NOTICE OF MEETING

A meeting of the KINTYRE INITIATIVE WORKING GROUP will be held in the COUNCIL CHAMBERS, TOWN HALL, CAMPBELTOWN on FRIDAY, 26 AUGUST 2011 at 10:00 AM, which you are requested to attend.

BUSINESS

1. APOLOGIES

2. MINUTES OF PREVIOUS MEETING - 24 JUNE 2011(Pages 1 - 10)

3. INFRASTRUCTURE
   (a) WIND TOWER LIMITED - ISHABEL BREMNER
   (b) MACHRIHANISH MOD SITE - ABC, IAN WARDROP
   (c) CAMPBELTOWN AIRPORT - HIA LTD
   (d) SCOTTISH WATER

4. TRANSPORT
   (a) LINKAGES OUT OF KINTYRE
   (b) A83 - JULIAN GREEN - TO FOLLOW
   ©) UPDATE ON SERVICE ROUTES
   An update from Colin Craig, West Coast Motors in regards the increased services on the 926 bus route.

5. SUPPORTIVE BUSINESS ENVIRONMENT
   (a) BUSINESS GATEWAY - MARY KENNEDY
A report by Kate Fraser updating on the delivery of the Business Gateway service. (Pages 11 - 28)

(b) HIGHLANDS AND ISLANDS ENTERPRISE
A report detailing the financial assistance provided by Highlands and Islands Enterprise to businesses, community groups, public sector partners and other organisations to deliver specific projects. (Pages 29 - 30)

(c) TAILORED TRAINING - ARGYLL COLLEGE
A short presentation from Darlene Russell.

(d) AGRICULTURE - DOUGIE MCCORMICK NFU / SANDY PIRIE

6. PLANNING AND PLACE - TOWN CENTRE AND WATERFRONT

(a) CHORD PROJECT

(b) TOWN HALL UPDATE - TO FOLLOW

© TOWN CENTRE MANAGER - AILEEN MACLENNAN
Reports by Aileen MacLennan, Campbeltown Town Centre Manager. (Pages 31 - 36)

7. INWARD INVESTMENTS - KEY FACTORS

(a) BUSINESS IMPROVEMENT DISTRICTS SCOTLAND
A Powerpoint presentation by Ian Davison Porter, Director – Business Improvement Districts Scotland.

(b) KINTYRE PRODUCT / TOURISM AND MARKETING

(c) KINTYRE WAY

(d) ENERGY (RENEWABLES) - ISHABEL BREMNER

8. LOCAL AREA COMMUNITY PLANNING (LACPG)
The next meeting of the LACPG is scheduled for – 7 September 2011 – 10.00a.m. Council Chambers, Kilmory, Lochgilphead.

There will be VC facilities between:-

Islay Servicepoint
Jura Servicepoint
Colonsay Servicepoint
Campbeltown Police Station.

9. A.O.B.
KINTYRE INITIATIVE WORKING GROUP

Councillor Rory Colville (Chair)

Contact: Theresa McLetchie - Tel: 01546 604511
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MINUTES of MEETING of KINTYRE INITIATIVE WORKING GROUP held in the COUNCIL CHAMBERS, TOWN HALL, CAMPBELTOWN on FRIDAY, 24 JUNE 2011

Present:

(Chair)
Councillor Rory Colville
Councillor Donald Kelly
Councillor John Semple
Stephen Doogan
Theresa McLetchie
Ishabel Bremner
Ann Gallacher
Stuart Green
David Roger
John Lamont
Maryanne Stewart
Keith Millar
Bob Chicken
John Bakes
Owen Paisley
Susan Paterson
Ian McIntyre
Alan Reid
Alistair McKinlay
Jane Mayo
Harvard Davis
Ian Wardrop
Janette Jansson

Argyll and Bute Council
Argyll and Bute Council
Argyll and Bute Council
Argyll and Bute Council – Employability Team
Argyll and Bute Council
HIE
HIAL
AVA
Job Centre Plus
Tarbert & Skipness CC
Southen CC
Kintyre Way Ranger
Southend CC
Tarbert & Skipness CC
MP
Kintyre Community Care Forum
CCB & Picture House
CCB & Picture House
MACC
General Manager, Machrihanish Dunes Golf Club

1. APOLOGIES

The Chair welcomed everyone to the meeting.

Apologies were intimated by:-

Cllr Robin Currie
Cllr McAlpine
Cllr McIntyre
Aileen MacLennan
Iain McGlashan
Mary Kennedy
Dhonna McCallum
Darlene Russell
Michael Russell MSP
Jamie McGrigor
Phil Hinchcliff
2. MINUTES OF PREVIOUS MEETING - 15 APRIL 2011

The Minute of the last meeting were approved as a true record. Proposed by Susan Paterson and seconded by Jane Mayo.

Matters arising:-

The Chair advised attendees that responses to the two letters sent on behalf of the group - re: the former Macrihanish base would be re-circulated with the Minutes.

3. INFRASTRUCTURE

(a) SKYKON - ISHABEL BREMNER

Ishabel Bremner advised that the new company who had taken over from Skykon were – Wind Tower Limited. She informed the forum that Wind Tower Ltd had signed a project brief and would be undertaking work on existing orders. The company had received funding amounting to 3.9 million from ERDF.

David Roger stated that a meeting had been convened between Wind Tower Ltd and the existing workforce and the outcome was extremely positive. A new Business model was being devised and would be implemented.

Councillor Kelly voiced his concerns in regards completion of work on Longrow Road. The Chair replied that funding had been set aside from the CHORD project for this remedial work.

