

Argyll and Bute Council
Comhairle Earra Ghaidheal agus Bhoid

Customer Services
Executive Director: Douglas Hendry



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28 May 2013

NOTICE OF MEETING

A meeting of the **BUTE AND COWAL AREA COMMITTEE** will be held in the **CASTLE HOUSE, CASTLE GARDENS, DUNOON** on **TUESDAY, 4 JUNE 2013** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director - Customer Services

BUSINESS

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST (IF ANY)**
3. **MINUTES**
 - (a) **BUTE AND COWAL AREA COMMITTEE - 2ND APRIL 2013 (Pages 1 - 6)**
4. **SUSTAINABLE DESIGN AWARDS 2012 - PRESENTATION**
5. **NORTH BUTE PRIMARY - PRESENTATION BY PARENT COUNCIL**
6. **ST MUN'S EDUCATION SCOTLAND REPORT**
Report by Gillian Neeson, Head Teacher (Pages 7 - 22)
7. **PRIMARY SCHOOL REPORTING**
Report by Quality Improvement Officer (Pages 23 - 34)
8. **CARE INSPECTORATE REPORT - ASSIST**
Report by the Head of Adult Care (Pages 35 - 40)
9. **ADULT CARE SCORECARD**
Update by Area Manager, Adult Care (Verbal Report)
10. **AREA SCORECARD**
Report by IOD Programme Manager (Pages 41 - 44)

- 11. POSTCODES REGARDING EMERGENCY SERVICES**
Report by the GIS Manager (Pages 45 - 78)
- 12. MONITORING OF GRANTS TO THE THIRD SECTOR 2012/13**
Report by Service Officer, Community Regeneration (Pages 79 - 84)
- 13. OFFICERS APPROVAL OF THIRD SECTOR GRANTS**
Report by Service Officer, Community Regeneration (Pages 85 - 86)
- 14. ARDENTINNY COMMUNITY TRUST - REQUEST FOR PROJECT EXTENSION 2013/14**
Report by Service Officer, Community Regeneration
(To Follow)
- 15. BUTE, COWAL, HELENSBURGH & LOMOND JOINT LOCALITY MANAGEMENT GROUP**
Report by Executive Director of Customer Services (Pages 87 - 88)
- 16. PARTNERSHIP MINUTES**
 - (a) COWAL TRANSPORT FORUM - 19TH APRIL 2013 (Pages 89 - 94)
 - (b) FORWARD DUNOON AND COWAL - 19TH APRIL 2013 (Pages 95 - 100)
 - (c) COWAL COMMUNITY SAFETY FORUM - 24TH APRIL 2013 (Pages 101 - 104)
 - (d) BUTE COMMUNITY SAFETY FORUM - 26TH APRIL 2013 (Pages 105 - 108)
- 17. GULDFORD SQUARE ROTHESAY - PARKING CHARGES**
Report by Head of Roads and Amenity Services (Pages 109 - 112)
- 18. PUBLIC AND COUNCILLOR QUESTION TIME**
- E1 19. 15-19 MONTAGUE STREET, ROTHESAY**
Report by the Executive Director of Customer Services (Pages 113 - 118)
- E1 20. INNELLAN AND TOWARD FAMILY CENTRE**
Report by the Executive Director of Customer Services
(Pages 119 - 124)
- E1 21. 109 ALEXANDER STREET**
Report by the Executive Director of Customer Services (Pages 125 - 126)
- E2 22. ROTHESAY HARBOUR / MV SEAHORSE**
Report by Executive Director of Development and Infrastructure Services (To Follow)
- E2 23. DUNOON FIVE ASIDE PITCH**
Report by the Area Streetscene Manager (Pages 127 - 130)

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

The appropriate paragraph is:-

E1 - Paragraph 9 Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services.

E2 - Paragraph 6 Information relating to the financial or business affairs of any particular person (other than the authority).

BUTE & COWAL AREA COMMITTEE

Councillor Gordon Blair

Councillor Robert Macintyre

Councillor Alex McNaughton

Councillor Len Scoullar

Councillor Dick Walsh

Councillor Michael Breslin

Councillor Bruce Marshall

Councillor James McQueen

Councillor Isobel Strong

Contact: Eilidh Fitzpatrick Tel: 01369 707135

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MINUTES of MEETING of BUTE AND COWAL AREA COMMITTEE held in the EAGLESHAM HOUSE, MOUNTPLEASANT ROAD, ROTHESAY on TUESDAY, 2 APRIL 2013

Present: Councillor R Macintyre (Chair)

Councillor G Blair	Councillor B Marshall
Councillor M Breslin	Councillor J McQueen
Councillor A McNaughton	Councillor J R Walsh

Attending: Shirley MacLeod, Area Governance Manager
Mike Johnston, Project Officer
Allan Macdonald, Area Streetscene Manager
Liz Marion, Community Development Officer
Callum Robertson, Roads Performance Manager
Stewart Clark, Contracts Manager
John Duncan, Children's Manager
Caroline Sheen, Estates Surveyor
Ross McLaughlin, Development Manager

The Lead Councillor advised the Committee of Councillor Scoullar's family bereavement. He invited the Committee to record its condolences.

The Chairman ruled, and the Committee agreed, in terms of Standing Order 3.2.2 that the business dealt with at item 10 of this Minute be taken as a matter of urgency by reason of the need for the Area Committee to be informed of the programme prior to it's implementation.

1. APOLOGIES

Apologies for absence were intimated on behalf of Councillor I Strong and Councillor L Scoullar.

2. DECLARATIONS OF INTEREST

Councillor R Macintyre declared a non financial interest in part 3.3 of item 7 by reason of being a member of the groups committee and took no part in the discussion of this item.

Councillor B Marshall declared a non financial interest in part 3.8 of item 7 by reason of being a member of the groups committee and took no part in the discussion of this item.

3. MINUTES

The Minutes of the Meeting of the Bute and Cowal Area Committee held on 5th February 2013 were approved as a correct record.

4. AREA SCORECARDS

Members heard from the Project Officer on the Area Scorecard with exceptional performance for financial quarter 3 of 2012 -13.

Decision

The Committee noted the exceptional performance presented on the Scorecard and asked that Bute and Cowal data on street lighting be provided and that a report on issues with daylight burning of street lights (relating to cabling issues) be provided to a future Area Committee to enable Members to prioritise future capital spend. Members asked for better and more accurate recording of dog fouling issues to be put in place. Members further asked that the target in relation to car parking income be revised to a realistic figure, asked that Bute and Cowal data be provided in regards positive destinations for school leavers, and asked that a representative from Adult Care services attend the June Area Committee to give explanations of the red indicators on the scorecard in respect of this service.

(Reference: Report by the Head of Improvement and HR – submitted)

5. WIND FARM ANNUAL REPORTS

Members heard from the Area Governance Manager on the work of both the Cruach Mhor and Clachan Flats Wind Farm Trusts.

Decision

The Committee noted the details provided on this matter.

(Reference: Report by the Area Governance Manager dated 18th March 2013 – submitted)

6. BUTE AND COWAL HEADSTONES

Members heard from the Area Streetscene Manager regarding the position of headstone safety in Bute and Cowal and the recommendations that have been put in place to address the situation.

Decision

The Committee noted the information contained in the report and the remedial actions proposed. It was further suggested that local Wind Farm Trusts could perhaps address some of the issues in rural cemeteries as part of their support for the wider community.

(Reference: Head of Roads and Amenity Services dated April 2013 – submitted)

7. THIRD SECTOR GRANTS

Councillor R Macintyre, having declared a non financial interest in the Bute Agricultural Society, left the meeting and took no part in the discussion of that item.

Councillor B Marshall, having declared a non financial interest in the Dunoon Burgh Hall Project, left the meeting and took no part in the discussion of that item.

The Community Development Officer spoke on the recommendations for the award of Third Sector Grants

Decision

1. The Committee determined the Third Sector Grants as follows:-

	Third Sector Grants	Project Costs	Grant Awarded
3.1	Beachwatch Bute	£2,812	£1,050
3.2	Bute Advice Centre	£2,550	£845
3.3	Bute Agricultural Society	£12,600	£900 underwrite
3.4	Caol Ruadh Sculpture Park	£5,020	
	Agreed to delegate the decision to the Chair/Vice Chair and Local Members on receipt of required information.		
3.5	Cowal Walking Festival Association (Cowalfest)	£4,800	£1,585
3.6	Dunoon and Cowal Youth Project	£23,500	£4,000
3.7	Dunoon and Cowal Elderly Forum	£1,175	£300
3.8	Dunoon Burgh Hall Trust	£10,500	£2,500
3.9	Dunoon Community Development Group – Recycling Project	£1,000	£375
3.10	Argyll and Bute Youth Forum	£4,000	£250
3.11	Helensburgh Orchestral Society	£2,340	£410
3.12	Strachur and District Community Development Co. Ltd	£3,005	£1,500

2. The Committee further agreed that the Third Sector Grant funding agreed in the financial period 2012/13 to be spent on the purchase of blouses for the Cowal Choral Club could be put towards the purchase of costumes for the organisation.

(Reference: Report by the Community Development Manager dated 21st March 2013 and 27th March 2013 – submitted)

8. PROPOSED LOCAL NATURE RESERVE DECLARATION AT THE HOLY LOCH/BROXWOOD, SANDBANK.

Members heard from the Area Governance Manager on the proposed Local Nature Reserve at Broxwood, Sandbank.

Decision

The Committee agreed Councillor B Marshall will sit on the Holy Loch Local Nature Reserve Steering Group to ensure that the due process is followed.

(Reference: Report by the Local Biodiversity Officer – submitted)

9. KAMES HIGH ROAD

Members heard from the Roads Performance Manager on the estimated costs to three different treatment proposals of the unadopted Kames High Road.

Decision

The Bute and Cowal Area Committee recommend that the Council exercises its permissive power under Section 14 of the Roads Scotland Act (1984) to progress Option 1 as detailed in the submitted report by the Executive Director of Development and Infrastructure Services, to improve in partnership with the community, the Kames High Road, and notes that £200,000 was identified in the 2012/13 budget for this type of work.

(Reference: Report by the Head of Roads and Amenity Services dated March 2013 - tabled)

10. CAPITAL ROADS RECONSTRUCTION PROGRAMME 2012-2015

Members heard from the Roads Performance Manager on the Capital Roads Reconstruction Programme for 2012 - 2015.

Decision

The Committee noted the information contained in the report by the Executive Director of Development and Infrastructure Services, and further noted that a report outlining proposals for the additional capital funding for roads which was agreed at the March Council meeting would be submitted to the Bute and Cowal May Business meeting.

(Reference: Report by the Executive Director of Development and Infrastructure Service dated 28th March 2013 – submitted and tabled)

11. PUBLIC AND COUNCILLOR QUESTION TIME

Colin Cameron asked about the new bollards on the A815 and was advised they were part of the Road Accident Reduction Plan which is a national policy for accident reduction on high speed roads.

The Committee resolved in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the public for the following item of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraphs 6 and 9 respectively of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

12. DUNOON 5 ASIDE PITCH

Members heard from the Area Streetscene Manager on the history over the last 12 years regarding the Dunoon 5-a-side pitch.

Decision

The Committee agreed that a detailed report would be submitted to the May Business Day to include the issues contained in the report by the Executive Director of Development and Infrastructure Services along with what the charges are for the facility and the level of usage and who pays for the floodlighting. If this information is not provided for May the matter will be referred to Internal Audit.

(Reference: Report by the Executive Director of Development and Infrastructure Service dated March 2013 – submitted)

13. LEASE EXTENSION, ROTHESAY PLAYGROUP, ROTHESAY

Members heard from the Estates Surveyor on the request received from Rothesay Playgroup to extend their current lease for a further 10 years.

Decision

The Committee agreed to the recommendations contained in the report by the Executive Director of Customer Services.

(Reference: Report by the Executive Director of Customer Services dated 13th March 2013 – submitted)

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ARGYLL AND BUTE COUNCIL

BUTE AND COWAL AREA
COMMITTEE

COMMUNITY SERVICES: EDUCATION

4 June 2013

ST MUN'S PRIMARY SCHOOL INSPECTION REPORT

1.0 SUMMARY

- 1.1 Education Scotland inspected St Mun's Primary School on 04/02/2013 and the Report was published on 23/04/2013.

2.0 RECOMMENDATIONS

- 2.1 Area Committee asked to read report.
2.2 Area Committee asked to read Action Plan.

3.0 DETAIL

- 1.1 See attached Education Scotland Report.

4.0 CONCLUSION

- 4.1 St Mun's Primary School have prepared and are implementing an Action Plan in line with Education Scotland Report.

5.0 IMPLICATIONS

- 5.1 Policy - None
5.2 Financial - None
5.3 Legal - None
5.4 HR - None
5.5 Equalities - None
5.6 Risk - None
5.7 Customer Service - None

6.0 APPENDICES

- 6.1 Education Scotland Inspection Report for St Mun's Primary School
- 6.2 St Mun's Primary School Action Plan

Executive Director of Community Services

9 May 2013

For further information contact:

Gillian Neeson

Head Teacher

St Mun's Primary School

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Email: Gillian.Neeson@st-muns.argyll-bute.sch.uk

23 April 2013

Dear Parent/Carer

**St Mun's Primary School
Argyll and Bute Council**

Recently, as you may know, my colleagues and I inspected your child's school. During our visit, we talked to parents and children and worked closely with the headteacher and staff. We wanted to find out how well children are learning and achieving and how well the school supports children to do their best. The headteacher shared with us the school's successes and priorities for improvement. We looked at some particular aspects of the school's recent work, including the use of a curriculum planning tool, the engagement of staff in improving the school, the nurture support provided to vulnerable children, and learning progressions to secondary school. As a result, we were able to find out how good the school is at improving children's education.

How well do children learn and achieve?

