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COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE MEETING

9 September 2009

A meeting of the **CPP MANAGEMENT COMMITTEE** will be held in the **OBAN FIRE STATION, OBAN** on **WEDNESDAY, 16 SEPTEMBER 2009** at **10:00 AM**.

AGENDA

1. **WELCOME/APOLOGIES**

2. **MINUTES OF PREVIOUS MANAGEMENT COMMITTEE MEETING HELD ON 22 JULY 2009** (Pages 1 - 6)

3. **MATTERS ARISING**

   (a) Third Sector Interface - Brian Barker (Pages 7 - 10)
   (bi) Third Sector Position Statement and Diagram Links - Glenn Heritage (Pages 11 - 14)
   (bii) Islay and Jura CVS Response (Pages 15 - 16)

4. **DRAFT COMMUNITY PLAN - EILEEN WILSON (TO FOLLOW)**

5. **DRAFT SOA ANNUAL REPORT - BRIAN BARKER** (Pages 17 - 76)

6. **RISK REGISTER UPDATE - BRIAN BARKER** (Pages 77 - 88)

7. **SKILLS DEVELOPMENT SCOTLAND - FROM MEETING OF 22 JULY 2009** (Pages 89 - 108)

8. **HIE COMMUNITY ACCOUNT MANAGEMENT - DOUGLAS COWAN** (Pages 109 - 110)

9. **FAIRER SCOTLAND FUND - END OF RING FENCING - SUSAN DAWSON/MARGARET FYFE** (Pages 111 - 112)

10. **HIE ECONOMIC UPDATE - DOUGLAS COWAN** (Pages 113 - 138)

11. **CITIZEN'S PANEL - EILEEN WILSON** (Pages 139 - 190)

12. **FUNDING UPDATE**

    (a) European Funding (Pages 191 - 194)
    (b) Funding Hub Minute of 22 July 2009 (Pages 195 - 196)

13. **THEMATIC COMMUNITY PLANNING GROUP FEEDBACK**

    (a) Social Affairs (to follow)
    (b) Economy (Pages 197 - 198)

(c) Environment (Pages 199 - 200)

14. LOCAL AREA COMMUNITY PLANNING GROUPS (TO FOLLOW)

15. 2010 CPP MEETING SCHEDULE (Pages 201 - 204)

16. AOCB

DATE OF NEXT MEETING: 11 November at HIE Offices, Lochgilphead

Note: The Funding Hub will follow on from this meeting, commencing at 1.30 pm

Agenda Item 2

MINUTES of MEETING of COMMUNITY PLANNING MANAGEMENT COMMITTEE
held in Mid Argyll Community Hospital, Lochgilphead on Wednesday 22 July 2009

Present::

Sally Loudon	Argyll and Bute Council
Jane Fowler	Argyll and Bute Council
Eileen Wilson	Argyll and Bute Council
Malcolm McFadyen	Argyll and Bute Council
Geoff Calvert	Strathclyde Fire and Rescue
Peter Russell	Scottish Government
Douglas Cowan	Highlands and Islands Enterprise
Andrew Campbell	Scottish Natural Heritage
John Walls	Strathclyde Partnership for Transport
David Price	Association of Argyll and Bute Community Councils
Glenn Heritage	Argyll and Bute Volunteer Centre
Gordon Anderson	Strathclyde Police
Roanna Taylor	Argyll and Bute Council/Young Scot/Dialogue Youth
John Davidson	Islay and Jura CVS – via Video Link

In attendance:

Sonya Thomas	Argyll and Bute Council

Apologies:

Alex Taylor	Argyll and Bute Council
Carron Tobin	Loch Lomond and the Trossachs National Park
Derek Leslie	NHS Highland
Frances Webster	Careers Scotland
Linda Haig	ACHA
Raymond Park	Strathclyde Police
David Dowie	Scottish Government
Joanna Shedden	Scottish Government
David Penman	Strathclyde Fire and Rescue

ITEM	DETAIL	ACTION
1.	**WELCOME** Jane Fowler agreed to act as chair, welcomed everyone to the meeting and noted apologies.	
2.	**MINUTES OF PREVIOUS MANAGEMENT COMMITTEE MEETING HELD ON 20th MAY 2009** Minutes of previous meeting dated 20th May 2009 were agreed.	

ITEM	DETAIL	ACTION
3.	**MATTERS ARISING** Ag Item 6(b) Unfortunately the Monthly Economic report from Douglas Cowan was not circulated for this meeting. This will be circulated later today **Action Point** Joyce Cameron to circulate to Partners Ag Item 7 At the Community Planning Partnership Full Partnership meeting on 17 June it was agreed that the date period would be 2009 - 2013	**Joyce Cameron**
4.	**MAOIN GNÌOMHACHAIDH ACHD NA GÀIDHLIG – GAELIC LANGUAGE ACT IMPLEMENTATION FUND** John Davidson on behalf of The Gaelic College on Islay thanked Stephen Colligan and everyone else involved for all their efforts. **Action Point** Paper noted. Expressions of interest from Partners to be with Stephen Colligan – Stephen.colligan@argyll-bute.gov.uk by 14 August 2009	**All Partners**
5.	**THIRD SECTOR RESEARCH BRIEF** Third Sector Support – This process is well underway and we are working within the stated time frame. The aim is for a final comprehensive report and details of interface development that will combine the research with 3rd sector representation, encompassing all parties, and will show us the direction we should all be taking. **Action Points** Report and time scale noted. Update on the agenda for the 16 September 2009 Management Committee meeting. The Third Sector Partners (the three CVS's, Volunteer Centre and Argyll and Bute Social Enterprise Network) were asked to provide a single joint report as a position statement on progress on the third sector towards development of the interface.	**Brian Barker** **Third Sector Partners**
6.	**THEMATIC AND LOCAL AREA COMMUNITY PLANNING GROUP DEVELOPMENT** **a) Area CPP Core Partnership Report** The report was noted and the following points discussed and agreed. i) As all sectors have an interest in transport matters it was agreed that Robert Pollock should arrange a meeting to take this issue further.	

ITEM	DETAIL	ACTION
	ii) Calmac should be changed to CMAL Core Partners will be contacted shortly for details of an appropriate representative, and it is anticipated that groups will meet bi-monthly. **Action Points** Robert Pollock to coordinate an initial transport specific meeting. Remove Calmac and invite CMAL **b) Thematic CPP Core Partnership Report** The report and the following points were noted. i) We should integrate investment projects with other opportunities – i.e. training and employment. ii) Core partners will be contacted shortly for appropriate nominees. iii) The groups will meet on the same day as the PPG's do at present iv) All Partners that are not core will be invited to attend as necessary v) There should be business representation within Economy vi)Tourism to be included within Economy. vii) Transport to be included within Economy. **Action Points** Chamber of Commerce and Federation of Small Businesses to be contacted for representation	**Robert Pollock** **Eileen Wilson** **Eileen Wilson**
7.	**COMMUNITY PLANNING CONFERENCE 2009** It is proposed that the CPP conference scheduled for this year is integrated with the Community Learning and Regeneration annual conference. It was stressed that the conference is and will be about community planning. The paper was agreed with the following proposals, a stronger focus on the working sessions, ensuring the outcomes of the conference match the agreed CPP outcomes, and look at a possible session for the Strategic Housing Forum. **Action Points** a) Confirm and communicate the date electronically as soon as possible b) Review the agenda for the conference and invite the Tipperary Project if it is appropriate to Argyll and Bute	**Eileen Wilson** **Eileen Wilson/ Jane Fowler**
8.	**REIMBURSEMENT OF THIRD SECTOR EXPENSES** The paper has previously been presented to and recommended by the Fairer Argyll and Bute Partnership. It was noted that only exceptionally does the Council make a third party	

ITEM	DETAIL	ACTION
	payment as normally the voluntary organisation is funded. **Action Point** Item on the agenda for 16 September 2009 MC meeting	**Malcolm McFadyen**
9.	**CPP EUROPEAN FUNDING UPDATE** Paper Noted	
10.	**PARTNERSHIP FEEDBACK** **a) Access to inland and coastal waters** This is still an ongoing high priority issue and a report will be presented to the Community Safety Forum by September. **Action Point** Item on the agenda for 11 November 2009 MC meeting. **b) Review of the Community Councils** The final report reviewing the structure of community councils is being prepared. **Action Point** The proposals will be circulated electronically in October **c) Drivesafe** Contributions for Drivesafe given by ABVC need to be spent by the end of October, it was noted that staff costs are not covered in this contribution **d) YoungScot** No date has been set yet for the next Youth Focus meeting An invitation was extended by Strathclyde Fire and Rescue for a young person to attend a fire station on a one-to-one basis. **e) HIE – Community Account Initiative** This is a new initiative covering Argyll and the Islands. Three communities will be involved this year with a possible further three next year. A paper will be presented at the next MC meeting detailing the criteria required for acceptance and requesting feedback from Partners for future possible communities. Argyll and Bute CPP and the volunteer centre are working with HIE on LEADER supported projects developing community engagement across Argyll and Bute. **Action Point** Item on the agenda for 16 September 2009 MC meeting **f) Scottish Natural Heritage** An update was given on the Ministerial Visit next week visiting Islay,	**Glen Heritage** **Douglas Cowan**

ITEM	DETAIL	ACTION
	Jura and the Kintyre and also news of a Machrihanish company which is largely employing young people.	
11.	**AOCB** **a) Better Community Engagement** Unfortunately the project was not selected but will be kept up to date and have access to learning tools. **b) Skills Development Scotland Report** The report was discussed with a request made that the data shows the percentage of pupils within Argyll against the relative percentage within Scotland. It was proposed and agreed that this item is postponed until the next MC meeting **Action Point** Item on the agenda for 16 September 2009 MC meeting – Partners to send any requests to Eileen Wilson electronically who will forward on. **c) Legacy for Scotland** Argyll and Bute is hoping to benefit from the 2012 Olympics, but dedicated representation is needed. Willie Young – willie.young@argyll-bute.gov.uk – is Argyll and Bute Council's link, it is hoped that a link from NHS Highland can be identified. Other Partners indicated that they are either already involved with the Olympics or are expecting more involvement in the future. A plan is due to be published later this year. **Action Point** Draft plan to be circulated electronically to Partners **d) Ministerial Visit** A Ministerial visit by John Swinney will take place on 24 August 2009 and a programme is currently being put together which will involve Partners. **Action Point** Partners to be contacted shortly with arrangements	**All partners** **Eileen Wilson** **Eileen Wilson**
	DATE OF NEXT MEETING Wednesday 16 September 2009 at Oban Fire Station, Oban	

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Argyll and Bute Community Planning Partnership

Management Committee

16 September 2009

Third sector interface – progress report

1. SUMMARY

The CPP is working towards the development of an interface with the Third Sector to give greater authority to third sector representation in the CPP and to simplify distribution of funds to support development of the third sector by the Scottish Government and by partners locally.

The Management Committee agreed a research brief to support this work on 22 July. This report updates the Management Committee on progress to date.

2. RECOMMENDATION

That the Management Committee note the report and comment as appropriate.

3. BACKGROUND

In May 2008 the Third Sector intermediary organisations (CVSs, volunteer centre and ABSEN) were asked to respond to a challenge to develop more effective working relationships to improve outcomes for support to the third sector.

At the same time the Scottish Government indicated that their financial support would be combined into a single funding stream from April 2011 to be directed via a single "interface" to be agreed with the CPP. The format and operation of the interface was to be determined locally.

The process of developing the interface has proved to be more difficult than originally expected with some progress, but no consensus on a way forward. Whilst a number of CPP areas now have interfaces in place, others are experiencing similar issues. A meeting was convened at the suggestion of the Government's third sector team as part of their ongoing support for the process. The Argyll and Bute meeting on 2 June was attended by:

- Raymond Park of Strathclyde Police in his capacity as Management Committee chair (he also chaired the meeting)
- Cllr John Semple, Third Sector spokesperson
- Geoff Pearson from the Government's third sector team
- Third Sector representatives[i]
- Council representatives involved in the CPP and third sector support[ii]

The meeting agreed that some of the funding allocated by the FAB Partnership for developing the interface should be used to commission research to provide better quality information to support the process. Given the tensions between some of the partners the meeting agreed that the research should be independent and the Council agreed to manage the process of appointing the researchers.

4. DETAILED RESEARCH

The research brief was produced by the Council, taking account of comments made by people present at the meeting on 2 June. Weighted scoring criteria were agreed as part of the brief and the tender was publicised using the "Quick Quote" facility on the Public Contracts Scotland portal.

The key questions that the research will address are:

- **What are the support needs of the third sector in Argyll and Bute?** (focussing on different categories of organisation)
- **Who provides what support and where?** (i.e. organisations, capabilities and geographic coverage)

The research will also identify examples of interfaces agreed in other areas, but make no recommendations on what would be the most suitable for Argyll and Bute.

Four responses were received and when scored against the assessment criteria the clear choice was ODS Consulting (www.odsconsulting.co.uk).

The lead consultant was briefed on 27 August and a timeline has been agreed for the final report to be presented by the end of October.

5. NEXT STEPS

ODS Consulting will conduct the research based on:

- a review of existing literature
- contact with organisations providing support to the Third Sector (local and national providers)
- contact with a sample of Third Sector organisations to validate findings.

The report will be used to catalyse development of the interface, including consideration at the CPP Conference.

The interface will be classified as a Strategic Partnership within the overall CPP structure and will be subject to a partnership agreement so that all parties are clear about the purpose, membership and operation of the interface.

The interface will be focused on the objectives set out in May 2008, i.e.:

- More active third sector, supporting more community activity
- Better quality support for third sector organisations across the whole of Argyll and Bute
- Equitable access to support for all communities in Argyll and Bute
- A clear voice advocating the interests of the third sector in Argyll and Bute locally and nationally
- Stronger and more active social enterprises winning contracts to provide services

The interface is a significant element of the CPP structure and all partners are committed to have an operational interface by April 2010. The desire is to reach consensus on the way forward.

If the different partners are unable to reach consensus on the development of the interface, the CPP may have to consider imposing a solution with a chosen partner. Some consideration has been given to this as part of forward scenario planning within the Council.

BRIAN BARKER

Policy and Strategy Manager, Argyll and Bute Council

2 September 2009

For Further Information Contact:

Brian Barker, Policy and Strategy Manager, 01546 604436, brian.barker@argyll-bute.gov.uk

[i] Third Sector representatives
John Davidson and Ann Pilley (Islay and Jura CVS)
Glenn Heritage and David Price (Argyll CVS/Argyll and Bute Volunteer Centre)
James Hilder (ABSEN)
Jim Clinton (Bute Community Links)
Nicola Welsh (A&B Association of community Councils and TSSG member)
Lorna Ahlquist (Cowal Community Care Forum and TSSG member)
[ii] Council representatives: Brian Barker (Policy and Strategy Manager), Eileen Wilson (CPP Manager), Margaret Fyfe (Service Officer – Third Sector Support)

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Argyll and Bute

The Third Sector Partnership and Single Interface Progress Report

Third Sector Partnership

The Third Sector Partnership came into being 28th January 2009 (formerly the Third Sector Steering Group) and is the lead body for the third sector in Argyll and Bute. The Partnership is underpinned by a Memorandum of Understanding which members can sign up to and which underlines a joint working approach for the voluntary and social enterprise sectors.

Argyll and Bute Volunteer Centre (ABVC), Argyll Council of Voluntary Services (ACVS) and Argyll and Bute Social Enterprise Network (ABSEN), have signed this joint working agreement initially to deliver the projects to be funded via the Fairer Argyll and Bute (FAB) Fund.

Through consultation, some 20 plus other organisations in the Voluntary/Social Enterprise Sector have indicated their support for the partnership and desire to become members. and these include representatives from our island communities and from each of the local authority areas across Argyll and Bute. With all having links to local voluntary sector or social enterprise sector fora, and thereby in turn to the local communities this gives an effective mechanism for information and views to flow from the ground up and for equality of access and representation on a thematic and geographic basis.

Some 8 members of the TSP have thus far indicated their willingness to commit time and resources to a pan- Argyll 'reference' group as part of and helping to inform the infrastructure organisations of the single interface, whilst others will act as a wider reference group and communication channel between local and strategic groups. As with the wider membership, it is anticipated others will also volunteer to become part of this wider interface. The TSP is fortunate to have a much wider representative base and greater membership than was achieved through the TSSG.

The attached diagrams give a starting position for discussion how the TSP and interface can link with new, proposed CPP structures and groups and we await final decisions on this from CPP. The TSP will be consulting the wider sector regarding representation at the various levels which, with the commitments indicated above, should be achievable through the various partner organisations. Outcomes of the CPP mapping exercise will also help inform developments.

FAB Funded Projects in Progress

Following a funding bid to the FAB partnership, largely based on commitments given by Cllr Dick Walsh to the infrastructure groups in May 2008, the first phase of 'Strengthening the Third Sector' is ready to move to delivery by TSP partners.

A draft Service Level Agreement has been issued by Argyll and Bute Council (ABC), which once finalised will enable the subject projects to proceed. These projects are:

- website development: improving the structure and content of local websites serving the sector in order to improve retrievability and flow of information
- coordinated training programme, to ensure that training provided in the county meets customer requirements and is available to all.

Some partners (TSP) are able to join with delivery of parts of the joint training programme and all will help inform the website development.

Currently the TSP is waiting for a response to comments on the SLA, for this to be finalised and for advice on funding availability and mechanism before the wider TSP is able to implement phase one of 'Strengthening the Third Sector'. It is hoped we have the clarity needed by September 2009.

Mapping of skills and competences

Following a meeting of representatives of the Sector, ABC, and Scottish Government on June 2nd, 2009, ABC will coordinate and lead a mapping exercise to catalogue intermediary skills and competences in the county. This will add to the development of the Single Interface, in particular, identify where specific knowledge and support can be accessed by way of centres of expertise.

Local Voluntary Sector Fora (VSF)

VSFs have been held throughout the county and have been well supported by individuals and organisations. Much useful data and feedback has been collected by this means. VSFs clearly have a significant place within the links between the communities, Third Sector Partnership, the Social Enterprise and Voluntary Sector and the Community Planning process

Office presence in Oban, Lochgilphead, Campbeltown, Helensburgh, Dunoon

ABVC and ACVS through their co-joined working agreement, have good office and drop-in facilities in most of the mainland population centres. In particular, the Oban office provides a hub facility with meeting space and a full range of advice and support services.

Compact

Much of the above will be, the Partnership believes, achievable through a local Compact and we are engaging in discussions with EVOC through their STEPS programme to design a Compact which best serves the needs of the third sector in Argyll and Bute.There are many good examples of successful compacts between the local authority and voluntary sector, which can be used as a models as well as the compact guides to aid developing such an agreement for Argyll and Bute The wider membership of the TSP hope that our statutory partners including Health and AB Council will collaborate on the development of such a Compact.

Work to be done for the Single Interface

- Core funding management: A local core funding distribution model will be required to be developed and agreed
- Communication and representation protocol: Perhaps the most important outstanding activity is the development of a Compact which would include protocols for information flow, consultation, agreement and representation on Community Planning.

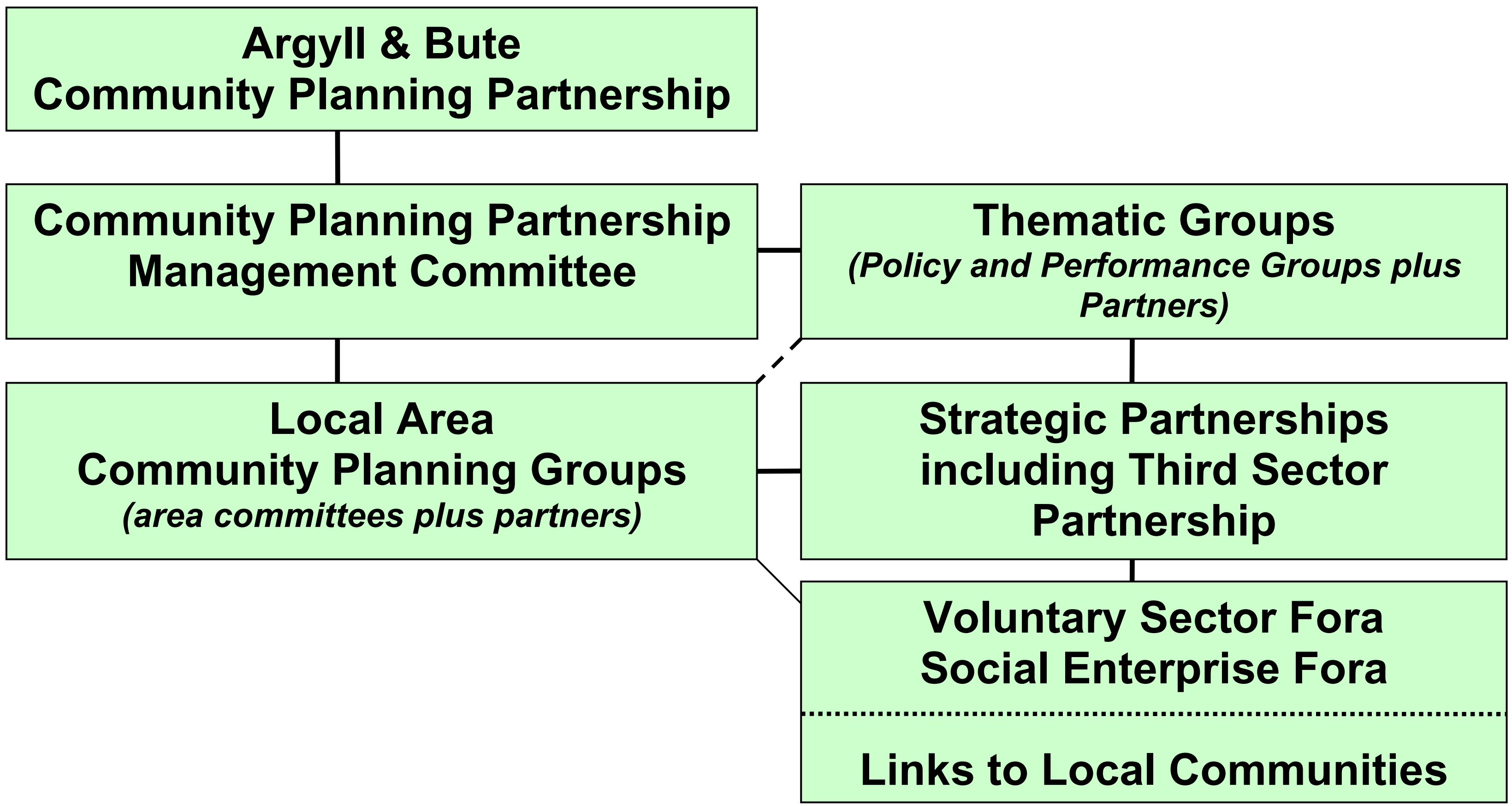
A draft Compact discussion document will be prepared for review by CPP in October 2009, with a view to having the Single Interface fully developed, agreed and in place by March 2010.

References material

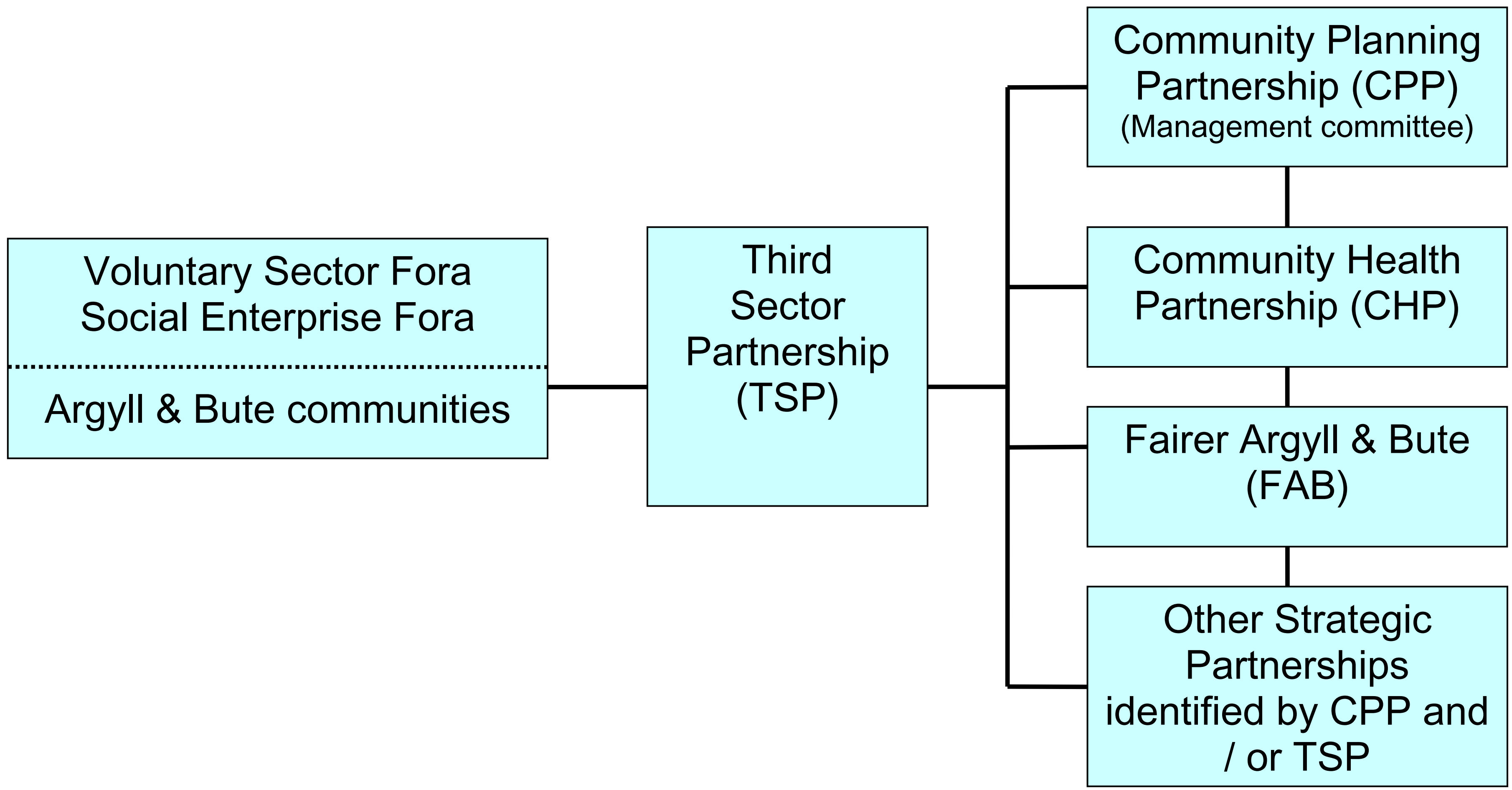
Through the work of TSSG and other sources there is now a vast library of information and resources to inform this journey and the opportunity to benefit from existing research and experiences.

G Heritage/D Price/JHilder. June 2009

Third Sector Partnership Links



Third Sector Partnership Links (2)



Community Planning Partnership
Management Committee Meeting 16 September 2009
Ag Item 3(b)(ii)

From: John Davidson [mailto:John.Davidson@ijcvs.org.uk]
Sent: 01 September 2009 13:20
To: Wilson, Eileen; DAVID PRICE; jhilder@mict.co.uk; Jim Clinton; ann@capilley.greenisp.org; John Rannie
Cc: glenn.abvc@tiscali.co.uk; Barker, Brian
Subject: RE: CPP Meeting 16th Sept
Importance: High

Eileen, I would confirm that Islay and Jura CVS is not currently in the 3rd sector partnership. The board has agreed to explore a number of issues in respect of the partnership, particularly in relation to representation and support of the sector at area based forums. A sub group has been formed to identify issues and to discuss with the partnership ways of resolving matters as they arise. the subgroup is also scheduled to meet and discuss similar matters with Bute Community Links and with key anchor organisations in MAKI and Bute and Cowal to ensure that they are well informed about options and choices to enable a positive way forward. **Please see our published reports on the CVS' website.**

The board have also been asked me to attend a lobby of Parliament and Ministers this afternoon at the Scottish Parliament along with other small rural CVS about the future role and funding of small rural and island communities voluntary sector support and their experiences so far in the process.

You may also be aware that the guidance from Voluntary Action Scotland is that they are discussing the timetable of implementation of these structures and processes directly with Government. This board is a member of this group which represents the interests of the majority of CsVS and Volunteer Centres across Scotland and we will be supporting their approach.

Our next scheduled board meeting is **after** 16 September and a formal position can only be given after that. There are several legal and constitutional matters which require to be addressed by the board to ensure that they have information about what they can and cannot resource within the framework presented and certainly in relation to the 3rd sector partnership seeking to provide a single officer to represent the interests of the sector at all meetings meantime. We have an appointment with Burnett and Co, Edinburgh this week which will assist us with these matters and give opinion which we can act on.

Please be assured that the matter is being taken very seriously and that this CVS continues to support the proposed area based framework for the development of a participative and inclusive approach to Community Planning. The issue of representation within the area forums, and how it can be supported, continues to be part of a positive dialogue within the sector.

John Davidson
Executive Officer
Islay and Jura CVS
www.argyllcommunities.org/islay
john.davidson@ijcvs.org.uk
01496810743

Community Planning Partnership
Management Committee Meeting 16 September 2009
Ag Item 3(b)(ii)

Agenda Item 5

Argyll and Bute Community Planning Partnership

Management Committee

16 September 2009

SOA annual report

1. SUMMARY

The CPP agreed the 2008 Single Outcome Agreement (SOA) with the Government in June 2008.

The appended report is the draft annual report for the 2008 SOA with progress on the success measures presented in summary form against each National Outcome. Appendices report the detailed progress for each success measure and the revised CPP Risk Register.

Whilst the annual report is nominally for the financial year 2008/9, detail is included where appropriate up to July 2009 to overlap with the 2009 SOA. Relevant changes between the 2008 and 2009 SOAs have been highlighted, e.g. where a success measure is no longer considered suitable for inclusion in the SOA.

2. RECOMMENDATION

That the Management Committee:

- Consider the draft SOA Annual Report and highlight where changes need to be made
- Delegate the final approval of the SOA Annual Report to the chairs of the Full Partnership and Management Committee
- Give consideration to the process for regular monitoring of outcomes by the Management Committee

BRIAN BARKER

Policy and Strategy Manager, Argyll and Bute Council

21 August 2009

For Further Information Contact:

Stephen Colligan, Policy Assistant, 01546 604472, stephen.colligan@argyll-bute.gov.uk

Appendix – SOA Annual Report 2009

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Argyll and Bute 2008 Single Outcome Agreement

Annual Report

September 2009

v. 10

For further information contact:
Brian Barker, Policy and Strategy Manager
Brian.barker@argyll-bute.gov.uk
01546 604436

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Contents

Introduction

The Concordat and new approach based on the Single Outcome Agreement was welcomed by the Council and the CPP. Overall, the SOA development process worked well and we were able to include some CPP partner contributions in the 2008 SOA.

This annual report has three main sections:

- Highlights from 2008/09, including how the Government and partner contributions have helped to achieve some of our "asks"
- Partnership Development, including the changes to structure and governance
- Transition from 2008 to 2009 SOA and the improvements that we have made.

Progress on the National Outcomes and Local Indicators is shown in a detailed table at Appendix 1. There are risks associated with each National Outcome and the detail of these has changed significantly in the last year as the approach to risk has matured locally. The Strategic Risk Register is provided at Appendix 2.

Highlights from 2008/9

The process of identifying and developing the areas where we need Government support (the "asks") was already established through the Council's 'campaigning topics'. We have grouped these under the headings of key challenges to report the highlights of 2008/09.

Progress on local indicators has been illustrated with traffic lights:

- 59% green - work is complete or well advanced
- 21% amber - some progress has been made
- 13% red - there has been delay or no progress
- 7% not applicable (measures commenced April 2009)

There are four key challenges for Argyll and Bute and these are:

- **the unique geography of the area**, and the difficulties posed for communities, businesses and public sector providers
- **the changing population**, as the older population grows more quickly than the national average
- **people 'living on the fringe'**, leading to exclusion and deprivation that is not acknowledged in conventional measures
- **cost of service delivery**, due to scattered population and lack of economies of scale.

Meeting the challenge: the unique geography of the area

We are investing in the economic development of the area through the waterfront regeneration projects for Campbeltown, Helensburgh, Oban, Rothesay and Dunoon (known as the CHORD programme). The Council has committed extra capital (increased from ~£10M to ~£33M) and a dedicated programme Board is developing full business cases.

There was a welcome boost for the economy with the announcement earlier in 2009 of further investment in the Campbeltown wind turbine facility. This investment will save the existing workforce and secure significant additional investment, and places Argyll and Bute as an important base for development of renewable energy in Europe.

There is still potential for growth in the renewables sector and this has been highlighted by the announcement by the Crown Estate earlier in 2009 where an investigation into the feasibility of three offshore wind farms in Argyll and Bute will be completed over the next year.

The Council's Carbon Management Programme (2009-12) and Plan have been approved by the Carbon Trust in March 2009 and by the

Council. The Council is working with SPT[1] to develop an Access to Rural Areas Action Plan to enhance access to services and amenities.

Argyll and Bute still needs further investment in the roads network to improve access for businesses, residents and visitors. Within the limited resources available, the Council has worked in collaboration with other stakeholders to improve the strategic road network in the Lomond and Helensburgh area, improve transport access to the Loch Lomond and the Trossachs National Park, and improve ferry services.

Meeting the challenge: the changing population

The decline of the economic climate in the past 12 months has led to a higher than expected unemployment rate and less job opportunities for residents of the area. The construction trade has seen a decrease in the demand for new houses, buildings etc. There has also been a fall in number of opportunities for seasonal and part time employment which has affected the tourism and hospitality sector.

However, in July 2009, the Scottish Government announced that 240 new affordable rural homes would be built in Oban and Lochgilphead as part of the Rural Homes to Rent pilot scheme and shared equity scheme. The project will sustain local jobs and offer new apprenticeships. The Scottish Government also announced support for Tarbert, Loch Fyne, as part of its Town Centre Regeneration Fund.

We have used the Fairer Scotland Fund to support vulnerable individuals and groups to access services appropriate to their needs. Dunoon Link Club provided support for people with mental ill health and Cowal Elderly Befriending Scheme provided a range of services and social activities for older people in Cowal. These have helped people to maintain and improve their mental health and wellbeing.

[1] Strathclyde Partnership for Transport

Meeting the challenge: people 'living on the fringe'

The dairy sector in Kintyre is worth £11 million a year to the local economy. Since the SOA was agreed there has been significant investment announced to replace Campbeltown creamery with a modern, larger capacity plant that will help to secure the future of the 42 dairy farms that supply the creamery. The new plant will be funded by the Scottish Government, First Milk and the sale of the existing creamery site to build a new supermarket creating over 200 jobs.

With the Fairer Scotland Fund, we increased the number of families receiving support at home to care for their disabled children to avoid crises and potential family breakdown. These supports include individual care plans, and recreational and social activities in a community setting. We also provided parents with specialist holiday support and child care that enabled them to maintain employment.

Fairer Scotland Funding has also helped us to develop a more vibrant third sector. We have developed a Demonstration Project, supported by the Big Lottery Fund, to improve the interface between the third sector and community planning as well as open up opportunities for social enterprise to support delivery of Council services.

We have carried out a Best Value Review of the Community Learning and Regeneration service. This review looked at significant changes to how the community is supported and considered alternative ways to support capacity building within the community.

