ul style="list-style-type: none"> <li>● CFBT</li> <li>● Tac Vent</li> <li>● Casualty Care</li> <li>● RTC and Extrication</li> <li>● Knotts, Ladders &amp; Pumps</li> <li>● Incident Command</li> </ul>

## Accidental Dwelling Fires (ADF)

Ward	3 Year Average	2021/22	2022/23
Oban North & Lorn	1.7	2	0
Oban South & the Isles	1.7	1	1
<b>Community Board Total</b>	3.3	3	1

## ADF Casualties

Ward	3 Year Average	2021/22	2022/23
Oban North & Lorn	1	0	0
Oban South & the Isles	0.7	0	2
<b>Community Board Total</b>	1	0	2

## Deliberate Secondary Fire Setting

Ward	3 Year Average	2021/22	2022/23
Oban North & Lorn	1.3	2	0
Oban South & the Isles	1	1	1
<b>Community Board Total</b>	2.3	3	1

## Fires in Non-Domestic Property

Ward	3 Year Average	2021/22	2022/23
Oban North & Lorn	0	0	0
Oban South & the Isles	1.3	1	1
<b>Community Board Total</b>	1.3	1	1

## Casualties from Non-Fire Emergencies

Ward	3 Year Average	2021/22	2022/23
Oban North & Lorn	4.7	2	8
Oban South & the Isles	2.3	1	4
<b>Community Board Total</b>	7.0	3	12

## Unwanted Fire Alarm Signals

Ward	3 Year Average	2021/22	2022/23
Oban North & Lorn	16	20	16
Oban South & the Isles	25.3	29	20
<b>Community Board Total</b>	41.3	49	36



# Incidents/Activities of Note

## Unwanted Fire Alarm Signals (UFAS)

We're continually working with partners and targeting our top offenders, which are Education including Infant/Primary/Secondary Schools, and Residential/Care Homes.

A new UFAS mobilisation policy has been devised by a dedicated project team within SFRS with an aim at reducing UFAS Incidents further. This policy will go live 1st July 2023 and should result in a reduction of unwanted fire alarm signals.

## Road & Water Safety campaigns

We've been working alongside Police Scotland, RNLI and various other Partners across all sectors, engaging with the local community at various identified hotspots. We provided advice and literature relevant to Road & Water Safety (including drug and alcohol misuse and ASB), as well as providing Throwline and CPR Training to local businesses and members of the public. Local Area Liaison Officer WC McGloin attended Road Safety Seminar at Edinburgh International Conference Centre on the 21st March. The Community Action Team also attended a PAWS Workshop at Hermitage Academy on the 30th March to roll out new water safety presentations to Argyll and Bute's Schools – Various Partners in attendance including RNLI, Police Scotland, Water Safety Scotland and Education.

## Community Engagement Activities

- Post Domestic Incident Response (PDIR) following every domestic incident
- Fire, Water & Road Safety provided to schools and local community groups with practical demonstrations using new interactive scenario floorboards.
- Continue to deliver Fire Safety advice via HFSVs and provision of smoke detection
- Representation on Multi Agency Risk Assessment (MARAC) for those affected by domestic violence
- Continue to support 'Make the Call' campaign and On Call recruitment drive for retained and volunteer stations within Argyll and Bute
- Supporting Partnership Approach to Water Safety (PAWS) group and engaging with the public: #RESPECTTHEWATER campaign
- Engaging with communities utilising winter/spring Thematic Action Plans TAP
- Victim support referral pathway set up
- Careers engagement pathway delivered to all schools for fire service employment

## EWDAB LSO Activities

- Continued roll out of new fleet SFRS Electric Vehicles within the area
- New Virtual Reality headsets acquired in preparation for road safety awareness within the community
- We held two On Call Seminars held at Oban Fire station for all of Argyll and Bute's crews
- Watch Commander Tony McGloin joined EWDABs Community Action Team as a new Local Area Liaison Officer

## Home Fire Safety

As part of our commitment to building a safer Scotland we offer everyone in Scotland a free home fire safety visit. We'll help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

For a Free Home Fire Safety Visit, please:

- Call 0800 0731 999
- Text "FIRE" to 80800 from your mobile phone.

Twitter link: <https://twitter.com/abewdhq>

**Hope Kitchen- Partner Update**

Hope Kitchen would like to highlight to the community planning group a new initiative including a number of third sector organisations.

**Connecting Communities Collective**

Oban has an incredible network of third sector groups which provide a huge range of vital services. The essential services offered provide assistance across a wide range of areas, including health and wellbeing, affordable warmth, homelessness and youth work. A group of Oban-based organisations, Healthy Options, Allenergy, Hope Kitchen and Oban Youth Café, have come together to see how working together more closely can connect, inspire and nurture our community by:

- Connecting the community, our services and staff.
- Bringing ownership of resources back to the community.
- Enabling, supporting and inspiring each other to our full potential.
- Creating a circular economy of skills.
- Raising an awareness of Community Wealth Building.
- Increasing our reach and changing people's perceptions.
- Supporting a 'can do' culture.

The collective worked alongside Atlantis Leisure to deliver a pilot, Winter Warmer, between November 2022 and March 2023 and is in the process of evaluating the partnership. The collective aims to reach out to other third sector groups and local business to collaborate in opportunities to benefit Oban and the surrounding area. Three years funding has been secured from the Investing in Communities Fund.

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## **Oban and Lorn and the Islands Living Well Network**

**17/04/2023**

### **Date of next meetings**

The next **Oban and Lorn Living Well Network Meeting will be on Thursday 11<sup>th</sup> May 2023**, at Oban Community Fire Station from 10am till 12noon with a cuppa at 12 for any who want to stay and do more networking.