Across the school children feel happy and safe. They have positive relationships with staff and with each other and are proud of their school. Almost all children behave well and work hard. In most lessons children are given interesting activities which help them to develop their skills. Children can sometimes choose what they want to learn about but they need to have more influence on how they learn. They have appropriate opportunities to evaluate and think about how they can improve their work. Children work well together in pairs, groups and teams. Those at P1-P3 would benefit from more opportunities to learn through investigation and play. Throughout the year, teachers enhance children's learning through thematic days, trips and special events. A P7 World War II evacuee day helped children to understand and express how evacuees may have felt. The school grounds are well developed and children benefit from positive experiences in outdoor learning. Children in P2, P5 and P7 develop important skills of leadership and responsibility by running the school book club, stationery shop and healthy eating café. They are developing their understanding of the needs of others through a range of enterprising fundraising activities.

Across the school, most children are making appropriate progress with their learning. Children enjoy reading and confidently discuss character and plot in novels. They express themselves well in writing, particularly when it is linked to interesting topics. Teachers are making good use of mathematical games to teach children how to use money. Children in P5 are good at using what they know to solve challenging and unfamiliar mathematical problems. Children at other stages would benefit from opportunities to apply their numeracy skills across the curriculum. High-attaining children are capable of developing numeracy skills more quickly than they are doing at

present. Children are developing secure skills in aspects of science. They showed a sound understanding of their faith during lessons for Catholic Education Week. A number of other curriculum areas need to be more carefully planned to enable children to make appropriate progress through the stages. A wide range of out-of-class activities has had a positive impact on children's involvement in sport and their awareness of their own wellbeing. Children are learning about democracy through taking part in pupil council elections.

How well does the school support children to develop and learn?

Class teachers know children's needs well overall. They help children to learn by giving them activities and support in small groups. The school's calm atmosphere and staff commitment to care and inclusion supports vulnerable children and those who experience difficulties within their learning. Learning activities are often not challenging enough for high-attaining children. In many lessons, the pace of learning is too slow because children spend too long listening to the teacher. Staff have appropriate arrangements in place to identify children who might require extra help. Learning assistants provide very effective support. They run special programmes including a nurture programme which helps a few children to settle and prepare to learn. Staff should involve parents in planning for children who need additional support. The role of the support for learning teacher needs to be broadened. It needs to include a stronger emphasis on supporting other teachers to meet children's learning needs.

Children have experiences in a broad range of curriculum areas. Teachers are using Curriculum for Excellence guidance to plan their lessons. However, the school's progress in using Curriculum for Excellence to improve learning and achievement has been too slow. There is not a clear plan in place for how the curriculum will develop over time. Staff have built a local dimension into the curriculum by using local resources and partners such as the church and the Burgh Hall to enhance learning opportunities. They have begun to plan learning opportunities which link curriculum areas. For example, children enjoyed a range of experiences during an eco-week. Teachers need to plan learning experiences in social studies more carefully to develop children's skills, and knowledge about contemporary issues in a global society. Staff have not yet fully developed effective approaches to planning and assessing children's progress. This has resulted in weaknesses in children's progress in a few curriculum areas. Children are well supported when they enter the school from the nursery by good communication between staff. Staff have built strong partnerships with Dunoon Grammar School which aim to ensure that children build on what they know when they move to secondary school.

How well does the school improve the quality of its work?

In recent years, the school has made some improvements, for example, in how well staff support children. The school's improvement plan has supported changes to the teaching of literacy, which have begun to improve children's writing. However, teachers do not have a clear understanding of how children's learning is progressing through Curriculum for Excellence levels. The headteacher has drawn on her own experience to evaluate the school's performance. The informal approaches to monitoring the work of the school are not regular or focused enough to develop a

thorough understanding of the school's strengths and weaknesses. The headteacher has a visible presence around the school. She has effectively shared her personal commitment to the inclusion of all children. She now needs to use local and national guidance to give staff stronger leadership in developing the curriculum. The remit of the new principal teacher needs to be developed to have an impact on the work of the school.

This inspection of your school found the following key strengths.

- The ethos of care, inclusion and respect.
- Support for children to ensure continuity in learning as they move from P7 to secondary school.
- Outdoor learning activities which develop children's knowledge of the local and natural environment.

We discussed with staff and the education authority how they might continue to improve the school. This is what we agreed with them.

- Improve the pace of learning to ensure appropriate challenge for all children.
- Develop the curriculum to provide planned, progressive learning experiences across all curriculum areas.
- Develop robust systems for evaluating the work of the school and for planning for improvement.

What happens at the end of the inspection?

As a result of our inspection findings we think that the school needs additional support and more time to make necessary improvements. Our Area Lead Officer along with the local authority will discuss the most appropriate support in order to build capacity for improvement and will maintain contact to monitor progress. We shall ask the local authority to provide us with a progress report within a year, and decide at that point whether a further inspection is required.

Jacqueline Sinclair
Managing Inspector

Additional inspection evidence, such as details of the quality indicator evaluations, for your school can be found on the Education Scotland website at <http://www.educationscotland.gov.uk/inspectionandreview/reports/school/primsec/StMunsPrimarySchoolArgyllandBute.asp>

If you would like to receive this report in a different format, for example, in a translation please contact the administration team on the above telephone number.

If you want to give us feedback or make a complaint about our work, please contact us by telephone on 0141 282 5000, or e-mail: complaints@educationscotland.gsi.gov.uk or write to us addressing your letter to the Complaints Manager, Denholm House, Almondvale Business Park, Livingston EH54 6GA.

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Quality indicators help schools, education authorities and inspectors to judge what is good and what needs to be improved in the work of the school. You can find these quality indicators in the publication *How good is our school?*¹. Following the inspection of each school, the Scottish Government gathers evaluations of three important quality indicators to keep track of how well all Scottish schools are doing.

Here are the evaluations for St Mun's Primary School.

Improvements in performance	satisfactory
Learners' experiences	good
Meeting learning needs	satisfactory

We also evaluated the following aspects of the work of the school.

The curriculum	weak
Improvement through self-evaluation	weak

A copy of the full letter is available on the Education Scotland website at <http://www.educationscotland.gov.uk/inspectionandreview/reports/school/primsec/StMunsPrimarySchoolArgyllandBute.asp>.

¹ *How good is our school? The Journey to Excellence: part 3*, HM Inspectorate of Education, 2007, http://www.educationscotland.gov.uk/Images/HowgoodisourschoolJtEpart3_tcm4-684258.pdf

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St Mun's Primary School HMIe Follow up Action Plan

HMIe Recommendation	Develop a clear rationale for the curriculum based on the school's values.
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Reasons for inclusion as a priority	Feedback from Record of Inspection Findings (R.I.F.)
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Key Actions	Staff Responsible	Timescale	Success Criteria (intended outcome/impact)
Complete a curriculum audit using Cloud 10 materials	HT & All teaching staff Parents and community members	May 2013	Produce a Cloud 10 self-evaluation audit on 'Where we are now'
The quality Improvement Officer (QIO) will lead discussions on the Cloud 10 Audit	QIO HT & All teaching staff HT will report back to Parents & community members)	May 2013	All stakeholders will have a shared understanding of where the school is now and where we want it to be.
As per HMIe recommendations, visit HMIe identified schools to observe Good Practice.	HT & All teaching staff	May/June 2013	Staff will develop an understanding of Good Practice which will be reflected in Planning, Teaching & Learning
Compile a shared rationale for the curriculum.	QIO HT & All Teaching staff Parents and community members	By August 2013	Stakeholders will have jointly planned and produced a shared rationale of the curriculum.

Share rationale with all stakeholders through a leaflet, newsletter and website.	HT Clerical staff	August 2013	All stakeholders will have a shared understanding of the school's curriculum.
Develop a plan for curriculum development over time	HT & all Teaching staff QIO Parents and Community Members	By August 2013	All staff will have a shared understanding of progression through the Curriculum for Excellence levels.
Teaching/Resource needs Teaching staff cover (10 x 1 day = £1000 approx) to enable teachers to visit other schools across Scotland (estimated costs and staff time)			

HMle Inspection Follow –up Action Plan

HMle Recommendation	Further develop ways to use planning to build on assessment.
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Reasons for inclusion as a priority	Feedback from Record of Inspection Findings (R.I.F.)
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Key Actions	Staff Responsible	Timescale	Success Criteria (intended outcome/impact)
Develop a whole school approach to what is taught at each stage to ensure progression in all curricular areas.	HT All Teaching staff	By August 2013	All staff are more aware of the stage the pupils in their care have achieved and next steps identified to ensure pace and challenge is maintained
Develop the use of SEEMIS and Creative Learning Journeys (CLJ) to monitor pupil progress and identify and record what each child can already do	HT All teaching staff Clerical staff	SEEMIS Training – 3 rd June 2013 Implementation from August 2013 CLJ training 13 th August 2013 Implementation from August 2013	Staff will develop skills and an understanding of monitoring and tracking attainment through SEEMIS and CLJ. Children will fully experience all areas of the curriculum in a planned and progressive way
Regular meetings held throughout the course of the year to discuss the quality of evidence	HT All teaching staff	On a termly basis from June 2013	Staff will have an enhanced knowledge and understanding of pace of progress for pupils is

collated on pupil attainment and achievement			enhanced Teachers will be confident interpreting assessment data and using it to inform next steps
Teaching/Resource needs 1 x CPD twilight session of SEEMIS tracking & monitoring training. 1 x CPD in-service training Creative Learning Journey Assessment (webinar)			
<small>(estimated costs and staff time)</small>			

HMle Inspection Follow –up Action Plan

HMle Recommendation	Improve self-evaluation at all levels within the school.
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Reasons for inclusion as a priority	Feedback from Record of Inspection Findings (R.I.F.)
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Key Actions	Staff Responsible	Timescale	Success Criteria (intended outcome/impact)
Calendar of learning visits specific to School improvement Priorities to be reviewed and agreed by all staff	HT All Staff	By June 2013	All staff to be actively engaged in the monitoring process.
Review of learning visit proforma to include staff self-evaluation against the Q.I.s and date of monitoring next steps	HT	May 2013	All staff will have more focused feedback with next steps for improvement and be more familiar with the Q.I.s
Include pupil discussion in learning visits	SLT	From May 2013	Pupils will have more opportunities to contribute to improving the school and the quality of learning and teaching.
Develop monitoring of pupils’ work to provide more focused feedback and advice to staff and pupils.	SLT All teaching staff	From April 2013	Staff and pupils will be clear about what is expected of them
Develop and implement pupil Personal Review and Development	HT All staff	Proforma – May 2013 Implementation from June 2013	Pupils will be clear about what they are learning and be able to identify

proforma			their strengths and weaknesses to set their own learning targets.
Develop and implement whole-school marking policy in relation to Assessment for Learning techniques.	HT All Staff	Marking policy – April 2013 Implementation from 8 th May 2013	Pupils will understand what they have done well and what they have to do to improve their work.
Ensure that learning intentions and success criteria are shared clearly with pupils throughout all lessons.	SLT All Staff	From April 2013	Pupils will be focused on what they are learning and what to do be successful.
Teaching/Resource needs All staff to take part in Dylan Wiliam Masterclass in-service (estimated costs and staff time)			

HMIE Inspection Follow –up Action Plan

HMIE Recommendation	Develop the curriculum to provide planned and progressive learning experiences across all curriculum areas.
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Reasons for inclusion as a priority	Feedback from Record of Inspection Findings (R.I.F.)
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Key Actions	Staff Responsible	Timescale	Success Criteria (intended outcome/impact)
Audit progression in curricular areas over each level	HT All teaching staff	From April 2013	Staff will have a shared understanding of progression within CfE levels
Implement strategies to ensure progression through levels in all learning experiences	HT All teaching staff	From August 2013	Staff will have a clearer understanding of progression in planning learning experiences
Develop and implement a whole school approach to involving pupils in planning the curriculum and learning	HT All teaching staff	Develop – April 2013 Implement – May 2013	Pupils will be more motivated and engaged as planning will be more child-centred
Develop whole school approach to effective questioning and critical thinking skills	HT All teaching staff	From April 2013	Staff have a more focused approach to gathering evidence on pupil learning. Pupils are more reflective and

			develop a deeper understanding of their learning.
Audit staff understanding and implementation of IDL	HT All teaching staff	May 2013	Staff will have a more developed understanding of purposeful progression in curricular learning.
Develop further opportunities and approaches to develop numeracy and literacy across the curriculum	HT All staff	From June 2013	Pupils will be able to use skills and knowledge in different context and develop skills for learning, life and work.
Teaching/Resource needs (estimated costs and staff time)			

Argyll and Bute Council



Community Services: Education

Teaching and Learning 3 -12 across
Bute and Cowal Primary Schools

Introduction

Bute and Cowal area consists of 14 primary schools – 11 in Cowal and 3 on Bute. Nursery provision is provided within seven of these schools. Gaelic Medium education

is provided at Sandbank Primary. Since August 2012 two new head teachers have taken up post in Cowal. Sylvia Clark became the head teacher in Dunoon Primary

and Carol Durie took up post at Innellan Primary. Sylvia was previously the depute head teacher in Rockfield Primary in Oban and Carol joined us from Fife.

Teaching and Learning across Bute and Cowal Primaries:

Christmas Shopping at Strone - Maths in Context!



Pupils from Primary 4-7 classes at Strone Primary School went to the local supermarket to buy food for the school Christmas party. They chose the food they wanted and then the group used their maths skills to make sure that they stayed within budget. Good use was made of the 2 for 1 offers in the supermarket! Pupils used mental maths skills and then checked with a calculator. They used skills in multiplication, division, fractions and problem solving to make the most of their money. They kept within budget and even had 50p left over! This was a very good example of learning in a real life context.

Author Keith Charters visits Kirn Primary

With World Book Day still fresh in our minds, with support from Scottish Book Trust and the PTA, three authors visited Kirn Primary School. On Monday 25th March P5 and 6 were treated to a lively session with author and publisher Keith Charters. Keith read exciting bits and disgusting bits from his books, spoke about writing books, how to get ideas, how to make an action sandwich and how he became a writer himself.