Meeting the challenge: cost of service delivery

Every resident within our area depends on transport in some way to function in their daily lives. The Council has developed a Local Transport Strategy in close partnership with HITRANS[2] and SPT and with wide support from an extensive public consultation. The Strategy,

[2] The Highlands and Islands Transport Partnership

Moving Forward, sets out plans, polices and projects for improving transport in Argyll and Bute.

Through the Fairer Scotland Fund, we have supported families and vulnerable children to access services. We have seen increasing numbers of vulnerable children attending after school and weekend social educational and recreational activities. We delivered an activity programme throughout the school holidays targeting children in need.

A review of ferries is underway that will result in a Scottish Ferries Policy by autumn 2009. Argyll and Bute CPP is involved in aspects of the Ferries Review that relate to Clyde and Hebrides ferries.

Improving customer service is the key to the Council's Process for Change transformation programme. This has developed themes to the high level design phase to improve customer service and make significant changes to workforce deployment.

Areas where we need Scottish Government support

The areas highlighted for Government support in the 2008 SOA were grouped under four strategic headings:

- **Infrastructure**, including roads network and renewables
- **Developing the economy**, including developing and strengthening the economy through new opportunities
- **Remote and island communities**, including removing barriers to travel, and opportunities for young people
- **Service delivery challenges**, including people 'on the fringe', access to services, increasing opportunities for joint working, and supersparsity.

We welcome the Government's recognition of the challenges facing Argyll and Bute and the investment to help achieve significant progress in some areas. Details of these are provided in the section 'Highlights from 2008/09'. Whilst we appreciate that the Government is unable to deliver on all "asks", we are continuing the dialogue on those areas that are clearly linked to delivery of national objectives.

Partnership development

The process of producing the SOA has helped to improve the Council's relationship with Government and forged closer links to the CPP.

Relationship with partners

In recent years Argyll and Bute Council has built good relations with its community planning partners and this has facilitated partner involvement from the start. Our partners actively contributed to the first SOA and this has continued with the 2009 SOA through sharing ideas and learning from our experience.

There is a complicating factor with organisational development in the CPP. Most Argyll and Bute CPP partners are headquartered outside the area with strong links to the Strathclyde area (e.g. Police, Fire and SPT) and Highland (e.g. NHS). On transport and enterprise, we have further complications with boundaries where partners have different remits and objectives.

However, working together on the SOA, we have a clearer view about the priorities for the future. The new relationship with Government means that it is easier to communicate those priorities to Ministers and for us to show how we are contributing to National Outcomes.

Fairer Scotland Fund

As a catalyst

The CPP took a broad view of the Fairer Scotland Fund and viewed this as a catalyst to integrate other work on inequalities (e.g. health improvement and wider role activities of housing associations) and to improve support to third sector organisations.

Development of this work is complex with many stakeholders and interest groups. Progress has been good with the advent of the Fairer Argyll and Bute Plan (FAB Plan) and continues with the development of the FAB Partnership that brings together work previously managed by a range of different partnerships or partners. The importance of this work was highlighted by the space dedicated to this in the overall SOA.

Needs analysis

Redirection and allocation of the Fairer Scotland Fund was supported by a detailed analysis of varied information about inequalities and deprivation. SIMD data was complemented with other Government data and local information to provide an assessment for the whole area. This builds a richer picture than using the SIMD alone.

The information derived from the needs analysis will be used beyond the Fairer Scotland Funded activities. The CPP is happy to share detail of how the needs analysis was conducted and examples of information derived from the analysis.

Performance Management Arrangements

The CPP is changing to ensure more effective delivery of SOA commitments. In November 2008, the Council and CPP agreed the Planning and Performance Management Framework (PPMF). The PPMF established a thematic approach to the planning and performance of both the Community Plan and the Corporate Plan.

Three thematic groups were established in June 2009 and first met in August 2009. The thematic groups will provide direction, identify outputs and monitor performance and cover the following remits:

- Environment
- Social Affairs
- Economy

The CPP's community engagement strategy outlines the role of Local Area Community Planning Groups (LACPGs) that will enable more effective engagement in the development of future plans and strategies including the SOA.

Transition from 2008 to 2009 SOA

We have made a number of improvements between the 2008 and 2009 SOA. In particular, we have rationalised the success measures, gained more involvement from more partners and made significant changes to risks to create the CPP Strategic Risk Register.

Some activities have not been carried forward from the 2008 SOA to the 2009 SOA. These include actions where timescales have changed or where long-term funding has not been secured. Some of these also reflect changes in partners' corporate priorities.

The assessment of the national indicators highlighted very quickly that many of these have insufficient data, and some will never have data at CPP level. All were included in the 2008 SOA for completeness, but many were removed in the drafting for the 2009 SOA.

The outcomes based approach of the SOA is a step forward as the focus is on impact on common objectives. Some indication of who is taking action may help people to understand what is involved and appreciate some of the complexities of partnership working.

The main changes from the 2008 to the 2009 SOA are:

- agreement on a new planning and performance management framework for the CPP – outline details in the SOA indicate significant changes to the governance arrangements
- complete revision of risks to create the first CPP risk register
- simplification of the linkages between some of the local and National outcomes

- as more partners are involved, requests for success measures were more focused, leading to a smaller number of measures from each partner, but expressed in more specific terms
- partners were asked to indicate their support for the whole SOA rather than focus on their contribution
- Gaelic was included as a specific topic – featuring in the section on equalities. This reflects the approach adopted by the Council where work on Gaelic is coordinated alongside the Equality and Diversity Scheme, i.e. with the six conventional equalities streams.

Dialogue is also well established with key partners on streamlining planning and performance management via a Public Sector Partners Forum established by the Council's Chief Executive. Discussions will encompass all aspects of joint planning and performance management, including identification of key performance measures where the partners would want to develop links with other community planning partnerships to share data to enable more effective benchmarking of performance.

National Outcomes and Local Indicators – progress

National Outcome 1 – We live in a Scotland that is the most attractive place for doing business in Europe.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD3 - Development of an indicative forestry strategy to facilitate better design and management of forestry operations to bring environmental, commercial and employment benefits to Argyll and Bute. (Includes joint working with Scottish Natural Heritage and outdoor activity providers to increase access to environmental activity and commercial opportunities.)	Green On Track	Issues stage consultation undertaken in May/June 2009 and a draft stage consultation planned for October/September 2009.	Y
SD7c - Development of a long term vision to 2030 for the release of land around Helensburgh and Cardross to help sustain and grow those communities	Green On Track	Progressing towards draft for consultation	Y
SD8a - Improvements to key sections of the roads network (With STAG appraisals on strategic schemes)	Green On Track	Progressing as per the Local Transport Strategy action plan	Y
SD9 - Development and delivery of agreed regeneration plans for each of the waterfront towns in Argyll and Bute.	Green On Track	Superseded by the CHORD programme. Programme now to larger scale and with significantly higher investment (3x original estimate) by the Council.	Y
SD10a - Creation of a high quality image/brand to attract investment and people to the area.	Amber	The brand roll out is now being developed by the Food from Argyll partnership.	N
HT1 - Rail: Oban-Glasgow timetable improvements	Green On Track	Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region	Y

HT4 - Ferry: Network development options	Amber	The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future	Y
HT5 - Ferry: Service development for the Oban hub	Amber	The Oban Ferry service study, which will input into the Scottish Ferries Review as base data, is nearing completion following the meeting of the Client Group to consider the draft findings. The report was sent to Scottish Government in August 2009.	Y
HT6 - Fuel supply: Distribution and delivery of transport fuel across the region and its economic impact	Green On Track	HIE/HITRANS study complete.	N
SPT3 - Enhance the attractiveness, reliability and integration of the transport network	Amber	Timescale has changed to tie in with the CHORD programme.	Y

National Outcome 2 – We realise our full economic potential with more and better employment opportunities for our people.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD1a - Development of an energy strategy for Argyll and Bute to enable strategic management of renewable energy developments to maximise the contribution to national needs without compromising sensitive areas.	Green On Track	Strategy at drafting stage with likely development of a Renewables Partnership following the partnership work to bring in Welcon as a new owner for the former Vestas facility	Y
SD3 - Development of an indicative forestry strategy to facilitate better design and management of forestry operations to bring environmental, commercial and employment benefits to Argyll and Bute. (Includes joint working with Scottish Natural Heritage and outdoor activity providers to increase access to environmental activity and commercial opportunities.)	Green On Track	Issues stage consultation undertaken in May/June 2009 and a draft stage consultation planned for October/September 2009.	Y
SD5c - The Council will implement a proactive recruitment strategy to attract and support the development of high calibre candidates to posts at all levels in education.	Green Complete	Now included in Council Improvement Plan. Signed off as part of Growing Our Own.	N
SD7a - Promote housing development to meet local needs through the Local Housing Strategy.	Green On Track	Being progressed by the Strategic Housing Partnership as per the agreed action plan	Y
SD7c - Development of a long term vision to 2030 for the release of land around Helensburgh and Cardross to help sustain and grow those communities	Green On Track	Progressing towards draft for consultation	Y
SD8a - Improvements to key sections of the roads network (With STAG appraisals on strategic schemes)	Green On Track	Progressing as per the Local Transport Strategy action plan	Y
SD8b - Improved facilities for public transport – including ferries	Green On Track	Council is engaged in Scottish Ferries Review Process.	Y

SD9 - Development and delivery of agreed regeneration plans for each of the waterfront towns in Argyll and Bute.	Green On Track	Superseded by the CHORD programme. Programme now to larger scale and with significantly higher investment (3x original estimate) by the Council.	Y
SD10b - Work with local producers to promote Argyll and Bute as an area that produces high quality food.	Green On Track	Well received programme of support at a variety of events for "Food from Argyll". 3 year funding secured from LEADER and other partners.	Y
SD11 - Establishment of a corporate business change and improvement team to improve the experience of service users and improve the reputation of Argyll and Bute Council	Green Complete	Team established and leading the Process for Change transformation programme within the Council	Y
SD13a - Analysis of Council services and dialogue with partners locally on integration as part of the Shared Services Diagnostic Project.	Green Complete	Information used as important base data for the Process for Change transformation programme within the Council	Y
SD13b - Working with partners nationally on shared services to improve efficiency and employment prospects in Argyll and Bute.	Green On Track	Now part of ongoing dialogue between CPP public sector partners	N
SD14 - Developing dialogue in rural areas on the means to boost the social economy as an important contributor to local service delivery	Amber Delayed	Agreement still be reached with third sector groups on the structure and management of the third sector interface	Y
HT4 - Ferry: Network development options	Amber	The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future	Y
HT5 - Ferry: Service development for the Oban hub	Amber	The Oban Ferry service study, which will input into the Scottish Ferries Review as base data, is nearing completion following the meeting of the Client Group to consider the draft findings. The report was sent to Scottish Government in August 2009.	Y
HT6 - Fuel supply: Distribution and delivery of transport fuel across the region and its economic impact	Green On Track	HIE/HITRANS study complete.	N
SPT4 - Ensure the provision of effective and efficient transport infrastructure and services to improve connectivity for people and freight	Green On Track	Enhanced strategic road network in Lomond and Helensburgh area by improvements and investigations to A814, A818 and A82.	Y

National Outcome 3 – We are better educated, more skilled and more successful, renowned for our research and innovation.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD5a - Investment in the school estate to improve, renew or dispose of facilities to create more effective environments for learning and teaching. (Refers to agreement of investment strategy.)	Green On Track	Progressing as per programme agreed with Council Members	Y
SD5b - Schools will be challenged and supported to ensure that, in HMIE inspection reports and following School Reviews evaluations will continue to improve.	Green On Track	All schools are being supported to achieve Curriculum for Excellence and improved inspection reports from HMIE	Y
SD14 - Developing dialogue in rural areas on the means to boost the social economy as an important contributor to local service delivery	Amber Delayed	Agreement still be reached with third sector groups on the structure and management of the third sector interface	Y
HT1 - Rail: Oban-Glasgow timetable improvements	Green On Track	Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region	Y
HT2 - Active/health: Audit of active travel infrastructure in key settlements	Amber	Active Travel Audit completed for Dunoon.	Y
HT4 - Ferry: Network development options	Amber	The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future	Y
HT5 - Ferry: Service development for the Oban hub	Amber	The Oban Ferry service study, which will input into the Scottish Ferries Review as base data, is nearing completion following the meeting of the Client Group to consider the draft findings. The report was sent to Scottish Government in August 2009.	Y

National Outcome 4 – Our young people are successful learners, confident individuals, effective contributors and responsible citizens.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD1b - Agreement of strategic concordats with renewable energy companies to deliver community benefits.	Green On Track	Agreements with 2 companies. Discussions ongoing with other developers.	Y
SD4 - Promoting the culture and heritage of Argyll and Bute under the Homecoming 2009 banner to raise the profile of Argyll and Bute and encourage more people to visit the area.	Green On Track	Support being provided by Argyll and Bute Council to a programme of ~ 40 events	Y
SD5a - Investment in the school estate to improve, renew or dispose of facilities to create more effective environments for learning and teaching. (Refers to agreement of investment strategy.)	Green On Track	Progressing as per programme agreed with Council Members	Y
SD5b - Schools will be challenged and supported to ensure that, in HMIE inspection reports and following School Reviews evaluations will continue to improve.	Green On Track	All schools are being supported to achieve Curriculum for Excellence and improved inspection reports from HMIE	Y
SD14 - Developing dialogue in rural areas on the means to boost the social economy as an important contributor to local service delivery	Amber Delayed	Agreement still to be reached with third sector groups	Y

National Outcome 5 – Our children have the best start in life and are ready to succeed.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD5a - Investment in the school estate to improve, renew or dispose of facilities to create more effective environments for learning and teaching. (Refers to agreement of investment strategy.)	Green On Track	Progressing as per programme agreed with Council Members	Y
SD5b - Schools will be challenged and supported to ensure that, in HMIE inspection reports and following School Reviews evaluations will continue to improve.	Green On Track	All schools are being supported to achieve Curriculum for Excellence and improved inspection reports from HMIE	Y
SD6 - Significantly improve the performance of social work through implementation of the improvement plan following the internal review and SWIA inspection.	Green Complete	Improvement Plan complete and signed off by SWIA. Improvement now via normal service planning process.	N
SD7b - Eradication of homelessness by 2012. Interim target of assessing 80% of all Homeless applications as priority need by 2009.	Green On Track	Target achieved in Q1 of 2009/10	Y
H2 - 80% of all three to five year old children to be registered with an NHS dentist by 2010/2011.	Red	First 3 quarters were: 72.6%; 70.5%; 71.7%. 4th quarter not yet available.	Y
H3 - Achieve agreed completion rates for child healthy weight intervention programme by 2010/2011.	Amber	Training of staff under way. Interventions yet to be delivered. Target set at 275	Y
H7 - Increase the proportion of new-born children exclusively breastfed at 6-8 weeks from 26.6% in 2006/2007 to 33.3% in 2010/2011.	Amber	First 3 quarters were: 29.3%; 34.3%; 26.5%. Third quarter data provisional; still awaiting 4th quarter.	Y

National Outcome 6 – We live longer, healthier lives.

Local Indicator	Status	Comment	In 2009 SOA?
SD6 - Significantly improve the performance of social work through implementation of the improvement plan following the internal review and SWIA inspection.	Green Complete	Improvement Plan complete and signed off by SWIA. Improvement now via normal service planning process.	N
SD7b - Eradication of homelessness by 2012. Interim target of assessing 80% of all Homeless applications as priority need by 2009.	Green On Track	Target achieved in Q1 of 2009/10	Y
H1 - Reduce mortality from Coronary Heart Disease among the under 75s in deprived areas.	Red	Trend difficult to track because of small numbers. Rolling average increased by 3	Y
H2 - 80% of all three to five year old children to be registered with an NHS dentist by 2010/2011.	Red	First 3 quarters were: 72.6%; 70.5%; 71.7%. 4th quarter not yet available.	Y
H3 - Achieve agreed completion rates for child healthy weight intervention programme by 2010/2011.	Amber	Training of staff under way. Interventions yet to be delivered. Target set at 275	Y
H4 - Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines by 2010/2011.	Green On Track	Baseline figure for 2006-07 was 300. Progress made as at July 2009 was 2,906.	Y
H5 - Reduce suicide rate between 2002 and 2013 by 20%, supported by 50% of key frontline staff in mental health and substance misuse services, primary care, and accident and emergency being educated and trained in using suicide assessment tools/ suicide prevention training programmes by 2010.	n/a	Data not yet available. Recording process agreed. Data will be available from Sept 2009	Y
H6 - Through smoking cessation services, support 8% of your Board's smoking population in successfully quitting (at one month post quit) over the period 2008/2009 – 2010/2011.	Red	Target – 501 quits for 08/09; actual quits = 292. Target is now revised to 51 per month in 2010/11.	Y
H7 - Increase the proportion of new-born children exclusively breastfed at 6-8 weeks from 26.6% in 2006/2007 to 33.3% in 2010/2011.	Amber	First 3 quarters were: 29.3%; 34.3%; 26.5%. Third quarter data provisional; still awaiting 4th quarter.	Y
A1 - Ensure that anyone contacting their GP surgery has guaranteed access to a GP, nurse or other health care professional within 48 hours.	Green	Removed from 2009 SOA on advice of Scottish Government	N
A2 - The maximum wait from urgent referral to treatment for all cancers is two months.	Green	Removed from 2009 SOA on advice of Scottish Government	N

A4 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 15 weeks from GP referral to a first outpatient appointment from 31 March 2009.	Green	Removed from 2009 SOA on advice of Scottish Government	N
A5 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 15 weeks for inpatient or day case treatment from 31 March 2009.	n/a	Removed from 2009 SOA on advice of Scottish Government	N
A6 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 6 weeks for one of the 8 key diagnostic tests from 31 March 2009.	Green	Removed from 2009 SOA on advice of Scottish Government	N
T1 - By 2008/2009, we will reduce the proportion of older people (aged 65+) who are admitted as an emergency inpatient 2 or more times in a single year by 20% compared with 2004/2005 and reduce, by 10%, emergency inpatient bed days for people aged 65 and over by 2008.	Amber	Target and trajectory to be agreed for CHPs	Y
T3 - Reduce the annual rate of increase of defined daily dose per capita of anti-depressants to zero by 2009/2010, and put in place the required support framework to achieve a 10% reduction in future years.	Red	Baseline in March 2007 was 27.4%. This has increased to 29.1%.	N
T4 - Reduce the number of readmissions (within one year for those that have had a psychiatric hospital admission of over 7 days by 10% by the end of December 2009).	Red	Figures for each respective quarter – 5,11,6,5 Total - 27	Y
T5 - To reduce all staphylococcus aureus bacteraemia (including MRSA) by 30% by 2010.	Red	Removed from 2009 SOA on advice of Scottish Government	N
T6 - To achieve agreed reductions in the rates of hospital admissions and bed days of patients with primary diagnosis of COPD, Asthma, Diabetes or CHD, from 2006/2007 to 2010/2011.	Red	Baseline at 2006-07 – 1534. Q1 -1703; Q2 – 1693; Q3 – 1659 Awaiting quarter 4	Y
T8 - Increase the level of older people with complex care needs receiving care at home.	n/a	Target and trajectory not agreed for Argyll and Bute.	N
T9 - Each NHS Board will achieve agreed improvements in the early diagnosis and management of patients with a dementia by March 2011.	Green On Track	Baseline figure at 2006-7 was 576. Figure has now improved to 617.	Y
HT2 - Active/health: Audit of active travel infrastructure in key settlements	Amber	Active Travel Audit completed for Dunoon	Y
HT3 - Active/health: Health community transport study	Red	Not progressed	N
SPT6 - Improve health and protect the environment by minimising emissions and consumption of resources and energy by the transport system	Green On Track	Enhanced strategic road network in Lomond and Helensburgh area by improvements and investigations to A814, A818 and A82.	Y

National Outcome 7 – We have tackled the significant inequalities in Scottish society.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD5b - Schools will be challenged and supported to ensure that, in HMIE inspection reports and following School Reviews evaluations will continue to improve.	Green On Track	All schools are being supported to achieve Curriculum for Excellence and improved inspection reports from HMIE	Y
SD6 - Significantly improve the performance of social work through implementation of the improvement plan following the internal review and SWIA inspection.	Green Complete	Improvement Plan complete and signed off by SWIA. Improvement now via normal service planning process.	N
SD7b - Eradication of homelessness by 2012. Interim target of assessing 80% of all Homeless applications as priority need by 2009.	Green On Track	Target achieved in Q1 of 2009/10	Y
SD8b - Improved facilities for public transport – including ferries	Green On Track	Council is engaged in Scottish Ferries Review Process.	Y
H1 - Reduce mortality from Coronary Heart Disease among the under 75s in deprived areas.	Red	Trend difficult to track because of small numbers. Rolling average increased by 3	Y
H2 - 80% of all three to five year old children to be registered with an NHS dentist by 2010/2011.	Red	First 3 quarters were: 72.6%; 70.5%; 71.7%. 4th quarter not yet available.	Y
H3 - Achieve agreed completion rates for child healthy weight intervention programme by 2010/2011.	Amber	Training of staff under way. Interventions yet to be delivered. Target set at 275	Y
H4 - Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines by 2010/2011.	Green On Track	Baseline figure for 2006-07 was 300. Progress made as at July 2009 was 2,906.	Y
H6 - Through smoking cessation services, support 8% of your Board's smoking population in successfully quitting (at one month post quit) over the period 2008/2009 – 2010/2011.	Red	Target – 501 quits for 08/09; actual quits = 292. Target is now revised to 51 per month in 2010/11.	Y

H7 - Increase the proportion of new-born children exclusively breastfed at 6-8 weeks from 26.6% in 2006/2007 to 33.3% in 2010/2011.	Amber	First 3 quarters were: 29.3%; 34.3%; 26.5%. Third quarter data provisional; still awaiting 4th quarter.	Y
A1 - Ensure that anyone contacting their GP surgery has guaranteed access to a GP, nurse or other health care professional within 48 hours.	Green	Removed from 2009 SOA on advice of Scottish Government	N
A2 - The maximum wait from urgent referral to treatment for all cancers is two months.	Green	Removed from 2009 SOA on advice of Scottish Government	N
T6 - To achieve agreed reductions in the rates of hospital admissions and bed days of patients with primary diagnosis of COPD, Asthma, Diabetes or CHD, from 2006/2007 to 2010/2011.	Red	Baseline at 2006-07 – 1534. Q1 -1703; Q2 – 1693; Q3 – 1659 Awaiting quarter 4	Y
HT1 - Rail: Oban-Glasgow timetable improvements	Green On Track	Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region	Y
HT3 - Active/health: Health community transport study	Red	Not progressed	N
HT4 - Ferry: Network development options	Amber	The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future	Y
SPT5 - Promote and facilitate access that recognises the transport requirements of all	Green On Track	Encompassed as part of requirements under DDA.	N

National Outcome 8 – We have improved the life chances for children, young people and families at risk.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD5b - Schools will be challenged and supported to ensure that, in HMIE inspection reports and following School Reviews evaluations will continue to improve.	Green On Track	All schools are being supported to achieve Curriculum for Excellence and improved inspection reports from HMIE	Y
SD6 - Significantly improve the performance of social work through implementation of the improvement plan following the internal review and SWIA inspection.	Green Complete	Improvement Plan complete and signed off by SWIA. Improvement now via normal service planning process.	N
SD7b - Eradication of homelessness by 2012. Interim target of assessing 80% of all Homeless applications as priority need by 2009.	Green On Track	Target achieved in Q1 of 2009/10	Y
H4 - Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines by 2010/2011.	Green On Track	Baseline figure for 2006-07 was 300. Progress made as at July 2009 was 2,906.	Y
H7 - Increase the proportion of new-born children exclusively breastfed at 6-8 weeks from 26.6% in 2006/2007 to 33.3% in 2010/2011.	Amber	First 3 quarters were: 29.3%; 34.3%; 26.5%. Third quarter data provisional; still awaiting 4th quarter.	Y
HT2 - Active/health: Audit of active travel infrastructure in key settlements	Amber	Active Travel Audit completed for Dunoon	Y

National Outcome 9 – We live our lives safe from crime, disorder and danger.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD6 - Significantly improve the performance of social work through implementation of the improvement plan following the internal review and SWIA inspection.	Green Complete	Improvement Plan complete and signed off by SWIA. Improvement now via normal service planning process.	N
H4 - Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines by 2010/2011.	Green On Track	Baseline figure for 2006-07 was 300. Progress made as at July 2009 was 2,906.	Y
T4 - Reduce the number of readmissions (within one year for those that have had a psychiatric hospital admission of over 7 days by 10% by the end of December 2009).	Red	Figures for each respective quarter – 5,11,6,5 Total - 27	Y
T5 - To reduce all staphylococcus aureus bacteraemia (including MRSA) by 30% by 2010.	Red	Removed from 2009 SOA on advice of Scottish Government	N
SP1 To reduce the risk to the community from terrorism and extremist activity	Green On Track	Increase in number of intelligence reports relating to potential terrorist threats. Counter terrorist presentations have been provided to partners.	Y
SP2 To protect children from the threat of sexual, physical and emotional abuse	Green On Track	Scottish Government target achieved of assessing all sex offenders by October 2008. Focus is on keeping this information accurate and current.	Y
SP3 To impact on the supply, misuse and availability of controlled drugs	Green On Track	Multi-Agency approach to address convicted drug dealers has resulted in several evictions. New initiative in process of being implemented.	Y
SP4 To impact on serious and organised crime	Green On Track	Continue to address Organised Crime Groups who pose the greatest threat and risk of harm to the communities.	Y
HT2 - Active/health: Audit of active travel infrastructure in key settlements	Amber	Active Travel Audit completed for Dunoon	Y

SPT1 Improve safety and personal security on the transport system	Green On Track	SPT has introduced bi-monthly meetings with Strathclyde Police and has meetings with other national security agencies as and when required. Arrangements are in place to ensure that SPT can respond to concerns and threats.	Y
SPT3 Enhance the attractiveness, reliability and integration of the transport network	Amber	Timescale has changed to tie in with the CHORD programme.	Y
SPT5 Promote and facilitate access that recognises the transport requirements of all	Green On Track	Encompassed as part of requirements under DDA.	N
SPT7 To support land use planning strategies, regeneration and development by integrating transport provision	Amber	HITRANS completed study looking into integration between ferry and bus/coach services throughout the area. Strathclyde RTS in place supported by Transport Outcome Report outlining transport priorities for Argyll & Bute and planned programme of projects and transport interventions.	Y

National Outcome 10 – We live in well-designed, sustainable places where we are able to access the amenities and services we need.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD1b - Agreement of strategic concordats with renewable energy companies to deliver community benefits.	Green On Track	Agreements with 2 companies. Discussions ongoing with other developers.	Y
SD2 - Introduction of modern waste management techniques to reduce waste going to landfill and improve recycling	Green On Track	Development of new collections, e.g. food waste in Helensburgh, to reduce proportion of waste going to landfill	Y
SD5b - Schools will be challenged and supported to ensure that, in HMIE inspection reports and following School Reviews evaluations will continue to improve.	Green On Track	All schools are being supported to achieve Curriculum for Excellence and improved inspection reports from HMIE	Y
SD7a - Promote housing development to meet local needs through the Local Housing Strategy.	Green On Track	Being progressed by the Strategic Housing Partnership as per the agreed action plan	Y
SD7b - Eradication of homelessness by 2012. Interim target of assessing 80% of all Homeless applications as priority need by 2009.	Green On Track	Target achieved in Q1 of 2009/10	Y
SD7c - Development of a long term vision to 2030 for the release of land around Helensburgh and Cardross to help sustain and grow those communities	Green On Track	Progressing towards draft for consultation	Y
SD8a - Improvements to key sections of the roads network (With STAG appraisals on strategic schemes)	Green On Track	Progressing as per the Local Transport Strategy action plan	Y
SD8b - Improved facilities for public transport – including ferries	Green On Track	Council is engaged in Scottish Ferries Review Process.	Y
SD9 - Development and delivery of agreed regeneration plans for each of the waterfront towns in Argyll and Bute.	Green On Track	Superseded by the CHORD programme. Programme now to larger scale and with significantly higher investment (3x original estimate) by the Council.	Y

SD11 - Establishment of a corporate business change and improvement team to improve the experience of service users and improve the reputation of Argyll and Bute Council	Green Complete	Team established and leading the Process for Change transformation programme within the Council	Y
SD12 - Introduction of Pyramid performance management system and subsequent action focused on culture change	Green Complete	New system introduced within Council. Future developments include CPP scorecards to report partner KPIs together.	Y
SD13a - Analysis of Council services and dialogue with partners locally on integration as part of the Shared Services Diagnostic Project.	Green Complete	Information used as important base data for the Process for Change transformation programme within the Council	Y
SD14 - Developing dialogue in rural areas on the means to boost the social economy as an important contributor to local service delivery	Amber Delayed	Agreement still be reached with third sector groups on the structure and management of the third sector interface	Y
H5 - Reduce suicide rate between 2002 and 2013 by 20%, supported by 50% of key frontline staff in mental health and substance misuse services, primary care, and accident and emergency being educated and trained in using suicide assessment tools/ suicide prevention training programmes by 2010.	n/a	Data not yet available. Recording process agreed. Data will be available from Sept 2009	Y
A1 - Ensure that anyone contacting their GP surgery has guaranteed access to a GP, nurse or other health care professional within 48 hours.	Green	Removed from 2009 SOA on advice of Scottish Government	N
A3 - To respond to 75% of Category A calls within 8 minutes from April 2009 onwards across mainland Scotland.	n/a	Removed from 2009 SOA on advice of Scottish Government	N
A5 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 15 weeks for inpatient or day case treatment from 31 March 2009.	n/a	Removed from 2009 SOA on advice of Scottish Government	N
A6 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 6 weeks for one of the 8 key diagnostic tests from 31 March 2009.	Green	Removed from 2009 SOA on advice of Scottish Government	N
T3 - Reduce the annual rate of increase of defined daily dose per capita of anti-depressants to zero by 2009/2010, and put in place the required support framework to achieve a 10% reduction in future years.	Red	Baseline in March 2007 was 27.4%. This has increased to 29.1%.	N
T8 - Increase the level of older people with complex care needs receiving care at home.	n/a	Target and trajectory not agreed for Argyll and Bute.	N

HT1 - Rail: Oban-Glasgow timetable improvements	Green On Track	Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region	Y
HT2 - Active/health: Audit of active travel infrastructure in key settlements	Amber	Active Travel Audit completed for Dunoon	Y
HT3 - Active/health: Health community transport study	Red	Not progressed	Y
HT4 - Ferry: Network development options	Amber	The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future	Y
HT6 - Fuel supply: Distribution and delivery of transport fuel across the region and its economic impact	Green On Track	HIE/HITRANS study complete	N
SPT5 Promote and facilitate access that recognises the transport requirements of all	Green On Track	Encompassed as part of requirements under DDA.	N

National Outcome 11 – We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD1b - Agreement of strategic concordats with renewable energy companies to deliver community benefits.	Green On Track	Agreements with 2 companies. Discussions ongoing with other developers.	Y
SD7c - Development of a long term vision to 2030 for the release of land around Helensburgh and Cardross to help sustain and grow those communities	Green On Track	Progressing towards draft for consultation	Y
SD8a - Improvements to key sections of the roads network (With STAG appraisals on strategic schemes)	Green On Track	Progressing as per the Local Transport Strategy action plan	Y
SD9 - Development and delivery of agreed regeneration plans for each of the waterfront towns in Argyll and Bute.	Green On Track	Superseded by the CHORD programme. Programme now to larger scale and with significantly higher investment (3x original estimate) by the Council.	Y
SD10a - Creation of a high quality image/brand to attract investment and people to the area.	Amber	The brand roll out is now being developed by the Food from Argyll partnership.	N
SD11 - Establishment of a corporate business change and improvement team to improve the experience of service users and improve the reputation of Argyll and Bute Council	Green Complete	Team established and leading the Process for Change transformation programme within the Council	Y
SD14 - Developing dialogue in rural areas on the means to boost the social economy as an important contributor to local service delivery	Amber Delayed	Agreement still be reached with third sector groups on the structure and management of the third sector interface	Y
T3 - Reduce the annual rate of increase of defined daily dose per capita of anti-depressants to zero by 2009/2010, and put in place the required support framework to achieve a 10% reduction in future years.	Red	Baseline in March 2007 was 27.4%. This has increased to 29.1%.	Y
T8 - Increase the level of older people with complex care needs receiving care at home.	n/a	Target and trajectory not agreed for Argyll and Bute.	N

Page 44

SP5 - To engage with partners to achieve a sustainable reduction in violence, disorder and antisocial behaviour in Strathclyde through problem solving and innovation	Green On Track	Information sharing protocol developed. Public Reassurance strategy has been implemented. Community Policing model has been launched.	Y
SP6 - To impact on hate crime, providing support to the victims	Green On Track	Third party reporting centres are being developed. Questions to be developed for inclusion in Citizen Panel Questionnaires. Community Safety Partnership continue to address incidents of Hate Crime.	Y

National Outcome 12 – We value and enjoy our built and natural environment and protect it and enhance it for future generations.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD1a - Development of an energy strategy for Argyll and Bute to enable strategic management of renewable energy developments to maximise the contribution to national needs without compromising sensitive areas.	Green On Track	Strategy at drafting stage with likely development of a Renewables Partnership following the partnership work to bring in Welcon as a new owner for the former Vestas facility	Y
SD1b - Agreement of strategic concordats with renewable energy companies to deliver community benefits.	Green On Track	Agreements with 2 companies. Discussions ongoing with other developers.	Y
SD2 - Introduction of modern waste management techniques to reduce waste going to landfill and improve recycling	Green On Track	Development of new collections, e.g. food waste in Helensburgh, to reduce proportion of waste going to landfill	Y
SD3 - Development of an indicative forestry strategy to facilitate better design and management of forestry operations to bring environmental, commercial and employment benefits to Argyll and Bute. (Includes joint working with Scottish Natural Heritage and outdoor activity providers to increase access to environmental activity and commercial opportunities.)	Green On Track	Issues stage consultation undertaken in May/June 2009 and a draft stage consultation planned for October/September 2009.	Y
SD4 - Promoting the culture and heritage of Argyll and Bute under the Homecoming 2009 banner to raise the profile of Argyll and Bute and encourage more people to visit the area.	Green On Track	Support being provided by Argyll and Bute Council to a programme of ~ 40 events	Y
SD7a - Promote housing development to meet local needs through the Local Housing Strategy.	Green On Track	Being progressed by the Strategic Housing Partnership as per the agreed action plan	Y

Page 46

SD7c - Development of a long term vision to 2030 for the release of land around Helensburgh and Cardross to help sustain and grow those communities	Green On Track	Progressing towards draft for consultation	Y
SD9 - Development and delivery of agreed regeneration plans for each of the waterfront towns in Argyll and Bute.	Green On Track	Superseded by the CHORD programme. Programme now to larger scale and with significantly higher investment (3x original estimate) by the Council.	Y
SD10a - Creation of a high quality image/brand to attract investment and people to the area.	Amber	The brand roll out is now being developed by the Food from Argyll partnership.	N
HT2 - Active/health: Audit of active travel infrastructure in key settlements	Amber	Active Travel Audit completed for Dunoon	Y
HT5 - Ferry: Service development for the Oban hub	Amber	The Oban Ferry service study, which will input into the Scottish Ferries Review as base data, is nearing completion following the meeting of the Client Group to consider the draft findings. The report was sent to Scottish Government in August 2009.	Y
SPT7 - To support land use planning strategies, regeneration and development by integrating transport provision	Amber	HITRANS completed study looking into integration between ferry and bus/coach services throughout the area. Strathclyde RTS in place supported by Transport Outcome Report outlining transport priorities for Argyll & Bute and planned programme of projects and transport interventions.	Y