(b) MACHRIHANISH MOD SITE - ABC, IAN WARDROP

Ian Wardrop reported that the submission from MACC for charity status had been accepted. He stated that the MOD had appointed a new negotiator – Alex Neil – and that a quarter of the MACC submission had still to be negotiated and completed. If these discussions were not agreed, then it was possible that they could escalate to a ministerial level.

Ian informed forum that negotiations were still on-going with the MOD to resolve the water/sewage issues at the site. Alan Reid enquired if Scottish Water were involved in the issue. Ian replied that Scottish Water were currently investigating some of the issues. Alan Reid advised that he would update the Minister on this.

Ishabel Bremner advised of further LEADER support for the project.
(c) **CAMPBELTOWN AIRPORT - HIA LTD, DEFENCE ESTATES**

John Lamont, HIA Ltd, advised on the latest figures – there was an increase of 31% on passenger figures. In regards aircraft movements, this was up by 26.7%.

It was agreed that John Lamont and Janette Jansson, General Manager – Machrihanish Dunes Golf Club would meet to discuss the possibility of increased flights tailored to meet the needs of golfers visiting the area.

John advised that the some of the runway lighting at the airport had had to be replaced with a portable system. However, this met with the regulatory standards and did not impact onto flight schedules.

Maryanne Stewart voiced her concerns in regards flights being late and the need for a dependable air service. John advised that Loganair were responsible for service delivery.

**Action:** Theresa McLetchie would invite a representative from Loganair to the KIWG meeting scheduled for August.

(d) **SCOTTISH WATER/SOUND OF KINTYRE**

David Roger reported that Scottish Water were undertaking a study in the area to find a comprehensive solution to local water issues. He envisaged that the study would be completed by the end of July and, thereafter, costs for remedial work would be ascertained.

4. **TRANSPORT**

(a) **LINKAGES OUT OF KINTYRE**

Councillor Semple reported that he had raised the issue of Road Equivalent Tariff (RET) at the last MAKI Area Committee meeting. He would advise KIWG members of any update.

(b) **A83 - JULIAN GREEN**

There was no update received from the Roads Section.

(c) **WINTER MAINTENANCE**

5. **SUPPORTIVE BUSINESS ENVIRONMENT**

(a) **BUSINESS GATEWAY - MARY KENNEDY**

Ishabel Bremner reported that initially course attendance in Campbeltown was excellent, then the trend was for numbers to fall off. However, she stated that workshops would still go ahead. Councillor Semple stated that video conferencing would be an advantageous format for delivering courses across the area. Susan Paterson stated that travel issues were an important factor in local people attending courses. Ishabel Bremner reported on the limited
VC facilities in the area which would restrict this initiative.

Susan enquired on the procedure for small, local businesses to get onto Argyll and Buté’s list of preferred contractors. The Chair replied that there were new procurement laws which legislated this.

(b) **HIGHLANDS AND ISLANDS ENTERPRISE**

The report detailed the financial assistance given to businesses, community groups and other organisations in the local area.

(c) **TAILORED TRAINING - ARGYLL COLLEGE**

Councillor Semple requested that the Principal of Argyll College be invited to the next KIWG meeting to advise on the college strategy on VC usage. He suggested that it would be pertinent for Business Gateway to schedule a meeting with the College prior to the KIWG meeting.

**Action:** Theresa McLetchie would invite Mike Breslin to the August meeting

(d) **AGRICULTURE - DOUGIE MCCORMICK NFU / SANDY PIRIE**

There was no update received.

6. **PLANNING AND PLACE - TOWN CENTRE AND WATERFRONT**

Stuart Green reported on the forthcoming launch of Malin Waters scheduled for 13 July. He was aware that local traders closed on a Wednesday, but assured the forum that the Town Centre manager had alerted traders of the event.

Howard Davis enquired on the status of the proposed marina in light of the recent decision to remove funding. The Chair replied that a new study was proposed to determine the future of the marina. Janette Jansson agreed that the marina was a key project and would make a positive impact on the local area.

The Chair thanked Stuart for all his hard work and effort in creating this unique event.

(a) **CHORD PROJECT**

**Townscape Heritage Initiative**

- Social Enterprise Team are supporting the SKDT and CCC with the development of the Town Hall. Big Lottery funding has been secured to appoint a Development worker for a 6 month period, we are currently awaiting the outcome of LEADER funding to allow the post to be advertised. A Growing Community Assets Lottery application will be submitted to fund the shortfall in the refurbishment costs;
- Work commenced at the Old Schoolhouse on 16th May 2011. The
main contractor is local firm McKinven and Colville;
- Work commenced at the Royal Hotel on 21st March 2011, THI contribution is £30,000, total project costs are £2.8M;
- Significant progress has been made with the target tenements on Main Street (27-31 and 60);
- A Dangerous Building Notice has been served on the property at 50-52 Main Street / 2 Cross Street;
- A further 5 shopfronts have been refurbished bringing the overall total to 17. Further small grant works have also been carried out;
- Public realm proposals are currently being developed in conjunction with the Kinloch Road Regeneration team (see below);
- Further training events have been held including a series of specialised courses for community groups; and
- The THI web pages on the Council website have been refreshed - this includes text and images of grant related works.

Campbeltown Berthing Facility

- Hyder Consulting Ltd in consortia with DTZ were successful in securing the contract;
- The consultants are already heavily engaged with a range of stakeholders to explore those key points set out by the board in December 2010;
- A workshop is scheduled for 28 June. This will include presentations by the consultants on latest options to date; and
- The consultants will be presenting their final (draft) report to the CHORD board meeting in August.