He also explored our Space topic, and gave insights we may not have thought of on how to live in zero gravity, as demonstrated by Lee in "Lee on the Dark Side of the Moon". Two lucky winners also went home with signed copies of his book. Keith was really impressed with our pupils, how interested they were, how well they listened, responded to his questions and asked brilliant questions themselves.



St. Andrews Ancient Egypt Presentation

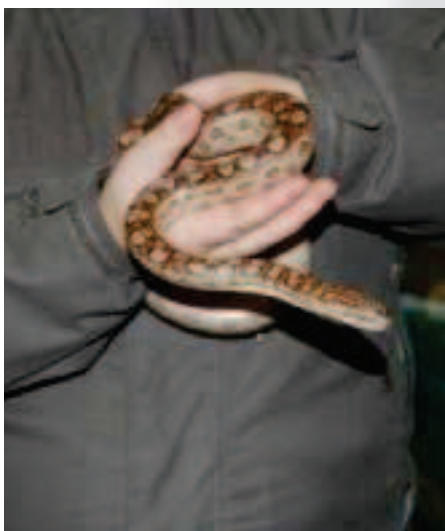


Pupils from Primary 3/4 and 4/5 at St. Andrew's Primary School invited family and friends along to a presentation of their learning on Ancient Egypt. Primary 3/4 talked about life in Ancient Egypt. They explained the importance of the River

Nile and the differences in the lifestyles of the rich and the poor. Primary 4/5 then demonstrated the mummification process, step-by-step. The audience were treated to a slide-show of photographs showing the pupils working throughout the topic.

Snakes & Lizards

Parents of two pupils at Innellan Primary took their reptilian pets to the school for the children to see. The pets were two Bearded Dragons and two snakes. The snakes were different breeds. One was a Royal Python named Monty and the other was an Argentinean Rainbow Boa called Melgaia. The children were amazed to see these exotic creatures. The staff did their best to be brave and the children were delighted to welcome such fascinating and interesting visitors!



St Mun's Primary 7 visit Waterloo Road



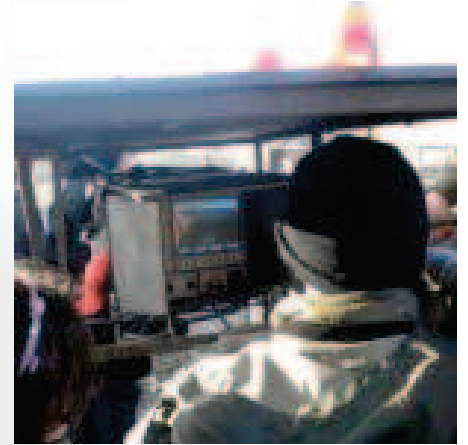
The Primary 7 class in St. Mun's Primary went to visit the film set of the popular television programme Waterloo Road. This modern day school-based drama is set in the old Greenock Academy. When the Academy closed down the popular series moved from its original location in England and opened its doors for the new term in Scotland. On arrival pupils were divided into two groups and taken on guided tours of the building. Rooms visited included hair

and make-up, a room dedicated to just shoes and the teachers' lounge, which had a huge fish tank and five live fish in it. Particularly impressive was the head teacher's office with a comfortable couch, flat screen T.V., muffins and lots of sparkly items!. Lots of photographs were taken and pupils were given autographed picture postcards of the actors and actresses from the series and an autographed Waterloo Road tie. The trip was a reward for pupils' hard work and effort in developing their own 'Buddy' filming project an interdisciplinary project on the movies where the children learned about the growth of the movie industry and the skills needed to produce a film. An experience they will never forget!

Aspiring farmers at Toward Primary

Primary pupils went to Auchafour Farm to help Mr. Young scan his sheep to discover whether or not they were in lamb and, if so, how many lambs they were going to have. They really enjoyed the experience and gained an insight into why farmers need to feed certain sheep at this time of year and why some get

fed more than others according to how many lambs they are going to have. The farmer had marked a couple of sheep with a large 'T' and over the next few months they are going to follow the progress of these sheep and their lambs. The pupils will learn about the cost of rearing lambs and about profit and loss over the next few months.



Crofting Connections at Strachur

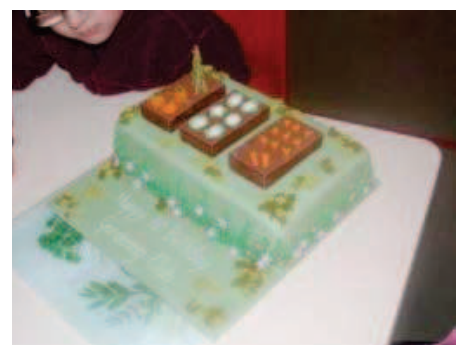


Pupils from Tighnabruaich, Toward and Strachur Primary schools had an amazing day at Strachur Memorial Hall taking part in a Crofting Connections event. There were various activities such as felting, quilting and willow and paper weaving. Pupils enjoyed tasting fish and sea food and learning about the salmon's life-cycle. They also found out how to 'waulk' the cloth, card wool, use drop spindles and weave. They learned about

sheep and wool. Pupils made and tasted delicious oatcakes, were inspired by the life-story of John Muir and were surprised to discover what various artefacts were used for. Partners who gave up their time to teach them about crofting included National Park Rangers, Loch Fyne Oysters, Seafood into Schools, Kilmartin Museum, Strachur History Society, Strachur quilters, and all the parent and community volunteers.

Innellan Primary Gardening Club

The club celebrated its first birthday with a party and a beautifully made cake last Friday afternoon. Family and friends joined staff and pupils to enjoy the cake and wish the Gardening Club many more happy years. To date the children have grown delicious vegetables in pots and raised beds and have enhanced the appearance of the school grounds with beautiful flowers. Last session they planted and nurtured lovely plants, which they used to fill large pots in the village for the enjoyment of the community.



Book Week Scotland



Rothesay Primary celebrated Book Week Scotland in lots of different ways. Primary 6 pupils read the nominated books for the Scottish Book Awards to children in Pre-5. Primaries 1, 2 and 3 pupils voted on their favourite book which was 'The Day Louis Got Eaten' in every class! A ceilidh was held on St Andrews Day with a performance from each class. Primary 3 sang 'Ye canny shove yer granny aff a bus!' Primary 2 sang a rousing rendition of 'O Flower of Scotland'. Primary 1-2 danced the St Bernard's Waltz and Primary 1 pupils led the ceilidh dancing. All the pupils read books written by Scottish authors during the Book Week Scotland 'Reading Hour'.

Dragon's Den

Primary 7 pupils from Rothesay Primary School stood up in front of seven fierce dragons in the school's own version of the Dragon's Den TV series.

Pitches for a series of fantastic inventions were put before the seven Dragons who had the unenviable task of choosing between the spider-catching Zapatron, a heated sofa and a jacket that charges your mobile phone as you walk, to name just a few. The Dragons comprised of current and retired Bute businessmen and the minister of Ardbeg Baptist Church. Each contestant's pitch was followed by a series of searching questions on their product and their bid for the Dragons' financial support.



Come dine with us - Sandbank Primary

Pupils in Sandbank Primary Gaelic Medium Unit produced their own version of the popular "Come Dine with Me" television programme. During the five weeks preparation the pupils devised a menu to serve to a group of adults. The starter was roast butternut squash and chicken salad followed by individual meatloaves served with mashed potatoes, broccoli and a courgette bake. To finish off they chose an apple and blackberry tart served with cream or custard. Every child produced an individual invitation to be sent to the adult of their choice and one afternoon was spent with a local

man who is trained in silver service and cocktail making. The children really enjoyed being taught how to set the table correctly and from which side to place dishes and which side to clear. As the guests arrived they were greeted by a group of children and taken to the "dining room" where others hung up coats and asked the guests to be seated. Grace was said then service began. The children served every course, including apple or grape juice, and at the correct moment cleared the dishes efficiently. The whole experience was fun and the children agreed that they had learned a lot. When



asked what skill they thought they had used, a very heartfelt reply said "perseverance", and there was no doubt at all that the peeling of apples and potatoes definitely required perseverance! The children also felt that their teamwork was good. All that was left then was for the invited guests to make their way home enormously proud of their children. Alas for those same children – there was still the dishes!

Contributions to charities:

Children In Need 2012 at Dunoon Primary

Dunoon Primary School primary 6 organised activities to raise money for Children In Need. The children sold raffle tickets to win a 'Sporty Pudsey' from Build A Bear and organised an art competition to draw a Sporty Pudsey honouring the success of the Olympics. On Friday 16th November everyone was asked to wear something Spotty or Sporty and to give a donation of 50p for Children In Need. A Baking Sale was also organised for Friday morning to enable children to buy a weekend treat for themselves and their families. Thanks to the fantastic support of pupils, staff, family and friends of Dunoon Primary the magnificent sum of £731 was raised for Children In Need 2012!



Toward

Toward pupils filled colourful schoolbags with a range of items including pens, pencils, notebooks, toiletries, tee-shirts, shorts and games for schoolchildren in Malawi.



Kilmodan

During this session pupils at Kilmodan Primary are supporting Guide Dogs for the Blind by sponsoring two puppies called Rufus and Tilly. In support of Marie Curie Cancer care they planted pots of daffodil bulbs and sold them to visitors during their tearoom days. Other charity events receiving their support have been Red Nose day and Children in Need.

St. Mun's

St Mun's Primary pupils supported the British Heart Foundation with a Rock up in Red day.



Pyjama Day at Lochgoilhead

Lochgoilhead Primary pupils had an enjoyable day dressing up in their pyjamas, baking and selling cakes to the community to raise money for Children in Need. They had a fun filled day which raised £195.25.



Comic Relief at Rothesay Primary

In support of Comic Relief 2013 Rothesay Primary held a Red Nose Day on Friday 15th March. Primary 7 pupils organised a day full of fun for the rest of the pupils. There was a sponge throw, nail bar, designer dreams stall, a raffle, beat the goalie, car wash, float the lemon

game and face painting. Everyone had a brilliant day! Along with the money raised in Pre-5, Primary 2 and the red noses sold by the pupil council a staggering £1028.78 was raised! It was such a successful day for all the Rothesay Primary pupils and staff.



Enterprise:

North Bute Primary Winter Warmer



Primary 3/4/5 pupils in North Bute Primary took part in an enterprise project to plan and

organise an annual Winter Warmer in the local hall. They worked in Finance, Advertising, Finding Resources and Production teams to organise this event. Enterprise managers kept everyone on the right track and the whole school were involved in creating Christmas crafts to sell on the day. The enterprise team worked closely with the Parent Council who

was in charge of organising the catering side. Winter Warmer was a huge success with lots of visitors from the community popping in for delicious soup and filled rolls, making purchases from the stalls and enjoying the Christmas music. The pupils had a fantastic afternoon. They were delighted when they had counted up their takings and made nearly £300.

Social Enterprise at Strachur Primary

Primary 6/7 from Strachur Primary presented an assembly to the rest of the school, parents and carers and our special guest, Mrs Sue Challis, from The Raven Trust. The class were very pleased to present Mrs Challis with a cheque for £89.65 which will help support a school in Malawi, through The Raven Trust Charity. The class raised this money through their social enterprise activities – producing and selling the school newspaper and selling second-hand school uniforms. 10% of the profit from the newspaper and all the proceeds from the second-hand uniform sales go to charity.

The theme of our assembly was greed and the children acted out a play based on the television programme, Deal or No Deal.



Fundraising!

At Dunoon Primary School the Primary 7 pupils organised a Bake Sale and Pyjama Day to raise money for the Benmore Residential Weekend fund. The fantastic sum of £337.11 was raised.



Outdoor Learning/Forest Schools:

Tighnabruich Mud Kitchen

Pupils in the early level class at Tighnabruaich Primary have been enjoying a newly installed Mud Kitchen. It is fitted with all mod cons (sink, microwave, pots and pans etc.) and using only the very finest ingredients the children have been busy making spicy soup and apple and mud cake. Children visit the local supermarket (the nearby unfinished path) to collect the basic ingredient... mud! Primary 1 parents visited last week and have agreed to look for more fixtures and fittings. Recently pupils investigated the beautiful patterns made by the frozen mud.

The rationale underpinning the development of “muddy kitchens” is; *“There is little more important in our physical world than earth and water and they are truly intriguing things, especially when they interact. Mixing soil, water and a range of other natural materials has a foundational role in early childhood which has deep importance and endless possibilities for well-being, development and learning. The breadth and depth of what these experiences offer young children is truly remarkable”.*

In addition the children have built an igloo using 2 litre used plastic milk bottles. Parents and the community alike donated their empty bottles for a few months and the result was a brilliant play house for the early years class to enjoy.



Forest Schools at Lochgoilhead

Pupils in Lochgoilhead Primary have been working with the forest school instructors from Ardroy outdoor centre. They have enjoyed afternoons in Cormonachan Woods making dens, building shelters, making bird cakes, looking for mini-beasts and exploring the ponds.



Sandbank Outdoors!

Pupils in Sandbank Primary have been working closely with Rowan Fraser, a former Park Ranger for Loch Lomond in developing their Forest School work and have also worked with GRAB Trust in delivering Eco issues and supporting the Mini Beast study in the Early Years.



CAST projects:

In Bute and Cowal the Creative Arts in Schools Team (CAST) has had the pleasure of providing the following during the last academic year:

Big Draw: authority wide project involving inspirational artists visits to most primaries accompanied by in depth resources and planning tools.

Creative Learning Network CPD: provided six twilight cpd opportunities covering music, drawing, character creation, film making and drama in Rothesay and Dunoon.

TAC Writing: running the annual Argyll Collection primary writing competition with entries from throughout the area.

Libraries: worked with library service to co-ordinate and support exhibition visits in Dunoon Library.

Schools workshops: run by Mull Theatre to coincide with their recent performance in Dunoon Burgh Hall.



Eco Learning- Eco Schools:

The aim of the Eco-Schools programme is to make environmental awareness and action an intrinsic part of the life and ethos of the school for both pupils and for staff and to engage the wider community.