National Outcome 13 – We take pride in a strong, fair and inclusive national identity.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD4 - Promoting the culture and heritage of Argyll and Bute under the Homecoming 2009 banner to raise the profile of Argyll and Bute and encourage more people to visit the area.	Green On Track	Support being provided by Argyll and Bute Council to a programme of ~ 40 events	Y
SD10a - Creation of a high quality image/brand to attract investment and people to the area.	Amber	The brand roll out is now being developed by the Food from Argyll partnership.	N

National Outcome 14 – We reduce the local and global environmental impact of our consumption and production.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD1a - Development of an energy strategy for Argyll and Bute to enable strategic management of renewable energy developments to maximise the contribution to national needs without compromising sensitive areas.	Green On Track	Strategy at drafting stage with likely development of a Renewables Partnership following the partnership work to bring in Welcon as a new owner for the former Vestas facility	Y
SD2 - Introduction of modern waste management techniques to reduce waste going to landfill and improve recycling	Green On Track	Development of new collections, e.g. food waste in Helensburgh, to reduce proportion of waste going to landfill	Y
SD3 - Development of an indicative forestry strategy to facilitate better design and management of forestry operations to bring environmental, commercial and employment benefits to Argyll and Bute. (Includes joint working with Scottish Natural Heritage and outdoor activity providers to increase access to environmental activity and commercial opportunities.)	Green On Track	Issues stage consultation undertaken in May/June 2009 and a draft stage consultation planned for October/September 2009.	Y
SD5a - Investment in the school estate to improve, renew or dispose of facilities to create more effective environments for learning and teaching. (Refers to agreement of investment strategy.)	Green On Track	Progressing as per programme agreed with Council Members	Y
SD8b - Improved facilities for public transport – including ferries	Green On Track	Council is engaged in Scottish Ferries Review Process.	Y
SD10b - Work with local producers to promote Argyll and Bute as an area that produces high quality food.	Green On Track	Well received programme of support at a variety of events for “Food from Argyll”. 3 year funding secured from LEADER and other partners.	Y

HT1 - Rail: Oban-Glasgow timetable improvements	Green On Track	Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region	Y
HT4 - Ferry: Network development options	Amber	The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future	Y
SPT2 - Increase the proportion of trips undertaken by walking, cycling and public transport	Green On Track	Public using Community Transport in 2008/09 was 16188. Two major routes of the planned 43km Helensburgh and Lomond Cycleway have been implemented; i.e. Helensburgh to Garelochhead and Balloch to Helensburgh.	Y
SPT6 - Improve health and protect the environment by minimising emissions and consumption of resources and energy by the transport system	Green On Track	Enhanced strategic road network in Lomond and Helensburgh area by improvements and investigations to A814, A818 and A82.	Y

National Outcome 15 – Our public services are high quality, continually improving, efficient and responsive to local people's needs.			
Local Indicator	**Status**	**Comment**	**In 2009 SOA?**
SD2 - Introduction of modern waste management techniques to reduce waste going to landfill and improve recycling	Green On Track	Development of new collections, e.g. food waste in Helensburgh, to reduce proportion of waste going to landfill	Y
SD5a - Investment in the school estate to improve, renew or dispose of facilities to create more effective environments for learning and teaching. (Refers to agreement of investment strategy.)	Green On Track	Progressing as per programme agreed with Council Members	Y
SD5c - The Council will implement a proactive recruitment strategy to attract and support the development of high calibre candidates to posts at all levels in education.	Green Complete	Now included in Council Improvement Plan. Signed off as part of Growing Our Own.	N
SD6 - Significantly improve the performance of social work through implementation of the improvement plan following the internal review and SWIA inspection.	Green Complete	Improvement Plan complete and signed off by SWIA. Improvement now via normal service planning process.	N
SD7a - Promote housing development to meet local needs through the Local Housing Strategy.	Green On Track	Being progressed by the Strategic Housing Partnership as per the agreed action plan	Y
SD7b - Eradication of homelessness by 2012. Interim target of assessing 80% of all Homeless applications as priority need by 2009.	Green On Track	Target achieved in Q1 of 2009/10	Y
SD8b - Improved facilities for public transport – including ferries	Green On Track	Council is engaged in Scottish Ferries Review Process.	Y
SD9 - Development and delivery of agreed regeneration plans for each of the waterfront towns in Argyll and Bute.	Green On Track	Superseded by the CHORD programme. Programme now to larger scale and with significantly higher investment (3x original estimate) by the Council.	Y
SD11 - Establishment of a corporate business change and improvement team to improve the experience of service users and improve the reputation of Argyll and Bute Council	Green Complete	Team established and leading the Process for Change transformation programme within the Council	Y

SD12 - Introduction of Pyramid performance management system and subsequent action focused on culture change	Green Complete	New system introduced within Council. Future developments include CPP scorecards to report partner KPIs together.	Y
SD13a - Analysis of Council services and dialogue with partners locally on integration as part of the Shared Services Diagnostic Project.	Green Complete	Information used as important base data for the Process for Change transformation programme within the Council	Y
SD13b - Working with partners nationally on shared services to improve efficiency and employment prospects in Argyll and Bute.	Green On Track	– Now part of ongoing dialogue between CPP public sector partners	N
SD14 - Developing dialogue in rural areas on the means to boost the social economy as an important contributor to local service delivery	Amber Delayed	Agreement still be reached with third sector groups on the structure and management of the third sector interface	Y
SPT3 - Enhance the attractiveness, reliability and integration of the transport network	Amber	Timescale has changed to tie in with the CHORD programme.	Y
E1 - Universal utilisation of CHI (Community Health Index)	Green	Removed from 2009 SOA on advice of Scottish Government	N
E2 - NHS Boards to achieve a sickness absence rate of 4% from 31 March 2009.	Red	Removed from 2009 SOA on advice of Scottish Government	N
E3 - NHS boards to ensure that all employees covered by Agenda for Change have an agreed KSF personal development plan by March 2009.	Green	58% (NHS Highland) 99% (Argyll and Bute CHP) March 2009 Removed from 2009 SOA on advice of Scottish Government	N
E4 - NHS Boards to deliver agreed improved efficiencies for 1st outpatient attendance DNA, non-routine inpatient average length of stay, review to new outpatient attendance ratio and day case rate by March 2011.	Amber	Removed from 2009 SOA on advice of Scottish Government	N
E5 - NHS boards to operate within their agreed revenue resource limit; operate within their capital resource limit; meet their cash requirement.	Green	Removed from 2009 SOA on advice of Scottish Government	N
E6 - NHS boards to meet their cash efficiency target.	Green	Removed from 2009 SOA on advice of Scottish Government	N
E7 - To increase the percentage of new GP outpatient referrals into consultant led secondary care services that are triaged online for clinical priority and appropriate recipient service to 90% from December 2010.	Amber	Removed from 2009 SOA on advice of Scottish Government	N

A1 - Ensure that anyone contacting their GP surgery has guaranteed access to a GP, nurse or other health care professional within 48 hours.	Green	Removed from 2009 SOA on advice of Scottish Government	N
A3 - To respond to 75% of Category A calls within 8 minutes from April 2009 onwards across mainland Scotland.	n/a	Removed from 2009 SOA on advice of Scottish Government	Y
A4 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 15 weeks from GP referral to a first outpatient appointment from 31 March 2009.	Green	Removed from 2009 SOA on advice of Scottish Government	N
A5 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 15 weeks for inpatient or day case treatment from 31 March 2009.	n/a	Removed from 2009 SOA on advice of Scottish Government	Y
A6 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 6 weeks for one of the 8 key diagnostic tests from 31 March 2009.	Green		Y
A7 - NHS Boards will achieve agreed reductions in the rates of attendance at A&E, from 2006/2007 to 2010/2011; and from end 2007 no patient will wait more than 4 hours from arrival to admission, discharge or transfer for accident and emergency treatment.	Amber	98 or 99% achieved each month	Y
T1 - By 2008/2009, we will reduce the proportion of older people (aged 65+) who are admitted as an emergency inpatient 2 or more times in a single year by 20% compared with 2004/2005 and reduce, by 10%, emergency inpatient bed days for people aged 65 and over by 2008.	Amber	Target and trajectory to be agreed for CHPs	Y
T2 - QIS clinical governance and risk management standards improving.	n/a	Removed from 2009 SOA on advice of Scottish Government	N
T4 - Reduce the number of readmissions (within one year for those that have had a psychiatric hospital admission of over 7 days by 10% by the end of December 2009).	Red	Figures for each respective quarter – 5,11,6,5 Total - 27	Y
T5 - To reduce all staphylococcus aureus bacteraemia (including MRSA) by 30% by 2010.	Red	Removed from 2009 SOA on advice of Scottish Government	N

T6 - To achieve agreed reductions in the rates of hospital admissions and bed days of patients with primary diagnosis of COPD, Asthma, Diabetes or CHD, from 2006/2007 to 2010/2011.	Red	Baseline at 2006-07 – 1534. Q1 -1703; Q2 – 1693; Q3 – 1659 Awaiting quarter 4	Y
T7 - Improvement in the quality of healthcare experience.	n/a		Y
T9 - Each NHS Board will achieve agreed improvements in the early diagnosis and management of patients with a dementia by March 2011.	Green On Track	Baseline figure at 2006-7 was 576. Figure has now improved to 617.	Y
HT1 - Rail: Oban-Glasgow timetable improvements	Green On Track	Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region	Y
HT4 - Ferry: Network development options	Amber	The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future	Y
SPT5 - Promote and facilitate access that recognises the transport requirements of all	Green On Track	Encompassed as part of requirements under DDA.	N

Appendix 1 – Progress at March 2009 on local outcomes

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
OE1 - high quality environment that is valued, recognised and protected	SD2 - Introduction of modern waste management techniques to reduce waste going to landfill and improve recycling	n/a	On track	Development of new collections, e.g. food waste in Helensburgh, to reduce proportion of waste going to landfill	10, 12, 14, 15	Green
	SPT2 - Increase the proportion of trips undertaken by walking, cycling and public transport		No of Public using Community Transport in 2008/09 was 16188 as per Pyramid. Two major routes of the planned 43km Helensburgh and Lomond Cycleway have been implemented; i.e. Helensburgh to Garelochhead and Balloch to Helensburgh.	Changed in 2009 SOA to focus on public transport (esp. buses)	14	Green

Page 55

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
OE2 - the environment is respected as a valued asset that can provide sustainable opportunities for business	SD1a - Development of an energy strategy for Argyll and Bute to enable strategic management of renewable energy developments to maximise the contribution to national needs without compromising sensitive areas.	n/a	On track	Strategy at drafting stage with likely development of a Renewables Partnership following the partnership work to bring in Welcon as a new owner for the former Vestas facility	2, 12, 14	Green
	SD3 - Development of an indicative forestry strategy to facilitate better design and management of forestry operations to bring environmental, commercial and employment benefits to Argyll and Bute. (Includes joint working with Scottish Natural Heritage and outdoor activity providers to increase access to environmental activity and commercial opportunities.)	n/a	On track		1,2,12,14	Green
	SPT4 - Ensure the provision of effective and efficient transport infrastructure and services to improve connectivity for people and freight		On track Enhanced strategic road network in Lomond and Helensburgh area by improvements and investigations to A814, A818 and A82		2	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	SPT6 - Improve health and protect the environment by minimising emissions and consumption of resources and energy by the transport system		HIE have completed base line study identifying current transport carbon footprint in the Highlands and Islands.		6,14	Green
OE3 - an identity that is recognised and appreciated globally with a range of businesses that use the high quality image	SD10b - Work with local producers to promote Argyll and Bute as an area that produces high quality food.	n/a	Well received programme of support at a variety of events for "Food from Argyll"		2,14	Green On Track
OE4 - an area that is accessible, yet retains its remote character	SD8a - Improvements to key sections of the roads network (With STAG appraisals on strategic schemes)	n/a	On track	Progressing as per the Local Transport Strategy action plan	1,2,10,11	Green
	SD8b - Improved facilities for public transport – including ferries	n/a	On track – Council engagement in Scottish Ferries Review Process		2,7,10,14,15	Green
	SPT3 - Enhance the attractiveness, reliability and integration of the transport network		Study into better integration of Oban Transport Hub commenced A study into the regeneration of Helensburgh Town Centre has been initiated. An investigation into park and ride and improved integration of public transport has been undertaken.		1,9,15	Amber

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	SPT5 - Promote and facilitate access that recognises the transport requirements of all		On track	Encompassed as part of requirements under DDA.	7,9,10	Green
	HT1 - Rail: Oban-Glasgow timetable improvements		Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region		1,3,7,10,14,15	Green
	HT4 - Ferry: Network development options		The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year and be followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future		1,2,3,7,10,14,15	Amber

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	HT5 - Ferry: Service development for the Oban hub		The Oban Ferry service study, which will input into the Scottish Ferries Review as base data, is nearing completion following the meeting of the Client Group to consider the draft findings last Monday. The report should be sent to Scottish Government early in August 2009.		1,2,3,12	Amber
VC1 - safe supportive communities with positive culture and sense of pride in the area	SD6 - Significantly improve the performance of social work through implementation of the improvement plan following the internal review and SWIA inspection.	On track	Improvement Plan complete and signed off by SWIA.	Improvement now via normal service planning process.	7,8,9	Green
	H1 - Reduce mortality from Coronary Heart Disease among the under 75s in deprived areas.	112.3	Actual deaths up by 3 since 2004-7 (rolling 3 year average)	Trend difficult to track because of small numbers.	6,7	Red
	H2 - 80% of all three to five year old children to be registered with an NHS dentist by 2010/2011.	70.2%	First 3 quarters were: 72.6%; 70.5%; 71.7%	Now getting A&B data. 4th quarter not yet available	5,6,7	Red
	H3 - Achieve agreed completion rates for child healthy weight intervention programme by 2010/2011.	0	Training of staff under way. Interventions yet to be delivered.	Target set at 275	5,6,7	Amber
	H4 - Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines by 2010/2011.	300	Achieved 2,906		6,7,8,9	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	H7 - Increase the proportion of new-born children exclusively breastfed at 6-8 weeks from 26.6% in 2006/2007 to 33.3% in 2010/2011.	28.4% (2006/7)	first 3 quarters were: 29.3%; 34.3%; 26.5%	Third quarter data provisional; still awaiting 4th quarter	5,6,7,8	Amber
	T1 - By 2008/2009, we will reduce the proportion of older people (aged 65+) who are admitted as an emergency inpatient 2 or more times in a single year by 20% compared with 2004/2005 and reduce, by 10%, emergency inpatient bed days for people aged 65 and over by 2008.	43.9/1000	Target is 34.5/1000 NHS Highland outturn 3615 (42.2/1000) – target 2954	Target and trajectory to be agreed for CHPs	6,15	Amber
	T3 - Reduce the annual rate of increase of defined daily dose per capita of anti-depressants to zero by 2009/2010, and put in place the required support framework to achieve a 10% reduction in future years.	March 07 – 27.4	29.1%		6,10,11	Red
	T8 - Increase the level of older people with complex care needs receiving care at home.	tbc	No information	Target and trajectory not agreed for Argyll and Bute	9,15	n/a

Page 60

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	SPT1 Improve safety and personal security on the transport system		Regular bi-monthly meetings with Strathclyde Police and has other meetings with national security agencies Arrangements are in place to ensure that SPT can respond to concerns and threats should they arise.		9	Green
	SP1 To reduce the risk to the community from terrorism and extremist activity		Community level reporting improved - 300% increase in the number of intelligence reports.	Counter terrorist presentations have also been given to our partners.	9	Green
	SP2 To protect children from the threat of sexual, physical and emotional abuse			Strathclyde Police successfully achieved the Scottish Government target of assessing all registered sex offenders by October 2008	9	Green
	SP3 To impact on the supply, misuse and availability of controlled drugs		A Multi-Agency approach to address convicted drug dealers has resulted in several evictions.	Shop-a-dealer initiative now in process of being implemented.	9	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	SP4 To impact on serious and organised crime		Work has continued to address those Organised Crime Groups who pose the greatest threat and risk of harm to the communities.	Focus is on gaining intelligence and working in partnership with other agencies to target serious and organised crime activity.	9	Green
	SP5 - To engage with partners to achieve a sustainable reduction in violence, disorder and antisocial behaviour in Strathclyde through problem solving and innovation		An information sharing protocol was developed The Public Reassurance Strategy has now been implemented.	The new Community Policing model has been launched .	11	Green
	SP6 - To impact on hate crime, providing support to the victims			Third party reporting centres are being developed. All incidents of Hate Crime continue to be addressed through the Community Safety Partnership	11	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
VC2 - well balanced demographically with young people choosing to stay or move to the area	SD5c - The Council will implement a proactive recruitment strategy to attract and support the development of high calibre candidates to posts at all levels in education.	n/a		– now included in Council Improvement Plan	2,15	Green
VC3 - vibrant local economy that is based on core attributes of the area, flexible and open to new opportunities	SD1b - Agreement of strategic concordats with renewable energy companies to deliver community benefits.	2	On track	Agreements with 2 companies. Discussions ongoing with other developers.	4,10,12	Green
VC4 - a sense of history with a view to the future	SD4 - Promoting the culture and heritage of Argyll and Bute under the Homecoming 2009 banner to raise the profile of Argyll and Bute and encourage more people to visit the area.	n/a	Support being provided to a programme of ~40 events		4,12,13	Green
VC5 - housing that is appropriate and affordable with local people able to participate in the housing market	SD7a - Promote housing development to meet local needs through the Local Housing Strategy.	n/a	On track	Being progressed by the Strategic Housing Partnership as per the agreed action plan	2,10,12,15	Green
	SD7b - Eradication of homelessness by 2012. Interim target of assessing 80% of all Homeless applications as priority need by 2009.	n/a	On track	Target achieved in Q1 of 2009/10	5,7,8,10,15	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	SD7c - Development of a long term vision to 2030 for the release of land around Helensburgh and Cardross to help sustain and grow those communities	n/a	On track	Progressing towards draft for consultation	2,10,11,12	Green
VC6 - high quality public services and leisure/community facilities that attract people to settle in Argyll and Bute	SD5a - Investment in the school estate to improve, renew or dispose of facilities to create more effective environments for learning and teaching. (Refers to agreement of investment strategy.)	n/a	On track	Progressing as per programme agreed with Council Members	3,4,5,15	Green
	SD5b - Schools will be challenged and supported to ensure that, in HMIE inspection reports and following School Reviews evaluations will continue to improve.	"Good" or better = 87% "Very Good" or better: = 58%	On track	All schools are being supported to achieve Curriculum for Excellence and improved inspection reports from HMIE	3,4,5,7,8,10	Green
	SD9 - Development and delivery of agreed regeneration plans for each of the waterfront towns in Argyll and Bute.	IBCs	Superseded by the CHORD programme	Programme now to larger scale and with significantly higher investment (3x original estimate) by the Council	1,2,10,11,12, 15	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	HT1 - Rail: Oban-Glasgow timetable improvements		Final report which has a very positive cost benefit ratio has been sent to Transport Scotland for their consideration. We will continue to push for 5 a day with the Minister as the Oban route is the least well served of all the local rail services in the region.		1,2,7,10,14,15	Green
	HT2 - Active/health: Audit of active travel infrastructure in key settlements		Active Travel Audit completed for Dunoon		3,6,10,12	Amber
	HT3 - Active/health: Health community transport study		Not progressed		6,7,10	Red
	HT4 - Ferry: Network development options		The Scottish Ferries Review report has been delayed due to the need for input from the EU on the competition issues, now expected in September. The Review should be complete later this year, followed by a wide public consultation on the options for providing and improving ferry services across Scotland in the future		1,2,3,7,10,14, 15	Amber

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	HT5 - Ferry: Service development for the Oban hub		The Oban Ferry service study, which will input into the Scottish Ferries Review as base data, is nearing completion following the meeting of the Client Group to consider the draft findings last Monday. The report should be sent to Scottish Government early in August 2009.		1,2,3,12	Amber
	SPT7 To support land use planning strategies, regeneration and development by integrating transport provision		HITRANS completed study looking into integration between ferry and bus/coach services throughout the area	Strathclyde RTS in place supported by Transport Outcome Report outlining transport priorities for Argyll & Bute and planned programme of projects and transport interventions.	9,12	Amber
	A2 - The maximum wait from urgent referral to treatment for all cancers is two months.	tbc	100%		6,7	Green
	A3 - To respond to 75% of Category A calls within 8 minutes from April 2009 onwards across mainland Scotland.	tbc		Applies from April 2009	10,15	n/a

Page 66

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	A5 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 15 weeks for inpatient or day case treatment from 31 March 2009.	5 Jan 07			6,10,15	n/a
	A6 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 6 weeks for one of the 8 key diagnostic tests from 31 March 2009.	6	6		6,10,15	Green
	A7 - NHS Boards will achieve agreed reductions in the rates of attendance at A&E, from 2006/2007 to 2010/2011; and from end 2007 no patient will wait more than 4 hours from arrival to admission, discharge or transfer for accident and emergency treatment.	Rate of attendance at NHS Highland level only 2468; 99% achievement of no patient waiting more than 4 hours	2539 98 or 99% achieved each month	Data only available at NHS Highland level thus does not give clear indication for Argyll and Bute.	15	Red
	T4 - Reduce the number of readmissions (within one year for those that have had a psychiatric hospital admission of over 7 days by 10% by the end of December 2009).	10	5,11,6,5 for respective quarters		6,9,15	Red

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	T5 - To reduce all staphylococcus aureus bacteraemia (including MRSA) by 30% by 2010.	tbc	68	NHS Highland wide latest guidance from HPS suggest that NHS Highland is unlikely to achieve 30% reduction required in HEAT target by 2010.	6,9,15	Red
	T6 - To achieve agreed reductions in the rates of hospital admissions and bed days of patients with primary diagnosis of COPD, Asthma, Diabetes or CHD, from 2006/2007 to 2010/2011. Target rate agreed as 2092/100,000	1534	1703, 1693, 1569 for first 3 quarters	Awaiting quarter 4	6,7,15	Red
	T7 - Improvement in the quality of healthcare experience.	tbc			15	n/a
	T9 - Each NHS Board will achieve agreed improvements in the early diagnosis and management of patients with a dementia by March 2011. Agreed target 2560.	576	617		6,15	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
FL2 - proactive communities where local people and organisations look for and create opportunities	H5 - Reduce suicide rate between 2002 and 2013 by 20%, supported by 50% of key frontline staff in mental health and substance misuse services, primary care, and accident and emergency being educated and trained in using suicide assessment tools/ suicide prevention training programmes by 2010.	17.5 per 100.000 (2002)	tbc	Data not yet available. Recording process agreed. Data will be available from Sept 2009	6,10	n/a
	H6 - Through smoking cessation services, support 8% of your Board's smoking population in successfully quitting (at one month post quit) over the period 2008/2009 – 2010/2011.		target – 501 quits for 08/09; actual quits = 292	Target is now revised to 51 per month in 2010/11	6	Red
FL3 - decentralised public sector with more delivery of high quality 'professional' services from Argyll and Bute	SD11 - Establishment of a corporate business change and improvement team to improve the experience of service users and improve the reputation of Argyll and Bute Council	nil	Complete	Team established and leading the Process for Change transformation programme within the Council	2,10,11,15	Green
	SD12 - Introduction of Pyramid performance management system and subsequent action focused on culture change	20% complete	Complete	New system introduced within Council. Future developments include CPP scorecards to report partner KPIs together.	10,12	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	A1 - Ensure that anyone contacting their GP surgery has guaranteed access to a GP, nurse or other health care professional within 48 hours.	As stated	100%		6,7,10,15	Green
	A4 - As a milestone in achieving 18 weeks referral to treatment, no patient will wait longer than 15 weeks from GP referral to a first outpatient appointment from 31 March 2009.	29 Jan 07	Achieved		6,15	Green
	E1 - Universal utilisation of CHI (Community Health Index)	tbc	97%		15	Green
	E2 - NHS Boards to achieve a sickness absence rate of 4% from 31 March 2009.	N/A	5.24 (A&B CHP)		15	Red
	E3 - NHS boards to ensure that all employees covered by Agenda for Change have an agreed KSF personal development plan by March 2009.	tbc	58% (NHS Highland) 99% (Argyll and Bute CHP) March 2009		15	Green
	E4 - NHS Boards to deliver agreed improved efficiencies for 1st outpatient attendance DNA, non-routine inpatient average length of stay, review to new outpatient attendance ratio and day case rate by March 2011.	82% 4.1 2.02 6.9%	39.8% Day Case 6.1 LoS 1.78 New to return 8.0% DNA		15	Amber
	E5 - NHS boards to operate within their agreed revenue resource limit; operate within their capital resource limit; meet their cash requirement.	N/A	Achieved		15	Green

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	E6 - NHS boards to meet their cash efficiency target.	N/A	100%		15	Green
	E7 - To increase the percentage of new GP outpatient referrals into consultant led secondary care services that are triaged online for clinical priority and appropriate recipient service to 90% from December 2010.	10% - 90% by March 2010	0%		15	Amber
FL4 - partnership working across all sectors to coordinate developments, market Argyll and Bute and remove constraints that limit possibilities	SD10a - Creation of a high quality image/brand to attract investment and people to the area.	n/a		The brand roll out is now being developed by the Food from Argyll partnership.	1,11,12,13	Amber
	SD13a - Analysis of Council services and dialogue with partners locally on integration as part of the Shared Services Diagnostic Project.	n/a	Complete	Information used as important base data for the Process for Change transformation programme within the Council	2,10,15	Green
	SD13b - Working with partners nationally on shared services to improve efficiency and employment prospects in Argyll and Bute.	n/a		– Now part of ongoing dialogue between CPP public sector partners	2,15	Green
	T2 - QIS clinical governance and risk management standards improving.	8	No information		15	n/a
	HT2 - Active/health: Audit of active travel infrastructure in key settlements		Active Travel Audit completed for Dunoon		3,6,10,12	Amber

Local outcome	Local indicators and action to deliver the outcomes	Baseline at 2006-07	Progress at July 2009	Comment	Links to National Outcomes	Status
	HT5 - Ferry: Service development for the Oban hub		Study commissioned, to be complete in Summer 2009		1,2,3,12	Amber
	HT6 - Fuel supply: Distribution and delivery of transport fuel across the region and its economic impact		HIE/HITRANS study complete		1,2	Green
FL5 - communities that learn and use that knowledge	SD14 - Developing dialogue in rural areas on the means to boost the social economy as an important contributor to local service delivery	n/a	Agreement with third sector steering group to develop interface with CPP and actions to build capacity of third sector organisations, including social enterprises		2,3,4,10,11,15	Amber

Appendix 2 – Strategic Risk Assessment

The risks detailed below are the revised risks that now form the CPP Strategic Risk Register following the significant revisions form the risks originally included in the 2008 SOA. The risk rating reflects the assessment as at June 2009.

Ref	Risk name	Risk description	National outcome links	Risk rating
CPP-R01	Impact of recession on funding for public services	Longer term effects of the recession reduce funding available for public services leading to cuts in services and increased risk on other factors as resources are stretched to meet demand	All	High
CPP-R02	Lack of suitable employment and housing	Lack of suitable employment and housing within local communities requires people to work at a distance from their home.	2, 10	Medium
CPP-R03	Violence against people providing services	Violence and anti-social behaviour against personnel undertaking duties within the community	9, 11	Low
CPP-R04	Impact of geography on outcomes for individuals	Geography of islands and remote mainland with dispersed population creates difficulty for people to access all emergency service provision and emergency health and social care response with possibility of more severe outcomes than would be expected in other areas	9, 10, 15	Medium
CPP-R05	Environmental pollution/contamination	Pollution and contamination of the environment as a result of dealing with operational incidents in an effort to save life or saveable property	12	Low
CPP-R06	Increase in drugs misuse	Potential increase in drugs misuse due to perception that Community Safety Partnership do not have this as high priority	8, 9, 11	Medium
CPP-R07	Lack of investment in transport infrastructure	Key schemes unable to progress due to insufficient investment in transport infrastructure	1, 2, 10, 11	Medium
CPP-R08	Economic downturn – impact on regeneration projects	Focus on city regions and economic downturn draws investment away from rural areas; potential impact on CHORD town centre regeneration	1, 2, 10, 12	High

Ref	Risk name	Risk description	National outcome links	Risk rating
CPP-R09	Shortage of affordable housing – limiting economic investment	Shortages of good quality, affordable housing preventing economic investment in rural areas	1, 2, 7, 10, 11	Medium
CPP-R10	Renewables investment dries up	Investment in renewables dries up, no job creation, no community financial benefits and government misses renewable energy target	1, 2, 12, 14	Medium
CPP-R11	Decline of remote and island communities	Continued decline of remote and island communities due to low or no economic growth and demographic change	2, 10, 11	Medium
CPP-R12	Low net inward migration of people of working age	Poor career opportunities discouraging inward migration	2, 3	Medium
CPP-R13	Continued net out migration of young people	Continued out migration due to lack of further education, higher education and training opportunities	3, 4	Medium
CPP-R14	Demographic changes impacting on service demand and resources	Demographic / societal changes which increase demand for services beyond existing / planned budget levels	6, 11, 15	Medium
CPP-R15	Changing Government policy impacting on service demand	Changes to Scottish Government policy which increase demand for services beyond existing / planned budget levels	6, 11, 15	Medium
CPP-R16	Lack of affordable housing - impact on families	Lack of affordable housing impacting on families in remote and rural areas and areas of urban deprivation, making it difficult for people to stay and/or settle in Argyll and Bute	6, 7, 8, 11	High
CPP-R17	Reduced attractiveness of Argyll and Bute for investors	Argyll and Bute is not seen as an attractive place to relocate to because of reduced investment in facilities and services for public and businesses	10, 11, 15	Low
CPP-R18	Delay to redesign of services for older people and impact on delayed discharges	Joint redesign of older peoples' services with the re-provision of NHS continuing care resources into the community (i.e. closure of NHS beds). Risk that lack of public and political acceptance of the solution will delay or prevent changes with consequent impact on delayed discharges.	6, 7, 10, 11, 15	Medium

Ref	Risk name	Risk description	National outcome links	Risk rating
CPP-R19	Delay to redesign of mental health services	Mental health service redesign with re-provision of services into localities and community services – risk that lack of public and political acceptance of the solution will delay or prevent changes.	6, 7, 10, 11, 15	Medium
CPP-R20	Delay to modernisation of NHS services	Modernisation of NHS services – moving from unscheduled care (emergency provision) to preventative/anticipatory care relating to achievement of HEAT targets. Issues include reducing hospital beds, providing more care in the community, sustainable out of hours emergency services in remote and island communities e.g. for a GP opting out, Scottish Ambulance Service response etc. Risk that lack of public and political acceptance of the solution will delay or prevent changes.	6, 7, 8, 10, 15	High

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Agenda Item 6

Argyll and Bute Community Planning Partnership

Management Committee

16 September 2009

CPP risk register review

1. SUMMARY

The CPP agreed a risk register as part of the Single Outcome Agreement. The risks were reviewed by the Full Partnership in June 2009. The Full Partnership agreed that future reviews of risk should be made by the Management Committee with changes reported as part of the normal feedback.

This is the review at the end of the second quarter to assess the risks fro the period October-December 2009.

2. RECOMMENDATION

That the Partnership:

- Review and agree the rating for each risk in the appended risk register

BRIAN BARKER

Policy and Strategy Manager, Argyll and Bute Council

14 August 2009

For Further Information Contact:

Brian Barker, Policy and Strategy Manager, 01546 604436, brian.barker@argyll-bute.gov.uk

Appendix 1 – CPP risk register – review June 2009

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CPP risk register – review September 2009

The risks described below are the risks and assessed level of risk as described in the SOA. The right hand column in the table details recommended changes to the assessment based on changes since the last review in June 2009.