Kinloch Road Regeneration

Depot Remediation
- Demolition and cut back complete;
- Hydrocarbon removal now underway;
- Discussions with ACHA regarding handover stage ongoing; and
- Press release being issued to update the public on this element of the work (reports of diesel / petrol smells around the site have been received which will be addressed through this excavation work).

ACHA Funding (and land transfer)
- Legal agreement now progressing to sign off – target date of 30 June following sign off of updated planning permission expected 22 June; and
- Funding (both CHORD and Strategic Housing Fund) and land transfer tied into one agreement.

Public Realm
- 2 positive meetings held between Royal Hotel, THI and KRR teams, agreement between the teams on surfacing materials around the hotel now being explored; and
- Discussions taking place re: landscaped area at bus station - proposals being drafted.
Land Adjacent to the Council Depot

• Remains on hold, as agreed, until remediation is complete.

(b) TOWN HALL UPDATE
There was no update received.

(c) TOWN CENTRE MANAGER - AILEEN MACLENNAN
There was a report from the Town Centre manager updating on local issues.

7. INWARD INVESTMENTS - KEY FACTORS

(a) KINTYRE PRODUCT / TOURISM AND MARKETING
David Rodger advised that work was ongoing with the Royal Hotel.

(b) KINTYRE WAY - OWEN PAISLEY
Owen Paisley, Kintyre Way ranger, gave a verbal update to the forum. He reported that approximately 2000 people had been on the route last year. This generated an income of between 300-500k for the local community. Predominantly walkers were older and tended to favour accommodation in local B & B’s and small hotels. There was capacity to encourage more walkers to the area.

He detailed the extent of his work remit – this included maintenance, repairs and liaising with local land owners. Owen was also closely involved in the direct marketing of the Kintyre Way, and expanded on the need to generate more funding.

The Chair thanked Owen for his informative talk and provided information on the Business Improvement Districts Scotland (BIDS) scheme which he felt would be ideal for the Kintyre Way. John Bakes confirmed that he would inform the other directors on the Kintyre Way board of this potential opportunity for further funding.

It was agreed that an invite would be proffered to Ian Davison Porter, BIDS Director to attend the August meeting.

Ishabel Bremner informed Owen that LEADER may be able to match fund any additional funding he managed to obtain.

Details of an excellent presentation given by – Heart of Argyll – in Tarbert were provided. It was agreed that an invitation would be initiated for a representative to attend the KIWG meeting in October.

(c) ENERGY (RENEWABLES) - ISHABEL BREMNER

• Executive Summary of REAP produced – available for download from web site, see: http://www.argyll-bute.gov.uk/planning-and-
The Development Projects and Renewables team has been working on renewables pages on web site and would welcome feedback on how useful it is, see http://www.argyll-bute.gov.uk/planning-and-environment/renewable-energy-action-plan

Developed Renewable Interactive Map - now live and on web site. Search facility by area and renewable type – feedback welcome http://www.argyll-bute.gov.uk/planning-and-environment/renewable-energy

Working with the Council’s GIS team to further develop the interactive map to include details of community benefit associated with commercial on shore wind development and then link through to individual trusts/community councils and details of community projects supported by individual funds – 7 operational wind farms in Argyll all with associated funds – amounts to over £100,000 annually going to communities. All information will go onto web site and map. Also looking to link into Community Energy Scotland web site and toolkit and grant/loan info that they have relating to assisting communities development their own renewable projects.

Approval by Scottish Government (SG) of consent for Islay Tidal Device – 10 mw – (10 x 1mw tidal devices on the seabed in the Sound of Islay). Hope to be operational by 2013. World leading project, funding still to be secured.

Second meeting of Argyll and Bute Renewable Alliance (ABRA) was held in Inveraray on Wednesday – ABRA is a strategic alliance made up of SG, HIE, Argyll and Bute Council, Marine Scotland, The Crown Estate, Skills Development Scotland, key developers and transmission operator SSE. Key focus of the meeting was transmission, work of HIE Renewable Team (Audrey McIver attended and presented – Audrey is Head of Renewables Team) and discussion regarding ports and harbour infrastructure and future needs of industry re off shore wind and marine (wave and tidal). Next meeting is October 2011. Please note, further to the KIWG meeting Ishabel Bremner checked the issue with regard to community engagement. ABRA has established community engagement through the Local Area Community Planning Groups.

Attended All Energy event in Aberdeen on 17/18 May. Stand with HIE under the banner of Argyll and Isles. Enabled the Development Projects and Renewables team to promote the area where Machrihanish in conjunction with the nearby Campbeltown Harbour is identified as one of the key manufacturing sites in the National Renewables Infrastructure Plan - NRIP.

National Renewable Infrastructure West Coast Cluster brochure being produced by Scottish Enterprise – Council has been working with HIE and feeding into this to ensure promotion of Campbeltown/Machrihanish. Material will be used at off shore wind event in Liverpool in the next few weeks – a representative from HIE hopes to attend this event.
• The Development Projects and Renewables team will be attending ALIenergy Renewable Energy Show on 16 August which will focus on householders and businesses benefiting from Feed in Tariffs (FIT) and Renewable Heat Incentive (RHI).

8. LOCAL AREA COMMUNITY PLANNING (LACPG)
Stephen Doogan stated that, as yet, nothing had been formalised in regards the MAKI LACPG.

9. A.O.B.
Susan Paterson highlighted the difficulties in regards the consultation for the Local Development Plan.

Maryanne had disseminated information through local voluntary agencies.