The agenda for the meeting includes;-

- Extending the reach of the Network – how can we get supportive information to more people?
- 3 priorities to be chosen for the year
- Alcohol and Drug Partnership Funding
- Patient and Community Transport
- Pain and Wellbeing event in Oban in June
- Technology Enabled Care – from analogue to digital
- Network Member Updates
- Public Health Team update

A further 3 meetings will be organised throughout the year and will be held on Zoom.

The next **Islands Living Well Network Meeting will be on Wednesday 24<sup>th</sup> May from 10am** till no later than 12 noon on Zoom. The agenda has not yet been set but will be very similar to the Oban and Lorn meeting agenda.

Both meetings will be a chance for members to share information, network and find any common ground for joint working.

Please e-mail [tcmhwn@gmail.com](mailto:tcmhwn@gmail.com) if you would like to hear more about the Oban, Lorn and the Islands Living Well Network.

Carol Flett

Living Well Network Coordinator

07753218327

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UHI Argyll in Oban are coming to the end of our current academic year in June, during which we have followed a hybrid approach to study.

From September, we will be focusing on having all our students back in the building, without exception and would ask the Committee members to help promote our varied and exciting courses via our website [argyll.college.uhi](http://argyll.college.uhi)

The Oban Centre will be open all through the summer and we welcome prospective students to either call or drop by in person where we can offer support and guidance in choosing courses.

Later this month on 25<sup>th</sup> April, we have a Horticulture Open Day Event, which can be joined from home between 6.30 and 7.30pm, titled 'Organic Gardening at Home' [organic gardening open day session](#) - spaces can be booked via Eventbrite. We will have a further Open Day around the time of the exam results in August. Please keep an eye out on Social Media for details of fun, interactive events being held throughout the course of that day.



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# Argyll & Bute Quarterly update

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By Jen Broadhurst  
Bureau Manager



# Argyll & Bute CAB

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- > ABCAB is a registered Charity, with offices in Lochgilphead, and Helensburgh and Outreach services available in Dunoon, Oban, Campbeltown, & Mull
- > Established in 2002, we celebrate our 21<sup>st</sup> Birthday this year
- > 12 staff
- > 16 volunteers



# Twin Aims of the CAB

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**All CAB's have a twin aim:**

- > To ensure individuals do not suffer through ignorance of their rights and responsibilities or of the services available; or through an inability to express their needs.**
- > To exercise a responsible influence on the development of social policies and services both locally and nationally.**



# Social Policy Work

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Last Year's Private Rental Sector Research

[https://www.cas.org.uk/system/files/publications/argyll\\_and\\_bute\\_citizens\\_advice\\_bureau\\_research\\_into\\_the\\_private\\_rental\\_sector\\_executive\\_summary.pdf](https://www.cas.org.uk/system/files/publications/argyll_and_bute_citizens_advice_bureau_research_into_the_private_rental_sector_executive_summary.pdf)

## **This year's Research:**

Big Energy Saving Network

Debt Happens

Money and Mental Health

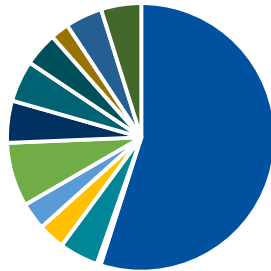
Impact of cost of living crisis on Carers





## ABCAB in 2021/2022

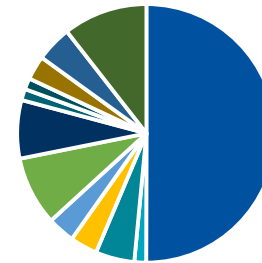
- Advised 1,040 clients
- 677 new clients
- Helped clients gain £1.1 million
- And provided 3,120 separate pieces of advice.



■ Benefits 1701	■ Consumer 23
■ Debt 146	■ Employment 100
■ Charitable Support 102	■ Health/PASS 420
■ Housing 157	■ Immigration 154
■ Legal 101	■ Relationship 69
■ Tax 138	■ Utilities 150

## ABCAB in 2022/2023

- Advised 1845 clients
- 1239 new clients
- Helped clients gain £879,561
- And provided 10062 pieces of advice



■ Benefits 1450	■ Consumer 42
■ Debt 138	■ Employment 97
■ Charitable Support 205	■ Health/Pass 299
■ Housing 207	■ Immigration 40
■ Legal 127	■ Relationship 85
■ Tax 127	■ Utilities 299

# Quality is taken seriously

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We have a 3-yearly audit by Citizens Advice Scotland, and our latest one in 2021 saw us pass with no recommendations.

We undertake quarterly assessment of our advice internally and this is in turn verified by CAS learning and standards team. This is in addition to weekly peer-to peer case checking by all advisers.

We deliver competency based training on a monthly basis to all staff and volunteers in the Bureau.





# Volunteers are the life-blood of every CAB

## The CAB Adviser Training Programme

Welcome to the CAB Adviser Training Programme! The training is made up of four stages (illustrated below). It will help to equip you with the knowledge and skills you'll need to be an adviser in the CAB.