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R01	Impact of recession on funding for public services	Longer term effects of the recession reduce funding available for public services leading to cuts in services and increased risk on other factors as resources are stretched to meet demand	All	Likelihood assessed as Almost certain (5) because we are in a recession and government finances are already stretched with commitments to mitigate the effects of the credit crunch and banking failures Impact assessed as Major (4) because significant cuts in funding will impact on public services	High	No change
CPP-R02	Lack of suitable employment and housing	Lack of suitable employment and housing within local communities requires people to work at a distance from their home.	2, 10	Likelihood assessed as Possible (3) Impact assessed as Moderate (3) This is a recognised issue - especially where service providers are serving smaller or more remote communities	Medium	No change

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R03	Violence against people providing services	Violence and anti-social behaviour against personnel undertaking duties within the community	9, 11	Likelihood assessed as Unlikely (2) because of low incidence of violence Impact assessed as Minor (2) because of low levels of violent crime	Low	No change
CPP-R04	Impact of geography on outcomes for individuals	Geography of islands and remote mainland with dispersed population creates difficulty for people to access all emergency service provision and emergency health and social care response with possibility of more severe outcomes than would be expected in other areas	9, 10, 15	Likelihood assessed as Likely (4) Impact assessed as Moderate (3) because of impact on people located at greater distances or in more remote locations from main service centres	Medium	No change
CPP-R05	Environmental pollution/contamination	Pollution and contamination of the environment as a result of dealing with operational incidents in an effort to save life or saveable property	12	Likelihood assessed as Unlikely (2) because of the historic pattern of incidents Impact assessed as Minor (2) because expected to be confined to a specific location	Low	No change
CPP-R06	Increase in drugs misuse	Potential increase in drugs misuse due to perception that Community Safety Partnership do not have this as high priority	8, 9, 11	Likelihood assessed as Possible (3) Impact assessed as Moderate (3) because of possible impact on individuals	Medium	No change

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R07	Lack of investment in transport infrastructure	Key schemes unable to progress due to insufficient investment in transport infrastructure	1, 2, 10, 11	Likelihood assessed as Likely (4) because of investment backlog and expected future financial pressures keeping investment at similar levels to current Impact assessed as Moderate (3) because of economic and service impact	Medium	No change
CPP-R08	Economic downturn – impact on regeneration projects	Focus on city regions and economic downturn draws investment away from rural areas; potential impact on CHORD town centre regeneration	1, 2, 10, 12	Likelihood assessed as Almost certain (5) because of the current economic situation in the UK and globally Impact assessed as Major (4) because of high reliance of waterfront regeneration projects on external investment	High	No change
CPP-R09	Shortage of affordable housing – limiting economic investment	Shortages of good quality, affordable housing preventing economic investment in rural areas	1, 2, 7, 10, 11	Likelihood assessed as Likely (4) because of expected cuts in investment in social housing in Argyll and Bute by the Government Impact assessed as Moderate (3) because the ability to find a house is a continuing issue for people wanting to work in Argyll and Bute	Medium	No change

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R10	Renewables investment dries up	Investment in renewables dries up, no job creation, no community financial benefits and government misses renewable energy target	1, 2, 12, 14	Likelihood assessed as Unlikely (2) because of the significant commitment to invest in Campbeltown by Welcon Impact assessed as Moderate (3) because of significant potential benefits of renewables to support local communities and the economy more generally	Medium	No change
CPP-R11	Decline of remote and island communities	Continued decline of remote and island communities due to low or no economic growth and demographic change	2, 10, 11	Likelihood assessed as Likely (4) because of projected population trends Impact assessed as Moderate (3) because of impact on objectives for remote and fragile communities	Medium	No change
CPP-R12	Low net inward migration of people of working age	Poor career opportunities discouraging inward migration	2, 3	Likelihood assessed as Possible (3) because of current economic conditions Impact assessed as Major (4) because of impact of poor career opportunities on sustainability of communities where economic growth is essential for their survival	Medium	No change

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R13	Continued net out migration of young people	Continued out migration due to lack of further education, higher education and training opportunities	3, 4	Likelihood assessed as Possible (3) because of current migration trends and continued need/desire of most young people to access university education outside the area Impact assessed as Major (4) because loss of young people will impact on sustainability of rural communities	Medium	No change
CPP-R14	Demographic changes impacting on service demand and resources	Demographic / societal changes which increase demand for services beyond existing / planned budget levels	6, 11, 15	Likelihood assessed as Possible (3) because of projected population changes, moderated by the current review of service provision in key areas like elderly care Impact assessed as Major (4) because a higher proportion of the population living to an old age and more people living longer will increase demand on a range of services including, health, social care, housing and transport	Medium	No change

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R15	Changing Government policy impacting on service demand	Changes to Scottish Government policy which increase demand for services beyond existing / planned budget levels	6, 11, 15	Likelihood assessed as Likely (4) Impact assessed as Moderate (3) because of changing financial position of Government and changes that are expected as the current position tightens	Medium	No change
CPP-R16	Lack of affordable housing - impact on families	Lack of affordable housing impacting on families in remote and rural areas and areas of urban deprivation, making it difficult for people to stay and/or settle in Argyll and Bute	6, 7, 8, 11	Likelihood assessed as Likely (4) because of impact of economic downturn on construction sector and possible lower future investment in social Impact assessed as Major (4) because of expected reduction in investment in social housing in Argyll and Bute by the Government (down from £22M to £11M for 2009/10)	High	No change
CPP-R17	Reduced attractiveness of Argyll and Bute for investors	Argyll and Bute is not seen as an attractive place to relocate to because of reduced investment in facilities and services for public and businesses	10, 11, 15	Likelihood assessed as Unlikely (2) because possible change from current position is low Impact assessed as Minor (2) because of difficulty attracting investors, but this has been the case for many years and so impact less (concern is more about lost potential)	Low	No change

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R18	Delay to redesign of services for older people and impact on delayed discharges	Joint redesign of older peoples' services with the re-provision of NHS continuing care resources into the community (i.e. closure of NHS beds). Risk that lack of public and political acceptance of the solution will delay or prevent changes with consequent impact on delayed discharges.	6, 7, 10, 11, 15	Likelihood assessed as Likely (4) because of public and political sensitivities to this as a topic Impact assessed as Moderate (3) because of possible public reaction to proposals and financial impact if change is delayed	Medium	No change
CPP-R19	Delay to redesign of mental health services	Mental health service redesign with re-provision of services into localities and community services – risk that lack of public and political acceptance of the solution will delay or prevent changes.	6, 7, 10, 11, 15	Likelihood assessed as Likely (4) because of public and political sensitivities to this as a topic Impact assessed as Moderate (3) because of possible public reaction to proposals and financial impact if change is delayed	Medium	No change

Page 85

Ref	Risk name	Risk description	National outcome links	Risk assessment (March 09)	Risk rating	Recommended changes to assessment
CPP-R20	Delay to modernisation of NHS services	Modernisation of NHS services – moving from unscheduled care (emergency provision) to preventative/anticipatory care relating to achievement of HEAT targets. Issues include reducing hospital beds, providing more care in the community, sustainable out of hours emergency services in remote and island communities e.g. for a GP opting out, Scottish Ambulance Service response etc. Risk that lack of public and political acceptance of the solution will delay or prevent changes.	6, 7, 8, 10, 15	Likelihood assessed as Likely (4) because of public and political sensitivities to this as a topic Impact assessed as Major (4) because of possible public reaction to proposals and financial impact if change is delayed	High	No change

Are there any strategic risks that have been identified since the SOA was agreed that now need to be included in the CPP risk register?

Risks are assessed using a combination of impact and likelihood using the criteria below. All risks are then classified as high, medium or low using a simple matrix to generate an overall assessment.

Likelihood

Likelihood of occurrence	Score	Description
Almost certain	5	Will undoubtedly happen, possibly frequently
Likely	4	Will probably happen, but not a persistent issue
Possible	3	May happen occasionally
Unlikely	2	Not expected to happen, but is possible
Remote	1	Very unlikely this will ever happen

Impact

Impact of occurrence	Score	Description				
		Impact on service delivery	Financial impact	Impact on people	Impact on time	Impact on reputation
Catastrophic	5	Unable to function, inability to fulfil obligations	Severe loss	Death	Serious – more than 2 years to recover pre-event position	Highly damaging, severe loss of public confidence
Major	4	Significant impact on service provision	Major loss	Extensive injury, major permanent harm	Major – 1-2 years to recover pre-event position	Major adverse publicity, major loss of confidence
Moderate	3	Service objectives partially achievable	Significant loss	Medical treatment required, semi permanent harm up to 1 year	Considerable – 6-12 months to recover pre-event position	Some adverse publicity, legal implications
Minor	2	Minor impact on service objectives	Moderate loss	First aid treatment non-permanent harm up to 1 month	Some – 2-6 months to recover	Some public embarrassment, no damage to reputation
None	1	Minimal impact, no service disruption	Minimal loss	No obvious harm/ injury	Minimal – up to 2 months to recover	No interest to the press, internal only

Overall assessment

	Impact				
Likelihood	None	Minor	Moderate	Major	Catastrophic
Almost certain	Low	Medium	High	High	High
Likely	Low	Medium	Medium	High	High
Possible	Low	Medium	Medium	Medium	High
Unlikely	Low	Low	Medium	Medium	Medium
Remote	low	Low	low	Low	Low

Agenda Item 7

Skills
Development
Scotland

Skills Development Scotland

2008 / 2009 Year End Report

for the

Argyll & Bute

Community Planning Partnership

Table of Contents

1. Introduction

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

Skills Development Scotland (SDS)

Community Planning Partnership Report

2nd Edition (May 2009)

Welcome to the second edition of the bi annual SDS Community Planning Partnership Report. It builds on the 2008/2009 Half Year Update that was issued in February 2009.

The Report is aimed at updating partners on topics that we feel will be of interest to them and as a source of information to inform future planning.

It is anticipated that the format of the Report will highlight significant pieces of work as they are completed e.g. the School Leaver Destination Return and the School Leaver Destination Return Follow Up. There will be regular updates on SDS Skills Programmes and SDS Key Post School Customers. Each edition will also contain an article on an aspect of SDS delivery that we feel will be of interest to our partners.

If anyone has any comments on the content or suggestions for future features contact John Eddyshaw at john.eddyshaw@careers-scotland.org.uk

This edition contains as its main feature the Skills Development Scotland Year End Performance Report for 2008/2009. This is significant in that it marks the first full operational year of SDS's existence and reflects the wide range of areas that SDS contributes to.

The area of SDS activity that is profiled in this edition is Learn Direct for Business. The main focus of this aspect of SDS activity is to offer support to employers including assessing training needs, developing training plans, identifying suitable courses, information on funding and help to access free resources. Skills development and utilisation is a key focus of SDS activity and Learn Direct for Business supports employers realise their employees full potential.

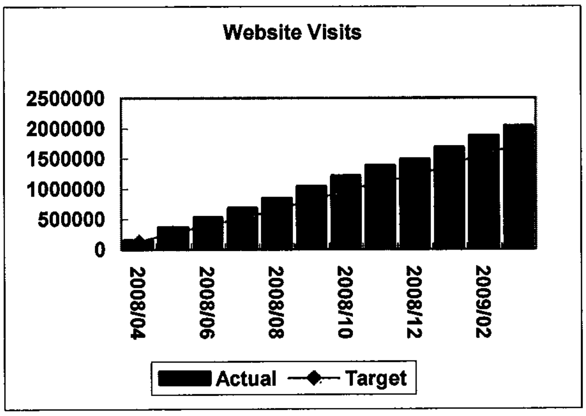
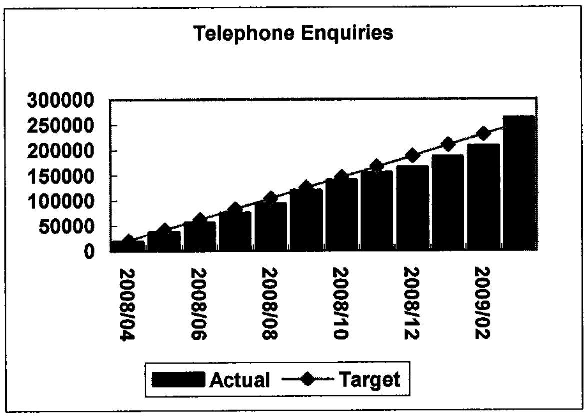
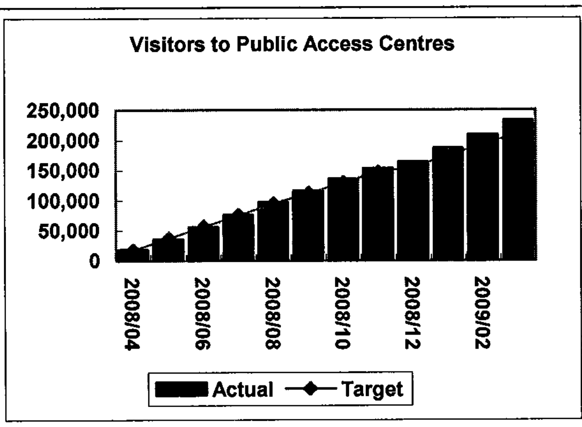
Looking ahead to future reporting, it is anticipated that the School Leaver Destination Return Follow Up Report for 2007/2008 will be available in June. The results of the follow up will be made known to partners through a special edition of the Community Planning Partnership Report.

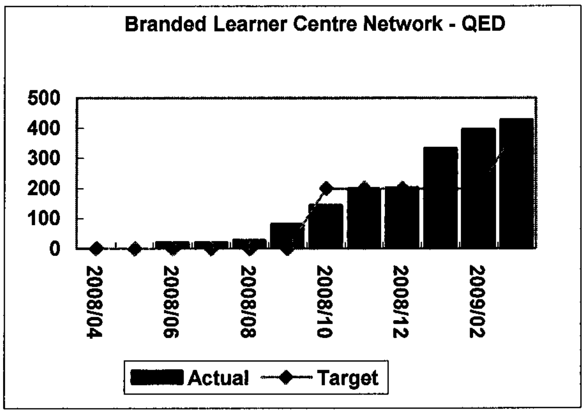
Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

2. Key Performance Indicators

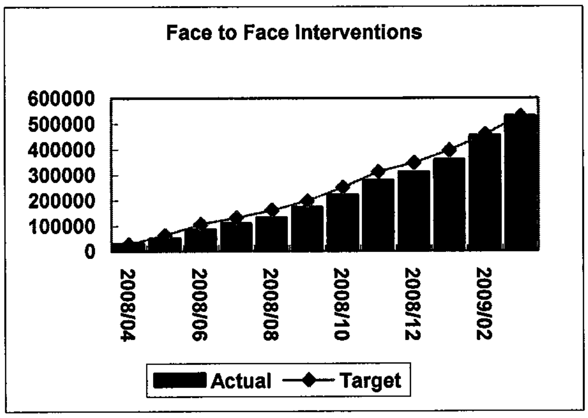
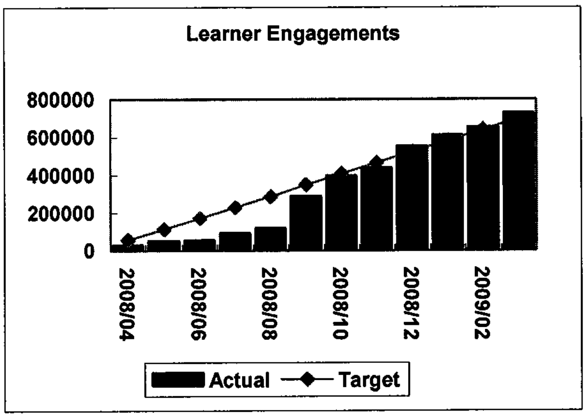
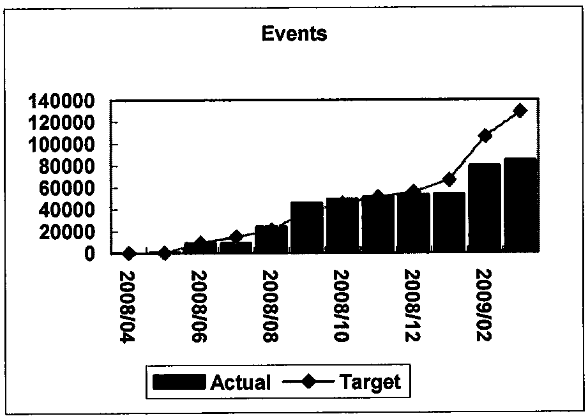
Information Advice and Guidance

Number of enquiries made to Skills Development Scotland from people seeking information and support to make effective career, work or learning decisions through our websites, contact centres, public access centres or through high profile events.

Measure Description	Performance	Commentary
• Enquiries through the Careers Scotland and Learndirect Scotland branded websites. The websites assist individuals (adults and young people) to access information to meet their career planning and development needs.	 *Variance = 18% over target*	This is a national statistic not available at Local Authority level.
• Enquiries through the Careers Scotland and Learndirect Scotland telephone contact centres relating to careers advice, development and training programmes.	 *Variance = 5% over target*	This is a national statistic not available at Local Authority level.
• Enquiries through Careers Scotland branded public access centres located throughout Scotland.	 *Variance = 11% over target*	This is a national statistic. Visitors to the Argyll & Bute centres represent 1% of national total. During the current operating year there were **3134** visitors to the centres across Argyll.

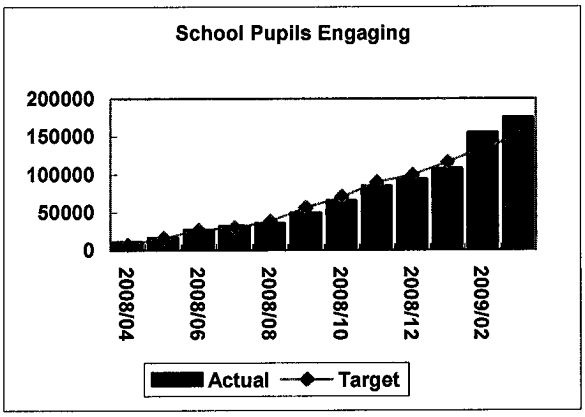
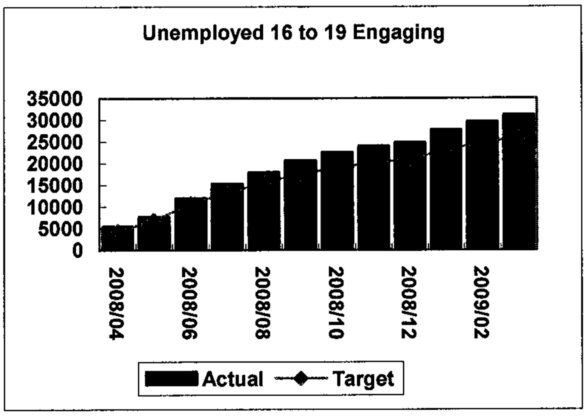
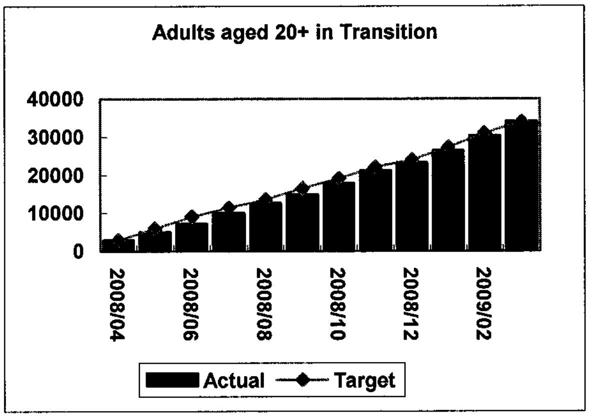
Measure Description	Performance	Commentary
• The number of branded learning centres which meet or exceed the requirements of the Quality Enhancement and Development strategy.	 *Variance = 7% over target*	There are 17 centres within the Argyll & Bute area with all of them achieving this quality standard

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

Engagement with Individuals		
Number of interventions with individuals to support their career/learning choices, career change or skills development.		
Measure Description	**Performance**	**Commentary**
• Delivery to individuals to support their career planning through career guidance, improve their readiness to enter the labour market through employability support or aid their personal and social development through mentoring support.	 *On target*	Numbers of individuals receiving face to face support in Argyll & Bute was **5,370** this is 1% of national total.
• Engagements with individuals who access learning opportunities through our Branded Learning Centres, undertake a Learning Byte or use their Individual Learning Account (ILAs) to fund a course.	 *Variance = 4% over target*	This is a national statistic not available at Local Authority level.
• Events	 *Variance = 34% under target*	This is a national statistic not available at Local Authority level.

Engagements with Our Key Customer Groups

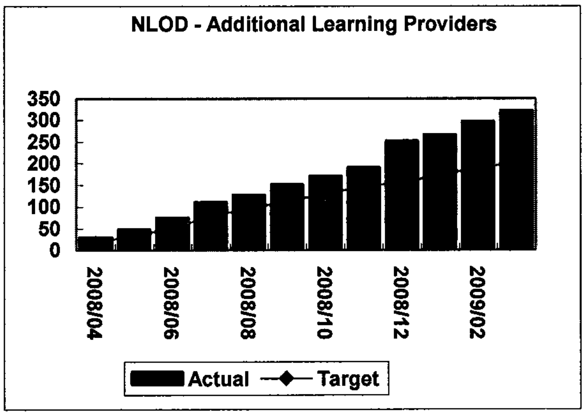
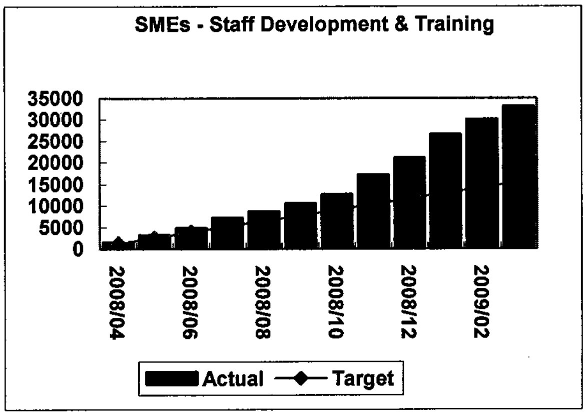
These are unique individuals receiving targeted needs led support i.e. young people aged to 20 both in school and post school and those of all ages who are in Transition. The In Transition group relates to individuals who are: facing career change or redundancy; and college students including those who discontinue their studies

Measure Description	Performance	Commentary
• Number of pupils being supported by us to progress their career choices and to make a successful transition into work, training, or further education.	 *Variance = 17% over target*	We supported **1,933** school pupils in Argyll & Bute, 1% of national total
• Number of unemployed 16 to19 year old clients receiving personal support through case management to secure training, work or learning opportunities.	 *Variance = 20% over target*	Argyll & Bute accounts for 1% of national total. Further analysis on this group is detailed later in this report.
• Number of adults in transition engaging with us to make effective career decisions or to develop their skills and progress their careers.	 *On target*	Argyll & Bute accounts for 1% of national total. Further analysis on this group is detailed later in this report.

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

Engagement with businesses

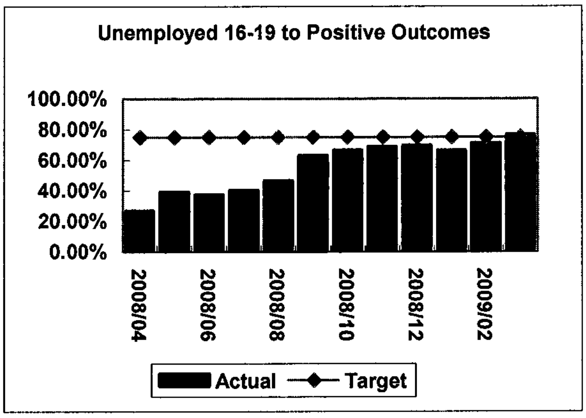
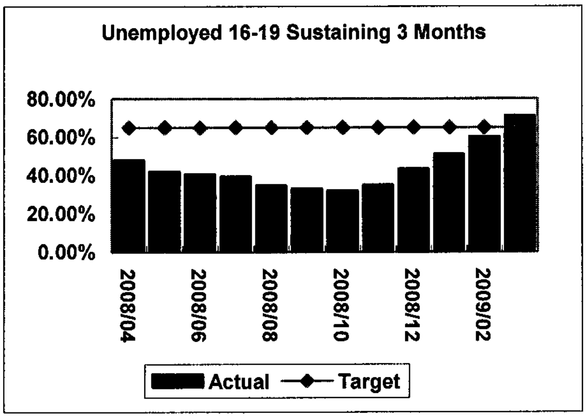
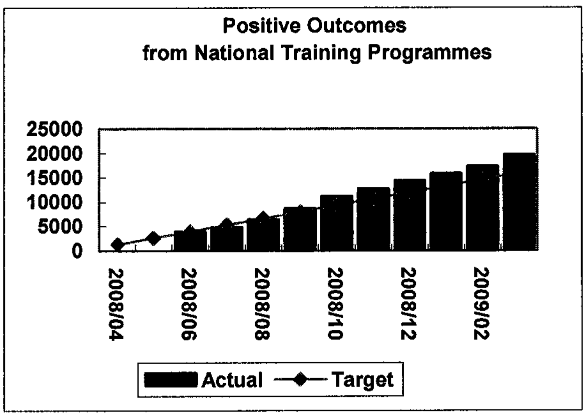
Number of learning providers / small businesses whom we support to increase learning opportunities

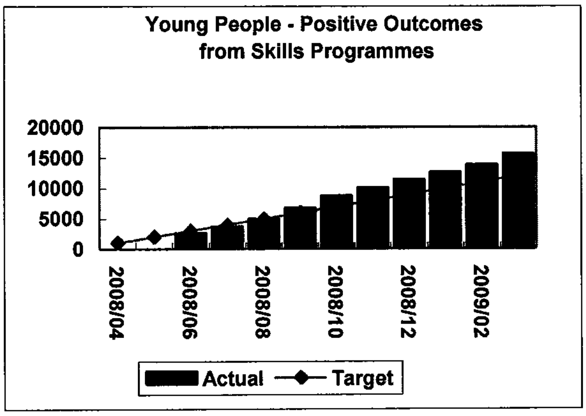
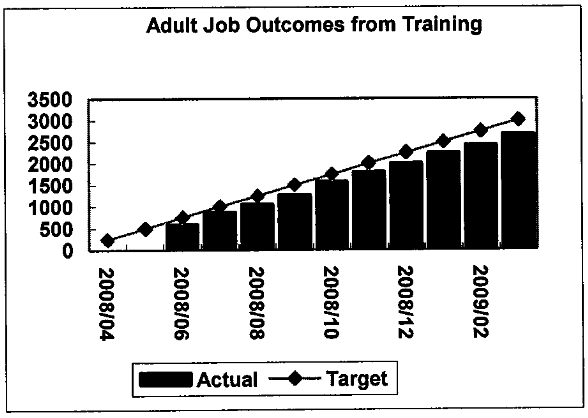
Measure Description	Performance	Commentary
• Number of additional learning providers added to the National Learning Opportunities Database (NLOD) to increase the learning opportunities available to individuals with whom we engage.	 *Variance = 61% over target*	This is a national statistic not available at Local Authority level.
• Number of Small and Medium Size Enterprise engagements to encourage and support small businesses to develop and train their staff.	 *Variance = 114% over target*	Further analysis on this group is detailed later in this report.

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

Outcomes

Benefits for individuals as a result of the programmes or activities delivered by Skills Development Scotland. We will track outcomes for key customers to show progressions and sustainability over time – we will seek, with the support of partners, to increase positive outcomes and sustainability for these key customers.

Measure Description	Performance	Commentary
• Unemployed young people aged 16 to19 who we supported to progress into a positive outcome i.e. employment, education or training.	 *Variance = 2% over target*	70.4% of all young unemployed progressed onto a positive outcome in Argyll & Bute.
• Unemployed young people aged 16 to19 we supported, who have sustained their positive outcome for at least 3 months.	 *Variance = 9% over target*	Of those young people progressing 76.8% sustained this outcome for at least three months.
• Number of people completing Modern Apprenticeship programmes, obtaining SkillSeeker Vocational Qualifications and Get Ready for Work participants moving into a job, starting a SkillSeeker programme or going on to Further Education.	 *Variance = 23% over target*	This is a national statistic. However, further analysis of achievement within the Local Authority area is detailed later in this report.

Measure Description	Performance	Commentary
• Number of young people aged 16 to19 completing Modern Apprenticeship programmes, obtaining SkillSeeker Vocational Qualifications and Get Ready for Work participants moving into a job, starting a SkillSeeker programme or going on to Further Education.	 *Variance = 31% over target*	This is a national statistic. However, further analysis of achievement within the Local Authority area is detailed later in this report.
• Number of adults on the Training for Work programme who have entered employment.	 *Variance = 11% under target*	This is a national statistic. However, further analysis of achievement within the Local Authority area is detailed later in this report.

3. SDS Skills Programmes

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

National Training Programmes - New Start Training Assignments created between 1st April 2008 and 31st March 2009

New Starts 01/04/2008 to 31/03/2009

Unitary Authority Area based on Trainee Address [illegible]	Training Programme	Total	Total Starts by Unitary Authority Area	Training Programme	Total	Total Starts by Unitary Authority Area	Training Programme	Total
Argyll & Bute	MA 16-19	129	Argyll & Bute	MA 16-19	18	Argyll & Bute	MA 16-19	147
	MA 20+	30		MA 20+	5		MA 20+	35
	Skillseekers	76		Skillseekers	4		Skillseekers	80
Argyll & Bute Total		235	Argyll & Bute Total		27	Argyll & Bute Total		262
Argyll & Bute	GRFW	106				Argyll & Bute	GRFW	106
	Lifeskills	4					Lifeskills	4
Argyll & Bute Total		110				Argyll & Bute Total		110
Argyll & Bute	TFW	58				Argyll & Bute	TFW	58
Argyll & Bute Total		58				Argyll & Bute Total		58
Total New Starts		**403**			**27**			**430**

3. SDS Skills Programmes

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

National Training Programmes - Number of Trainees In Training as at 31st March 2009

In Training as at 31/03/2009								
Unitary Authority Area based on Trainee Address [illegible]	Training Programme	Total	Unitary Authority Area based on Employer address [illegible]	Training Programme	Total	Total In Training by Unitary Authority Area	Training Programme	Total
Argyll & Bute	MA16-19	381	Argyll & Bute	MA16-19	44	Argyll & Bute	MA16-19	425
	MA20+	77		MA20+	17		MA20+	94
	Skillseekers	77		Skillseekers	1		Skillseekers	78
Argyll & Bute Total		535	Argyll & Bute Total		62	Argyll & Bute Total		597
Argyll & Bute	GRFW	37				Argyll & Bute	GRFW	37
	Lifeskills	1					Lifeskills	1
Argyll & Bute Total		38				Argyll & Bute Total		38
Argyll & Bute	TFW	18				Argyll & Bute	TFW	18
Argyll & Bute Total		18				Argyll & Bute Total		18
Total In Training		**591**			**62**			**653**

3. SDS Skills Programmes

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

National Training Programmes - Positive Outcomes achieved between 1st April 2008 and 31st March 2009

Achievements 01/04/2008 to 31/03/2009

Unitary Authority Area based on Trainee Address [illegible]	Type of Achievement	Total				Total [illegible] Achievements by Unitary Authority Area	Type of Achievement	Total
Argyll & Bute	MA 16-19 - Achievement of Qualification	95				Argyll & Bute	MA 16-19 - Achievement of Qualification	95
	MA20+ - Achievement of Qualification	63					MA20+ - Achievement of Qualification	63
	Skillseekers - Achievement of Qualification	100					Skillseekers - Achievement of Qualification	100
Argyll & Bute Total		258				Argyll & Bute Total		258
Argyll & Bute	GRFW - Job Outcome	40				Argyll & Bute	GRFW - Job Outcome	40
	GRFW - Progression from GRfW to Mainstream S/S	1					GRFW - Progression from GRfW to Mainstream S/S	1
	GRFW - Progression into Full-time education	8					GRFW - Progression into Full-time education	8
Argyll & Bute Total		49				Argyll & Bute Total		49
Argyll & Bute	TFW - Job Outcome	35				Argyll & Bute	TFW - Job Outcome	35
	TFW - Retention in employment	32					TFW - Retention in employment	32
	TfW - Other Approved Qualification	27					TfW - Other Approved Qualification	27
	TFW - Self Employment	1					TFW - Self Employment	1
	TFW - VQ 2 Outcome Payment	1					TFW - VQ 2 Outcome Payment	1
Argyll & Bute Total		96				Argyll & Bute Total		96
Total Achievements		**403**						**403**

4. SDS Key Post School Customers

Community Planning Partnership
Management Committee Meeting
16 September 2009
Ag Item 7(i)

More Choices More Chances (MCMC)

Young people under the age of 20 who are not in employment, education or training are known as the MCMC group and are a priority group for Skills Development Scotland and our partner organisations. During the operating year (1st April 2008 – 31st March 2009) we supported ***344*** unemployed clients by delivering ***1,172*** tailored activities, e.g. guidance interviews, employability workshops, etc. to enable them to progress into a positive outcome. This support enabled ***70.4%*** of those we engaged with to progress into education, employment or training opportunities and ***76.8%*** of them sustained this positive outcome for at least 3 months.

Within the MCMC group individuals can be either Unemployed and Seeking or Economically Inactive. This is a very fluid group but a snapshot of the cohort has been provided as at 31st March 2009.

Unemployed & Seeking

This relates to unemployed 15 -19 year olds, who are known to SDS Careers and have been in contact within the last 8 weeks. (Note: Percentages may not total 100%, due to rounding)

Unemployed seeking status by gender & age						
Age Group	Male	%	Female	%	Total	% Age
15/16	26	53%	23	47%	**49**	28%
17	39	62%	24	38%	**63**	36%
18/19	40	63%	23	37%	**63**	36%
Total	**105**	**60%**	**70**	**40%**	**175**	

Unemployed seeking status by age & duration (based on most recent u/e status)									
Age Group	0 -3 months		3-6 months		6-12 months		1 -2 years		Total
15/16	41		8		0		0		**49**
17	53		7		2		1		**63**
18/19	57		2		2		2		**63**
Total	**151**	**86%**	**17**	**10%**	**4**	**2%**	**3**	**2%**	**175**

As stated previously the MCMC group is very fluid and ***62%*** of the current unemployed seeking cohort had secured at least one positive destination since leaving school:

% of Positive destinations since leaving school	0	1	2	3	4 or more
	38%	36%	22%	2%	2%

Economically Inactive

This relates to individuals who are not seeking employment or training for a range of reasons. These individual circumstances may involve sickness, prison, pregnancy, caring for children or other dependents or taking time out.

Economically Inactive status by gender & age						
Age Group	Male	%	Female	%	Total	% Age
15/16	0	0%	3	100%	**3**	6%
17	2	20%	8	80%	**10**	20%
18/19	13	35%	24	65%	**37**	74%
Total	**15**	**30%**	**35**	**70%**	**50**	

4. SDS Key Post School Customers

Economically Inactive status by age & duration (based on most recent u/e status)

Age Group	0 -3 months		3-6 months		6-12 months		1 -2 years		2+ years		Total
15/16	3		0		0		0		0		**3**
17	2		1		5		2		0		**10**
18/19	4		2		13		13		5		**37**
Total	**9**	**18%**	**3**	**6%**	**18**	**36%**	**15**	**30%**	**5**	**10%**	**50**

MCMC Cohort by Geography

By analysing the postcodes of ***96.0%*** of the ***225*** individuals in the MCMC cohort we are able to provide information about the localities within the local authority where the MCMC cohort are living. The 12 intermediate data zones showing the highest % of the MCMC cohort are displayed below:

Intermediate Datazone	%	Intermediate Datazone	%
Oban South	12.0%	Kintyre Trail	4.9%
Campbeltown	10.7%	Garelochhead	4.9%
Rothesay Town	9.3%	Helensburgh West and Rhu	4.0%
Hunter's Quay	8.9%	Helensburgh North	4.0%
Dunoon	8.4%	Whiskey Isles	3.6%
Helensburgh East	7.1%	Bute	3.1%

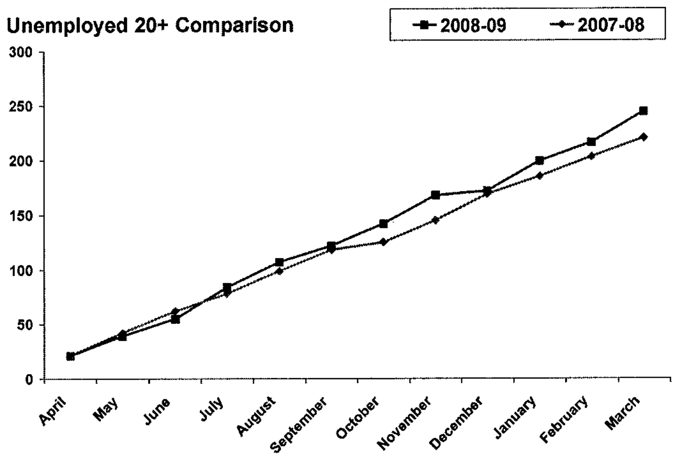
Adults 20+

This relates to all adults aged 20+ who are in transition and have received individual face to face career planning/employability support from Skills Development Scotland during the period 1st April 2008 – 31st March 2009. This includes individuals who are currently unemployed and seeking, those in employment looking to develop their career, or those facing redundancy supported through our PACE activities.

Status	Unemployed	Employed	Other	Total
Total Supported	244	224	20	**488**
%	50%	46%	4%	

* Other includes individuals 20+ who are in education or economically inactive

The graph below clearly shows the increase in engagements with unemployed adults commencing during the year 2008 - 09. The gap on last year has continued to widen and this must give us concern for the year ahead but also give us cause to plan in partnership to support this growing group. Joint working between SDS and JC+ on the IES strategy will enhance support available by coordinating our delivery.



5. Learndirect Scotland For Business (Lds4b)

Learndirect Scotland For Business (Lds4b)

Lds4b offers free, impartial advice and support to all small and medium sized businesses via

- The web
- Helpline
- Face to Face (Training Partners)

The objective of the service is "encouraging and assisting small businesses to become more competitive through employee training and development.