The Eco-Schools programme can help schools and pupils

- Improve the school's environment
- Reduce litter and waste
- Reduce energy and water use
- Devise efficient ways of travelling to and from school
- Promote healthy lifestyles
- Encourage active citizenship
- Build strong partnerships with community groups
- Develop international and global links

Across Bute and Cowal the following primary schools have gained awards:

Green Flag: Dunoon, Kilmodan, Kirn, Sandbank, St Mun's, Strachur, Strone, St Andrew's and Rothesay Joint Campus

Silver: Toward, Tighnabruaich, Innellan, and North Bute,

Bronze: Lochgoilhead



Community Links:

Strone's Soup and Sandwich Saturday

On Saturday the 17th November, Strone Primary School in partnership with their Parent Council, held their annual Soup and Sandwich event in the Younger Memorial Hall. The school, together with the Parent Council had worked hard to organise this ever popular event which was very well supported by the

local community. There was a great turn out to enjoy the delicious soups on offer and the pupils were on hand to man cake and candy stalls and sell Christmas related craft items that they had made. The event raised in excess of £600.00 which will be used to support the children's education.



Scottish Country Dancing in Dunoon.

The Royal Scottish Country Dance Association's annual dancing festival took place in the Queen's Hall Dunoon. Children in P4 and P5 across the schools in Cowal had been practising for several weeks and were keen to show off their newly acquired dancing skills. They dressed in tartan sashes and rosettes and their skills were admired by parents and friends in the upper balcony of the hall. The pupils were a credit to their schools and this was again a lovely example of schools working in partnership with members of the Royal Scottish Country Dance Association who helped the pupils to learn the dances.



Lochgoilhead Burns Supper

Pupils from Lochgoilhead Primary were invited to the annual Children's Burns Supper hosted by the Lochgoilhead Ladies. They enjoyed a traditional Burns supper and entertained the community with poems, songs and dancing.



Memorial Garden at Sandbank

Working with the local community pupils in Sandbank Primary are creating a garden area in memory of their friend and fellow pupil Aillidh who died last summer. The school has purchased a special 'Friendship bench' incorporating a hedgehog and merekat (two of Aillidh's favourite animals) and with funding from a local business and the local authority have plans to plant large pots and hang bird feeders in the garden. Not only will this provide the children with a beautiful area to enjoy and support learning but will ensure that Aillidh's memory lives on. The school is also working with Aillidh's family to develop an end of year achievement award for children aged 6/7 which will be presented at our end of term assembly in June.



Local schools represented at Dunoon Speaker's Club

On a Friday evening in December four pupils from Dunoon Primary took part in the final of the Speaker's Club Competition in St John's Church Hall, Dunoon. There were ten finalists in total representing local schools including Dunoon Primary, Kirn Primary, St Mun's Primary and Strone Primary. Pupils entering the competition benefit from the advice and support given by members of Dunoon Speaker's Club during their visits to the schools. Blair McColm of P7 in Dunoon Primary was first to deliver his speech on "The Truth about Rottweilers". Katie Cameron P6 of Dunoon Primary was next with her speech on "Dunoon Primary School Choir". Reece McIntyre P6 of

Dunoon Primary was the 5th speaker of the evening with his speech on "Tigger". There was a short break and then Alan Mollins P6 of Dunoon Primary spoke about "Ancient Greek Gods". After all the finalists had presented their speeches to a very appreciative audience, refreshments were served while the three judges retired to another room to decide on the winners. When the results were announced it became apparent that Dunoon Primary had done very well with Blair gaining 2nd place and Alan 3rd. All the finalists

received a £15 Book Token and a certificate. Blair and Alan were awarded glass trophies in the shape of a star donated by Argyll and Bute Council. It was a fantastic evening's entertainment. The children spoke confidently and clearly and made their supporters feel extremely proud!



Dark Days Challenge Week

Pupils at North Bute Primary School planned and organised a Dark Days Challenge Week of road safety activities and events in partnership with Towards Zero Carbon Bute, a local environmental organisation. Pupils worked in groups – Healthy Living Group, Pupil Council and Eco Group – to plan and run a week's programme of events based on keeping themselves safe on the roads during winter's dark days! The range of activities that they planned included a walking bus to school supported by parents and the Police, a competition to design a bright bike, carrying out surveys into the ways pupils travelled to



school rewarding those pupils who travelled in a healthy way, a whole school walk and a special assembly to celebrate their achievements. The Healthy Living Group comprised pupils who are all trained Junior Road Safety Officers and they planned a special lesson for the P1/2 class with four separate activities. At a final assembly all pupils had the chance to show case their talents in a North Bute's Got Talent Special and fantastic prizes and rewards were given out courtesy of Towards Zero Carbon Bute and local Bute businesses that were supporting this great initiative!

School Contacts:

School	Head Teacher	Telephone Number	Email address	Roll (Census Sept 2012)
Dunoon Primary	Sylvia Clark	01369 704159	enquiries@dunoon-pri.argyll-bute.sch.uk	191
Innellan Primary	Carol Durie	01369 830560	enquiries@innellan.argyll-bute.sch.uk	14
Kilmodan Primary	Joyce Hawkins	01369 820280	enquiries@kilmodan.argyll-bute.sch.uk	19
Kim Primary	James Wylie	01369 702509	enquiries@kim.argyll-bute.sch.uk	177
Lochgoilhead Primary	Sandra Bark (Acting)	01301 703338	enquiries@lochgoilhead.argyll-bute.sch.uk	26
North Bute Primary	Elizabeth MacMillan	01700 503728	enquiries@northbute.argyll-bute.sch.uk	57
Rothsay Primary	Wendy Brownlie	01700 503227	enquiries@rothsay-pri.argyll-bute.sch.uk	242
Sandbank Primary	Sandra Clarke	01369 706350	enquiries@sandbank.argyll-bute.sch.uk	123
St Andrew's Primary	Sandra Maritland	01700 503123	enquiries@standrews.argyll-bute.sch.uk	102
St Mun's Primary	Gillian Neeson	01369 703643	enquiries@stmuns.argyll-bute.sch.uk	148
Strachur Primary	Susan Armour	01369 860293	enquiries@strachur.argyll-bute.sch.uk	67
Strone Primary	Helen Brown	01369 840242	enquiries@strone.argyll-bute.sch.uk	32
Tighnabruaich Primary	Fiona Hamilton	01700 811413	enquiries@tighnabruaich.argyll-bute.sch.uk	26
Toward Primary	Cathleen Russell	01369 870259	enquiries@toward.argyll-bute.sch.uk	29

CARE INSPECTORATE –LEARNING DISABILITY (LD) DAY SERVICES

1. SUMMARY

1.1 This report updates on the progress of ASIST LD Day Service, Dunoon since the Care Inspection last May and also that of the more recent inspection of Phoenix LD Day Service, Rothesay in January 2013.

2 RECOMMENDATIONS

2.1 The committee is asked to note that continued progress is being made in improvement plans and a more robust management overview is being established of Registered Manager and service action plans at area and senior management levels.

3 DETAIL The inspection in May 2012 of **ASIST** LD day services resulted in a report that included several requirements and recommendations for the service.

The manager was required to improve administration in a number of areas which meant Environment was scored weak, due to needing to ensure; health and safety records and council policies were updated and made readily available to staff, any restraint or medication actions to be recorded in individual's care plans, staff training and induction plans implemented, and service user involvement in the service self assessment, as required annually by the inspectorate. These recommendations were dealt within the immediate weeks of the report. The Registered Manager is aware of the responsibilities and actions to be reported and this is monitored by the Area Manager. The Council estates management now include ASIST within their template to ensure buildings and equipment maintenance records are updated. The Registered manager monitors this is met.

Policies on managing Restraint and Medication were updated and staff awareness and training sessions completed. The Professional Lead for Learning Disability also visited in February 2013 to audit that the policies and care plans and to ensure compliance.

Staff induction and appraisal plans are implemented and monitored by the Area Manager at managerial supervision.

These administration and management issues, accompanied by the non submission of the service self assessment (*which therefore had no service user involvement in measuring quality and areas for improvement*) led to a unsatisfactory score for Management and Leadership. Non or late submission will always lead to an unsatisfactory score on its own.

The new Area Manager has instigated much closer supervision of the service and supports the manager meet an improvement plan to ensure this is not repeated in the future. Further, the manager will adopt the new process for registered services agreed at the Departmental Management Team.

The full report for ASIST Day Service can be found at

http://www.scswis.com/index.php?option=com_content&task=view&id=24&Itemid=489&bereNextPageId=ReportDataDetails_action.php&action=displayReport&repId=CS2004057455

ASIST LD Day Service inspection history:

Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
25 May 2012	4 - Good	2 - Weak	3 - Adequate	1 - Unsatisfactory
20 April 2010	4 - Good	Not Assessed	Not Assessed	4 - Good
27 April 2009	4 - Good	4 - Good	4 - Good	4 - Good
14 May 2008	3 - Adequate	3 - Adequate	3 - Adequate	3 - Adequate

- 3.2 The inspection in January 2013 of **Phoenix** LD day services resulted in weaknesses being identified in all four inspection areas. Immediate actions were taken to deal with the priority areas of requirements and recommendations for remedial action. The ensuing action plan satisfied the local stakeholders and the Care Inspector that the service was being managed appropriately and was supported at all levels of the organisation. An improvement plan has been established for ongoing monitoring. A new interim manager is now in post for 9 months who will lead on progressing and sustaining improvements and will report progress to the Area Manager and through the agreed mechanisms.

The full report for Phoenix LD Day Service can be found at

http://www.scswis.com/index.php?option=com_content&task=view&id=24&Itemid=489&bereNextPageId=ReportDataDetails_action.php&action=displayReport&repId=CS2003017600

Phoenix Day Service inspection history:

Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
29 Jan 2013	2 - Weak	2 - Weak	2 - Weak	2 - Weak
27 Oct 2010	5 - Very Good	5 - Very Good	5 - Very Good	Not Assessed
18 Nov 2009	4 - Good	3 - Adequate	4 - Good	4 - Good
20 Aug 2008	3 - Adequate	3 - Adequate	3 - Adequate	3 - Adequate

The Adult Care management team were aware at all levels of some of the improvement needs of the Phoenix day service; these were being addressed but were not managed prior to the unannounced inspection. However, there were some areas that had not come to light earlier and had to have immediate remedial steps put in place to react to the inspector's findings. Specifically these were; an absence of support and risk management plans for individual service users, poor induction procedures for new staff, mandatory staff training needs unmet and administrative reporting requirements to the inspectorate unmet.

- 3.4 **The Care Inspectorate process** requires an annual return and self assessment from each registered service to be submitted electronically by the Registered Manager, which must demonstrate the involvement of service users in the self assessment process. Immediately after an inspection a draft report is sent to the Registered Manager and they have 2 weeks in which to respond electronically with an Error Response Form (for correction of any factual errors) and an Action Plan identifying the plans to be put in place and timescales to meet any "Requirements" or "Recommendations" within the report. The progress is then monitored at the next inspection.
- 3.5 **Organisational learning** from these episodes has led Adult Care, Social Work to review and adopt a more robust monitoring system of the quality improvement cycle for registered services and reporting for Registered Managers. This will insure better internal scrutiny of such registered services by agreeing self evaluation, action and improvement planning, with scrutiny and review both at a local level with stakeholder involvement and throughout the organisation.

The process to be utilised is a simple methodology, if adopted consistently across registered services, it should provide a level of confidence to the management team that internal monitoring of the quality cycle for improvement is secure and will simultaneously meet and probably surpass the requirements of the Care Inspectorate for future inspections.

- 3.6 **The Adult Care Management process** to be adopted will require the following cycle to be followed;

Self evaluation:

- Developed with service users, carers and staff, and utilising an informed "critical friend" role from a manager from another registered service within the authority to reflect on the actions and progress.
- Reported to and further informed by the Locality Forum (or equivalent stakeholder fora)
- Submitted annually as required to Care Inspectorate.

When a full term of the cycle is completed this will be a stronger evidence base of both service user involvement and ongoing improvement.

Action Plan:

All action plans should be electronically submitted in response to the draft Inspector's Report, using an enhanced template to the Care Inspectorate's

reform, ensuring that the outcomes as well as the actions taken are identified and that timescales and persons responsible are specific.

Service Improvement Plan:

Service improvement plans should become a live document, populated from any submitted action plan and any other identified improvements. This should be developed and reported at least twice yearly through the locality forum or equivalent. All new plans should be in this format and registered managers will be asked to transfer earlier action plans into this format within the next 3 months in preparation for their next inspections.

Reporting & Monitoring

Registered Managers will ensure Self-Assessment and Service Improvement Plans are updated and agreed with Area Manager and Service Manager after each review and prior to submission to the Care Inspectorate annually.

Registered Managers will update Service Improvement Plans at least 6 monthly in accordance with feedback from service users, carers, staff, “critical friend”, wider stakeholder group and management team.

The Council’s Commissioning Team conduct an annual Service User Satisfaction Feedback Survey and the results are presented to the service and management team. These results should be taken cognisance of by the Registered Manager and incorporated into the feedback and progress of the Service Improvement Plan

The Area Manager will report progress on Service Improvement Plans at least 6 monthly for scrutiny to the Adult Care Management, and further the Service Manager to the Social Work Management Team and Departmental Management Team at least annually. Feedback and minutes will be provided to the Registered Manager to ensure the quality cycle is completed.

4. CONCLUSION

- 4.1 The reports of the Care Inspectorate inspection of ASIST and Phoenix Day Services identified several areas for improvement. Both now have plans in place that meets the Care Inspectorate requirement and those of the Council and will be monitored closely to ensure improvements progress accordingly.
- 4.2 The learning achieved from having identified the gaps in closer monitoring of individual registered services has led to a quality improvement cycle being clarified, that will evidence internal ongoing evaluation and monitoring of services and highlight at an early stage any failures in progress prior to external inspection. This cycle will be adopted across all registered services within Adult Care.