The training consists of a combination of:



bureau practice



training materials



tutor-led sessions

Generalist Adviser Training can take 6 months to complete

We currently have 16 volunteer advisers and have reopened our recruitment period for our Spring intake

Training Starts May 2023



# Housing Debt/Money Advice

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- For those at risk of Repossession, eviction or debt related issues
- Lay representation for some civil court action
- Registered with the Financial Conduct Authority
- Money Talk Plus



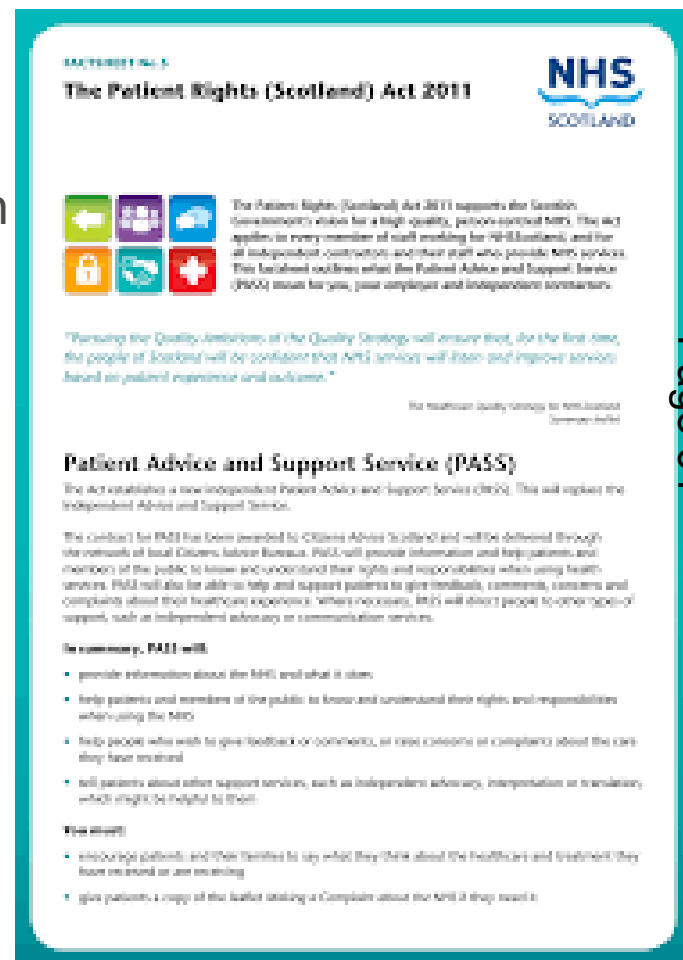


# Patient Advice and Support Service



The Patient Advice and Support Service (PASS) is an independent service which provides free, accessible and confidential information, advice and support to patients, their carers and families about NHS Healthcare. The project offers the following support and assistance:

- Support you if you are going to a meeting
- Help you write letters and make phone calls
- Help you access your medical and clinical records
- Help you find health services and social care
- Help you access the treatments, care and support you need

An infographic with a teal border and white background. At the top right is the NHS Scotland logo. The main title is 'The Patient Rights (Scotland) Act 2011'. Below this, there are six small icons in a 2x3 grid: a green house, a purple grid, a blue house, an orange padlock, a teal telephone, and a red cross. To the right of these icons is a paragraph of text. Below the icons and text is a quote in italics. Further down is the heading 'Patient Advice and Support Service (PASS)' followed by a paragraph. Below that is another paragraph. At the bottom, there is a section titled 'In summary, PASS will:' followed by a bulleted list of five points. The final point is 'give patients a copy of the leaflet Making a Complaint about the NHS if they need it'.

**THE PATIENT RIGHTS (SCOTLAND) ACT 2011**

**The Patient Rights (Scotland) Act 2011**

The Patient Rights (Scotland) Act 2011 supports the Scottish Government's vision for a high quality, patient-centred NHS. The Act applies to every member of staff working for NHS Scotland, and for all independent contractors and their staff who provide NHS services. The leaflet outlines what the Patient Advice and Support Service (PASS) mean for you, your carer and independent contractors.

*"Pursuing the Quality Ambitions of the Quality Strategy will ensure that, for the first time, the people of Scotland will be confident that NHS services will listen and improve services based on patient experience and outcomes."*

*The national Quality Strategy to realisation*  
*Summary leaflet*

**Patient Advice and Support Service (PASS)**

The Act establishes a new independent Patient Advice and Support Service (PASS). This will replace the Independent Advice and Support Service.

The duties for PASS for have been provided to Citizens Advice Scotland and will be delivered through its networks of local Citizens Advice bureaux. PASS will provide information and help patients and members of the public to know and understand their rights and responsibilities when using health services. PASS will also be able to help and support patients to give feedback, comments, concerns and complaints about their healthcare experience. Where necessary, PASS will direct people to other types of support, such as independent advocacy or communication services.

**In summary, PASS will:**

- provide information about the NHS and what it does
- help patients and members of the public to know and understand their rights and responsibilities when using the NHS
- help people who wish to give feedback or comments, or raise concerns or complaints about the care they have received
- tell patients about other support services, such as independent advocacy, interpretation or translating, which might be helpful to them

**The leaflet:**

- encourage patients and their families to say what they think about the healthcare and treatment they have received or are receiving
- give patients a copy of the leaflet Making a Complaint about the NHS if they need it

# Armed Services Advice Project

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We provide free, confidential, impartial information, advice and support to:

- members of the armed forces, & merchant navy
- their dependents
- those who are currently serving
- those who have left the armed forces whether they left yesterday or 20 years ago

The service covers the whole of Argyll & Bute and advice ranges from benefits through housing and debt to relationship advice.



# Pensionwise

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A service from



Pension Wise is a free and impartial service to help people make informed decisions about how to access their pension savings and plan financial matters in retirement by providing people with guidance about their options.

A Pension Wise appointment may help you if you:

- Are approaching retirement or close to or over 50
- Have a defined contribution pension pot(s)



# Energy Best Deal

# Worried about the cost of **energy**?

Argyll & Bute Citizens Advice Bureau  
is here for you.

[www.abcab.org.uk](http://www.abcab.org.uk)

phone: **01546 60 5550**

email: [info@abcab.org.uk](mailto:info@abcab.org.uk)



Charity No. SC030477



[cas.org.uk/BESW](http://cas.org.uk/BESW)

Supported by | **Consumer Scotland**



# We are looking for your views!

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As part of our processes we really need to know what our communities think of the work we do.