In the financial year 2008-2009 it is estimated that

- **28,361** SMEs used SUFI branded on line resource materials
- **3,209** SMEs using SUFI branded learning bytes
- **408** Business support helpline calls
- **1,138** SMEs engaging through Training Partners

Research undertaken shows that there is an appetite to increase delivery of the service more widely

Future Measures of Success

What has been achieved to date has been achieved with the resources available to meet the potential demand for services certain actions require to be undertaken to build up not just the volume but also the quality of employer engagement including workforce development

- Convince the business community of the benefits and commercial outputs that can be achieved by engaging with Skills Development Scotland.
- Ensure that all employers and people in work are offered a consistent and effective business-centred service by multi-disciplined SDS advisers.
- Promote, with absolute clarity, what is on offer to businesses at all skills levels – from bespoke careers-related activity, through to participation in National Programmes.

Enable key intermediaries, partners and stakeholders to understand what SDS offers employers, whilst realising the objectives set out in the Skills for Scotland strategy and our operating plan.

learndirect scotland for business	**Argyll and Bute**
SMEs using SUfI on line resource materials	636
SMEs using SUfI learning bytes	72
Business Support Helpline calls	9
SMEs engagements through training partners	12
Total lds4b interventions per local authority area	**729**

IIII Skills Development **Scotland**

School Leaver Destination Return 2007- 2008, Follow Up

Argyll & Bute

Background

The School Leaver Destination Return is a statistical exercise undertaken by Skills Development Scotland (SDS) on behalf of the Scottish Government. Information on the latest known destination of school leavers in September, referred to as the school leaver's initial destination is collated by SDS. This is approximately 3 months after they left school (although some may have left school in the previous winter). This return is published in December of each year by the Scottish Government. Local authority reports compiled by SDS on the initial destinations of the 2007/08 school leavers can be found on our website here:

http://www.careers-scotland.org.uk/AboutCS/Initiatives/SLDR.asp

During March and April 2009, SDS contacted the 2007/08 cohort of leavers from publicly funded schools to update their destination from the initial survey. The results have been used, by the Scottish Government, to monitor the national indicator on increasing the proportion of school leavers in sustained positive destinations. The Government has published these results and they can be found here: http://www.scotland.gov.uk/Publications/2009/06/follow.

The initial destinations data provides information on the outcomes for young people leaving school approximately 3 months after leaving while the follow up survey provides information on the outcomes of young people approximately 9 months after leaving school. These publications should be seen as complementary to one another however it should be noted that different factors may affect the results at the different time periods.

Methodology

The SLDR cohort was contacted to establish their current destination. SDS managed to successfully contact **94%** of the cohort to establish their current destination, **0.4%** of the original cohort were excluded from this follow up exercise as they had either returned to school or had moved outwith Scotland. SDS was therefore unable to establish the current destination of **5.5%** of the 2007/08 school leavers. Our analysis which follows is based solely on those destinations which we were able to establish and will therefore not match exactly with the Scottish Government's analysis which uses statistical techniques to provide a Scotland level estimate of positive and sustained destinations for the whole leaving cohort. SDS has agreed with the Scottish Government that the Local Authority level analysis presented in this paper will be based only on those leavers contacted by SDS during the follow-up survey.

Positive destinations relate to all young people from publicly funded secondary schools whose current status is Higher Education, Further Education, Training, Voluntary Work and Employment.

Analysis

This year there were ***980*** young people reported in the SLDR within the Argyll & Bute local authority area. ***9*** of these leavers have since returned to school or moved outwith Scotland and have therefore been excluded from the return leaving a total of ***971.*** Skills Development Scotland was able to contact ***927 (94.6%)*** and this analysis relates only to these young people for whom their current destination is known.

Positive Destinations

Higher Education

There were ***305*** young people in Higher Education in the original SLDR in September who were successfully followed up in March. This accounted for ***96.8%*** of the full cohort. SDS found that:

- *93.1%* had sustained and remained within Higher Education
- *3.9%* had moved into another positive destination
- *3.0%* had dropped out and are currently in a negative destination

Further Education

There were ***189*** young people in Further Education in the original SLDR in September who were successfully followed up in March. This accounted for ***96.9%*** of the full cohort. SDS found that:

- *84.7%* had sustained and remained within Further Education
- *7.4%* had moved into another positive destination
- *7.9%* had dropped out and are currently in a negative destination

Training

There were *27* young people in Training in the original SLDR in September who were successfully followed up in March. This accounted for ***96.4%*** of the full cohort. SDS found that:

- *11.1%* had sustained and remained within Training
- *40.7%* had moved into another positive destination
- *48.1%* had dropped out and are currently in a negative destination

Employment

There were *303* young people in Employment in the original SLDR in September who were successfully followed up in March. This accounted for ***94.7%*** of the full cohort. SDS found that:

- *83.8%* had sustained and remained within Employment
- *4.6%* had moved into another positive destination
- *11.6%* had dropped out and are currently in a negative destination

Voluntary Work

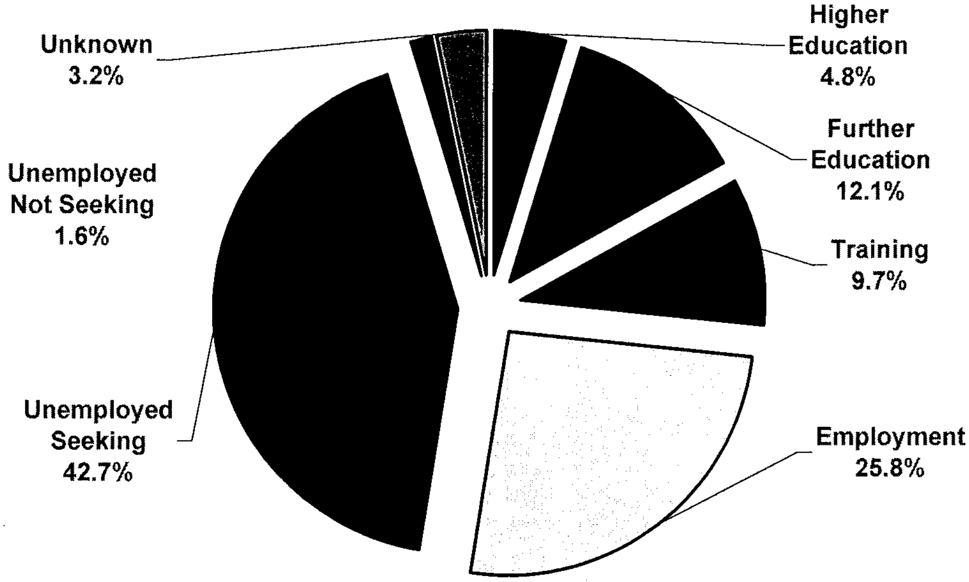
There was *1* young person in Voluntary Work in the original SLDR in September who was successfully followed up in March and has sustained this destination.

Negative Destinations

Unemployed Seeking

There were ***87*** young people who were unemployed seeking in the original SLDR in September who were successfully followed up in March. This accounted for ***91.6%*** of the original unemployed seeking cohort.

However, there were ***124*** individuals from Argyll & Bute secondary schools who had a status of unemployed seeking at the time of the SLDR follow up and SDS was able to contact all of them. ***52.4%*** of this cohort were in a positive destination in the SLDR in September. The graph below shows the breakdown of the September destinations of those recorded as unemployed seeking in the March/April follow up.



As shown this group is very fluid and in addition to those who were reported in a positive destination in September a further ***18.5%*** of those reported as being unemployed seeking in the SLDR follow up had already been in at least one positive destination since leaving school but had been unable to sustain it.

46% of all young people reported as unemployed seeking in the March/April follow up left school at their statutory leave date and the majority of those reported ***(62.1%)*** are male.

Unemployed Seeking in both Surveys

42.7% (53) of young people were reported as unemployed seeking in both surveys and the following table indicates the number of weeks this group have been in a negative destination between the SLDR in September and the follow up survey around 6 months later.

Number of Weeks	Total	%
0 to 12 weeks	2	4%
13 to 25 weeks	6	11%
26 weeks and over	45	85%

39.6% had individual circumstances that put them into the "At Risk" category as detailed with the Scottish Government's More Choices More Chances strategy and SDS was aware of these indicators for ***42.9%*** of this cohort prior to them leaving school. ***56.6%*** of these young people have engaged with SDS at some point over the period and had been allocated a SDS case manager. ***20.8%*** of them have received support from a SDS key worker.

By the 30th June, ***15.1%*** of this cohort had already secured a positive destination.

Intermediate Data zones analysis for Unemployed Seeking:

By using a leaver's last known postcode we were able to analyse the areas of the authority where unemployed leavers were living. In the SLDR follow up there were ***114*** unemployed seeking leavers from Argyll & Bute secondary schools who were still residing within the local authority area, with the other ***7*** living out with the authority boundaries. However, there were a further ***11*** leavers who attended other local authority secondary schools who had moved into the area, leaving a total of ***125*** leavers in the follow up exercise residing in Argyll & Bute. ***2*** individuals have been excluded from the intermediate data zone analysis as SDS does not hold a current address for them, although they were receiving support from an SDS centre in the Argyll & Bute area.

The table below shows the unemployed leavers by intermediate data zone. There are unemployed seeking leavers residing within ***21*** intermediate data zones within the authority but only those with the highest ***10*** percentages are displayed:

Intermediate Datazone	Total	%	Intermediate Datazone	Total	%
Oban South	15	12.2%	Kintyre Trail	7	5.7%
Campbeltown	14	11.4%	Rothesay Town	7	5.7%
Hunter's Quay	14	11.4%	Helensburgh East	6	4.9%
Dunoon	13	10.6%	Helensburgh North	6	4.9%
Garelochhead	7	5.7%	Whiskey Isles	6	4.9%

Unemployed Not Seeking

There were ***10*** young people who were Unemployed Not Seeking in the original SLDR in September who were successfully followed up in March. This accounted for ***76.9%*** of the full cohort. This category includes all those individuals who are not seeking employment or training for a range of reasons. These individual circumstances may involve sickness, prison, pregnancy, caring for children or other dependents or taking time out and as such it is not anticipated that many will become economically active between the two surveys. It can be noted however, that ***30% (3)*** did progress into a positive destination.

Unknown

13 young people were unknown in the SLDR and ***61.5% (8)*** were still unknown at the time of the SLDR Follow Up. A further ***10*** young people have become unknown since the original SLDR exercise in September. None of these young people could be followed up.

Community Account Management (CAM)
Briefing Paper for CPP 16th September 2009

Outline of Principles

Community Account Management (CAM) is a way of working with specific fragile communities that has been put in place by Highlands and Islands Enterprise, building on Initiative at the Edge and rolling out a new model to provide intensive support for the development of fragile communities. It aims to achieve sustainable community growth and generate economic and social benefits by involving the community with the development and implementation of a Community Growth Plan. It will do this by providing funding and support for a dedicated Local Development Officer, employed by a local community organisation, initially for two years with the option to extend. The approach will also emphasise the importance of the anchor community organisation developing a sustainable income stream as part of the exit strategy, to ensure ongoing growth can be achieved.

Costs for salaries, oncosts, training, travel and subsistence will be funded by HIE and LEADER (an application has already been approved) with some funds available for equipment and office costs on a needs only basis.

HIE recognises the opportunity for CAM to potentially contribute to the delivery of Single Outcome Agreements, and the opportunity for communities to build confidence and to engage in community planning. The ultimate aim of CAM is to improve cohesion between fragile communities and to reduce disadvantage and the process intends to build capacity within communities to actively participate in community planning.

HIE is working in co-operation with A&B Council, The Loch Lomond and Trossachs National Park and Argyll and Bute Volunteer Centre / Argyll CVS to ensure that provision is complementary and that learning and skills are shared.

Criteria for communities identified

HIE Lochgilphead area office has identified three areas for Community Account Management in 2009-10. This was achieved through a necessarily abbreviated process combining discussion with stakeholders and local knowledge, in order to meet the tight timescales for employing Local Development Officers (LDOs) within each CAM before November 2009. The three areas, Cumbrae, Jura and Coll, were chosen in the first instance because they all had communities that demonstrated a keen desire to be part of the CAM process, and had sufficient community capacity and a suitable anchor organisation to employ the LDO.

Jura and Coll have already started a supported community development process through Initiative at the Edge and it was strongly felt that this needed

to be completed through the use of CAM to continue LDO posts on these islands for a further two years.
Cumbrae is an island community that has great potential for development and is keen to move forward, demonstrating capacity through the renovation of Garrison House over the past few years. The island does not currently have a Community Plan, and the CAM process will initiate the development of this important document and the implementation of projects that arise from it.

Thoughts on future communities to account manage

In future years communities will be assessed through statistical analysis at data zone level considering demographic, geographic and economic indicators in the first instance. HIE will then liaise closely with CPP partners, stakeholders and communities to ensure that suitable communities are selected for subsequent tranches of CAM work. Discussion and shared local knowledge will be used to establish where an LDO post would make the most significant difference to community confidence and growth, be it in population, capacity, employment or development of new projects.

Potential CAM Communities will need to:

- be located in a fragile area as designated by the HIE priority areas 2008 map
- demonstrate a keen desire to be part of the CAM process
- have sufficient community capacity and a suitable anchor organisation to employ the LDO
- be of a size that works as a coherent community
- be experiencing challenges that need to be addressed
- have a potential for community growth

Suggestions for future CAM areas for 2010-11 at this stage include the following, although this list is not exhaustive and is open for discussion.

Colonsay
Luing
Lismore
Kerrera
Glendaruel / Colintraive community, Cowal
Tiree
Part of Islay

Douglas Cowan
Highlands and Islands Enterprise
Aug 2009

Agenda Item 9

Argyll and Bute Community Planning Partnership

Management Committee
16th September 2009

argyll and bute communityplanningpartnership

FAB – End of Ring Fencing

1. SUMMARY

1.1 The Fairer Scotland Fund (FSF) is due to cease as a ring-fenced fund from 2010/11. The FAB Partnership considered the implications of this at its meeting on 14th August 2009.

2. RECOMMENDATION

2.1 To note that the FAB Partnership has considered the implications of the end of ring-fencing of FSF from 2010/11.

3. DETAIL

3.1 The FSF will not be ring-fenced from 2010-11 onwards. Given the financial constraints of the Council's budget, there is potential for priorities to change in the allocation of FSF beyond 2009/10. The FAB Partnership has considered the implications of the FSF ceasing to be ring-fenced in terms of staffing redundancies and discontinuation of interventions to achieve agreed outcomes

3.2 The FAB Partnership currently makes recommendations to the Executive of the Council regarding administration of the FSF on behalf of the Community Planning Partnership. Governance arrangements will be developed with the establishment of the Social Affairs Thematic Group as part of the on-going improvement to the Community Planning Partnership.

3.3 The FAB Partnership has agreed that the allocation of FSF for 2010-11 will be presented to the Executive in two stages:

Stage 1: Projects currently funded by FSF which merit continued allocation, and newly identified projects as agreed by the FAB Partnership

Stage 2: In the event of unallocated FSF, the FAB Partnership will make recommendations based on identified gaps in resourcing in relation to need.

3.4 The criteria and procedures for allocating FSF have been developed by the FAB Partnership this year. The FAB Partnership has agreed timescales for making recommendations to the Council Executive on FSF allocations for 2010/11:

7 September 2009	Closing date for proposals for currently funded projects
25 September 2009	Assessment Panel considers proposals and makes recommendations
16 October 2009	FAB Partnership agrees recommendations for funding allocations as per stages 1 and 2 above

The closing date for proposals has been brought forward to allow sufficient time for scoring of projects by the Assessment Panel.

3.5 In 2011-12 the FAB Partnership anticipates a reduction in available funding from the Council budget. On the basis of advice from the Council's Head of Strategic Finance, the FAB Partnership has been recommended to adopt a cautious approach to allocating the FSF funding in 2010-11 until the budget position has been confirmed later this year.

4. CONCLUSION

With the end of ring-fencing from 2010/11, the FAB Partnership has acknowledged that funding needs to be identified and secured through continued partnership working to address poverty, deprivation and health inequalities in the longer term. The FAB Partnership will present a detailed action plan for 2010-11 to the Executive as part of the budget process.

5. IMPLICATIONS

Policy: recommendations are consistent with Community Planning process
Financial: there is likely to be a reduction in FSF allocation beyond 2010/11
Personnel: a reduction in future funding available will have implications for staff redundancies
Equality Impact Assessment: projects funded by FSF will undergo Equality Impact Assessment where applicable

For further information contact:
Susan Dawson, Health Improvement Officer
Tel: 01546 604213
E-mail: susan.dawson@argyll-bute.gov.uk

Margaret Fyfe, Service Officer – Community Regeneration and Voluntary Support
Tel: 01369 703214
E-mail: margaret.fyfe@argyll-bute.gov.uk

Agenda Item 10

ECONOMIC REPORT FOR HIGHLANDS AND ISLANDS ENTERPRISE

No 5 9 August 2009

1. Introduction

1.1 This fifth Economic Report for Highlands and Islands Enterprise follows a similar format to the first four reports produced earlier this year. The main purpose is to track impacts of the international and national recessions on the economy of the Highlands and Islands from statistical information, forecasts, news reports and other intelligence, and to highlight areas of growth. The content of the report is intended as suitable for wider circulation, and confidential information that HIE staff will have on specific company performances and prospects, etc, is thus not included.

1.2 Following a summary review of key international and national trends and forecasts, the main implications for the Highlands and Islands are drawn out and new statistical information for the area (or for Scotland where relevant) is interpreted, with a summary of positive and negative features. Summaries are then provided for the five Local Authority areas that are wholly contained within the HIE area and for Argyll and the Islands. These include new statistical indicators (mainly unemployment, vacancies, and house prices and transactions) and key local events or announcements between 1 June and 9 August 2009. Some text is repeated from the 1 June report where still relevant. The main source material and sources of further information are referenced at the end of the report in Section 8.

1.3 The unemployment and vacancy figures for July were released after this report was completed, and will be detailed in the next report. The Claimant Count unemployment rate for the Highlands and Islands Travel to Work Areas remained at 2.7% from June, with a small reduction in numbers unemployed. The Great Britain rate remained unchanged at 4.1%, though with a small increase in numbers, while the Scotland rate rose from 4.0% to 4.1%. This is broadly a continuation of recent trends. Notified vacancies in the Highlands and Islands fell from 2,216 in June to 1,550 in July, probably due to tourism businesses having completed their seasonal recruitment.

2. Summary

2.1 The key points and implications from this report are that:

- Despite signs from recent statistical indicators and surveys of expectations and confidence that recovery from the international and national recessions is beginning, output is still falling and the speed, strength and nature of the recovery are uncertain. Growth in the UK economy is expected to resume by the end of this year, although expectations by forecasters for next year differ.

- Although indicators on output trends in the area are not available, the Highlands and Islands appears to have suffered less than either the UK as a whole or Scotland from the downturn. Helped by seasonal factors, unemployment throughout the area decreased between April and June in contrast to continuing increases in the UK and Scotland (where the increase was small). As between March and April, the strongest reductions in the unemployment rate were achieved in areas with a tourism focus.

- The unemployment trend in the HIE area, with increasing numbers of notified vacancies is relatively encouraging – although the job prospects for University and College graduates and school leavers this year are not good, and unemployment is expected to rise again in the autumn (if not before).

- Sterling's exchange rate has continued to recover, and this trend will tend to reduce the improvements in price competitiveness that the region's exporters and tourism sector have enjoyed since the start of the recession.

- The opportunities in the Highlands and Islands highlighted in Section 6 and the positive developments and trends across the region summarised in Section 7 (and in previous reports) suggest that further population and employment growth should be realistic aspirations over the short, medium and longer terms, and that HIE's targets of higher average incomes and improved productivity should be achievable through a growth strategy.

- However, the Highlands and Islands is relatively highly dependent on public sector employment and in employment related to public sector expenditure (e.g. in the construction sector). The region is therefore likely to be particularly badly affected by the inevitable reductions in public expenditure in forthcoming years as the UK economy reduces the high levels of borrowing that it has incurred in combating the recession. This will lead to reductions in employment, and there is a risk that the region's development will be slowed by a lack of funding for public infrastructure.

- Positive events and announcements since 1 June include an allocation of up to £8 million for EMEC through the UK Low Carbon Transition Plan, plans by TOTAL for a new £500 million gas processing plant at Sullom Voe, £14 million of investment in new facilities and research at North Highland College, plans for housing developments that will boost the construction sector and population growth, a new Campbeltown Creamery (with Scottish Government funding of up to £3.9 million) that will secure the future of 42 dairy farmers in Kintyre and Gigha, and a number of anecdotal indications of a good tourism season.

- Negative events and announcements include proposed reductions by QinetiQ of 125 jobs in the Uists and 20 jobs on the west coast, job cuts in the whisky industry by Whyte and Mackay and Diageo, the loss of 20 jobs at Dunlia (Dornoch) who lost a contract to a Perth company, job reductions in Moray (not major) by Baxters, Forsyths Group and Claymore Dairies, and the closure of the Sustainable Development Research Centre at the Horizon Centre, Forres.

3. The International Context

3.1 GDP in the OECD area fell by 2.1% in the first quarter of 2009, the largest fall since OECD records began in 1960, following a fall of 2.0% in the previous quarter. Japan's GDP declined by 4.0%, following a 3.8% decrease in the previous quarter. GDP in the euro area was down 2.5%, following a 1.6% fall in the previous quarter. Compared with the same quarter a year earlier, all of the Major Seven economies recorded a fall in GDP, and a marked deterioration on the previous quarter's year-on-year figures. There was an overall reduction in GDP of 4.2% in the OECD area between the first quarter of 2008 and the first quarter of 2009. China's continuing growth (a 7.9% GDP increase between the second quarters of 2008 and 2009) stands out against all other countries. A recent Reuters survey of 39 economists showed GDP in the 16 nation Euro block falling by 0.5% in the second quarter after the 2.5% fall in the first quarter – which would be the fifth consecutive quarterly reduction.

3.2 In its June 2009 bi-annual Economic Outlook, the OECD forecast GDP growth (net of inflation) of -2.6% for the OECD area and -3.6% for the Euro area for the 4th quarter of 2009 on the 4th quarter of 2008, with recovery to +1.5% for the OECD area and +0.9% for the Euro area (12 OECD countries) by the fourth quarter of 2010. Its forecast of unemployment in the Euro area was rising to 10% of the workforce in 2009 from 7.5% in 2008, and with a further increase to 12% in 2010. OECD Composite Leading Indicators for June 2009 (published in August) point to stronger signs of improvement in the outlook of OECD countries than they had for May.

3.3 In its most recent World Economic Outlook update (July 8th), the IMF produced yet more pessimistic forecasts for this year than previously. Year-on-year world output is now expected to contract by

1.4% in 2009, and recover to growth of 2.5% in 2010. The United States economy is expected to contract by 2.6% in 2009, with 0.8% growth in 2010, while GDP in the Euro area is expected to contract by 4.8% in 2009 and by 0.3% in 2010. Two of the world's major economies, Japan and Germany, are expected to contract by 6.2% and 6.0% respectively in 2009. An acute loss of confidence has accentuated the impact of the financial crisis, although expectations for 2010 are improving.

3.4 The World Bank's latest Prospects for the World Economy (Global Development Finance 2009) show expected real world GDP growth at -2.9% in 2009, +2.0% in 2010 and +3.2% in 2011. After an expected fall of 9.7% in 2009, the volume of world trade is expected to resume growth of 3.8% in 2010 and 6.9% in 2011. Non-oil commodity prices are expected to have fallen by 30.2% in 2009 and by 2.1% in 2010, and rise by a modest 1.4% in 2011. This is encouraging for future raw materials purchases by UK businesses, although there have been strong increases in commodity prices in recent months.

3.5 The Economist's poll of forecasters in August showed an average expectation of a 4.4% fall in real GDP in the Euro area in 2009 (down from -3.7% in May) and 0.6% growth in 2010.

3.6 The World Bank's Global Development Finance 2009 report includes an item on swine flu. Estimates as at 1 June are that its clinical severity is similar to that of the Hong Kong flu of 1968-69, and that its rate of spread, though higher than normal flu, is in the low range of previous pandemics. So far, the economic costs of the epidemic have been concentrated in Mexico and in the transportation sectors. Simulations of the potential economic and human costs of a global pandemic undertaken in 2006 suggest that costs could range from 0.7% to 4.8% of global GDP, with most of the economic cost relating to absenteeism and efforts to avoid infection. Developing countries would generally be hardest hit.

4. The UK Context

4.1 HM Treasury's comparison of 20 new independent forecasts received between July 1st and 9th showed an average expectation of a 4.1% reduction in the UK's GDP in 2009 (up from 3.8% in May), with all forecasts reviewed ranging from -3.1% to -4.4%. The IMF's latest expectation is for the UK's GDP to fall by 4.2%, which is near the lower end of this range. The Treasury's comparison shows an average expectation of 0.7% GDP growth in the UK in 2010 (up from 0.4% in May), with all expectations ranging from +2.0% to -1.3%. The IMF expects UK growth of 0.2% in 2010. Average medium term projections for GDP in the Treasury's May comparison report were +1.9% in 2011, +2.4% in 2012 and +2.6% in 2013. The Government's 2009 Budget projections for GDP are summarised at 4.20 below.

4.2 The latest indicators provided in the Treasury's Pocket Data Bank as at 4 August include the following. The % change is on a year earlier unless otherwise stated.

GDP	*Q2, 09*	-0.8%
Service Sector Output	*3 months to Jan 09*	-1.4%
Industrial Production	*3 months to May 09*	-12.3%
Manufacturing Output	*3 months to May 09*	-13.1%
Whole Economy Investment	*Q4, 08*	-3.1%
Goods Exports (vols)	*3 months to May 09*	-14.6%
Halifax House Prices	*June 09*	-15.0%
Nationwide House Prices	*June 09*	-9.3%
Exchange Rate Index (2005=100)	*21 July*	84.3
Bank Rate	*latest*	0.5%
Long term Interest Rates	*21 July*	3.88%

4.3 GDP fell at a lower rate in the second quarter than in the first quarter of 2009 (-0.8% compared with -1.9%). The sterling exchange rate index has gradually improved from 76.1 in March to 84.3 (an appreciation of 10.8%). The reduction in goods exports volumes of 14.6% in the three months to May exceeded the reduction of 8.4% in the three months to March.

4.4 The 0.8% quarter-on-quarter decline in GDP comprised decreases in all components. Construction output decreased by 2.2%, manufacturing output fell by 0.3%, services by 0.6% (mainly due to computer services within the business services and finance sub-sector), and agriculture, forestry and fishing by 2.3% (compared with -0.1% in the previous quarter).

4.5 Within manufacturing, the main reductions have been in machine tools (-27.2%) and coke, ref petrol and nuclear fuels (-8.6%), and the main increases in publishing of books (+10.9%) wood and wood products (+4.8%), and motor vehicle manufacture (+10.1%) – although the annual decline of the latter remains very high at -42.8%.

4.6 Construction output in the first quarter of 2009 was at its lowest level since 1963. Over the previous quarter, industrial projects were down 27%, commercial projects by 16% and private housing work by 10%.

4.7 The seasonally adjusted volume of retail sales in June was 2.9% higher than in June 2008, following a year-on-year decrease of 1.6% for May 2009. Predominantly food stores sales rose by 2.6% and those by predominantly non food stores by 2.4%. Clothing stores sales increased particularly strongly, whilst sales in furniture and hardware stores continued to fall substantially. The Retail Sales Monitor showed an increase of 1.4% between June 2008 and June 2009 on a like-for-like basis, with the sunny weather the main driver.

4.8 The Treasury's July comparison of new independent forecasts made in the last 3 months shows that, on average, fixed investment is expected to fall by 12.3% in 2009, exports by 10.6% and private consumption by 3.0% (all worse than expectations in May). Only Government consumption is expected to grow (by 2.9%).

4.9 Unemployment in the UK continues to rise and reached 2.38 million (on the ILO measure) in the three months to May 2009 – an unemployment rate of 7.6% (up from 7.1% for January-March). Claimant Count unemployment in June also rose (by 0.1%) on the previous month to 4.8% (1.56 million people). The Treasury's independent forecasters expect (on average) that Claimant Count unemployment will continue to rise to 1.99 million in 2009 and 2.29 million by the fourth quarter of 2010 – a rate of 7.0%. On this basis, the ILO measure of unemployment (used for international comparisons) would be 11.2% by the end of 2009 – 3.5 million people. Youth unemployment is of particular concern, and some 20% of 18-24 year olds currently looking for work.

4.10 Average earnings including bonuses rose by 2.5% in the year to June 2009, up from the May increase of 2.3%. The average increase in the private sector was 2.1% and in the public sector 3.7%.

4.11 Retail Price Index year-on-year inflation fell from -1.1% in May to -1.6% in June. CPI annual inflation (the Government's target measure) was 1.8% in June, down from 2.2% in May, and below the Government's target of 2% for the first time since September 2007. Downward pressure was mainly from food and lower price increases than for June 2007-June 2008 for furniture. The UK's CPI inflation rate for May at 2.2% was above the provisional comparable figure for the EU as a whole of 0.7%. According to the British Retail Consortium, shop price inflation stood at 0.5% in July, with notable decreases in the rate of increase in fresh food prices and in meat prices due to lower commodity prices which had previously impacted on the cost of animal feed.

4.12 The output price index for home sales of manufactured products fell by 1.2% in the year to June 2009, compared with a fall of 0.3% in the year to May. The import price index for materials and fuels purchased by manufacturing industry fell by 11.0% in the year to June. These trends helped to prompt a further £50 million of Quantitative Easing by the Bank of England.

4.13 According to a report by the Department of Communities and Local Government, the average cost of a home in the UK rose by 1.1% between March and April, with the annual decrease declining by 13% to an April average of £189,215 (which is approximately 30% above the April to June Scotland average). The more recent Halifax and Nationwide indexes given above also show reductions in the annual increases in house prices, although some commentators still expect further house price decreases (e.g. by a further 10% by mid 2010).

4.14 The price per barrel of West Texas Intermediate rose to $71.33 on 4th August (provisional) – an increase of 14.1% on the previous month, but still 39.9% below its price a year ago. The Economist's 4th August sterling index of all commodities rose by 5.2% on the previous month and was 6.0% down on a year earlier. According to the median of 31 forecasts in a Bloomsberg survey, the pound will exchange for $1.63 by the end of 2010 ($1.65 currently).

4.15 Britain's borrowing rose again in June, and now stands at £799 billion (56.6% of GDP), although the figures are on track for the Chancellor's forecast of net borrowings of £175 billion for the year to be met. Redressing this will inevitably require substantial reductions in public spending once the economy recovers from the recession.

4.16 The FTSE 100 index has been recovering strongly, reaching its highest level since January of 4,560 in July, and since rising further to 4,700 plus.

4.17 There was a fall of 2.7% in the number of people visiting Britain in 2008, the first decrease in seven years, with a particularly sharp fall of 17% in US visitors. Both French and Irish visitors outnumbered US visitors for the first time for over a decade. More recently, there was a seasonally adjusted increase of 3% in visits to the UK between the first and second quarters of 2009, although visits in the 12 months to May (not seasonally-adjusted) were 8% down on the previous year. Similarly, the number of visits abroad by UK residents decreased by 8% in the 12 month period to May compared with the previous year.

4.18 The Ernst and Young ITEM Club, which uses the Treasury's economic model, has predicted that, on the worst case scenario, a swine flu pandemic could lead to the UK's GDP falling by an extra 3.0% in 2009 and 1.7% in 2010 on current forecasts. This level of seriousness is not generally expected, but autumn this year has been identified as the time of greatest risk of mass infection.

4.19 The Centre for Economic and Business Research expects 334,000 jobs to be lost across the business services sector during the coming three years, which would equate to more than half of the jobs that were created in the sector during the past five years being lost by 2011.

The Budget – Economic Prospects

4.20 The main points from the Chancellor's Budget are repeated below from previous Monthly Reports. The Treasury is continuing to expect a recovery in GDP before the end of the year (although the GDP contraction for the year could be 4% or higher according to other forecasts).

- GDP is expected to contract by 3.5% in 2009, before picking up from late 2009 – with growth of 1.25% in 2010 and 3.5% in 2011. The 2010 and 2011 expectations are considered over-optimistic by many analysts, although indicators released since the Budget and recent business confidence surveys tend to endorse the view that the economy should begin to improve later this year.

- Inflation (on the CPI measure) is expected to fall to 1% by the end of 2009 and remain below the 2% target during 2010, returning close to target during 2011. The RPI rate of inflation is expected to fall to -3% by September.

- Borrowing is forecast to peak at 12.4% of GDP in 2009/10 as the downturn impacts on tax receipts, with total Government debt continuing to rise to reach 79% of GDP by 2013/14.

- Business investment is not expected to make a positive contribution to GDP growth until 2011. In 2011, Government consumption and investment is expected to make a negative contribution of 0.75% to GDP growth, with General government investment 16.75% lower in 2011 than in 2010. Many analysts, however, consider that public expenditure will need to be cut further as the UK recovers from recession because of lower tax receipts than expected by the Treasury.

- The Balance of Payments Current Account deficit is expected to increase to a low of £51 billion in 2010 (from £24.5 billion in 2008), which would represent 3.5% of GDP.

4.21 According to a recent OECD report (International Migration Outlook 2009), migration to the UK and Ireland from the new EU member countries declined by more than 50% in the first 4 months of 2009.

5. Scotland's Economy

5.1 The impact of the recession on the Scottish economy has been broadly similar to the impact on the UK economy. Recent surveys by Lloyds TSB, the Bank of Scotland and the Royal Bank of Scotland all suggest signs of recovery in expectations and confidence, with the service sector and exporters leading the way. The Lloyds TSB report indicates that credit availability has improved and that credit costs have fallen in importance as a concern.

5.2 GVA in Scotland fell by 1.2% over the year to the end of the first quarter of 2009 and by 2.4% in the first quarter of 2009. Over the year, GVA in the service sector fell by 0.7%, by 2.8% in the production sector and by 3.3% in the construction sector. The fall in the last three quarters is the largest since records began in 1963.

5.3 Like-for-like retail sales in June were 2.2% higher than in June 2008, following a decline in May (when clothing and homeware shops were particularly badly hit). Drier sunny weather this June than last June and clearance bargains encouraged expenditure. Like-for-like retail sales growth in Scotland between April and June over the second quarter of 2008 at 1.8% was similar to UK growth of 1.7%.

5.4 Between May 2007 and May 2009, retail sales of Scottish food and drink brands across Britain increased by 21%, sales of Scottish brands in Scotland over the same period increased by 18%, and Scottish food exports to countries outside the UK increased by 16% between early 2007 and early 2009. Measures to support the sector announced in June by the Scottish Government included a new strategy for the food and drink manufacturing sector to increase sales by a third to £60 billion by 2017. Advice and additional funding is being provided to local producers to help them develop markets for their products and encourage the growth of farmers markets, farm shops and local food initiatives.

5.5 UK Farming Unions believe that prices for beef and lamb should remain strong for the remainder of 2009, which might help to stem the steep fall in the numbers of sheep and cattle being kept. Farm borrowing rose by almost 7% in the three months to July compared with the same period in 2008 according to Bank of England figures. Sales of agricultural machinery in Britain in the first six months of 2009 were on a par with the same period in 2008 according to Agricultural Engineers Association data.

5.6 Scottish export sales declined by 3.4% in the first quarter of 2009 over the previous quarter and by 6.5% over the year. This was an improvement on the fall of 9.6% between the third and fourth quarter of 2008. Global demand has remained reasonably strong for premium products including whisky, seafood and beef.

5.7 More than 4,000 jobs were created or secured in 2008 through the work of Scottish Development International (a joint venture between the Scottish Government, SE and HIE), of which 80% were by firms already in Scotland. Nearly half of the jobs paid salaries of more than £31,000.