5. IMPLICATIONS

<i>Policy:</i>	More robust service monitoring and review adopted.
<i>Financial:</i>	None
<i>Legal:</i>	None
<i>Personnel:</i>	None
<i>Equal Opportunities:</i>	None

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ARGYLL AND BUTE COUNCIL

**BUTE & COWAL
AREA COMMITTEE**

CHIEF EXECUTIVE'S UNIT

4th JUNE 2013

AREA SCORECARD FQ4 2012-13

1 Background

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 4 of 2012-13 (January to March 2013).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the exceptional performance presented on the Scorecard.

Jane Fowler
Head of Improvement and HR

For further information, please contact:

David Clements
Improvement and Organisational Development Programme Manager
(Planning and Performance Management)
01465 604205

Environment

	Target	Bute & Cowal	Council
Car Parking income to date - B&C	£ 121,284	£ 74,613 R ↑	
Dog fouling - number of complaints B&C	27	96 R ↓	
Dog fouling - number of fines issued B&C	6	6 ↑	
LEAMS - B&C Cowal	73	81 G ↓	
LEAMS - B&C Bute	73	78 G ↑	
archive - % of ALL Planning Apps Processed within timescale in B&C	68.0 %	73.3 % G ↓	68.3 %
Householder Planning Apps: % processed in 2 months in B&C	90.0 %	81.3 % R ↓	86.3 %
Local (excl HH) Planning Apps: % processed in 2 months in B&C	70.0 %	69.0 % R ↓	60.2 %
Street lighting - monthly % A&B faults repaired within 7 days	88 %	Currently no B&C data	77 %
CC1 Affordable social sector new builds - B&C	0	0 G →	0
* ACHA - currently no ACHA data in Pyramid *			

Education

	Target	Bute & Cowal	Council
% positive destinations (Dunoon Grammar) ACY 11/12		87 %	86.0 %
% positive destinations (Rothesay Academy) ACY 11/12		83 %	
HMIE positive School Evaluations - B&C	75 %	100 % G →	100 %
% 5+ SCQF level 6 (Dunoon Grammar)	12.60 %	6.45 % R ↑	11 %
% 5+ SCQF level 6 (Rothesay Academy)	12.60 %	10.00 % R ↓	
School % unauthorised absence (Dunoon Grammar)		2.9 % ↓	1.3 %
School % unauthorised absence (Rothesay Academy)		1.9 % ↓	

Roads

	Target	Bute & Cowal	Council
% road network to be considered for maintenance - SRMCS Red	20.0 %	Currently no B&C data	19.9 %
% road area resurfaced/reconstructed - B&C FY 11/12	1.63 %	1.74 % G	1.88 %
% road area surface treated - B&C FY 11/12	3.26 %	3.62 % G ↑	4.45 %
% Cat 1 road defects repaired by end of next working day - B&C	90 %	87 % R ↑	93.4 %

Social Services

	Target	Bute & Cowal	Council
B&C - % of Older People receiving Care in the Community - In Year	80.0 %	74.4 % R ↓	77.0 %
B&C - % of Older People receiving Care in the Community	70 %	67 % R ↑	72 %
B&C - No of Substance Misuse Clients			
B&C - No of SM Care Assessments outstanding over 21 Days	5		
CA12 B&C - Total No LAAC		40 ↑	123
CA25 B&C - % Reviews of LAAC Convened within Timescales	100 %	100 % G ↑	93 %
CP5 B&C - No of Children on CPR		16 →	27
CP16a B&C - No of Children on CPR with a completed CP plan		16 ↑	26

Community Resilience

	Target	Bute & Cowal	Council
B&C % community councils with emergency plan	10 %	17 % G	
B&C % community councils developing an emergency plan		42 %	



Bute and Cowal Area Scorecard Exceptions FQ4 12/13

Environment

	FQ3	FQ4	Target FQ4
Car Parking income to date - B&C	£ 58,790	£ 74,613	£ 121,284
Dog fouling - number of complaints B&C	0	96	27
Local (excl HH) Planning Apps: % processed in 2 months in B&C	82.6 %	69.0 %	70.0 %
Householder Planning Apps: % processed in 2 months in B&C	87.0 %	81.3 %	90.0 %
CC1 Affordable social sector new builds - B&C	0	0	0

Education

	AY 10/11	AY 11/12	Target AY 11/12
% 5+ SCQF level 6 (Dunoon Grammar)	6.13 %	6.45 %	12.60 %
% 5+ SCQF level 6 (Rothesay Academy)	13.95 %	10.00 %	12.60 %

Social Services

	FQ3	FQ4	Target FQ4
B&C - % of Older People receiving Care in the Community - In Year	75.7 %	74.4 %	80.0 %
B&C - % of Older People receiving Care in the Community	65 %	67 %	70 %
CA25 B&C - % Reviews of LAAC Convened within Timescales	95 %	100 %	100 %

Roads

	FQ3	FQ4	Target FQ4
% Cat 1 road defects repaired by end of next working day - B&C	86 %	87 %	90 %

Performance with exceptional characteristics

Streetscene

	Target	Bute & Cowal	Council
LEAMS - B&C Cowal	73	81	75

Continuing positive trend

Education

			Council
School % unauthorised absence (Dunoon Grammar)	2.9 %	1.3 %	

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ARGYLL AND BUTE COUNCIL**Bute & Cowal Area Committee****Development & Infrastructure Services****4 June 2013**

Updating of Postcodes and Postal Addresses by Emergency Services

1.0 SUMMARY

- 1.1 The Strachur community raised concerns about Emergency Services incidents where the vehicle attended the wrong address.
- 1.2 Development and Infrastructure Services carried out further investigations with the assistance of Strathclyde Fire and Rescue who were able to determine that one of the highlighted incidents related to a council property where the call was made by the alarm company and an incorrect address provided.
- 1.3 Implications that the problem must be Argyll and Bute wide was not proven but further investigation into the processes used by the emergency services to find addresses was undertaken.
- 1.4 The address databases used by the emergency services and methods used to identify locations were investigated and both Ordnance Survey and the Improvement Service provided information on their efforts to deliver the best possible address solution for the emergency services in Scotland.
- 1.5 The specific problem in Strachur and the surrounding area where Royal Mail use Cairndow as a post town in the address was also investigated but Royal Mail refused to consider changing the Cairndow post town citing their Code of Practice, as approved by Ofcom, to support their decision.

2.0 RECOMMENDATIONS

- 2.1 The council supports the Strachur community by requesting that Royal Mail remove "Cairndow" as the post town for properties in PA24, PA25 and PA27 and amending addresses as required.
- 2.2 The "Street Naming and Numbering Policy" is adopted to inform the public of the street naming and numbering services undertaken by the council and increase awareness of the issues.
- 2.3 The Corporate Address Gazetteer team is identified as the main council contact for the emergency services address related cases and will carry out a full investigation into each incident.

3.0 DETAIL

Background

- 3.1 Strachur Community Council raised concerns over an incident where fire appliances from Strathclyde Fire & Rescue were called to Strachur Primary School but were sent to Cairndow.
- 3.2 Further discussions with the Strachur community also uncovered a Scottish Ambulance Service incident where the vehicle attended the wrong address.
- 3.3 The matter was raised at the Bute and Cowal Business Day in December 2012, the Community Planning Partnership Management Board in the same month and at the Bute & Cowal Area Committee in February 2013.
- 3.4 Strathclyde Fire and Rescue were able to listen to a recording of the call, which was placed by the alarm company, and reported the address as "Strachur Primary School, Forest View, Cairndow". As a result of the address reported the local fire appliance was not mobilised.
- 3.5 Strathclyde Fire & Rescue advised the alarm company and the address was updated to "Strachur Primary School, Forest View, Strachur". A call to this address was simulated and it indicated that the local fire appliance would be mobilised.
- 3.6 As this is still not the correct postal address for the school further reconciliation was undertaken by Property Services to update the addresses held by the alarm company.
- 3.7 Further investigation into the Scottish Ambulance Service (SAS) incidents is not possible as, for confidentiality reasons, no exact address was provided but a senior SAS officer has indicated they will look into any specific incidents notified to them by the council.

Emergency Calls

- 3.8 Emergency calls in the UK are received by BT at one of their seven emergency calls centres in Nottingham, Newport, Blackburn, Bangor, Glasgow, Dundee and Portadown and the BT call operator passes the call to the appropriate emergency service.
- 3.9 BT receives 31 million emergency calls a year and 50% are passed to the emergency services – 52% to the Police, 41% to the Ambulance Service, 6% to the Fire Service and less than 1% to the coastguard or mountain rescue.

Locating the Emergency

- 3.10 Calls made from a landline are recognised by BT and the location passed to the emergency service.
- 3.11 Calls from mobiles now make up 62% of emergency calls and the position of the caller can be located with some accuracy using the location of the nearest mobile mast or several masts in close proximity. The accuracy is greater in urban areas where a greater number of masts can be used to pinpoint the location.
- 3.12 The caller will also be asked for the location of the emergency and ensuring the emergency vehicle is despatched to the correct location requires a combination of efforts from both parties to identify the correct address or other location.
- 3.13 Each of the emergency services have additional intelligence built into their systems which, along with the automatic information from the location of the phone and the details provided by the caller, should direct the emergency vehicle to the exact location of the incident.

Addresses and postcodes

- 3.14 Each emergency service maintains its own control system with an address database of all addresses for its area of operation. For police, fire and ambulance this is now the whole of Scotland with the introduction of the new police and fire services on 1st April 2013.
- 3.15 Two main addresses databases are maintained for the whole of Scotland - Royal Mail's Postcode Address File (PAF) and the OneScotland Gazetteer (OSG) maintained by the 32 local authorities and centrally managed by Forth Valley GIS on behalf of the Improvement Service.
- 3.16 A similar arrangement exists in England and Wales where a joint Central/Local Government initiative called GeoPlace has delivered an Ordnance Survey product (AddressBase) which incorporates matched addresses from both the PAF and the England and Wales equivalent of the OSG – the National Land and Property Gazetteer (NLPG).
- 3.17 Through agreement with the Improvement Service, GeoPlace was extended to cover Scottish addresses in May 2012.
- 3.18 Therefore there are now three options for national address data – the OSG, PAF and AddressBase, which combines both OSG and PAF in some versions of the product.

- 3.19 The Improvement Service is coordinating efforts in Scotland amongst the Emergency Services, local authority gazetteer custodians, Ordnance Survey and other interested organisations to produce the best available addressing dataset for emergency services use.
- 3.20 The latest information from the emergency services, the Improvement Service and Ordnance Survey (OS) indicates that the Police will use the OSG, augmented with their own address intelligence built up over a number of years; the Fire Service will adopt AddressBase as it includes the OSG and PAF and the Ambulance Service are looking at Address Base but are still using Address Layer 2, which is based on PAF with added OS grid references.

Royal Mail PAF

- 3.21 PAF was originally developed by Royal Mail to enhance and streamline postal delivery and it is still maintained by their dedicated "Address Management Unit" solely for that purpose. Local authorities also have an update role in identifying new properties requiring a postcode and liaising with the Address Management Unit on the full address for the property.
- 3.22 The PAF Code of Practice, agreed with the postal regulator, Ofcom, determines how and when addresses changes can be introduced.
- 3.23 The postal address maintained by Royal Mail for postal delivery purposes may differ from the geographical location which a resident believes to be their address.
- 3.24 PAF is bought by many organisations with updates provided at intervals ranging from daily to yearly so it is not possible to ascertain how up to date any companies PAF holding is at any point in time unless they advise how often an PAF update is supplied and applied to their database.

OneScotland Gazetteer

- 3.25 The need for a national address infrastructure was first recognised in the 1990s and, with the creation of a British Standard (BS7666) in the mid 1990s, work on the NLPG was started in 1999. All statutory Street Naming and Numbering authorities in the UK were tasked with maintaining a local gazetteer which would record all addresses and land required in the public sector and feed into the NLPG.
- 3.26 In 2003 the Scottish Government's Customer First programme funded the initial creation of gazetteers in Scotland's 32 local

authorities and these are now maintained through a Service Level Agreement between the local authorities, the Improvement Service and Forth Valley GIS, the national custodian on behalf of Stirling Council, the lead council for the OSG project.

- 3.27 The OSG is freely available to public sector partners including Police, Fire and Ambulance and user requirements are incorporated into an OSG improvement plan to ensure the product meets the needs of all customers. This has highlighted, for example, the need to include organisation names (e.g. Tesco, The Flower Shop or Argyll and Bute Council) in the OSG rather than just the property address such as 1 Argyll Street.

GeoPlace / AddressBase

- 3.28 From the early days of the NLPG central government also maintained an address gazetteer – Ordnance Survey's Address Point product, which evolved into the product named Address Layer 2. After many abortive attempts the two government address databases were brought together in April 2011 and GeoPlace, a public sector limited liability partnership between the local government and Ordnance Survey, was created.
- 3.29 Through GeoPlace a new address product, AddressBase, was developed in September 2011 which brought together both NLPG and PAF addresses. Scottish addresses from the OSG were added in May 2012.
- 3.30 Local authorities have played a critical role in the development of AddressBase by matching OSG addresses to PAF and will continue to be the keystone to locally verified address information.

Argyll and Bute Council address maintenance

- 3.31 The GIS Team within Development and Infrastructure Services has dealt with all Argyll and Bute address enquiries since 2005 and has accumulated a considerable knowledge of address information and developed robust processes to maintain addresses.
- 3.32 New addresses are added daily from a number of sources, weekly updates are applied to the OSG and monthly updates are sent to all emergency services and other interested parties.
- 3.33 A Street Naming and Numbering Policy has been developed to raise awareness of the council services provided on addressing and set standards for dealing with enquiries on any addressing issue.