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

We have shared this survey previously, but have had no responses from partners around the forum.

Please help Argyll & Bute CAB to continue to help across the region by completing the linked survey



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## **Argyll and Bute Third Sector Interface Partner Update – OLI ACPG**

**Period: 16th February 2023 to 21st April 2023**

### **Local Strategic Partnerships**

At the March 2023 **Community Planning Partnership (CPP)**, A&B TSI CEO presented a third paper on moving the **local Community Wealth Building (CWB)** agenda further forward. The paper noted proposals for the governance of CWB locally and the progress on the research that the TSI is commissioning – the tender process for this work closes on 28th April and two bids have already been received.

At the same meeting the CEO presented a paper on volunteering, including the findings of the TSI's survey, and it was agreed that the TSI would lead on the **production of a volunteering strategy and plan**.

On 18th and 19th April 2023 at the TSI offices several partners attended the TSI funded **training on co-production methodologies** which was organised by TSI board member Mahailia Scott.

TSI has commissioned research from the Social Value Lab into the **health of social enterprises in Argyll and Bute** which has not been done since 2017. This has been commissioned jointly with the Council and Inspiralba. The census data aids the delivery of the duty on TSI to support the social enterprise sector and ties in nicely with the research on Community Wealth Building.

The TSI national network has continued to work on a response to the cost-of-living crisis. A&B TSI CEO is on a working group with the SCVO to embark on a joint campaign to highlight the importance of the third sector. In addition, A&B TSI is organising a Chief Officers strategy event in late June to improve the speed of the TSI Network's responses to public policy issues and to discuss the idea of a national TSI manifesto.

### **Future Funds**

The Scottish Government has confirmed funding for year 3 of the **Community Mental Health and Wellbeing Fund. Funds for distribution** in Argyll and Bute are likely to be the same as for year two i.e.£282,303.16. The full ministerial announcement can be seen here [£15 million mental health funding - gov.scot \(www.gov.scot\)](https://www.gov.scot/news/15-million-mental-health-funding-2023-04-11/)

### **Future Events**

The first and second networking breakfasts took place in Helensburgh and Dunoon respectively with Lochgilphead's event taking place on 25th April and **Oban's on 3rd June 2023 to support Charities Day**. We are seeing approximately 14-16 groups attending which is great for local events.

## **Don't Forget ...**

The A&B TSI database contains over 1400 services across the region and has powered the **Argyll and Bute Community Directory** launched on 6<sup>th</sup> September 2022 (<https://abcd.scot/>). The directory provides a referral route for third sector services (and some statutory services) and it provides a means to analyse the strengths and gaps in local provision as well as map this against data such as that on poverty, health inequality and demographics.

**Volunteer of the Year** is at Brander Lodge on Friday 2<sup>nd</sup> June. Nominations have closed but there is still time to book your place to come along for an uplifting afternoon that celebrates volunteering in Argyll and Bute <https://voyargyllbute.co.uk/>

**Argyll and Bute Positive Destinations** is funded by the UK Government's Shared Prosperity Funds and enables support for anyone over the age of 15 with barriers to further education or employment by offering a 6-month volunteering placement in organisations across Argyll and Bute, with mentors to support personal development. To register go to [Register \(argylltsi-funding.org.uk\)](https://register.argylltsi-funding.org.uk)

[VolunteerArgyllandBute.org](https://volunteerargyllandbute.org) is a new and improved digital platform for volunteering, where people can search for the latest opportunities and register with the ones that suit them most. Groups and individuals can create their own online accounts to:

- Register their interest in opportunities that match their interests.
- Communicate directly with organisations offering opportunities.
- Log any hours spent volunteering.
- Provide feedback on the quality of the volunteering experience.
- Receive regular updates on new opportunities when they go live.
- Groups can advertise multiple volunteering opportunities on the portal.



**Climate Change Working Group****Date: 27 April 2023**

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**Climate Change Working Group Highlight Report***Argyll and Bute Climate Action***1.0 Executive Summary**

This CPP sub-group, known as the Climate Change Working Group are planning the production of a Climate Change Action Plan for Argyll and Bute.

The Action Plan is proposed to be produced by employing a Climate Change Project Manager to lead the process.

The Climate Change Working Group recently agreed to start the project by recruiting a Project Manager this financial year.

The project has been delayed due to underestimating the time taken to conclude a Memorandum of Agreement.

**2.0 Highlight Report****2.1 Action Plan background**

The purpose of the Action Plan is to establish a region-wide climate risk assessment and to develop an integrated set of adaptation, mitigation and engagement actions.

The proposed post of Climate Change Project Manager will bring organisations, businesses and communities together to develop a shared vision and understanding of climate change risks and opportunities across the Argyll and Bute region. It will identify priorities for communities, areas and sectors that will establish where (both spatially and thematically) and how the region can increase resilience and adapt, mitigate and engage on climate change issues.

It will identify, but not reproduce, climate change work either already happening or part of an organisation or business's own responsibilities.

**2.2 Funding**

The Climate Change Working Group are currently pulling together a funding package to support the post of the Climate Change Project Manager.

The cost of a Project Manager post is estimated to be in the region of £120,000 over two years, which would include the salary of an appropriately qualified climate leader, associated employer costs, T&S costs, etc.

Subsequent to previous calls for funding contributions, we had two firm contributions from partners:

£20,000	NHS Highland - Argyll & Bute Health and Social Care Partnership
£50,000	Argyll and Bute Council

We have also submitted a bid to NatureScot for funds of £15,000, for this financial year.

### **2.3 Progress**

The Climate Change working Group decided to start the project with the budget we currently have.