Stuart Green reported in regards the Main Issues Report, that the main point of contact was Fergus Murray and the deadline for response was – 18 July 2011.

The link to the report is attached:-

http://www.argyll-bute.gov.uk/moderngov/Published/C00000376/M00004614/AI00058759/MIRFinalFinalFinalReportdistilled110411.pdf

The Chair thanked everyone for attending and the meeting closed at 12.25p.m.
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Kintyre Action Plan : Status Report

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<th>Action / Project Overall Status</th>
<th>Delivery of Business Gateway service</th>
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<td>Action / Project Summary:</td>
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<td>Business Advisers have run clinics on Islay and in Campbeltown</td>
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<td>Workshops were not scheduled for July &amp; August due to seasonality</td>
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<td>Workshop programme for September to March confirmed and available on <a href="http://www.bgateway.com">www.bgateway.com</a></td>
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<td>Robert Pollock and Mary Kennedy presented paper on Business Gateway to the MAKI Area Committee outlining the support available (attached for information)</td>
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**Milestone/s scheduled for completion**

- Meet the Adviser Sessions scheduled bi-monthly for Campbeltown and Islay, plus one in September on Jura
- Competitive Business Growth programme - pilot ends 30 September 2011. There will be a final run of advertising in late August to promote this

**Impact:**

- 8 Start-up businesses supported in Mid Argyll Kintyre & Islay April – July 2011 compared to 6 for same period 2010
- 64 Existing businesses supported in Mid Argyll Kintyre & Islay April-July 2011 compared to 25 for same period 2011
  - Either attended workshop, met an adviser or had a query resolved successfully
- 41 Business Adviser appointments in MAKI April- July 2011 compared to 39 for same period 2011
  - 15 Existing businesses
  - 26 Pre-start/start businesses

*Analysis of Q2 results broken down by ward within MAKI will be available at the next meeting*
1. SUMMARY OF ISSUES

At the June MAKI Area Committee meeting, Members had a discussion about Fragile Communities, as a result of which they agreed the following points:

- More engagement with local businesses
- Continuous support for small businesses not just new burgeoning businesses.

The purpose of this information paper is to provide the MAKI Area Committee with an update on the support that the Council’s Business Gateway team can provide to businesses in the area and the methods used to engage them.

2. RECOMMENDATION

The KIWG notes the content of this paper.

3. KEY ISSUES TO NOTE

3.1 Current support to new and existing businesses

Business Gateway can provide support to all small and medium sized enterprises in MAKI, regardless of the business’s age, volume of staff employed or turnover. This support takes the form of access to one to one advice from a business adviser, workshops to develop specific business skills and access to business information.

To help all businesses access support, particularly those in rural or island communities, Business Gateway offers:

- A comprehensive website of business information including a range of self-help interactive tools at www.bgateway.com and a national enquiry line
- Adviser clinics held across the region. For MAKI, clinics have been held in Islay, Campbeltown, Lochgilphead, Jura and Inveraray
- Adviser appointments at client premises if appropriate eg. Advisers have met clients in Clachan, Gigha, Kilberry, Southend, Ardfern
- Workshops delivered not just in Argyll’s key towns but on islands where demand exists. Workshops have been delivered on Bute, Islay and Tiree.

More detail on how Business Gateway provides support is attached as an appendix.

Any business looking for support to start, survive or grow can access Business Gateway support, including meeting a business adviser. This is different to Lowland Scotland where one to one advisory services are restricted to those with prescribed levels of growth potential. A more flexible approach has been adopted across Business Gateway in the Highlands and Islands area due to the economic profile of
the area, giving Business Gateway the ability to support all businesses with potential to benefit the local economy. Additional adviser focus is given to clients with growth potential.

Business Gateway can signpost businesses to appropriate sources of funding, including the Council’s pilot Competitive Business Growth Programme, which is administered by the local Business Gateway team.

3.2 Current business engagement activity

As a new service in MAKI following the launch in July 2009, Business Gateway has pro-actively raised the profile of the service and engaged with the business community via several methods:

a) Building and maintaining a referral network (see page 12 of appendix)
   - Developing a broad base of contacts with organisations that engage with SMEs, explaining the support on offer and encouraging them to refer clients to Business Gateway as appropriate e.g. banks, solicitors, estate agents, accountants, FSB
   - Working with partner organisations which provide specialist support to SMEs to agree referral processes and client support eg, Scottish Manufacturing Advisory Service, Highlands and Islands Enterprise, Skills Development Scotland

b) Marketing
   - Sponsorship of the business pages in the local press – monthly advert and text within the page (Argyllshire Advertiser, Campbeltown Courier & Oban Times cover MAKI)
   - Press releases sharing examples of the support provided to clients and the business benefit this produced for them
   - Advertising of Business Gateway workshops, roadshows and adviser clinics in the local press (Argyllshire Advertiser, Campbeltown Courier, Oban Times, The Ileach) and online (Kintyre Forum, HI Arts website)
   - Enterprising Argyll Roadshow in September 2010 included Campbeltown, Inveraray and Islay venues and promoted not only Business Gateway support but wider support as up to 12 partner organisations attended including FSB, VisitScotland, Skills Development Scotland and the Council's Social Enterprise team
   - A bi-monthly ezine to the Business Gateway database of c1300 contacts (enquirers, businesses supported and the partner/referral network) to keep them updated on the support on offer
   - Business Gateway national unit marketing activity has included press ads in local and national titles, online advertising and radio ads
c) Participation in business groups/forums/events

Attending various forums, whether ad hoc or as a permanent member, helps Business Gateway to engage with the wider business community and stakeholders. For instance:

- Argyll and Bute Agricultural forum
- Kintyre Initiative Working Group
- Strategic Tourism Partnership
- Mid Argyll Chamber of Commerce

3.3 Current impact

An increasing volume of clients has been supported by Business Gateway in its second year, with enquiry volumes overall rising from 755 in 2009-10 to over 1,500 in 2010-11, demonstrating a greater engagement with local businesses and prospective entrepreneurs.