5.8 Unemployment in Scotland rose in both May and June to 4.0% in June, although there were improvements in all 15 Local Authority areas north of the Central Belt except Fife and Angus. On the ILO measure, unemployment in Scotland in the three months to May was 6.7%. There is a general expectation that unemployment will rise further, with substantial reductions in financial services.

5.9 In July, Diageo announced that it was cutting up to 900 jobs, including closing its Kilmarnock bottling plant, and in August, Whyte and Mackay warned that around 100 jobs might go due to the economic situation and a "punitive" UK legislative climate. In contrast, William Grant & Sons, which employs more than 700 people in Scotland, has said that there is no risk to jobs.

5.10 Accountant and business adviser PKF recently reported that 933 Scottish companies went into liquidation in the year to June 2009 – 145 more than in 2002, the previous highest year. The analysis was based on figures from the Accountant in Bankruptcy. This trend is confirmed by recent figures on personal and company insolvencies in Scotland from the UK Government's Insolvency Service.

5.11 Royal Bank of Scotland, now 70% owned by the British Government, suffered losses of $59.3 billion in 2008, the largest of any global bank.

5.12 VisitScotland's analysis for the first quarter of 2009 shows that, despite declines in the number of trips, both domestic and international visitors are staying longer and spending more per night, with growth in visitors from EU15 countries. These trends are expected to continue into 2010. Savings are being made in business travel, but PKF's survey for May showed a 0.6% increase in hotel occupancy year on year in Scotland compared with a 6.4% reduction in England and a 5.4% reduction in Wales.

5.13 There is concern that Scotland's self catering sector, worth £302 million to the Scottish economy last year according to VisitScotland, will suffer from the removal of tax concessions for people running self-catering holiday homes from next spring to comply with EU legislation. Currently, landlords of furnished holiday lets are deemed as operating a business for tax purposes, which allows them to write off any losses against other personal income – a concession introduced 25 years ago to boost investment in self-catering holiday accommodation.

5.14 A recent study has shown that sea angling supports nearly 3,200 ftes in Scotland and is worth over £140 million annually to the Scottish economy. Another report shows that grouse shooting is worth more than £30 million annually to the Scottish economy and supports 940 ftes.

Fraser of Allander Forecasts

5.15 In its June 2009 Economic Commentary, Fraser of Allander made the following forecasts:

Central Scenario	**2009**	**2010**	**2011**	**2012**
GVA	-2.9%	-0.9%	0.6%	1.4%
Agriculture	-5.7%	-0.2%	1.1%	2.8%
Manufacturing	-7.0%	-2.4%	1.7%	3.6%
Construction	-2.4%	-0.7%	0.4%	1.1%
Services	-2.0%	-0.6%	0.3%	0.8%
Net Annual Change in Jobs	-84,399	-51,451	11,301	26,824
Claimant Count Unemployment	4.6%	5.0%	5.7%	5.4%

5.16 The job change projections are more pessimistic than the Institute's February forecasts for 2009 and 2010, but more optimistic for 2011 and 2012. The GVA figures for 2010, 2011 and 2012 are more pessimistic than those of most forecasters for the UK as a whole.

The Scottish Economic Recovery Programme

5.17 On 15 June, the Scottish Government published an update on the Scottish Economic Recovery Programme: Preparing for Recovery. The following measures are included in the Update:

Nearly £350 million of capital spending has been accelerated into both 2008-09 and 2009-10 to maintain key skills in the Scottish economy, support around 6,350 jobs and provide the modern infrastructure essential for longer-term Scottish economic growth.

Supporting Jobs and Communities

Jobs are being supported through, for example:

- **Investing in affordable housing** with accelerated spending of £120 million as part of the record £675 million Affordable Housing Investment Programme. This accelerated spending will help create over 1,000 jobs directly.

- **Reducing the tax burden on businesses and households**. The expansion of the Small Business Bonus Scheme will save the average small business owner £1,400. Households are being helped with the extension of the council tax freeze this year, saving Scottish households £420 million over three years.

- **Accelerating improvements to the planning process**. This includes the launch of a new online planning system, ePlanning.

- **Directly investing in communities** through a £60 million Town Centre Regeneration Fund.

- **Making communities more energy efficient** with a £30 million investment as part of a pilot initiative to help 90,000 homes with home insulation.

- **Increasing financial advice for individuals**.

Strengthening Education and Skills

The following are examples of actions being taken by the Scottish Government:

- **Support businesses and individuals** through ScotAction – the Scottish Government's skill support package. It is an integrated package providing skills assistance – including wage subsidies in some circumstances – for training for work, training in work and training from work to work.

- **Increase support for people facing redundancy** with the strengthening of the Partnership Action for Continuing Employment (PACE) initiative to help those businesses and individuals facing redundancy.

- **Further support of apprenticeships**. Skills Development Scotland is working with a number of organisations which has led to Modern Apprenticeships being re-introduced or expanded into the food, life sciences and construction sectors. In February 2009, £16 million of funding was announced to help support an additional 7,800 apprenticeships this year. The number of apprenticeship opportunities in the hospitality sector will be increased by at least 300, as people of all ages can now apply for this apprenticeship, with a further 200 individuals engaging in Professional Cookery training.

- **Improve the services available to the unemployed**. Through changes to the eligibility rules, those who become unemployed can now access vocational training through Training to Work much more quickly.

- **Strengthen education for young people**. 16+ Learning Choices will offer a place of learning to every young person as they reach their compulsory school leaving age. In support of this, £16 million will be invested in developing pilots of Activity Agreements to help and support young people who wish to learn in a community or third sector environment.

- **Invest in our learning institutions**. The Scottish Funding Council has established the new Horizon Fund which will develop and invest in projects that are intended to bring economic, social, cultural and other benefits to Scotland.

Investing in Innovation and the Industries of the Future

- **Increasing incentives for business to use and pursue innovation**. In the last year, Scottish Enterprise's R&D grant programme has levered over £100 million of private sector investment into research projects. The £10 million Saltire Prize has been launched to provide the largest innovation prize for marine renewables.

- **Establishing a Scottish Investment Bank**. Initially it will have funds of £150 million to support innovative high-growth potential businesses. The Scottish Government is investigating how the bank can be developed through finance from Europe and other parts of the public sector.

- **Working with the private sector to increase the competitiveness of our key sectors**. Industry Advisory Boards for all key sectors are being established to bring forward action plans to develop competitiveness.

The 31 page document gives a lot more detail than the above summary.

5.18 As a result of money coming to Scotland after the last Budget, an additional £16.1 million will be provided to fund thousands of new College places over the next two years, and £12 million will be spent on improving facilities.

5.19 The Scottish Futures Trust has published its first business plan, which covers the next 10 months and highlights 13 projects valued at more than £2.7 billion and ranging from the development of the school programme to a new model of financing regeneration.

5.20 The Scottish Government published a Renewables Action Plan on July 1st. It identifies collective actions to ensure that at least a fifth of Scotland's energy comes from renewables by 2020.

6. The Highlands and Islands

6.1 The unemployment rate for the Highlands and Islands remained significantly lower than in Scotland or Great Britain in May and June 2009. On the Claimant Count measure, unemployment in the Travel to Work Areas (TTWAs) in the HIE area was 2.7% in June 2009 (7,199 people), compared with 4.0% in Scotland and 4.1% in Great Britain. The highest local rate was in Dunoon and Bute (4.8%). The Highlands and Islands rate of 2.7% fell from 2.9% in April 2009, but was significantly higher than in June 2008 (1.6%). Details are provided in the June and July 2009 Unemployment digests produced by HIE's Planning and Economics team.

6.2 On the more comprehensive ILO measure of unemployment, which currently tends to be the main indicator quoted for British and Scottish unemployment, the unemployment rate in the Highlands and Islands would be 50-60% higher than the Claimant Count rate. This would give a June 2009 rate of 4.0-4.3%.

6.3 Vacancies notified to Jobcentre Plus offices increased by 18.2% between April and June 2009 in the Highlands and Islands from 1,874 to 2,216. The number of live unfilled vacancies in the Highlands and Islands rose by 14.4% over the period from 1,432 to 1,638.

6.4 The continuing decrease in unemployment in the Highlands and Islands between April and June 2009 relates largely to seasonality – i.e. employers engaging staff for the tourism season. This is clear from the reductions in unemployment in the TTWAs that have a high dependence on tourism – as illustrated in Section 7 below.

6.5 The main factors which will affect the Highlands and Islands economy positively and negatively through the period of recovery from the national recession can be summarised as follows:

Positive Factors

- Plans for major new developments in many parts of the region (although implementation has been delayed in some cases). This reflects the growth impetus in the area, especially around the Moray Firth and in Shetland, that preceded the recession.

- Opportunities to attract more tourist visitors through the depreciation of sterling, with Homecoming 2009 an extra boost (although relatively expensive holidays and destinations within the area might be suffering from reduced discretionary consumer expenditure). Evidence on the season to-date suggests that trade has been stronger than last year (helped by good weather) – particularly for the less expensive accommodation suppliers.

- UHI growth through investment in buildings and facilities, and continuing increases in undergraduates and post-graduates (taught and research). Some 241 degrees were awarded in 2007/08 (compared with 235 in 2006/07), there were 7,625 students (up from 6,847) and 4,742 fte students (up from 4,434). Developments at North Highland College are highlighted in Section 7 and a decision is to be made soon by Inverness College on the location of its major campus development.

- Renewable energy projects continuing to be brought forward. New ownerships of facilities at Machrihanish and Arnish will help the region to maximise engineering-related benefits, and Nigg remains a major potential resource for this sector. 20 companies have applied to the Crown Estate for a total of 42 leases to develop wave and tidal energy projects in the Pentland Firth and surrounding waters, with substantial scope for associated developments in Caithness, North Sutherland and Orkney.

- Reduced costs of imported commodities, including oil; improving business competitiveness (although this benefit is beginning to reduce).

- Export growth, especially where new or expanding markets can be accessed, through the depreciation of sterling.

- Scope to build on the area's success in developing a customer contact centre industry. Employment has increased by 50% in the area over the past five years to 3,400 people in 30 centres, many in smaller or remote communities.

- A generally thriving salmon farming sector. According to an SSPO survey, primary salmon production generated local wages of over £36 million last year, while expenditure on suppliers and services from the Highlands and Islands totalled £143 million. Over the past 3 years, salmon farmers have made capital investments in excess of £84 million, of which 96% has been in the Highlands and Islands.

- A report earlier this year by Oil & Gas UK highlighting a £15 billion market for services needed to abandon nearly 5,000 platforms and wells in UK waters (an opportunity for decommissioning over the next 15 years).

Negative Factors

- Due to the recession and credit restrictions, continuing reduced demand for new housing and shelved private housing developments reducing employment in the construction sector and related trades, and the reduced grant levels for funding house building by the area's housing associations reducing affordable housing development. Between April and June 2009, the reduced volume of residential housing sales on the same period the previous year ranged from -25.6% in Shetland to -48.6% in Orkney. The average reduction in the Highlands and Islands (c40.4%) compared with a 47.8% reduction in Scotland.

- The overall cumulative impact on the construction sector and related businesses and other businesses in the engineering sector and the supply chain due to reduced private sector investment.

- Poor employment prospects for school, college and University leavers in 2009 (and probably in 2010).

- Job reductions in Local Authorities through budgetary pressures (accentuated by the freezing of Council Tax), with a likelihood of substantial public sector spending cuts to enable the Government to repay borrowings and in response to reduced taxation income (especially from 2011) – see further below.

- A risk of continuing sluggishness in oil and gas related investment, exploration, etc, due to the low oil price (despite a recent recovery) – potentially affecting the availability of offshore or overseas work for Highlands and Islands residents as well as Highlands and Islands suppliers to the sector. Only 15 exploration wells were drilled in the North Sea in the 3 months to June 2009, 57% fewer than in the second quarter of 2008 according to Deloitte research, whilst activity in Norwegian waters increased by 50%.

- Reduced demand for value-added consumer products, unless selling into niche markets relatively unaffected by the recession.

- Reduced demand for business services where employers focus on core functions and protect the jobs of permanent staff (reflecting national trends).

- Rising unemployment across sectors as those businesses faced by a sustained or increasing reduction in demand are unable to economise on operating costs through reducing the hours or pay of employees. To-date, major closures or rationalisations have not as evident in the Highlands and Islands as in previous recessions. National unemployment is expected to continue to rise significantly and the rate in the Highlands and Islands could again increase after the current tourism season.

- Rising induced unemployment through reduced spending by those who lose their jobs or have reduced income from their employment.

Public Sector Dependency

6.6 As illustrated below from Annual Business Inquiry data for 2007, the Highlands and Islands is highly dependent on public sector employment. In addition to direct employment in the sectors shown, the construction sector and other private sector businesses in the area are also heavily reliant on public spending. The expected reduction in public sector spending in forthcoming years is thus likely to impact disproportionately on the Highlands and Islands.

Public Administration, Education and Health % of All Employees	
Western Isles	39.2
Argyll and the Islands	37.0
Shetland	35.3
Orkney	33.8
Moray	32.9
Highland	31.9
Highlands and Islands	33.5
Scotland	30.3
Great Britain	26.9

Air and Ferry Travel

6.7 Passengers through Highlands and Islands airports declined by 3% in 2008/09 over the previous year according to figures in HIAL's Annual Report, although freight trade in tonnes was up by 4%. The main decline was through Inverness Airport – a 6% reduction in passengers – although aircraft movements increased by 1% and freight tonnage by 16%. 54% of all 1,229,034 passengers used Inverness Airport (663,985). Tiree achieved the highest rate of increase in passengers (+9% to reach 8,736), while freight tonnage was down through Sumburgh (-3%), Kirkwall (-12%) and Benbecula (-4%). Other than Tiree, only Wick experienced an increase in passengers (+3% to 27,320).

6.8 A study is underway to establish how best to design and build a fleet of small ferries to serve remote communities off the Scottish and Irish coastlines, including Tarbert to Portavadie, Gigha to Tayinloan, Oban to Lismore, Tobermory to Kilchoan, and Sconser to Raasay. The EU has provided a grant of £233,750. The RET pilot is reported in Section 7 under the Outer Hebrides.

Creative Industries

6.9 According to a recent report by Ekos for HIE, 1,650 creative industries businesses employ 13,285 people in the Highlands and Islands and the sector accounts for about 5% of the total economy of the region. In July, HIE approved £537,150 of funding to HI Arts over two years, just under half of which will be used to encourage cultural groups to operate at a more sustainable, business-like level through the Community Cultural Enterprise Growth Programme. Creative Scotland 2009 Ltd has established a new £5 million Innovation Fund, which includes £750,000 for a Creative Scotland Rural Innovation Fund to support cross-agency working in rural areas.

Agricultural Support

6.10 More than 7,250 crofters and farmers in the most fragile areas of the Highlands and Islands are to share in a £15 million subsidy boost in the next two years. The 38% increase in less-favoured areas support will come partly from stopping or reducing payments to the 3,500 producers who have ceased livestock production or cut cattle and sheep numbers.

7. Sub-Regions

7.1 The notes below on each area relate to events and announcements between 1 June and 9 August.

Highland

7.2 Claimant Count unemployment fell from 3.0% to 2.8% between April and June 2009, continuing the downward trend between March and April. The main reductions were in Lochaber (down from 2.5% to 2.1%), Ullapool and Gairloch (down from 2.1% to 1.6%) and Skyle and Lochalsh (down from 2.9% to 2.0%) – all strong tourism areas. The rate in Wick rose from 4.4% to 4.7% between April and May, but fell to 4.6% in June – 64% higher than the Highland average. The rate in Invergordon in June was 4.1% – the second highest in Highland.

7.3 The June 2009 unemployment rate for Highland at 2.8% was nevertheless almost twice the June 2008 rate of 1.5%.

7.4 Notified vacancies rose by 55% in the Inner Moray Firth between April and June to 1,085, just 15% below the June 2008 figure of 1,284. There was a smaller improvement in Caithness and Sutherland between April and June (+11%), but a reduction in Lochaber, Skye and Wester Ross (-25%). The 197 notified vacancies in this area in June 2009 was 36% below the June 2008 level of 310 – although there has been a high dependence on recruiting migrant labour in this and other tourism dependent areas in recent years.

7.5 According to Registers of Scotland, house prices in Highland fell by 5.2% between the second quarter of 2008 and the second quarter of 2009, although they were 4.3% higher than in the first quarter of 2009. The average residential property price in Highland in the second quarter of 2009, £152,226, was 4.6% above the Scottish average, with the median price, £137,500, 10.0% higher. The volume of sales in the second quarter of 2009 in Highland fell by 39.6% on the previous year, but by less than the 47.8% fall in Scotland.

Events and Announcements

- Highland Council will need to make major expenditure savings, possibly totalling around £100 million, over the next four years. The Council hopes that natural wastage will avoid substantial cuts in direct staffing, but if (indicatively) £40,000 of Council spending supports 1 full time equivalent job on average (inclusive of the multiplier), a spending cut of £90 million would result in c2,250 fewer ftes in the Highland economy by 2013.

- Tulloch Homes' workload in 2009 and its rehiring of 30 of the 60 staff laid off earlier in the year is an indication of the Highlands not having been as severely affected by the recession as the rest of the UK. The company has also placed £28 million of contracts with other construction companies.

- Inverness Chamber of Commerce's half-yearly business climate survey (reported in July) shows that more than half of its 300 members are expecting tougher trading conditions than six months previously. However, there are signs of optimism in the renewable energy, IT and tourism sectors.

- Plans were announced in June by Scottish and Southern Energy to build two generating plants between Inverness and Fort William, involving large scale dams and reservoirs. Together these would generate more power than Glendoe, near Fort Augustus, which is now operational. Around 3,000 jobs were created through Glendoe's 3 year construction period. It cost £160 million and can produce up to 100MW of electricity.

- The Millennium windfarm project, between Invergarry and Fort Augustus, has received Scottish Government consent to erect six additional turbines.

- Dingwall was successful in attracting £463,000 from the Scottish Government's Town Centre Regeneration Fund towards amenity improvements, visitor signage and information, etc. Also, a masterplan has been produced for consultation for a 12 acre site north of the High Street (the Dingwall Riverside Development Brief), which envisages an interpretive visitor centre, allotments, parkland, community buildings, new shops and houses.

- Port Services (Invergordon) Ltd has purchased a £5m crane, which has safeguarded about 40 full time jobs and created more than 200 temporary posts on an offshore accommodation service rig contract.

- Whyte and Mackay is reducing its Scottish workforce by around 100, and 30 jobs could be lost at Invergordon Distillery (out of 133) and 3 at Dalmore Distillery, Alness (out of 17).

- In early July, a cruise liner with the highest yet number of passengers (3,183) visited Invergordon. Some 47 tours with buses and boats visited tourist businesses in the Highlands. Approximately 50 cruise ships are expected to call in at Invergordon this summer, bringing visitors from across the world.

- The final Masterplan for Nigg (taking account of consultation responses) is to be agreed by Highland Council on 23 September, prior to submission to Scottish Government Ministers for consideration as supplementary planning guidance. Enterprise Minister, Jim Mather, chaired a meeting on July 29th with representatives of KBR (current yard owners), the Wakelyn Trust, Scottish Government, Highland Council and HIE. KBR are considering further options for Nigg focusing on the offshore wind energy sector, with a potential decision by the end of the year. Compulsory purchase of the yard by Highland Council is an option.

- Also on July 29th, DSM Demolition Group (Birmingham-based) announced £70 million plans to purchase and develop the yard as Scotland's leading fabrication centre for the offshore windfarm industry, as well as a hub for other maritime, oil and gas decommissioning work, "creating up to 1,500 jobs". About 150 people currently work at the yard, including Global Energy Group employees and staff employed at the oil terminal that services the Beatrice Field.

- Dunlia (Dornoch) laid off 20 employees in July due to losing a major beef boning and packaging contract from Caithness-based North Highland Products Ltd (Mey Selections) to a Perth company. A smaller contract for boning and packaging lamb for Mey Selections, employing 5 staff, is continuing.

- Redevelopment plans for Dornoch Castle Hotel will create six full time jobs through a £1.6 million project, with completion scheduled for spring 2011.

- The contract has been awarded to develop a new £8 million 22 bed hospital in Bonar Bridge to replace Migdale Hospital.

- A community trust is being established to channel community benefit dividend should an onshore oil drilling operation off Lybster proceed. London-based Caithness Oil spent £10 million last year on exploration.

- There is local resident opposition to plans by City Centre Estates (Leisure) Ltd to establish a £1 million egg production plant with waste-to-energy complex on the south side of Latheronwheel.

- Caithness Horizons complex in Thurso has been awarded five-star status as a visitor attraction by VisitScotland. The Centre opened in December 2008 after a £4 million plus refurbishment of the town hall and neighbouring folk museum.

- Firms bidding to pioneer commercial marine power production in the Pentland Firth are being encouraged to maximise their use of the local supply chain. 20 companies have made a total of 42 applications to the Crown Estate for leases.

- ASCO, an Aberdeen oil and gas logistics company, has acquired a 50% stake in Scrabster Port Services. Representatives of ASCO, which has operations spanning the globe, are confident the local port can play a key role in the development of new oil and gas reserves west of Shetland and ongoing efforts to exploit renewable energy in the Pentland Firth. Eight to ten jobs are due to be created shortly as the workload at the harbour increases significantly, although this could rise.

- Scottish renewable energy consultant SgurrEnergy has established an office at Scrabster. A small number of jobs are expected to be created in the area over the next 18 months.

- £14 million is being invested in new facilities at North Highland College – a Centre for Energy and Environment, which will deliver a £4 million research programme, a £3 million campus building which will also be used as a teaching facility offering post-graduate qualifications, and a £7 million engineering skills centre. HIE is contributing £2.2m towards the developments.

- Unrelated to these developments, up to 15 jobs could be lost at North Highland College, which needs to address a deficit of at least £150,000.

- Abbey Properties are planning an energy and data park at Forss, west of Thurso.

- The US engineering conglomerate URS is proposing to compete with the Pentland Alliance to run the Dounreay site.

- Nunia, which employs 160 in Caithness on work associated with decommissioning the nuclear site and radiation scans of local beaches, has opened a new office in Thurso to accommodate 20-30 design, consultancy and office staff. Its diversification plans include targeting the renewable energy and oil and gas sectors.

- The future for the workforce at Vulcan has become less secure now that it looks certain the Ministry of Defence will not be extending its current contract at its reactor base in Caithness. Barring new commercial work being found, the site is set to go into decommissioning mode in five years' time. Vulcan will require a workforce to decontaminate and dismantle its redundant plant, but it is unclear how many of the 280 employees of site contractor Rolls-Royce would be required for the clean-up.

- A pipeline contract that employed around 55 people was completed at Subsea 7's yard at Wester in July, and the yard is to operate on a care and maintenance basis until another order is secured.

- Inverness College is to make a decision soon on its preferred location for a new £60m campus – relocating to Beechwood or expanding and redeveloping its existing Longman site.

- Lifescan made a profit of £66 million in 2008, compared with £70.5 million in 2007. The company employed c1,500 staff in 2008, 200 fewer than in 2007. "Management remains confident the company will continue to perform well in the future".

- Highland Hospice will not be compensated by the UK Government for the £700,000 that it lost through the Icelandic banking crisis.

- Another food company has expressed interest in taking over the Strathaird Salmon factory in Inverness which closed in July with the loss of more than 300 jobs.

- Following completion of a £9 million harbour and 150-berth marina development, Inverness Harbour Trust is drawing up plans for a 120 bed boutique hotel, seafood restaurant, coffee shop, retail outlets, visitor centre, offices and chandlery.

- Asda has been given outline planning permission to build its first Inverness store on farmland at Slackbuie – a 70,000 sq ft development.

- Nairnside Ltd plans to transform a chicken farm at Clephanton near Cawdor into a fish processing and packing plant that could create 150 jobs.

- The owners of the Highland Food Stop site at Gollanfield plan to expand the facility into a 50 bedroom budget hotel, which would provide up to 20 jobs.

- Highland Grain, a North Kessock malting barley co-operative, is investigating whether grain dust can be used as an alternative fuel.

- Scotland's first 17 New Energy Homes, a concept developed by the Highland Housing Alliance, have been erected rapidly on site after factory assembly, with renewable heat pump technology, under-floor heating, roof insulation and low energy windows. The Scottish Government provided £300,000 towards the development and has confirmed funding of £1.9 million for 22 of the 55 units to be built as part of the Scottish Housing Expo planned to be held in Inverness in 2010.

- Inverness College is offering a new Modern Apprenticeship for the life sciences sector. Life sciences companies throughout Scotland can recruit two apprentices for one, with the Scottish Government covering the full salary costs of the second apprentice. It is providing up to £3 million to support the recruitment of 100 new apprentices in the sector in Scotland.

- Proposals have been put forward for a major development in Sleat to build around 70 houses, create new business units and a large community recreational space and provide room for further expansion of Sabhal Mor Ostaig over a 15-20 year period.

- The underwater testing stations on the west coast run by QinetiQ are likely to be reduced to a single manned site at Kyle from 2012, with the potential loss of about 20 jobs out of a total staff of around 120.

- Highland Stoneware, collaborating with HIE through its Byte the Bullet programme, is investing £100,000 to introduce new web-based marketing, with technologies developed with assistance from Nairn-based Pinnacle Business Solutions. HIE has awarded £25,000 to the project.

- Aviemore Highland Resort has been bought by Macdonald Hotels after going into "pre-pack" administration with losses of nearly £59 million, saving around 270 jobs. The company has since announced a £3.5 million investment package, mostly to refurbish the resort's hotels.

- A feasibility study has been completed for Aviemore Sports Centre Company on proposals for a new sports centre, potentially including an ice arena (for skating and ice hockey), indoor tennis courts and a multi-purpose sports hall – all with audience seating and with scope to host a wide range of events. Three sites are under consideration, including one at Aviemore Highland Resort which would dovetail with the swimming pool, and funding is being explored.

- Active Outdoor Pursuits, which operates Craigower Lodge Outdoor Centre in Newtonmore, has opened an activity information and booking centre in the former Tourist Board building in Aviemore. "Active Aviemore" will sell outdoor clothing and equipment, provide bike and ski hire, and have an internet café and gallery for local artists, with plans for a climbing wall and ropes course in the grounds.

- Tesco plans a new store in Aviemore which will be three times larger than the current outlet.

- The Strathspey Railway Charitable Trust is pushing ahead to implement long-standing plans to extend the railway to Grantown. £5 million will need to be raised for the project.

- Scottish Water has received planning consent for new treatment works costing £10 million at Kinakyle on the outskirts of Aviemore. This is part of its £17 million plans to supply homes in Badenoch and Strathspey with a "limitless" new source of drinking water. The major investment is related to expected housing growth, but angling interests, including the Spey Fishery Board, believe that the river system could be badly affected.

- Work on a £10 million flood prevention scheme in Inverness is set to begin in September. The project, to be completed over 5 years, is intended to divert flood water away from homes in Hilton, Lochardil and Holm.

- Highland Council plans to spend £4.28 million over the next three years on new or upgraded sports facilities in Lochaber, including (in 2012) £2 million on an international-class kayaking site at the Fort William Tailrace.

- The Council has given outline planning consent for Lorne Developments' proposal to build 301 houses at Caol, of which 105 would be affordable. This would be the largest housing development in the area for nearly 30 years.

- Also, the Council has approved revised plans for a new 60 bed Travelodge and shops complex in Fort William. Demolition of the Grand Hotel and building work could begin by the end of the year.

- There were 18,500 attendances over the two days of the Aonach Mor stage of the Mountain Bike World Cup in June – up 25% on last year and with 40% of visitors from outside Scotland.

- A proposal by Cheshire-based Kingate Developments to build a 90 bed care home in Fort William was rejected by the Council on the grounds of over-provision. The developer already has outline consent for a 60 bed home next to the Fort William health centre. This raises an interesting issue about care home development in the Highlands that caters for people from outside the area as well as locals – extra employment is created, but pressure is put on social work and health services.

Shetland

7.6 Shetland's Claimant Count unemployment remained steady between April and June 2009 at a relatively low 1.4% – although, as noted in previous reports, its ILO unemployment rate could be significantly higher (in the region of 3.6%).

7.7 Notified vacancies in Shetland rose from 47 to 59 between April and June, although the June figure was much lower than the unusually high figure of 186 in June 2008.

7.8 Shetland was one of just four Local Authority areas in Scotland where the average house price rose between the second quarter of 2008 and the second quarter of 2009 – by 5% to £108,920. This average price was 25% below the Scottish average, however. The volume of sales in Shetland in the second quarter of 2009 fell by 25.6% from the previous year – the lowest reduction of all of Scotland's 32 Local Authorities.

Events and Announcements

- Subject to Planning consent, TOTAL plans to start work on a new £500 million gas processing plant at Sullom Voe next summer to take gas from the Laggan / Tormore field that it plans to develop for onward export to St Fergus. Some 1,500 fte job years could be created in Shetland during the construction phase, and up to 100 ftes each year in Shetland during the 13 year operational phase (or more dependent on the supply chain impacts of the onshore and offshore aspects of the project).

- Three of the statutory consultees – RSPB, SNH and SEPA – have objected or made a series of objections to the Viking Energy proposals to build 150 large windfarm turbines in central Shetland. Other organisations that have objected include the John Muir Trust, and over 1,000 comments on the plan had been submitted to the Government's Energy Consents Unit by the end of July. The consultation deadline has been extended until 13 November. Alan Wishart has been appointed as project co-ordinator for the next 12 months, and has stood down from his post of chairman of SIC's Infrastructural Committee and other potentially conflicting roles.

- A Whalsay business, the Serene Fishing Company, is taking delivery of a 71.7 metre pelagic trawler built in Norway. The new ship is the first pelagic trawler ordered for the UK fleet with a covered rather than open deck.

- Shetland shellfish producer Isle of Shuna, based in Walls, is to create ten new jobs after receiving £479,000 of EFF (European Fisheries Fund) funding for cooking facilities to produce new mussel products. Support has also been provided by HIE and SIC.

- Island Innovations has received £691,000 in EFF for its salmon farming business, and smaller grants have been awarded to Sandsound Mussels and Uyeasound Salmon.

- Whalsay Fish Processors has been sold to Aberdeen processing company SCAF and has received a loan of almost £750,000 from SIC. This will help protect the current workforce of c40 full time and 20 part time staff processing salmon, as well as monkfish, scallops and mussels. 40 new jobs could be generated through new businesses from Framgord, which is owned by a Shetland partner in SCAF.

- The Shetland Halibut Company is being wound up after failure to achieve a 50:50 male to female ratio (also the experience of others that have tried halibut fishing) and the loss of 3,700 escaped fish in a severe gale in January 2008. Female halibut grow to a larger size than male fish and command a higher price per kilo.

- A grant fund, with an expected £1 million in EFF, £150,000 from the Scottish Government and £100,000 from SIC, is being established as an ISA recovery scheme to invest in salmon farming projects that will create or safeguard jobs and improve the health of welfare of the fish being farmed.

- Leeds University scientists are working on a two-year project to make natural hair dyes from Shetland seaweed, with skin cream and other treatments possibly following if the project is a success.

- SIC has approved plans for a new £49 million school to replace the Anderson High School, and consultation is taking place on the most appropriate site.

- The North Yell Development Group has applied for Planning permission to erect five 850 KW wind turbines near Cullivoe. Its application for a grid connection was refused because of the limited capacity of the local grid, but connection to the National Grid would be possible if a subsea cable goes ahead.

- Visitor numbers achieved by Shetland Museum and Archive were again well above the original target in its second year – 83,000, following 89,000 in the first year, June 2007-May 2008.

- A comprehensive draft development plan for Lerwick town centre has been published for consultation by Lerwick Old Town Development Association with a number of short, medium and long term proposals.

- SIC is to spend £60,000 on a study into how the telecoms network could be hooked up to a fibre optic cable at Maywick laid by a Faroese company last year, which would significantly improve broadband reliability.

- On August 2nd, Lerwick harbour received its 1,000th cruise liner visit. The harbour now hosts about 50 cruise liners each year, with the number of passengers and size of ships continually growing. Around 25,000 passengers are expected in Lerwick this year, double the figure in 1997. A 2007 study estimated that cruise liners generated more than £1.5 million for the Shetland economy.

Orkney

7.9 Claimant Count unemployment in Orkney fell from 1.4% in April to 1.1% in June 2009 – the lowest TTWA rate in the Highlands and Islands, although, as noted in previous Monthly Reports, Orkney's ILO rate is significantly higher.

7.10 49 vacancies were notified to JobCentre Plus in June 2009, down from April and May, while there were just 30 live unfilled vacancies in June compared with 53 in April and 99 in June 2008.

7.11 The average house price in Orkney rose by 1% between the second quarters of 2008 and 2009 following a rapid increase between the first quarters of 2008 and 2009. Nevertheless, at £114,405, the average second quarter of 2009 price was 21% below the Scottish average (although 5% higher than the Shetland average and 30% higher than the Western Isles average). Orkney was the only Scottish Local Authority area with fewer transactions in the second quarter of 2009 than in the first quarter.

Events and Announcements

- A Government White Paper published in July, the UK Low Carbon Transition Plan, includes provision for up to £8 million for EMEC.

- Argo's Bakery in Stromness was awarded £432,000 for a new processing facility from the Food Processing and Marketing Grant Scheme.

- The £3.8 million five-year Stromness Townscape Heritage Initiative is underway. Projects include building repair, reinstatement of architectural detail, bringing vacant space back into use and training in traditional building and restoration skills through Orkney College.

- A project team has been recruited to implement the 48 projects aimed at conserving and celebrating the natural, cultural and built landscape of Scapa Flow through the ten-year £2.1 million Scapa Flow Landscape Partnership Scheme.

- A survey commissioned by OIC reports that cruise ships boost Orkney's economy by £2.8 million per year, through between 60 and 70 cruise ships calling into Orkney each year with more than 30,000 passengers and 10,000 crew. 94% of passengers came ashore to tour or shop and spent an average of £49.

- Orkney is to host the prestigious 2011 British Ports Association Annual Conference, which draws delegates from port authorities, government ministers, and the shipping and tourism industries.

- Orkney has been awarded an additional £300,000 from the Scottish Government for 12 more new Council houses.

- Orkney Brewery took both first and second place in the Champion Beer of Scotland competition, held in Edinburgh in June.

Outer Hebrides

7.12 Unemployment in the Eilean Siar TTWA fell from 4.0% in April 2009 to 3.4% in June – although this was more than 50% higher than its June 2008 rate of 2.2%.

7.13 Notified vacancies in June (92) were 11.5% down on April, and 58.9% down on June 2008. There were 63 live unfilled vacancies in June 2009, similar to April and May.

7.14 Average house prices in the Outer Hebrides fell by 13.9% between the second quarters of 2008 and 2009 – the greatest rate of decrease of Scotland's Local Authorities and more than twice the average decline in Scotland of 6.5%. The average house price in the second quarter of 2009, £87,772 (54 transactions) was £18,300 lower than the next lowest average in Scotland (£106,077 in West Dunbartonshire), and 40% below the Scotland average of £145,553. This is an encouraging indicator of affordability.