We have decided that we would advertise the Project Manager post with options for:

- i) 0.80 Full Time Equivalent for two years, or
- ii) 1.0 Full Time Equivalent for 18 months

...depending on the preferences of the successful candidate.

In any case we would need to continue searching for funding for either a continuation of the project timeline, or to provide additional assistance for the part time set-up. However, it was felt that finding £30,000 in year two would be achievable.

The project is almost ready to advertise for the post, but is awaiting the finalisation of the Memorandum of Agreement between the various parties, required to establish the governance arrangements. This has been more complex and time-consuming than we had planned.

### **3.0 Summary**

1. We propose producing a strategic Action Plan process as the best, and most thorough, way to address the climate emergency in Argyll and Bute.
2. We have an approved governance arrangement for the Climate Change Project Manager post.
3. We are actively pursuing the recruitment of a Project Manager to start this Action Plan work and hope to have someone in post shortly, once the legal arrangements have been finalised.

**Stan Phillips, Chair, CPP Climate Change Working Group**

For more information, please contact:  
Stan Phillips, Operations Manager, NatureScot  
[stan.phillips@nature.scot](mailto:stan.phillips@nature.scot)

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Isle of Luing  
Community Trust

## Developing a small scale slate enterprise

Our programme to develop new opportunities for Luing residents

The Trust Board has identified three key areas to focus on based on resident's primary concerns about depopulation and sustainability



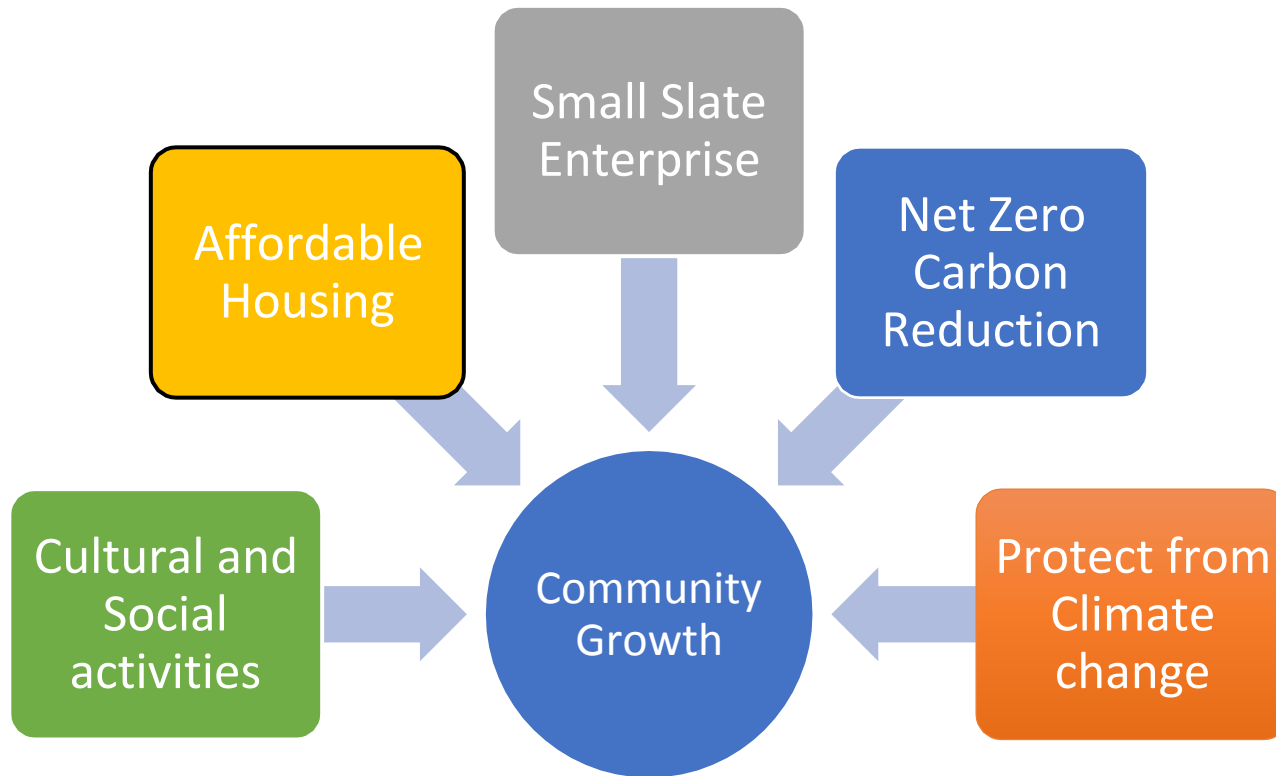
# Employment

# Housing



# Climate Change

We've been working to identify opportunities, funding and new ways to use Trust assets for members and the community



# SCOTTISH SLATE

## WHAT WE KNOW

1. There is a demand for natural roof coverings
2. There is demand for slate
3. Waiting at the Ferry at Cuan; Spanish slate heading over to Luing



1. There is demand for a 'Scottish type slate'
2. There are still plentiful slate resources in Scotland
3. The Trust owns the mineral rights for the historic quarry areas on Luing
4. Roofing slate is a premium product



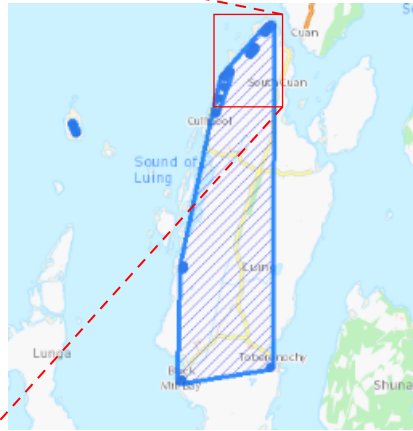


## Feasibility Study told us that -

- Up to 5 jobs (including Development Manager [rob@isleofluing.org](mailto:rob@isleofluing.org))
- 200 tonnes of finished roofing slate per year, equating to 1-2 lorry movement per week
- Other possibilities are walling stone, dyking stone, high value craft products,
- Expected £100k per year to the Trust, to develop projects.
- Material to feed the beach and stave off coastal erosion.