Business Gateway performance data for 2010-11 covering MAKI:

- Excluding workshop bookings from enquiries, MAKI provided 34% of client enquiries, of which 65% were start-up enquiries (91) and 35% were existing business enquiries (48). This compares to an average across MAKI/OLI/CB of nearly 70% of enquiries being start-up
- 8 start-up workshops and 17 existing business workshops/events were delivered in MAKI, with over 150 attendees in total. Locations included Inveraray, Islay, Campbeltown and Lochgilphead.
- 27 new starts were supported (31% of total start-ups)
- 134 existing business were supported with advice or workshops (36% of total existing businesses supported)
- 9 MAKI based businesses are included in the Business Gateway growth pipeline (31% of total growth pipeline)
- 309 clients in the MAKI area are on the ezine contact list

In terms of approvals for the Competitive Business Growth programme, 3 start-up grants have been approved for MAKI (one third of the total) and 2 growth grants (one third of the total).

4. NEXT STEPS

Although engagement and support to businesses in MAKI has grown year on year, Business Gateway recognises the importance of continuing to increase engagement. Several activities are planned to support this objective:

- A review of the island/fragile/rural area adviser visit programme. Following the success of the ‘Meet The Adviser’ sessions on Islay, the Campbeltown pilot will be continued to try and build momentum and sessions in Lochgilphead and Colonsay will be introduced. Sessions will be repeated on Jura
• The potential for a joint event with HIE in Campbeltown to engage the business community and encourage networking is being explored
• A number of potential new workshops are being researched to try and broaden the appeal of Business Gateway, particularly to existing businesses
• Links to other Council departments engaging with businesses are being strengthened to better identify opportunities to support clients e.g. Trading Standards/Environmental Health
• Word of mouth referrals are being encouraged based on the high levels of client satisfaction
• Sponsorship of the monthly business pages in the local press will continue
• Relationships with referral organisations and partners will be maintained and new contacts explored
• Refreshed Business Gateway pages on Argyll and Bute Council’s website
• Additional marketing activity will be explored e.g. a test mailing to businesses who have not engaged with Business Gateway

5. CONCLUSION

The KIWG notes the content of this paper.

6. IMPLICATIONS

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For further information contact:

Kate Fraser, Senior Development Officer, 01546 605 453
Business Gateway in Argyll and Bute

Summer 2011
“Practical help, advice and support for new and growing businesses in Scotland“

- Business Gateway offers free, impartial business advice to anyone wanting to start up or develop a business.
Business Gateway uses national resources complemented by locally contracted services to support start-up and existing businesses

**National resources**
- comprehensive website [www.bgateway.com](http://www.bgateway.com)
- central enquiry service
- information service

**Local resources**
- workshops & events
- business advisor support
www.bgateway.com

- wide range of business information
- interactive tools
- free & available to all
- 85% of users in Argyll and Bute are satisfied with the website versus 75% nationally

What's new
  - eg regulation updates, newly published resources
  - Regulations, licenses and compliance
  - Interactive tools
    - eg employing people checklist, assess the health of your business
  - Directories
    - eg business awards, downloadable Govt forms, case studies

Satisfaction data taken from Jan-Mar 2011 survey; 12 month average
enquiry service

manages all the initial Business Gateway phone calls to 0845 609 6611 and emails to info@bgateway.com

- provides initial support to clients
  - sends start-up and existing business packs
  - books clients on to events
  - refers clients on to the local offices
  - answers client questions using a range of in-house information and bgateway.com where appropriate

- same team also provides enquiry handling support for Scottish Enterprise, Scottish Development International, Interactive Scotland and Scotland Food and Drink

- 89% of users in Argyll and Bute are satisfied with the enquiry service versus 86% nationally

Satisfaction data taken from Jan-Mar 2011 survey; 12 month average
Free research and information to any Business Gateway client company anywhere in Scotland, at any stage of their development

- UK and international market research, including market size, value, trends, forecasts and consumer behaviour
- News articles and trade publications
- UK company reports and lists, including financial reports and credit checks
- Details of commercial premises available for sale or lease across Scotland
- Subscribes to a wide range of commercial databases
- 86% of users in Argyll and Bute are satisfied with the information service versus 89% nationally

Satisfaction data taken from Jan-Mar 2011 survey; 12 month average
Q … I am looking for a list of all children’s day nurseries in the G43 1TW postcode area as well as information relating to the average weekly earnings for this area.

A… Client was emailed links to online business directories and a number of online resources that hold details of children’s nurseries. Client was also sent information on average weekly earnings from the Scottish Neighbourhood Statistics website.

“Thank you for the information - it was exactly what I was looking for.”

Q … I am looking for details of the number of people employed in Health & Safety management positions across the UK

A… This client received a range of newspaper articles from the Nexis UK database featuring statistics on the number of health and safety inspectors and managers in the UK. We also sent the most current statistical data from the Office of National Statistics, Scottish Government and Nomis websites. In addition we signposted the client to a range of other organisations who were able to assist further.