Events and Announcements

- In mid June, it was announced that employment at the Ministry of Defence missile testing station in the Uists operated by QinetiQ is to be reduced by 125, from 215 to 90, by the end of 2014, with most of the jobs expected to go in 2013. The MoD claims that £50 million will be saved over a 20 year period through upgrading its air range base in Aberperth, Wales. Trials will be controlled remotely, and the command and control centre on South Uist and one of the accommodation blocks at West Camp in Balivanich will close. A taskforce to try to save the jobs has been established with representation from the Scottish Government, CnES, HIE and other agencies, and a socio-economic study and an independent study of defence-related issues have been commissioned.

- The RET pilot operating on all ferry routes to the Western Isles and one route in Argyll has helped increase car crossings by 23% and passengers by 14% over the same period in 2007/08.
  By route: Oban-Castlebay / Lochboisdale – cars +26%, passengers +19%
  Uig-Tarbert / Lochmaddy – cars +25%, passengers + 16%
  Ullapool-Stornoway – cars +24%, passengers +13%

- Sunday ferry crossings between Stornoway and Ullapool began in July.

- Net Services (Scotland) Ltd has received almost £390,000 from the EFF for purchasing and installing washing and antifouling machines, a crane, net dryer and filtration system for the new net washing plant on the site of the former seafood factory on Scalpay.

- Tender documents worth a total of £110 million have been published for construction work and maintenance over 30 years on five schools in the Western Isles.

- The North of Scotland Industries Group has established an Outer Hebrides focus group to promote the region's energy industry and attract investment to the area.

- Through the UK Government's Future Jobs Fund, 20 jobs are to be created in the Western Isles for those aged 18-24 who have been on Jobseekers Allowance for at least 12 months – potentially including opportunities for young people to return to the Western Isles, as well as those living in the area. The successful bid was progressed by Third Sector Hebrides, and the new jobs will be aimed at community support initiatives.

- Consultation is taking place to assess the most appropriate location in the Western Isles for a St Kilda centre as part of a feasibility study for a working group of agencies including HIE.

Moray

7.15 Claimaint Count unemployment in Moray fell from 2.8% to 2.6% between April and June – the June rate of 2.6% comparing with 1.8% in June 2008.

7.16 Notified vacancies rose from 289 in April to 400 in June – just 7% lower than the 432 notified vacancies in June 2009. Live unfilled vacancies in June 2009, 292 (the same as in April), were however 29% lower than the 414 in June 2008.

7.17 House prices in Moray fell by 4.6% to £135,819 between the second quarters of 2008 and 2009, compared with a 6.5% reduction in Scotland, to a level that was 6.7% below the Scotland average.

Events and Announcements

- Planning consent has been given for 700 additional homes on two sites in Elgin – one to Robertson Homes and Scotia Homes, and the other to Barratt North Scotland. This will give a boost to the construction sector.

- Plans have been put forward for a £1.5 million hotel and entertainment venue in Elgin on the site of the former Elgin Club.

- Redco Milne have submitted a Planning application for a supermarket, petrol station and shops on a site at Bogton Road, Forres. A youth facility with meeting space, climbing wall and skate park, new ground for Forres Mechanics and all-weather sports pitches are included in a masterplan that is being developed – to be provided at a later date from proceeds of the sale of the commercial land.

- A Planning application has been made for a new Health Centre and Hospital in Forres on a site near the Old Thornhill Farm.

- Lossie Seafoods, which had already doubled its salmon smoking capacity, has plans for a £600,000 investment next year to extend its Buckie factory and install new equipment, with the support of a £174,000 EFF grant. Some 95% of the company's output is exported.

- The Sustainable Development Research Centre (SDRC) at Horizon Scotland, Forres has ceased trading with the loss of 4 jobs. Its financial difficulties were related to a changed way in which the Scottish Funding Council's research development grants are allocated. SDRC and UHI were unable to agree a way of bridging SDRC's funding gap.

- Moray Council needs to make savings of at least £8 million over the next two years, and anticipates increasing charges once the Council Tax freeze is lifted in 2011/12.

- Moray is to receive an additional £200,000 from the Scottish Government for eight new Council houses.

- The Scottish Government has approved a 29 turbine windfarm on the Altyre Estate near Forres.

- Distance Lab, based at the Horizon Centre, Forres, has launched its first commercial spin-out company. Lost Values Ltd combines technology and traditional craft techniques in producing fashion garments, handmade gifts and keepsakes.

- Moray Tourism Development Group's plans to take forward a unique vision for the area are being supported with a two year £120,000 cash injection from HIE and Moray Council. The funding will give the group the resources to work towards their vision to see Moray "internationally renowned as the 'home of malt whisky' combining a rich, traditional heritage with modernity and innovation to deliver unique, high value, lifestyle experiences in a destination with a strong sense of place." The Moray Tourism Development Group is a steering group bringing together the private sector, HIE, Moray Council, VisitScotland and Historic Scotland.

- Baxters has reduced its headquarters staffing by 12, Forsyths Group has reduced its workforce by around 15 in recent months, and Claymore Dairies is closing its Elgin depot and merging operations with its head office and dairy in Nairn.

- Whyte and Mackay's rationalisation (see under Highland) is understood to include three job losses at Tamnavulin distillery, and the rationalisation by Diageo (see under Scotland) could impact on Moray, although the new Roseisle distillery will boost the area.

- Hunter's tweed, formerly made in the now closed factory in Brora, is to be produced at Johnston's of Elgin using the original patterns and Scottish wool, with a shop opening in Brora, "Calluna Country" to sell this and other products.

Argyll and the Islands

7.18 The number of people claiming unemployment benefit fell by 4.8% in May and by 1.6% between May and June, continuing the downward trend between April and May (-4.5%). In June, Dunoon and Bute had the highest unemployment rate of the HIE area TTWAs (4.8%) and Campbeltown the third highest (4.3%).

7.19 There were 212 unfilled vacancies in the area in June 2009, 29% down on April 2009 and 19% down on June 2008. Live unfilled vacancies increased, however, from 198 in April to 219 in June.

7.20 Average house prices in Argyll and Bute fell by only 0.6% between the second quarters of 2008 and 2009, although the volume of sales fell by 46.6%. At £144,487, the average house price in the area in the second quarter of 2009 was close to the Scottish average of £145,553.

Events and Announcements

- A new Campbeltown Creamery is to be built, with funding from the Scottish Government (up to £3.9 million), the sale of First Milk's existing site to Tesco, and funds from First Milk (the UK's leading dairy farmer co-operative). This will secure the future of the 42 dairy farmers in Kintyre and Gigha that supply the creamery and other supply chain businesses. The dairy sector in Kintyre is estimated to be worth £11 million to the local economy. The new Tesco store is expected to provide more than 200 new jobs.

- Welcon has won a £10 million order which is part of a £600 million, 152 turbine onshore wind farm that SSE is to build near Abingdon in Lanarkshire.

- Jobs have been protected at Telecom Service Centres' Rothesay base through Viking Direct setting up its customer services department there following a pilot. Around 50 TSC staff currently work on the Viking contract.

- Argyll Telecoms, which employs 25 people, has moved to a new facility built by HIE at Sandbank Business Park, Dunoon. HIE also provided grant of up to £137,100 towards the fit-out of the offices.

- Sandbank-based marketing services company DDL Group announced 12 redundancies in July through moving much of its warehousing operations to Cheshire. It expects, however, to replace this local employment with home-based telephone jobs.

- HIE has approved £417,000 funding to Landcatch Ltd.

- Tarbert has received £984,500 from the Town Centre Regeneration Fund towards a regeneration initiative that will improve integration between the harbour and the town centre.

- Jura Distillery, which employs 17 full and part-time workers on the island, is to lose two of its workforce as part of parent company Whyte and Mackays 100 job cuts.

- Ardalanish Isle of Mull Weavers is producing certified organic wool to chain shop Jigsaw for a new line of women's jackets, skirts, coats and hats. The deal will boost its sales this year by 25%. The company's business has been relatively unaffected by the downturn "as buyers look to invest in quality clothes that last". It sources wool from the owners' Hebridean sheep and local crofters with similar rare breeds.

- The RET pilot has helped increase car crossings by 13% and passengers by 8% on the Oban-Coll / Tiree route over the same period in 2007/08.

- Feedback from businesses in Mull, Coll, Tiree and Islay reported in the Oban Times suggests that this will be a very successful tourism season – boosted by UK residents holidaying closer to home.

- Dunstaffnage Marina is seeking permission for 60 new berths, which would increase its total to 250. The relatively cheap berthing rates on the west coast of Scotland are a factor in migration to the area.

- Argyll and Bute Council are drawing up plans for a new road in Oban that is expected to cost £17 million, to which the Council has allocated £6 million. The road will enable 600 additional houses to be built.

- The new Machrihanish Dunes golf course is now open. It is the first 18 hole links course developed in the west of Scotland for over 100 years and will employ up to 15 full time staff plus caddies.

- A Steering Committee has been formed to take forward the Phoenix Project in Lochgilphead, with plans including a new public hall with heritage centre, backpackers hostel, environmental improvements, regular Gala Day and Hogmanay party. This initiative is at an early stage.

- Arygll and Bute Council has allocated more than £800,000 towards a 61 home affordable housing development in Lochgilphead, with a later phase of houses envisaged in the future.

- With an increase in the price of gold, Scotland's only goldmine near Tyndrum owned by Scotgold Resources Ltd (an Australian company) plans to go into commercial production. Gold could be produced by 2011, providing local employment for 54 people.

- Crinan Boatyard has received £105,000 in funding (including an EFF grant) for construction of a second slipway and additional carriages. Also, a number of Argyll and Bute boats have received EFF funding for gear configuration changes to improve selectivity (less than £1,000 each).

- Two of the three sea lochs in which raised levels of naturally occurring algal toxins had been identified have now reopened for shellfish harvesting – Loch Striven and Loch Scridain. Toxins in Loch Fyne, however, remain higher than statutory levels.

8. Principal References

8.1 The principal sources of statistical information for this report are given below. Many of the sources are regularly updated, and more recent figures and projections could be obtained from the relevant websites.

OECD Quarterly National Accounts, 25 May 2009

OECD Economic Outlook, June 2009

IMF – World Economic Outlook Update, July 8, 2009

IMF Executive Board Concludes 2009 Article IV Consultation with the United Kingdom, July 16, 2009

World Bank Global Development Finance 2009 – Charting a Global Recovery, 22 June 2009

HM Treasury – Forecasts for the UK Economy – A comparison of independent forecasts, July 2009

HM Treasury Pocket Data Bank (as at 4 August 2009)

HM Treasury – Budget 2009

Budget 2009: The Economy & Public Finances – Supplementary Material

ONS – Miscellaneous Statistical Bulletins

BRC / KPMG Retail Sales Monitor for June 2009

Scottish Retail Consortium, Retail Sales Monitor for June 2009

The Scottish Government – Preparing for Recovery: Update, 15 June 2009

The Scottish Government – State of the Economy, Dr Andrew Goudie, 29 May 2009

The Scottish Government News Releases

Fraser of Allander Institute Economic Commentary, Vol 33 No 4, June 2009

Monthly Economic & Social Tourism Trends for Scotland, June / July 2009 – VisitScotland

HIE Unemployment digests, June and July 2009 (Planning & Economics)

Registers of Scotland News Release (Data on Residential Property Prices and Transactions in Scotland) – August 2009

Steve Westbrook, Economist
August 2009

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Agenda Item 11

Argyll and Bute Citizens' Panel
Spring/Summer 2009 Survey

Report

by

For further information contact:

Jim Patton
Director
Hexagon Research and Consulting
Suite 401
47 Timber Bush
Edinburgh EH6 6QH

Tel: 0131 657 1693

e-mail: jim@hexagonresearch.co.uk

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Contents

Summary of Key Findings

Section 3: The Economic Recession

- Just over half of Panel members feel the economy of Argyll and Bute is not more or less adversely affected by the recession in comparison to the rest of Scotland (54%) or the UK (52%)

- Most respondents (83%) feel the economic downturn will encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute

- In terms of the impact of the recession on themselves, 49% said they were worse off, with only 8% saying they were better off. A similar pattern emerged in relation to the effect on Argyll and Bute and their local community with 58% and 55% respectively saying these were worse off

- There was a significant rise in the proportion of Panel members who feel things will be better in three years time

- There are two principal challenges which Panel members say there are facing as a result of the economic downturn; 64% referred to the reduced value of their pension or savings and 48% are concerned about the falling value of their home

- The principal response by Panel members to the recession has been to spend less, particularly by going out less (59%) and having fewer or less expensive holidays (53%), allied to a preference to save more (47%)

- A significant proportion has reported local shops having to close (56%), with 32% seeing pubs and restaurants close and 23% other local businesses. In addition, between a third and half of Panel members have also seen these types of business struggling to stay open

- Panel members felt the Argyll and Bute Community Planning Partnership could help local people and businesses in two main ways: support local businesses (87%) and support initiatives to help town centres (75%)

Section 4: Community Councils

- There are mixed views on how aware Panel members are of the role played by Community Councils across Argyll and Bute. While 47% are either 'very' or 'quite aware', a similar proportion (53%) said they were either 'not very aware' or 'not aware at all'

- Almost three quarters of Panel members (74%) said there was a Community Council in their area

- Advertisements or articles in the press (51%) is the main form of contact Panel members have with their Community Council, while between a quarter and a third have also seen posters advertising meetings (35%) or received a newsletter through their letterbox (24%). One in five (20%) have attended a Community Council meeting while 16% have raised a matter with their Community Council

- Road repairs and improvements (69%), transport issues (58%) and planning applications (48%) are the issues raised by most Panel members with their Community Council

- There is a positive view that the Community Council meetings discuss issues relevant to them and their local community (65%) and that it informed them of representations the Community Council had made to public authorities (64%)

- Panel members' reasons for not attending Community Council meetings primarily reflect their own lack of time (26%, with another 8% each also referring to travel difficulties or child care problems) or a view that they are happy to leave matters in the hands of the Community Council (18%)

- Overall, half (50%) of all Panel members said they felt their Community Council represented their local community either 'very well' or 'quite well', while under a third (31%) felt they represented the local community 'not very well' or 'not at all

Section 5: Community Engagement

- The majority of Panel members would either like to be kept informed or asked for their views on proposals for the delivery of services, with interest in being kept informed peaking for the way funds are allocated between services (49%) and the development of broad plans for services across Argyll and Bute, for example, the Community Plan (48%)

- Interest in being asked for their views rises to 50% for services delivered at a local community level; the development of broad plans for services in the local community, and plans to change the delivery of services in your local area

- When it comes to being directly involved in decision making, the focus is again on how services are delivered locally and particularly any plans to change these

- The interest in being involved in service delivery decisions may largely be attributed to the fact that the vast majority of Panel members (typically 80% or more) feel they have no influence at present over these decisions

- The proportion of Panel members who have received information from one of six public bodies on how services will be delivered in their local area varies significantly, ranging from 41% for Argyll and Bute Council to 4% for Strathclyde Fire and Rescue

- A relatively small proportion said they were given an opportunity to comment on the proposals, with the highest being asked to comment on proposals from Argyll and Bute CHP (14%), Argyll and Bute Council (12%) and Argyll and Bute Community Planning Partnership (10%)

- Typically two thirds of those being asked to comment were satisfied with the consultation process and the principal reasons for dissatisfaction relate to not feeling the exercise was a genuine attempt to consult, not being given any feedback on comments made and not having enough time

1. Introduction

This document presents the findings to emerge from the Spring/Summer 2009 survey of the Argyll and Bute Citizens' Panel. The survey focused on the current economic recession and how it was affecting Panel members, as well as a number of issues relating to community engagement across Argyll and Bute. A questionnaire (Appendix 1) was agreed with the CPP with the following three main themes:

- The economic recession
- Community Councils
- Community Engagement

The survey findings on each of these issues are presented in Sections 3-5. Initially, however, Section 2 describes the background to the recruitment of the Argyll and Bute Citizens' Panel and our approach to this survey.

2. Background to the Survey

2.1 The Argyll and Bute Citizens' Panel

The Argyll and Bute Community Planning Partnership (CPP) was set up in 1999 and includes most of the public agencies delivering services in the area. The CPP has a duty to consult the public on key decision making processes and to support this established a Citizens' Panel in 2001 as a key mechanism in eliciting the views of residents on a range of issues.

In March 2008, Hexagon Research and Consulting were commissioned to recruit and manage a new Panel on behalf of the CPP with two key objectives in mind:

- The Panel should reflect the views of citizens across Argyll and Bute as a whole
- It should be representative of the population, ideally by location, gender, age, employment status, tenure, ethnic origin and disability issues

The brief required the recruitment of 1,000 Panel members and by May 2008, this had been exceeded with 1,286 residents agreeing to join the Panel. Overall, the characteristics of the Panel closely reflect those of the Argyll and Bute population as a whole. However, to ensure survey findings are robust, the response to the survey has been reweighted to remove any element of bias. The recruitment process is described in more detail in Appendix 2

2.2 The Spring/Summer 2009 Survey

The CPP decided that the survey should focus on the impact of the economic downturn as well as aspects of community engagement.

The postal questionnaire was sent to Panel members in mid June 2009 and by mid July, responses had been received from 934 Panel members. This represents a response rate of 73% and, as illustrated in the table below, the response was consistently high across all four administrative areas. This level of response also means that sampling errors as a whole can be restricted to only ± 3.2% and to between ± 6% and ± 7% at an area level.

Response to the Spring/Summer 2009 Survey

Area	Total no. of Panel Members	Response to Survey	Response Rate	Sampling Error
Oban, Lorn and the Isles	282	205	73%	± 6.8%
Bute and Cowal	342	249	73%	± 6.2%
Helensburgh and Lomond	369	274	74%	± 5.9%
Mid Argyll, Kintyre and Islay	293	206	70%	± 6.8%
Argyll and Bute	1,286	934	73%	± 3.2%

3. The Economic Recession

The initial series of questions on the Spring/Summer survey dealt with how the economic recession was affecting Panel members, their local communities and Argyll and Bute as a whole.

Just over half of Panel members feel the economy of Argyll and Bute is not any more or less adversely affected by the recession in comparison to the rest of Scotland (54%) or the UK (52%). However, over a quarter feel it is more adversely affected in comparison to Scotland and 24% in comparison to the UK.

The Economy of Argyll and Bute compared to Scotland

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
More adversely affected compared to Scotland	34%	34%	20%	13%	27%
Less adversely affected compared to Scotland	12%	6%	30%	36%	19%
No real difference	54%	60%	50%	51%	54%

The Economy of Argyll and Bute compared to the UK

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
More adversely affected compared to the UK	26%	22%	27%	19%	24%
Less adversely affected compared to the UK	27%	10%	32%	31%	24%
No real difference	47%	68%	41%	50%	52%

Most respondents (83%) feel the economic downturn will encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute, rising to 95% of Panel members from Oban, Lorn and the Isles.

Economic downturn may encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Very likely	34%	26%	30%	44%	33%
Quite likely	50%	50%	48%	51%	50%
Not very likely	15%	22%	20%	5%	16%
Not likely at all	1%	2%	2%	0%	1%

Panel members were then asked to describe the effect of the economic downturn compared to a year ago. In terms of the impact on themselves, 49% said they were worse off, with only 8% saying they were better off. A similar pattern emerged in relation to the effect on Argyll and Bute and their local community with 58% and 55% respectively saying these were worse off. These views were held consistently across most of the administrative areas across Argyll and

Bute, although there was a tendency for fewer Panel members in Oban, Lorn and the Isles to feel they were worse off.

Compared to this time last year, how would you describe the effect of the economic downturn on yourself, across Argyll and Bute as a whole as well as in your local community?

	Bute and Cowal		Helensburgh and Lomond		Mid Argyll, Kintyre and Islay		Oban, Lorn and the Isles		Argyll and Bute	
	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off
Yourself	8%	51%	7%	54%	9%	53%	8%	35%	8%	49%
Argyll and Bute	2%	63%	2%	68%	3%	61%	12%	34%	4%	58%
Your local Community/ area	3%	58%	14%	64%	3%	57%	6%	36%	7%	55%

Balancing % 'Same as last year' or 'Don't know'

The same question was put to Panel members in the context of what they felt it would be like in one and in three years time. Overall, fewer respondents felt they, their local community and Argyll and Bute would be worse off and with a significant rise in the proportion who feel things will be better in three years time, with those in Helensburgh and Lomond being most positive.

What do you think the situation will be like this time next year for yourself, across Argyll and Bute as a whole as well as in your local community?

	Bute and Cowal		Helensburgh and Lomond		Mid Argyll, Kintyre and Islay		Oban, Lorn and the Isles		Argyll and Bute	
	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off
Yourself	9%	30%	21%	20%	21%	23%	6%	22%	15%	24%
Argyll and Bute	7%	31%	21%	33%	7%	37%	13%	27%	12%	32%
Your local Community/ area	7%	30%	21%	37%	7%	36%	3%	25%	10%	32%

Balancing % 'Same as last year' or 'Don't know'

What do you think the situation will be like in three years time for yourself, across Argyll and Bute as a whole as well as in your local community?

	Bute and Cowal		Helensburgh and Lomond		Mid Argyll, Kintyre and Islay		Oban, Lorn and the Isles		Argyll and Bute	
	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off	Better Off	Worse Off
Yourself	23%	15%	38%	14%	35%	15%	23%	14%	30%	15%
Argyll and Bute	24%	15%	34%	22%	18%	22%	18%	28%	24%	24%
Your local Community/ area	25%	16%	33%	22%	17%	24%	16%	18%	24%	20%

Balancing % 'Same as last year' or 'Don't know'

There are two principal challenges which Panel members say there are facing as a result of the economic downturn:

- 64% referred to the reduced value of their pension or savings (peaking at 70% in Bute and Cowal and Mid Argyll, Kintyre and Islay)

- 48% are concerned about the falling value of their home

Conversely, concerns about debt or being made unemployed are restricted to relatively small proportion of Panel members.

Challenges as a result of the economic downturn

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Debt (mortgage or other loan arrears)	10%	5%	4%	11%	7%
Accessing finance (mortgage or other loans)	9%	5%	4%	11%	7%
Reduced value of your pension or savings	70%	58%	70%	59%	64%
Being made unemployed	6%	6%	15%	5%	8%
Having a cut in pay	12%	16%	8%	7%	11%
Having to accept reduced hours at work	4%	14%	2%	4%	7%
Fall in the value of your home	47%	53%	47%	45%	48%
Want to move but are unable to	10%	14%	8%	9%	11%

The principal response by Panel members to the recession has been to spend less, particularly by going out less (59%) and having fewer or less expensive holidays (53%), allied to a preference to save more (47%). A small core have also registered for additional training (16%) and updated their CV (12%).

Steps taken in response to the changed economic climate

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Updated your CV	7%	20%	16%	2%	12%
Registered for additional training or courses	9%	21%	15%	16%	16%
Put off moving house (for example, because of difficulties getting a mortgage, concerns about a fall in house values)	18%	10%	10%	6%	11%
Had to consider moving house (for example, to reduce housing costs)	8%	5%	5%	4%	5%
Put off improving your existing property (for example, because of difficulties getting a loan)	14%	10%	18%	10%	13%
Considering improving your existing property as an alternative to moving	6%	12%	10%	10%	10%
Spending less by going out less often	61%	48%	67%	63%	59%
Spending less by growing your own fruit and vegetables	20%	15%	19%	21%	18%
Spending less by having fewer/less expensive holidays	45%	60%	53%	51%	53%
Tried to save more	49%	46%	45%	48%	47%

With the tendency for Panel members to spend less, it is not surprising to see that a significant proportion have reported local shops having to close (56%, but rising to 80% of those in Helensburgh and Lomond), with 32% seeing pubs and restaurants close and 23% other local businesses. In addition, between a third and half of Panel members have also seen these types of business struggling to stay open.

Impact of economic turndown: local businesses have closed

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Local shops	65%	80%	44%	26%	56%
Local pubs/restaurants/ hotels	20%	56%	26%	17%	32%
Other local businesses	15%	34%	22%	18%	23%

Impact of economic turndown: local businesses are struggling to stay in business

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Local shops	36%	35%	35%	35%	35%
Local pubs/restaurants/ hotels	54%	42%	41%	27%	42%
Other local businesses	60%	53%	43%	33%	48%

The survey posed a range of ways the Argyll and Bute Community Planning Partnership could help local people and businesses and Panel members agreed with two in particular:

- Support local businesses (87%)
- Support initiatives to help town centres (75%)

Over half (58%) would also like the CPP to help people with skills to retrain (including updating their CVs, completing job applications and providing career planning advice). There was also support for debt advice (43%) and benefits advice (33%).

What could the Argyll and Community Planning Partnership do more of to help local people and businesses?

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Career planning advice	21%	20%	22%	22%	24%
Help with updating CVs and completing job applications	21%	24%	34%	34%	28%
Help people with skills to retrain	56%	61%	65%	48%	58%
Provide debt advice	41%	40%	45%	47%	43%
Provide benefits advice	36%	23%	37%	38%	33%
Support initiatives to help town centres	85%	91%	70%	47%	75%
Support local businesses	86%	93%	88%	80%	87%

4. Community Councils

There are mixed views on how aware Panel members are of the role played by Community Councils across Argyll and Bute. While 47% are either 'very' or 'quite aware', a similar proportion (53%) said they were either 'not very aware' or 'not aware at all'. Awareness peaks at 56% among residents of Oban, Lorn and the Isles and falls to 40% among those from Helensburgh and Lomond.

Role played by Community Councils across Argyll and Bute

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Very aware	14%	14%	13%	15%	14%
Quite aware	34%	26%	33%	41%	33%
Not very aware	32%	47%	43%	29%	38%
Not aware at all	20%	13%	11%	15%	15%

Of those who are aware of the role of Community Councils, three in particular were recognised as the responsibility of Community Councils:

- Identifying and expressing the views of the community it represents to local authorities and other public bodies (86%)
- Acting to further the interests of their communities (82%)
- Developing or initiating local projects (70%)

Conversely, awareness of their powers to object to the granting, renewal or transfer of liquor licenses recorded the lowest level of awareness (36%), closely followed by Liaising with local delivery bodies e.g. Development Trusts (41%).

Responsibility of Community Councils

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Identifying and expressing the views of the community it represents to local authorities and other public bodies	90%	77%	96%	82%	86%
Being engaged with regard to local Community Planning and planning authority issues	63%	62%	66%	60%	63%
Carrying out local surveys and issuing newsletters	56%	44%	56%	42%	49%
Producing or endorsing a Community Plan identifying key local priorities and engaging with partners to deliver actions identified within this	47%	58%	47%	41%	49%
Liaising with local delivery bodies e.g. Development Trusts	34%	43%	50%	34%	41%
Participating in local area forums	67%	57%	68%	48%	60%
Acting to further the interests of their communities	88%	77%	88%	77%	82%
Exercising their powers to object to the granting, renewal or transfer of liquor licenses	36%	33%	37%	40%	36%
Developing or initiating local projects	73%	68%	79%	58%	70%

Base: respondents aware of role of Community Council

Almost three quarters of Panel members (74%) said there was a Community Council in their area, rising to 86% of those living in Mid Argyll, Kintyre and Islay. However, only 4% are members.

Community Council in your area

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Yes	74%	68%	86%	70%	74%
No	1%	1%	0%	4%	1%
Don't know	25%	31%	14%	26%	25%

Are you a member of your Community Council?

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Yes	4%	4%	4%	4%	4%
No	96%	96%	96%	96%	96%

Base: respondents with a Community Council

Advertisements or articles in the press (51%) is the main form of contact Panel members have with their Community Council, while between a quarter and a third have also seen posters advertising meetings (35%) or received a newsletter through their letterbox (24%). One in five (20%) have attended a Community Council meeting while 16% have raised a matter with their Community Council.

Road repairs and improvements (69%), transport issues (58%) and planning applications (48%) are the issues raised by most Panel members with their Community Council, a pattern which closely mirrors the findings of the survey of Community Councillors carried out by Hexagon Research and Consulting in May 2009[1].

[1] Review of the Scheme of Community Councils in Argyll and Bute. Hexagon Research and Consulting. May 2009.

Forms of contact with the Community Council in the last year

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Received a newsletter through your letterbox	22%	28%	27%	18%	24%
Have seen posters advertising meetings	27%	31%	37%	48%	35%
Have seen advertisements or articles in the press	68%	37%	54%	40%	51%
Have seen information on a web site	14%	9%	8%	11%	11%
Have raised an issue with the Community Council	13%	17%	12%	21%	16%
Have attended a meeting of the Community Council	17%	26%	13%	25%	20%

Base: respondents with a Community Council

Issues local community raise with the Community Council

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Health services	46%	43%	22%	37%	37%
Transport (bus and train services, ferry services)	69%	51%	53%	61%	58%
Planning applications	52%	63%	31%	45%	48%
Housing	42%	38%	32%	38%	37%
Water/Sewerage issues (e.g. the quality of drinking water)	57%	35%	35%	43%	42%
Roads (repairs and improvements)	67%	66%	71%	72%	69%
Local schools	34%	37%	31%	32%	34%
Forestry	19%	10%	17%	14%	15%
Wind farms	40%	5%	33%	25%	26%
Broadband coverage	13%	12%	26%	26%	19%

Base: respondents with a Community Council

One of the principal concerns raised by some Community Councillors in the May 2009 survey was the difficulty in getting the public to attend meetings and that attendance was often dependent on whether there was a controversial issue that affected the local community. This has also be reflected by Panel members; for example only 16% said the meetings of the Community Council were well attended, compared to 46% who said they were 'sometimes' well attended. Perhaps more significantly, there is a positive view that the Community Council meetings discuss issues relevant to them and their local community (65%) and that it informed them of representations the Community Council had made to public authorities (64%).

Attended meetings of Community Council

	Bute and Cowal		Helensburgh and Lomond		Mid Argyll, Kintyre and Islay		Oban, Lorn and the Isles		Argyll and Bute	
	Yes	Sometimes	Yes	Sometimes	Yes	Sometimes	Yes	Sometimes	Yes	Sometimes
Meetings well attended	0%	73%	25%	28%	19%	41%	14%	53%	16%	46%
Discussed issues relevant to you and your community	84%	13%	43%	55%	71%	21%	69%	26%	65%	31%
Informed you of representations made by the Community Council to public authorities	67%	18%	75%	18%	56%	21%	56%	37%	64%	23%

Base: respondents attending meetings. Balancing % 'No'

Panel members' reasons for not attending Community Council meetings primarily reflect their own lack of time (26%, with another 8% each also referring to travel difficulties or child care problems) or a view that they are happy to leave matters in the hands of the Community Council (18%). Relatively few said they did not feel the Community Council could get anything done (13%) or were not interested in the issues being discussed (5%). However, 17% said they felt the Community Council was 'cliquey', a concern raised by some Community Councillors in the May 2007 survey to reflect the difficulties they had in encouraging new members to join.

Reasons for not attending meetings of the Community Council

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Not interested in the issues being discussed by the Community Council	5%	6%	1%	8%	5%
The Community Council has no power or status to get things done	10%	15%	16%	8%	13%
Don't have the time	34%	25%	20%	29%	26%
Travel difficulties	18%	6%	3%	3%	8%
Child care responsibilities	9%	9%	6%	8%	8%
Don't understand the role of the Community Council	9%	13%	10%	7%	10%
Satisfied the Community Council is doing a good job and I'm happy to leave matters in their hands	19%	16%	18%	21%	18%
The Community Council is cliquey	14%	13%	25%	13%	17%

Base: respondents with a Community Council

Overall, half (50%) of all Panel members said they felt their Community Council represented their local community either 'very well' or 'quite well', while under a third (31%) felt they represented the local community 'not very well' or 'not at all'. The views of those living in Oban, Lorn and the Isles are more positive, with 64% feeling their Community Council represents their local community well, while Mid Argyll, Kintyre and Islay residents have the most negative outlook with 38% saying their Community Council does not represent their local community well.

Community Council represents the views of your local community

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Very well	6%	11%	4%	16%	9%
Quite well	49%	30%	39%	49%	41%
Not very well	24%	30%	37%	15%	27%
Not at all	5%	3%	1%	5%	4%
Don't know	16%	26%	19%	15%	19%

Base: respondents with a Community Council

Of the 31% who feel their Community Council does not represent their community well, the main concern was that they feel the Community Council does not have the power or status to get things done (51% of this group).

Community Council does not represent the views of your local community very well

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
The Community Council does not have the time or resources to do the job effectively	33%	12%	17%	25%	21%
Residents are not interested in the issues being discussed by the Community Council	65%	16%	9%	39%	29%
The public believes the Community Council has no power or status to get things done	79%	36%	44%	43%	51%
The Community Council does not try to understand the views of local people	44%	29%	13%	54%	31%

Base: respondents who feel their Community Council does not represent their views well

5. Community Engagement

The final section of the survey dealt with Panel members' views on how they would like to be involved in decisions about the delivery of services in Argyll and Bute.

Initially, Panel members were asked what level of involvement they would want to have in relation to a range of five decisions about the delivery of services. In all cases, the majority of Panel members say they would either like to be kept informed or asked for their views, with interest in being kept informed almost reaching 50% for two types of decision centring on broad decisions affecting Argyll and Bute as a whole:

- How funds are allocated between services (49%)
- The development of broad plans for services across Argyll and Bute, for example, the Community Plan (48%)

Interest in being asked for their views peaks at 50% for services delivered at a local community level:

- The development of broad plans for services in your local community, for example, the Local Community Plan
- Plans to change the delivery of services in your local area, for example, merging two school or changing the services provided at a local clinic

When it comes to being directly involved in decision making, the focus is again on how services are delivered locally and particularly any plans to change these:

- Plans to change the delivery of services in your local area, for example, merging two schools or changing the services provided at a local clinic (20%), rising to 28% of Panel members living in Bute and Cowal
- How individual services are run in your local community, for example, schools and health services (10%)

Level of involvement you want in relation to the following decisions about services

	No Involvement	Kept Informed	Asked for my Views	Directly Involved in Decision Making
How funds are allocated between services	12%	49%	34%	5%
The development of broad plans for services across Argyll and Bute (for example, the Community Plan)	6%	48%	41%	5%
The development of broad plans for services in your local community (for example, the Local Community Plan)	5%	38%	50%	7%
How individual services are run in your local community (for example, schools and health services)	9%	41%	40%	10%
Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)	5%	25%	50%	20%

This significant level of interest in being involved in service delivery decisions, either indirectly through being kept informed or more directly through consultation, may largely be attributed to the fact that the vast majority of Panel members (typically 80% or more) feel they have no influence at present over service delivery decisions.

Do you have influence in each of the following service delivery decisions?