# Our plan is to use the reserves north of Cullipool No 3 Quarry

## Luing Slate



There are 16 historic quarries on the island.

The proposal is to develop a new access through Cullipool No3 Quarry to access the reserves, produce slates in a sustainable way and protect our shore from erosion

## QUARRY DEVELOPMENT

ILCT Commissioned GWP to undertake a geological mapping and quarry development exercise.

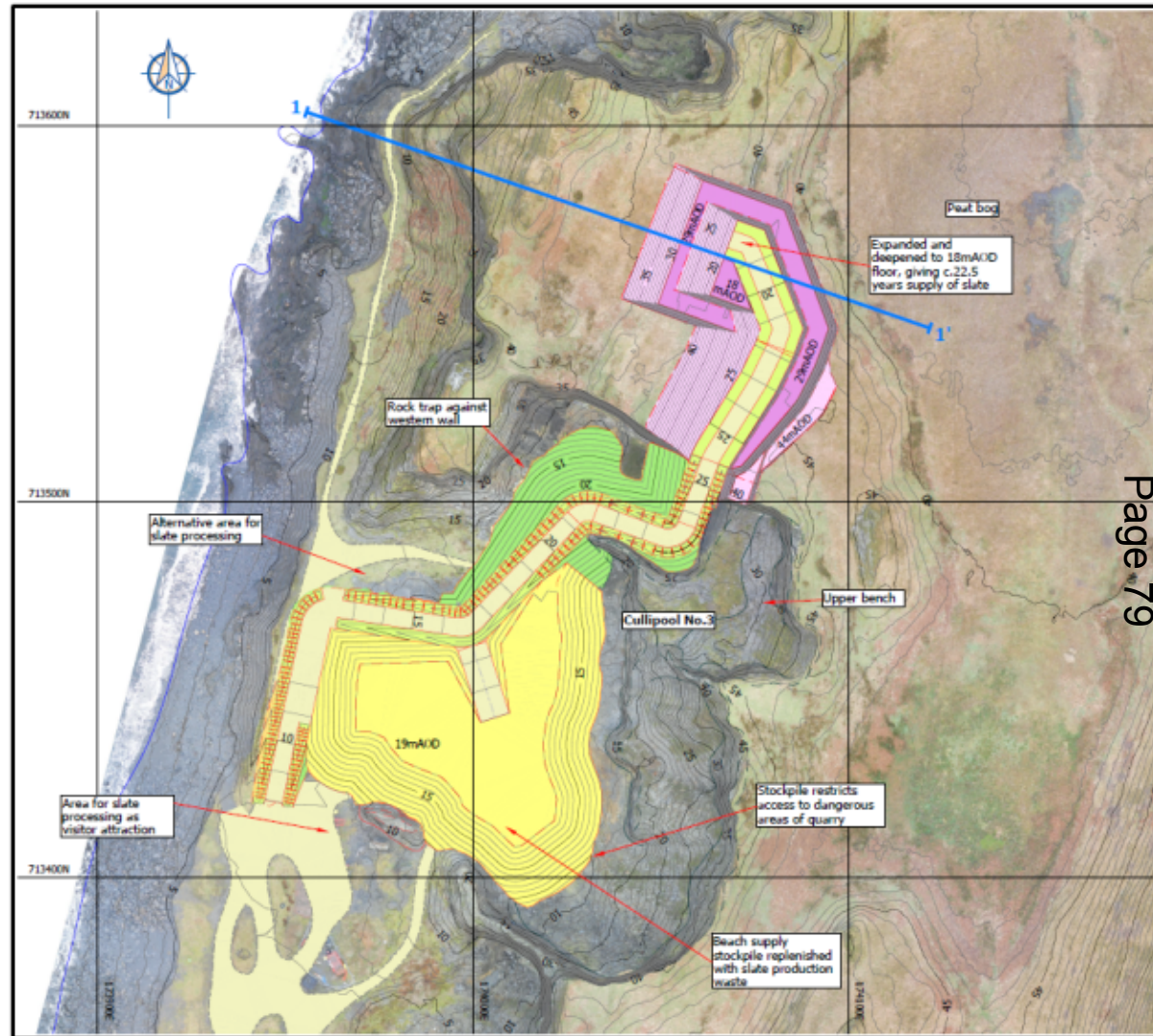
Small slate enterprise draft plan. Quarry moved eastwards and hidden from village after initial review.

Focused on areas from Cullipool no3 quarry up to the North at Port Mary.

Various proposals investigated but could not resolve the issue of coastal erosion easily.

25yr campaign to process circa 200 tonnes of finished roofing slate annually.