“Perfect, thanks for your prompt help on this.”
workshops & events

A range of workshops and events are delivered locally

Suite of core workshops available

• start-up workshop: typically run as 4 modules across 2 days

• HMRC workshops: self-assessment, becoming self employed

• business skills: website development, online trading, book-keeping

Flexibility to deliver & evolve courses appropriate to local needs

• Self Assessment webcast pilot was successful

• Pilot of online learning modules had low usage

• Pilot procurement workshops well attended and received
workshops & events

- 60 workshops/events were delivered in 2010-11 (excluding Helensburgh & Lomond)
- 881 booked on and 545 attended
- 100% of users in Argyll and Bute are satisfied with the workshops versus 93% nationally
- 96% of feedback sheets received locally rated workshops good or excellent

I was made to feel relaxed at the workshops, which gave me the confidence to take part
Sharon Brady, Oban

The start-up workshop was a great way to pick up useful information and skills to help me run
my business. It was also good to meet other people getting ready to start a business and really motivated
me to go ahead
Stephen Gallagher
Pristine-Kleen, Dunoon

I would thoroughly recommend anyone looking to start-up a business to go on the start-up workshop. The amount of
information on hand over the 2 days is excellent especially if you have never had experience of writing a business plan and
managing business finances
Jon Ireland, Clearbox Designs
Oban

I feel everyone walked away much more confident in their own web building skills, I know I did. The trainer
was flexible, enthusiastic and certainly knowledgeable about his subject matter and the course was very helpful.
Carole McCallum, Campbeltown

Satisfaction data taken from Jan-Mar 2011 survey; 12 month average
local business advisers

Our local Business Advisers are experienced business mentors and have all spent time in the commercial world, both in management positions and running their own business.

Oban, Lorn & the Isles
Nicky Archibald
01546 605 456
nicky.archibald@argyll-bute.gov.uk

Mid Argyll, Kintyre & Islay
Mary Kennedy (works wed – fri)
01546 605 455
mary.kennedy@argyll-bute.gov.uk

Cowal & Bute
Ann Scott
01546 605 457
ann.scott@argyll-bute.gov.uk

Mid Argyll, Kintyre & Islay
Barbara Halliday (works mon-tues)
01546 605 454
barbara.halliday@argyll-bute.gov.uk

General enquiries: 01546 605 459 or business.gateway@argyll-bute.gov.uk

Helensburgh & Lomond: Helensburgh Business Gateway Office 01436 653 001
local business advisers

• local business advisers had 524 appointments with clients in 2010-11 (Excluding Helensburgh & Lomond)

• 89% of users in Argyll and Bute are satisfied with their adviser meeting, the same as the national average.

Thank you for coming to meet me yesterday, it really helped to focus my ideas and start to make sense of some of the complexities of the financial side of things.

Kelda Platt, Munro Landscape St. Kilda

My business adviser was very helpful when I set up my business. Not only did I get good advice on marketing my businesses and protecting my brand, but they helped signpost sources of funding to help with my start-up costs.

Samantha Macphee, Highland Bling Dunoon

The support provided has proved invaluable. My adviser has put me in touch with a range of useful contacts and is providing ongoing support to help me grow my business.

Lesley-Ann Morrison, Big Baby Productions Ltd Isle of Bute
This approvals list for Highlands and Islands Enterprise provides details on financial assistance given to businesses, community groups, public sector partners and other organisations to deliver specific projects. The list also provides details on projects that are led and managed by HIE itself, sometimes in partnership with other organisations.

Please note that the sums relate to approvals, not payments. The approval simply shows that funds have been made available, but they will not be released until evidence is received which shows that the project or activity has gone ahead as planned.

<table>
<thead>
<tr>
<th>Business unit</th>
<th>Applicant</th>
<th>Project Description</th>
<th>Assistance Approved £</th>
<th>Total Project Cost £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argyll and the Islands Area Office</td>
<td>Big Baby Productions Ltd</td>
<td>Production of marketing media</td>
<td>5,000</td>
<td>17,000</td>
</tr>
<tr>
<td>Argyll and the Islands Area Office</td>
<td>Machrihanish Airbase Community Company</td>
<td>Project development</td>
<td>20,000</td>
<td>40,000</td>
</tr>
<tr>
<td>Argyll and the Islands Area Office</td>
<td>Wind Towers Limited</td>
<td>New start investment</td>
<td>3,400,000</td>
<td>9,300,000</td>
</tr>
</tbody>
</table>

For further information contact:
Mari McFarlane
Highlands & Islands Enterprise
Tel: 01546 605433
Email: mari.mcfarlane@hient.co.uk
1. TALL SHIPS RACES 2011

Together with Campbeltown Harbour Master Stephen Scally and the Council's Management Trainee Lisa Hardie, Town Centre Manager Aileen MacLennan attended the Tall Ships Races event in Greenock in July to make a last ditch attempt to convince the ships to visit Campbeltown during the cruise in company leg of the race.

As a result, over 40 Tall Ships of various classes sailed into Campbeltown over a two week period. During their time in Campbeltown, the trainees took part in an activity day at Campbeltown Grammar organised by Active Schools and 141 used the free swim and shower facilities which were made available at Aqualibrium.

There was a large turnout and many good ideas were expressed by those in attendance. A further meeting will be held in September to discuss what we can do as a local community to support this event and maximise this opportunity.

The date for the Campbeltown visit is Sunday 24th June 2012, departing on Monday 25th June.