Argyll and Bute Council property addresses

- 3.34 As the initial incident related to a council property the background to the address used was investigated.
- 3.35 Addresses held by Property Services were consolidated into the new Property Management System (PMS) in 2012 and reconciled with the CAG where possible. Prior to the introduction of the PMS addresses were not maintained consistently and the addresses passed to external bodies such as the alarm company were not matched to any recognised address database.
- 3.36 A review of the addresses held by the alarm company has been undertaken and addresses changed where necessary to ensure that a similar incident does not occur in the future at any council property.

Strachur address issues

- 3.37 The initial correspondence from Strachur Community Council highlighting the above incidents also provided a background to the use of "Cairndow" for all addresses in Strachur and the surrounding area.
- 3.38 Cairndow is the post town used by Royal Mail for all addresses in the PA24, PA25, PA26 and PA27 postcodes (see Appendix 1) as the post was previously sorted in Glasgow and dropped in Cairndow for onward distribution. This is no longer the case as the mail is now sorted in Paisley and delivered by ferry to Dunoon for distribution across Cowal.
- 3.39 As the initial correspondence from Strachur Community Council and the Strathclyde Fire and Rescue call out include the mention of Cairndow as part of the address this was investigated as a possible reason for the two incidents occurring in the Strachur area.
- 3.40 Royal Mail were asked if they would consider changing the Cairndow post town for the Strachur postcode and they advised:

"..we would not be able to consider this request as we can only amend this part of a postal address when it is operationally or postally required as outlined in our code of practice. In this instance we have not been informed of any operational issues with this area and so we would not be able to change these details at this time."

4.0 CONCLUSION

- 4.1 Approximately 85,000 emergency calls are made every day. No figures are available for callouts which attend the wrong address and although it is a very small percentage, every mistake is potentially life threatening.
- 4.2 The emergency services take this extremely seriously and use all possible means to identify the location of the incident but the caller must also be able to correctly identify the location using the available information. It is a combination of effort from both parties and where the caller is unfamiliar with the area they may be unable to provide an accurate location for the incident.
- 4.3 On the few occasions where they fail on this the emergency services will investigate and implement changes if required.
- 4.4 In the Strathclyde Fire and Rescue incident which initiated this investigation the call was fully investigated and the address held by the alarm company was changed.
- 4.5 In the last ten years the maintenance of robust address data to meet all public sector addressing needs has become extremely important for central and local government and address products are now available which can assist public bodies such as the emergency services.
- 4.6 One of the benefits of the address gazetteer being maintained by the public sector for the public sector is that changes can be implemented easier than with a chargeable product like PAF.
- 4.7 Through the OSG Service Level Agreement Argyll and Bute Council maintains the property gazetteer on a daily basis and will investigate any address query notified by a member of the public.
- 4.8 The Street Naming and Numbering Policy determines how the service will be carried out and the standards expected for delivery of the service.
- 4.9 The Royal Mail PAF address is the definitive address for postal delivery and the PAF Code of Practice makes it clear that some elements of the address cannot be changed which makes it impossible for the council to implement all address change requests.
- 4.10 The Strachur community firmly believes that the Cairndow post town is part of the problem in their area and the Strathclyde Fire & Rescue investigation would appear to back this up. A review of the addresses held in the council's Corporate Address Gazetteer may also assist in allaying concerns in the Strachur Community.

5.0 IMPLICATIONS

- 5.1 Policy – new Street Naming and Numbering Policy
- 5.2 Financial – none
- 5.3 Legal – none
- 5.4 HR – none
- 5.5 Equalities - none
- 5.6 Risk – none
- 5.7 Customer Services – improved addresses will improve delivery of services to the Strachur community.

6.0 APPENDICES

- 6.1 Appendix 1 - Map of postcode sectors in Bute and Cowal

7.0 ADDITIONAL DOCUMENTS

- 7.1 Street Naming and Numbering Policy

Sandy Mactaggart, Executive Director of Development & Infrastructure

9th May 2013

For further information contact: Graham Whitefield, Geographic Information Systems Manager on 01546 604144

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Development and
Infrastructure Services

STREET NAMING AND NUMBERING POLICY

Version 1

May 2013

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1 - STREET NAMING AND NUMBERING SERVICE

- 1.1 Argyll and Bute Council is responsible for naming of streets and numbering of properties in new developments in its area. This includes properties built on streets which are already numbered. It is also responsible for the renaming and renumbering of existing streets when required. This is governed by statutory legislation under Section 97 of the Civic Government (Scotland) Act 1982.
- 1.2 The address of a property is becoming an increasingly important issue and maintaining a high standard of addressing assists:
- Emergency services to find a property quickly as delays can cost lives and money
 - Postal delivery by Royal Mail
 - Reliable delivery of other goods and services
 - Residents past, present and future to ensure personal records are linked to the correct property
 - Record keeping for legal and financial services – e.g. land register, insurance
 - Linking of individuals to properties for services – e.g. health, taxation, welfare benefits
 - Council departments to work from one official address for all properties
 - Visitors in finding their destination
 - National services, including police, fire and ambulance, to work from one official address base – the OneScotland Gazetteer (OSG).
- 1.3 In undertaking this function the council's primary concern is public safety and security, ensuring that street names are not duplicated and that new streets and properties are named and numbered in a logical manner to facilitate easy identification in the event of an emergency or usage for any of the other purposes above.
- 1.4 This policy outlines the procedures that Argyll and Bute Council will adhere to in the undertaking of these statutory duties. Some of the procedures are complex and may take several months. The council is aware of the requirement for a statutory address to access a number of services and products, particularly for a new development. The council will endeavour to complete the required processes as efficiently as is possible and encourages all other persons involved to use this policy

and involve the council at an early stage in any new street naming or numbering.

- 1.5 Developers and owners must be aware that only the names and numbers approved by the council will form the official address. Names used for marketing purposes or assigned by commercial owners may be changed if deemed not to conform to this policy. Similarly the council cannot accept any responsibility for late submissions for naming and numbering which cause problems for owners who may have already purchased properties under a marketing or any other unapproved name.

2 - STATUTORY BACKGROUND

2.1 Section 97 of the Civic Government (Scotland) Act 1982 empowers the Council to allocate statutory addresses:

A local authority may, in relation to any road in their area:

- (a) give such name to it as they think fit;
- (b) after advertising in a newspaper circulating in their area any proposal to alter its name and taking into account any representations thereupon made to them within 28 days after the date of the first publication of the advertisement, alter any such name;
- (c) affix, paint or mark its name on any premises, fence, lamp post, pole or other structure in it so as to be readily legible to members of the public there, and erect poles or other structures there for that purpose;
- (d) give each of the premises in it such distinguishing number as they see fit; alter that number when necessary; and require the owner of each of the premises, by notice served on him, to affix or paint that number on his premises so that it is readily legible from the nearest part of the public place giving access to the premises.

2.2 Section 112 of the New Roads and Streets Works Act 1991 also requires a street gazetteer to be “kept in such form and manner, as may be prescribed”.

3 - STANDARDS AND ADDRESS DATABASES

- 3.1 The council is obliged to maintain a central database of street names and property addresses, the Local Street Gazetteer (LSG) and Corporate Address Gazetteer (CAG), using the British Standard for addressing, known as BS7666. All addresses in both of the above gazetteers must adhere to this standard.
- 3.2 All local authorities in Scotland are required to maintain a CAG under a memorandum of understanding and Service Level Agreement with the Improvement Service. The CAGs from the 32 councils are joined together to form the OneScotland Gazetteer – an address database for the whole of Scotland.
- 3.3 As local authorities are at the forefront of address creation through the planning and local taxation functions and have access to considerable local knowledge the CAG has a high level of accuracy, currency and completeness.
- 3.4 A similar set up exists in England and Wales and a joint venture between local government in England, Wales and Scotland and the national mapping agency, Ordnance Survey, has led to the “GeoPlace” initiative which has delivered a National Address Gazetteer (NAG) containing addresses created by local authorities and Ordnance Survey and linked to Royal Mail addresses from their Postcode Address File (PAF). The NAG is available from Ordnance Survey in the AddressBase product.

4 - COMPONENTS OF AN ADDRESS

- 4.1 There are several elements which make up an address and the responsibility for parts of the address is split between the local authority and Royal Mail. The owner may also add a property name or business name in consultation with the local authority. The address components and the responsibility for each part of the address is shown in Table 1 below.

Table 1 – Components of an address

Part of address	Example	Responsibility	Note
Business Name	Wee Shop	Owner	Not required if a building name or number is present.
Flat Number	Flat 1	Local Authority	
Property Name	Dunroamin	Owner, in consultation with the Local Authority and Royal Mail	Held by Royal Mail as an alias if a property number also exists
Property Number	1	Local Authority	May not exist for rural properties and some urban properties
Street	High Street	Local Authority	May not exist for rural properties
Additional Town or Locality Information	Connel	Local Authority	See section 12 for more information on Post Town, Towns and Localities.
Town	Oban	Local Authority	
Post Town	Oban	Royal Mail	
Postcode	PA99 0XX	Royal Mail	Required for all properties able to receive mail delivery
County	Argyll	Not required	The county is no longer required as part of the postal address
Administrative Area	Argyll and Bute	Local Authority	Required for the OSG but not part of the postal address

5 - NAMING A STREET

- 5.1 Where a new street name is to be created by development, a process is undertaken to decide a street name. The principal consideration is public safety.
- 5.2 Developers are invited to contact the Corporate Address Gazetteer Team in Development and Infrastructure Services at an early stage in the development process - at least three months before the first occupation of a property on the street to be named. Developers may suggest street names or consult with local schools or community group but must allow sufficient time for consultation prior to the properties being occupied.
- 5.3 Street names should, where possible, retain a connection with the local area through the use of names with a historical or geographical association with Argyll and Bute. The name should meet one of the following criteria:
- link to a local landmark or topographical feature – e.g. a hill or woodland.
 - commemorate a local historical event or connection with the site – e.g. a smithy
 - honour or commemorate noteworthy people associated with the local area – e.g. a former provost
 - honour or commemorate people who are noteworthy nationally or internationally, particularly at the time of the development
 - honour or commemorate national or international events, particularly at the time of the development
 - Recognise the local biodiversity of wildlife, flora, fauna or other natural features.
- 5.4 New street names should be unique within geographic location, usually the postcode district (e.g. PA31), and preferably within the council area. The practice of using the same name for a number of streets in a development, differentiated only by suffixes such as “street”, “road”, “place” etc is not recommended. Streets which are spelt differently but sound the same or similar should also be avoided – e.g. Cnoc Mor Place, Knockmore Place and Stockmore Place.
- 5.5 The naming of streets is delegated to the Director of Development and Infrastructure Services in consultation with the Members of the ward in which the street lies. If the Director has any reason to question the validity of the proposed street name consideration will be referred to the relevant committee for a decision.

Referral to committee will generally be considered where the time limits have expired, street naming conventions have not been adopted or ward Members cannot agree on a street name.

- 5.6 It is recognised that the street naming process is time sensitive. Developers require addresses, often including a postcode, before utilities will provide service connections. Royal Mail cannot allocate postcodes until the streets are named and numbered and Royal Mail have their own timescales. Developers often select a development name for marketing purposes and this can cause confusion when the street is statutorily named. The longer it takes to name a street the greater the likelihood that there will be confusion for developers and the future owners of the properties. It is in the interest of everyone involved to complete the process at the earliest possible stage in the development process.
- 5.7 The Corporate Address Gazetteer Team will initiate the street naming process on approval of the first Building Warrant for the development. If the developer wishes to commence the process earlier they should contact the Corporate Address Gazetteer Team but only developments which are subject to a planning application and/or building warrant application will be considered for naming and numbering.

STREET NAMING POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Contact the applicant at approval of the first Building Warrant for the development.
2. Allow the applicant to consult with the community if requested.
3. Assist the applicant by suggesting street names which may be suitable.
4. Consult with the ward councillors on the suggested street name(s).
5. Consult with Royal Mail on the suggested street name(s).
6. Allow the councillors 21 days to respond.
7. If requested, permit the councillors to extend this period for further consultation with the community.
8. Restart the consultation on any alternative name(s) proposed.
9. Refer the naming to the relevant committee if there is no consensus.
10. Advise Royal Mail of the agreed name for the new street.
11. Keep the applicant informed of progress towards the final street naming.

Gaelic Street Names

- 5.8 Some new street name proposals will be in Gaelic and this is desirable in traditionally Gaelic speaking areas, such as most of the Argyll islands. Many geographical features which may be used to retain a local connection in a street name will also be in the Gaelic language.
- 5.9 It is important that a street name can be understood quickly over the telephone in the event of an emergency. In selecting a Gaelic name for a street it is important that this is considered as many operators at the other end of the telephone will not be familiar with the Gaelic language and time taken to spell out a long complicated Gaelic street name could be critical in a life or death situation.

6 - NUMBERING PROPERTIES

- 6.1 A numbering scheme has to be drawn up for all new streets in a development. The numbering of properties is delegated to the Director of Development and Infrastructure Services and does not require any consultation.
- 6.2 New streets will be numbered in a logical manner to facilitate the identification of properties. Future phases of development must be considered as well as gap sites and other access points which may determine the numbering requirements. Cul-de-sacs will be numbered consecutively and other streets will have odd numbers on one side of the street and even numbers on the other.
- 6.3 The developer must provide a plan of the latest proposed layout or confirm that a plan taken from a planning application or building warrant is the most up to date for the development.
- 6.4 Where a new development is on an existing street and no new street is to be named it may be necessary to use an alphabetical suffix if there are insufficient whole numbers available (for example 5a, 5b, 5c etc). Where possible existing properties will retain the whole number and new development will use an alphabetical suffix. A property between two existing properties will usually take the lowest number of the two – e.g. a property between 5 and 7 would be numbered 5A. Properties added at the start of the street, i.e. before number 1 or number 2 on the even side – may use 1A or 2A if they don't already exist.
- 6.5 Flats on new or existing streets will be allocated a unique number (which may have an alphabetical suffix) for each main door giving entry to the flats. Flats on a corner site may have entrances on two separate streets and these will be numbered on the two streets with flat numbers as appropriate for the internal layout.
- 6.6 If it preferable to use alphabetical suffixes rather than renumber a street as this does not impact on existing properties.
- 6.7 Where a road is being extended the numbering will continue rather than creating a new street.
- 6.8 Once a numbering scheme is agreed the fixing of a number to the individual premises is the responsibility of the property owner.
- 6.9 The council does not omit the number 13 from any numbering scheme but will consider any request to remove the number 13 from a new street numbering

scheme before it is statutorily named and notified to Royal Mail.