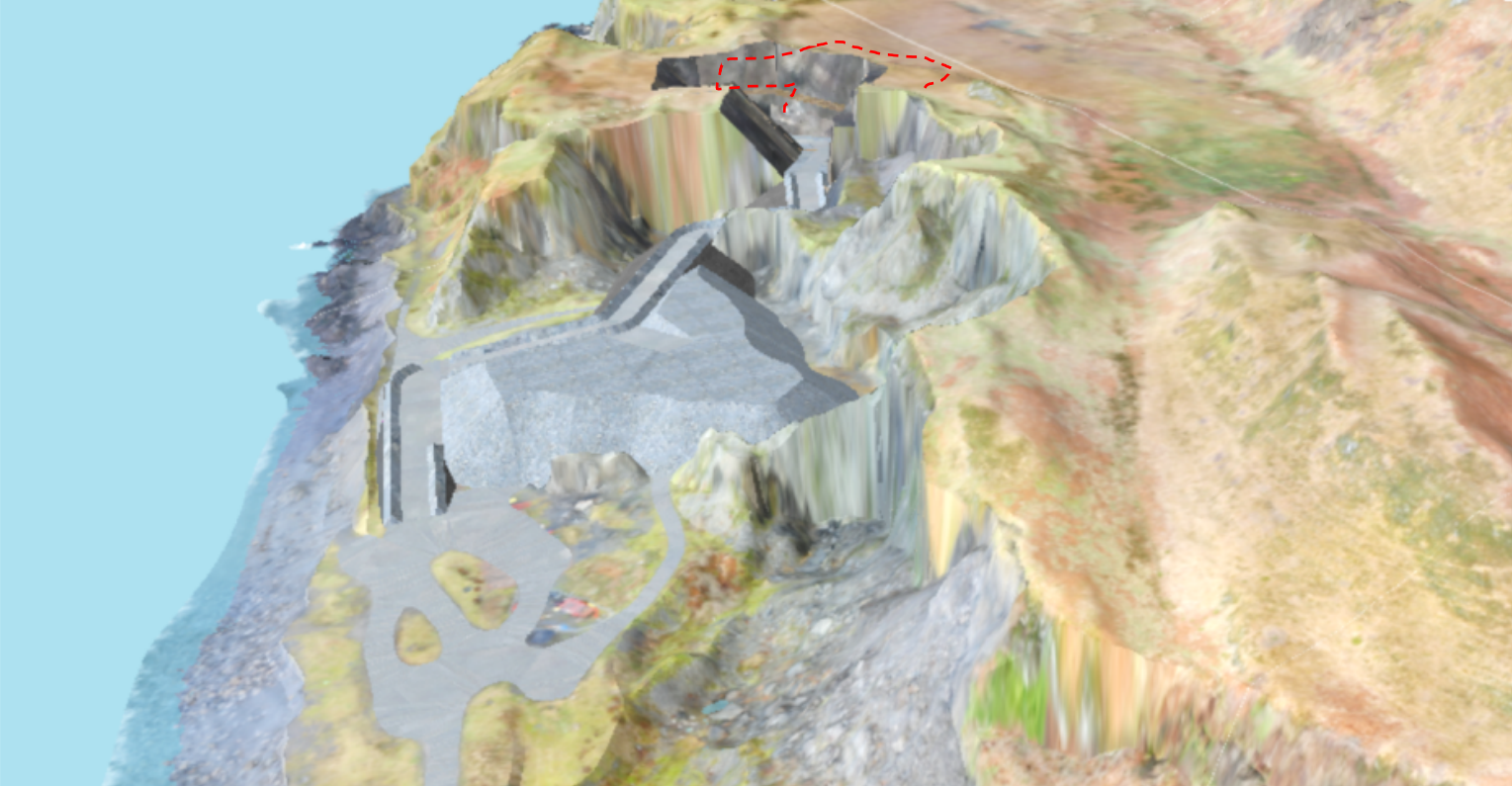
Initial set up would mitigate the coastal erosion issue and then make it manageable through annual top ups of slate spoil.





The design uses the existing spoil heaps and tracks to create new access to minimise visual impact in line with feedback

QUARRY DEVELOPMENT AERIAL VISUALS



We have consulted extensively and taken comments, ideas and criticism into account to design a plan

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Environmental Concerns (flora, fauna)

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Noise

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Dust

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Traffic

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People

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Machinery

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pollution



[https://www.youtube.com/watch?v=\\_sg6iYJ1mBg](https://www.youtube.com/watch?v=_sg6iYJ1mBg)

# We have engaged consultants (Dalglish Associates, WT Architecture) to deliver planning applications and designs for a facility that could also be a visitor attraction

Parking spaces for nominally 3 staff cars and 5 visitor spaces should be provided but this provision should be reviewed during the development of design proposals. These parking spaces should be clearly associated with the slate project and easily identified on arrival. It may be that staff parking spaces could be provided within the enclosure of the slate workings and this is to be given consideration during the development of operational strategy for the wider slate works. Consideration should be given to installing two 7kW car charging points, one for staff and one for visitors.

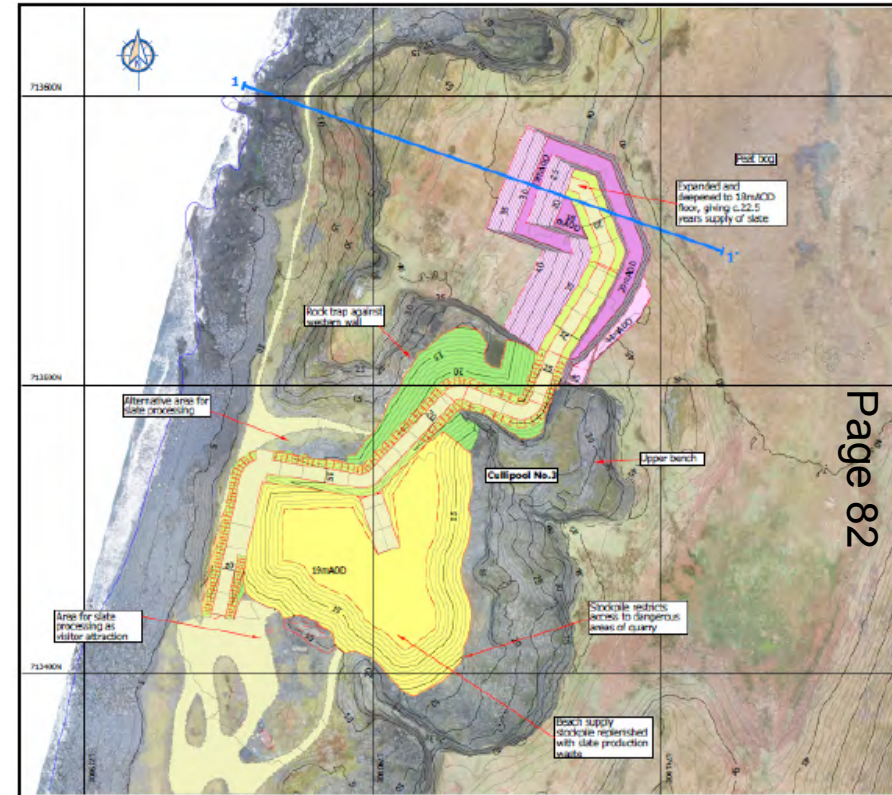
Requirements for working the slate on site are provisional. The form of the proposed building should allow for the addition of covered and/or enclosed spaces to accommodate the demands of processing the slate if required. The degree to which slate will need to be either split and/or sawn will depend on the particular nature of the slate extracted and this cannot be completely determined ahead of extraction. For the purposes of this brief it is assumed that both splitting and sawing will be required.