2. ROUND BRITAIN 2012 (RB12)

Campbeltown has been identified as a venue for next year's RB12 event. This is the biggest multi-faceted event to have been staged in Britain and will see 50 powerboats, 75 high-performance cars and 50 aircraft visiting 10 venues around Britain (see www.rb12.com).

Participants pay thousands of pounds to take part and it is anticipated that the event will attract a huge following of spectators, potentially bringing significant economic benefits to the area.

In order to maximise the event to its full potential a meeting was held in The Ardshiel Hotel in order to discuss what we can do as a local community to support this event and maximise this opportunity.

The Town Centre Handyperson painted signs to advertise the event and postes were designed.
Mull of Kintyre Music Festival

The TCM has also been helping the Mull of Kintyre Music Festival Committee with this year’s event. The committee do an outstanding job every year in organising this four day event. Mini Clan Scotland is planning to visit this year to take part in the parade and a trophy has been kindly offered by Phoenix Motors for the winner of a “show and shine” competition. Red Bull has also confirmed its “Wings Team” will attend and take part in the parade.

For further information please contact: Aileen MacLennan, Town Centre Manager, Campbeltown, on 01586 559048 or 07500 816100. Alternatively, e-mail aileen.maclennan@argyll-bute.gov.uk.

Cruise in Company Event Programme

Guest Harbour: Campbeltown

on 01586 559048 or 07500 816100. Alternatively, e-mail aileen.maclennan@argyll-bute.gov.uk.
<table>
<thead>
<tr>
<th>Date</th>
<th>Name of the event</th>
<th>Start Time</th>
<th>Finish Time</th>
<th>Description – 20 words max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday 12th July 2011</td>
<td>Pipe Band Street performance</td>
<td>7pm</td>
<td>7.30pm</td>
<td>Enjoy a street performance by the former world champions, the Kintyre Schools Pipe Band. Cost: Free. Venue: Main Street, Campbeltown.</td>
</tr>
<tr>
<td>Wednesday 13th July 2011</td>
<td>Tug-of-War</td>
<td>7.30pm</td>
<td>8.30pm</td>
<td>Take on Campbeltown's Young Farmers in a tug-of-war. Cost: Free. Venue: TBC. Pre-booking essential. E-mail: <a href="mailto:aileen.maclennan@argyll-bute.gov.uk">aileen.maclennan@argyll-bute.gov.uk</a>.</td>
</tr>
<tr>
<td>Thursday 14th July 2011</td>
<td>Tall Ships Activity</td>
<td>10am</td>
<td>12noon</td>
<td>Take on your crew mates in a range of activities including badminton and table tennis. Cost: Free. Venue: Campbeltown Grammar School. Pre-booking advisable. E-mail: <a href="mailto:aileen.maclennan@argyll-bute.gov.uk">aileen.maclennan@argyll-bute.gov.uk</a>.</td>
</tr>
<tr>
<td>Thursday 14th July 2011</td>
<td>Seafarers Spin</td>
<td>1.30pm</td>
<td>2.30pm</td>
<td>Test your stamina with an energetic spin-cycle. Cost: Free. Venue: Aqualibrium. Pre-booking required. E-mail: <a href="mailto:aileen.maclennan@argyll-bute.gov.uk">aileen.maclennan@argyll-bute.gov.uk</a>.</td>
</tr>
<tr>
<td>Wednesday 13th July 2011</td>
<td>Tail Ships Activity</td>
<td>12noon</td>
<td>1pm</td>
<td>Take on your crew mates in a range of activities including badminton and table tennis. Cost: Free. Venue: TBC. Pre-booking essential. E-mail: <a href="mailto:aileen.maclennan@argyll-bute.gov.uk">aileen.maclennan@argyll-bute.gov.uk</a>.</td>
</tr>
<tr>
<td>Sunday 17th July 2011</td>
<td>RNLI Gala Day and Raft Race</td>
<td>12noon</td>
<td>4.30pm</td>
<td>A fun-filled day with the annual raft race as well as plenty of stalls and entertainment. Cost: Free. Venue: Campbeltown.</td>
</tr>
<tr>
<td>Saturday 16th July 2011</td>
<td>5-aside football</td>
<td>3pm</td>
<td>5pm</td>
<td>Show off your talents in a game of 5-aside football. Cost: Free. Venue: Victoria Halls, Campbeltown. Pre-booking required. E-mail: <a href="mailto:aileen.maclennan@argyll-bute.gov.uk">aileen.maclennan@argyll-bute.gov.uk</a>.</td>
</tr>
<tr>
<td>Thursday 14th July 2011</td>
<td>Pub Quiz</td>
<td>9pm</td>
<td>10pm</td>
<td>Test your knowledge with a traditional pub quiz. Cost: Free. Venue: The Burnside Bar, Campbeltown. Over 18s only.</td>
</tr>
<tr>
<td>Tuesday 5th July - Sunday 17th July 2011</td>
<td>Exhilarating fast boat tours</td>
<td>Time on booking</td>
<td>30 minutes</td>
<td>An exhilarating fast boat ride up Campbeltown Loch with Mull of Kintyre Seatours. Keep your eyes peeled for our resident seals and dolphins. Cost: £10. Venue: Campbeltown Pontoons. To book e-mail: <a href="mailto:info@mull-of-kintyre.co.uk">info@mull-of-kintyre.co.uk</a>.</td>
</tr>
<tr>
<td>Free leisure facilities 9am - 9pm</td>
<td>Free swim, sauna and internet facilities.</td>
<td>9pm</td>
<td>9pm</td>
<td>Free</td>
</tr>
<tr>
<td>Venue: Aqualibrium, Campbeltown.</td>
<td>9pm</td>
<td>Made in Campbeltown Sea Exhibition 9am – 9pm</td>
<td>August 5th – Friday 8th July</td>
<td></td>
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<td>-------------------------------</td>
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<td></td>
</tr>
<tr>
<td>Time on booking</td>
<td></td>
<td>For more information telephone 07833133947.</td>
<td>Cost: Free.</td>
<td></td>
</tr>
<tr>
<td>Insert create a look at the work of some of Campbeltown's finest crafters at this wonderful sea-themed exhibition.</td>
<td></td>
<td>Venue: Machrihanish Dunes.</td>
<td>Cost: £35 plus £10 club hire.</td>
<td></td>
</tr>
<tr>
<td>Enjoy a round of golf on one of the top 100 golf courses in the UK. Machrihanish Dunes.</td>
<td>9pm</td>
<td></td>
<td>Time on booking</td>
<td></td>
</tr>
<tr>
<td>To book e-mail: <a href="mailto:info@machdunes.com">info@machdunes.com</a></td>
<td></td>
<td>Visit Machrihanish Bird Observatory for an interesting insight into the West Coast of Scotland's unique seabirds.</td>
<td>Free.</td>
<td></td>
</tr>
<tr>
<td>Venue: The Burnet Building, Campbeltown.</td>
<td>11am</td>
<td>Campbeltown Heritage Centre gives visitors a fascinating insight into the life and times of Campbeltown and the people who lived here.</td>
<td>Venue: The Burnet Building, Campbeltown.</td>
<td></td>
</tr>
<tr>
<td>To book e-mail: <a href="mailto:info@liveontheedge.co.uk">info@liveontheedge.co.uk</a></td>
<td>11am</td>
<td>Campbeltown Heritage Centre gives visitors a fascinating insight into the life and times of Campbeltown and the people who lived here.</td>
<td>Time on booking</td>
<td></td>
</tr>
<tr>
<td>Venue: The Burnet Building, Campbeltown.</td>
<td>5pm</td>
<td>Surf lessons Time on booking</td>
<td>Time on booking</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:alan.macleod@argyll-bute.gov.uk">alan.macleod@argyll-bute.gov.uk</a></td>
<td></td>
<td>Machrihanish Dunes</td>
<td>Venue: Westport Beach</td>
<td></td>
</tr>
<tr>
<td>Pre-booking recommended.</td>
<td></td>
<td>Time on booking</td>
<td>Venue: Westport Beach</td>
<td></td>
</tr>
<tr>
<td>Visit Machrihanish Bird Observatory for an interesting insight into the West Coast of Scotland's unique seabirds.</td>
<td>5pm</td>
<td>Distillery Tours Time on booking</td>
<td>Time on booking</td>
<td></td>
</tr>
<tr>
<td>Friend with a unique T-shirt Ships 2011 miniature.</td>
<td></td>
<td>Take a tour of Springbank Distillery and be presented with a unique T-shirt Ships 2011 miniature.</td>
<td>Venue: Springbank Distillery</td>
<td></td>
</tr>
<tr>
<td>Time on booking</td>
<td></td>
<td>Pre-booking recommended.</td>
<td>Venue: Springbank Distillery</td>
<td></td>
</tr>
<tr>
<td>Cost: £6 (including minibar)</td>
<td></td>
<td>Distillery Tours Time on booking</td>
<td>Time on booking</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Venue: Springbank Distillery</td>
<td></td>
</tr>
</tbody>
</table>
What is it?