- 6.10 The council will not accept the substitution of a property number with a property name but a property name may be used alongside a property number. If the name is displayed outside the property the number should also be displayed.

STREET NUMBERING POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Devise a numbering scheme when a street naming application is submitted.
2. Use all information available at the time to ensure the numbering takes account of future needs.
3. Number cul-de-sacs consecutively.
4. Number other streets with odd numbers on one side of the street and evens on the other.
5. Start the numbering with number 1 on the left side of the main entry to the street.
6. Not omit number 13 from any numbering scheme as a matter of course.
7. Omit number 13 if requested by the applicant prior to the numbering being finalised.
8. Use alphabetical suffixes where insufficient whole numbers are available.
9. Where possible, number each main door access in a flatted development.
10. Keep the applicant informed of progress towards the final street numbering

7 - ROYAL MAIL, POSTCODES AND THE POSTCODE ADDRESS FILE (PAF)

- 7.1 It is a common misconception that Royal Mail allocates addresses. As shown in Table 1 in section 4 the majority of the official address is assigned by the council and the postcode is then added by Royal Mail. Royal Mail will only accept postcode requests from the street naming and numbering authority – i.e. the council. As well as the postcode Royal Mail will allocate a post town to the address. Historically this was the town where the sorting office, from which the mail is delivered, was located but some post towns no longer fulfil this purpose.
- 7.2 Royal Mail also maintains a national database of addresses – the Postcode Address File (PAF). Once registered by the council a property will be added to PAF. PAF is used by many companies in the banking, insurance, health, distribution and other industries to determine an official address.
- 7.3 In urban areas postcodes are allocated to one named street only or part of a named street so it is not possible to change a street name or a postal address without changing the postcode. There are, however, many urban street names in common use which are not included in PAF. Changes to these may be possible but are likely to affect several properties.
- 7.4 Many properties in Argyll and Bute do not appear on PAF as they were not registered when they were built or when PAF was first created in the late 1960s so it is not uncommon for properties over 100 years old to be missing from PAF. The mapping and other search tools which are available today to locate properties were not so prevalent when postcodes were first issued so there are also some properties which have been allocated to a postcode which does not appear to be consistent with neighbouring properties.
- 7.5 If an address is not on PAF or the postcode is wrong a resident can often be refused a utility connection, insurance, a bank account or health care which can cause distress. The council will deal sympathetically with any resident in this situation and immediately place a request with Royal Mail for the property to be added to PAF. Where any other postcode issues are brought to the council's attention we will liaise with Royal Mail to ensure the postcode in use is correct and will not cause any delivery or other issues for the owner/occupier.
- 7.6 Residents can check if their property is live in the PAF database on the Royal Mail website at www.royalmail.com/portal/rm/postcodefinder.

- 7.7 Royal Mail does not publish addresses which are not completed and/or occupied and able to receive mail but addresses which have been agreed with the local authority will be held by Royal Mail as “not yet built” until they are notified by the council that the property is able to receive mail.

ROYAL MAIL LIAISON POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Liaise with Royal Mail on all street naming and numbering enquiries.
2. Submit a request for an address to be added to PAF within 2 working days of receipt.
3. Add an address to Royal Mail’s “Not Yet Built” file to reserve the property name.
4. Investigate any notified discrepancies between PAF and the CAG.
5. Consult with all parties affected by any discrepancy.
6. Suggest a solution to resolve a notified discrepancy.
7. Keep the applicant informed of progress towards a final resolution of their request.

8 - PROPERTY NAMES

- 8.1 New properties built in rural areas are usually identified by name only as there is no named street and no property numbers. The council has no statutory involvement in the naming of properties but as the property name will form part of the official address in the absence of a property number it is in the interest of all parties to agree on a property name which will not be confused with other properties in the area. As this is the main identifier for the property it should also be easily understood by telephone in case of an emergency. Long names which require to be spelt are not recommended.
- 8.2 The Corporate Address Gazetteer Team in Development and Infrastructure Services will contact the applicant on approval of a building warrant to request a preferred name for the property. The only grounds on which the council is likely to object to a name is if it may cause offence on grounds of race or ethnic origin, disability, gender, age, sexual orientation, or belief (religious or political) or would cause confusion with a property of the same or similar name in the same area.
- 8.3 Once agreed the council will enter the address in the Corporate Address Gazetteer, register the address with Royal Mail and confirm the postcode with the applicant or new property owner.

PROPERTY NAMING POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Investigate if a proposed property name is suitable.
2. Not accept a proposed name which may cause offence.
3. Not accept a proposed name which may cause confusion with an existing property.
4. Consult with Royal Mail on the proposed name within 2 working days of agreement of the name.
5. Keep the applicant informed of progress towards a final resolution of their request.

9 - STREET RENAMING AND RENUMBERING

- 9.1 The council is aware that renaming or renumbering an existing street is a highly disruptive process for property owners. Renaming or renumbering will only be considered in exceptional circumstances where, for example, there are significant public safety issues or there are problems for emergency services, utilities or delivery and collection services in locating properties on the ground.
- 9.2 Other reasons for renaming or renumbering include:
- The existing name is unpopular perhaps through connection to an event or other incident
 - The name is causing confusion with another street name or one or more property names
 - The street is part of the major redevelopment of an area
- 9.3 Where renaming or renumbering is necessary the council will consult widely and ensure that it is carried out with the minimum disruption to existing properties.
- 9.4 All requests for renaming or renumbering will be referred to the relevant committee. Owners, tenants and any other parties likely to be affected will be consulted and given details of the reasons for the proposed change and the proposed name and/or numbers.
- 9.5 The Corporate Address Gazetteer team will consider the results of the consultation exercise and report to the committee. If a revised name is agreed it is then publicly advertised for 28 days in a local newspaper. Thereafter the council will issue a statutory notice to all those affected, giving them 3 months' notice of the change unless a shorter period is agreed due to the timing of a new development.
- 9.6 The council will initially oppose a request for the changing of street names or renumbering for any purpose other than public safety. It may carry out a survey of all those directly affected if it is considered that there are sound reasons for the request. In such a case if 50% of those surveyed agree to a change the renaming or renumbering process will commence.
- 9.7 The council will not reimburse owners or occupiers for any costs associated with the change of address but Royal Mail may provide complimentary address labels.

RENAMING/RENUMBERING POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Instigate a street renaming or renumbering where there are public safety concerns.
2. Not instigate a street renaming or renumbering for any other reason without a survey of those directly affected.
3. Consult with the councillors for the ward in which the street lies.
4. Consult with the local community council in which the street lies.
5. Notify all affected properties in writing.
6. Give all affected property owners/occupiers a minimum of 21 days to respond to the renaming/renumbering proposal.
7. Present the results of the consultation to the appropriate committee with recommendations.
8. Advertise a revised renaming in a local newspaper.
9. Allow 28 days for responses to be received to the advert in the local paper.
10. Report to the relevant committee again if further representations are received.
11. Notify all affected owners/occupiers in writing of the final renaming or renumbering.
12. Keep all affected owners informed of progress on the renaming/renumbering.

10 - EXISTING UN-NUMBERED STREETS

- 10.1 There are many streets in towns and villages in Argyll and Bute, some very lengthy, which do not have street numbers allocated and properties are identified by name only.
- 10.2 It can be difficult for delivery drivers, utilities, visitors and, most importantly, emergency services to find properties on a street where no numbering is in place. Where the council becomes aware of public safety issues in locating properties on these streets a numbering scheme will be developed in consultation with the owners/occupiers and the local councillors. Other affected parties may also be consulted.
- 10.3 Where there has been no public safety issue identified but an owner requests a property number on a street where numbering does not exist the council will develop a numbering scheme and notify all residents of the proposed numbering scheme. In this case the use of the property number will be optional.

UN-NUMBERED STREET POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Investigate if there is a public safety issue on an un-numbered street.
2. Where required, devise a numbering scheme for an un-numbered street.
3. Notify all residents of the proposed numbering scheme.
4. Advise residents if the number is mandatory or optional.
5. Allow the residents a minimum of 21 days to respond to the proposed scheme.
6. Report to the relevant committee.
7. Keep all affected owners informed of progress on the numbering scheme.

11 - EXISTING UN-NAMED STREETS

- 11.1 There are many rural streets across Argyll and Bute which are not named and addresses use a town or village name as the main location identifier. Many of these streets also have local names which have never been officially named, e.g. Shore Road, West Road, Main Road, Glasgow Road.
- 11.2 The council will consider naming these roads if a request is received and will consult with all residents on the affected street. If an opportunity exists to introduce a street name which reflects the local geography and will help promote the area this will also be considered.
- 11.3 The council will also consult with Royal Mail on naming these roads as it is very likely that some properties would also need to change their postcode.

UN-NAMED STREET POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Identify all the properties affected.
2. Identify any related issues such as postcodes and locality names.
3. Notify all residents of the proposed street naming.
4. Allow the residents a minimum of 21 days to respond to the proposed scheme.
5. Report to the relevant committee.
6. Keep all affected owners informed of progress on the street naming.

12 - ADDITIONAL TOWN OR LOCALITY INFORMATION

- 12.1 A Royal Mail postal address includes a Post Town which is required for sorting and routing mail and may not always be a geographically accurate description of where a property is located. The Corporate Address Gazetteer holds the Post Town but also an additional Town field (which may or may not be the same as the Post Town) and a Locality field which is geographic.
- 12.2 A Post Town and additional Locality information is allocated to a whole postcode by Royal Mail so it is not possible to change the town or locality information for one property but if there are a number of properties which appear to have the wrong town or locality information an investigation will be carried out.
- 12.3 This may result in one or several properties requiring a change of postcode to facilitate the town or locality change.

ADDITIONAL TOWN OR LOCALITY POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Investigate the town and locality information in the immediate area of the enquiry.
2. Report on the town and locality information in use in PAF and the CAG.
3. Recommend changes required in PAF, if any.
4. Consult with owners/occupiers of affected properties.
5. Consult with other local organisations as required.
6. Keep the applicant informed of progress towards a final resolution of their request.

13 - NOTIFICATION OF NEW OR REVISED STREET NAMING AND NUMBERING AND PROPERTY NAMES

- 13.1 There is no statutory requirement for the council to publish new addresses or changes to addresses or directly notify any organisations. The council acknowledges, however, that the provision of this information improves service delivery to the citizen and businesses and the Corporate Address Gazetteer Team produces a monthly list of all naming and numbering confirmed during the previous month. This is made available by email to anyone requesting notification. Location plans of all new developments are included with the list. Appendix 1 lists the organisations currently receiving monthly notifications.

NOTIFICATION POLICY

ARGYLL & BUTE COUNCIL WILL:

1. Compile a list of address changes into a monthly bulletin for circulation.
2. Circulate by email to any organisation requesting address change information.
3. Issue the monthly update before the middle of the following month.

14 - DECISION, COMPENSATION AND COMPLAINTS

- 14.1 The Council's decision is final for street naming, numbering, renaming or renumbering but anyone who is unhappy with the decision may use the council's complaints procedure.
- 14.2 The council is not liable for any claims for compensation arising directly or indirectly from the naming or renaming of streets or the numbering or renumbering of properties.
- 14.3 The above also applies to names or numbers changed as a result of developers providing occupiers with address information not formally approved by the council.

15 - EXEMPTIONS

15.1 The council is not responsible for:

- Postcodes or post towns allocated by Royal Mail
- Addresses not being available in third party systems such as financial, utility and retail companies, including Internet based companies.
- Addresses not being available in satellite navigation or internet mapping systems.
- Complaints regarding deliveries not being received due to address problems or the quality of service due to address issues.
- Notifying anyone other than those organisations listed at Appendix 1

15.2 The council will, however, provide advice where possible to assist the resident in any of the above instances.

16 - CONTACTS

16.1 For further information please contact:

Corporate Address Gazetteer Team
Development and Infrastructure Services
Argyll and Bute Council
1A Manse Brae
Lochgilphead
PA31 8RD

Telephone: 01546 604174

Email: cag@argyll-bute.gov.uk

17 - REFERENCES / FURTHER READING

17.1 Royal Mail website - <http://www.royalmail.com/>

OneScotland Gazetteer Portal - <http://www.onescotlandgazetteer.org.uk/>

Council website - <http://www.argyll-bute.gov.uk/housing/street-naming-and-numbering>

APPENDIX 1 – LIST OF NOTIFIED ORGANISATIONS

1. Police Scotland
2. Scottish Fire and Rescue Service
3. Scottish Ambulance Service
4. Ordnance Survey
5. General Register Office for Scotland
6. NHS
7. BT
8. Centrica / British Gas

**ARGYLL AND BUTE COUNCIL
BUTE AND COWAL AREA COMMITTEE**

4th June 2013

MONITORING OF GRANTS TO THE THIRD SECTOR 2012/13

1. SUMMARY

- 1.1 This report highlights how the funding from grants to the Third Sector was spent in 2012/13. Information was taken from the end of year project monitoring reports received from those organisations who received funding through the Third Sector Grants scheme in 2012/13.
- 1.2 The total Third Sector Grants budget made available by the Council for allocation in Bute and Cowal for 2012/13 was £35,000. The total of £35,000 was awarded to 29 organisations.
- 1.3 Awards were distributed in Bute and Cowal at Area Committee meetings in April and August 2012. Organisations have up to three months from the end of the Project to complete and return the project reports.

2. RECOMMENDATIONS

- 2.1. Members are asked to note the contents of the report.
- 2.2 Organisations that do not submit an end of project monitoring report are not eligible for funding from this grant scheme in future years.