Slate is likely to be extracted from the ground in batches and then brought down in blocks to the working area for processing. Freshly extracted slate will be suitable for splitting for three to four months, so there are likely to be seasonal rounds of extraction. Ideally these might avoid the middle of the summer and the middle of the winter.

The proposals are to produce 200 tonnes of slate per year over around 25 years. This is approximately one tonne/one pallet of slate per working day. The dressed slate would then be moved off site at intervals. When deciding on these intervals, consideration will need to be given to the economics, practicalities and minimising the impact on the residents of Cullipool. Nevertheless the site has capacity to accommodate many months of dressed slate within the hollows of the historic slate quarry.

It is envisaged that a long building divided in to bays is required. The bays are to have vehicular access in to one side and potentially between each other. Outside the building there will need to be a wide flat open area for vehicle movement and potential laying out and stacking of dressed and undressed material.

*Image: extract from the draft slate workings plan, showing potential access track and extent of slate extraction area once opened up. The existing spoil heap has been carted away by this stage (no building shown)*



We have engaged consultants (Dalglish Associates, WT Architecture) to deliver planning applications and designs for a facility that could also be a visitor attraction

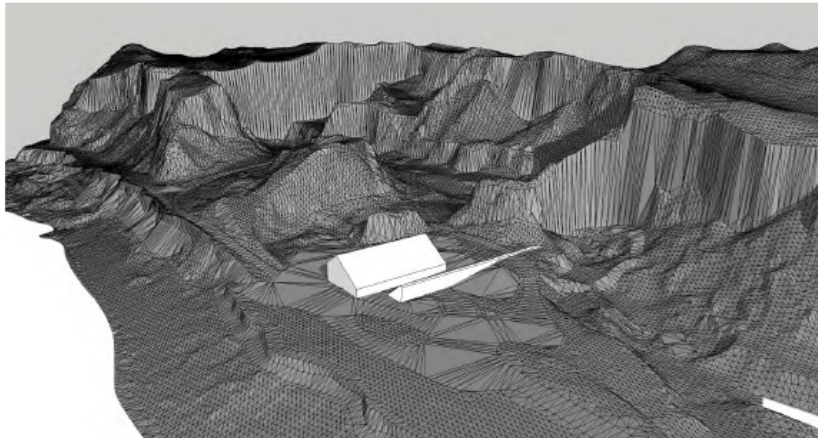




## 02 | ARCHITECTURAL FORM contd

It is expected that a dual pitched roof form building would be most appropriate for the site but this does not preclude exploration of architectural proposals of a different form that can demonstrate appropriateness within the conservation area context. However, any eaves heights should be controlled and limited to within the typical eaves height of the typical one and a half story houses within the village which are nominally 4m high. It may be that a lower eaves height is preferable on the village facing aspects of the building. The ridge height of a roof might to a modest degree exceed that of the highest houses in the village, but the building should not compete in scale or prominence with the old church to the east.

The existing context of terraced houses up to 50m long should allow for a building of comparable length to be accommodated on the site. However, the depth of the building should be controlled to avoid the building appearing at odds and out of scale with the historic architectural context.



Above: Simple massing model of potential slate working building within basic digital survey model.

Right: Photo montage showing potential building massing as seen from houses to south.





This is a long term enterprise with a forecast 25 years of life and objective is to start production by 2025. Details of our consultations and plans on our website

## Slate timeline



# Details of our consultations and plans can be viewed on our website

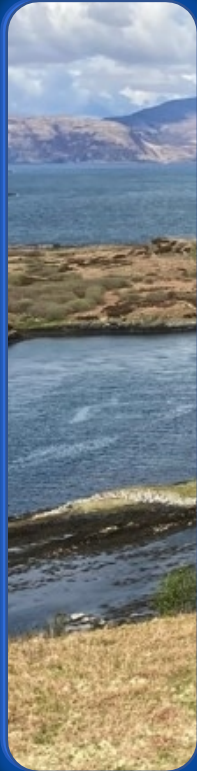
Isle of Luing Community Trust website

<https://isleofluing.org/about-isle-luing/isle-luing-community-trust>

A Screening and Scoping Opinion for the re-establishment of slate quarry and repair and replenishment of coastline has been submitted ref

23/00779/SCRSCO Cullipool Quarry Cullipool Isle Of Luing Argyll And Bute

<https://publicaccess.argyll-bute.gov.uk/online-applications/applicationDetails.do?keyVal=RT9HWNCH0GD00&activeTab=summary>



Isle of Luing  
Community Trust

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