	Yes	Sometimes	No
How funds are allocated between services	1%	2%	98%
The development of broad plans for services across Argyll and Bute (for example, the Community Plan)	2%	11%	87%
The development of broad plans for services in your local community (for example, the Local Community Plan)	3%	17%	80%
How individual services are run in your local community (for example, schools and health services)	2%	19%	79%
Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)	4%	13%	83%

The proportion of Panel members who have received information from one of six public bodies on how services will be delivered in their local area varied significantly, ranging from 41% for Argyll and Bute Council to 4% for Strathclyde Fire and Rescue. A relatively small proportion said they were given an opportunity to comment on the proposals, with the highest being asked to comment on proposals from:

- Argyll and Bute CHP (14%)
- Argyll and Bute Council (12%)
- Argyll and Bute Community Planning Partnership (10%)

Received information in the last year on how services would be delivered

Information Source	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Council	36%	44%	47%	38%	41%
Argyll and Bute CHP	34%	22%	35%	18%	27%
Police	15%	5%	6%	3%	7%
Fire and Rescue	10%	1%	3%	2%	4%
Scottish Water	30%	13%	31%	14%	22%
CPP	13%	14%	22%	22%	17%

Given an opportunity to comment on the proposals

Information Source	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Council	8%	9%	27%	6%	12%
Argyll and Bute CHP	15%	11%	19%	9%	14%
Police	10%	2%	2%	2%	4%
Fire and Rescue	1%	1%	1%	1%	1%
Scottish Water	6%	1%	5%	8%	4%
CPP	6%	7%	21%	8%	10%

The sub sample of Panel members being asked to comment on proposals from Strathclyde Police, Strathclyde Fire and Rescue and Scottish Water is too small to allow any meaningful further analysis and those for the remaining organisations need to be treated with caution. However, typically two thirds of those being asked to comment were satisfied with the consultation process and the principal reasons for dissatisfaction relate to:

- Not feeling the exercise was a genuine attempt to consult

- Not being given any feedback on comments made
- Not having enough time

Satisfied with opportunity to comment

	Council Proposals	Argyll and Bute CHP	CPP
Satisfied	65%	67%	63%

Base: respondents given opportunity to comment

Main reasons for not being satisfied

	Council	Argyll and Bute CHP Proposals	CPP Proposals
Not given enough time	10%	Under 1%	2%
Not given any feedback after you made your comments	15%	10%	13%
Did not feel your comments were treated seriously	8%	12%	3%
Did not feel the exercise was a genuine attempt to consult	12%	15%	8%
Could not access venues for public events	1%	4%	0%
Times of public events were not convenient	2%	3%	2%
Information was not provided in an accessible format	1%	2%	1%

Base: respondents given opportunity to comment

Finally, Panel members were asked if they were aware of any decisions that had been taken by public authorities in the last year that they would have liked to have been consulted on but were not asked. Overall, 15% said there had been and a wide range of examples was provided by Panel members. A comprehensive list is attached at Appendix 3 while some examples have been presented below the table.

Aware of any decisions taken by public authorities in the last year that you would have liked to be consulted on but were not asked?

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
No	82%	84%	90%	84%	85%
Yes	18%	16%	10%	16%	15%

- Future of pier and car park in Helensburgh
- Future of Vale of Leven hospital
- Consultation on access to beaches for wheelchair users was just imparting of information and not proper consultation
- The refurbishment of Campbeltown Grammar school
- The current recycling scheme was forced on us without consultation
- The selection of roads to be resurfaced
- Planning applications
- Gaelic road signs
- Decision to cancel community council elections
- Changes to class room assistant hours (Garelochhead)
- Ferry access/Calmac terminal (Hunter's Quay resident)
- Scottish Water's plans for waste water treatment in Lochgair
- Future of Rockfield school site (Oban)
- Planning permission for houses built behind me
- Council budget allocation

6. Concluding Comments

The Summer 2009 survey of the Argyll and Bute Citizens' Panel has illustrated a number of key findings against its three main themes:

- **Economic Recession** – many Panel members are being adversely affected by the recession and are spending less to compensate for this. In their local communities, they are witnessing local shops and other businesses having to close or struggling to stay open. However, there is a feeling that the recession may encourage more people to holiday at home and Argyll and Bute may benefit through an increase in visitor numbers

- **Community Councils** – although only 20% of Panel members have attended a meeting of their Community Council, there is a positive view that these discuss issues relevant to the local community. Half of all Panel members said they felt their Community Council represented their local community well and their reasons for not attending meetings primarily reflect their own lack of time or a view that they are happy to leave matters in the hands of the Community Council rather than a concern that the Community Council is not effective

- **Community Engagement** – There is significant interest among Panel members to be kept informed or asked for their views on proposals for the delivery of services, particularly where changes to services are being proposed. This may largely be attributed to the fact that the vast majority of Panel members (typically 80% or more) feel they have no influence at present over these decisions. A relatively small proportion said they were given an opportunity to comment on the proposals by public authorities in Argyll and Bute. However, typically two thirds of those being asked to comment were satisfied with the consultation process

Appendix 1
The Spring/Summer 2009 Questionnaire

Dear Panel Member

Welcome to the Spring/Summer 2009 survey of the Argyll and Bute Citizens' Panel.

The response to recent surveys was excellent; nearly three quarters of all Panel members completed the questionnaires.

This survey asks for your views on the current economic recession and how it is affecting you as well as some questions on community engagement in Argyll and Bute.

As always, your responses will be treated in strictest confidence.

Please return your completed questionnaire in the freepost envelope enclosed, to reach us within the next two weeks.

My thanks in advance for your help.

Yours faithfully

Dick Walsh

Councillor Dick Walsh
Chair of the Argyll and Bute Community Planning Partnership

Section 1: The Economic Recession

We would like to know how the current economic downturn is affecting you, and how you think it is affecting our area more widely.

We also would like to know how you think we can do more to help.

Q1. Do you think that the economy of Argyll and Bute is being adversely affected to a greater or lesser degree by the current economic downturn than either Scotland or the UK?

	Compared to Scotland	Compared to the UK
Argyll and Bute is more adversely affected	❑ 1	❑ 1
Argyll and Bute is less adversely affected	❑ 2	❑ 2
There is no real difference	❑ 3	❑ 3

Q2. Do you feel it is likely the economic downturn may encourage more people to holiday at home, increasing the number of tourists in Argyll and Bute

Very likely	❑ 1
Quite likely	❑ 2
Not very likely	❑ 3
Not likely at all	❑ 4

Q3. Compared to this time last year, how would you describe the effect of the economic downturn on yourself, across Argyll and Bute as a whole as well as in your local community?

	Better off than last year	The same as last year	Worse off than last year	Don't know
Yourself	❑ 1	❑ 1	❑ 1	❑ 1
Argyll and Bute	❑ 2	❑ 2	❑ 2	❑ 2
Your local community/area	❑ 3	❑ 3	❑ 3	❑ 3

Q4. What do you think the situation will be like this time next year for yourself, across Argyll and Bute as a whole as well as in your local community?

	Better off than now	The same as now	Worse off than now	Don't know
Yourself	❑ 1	❑ 1	❑ 1	❑ 1
Argyll and Bute	❑ 2	❑ 2	❑ 2	❑ 2
Your local community/area	❑ 3	❑ 3	❑ 3	❑ 3

Q5. What do you think the situation will be like in three years time for yourself, across Argyll and Bute as a whole as well as in your local community?

	Better off than now	The same as now	Worse off than now	Don't know
Yourself	❑ 1	❑ 1	❑ 1	❑ 1
Argyll and Bute	❑ 2	❑ 2	❑ 2	❑ 2
Your local community/area	❑ 3	❑ 3	❑ 3	❑ 3

Q6. Are you facing any of the following challenges as a result of the economic downturn? Please tick all that apply.

Debt (mortgage or other loan arrears)	❑ 1
Accessing finance (mortgage or other loans)	❑ 1
Reduced value of your pension or savings	❑ 1
Being made unemployed	❑ 1
Having a cut in pay	❑ 1
Having to accept reduced hours at work	❑ 1
Fall in the value of your home	❑ 1
Want to move but are unable to	❑ 1

Q7. Have you taken any of the following steps in response to the changed economic climate? Please tick all that apply.

Updated your CV	❑ 1
Registered for additional training or courses	❑ 1
Put off moving house (for example, because of difficulties getting a mortgage, concerns about a fall in house values)	❑ 1
Had to consider moving house (for example, to reduce housing costs)	❑ 1
Put off improving your existing property (for example, because of difficulties getting a loan)	❑ 1
Considering improving your existing property as an alternative to moving	❑ 1
Spending less by going out less often	❑ 1
Spending less by growing your own fruit and vegetables	❑ 1
Spending less by having fewer/less expensive holidays	❑ 1
Tried to save more	❑ 1

Q8. Have you noticed any impact of the economic downturn on local shops, pubs/restaurants/hotels and other local businesses? Please tick any that apply in your area.

	Have closed	Struggling to stay in business
Local shops	❑ 1	❑ 1
Local pubs/restaurants/hotels	❑ 1	❑ 1
Other local businesses	❑ 1	❑ 1

Q9. What could the Argyll and Community Planning Partnership do more of to help local people and businesses? Please tick all that apply.

Career planning advice	❑ 1
Help with updating CVs and completing job applications	❑ 1
Help people with skills to retrain	❑ 1
Provide debt advice	❑ 1
Provide benefits advice	❑ 1
Support initiatives to help town centres	❑ 1
Support local businesses	❑ 1

Section 2: Community Councils

This section asks you about Community Councils and whether you have had any involvement with your local Community Council.

Q10. How aware are you of the role played by Community Councils across Argyll and Bute?

Very aware	❑ 1	Go to Q11
Quite aware	❑ 2	Go to Q11
Not very aware	❑ 3	Go to Q11
Not aware at all	❑ 4	Go to Q12

Q11. Which of the following would you say are the responsibility of Community Councils? Please tick all that apply.

Identifying and expressing the views of the community it represents to local authorities and other public bodies	❑ 1
Being engaged with regard to local Community Planning and planning authority issues	❑ 1
Carrying out local surveys and issuing newsletters	❑ 1
Producing or endorsing a Community Plan identifying key local priorities and engaging with partners to deliver actions identified within this	❑ 1
Liaising with local delivery bodies e.g. Development Trusts	❑ 1
Participating in local area forums	❑ 1
Acting to further the interests of their communities	❑ 1
Exercising their powers to object to the granting, renewal or transfer of liquor licenses	❑ 1
Developing or initiating local projects	❑ 1

Q12. Is there a Community Council in your area?

Yes	❑ 1 Go to Q13
No	❑ 2 Go to Section 3
Don't know	❑ 3 Go to Section 3

Q13. Are you a member of your Community Council?

Yes	❑ 1
No	❑ 2

Q14. Which of the following forms of contact have you had with your Community Council in the last year? Please tick all that apply.

Received a newsletter through your letterbox	❑ 1
Have seen posters advertising meetings	❑ 1
Have seen advertisements or articles in the press	❑ 1
Have seen information on a web site	❑ 1
Have raised an issue with the Community Council	❑ 1
Have attended a meeting of the Community Council	❑ 1

Q15. What issues does your local community raise with the Community Council? Please tick all that apply

Health services	❑ 1
Transport (bus and train services, ferry services)	❑ 1
Planning applications	❑ 1
Housing	❑ 1
Water/Sewerage issues (e.g. the quality of drinking water)	❑ 1
Roads (repairs and improvements)	❑ 1
Local schools	❑ 1
Forestry	❑ 1
Wind farms	❑ 1
Broadband coverage	❑ 1
Other (please specify)	

____

Q16. If you have attended meetings of the Community Council, would you say they ….

	Yes	Sometimes	No
Were well attended	❑ 1	❑ 2	❑ 3
Discussed issues relevant to you and your community	❑ 1	❑ 2	❑ 3
Informed you of representations made by the Community Council to public authorities	❑ 1	❑ 2	❑ 3

Q17. If you have not attended meetings of the Community Council, why was this? Pleas tick all that apply.

Not interested in the issues being discussed by the Community Council	❑ 1
The Community Council has no power or status to get things done	❑ 1
Don't have the time	❑ 1
Travel difficulties	❑ 1
Child care responsibilities	❑ 1
Don't understand the role of the Community Council	❑ 1
Satisfied the Community Council is doing a good job and I'm happy to leave matters in their hands	❑ 1
The Community Council is cliquey	❑ 1

Q18. How well do you feel the Community Council represents the views of your local community?

Very well	❑ 1	Go to Section 3
Quite well	❑ 2	Go to Section 3
Not very well	❑ 3	Go to Q19
Not at all	❑ 4	Go to Q19
Don't know	❑ 5	Go to Section 3

Q19. Why do you feel the Community Council does not represent the views of your local community very well? Please tick all that apply.

The Community Council does not have the time or resources to do the job effectively	❑ 1
Residents are not interested in the issues being discussed by the Community Council	❑ 1
The public believes the Community Council has no power or status to get things done	❑ 1
The Community Council does not try to understand the views of local people	❑ 1
Other (please specify)	❑ 1

____

Section 3: Community Engagement

This section asks for your views on how you would like to be involved in decisions about the delivery of services in Argyll and Bute.

Q20. First of all, what level of involvement would you want to have in relation to the following decisions about services? Please tick one box for each type of service delivery decision.

Service delivery decision	No involvement	Kept informed	Asked for my views	Directly involved in decision making
How funds are allocated between services	❑ 1	❑ 2	❑ 3	❑ 4
The development of broad plans for services across Argyll and Bute (for example, the Community Plan)	❑ 1	❑ 2	❑ 3	❑ 4
The development of broad plans for services in your local community (for example, the Local Community Plan)	❑ 1	❑ 2	❑ 3	❑ 4
How individual services are run in your local community (for example, schools and health services)	❑ 1	❑ 2	❑ 3	❑ 4
Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)	❑ 1	❑ 2	❑ 3	❑ 4

Q21. Do you feel you have influence in each of the following service delivery decisions? Please tick one box for each type of service delivery decision.

Service delivery decision	Yes	Sometimes	No
How funds are allocated between services	❑ 1	❑ 2	❑ 3
The development of broad plans for services across Argyll and Bute (for example, the Community Plan)	❑ 1	❑ 2	❑ 3
The development of broad plans for services in your local community (for example, the Local Community Plan)	❑ 1	❑ 2	❑ 3
How individual services are run in your local community (for example, schools and health services)	❑ 1	❑ 2	❑ 3
Plans to change the delivery of services in your local area (for example, merging two schools, changing the services provided at a local clinic)	❑ 1	❑ 2	❑ 3

Q22. In the last year, have you received information on how services would be delivered in your local area from any of the following organisations? Please tick all that apply in row 'A' below.

Were you given an opportunity to comment on the proposals? If yes, please tick all that apply in row 'B'.

		Argyll and Bute Council	NHS Highland Argyll and Bute CHP	Strathclyde Police	Strathclyde Fire and Rescue	Scottish Water	Argyll and Bute Community Planning Partnership
A	Received information	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
B	Given opportunity to comment	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1

Q23. If you were given an opportunity to comment, were you satisfied with this process? Please tick in row 'A' if you were satisfied.

If you were not satisfied, what were the main reasons for this? Please tick all that apply in column 'B' against the appropriate organisation.

	Argyll and Bute Council	NHS Highland/Argyll and Bute CHP	Strathclyde Police	Strathclyde Fire and Rescue	Scottish Water	Argyll and Bute Community Planning Partnership
A. Satisfied with process	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
B. Reasons for Dissatisfaction						
Not given enough time	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
Not given any feedback after you made your comments	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
Did not feel your comments were treated seriously	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
Did not feel the exercise was a genuine attempt to consult	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
Could not access venues for public events	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
Times of public events were not convenient	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
Information was not provided in an accessible format	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1

Q24. Are you aware of any decisions taken by public authorities in Argyll and Bute in the last year that you would have liked to be consulted on but were not asked?

No	❑ 1
Yes (please specify)	❑ 2

____

____

____

Thank you for taking part in this very important survey

Please return your questionnaire in the enclosed FREEPOST envelope

If you have lost the FREEPOST envelope, send it free in an envelope marked:

FREEPOST RRZE-SGEY-KCHX
Hexagon Research and Consulting
Suite 401
47 Timber Bush
Edinburgh
EH6 6QH

Appendix 2
The Argyll and Bute Citizens' Panel

In March 2008, Hexagon Research and Consulting were commissioned to recruit and manage a new Citizens' Panel on behalf of the CPP. Recruitment should meet two key objectives:

- It should reflect the views of citizens across Argyll and Bute as a whole
- It should be representative of the population, ideally by location, gender, age, employment status, tenure, ethnic origin and disability issues

We recommended that postal recruitment of Panel members offered many advantages over recruitment through personal interviewing. In particular:

- It is a ***more cost effective*** means of filtering out those who are not interested in joining the Panel and recording the basis information needed at the recruitment stage to profile Panel members
- It is a ***more inclusive*** approach to recruitment, allowing a larger initial sample of residents to be contacted
- It will ***generate a bigger Panel,*** allowing the analysis of sub groups to be carried out more robustly

A short recruitment questionnaire was agreed with the CPP which explained the purpose of the Panel and recorded basic social and demographic information on each Panel member.

To ensure the Panel was as representative as possible, a sample of 10,000 residents was drawn by random systematic sampling from the edited edition of the Electoral Register (in this way, each area within Argyll and Bute would have a sub sample in direct proportion to the size of its adult population).

The recruitment questionnaires were issued, along with return Freepost envelopes, to this sample in two phases in order to monitor the take up from residents. The first phase was issued in mid May 2008 and generated 582 residents who wished to join the Panel. The second phase was issued by mid June 2008 and by the end of June a total 1,286 residents had agreed to become Panel members, exceeding the target set for the recruitment exercise.

The Argyll and Bute Citizens' Panel

Area	% of 2006 Argyll and Bute Population	% of Argyll and Bute Panel	Size of Panel	Sampling Error
Oban, Lorn and the Isles	21.4%	21.9%	282	± 5.8%
Bute and Cowal	24.9%	26.6%	342	± 5.3%
Helensburgh and Lomond	29.6%	28.7%	369	± 5.1%
Mid Argyll, Kintyre and Islay	24.1%	22.8%	293	± 5.7%
Argyll and Bute	100.0%	100.0%	1,286	± 2.7%

The table above presents a breakdown of the Panel by Administrative area, indicating that:

- The distribution of the Panel by Administrative area closely reflects the distribution of the adult population in each area

- The size of the Panel in each area limits sampling errors to under ± 6%, allowing a robust analysis of survey findings not only for Argyll and Bute but also for each Administrative area

Panel Characteristics

Overall, the Panel reflects many of the characteristics of the Argyll and Bute adult population, with most variations being limited to only a few percentage points (a full breakdown is provided in Tables 1-5 of Appendix 2 to this report). This is particularly the case in terms of the following characteristics:

- Residents aged 30-55 (55% of the Panel compared to 51.1% in the Council's 2006 estimate)

- Gender (55% of the Panel are female compared to 50.4% in the Council's 2006 estimate)
- Residents in employment (60% of the Panel compared to 61.1% in the 2001 Census estimate)

However, the principal differences are that

- The Panel has a higher proportion of owner occupiers (85% compared to the 2001 Census estimate of 64.6%) and a lower proportion of those in social rented housing (6% compared to 10.4% in the 2001 Census estimate)

- There are more Panel members who are wholly retired from work (29% compared to the 2001 Census estimate of 16.3%)

As a result of these differences, all survey findings are re-weighted to ensure any bias in the profile of those responding to the surveys is fully corrected.

Appendix 3

Comments on decisions taken without consultation

No consultation to change Union flags to Saltires

Scottish Water upgraded sewerage system in Innellan (?) but did not consult on possibility of including some houses in Toword (?)

Future of Rockfield school site (Oban) x 2

Planning permission for houses built behind me

Council budget allocation

Decision to re-site Co-op on site of caravan park (Lochgilphead)

Building of affordable housing in Garelochhead

Decision to join our area with NHS Highland

Asked for my views on planning approvals and then ignored

Allocation of funding for roads on Mull

Scottish Water's plans for waste water treatment in Lochgair

Future of the ferry service from Gourock to town centre of Dunoon x 2

House building on green field sites x 2

Planning matters x 4

Scottish Water's 'improvement' to sewerage works x3

Change of franchise from BA to Flybe (Tiree)

Closure of Helensburgh swimming pool x 2

Decision to cancel community council elections

Changes to class room assistant hours (Garelochhead)

Decision not to allocate funding for play equipment to our area (Tarbet)

Changes in NHS facilities

Structural work to Iona pier

New system of refuse collection (public meeting not advertised)

Advert regarding houses to be build in Connel was not published in Oban Times so many did not object and there was no public enquiry

Allocation of funds for low cost housing x 2

Proposed Science Park at Dunbeg

Budget allocation for roads

Consultation on Core Paths Plan ignored vital information freely available to officers

Changes to the delivery to the well women's services and family planning

Council service changes

Food waste collection

Closure for maintenance of Helensburgh swimming pool for 9 months

Decision not to replace Helensburgh leisure facility/failure to utilise Clyde Street school building

Future of pier and car park in Helensburgh

Future of Vale of Leven hospital

Desecration of roadside south of Tarbet and Council trying to hide the mess by hand

A&E hospital facilities

New surgery at Tighnabruaich

Making Port Askaig pier available to small boats at all states of the tide

Consultation on access to beaches for wheelchair users was just imparting of information and not proper consultation

Gaelic road signs

The proposed destruction of green areas to make way for the new ring road (from an Oban resident).

Road repairs, street lighting repairs and maintenance of flower beds in West Icing Street and Cairndhu Avenue, Helensburgh

Lack of consultation about the use of community buildings e.g. Soroba Community Centre and ex Rockfield school building (Oban resident)

The plan to close the kitchens in six small rural schools which was shelved following a public outcry (Tarbert resident)

The request for fish farm on/off island – the Council did a terrible, lacklustre attempt at a public enquiry and the community had to defend why we didn't want a fish farm (Bute resident)

The refurbishment of Campbeltown Grammar school

The current recycling scheme was forced on us without consultation

The selection of roads to be resurfaced

Planning applications

Gaelic road signs

Allocation of funding for housing

Changes to the refuse collection service

Registration of septic tanks that are privately owned

Hospital/health centre closures and changes

Permission given for a supermarket on a caravan site – my objections were ignored (Tarbert resident)

Changes to the roads in centre of Helensburgh – they were ok as they were

Town centre traffic flow in Dunoon

Ferry access/Calmac terminal (Hunter's Quay resident)

Just about everything with the National Park authority

Scottish Water not consulting about waste Water treatment plans on Mull

Closure of local swimming pool

Policy on wind farms

Agenda Item 12a

Argyll and Bute Community Planning Partnership

DEPARTMENT / ORGANISATION
MEETING DATE

Argyll and Bute CPP European Funding Package

1. SUMMARY

1.1 All CPPs have the opportunity to bid for ringfenced European funding for projects submitted as part of CPP plan. Local authorities have been given the responsibility to submit the CPP plans.

The CPP funding hub were tasked with creating the plan on behalf of the CPP.

2. RECOMMENDATIONS

2.1 The CPP management committee approve the attached list of projects to be submitted to the Highlands and Islands Partnership Programme (HIPP) by 25/09/09 and finalisation of the bid be assigned to the funding hub.

3. BACKGROUND

3.1 A decision was taken to make £8million of European funding from the Highlands and Islands Partnership Programme available for CPP projects across the Highlands and Islands.

3.2 Funding is to be bid for as a composite application for a package of CPP projects.

3.3 Local authorities were designated by HIPP as the responsible organisation for submitting the CPP application.

3.4 Responsibility for compiling the bid was delegated to the CPP funding hub. Funding hub partners were subsequently requested to assist in bringing forward projects to be considered in the bid.

3.5 The timetable for submission is:

- 25/09/09 application submitted to HIPP
- During October – HIPP technical assessment and feedback
- 03/11/09 – advisory group scoring and Programme Monitoring Committee (PMC) recommendation
- 09/12/09 – PMC decision

- Announcement expected in Spring 2010
- Thereafter, if approved applicants are required to submit a full application to HIPP to draw down ringfenced funding in a process which should have a six week turnaround.

3.6 Eight European Regional Development Fund (ERDF) applications were received for the bid with a project value of £3.9million and grant request of £1.5million (40% intervention rate), and one European Social Fund (ESF) application for a total of £206k and grant request of £103K (50%). Another ESF application is under development and may be included in the submitted application.

3.7 Between now and the final submission to HIPP on 25/09/09, a process of establishing eligibility of project components will take place between the Council's European Officer and HIPP meaning that the total value of the submission may have to reduce.

4. CONCLUSION

4.1 A list of CPP projects which will form a composite bid to ringfence European funding has been created following a process led by the CPP funding hub.

The CPP management committee are being asked to approve the list of projects and to delegate the finalisation of the list to the CPP funding hub.

For further information contact: Mary Louise Macquarrie
European Officer

Telephone 07770 444 388

Organisation	Project and short description	Project Start Date	Project End Date	Total Cost	ERDF	Co-fianance required
Development Coll	**Coll-Middle Pier Slip development**. Part of village enhancement scheme. Has an economic development angle.	**Jun-10**	Jul-11	267,000.00	106,800.00	160,200.00
Tiree Community Development Trust	**Tiree Upgrade of Pier** - at Scarinish to allow fishing boats to use	**Mar-10**	Sep-10	465,000.00	186,000.00	279,000.00
Isle of Luing Community Development Trust	**Atlantic Islands Centre** – Development Planning Phase	**Jan-11**	Mar-12	1,117,425.00	446,970.00	670,455.00
Tarbert Harbour Association	**Tarbert – East Pier upgrade** to allow Waverley to continue to use and attract other users.	**Mar-10**	Jul-10	100,000.00	40,000.00	60,000.00
Friends of the Burgh Hall	**Dunoon Burgh Hall** - phases 1 and 2 will bring the hall back into use creating Friends Room and exhibition/meeting space	**Jun-10**	Aug-11	579,000.00	231,600.00	347,400.00
Argyll and Bute Council (Kintyre Amenity Trust)	**Old School** Campbeltown feasibility study to turn into walkers hostel. Final development stage ([plans, costing, funding strategy]) CARS	**Jul-10**	Jul-11	334,050.00	133,620.00	200,430.00
Argyll and Bute Council (Development Policy)	**Court House** Conversion and adaptation to enterprise/community centre/facilities that ofer employment or training opportunities to local inhabitants.	**Jul-12**	Jul-13	535,550.00	214,220.00	321,330.00
Argyll and Bute Council (Development Policy)	**Town Hall** CARS	**Sep-12**	Sep-13	532,000.00	212,800.00	319,200.00
				3,930,025.00	**1,572,010.00**	**2,358,015.00**

Organisation	Project and short description	Project Start Date	Project End Date	Total Cost	ESF	Co-fianance required
Argyll and Bute Council (Employability Team)	HUBBUS	**Mar-10**	Dec-13	206,812.00	103,406.00	103,406.00
				206,812.00	**103,406.00**	**103,406.00**
			TOTAL	**4,136,837.00**	**1,675,416.00**	**2,461,421.00**

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Funding Hub 22nd July 2009

Attendance at the meeting (9)
Arlene Cullum (ABC Corporate Funding Officer), Lorna Elliot (LEADER Officer) by VC, Sheila McLean, (LEADER Officer) by VC, John Davidson (IJCVS) by VC, Margaret Fyfe, (ABC Community Regeneration and Voluntary Support), Andrew Campbell, Chair (SNH), Mary-Louise MacQuarrie (European Officer, ABC), Kerrie Grant (HIE), Felicity Kelly, (Area Community Regeneration Manager, ABC)

Apologies
Eileen Rae, Alison MacKenzie, Roanna Taylor, Ian Mathieson, Glen Heritage.

Information Session
A) On Community Planning Partnership European Funding Plan, led by Mary-Louise MacQuarrie.

ML outlined the processes and highlighted the issues regarding timescales, particularly for traditional skills training for employability. This was therefore taken out of the bid. In response to the earlier call for projects ML had received responses from
1. LEADER
2. Campbeltown Townscape Heritage Initiative as proposed at last meeting
3. HUBBUS

The projects submitted did not all meet with requirements and ML asked for further submission of potential project for the wider area. JD has projects to submit and AC suggested Stramash but was informed that this would likely be a state aid issue. A discussion arose on state aid and community interest companies and the group agreed that;
Action JD will bring this up with the appropriate minister and make direct contact with HIPP.

Action ML Re-send the project list and invite submissions.

B) HIE Overview by Kerrie Grant
1. Work with small businesses is now through Business Gateway which is run by Argyll and Bute Council
2. Small grants for small businesses growth (not start up) in fragile areas – west coast islands, Cumbrae and part of Cowal - £5000 min and 25% intervention
3. Focus is on businesses and social enterprises of growth and transformational projects
4. Strengthening Communities Section deals with
   (i)A specific number of social enterprises each year
   (ii) Community Account Management (providing revenue funding for a local development officer post) – geographically targeted communities.

This led to a wider discussion regarding how these are decided and how HIE will consult with the CPP in deciding which areas should be included in the future. There was discussion around HIE's project looking at what outcomes to use for these projects – measurements such as community confidence, numbers on the school role, investment in the area that would take in the whole community. In 2009-10 Cumbrae, Jura and Coll will have funding for a local development officer which will be a 2 yr post and this will be followed by a review. Further areas will be selected in conjunction with stakeholders for 2010-11 onwards.

(iii)) Community Land Unit – help with land acquisition + feasibility.
10 – 20% funding.

There followed a discussion around measurements/ outcomes/ visioning and John suggested sharing measures/ outcomes with Kerrie, and demonstrating how these fit with SOA so that there is consistency in approach.

Action: Arlene to contact John for further thoughts on this and together draft and send a letter to appropriate body.

2. Minute of Last Meeting

Agreed with amendment that EW tendered her apologies for the previous meeting.

3. Matters Arising

None that weren't on the agenda.

4. Demonstration Project

MF gave an update of the events and encouraged people to fill in the Demonstration Project questionnaire which is available on line and/or to attend meetings taking place across the area. See www.argyll-bute.gov.uk/thirdsector for info.

MF updated the Hub of recent Fairer Argyll and Bute developments where FAB Partners presented projects – 25 project proposals ratified by 14th August by FAB Partnership. There is no application form for next year as this is not a competitive grant fund.

5. Latest Funding Awards in Argyll and Bute

No information provided.

6. Meeting Themes

It was suggested that the theme of the next meeting is widened to include all agencies working around community energy/renewables and that they be invited to present at the next meeting of the Funding Hub.

Action Sheila

10. AOCB

The Hub agreed that the project for the next Funding Hub is Dunoon Burgh Hall. If anyone has an appropriate project for consideration then please let Arlene know as soon as possible.

DoNM

- 16th Sept Oban Fire Station
- 11th Nov HIE, Lochgiplead (vc available)

Argyll and Bute Community Planning Partnership

Management Committee
Date:

Title : CPP Economy Thematic Group

1. SUMMARY

1.1 The new CPP Thematic Group on the Economy has been established and held its first meeting. This paper briefly outlines the background of and progress made by the group.

2. RECOMMENDATIONS

2.1 That the Management Committee note the progress made.

3. BACKGROUND

3.1 The first meeting of the CPP Economic Thematic Group took place on the 26th of August in the Members Room, Council offices, Kilmory.

3.2 The meeting was attended by Elected members, Council officers and Douglas Cowan, Lead officer for the thematic group.

3.3 Discussions took place around the establishment of the group, terms of reference, membership, roles and responsibilities. It was clear that some members had only limited prior exposure to Community Planning and additional briefing / information would be beneficial.

3.4 A draft Community Plan Thematic Content paper was presented for consideration, and was the subject of some discussion. It was agreed that a statement on transport would be included. Further guidance required on how transport fits within community planning structures.

3.5 To ensure maximum benefit to the community planning process, the group must retain a strategic overview, in addition to monitoring specific actions. It is also important that the group is able to add value both to Community Planning but also for individual members both Council and partners.

3.6 Agreement reached on other partners to be invited to future meetings, to include third sector and business representatives, Skills Development Scotland,

3.7 More detail on the three economy topics including proposed actions to be developed prior to next meeting.

4. CONCLUSION

4.1 Group members agreed to comment on the proposed Community Plan Thematic content and feed back to Theme Lead and Community Planning Manager to enable progress to be made on the Community Plan.

For further information contact: Douglas Cowan

Telephone

Argyll and Bute Community Planning Partnership

Management Committee
16th September 2009

CPP Environment Thematic Group

1. SUMMARY

1.1 The new CPP Thematic Group on Environment have has been established and have had their first meeting. This paper briefly outlines the background of and progress made by the group.

2. RECOMMENDATIONS

2.1 That the Management Committee note the progress made.

3. BACKGROUND

3.1 The first meeting of the CPP Environment Thematic Group took place on the 12th of August in the Council Chambers, Kilmory.

3.2 The meeting was well attended by Elected members and CP Partners

3.3 Discussions took place around the establishment of the groups, their membership, roles and responsibilities. As some members had not previously been exposed to community planning some time was taken to explain the background and aims of CP.

3.4 A draft Community Plan Thematic Content paper was presented for consideration

4. CONCLUSION

4.1 Group members agreed to comment on the proposed Community Plan Thematic content and feed back to Theme Lead and Community Planning Manager to enable progress to be made on the Community Plan. The Theme Lead noted that it was important for Councillors to be fully involved in the community planning process and for linkages and understanding with partners to become more fully developed if Argyll and Bute is to reap maximum economic, social and environmental benefit.

For further information contact: Andrew Campbell

Telephone

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Community Planning Partnership
2010 Meeting Schedule
all meetings to be held on a Wednesday commencing at 10.00 am

Full Partnership Meetings

Meeting 10th February – Council Chambers

Meeting 30th June – Council Chambers

Meeting 24th November – Council Chambers

Management Committee Meetings

Meeting 20th January – Venue TBC

Meeting 24th March – Venue TBC

Meeting 16th June – Venue TBC

Meeting 8th September – Venue TBC

Meeting 3rd November – Venue TBC

Meeting 15th December – Venue TBC

Proposed Meeting Dates For
Local Area Community Planning Groups
And
Thematic Community Planning Groups

11 November 2009 – Update covering meetings held in August, September and October

20 January 2010 – Update covering meetings held in November, December and January 2010

24 March 2010 – Update covering meetings held in February and **March** 2010

16 June 2010 – Update covering meetings held in April, May and **June** 2010

Thematic Community Planning Groups

For reporting to CPP MC on 20 January 2010

- 9 November2009 Social Affairs Thematic Group
- 12 November Environment Thematic Group
- 25th November Economy Thematic Group

For reporting to CPP MC on 24 March 2010

- February 2010 Social Affairs Thematic Group All dates to be confirmed
- February 2010 Environment Thematic Group
- February 2010 Economy Thematic Group

For reporting to CPP MC on 16 June 2010

- May 2010 Social Affairs Thematic Group All dates to be confirmed
- May 2010 Environment Thematic Group
- May 2010 Economy Thematic Group

Local Area Community Planning Groups

For reporting to CPP MC on 11 November 2009

September 1st 2009	Bute & Cowal CPP Group
September 2nd 2009	MAKI CPP Group
September 8th 2009	Helensburgh & Lomond CPP Group
September 9th 2009	Oban Lorn & the Isles CPP Group

For reporting to CPP MC on 20 January 2010

November 3rd 2009	Bute & Cowal CPP Group
November 4th 2009	MAKI CPP Group
November 10th 2009	Helensburgh & Lomond CPP Group
November 11th 2009	Oban Lorn & the Isles CPP Group
January 5th 2010	Bute & Cowal CPP Group
January 6th 2010	MAKI CPP Group
January 12th 2010	Helensburgh & Lomond CPP Group
January 13th2010	Oban Lorn & the Isles CPP Group

For reporting to CPP MC on 24 March 2010

March 2nd	Bute & Cowal CPP Group
March 3rd	MAKI CPP Group
March 9th	Helensburgh & Lomond CPP Group
March10th	Oban Lorn & the Isles CPP Group

For reporting to CPP MC on 16 June 2010

May 4th	Bute & Cowal CPP Group
May 5th	MAKI CPP Group
May 11th	Helensburgh & Lomond CPP Group
May 12th	Oban Lorn & the Isles CPP Group

JULY RECESS

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