RB12 is the largest multi-faceted event to have ever been staged in Britain. It will involve 50 powerboats, 75 cars and 50 aircraft visiting 10 venues around Britain from 21st to 30th June 2012.

Not only will this race provide a thrilling spectacle for the public it will also be an exciting challenge for participants, being described as “the toughest powerboat race in the world.”

Event Vision

To create a unique British air, land and sea marathon that provides challenging competition and thrilling spectacle, and achieves a place in sporting history.

Aims and Objectives

To showcase the British Marine, Aviation and Automotive industries, highlighting training and employment opportunities.

To inspire young and old with a display of “British” endeavour.

To use the mass appeal of super-powered air, land and sea machines to provide an engaging and safe event for spectators.

Where will they go?

Powerboats: At Campbeltown New Quay

Cars: Lined up on Campbeltown New Quay

Aircraft: Campbeltown Airport

The Route

Sunday 25th June
Liverpool

Monday 26th June
Campbeltown

Monday 26th June
Kyle of Lochalsh

Wednesday 27th June
Campbeltown

Sunday 25th June
Liverpool
MEDIA

RB12 is unique and as such will merit huge attention from the media. As a very “British” endeavour it is

WHAT NEXT?

celtic/dance, hotel/b&b package deals, Sunday shop opening

FLYING/club display, street entertainment, open top bus tours, boat trips, live music, children’s entertainment,

WHAT CAN WE DO?

Participations in all three disciplines will be comparable for very special trophies with historic pedigrees.

SPECTATORS

As the event is unique it is not easy to estimate the precise impact and benefit from its arrival at a venue. The event is unique on offer to all competitors and new presence in each venue. Being the first place in Scotland that participants arrive in town, visitors will travel many miles to see RB12 so it is important that Campbeltown as a venue is well marketed and expected minimum number of 450 competitors. Each team will also have their own support crews and followers.

Participants in all three disciplines will be comparable for very special trophies with historic pedigrees.

THE COMPETITION

Participants in all three disciplines will be comparable for very special trophies with historic pedigrees. The trophies will be presented by sporting celebrities at the conclusion of the race.

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