3. DETAILS

- 3.1. Detailed below is a summary of the information received from the end of project monitoring reports.

No	Organisation	Project funded	Total Projected Costs	Actual Costs	Match funding	Award	Comment	Beneficiaries		
								M	F	Age
1	Ardentinny Community Trust	Weekly programme of events and activities for volunteers.	£6,124			£1,440				
2	Bute Advice Centre	Running costs	£99,739	£99,739	£97,739	£2,000	1465 people used service during year	726	681	17-24 (54) 25-64 (927) 65+ (430)
3	Bute Bowling Association	Open Bowling Tournament Aug 12	£2,359	£2,325.84	£0	£250	Four competitions completed	75	75	25-64 65+ No figures given
4	Bute Community Media	Power Equipment	£2,666	£1,582	£1,015	£570	Uninterrupted power supply provided	3470	3758	0 – 4 (295) 5 – 9 (455) 10 – 16 (610) 17 – 24 (483) 24 – 64 (3621) 65+ (1764)

5	Bute Youth Project	Salary costs youth services	£40,300			£3,600	Project co-ordinator no longer available. Project has folded and no staff to complete end of year form			
6	Colintraive Village Hall Management Committee	Production of promotional booklet	£1,220	£1,011	£706	£305	Booklet and leaflets printed	150	150	Not given
7	Cowal Choral Club	Stage costumes	£688	£358.29	£0	£170	The Bute and Cowal area committee agreed that the application could be changed to a contribution towards costumes. The performance was a success.	14	30	5 – 9 (1) 17 – 24 (8) 25 – 64 (33) 65+ (2)
8	Cowal Dog Training Club	Marketing/ Publicity materials	£1,133			£270				
9	Cowal Fiddle Workshop	Tuition for young people	£7,618	£5,090	£2,277	£360	Good standard of playing achieved and concert attracted an audience of around 350.	23	30	5-9 (19) 10-16 (4) 25-64 (23) 65+ (7)
10	Cowal Marketing Group/ Stronger Cowal	Production of Events Diary	£1,500			£360				
11	Cowal Music Club	Chamber Music Concerts	£4,618	£4,593	£2,400	£450	Good attendance at concert	Not provided	Not provided	10-16 (12) 17 – 24 (2) 25-64 (20) 65+ (80)
12	Cowal Walking Festival Assoc.	Marketing/ Promotional costs	£4,387	£4,300	£0	£2,775	Initial payment for website made and website set up.	300	450	25-64 (350) 65+ (400)
13	Crossroads (Cowal and Bute)	Promotion of new outreach service to support care services	£463	£437	£0	£232	Able to reach and offer support for carers in the rural area	Not provided	Not provided	25-64 (6) 65+ (20)
14	Dunoon and Cowal Elderly Forum	Social events and activities	£1,167	£1,156	£90	£300	Thirty attended Christmas lunch Thirty three attended pantomime	6	27	25-64 (2) 65+ (31)

15	Dunoon and Cowal Youth Project	Programme of support for young people	£24,100	£6,500 (grant spent on sessional worker's wages)	£0	£6,750	Project worked with around 150 young people in the year.	20%	80%	10-16 (150)
16	Dunoon Burgh Hall Project Group	Art exhibition/ photographic work by Robert Mapplethorpe	£11,810	£9,011.35	£4,100	£2,955	Young ambassadors gained experience, confidence and interest in community arts	Not provided	Not provided	5-9 (7) 10-16 (240) 17-24 (15)
17	Dunoon Community Development Group Recyclers Project	Purchase of Computer equipment	£1,000	£405	£60	£250	Recycled computers restored	Not provided	Not provided	Not provided
18	Girlguiding Argyll	Training weekend for Leaders - Ardmay	£4,520	£4,122.25	£1,818	£130	Theme was "Keep Calm and Carry on Guiding", and was a valuable opportunity to share good practice, build confidence, update procedures, and renew a commitment from volunteers.	Not provided	Not provided	10-16 (2) 17-24 (5) 25-64 (36) 65+ (8)
19	Kirn Gala Committee	Running costs - Kirn Gala	5,052			£500				
20	Lochgoilhead Fiddle Workshop	Running costs and activities	5210	£600	£150	£504	Workshops carried out and awareness of Fiddle workshop heightened.	67	183	5 – 9 (15) 10-16 (26) 25-64 (135) 65+ (75)
21	Pass It On (United Church of Bute)	Household goods and starter packs	£12,400	£12,454	£2,500	£3,840	137 cliens dealt with and 20 starter packs distributed	Not Given	Not given	17 – 24 (21) 25-64 (43) 65+ (3)
22	Port Bannatyne Golf Club Centenary Fund	Clubs Centenary event	£1,232.47	£1,232.47		£99	Four successful events held	150	30	10-16 (25) 17-24 (25) 25-64 (100) 65+ (30)

23	Rothesay and District Pipe Band	Travel costs - 40 th Twinning Anniversary Sulzberg				£2,000				
24	RSCD Society	Event to be held in November in Dunoon.	£720	£681.25	£300	£180	Primary school pupils of all abilities took part in a dance festival	125	125	5-9 (250)
25	Rustle Way Foundation	Running costs Art Materials etc.	£4,000	£50,000	£0	£1,920	The studio remained open over the winter so work could continue in the community	all ages	all ages	not provided
26	Sandbank Senior Citizens Club	Social events and activities	£2,850	£510	£0	£220	Membership numbers maintained	15	64	25-64 (6)65+ (73)
27	Strachur and District Youth Club	One day musical festival June 2012	£5,600			£1,400				
28	Transclyde Music	Studio spares staging for musical events on Bute.	£1,764			£655				
29	Youth Stuff	Venue rental for art and drama for young people	£8,643			£500				

4. CONCLUSION

- 4.1. All organisations have been sent an end of project report, and to date 21 out of 29 reports have been received. The Community Development Team will continue to pursue organisations who have not yet submitted their end of project report for 2012/13.

- 4.2 The project monitoring form has a section asking for comments on the grant process. Not all applicants have completed this section but of those received the comments have largely been very positive. The majority note that the process is simple, straightforward, clear and concise. Thanks are noted for the support received from staff and elected members. As a result of feedback the end of project monitoring report will now be sent out with the award letter and contract. Groups that have submitted constitutions in the last 2 years will not have to do so in future years unless there are changes, as these documents are now saved electronically.

5. IMPLICATIONS

Policy: None

Finance: The report sets out the expenditure from the Bute and Cowal 2012/13 budget for the allocation of Third Sector Grants.

Personnel: None

Legal: None

Equal Opportunities: The grant allocation is consistent with the Equal Opportunities policy of Argyll and Bute Council.

Margaret Fyfe
Community Development Manager
28 May 2013

For further information please contact: *Liz Marion, Community Development Officer, Tel No 01369 707166*

ARGYLL AND BUTE COUNCIL**BUTE AND COWAL
AREA COMMITTEE****COMMUNITY SERVICES****4 June 2013**

THIRD SECTOR GRANTS 2013/14

1 SUMMARY

- 1.1 This report details some of the implications of devolving decision making for the award of some Third Sector Grants to Council officers.

2 RECOMMENDATIONS

- 2.1 That the award of Third Sector Grants up to a specified level being devolved to Community Development Officers is considered.
- 2.2 That, if Members are of the opinion that this is a worthwhile and feasible change in the existing process, that a report is submitted to all four Area Committees to ensure consistent practice.

3 BACKGROUND

- 3.1 Third Sector Grant applications are considered twice yearly in April and August. This is intended to avoid allocation of the full budget at one meeting and to enable activities held later in the year to be funded.
- 3.2 The total Third Sector Grant budget made available by the Council for allocation in Bute and Cowal for 2013/14 is £35,000.
- 3.3 The Area Committee agreed to an upper limit of £4,000 to any one organisation in any one financial period, unless there are exceptional circumstances.
- 3.4 The Area Committee also agreed that a minimum of £5,000 should be carried forward for allocation at the Area Committee meeting in August.

4 Details

- 4.1 At the Area Committee meeting on 2nd April 2013, Cllr Breslin proposed that the Committee consider the implications of devolving decision-making of smaller grants to Council officers, to save time discussing each grant application at length.

4.2 Issues that require to be addressed include:

4.2.1 A maximum amount that can be awarded by an officer to any one group

4.2.2 Officers would require to make decisions at the two identified times in the year to fit with the closing dates for applications.

4.2.3 Would awards made by officers require ratification twice per year by Area Committee?

4.2.4 In a case where an officer may at present recommend no award is made, would Members wish to ratify such decisions?

4 IMPLICATIONS

4.1 Policy: None

4.2 Financial: As per area budget allocation.

4.3 Legal: None

4.4 HR: None

4.5 Equalities Consistent with the Equal Opportunities policy of Argyll and Bute Council.

4.6 Risk: Monitoring of the process will minimise any risk to the Council

4.7 Customer Service: None

Margaret Fyfe
Community Development Manager

4 June 2013

For further information contact: Liz Marion, Community Development Officer for Bute and Cowal. Tel No 01369 707166.

ARGYLL AND BUTE COUNCIL**BUTE AND COWAL****AREA COMMITTEE****CUSTOMER SERVICES****4 JUNE 2013**

**BUTE, COWAL, HELENSBURGH & LOMOND JOINT LOCALITY
MANAGEMENT GROUP**

1. SUMMARY

The purpose of this report is to invite the Area Committee to consider appointing 2 representatives to serve as members on the Bute, Cowal, Helensburgh & Lomond Joint Locality Management Group

2. RECOMMENDATIONS

- 2.1 That the Area Committee appoint one member from Bute and a second from Cowal who will each become a member of the Joint Locality Management Group

3. DETAIL

- 3.1 The Terms of Reference for the Bute, Cowal, Helensburgh and Lomond Joint Locality Management Group set out a remit to provide a local governance and accountability forum for all local services (health and council) across the area. The group can make decisions or escalate recommendations to the CHP Management Team or Joint Managers Group as required. They also have an important role in terms of being involved at the earliest stage of service planning.
- 3.2 The Group, which is chaired by the Locality Manager and attended by Clinical Directors (or local GPs), Clinical Service Managers, Scottish Ambulance Service, Public Health/Community Nursing/Senior Charge Nurse/Mental Health/Substance Misuse/ICT Team Leads, Council Staff and Councillors meet quarterly, with video conference being made available.

- 3.3 Councillor Marshall previously represented the Cowal area on the previous incarnation of this Group and the Area Committee also agreed in April 2008 that Councillors Strong and Scoullar both be appointed to the Bute Group, stating that they should rotate their attendance. No appointments to these groups have been made by the Area Committee since May 2012, and the group has now been re-formed to cover the Bute, Cowal, Helensburgh and Lomond locality in its entirety. The Area Committee is invited to consider whether to re-appoint on the previous basis or otherwise to agree representation in respect of both areas.
- 3.4 A separate report will be considered by Helensburgh & Lomond Area Committee in respect of representation for the Helensburgh & Lomond area.

4. CONCLUSION

- 4.1 The Bute and Cowal Area Committee are invited to appoint 2 elected members, one to represent Bute and a second to represent Cowal, who will both serve on the Bute, Cowal, Helensburgh & Lomond Joint Locality Management Group.

5. IMPLICATIONS

Policy -	In keeping with the Council's commitment to work in partnership with other agencies and organisations
Financial –	VC should be available to link into meetings although expenses will be payable if for any reason VC is unavailable
Legal -	None
HR -	None
Equalities -	None
Risk -	None
Customer	None
Service -	

Executive Director of Customer Services
20 May 2013

For further information contact: Melissa Stewart, Area Governance Officer,
Kilmory, Lochgilphead (01546 604331)

MINUTES of MEETING of COWAL TRANSPORT FORUM held in the CUSTOMER SERVICES OFFICE, 22 HILL STREET, DUNOON on FRIDAY, 19 APRIL 2013

Present: Councillor A McNaughton (Chair)

Councillor J Semple – via Lync Video Call
Gordon Ross, Western Ferries
Callum Rae, West Coast Motors
Fulton McInnes, Hunters Quay Community Council
Eleanor Stevenson, South Cowal Community Council
Archie Reid, Strachur Community Council
Iain MacInnes, Lochgoil Community Council
Ken Barr, Dunoon Community Council
Elizabeth MacBride, Kilfinan Community Council
Anne Gabriel, Dunoon Community Council
Stephen Doogan, Area Governance Officer
Rowan Seddon, Community Transport Officer via Lync

1. APOLOGIES

Apologies for absence were received from the following:-

Douglas Blades, Public Transport Officer
Iain McNaughton, Sandbank Community Council
Alastair Somerville, Transport Scotland

2. MINUTES

The Minutes of the Cowal Transport Forum of 18th January 2013 were approved as a correct record.

3. MATTERS ARISING

(a) TURNING AREA AT TOP OF REST AND BE THANKFUL

The Community Transport Officer advised that the price of the land at the Top of the Rest has been accepted and the Legal Department are taking forward the paperwork. SPT have agreed the capital funding will be available for the project this year. Cowal Design and a consultant have been engaged to get the planning application through the National Park. City Link and West Coast Motors have asked for the area to be tarmacked to be increased due to the size of the buses. Iain MacInnes asked if he could get a copy of the plans and it was agreed the Community Transport Officer would send this information to him.

(b) SIGNAGE AT ARDGARTEN BUS STOP (AGENDA ITEM C)

The Area Governance Officer advised that the both the path and bus signage at the Tourist Information in Ardgarten will not be changed until the office has been leased and agreement with any new tenant agreed . The Community Transport Officer advised that there are new flags being put up at the Tourist Information centre and this will more clearly mark the area. Councillor McNaughton asked if the buses could pull into the Ardgarten campsite and the Community Transport Officer said that this was not possible because there was not enough room for a bus to pull in.

It was agreed the Area Governance Officer would contact the Forestry Commission again regarding signage for the bus stop and path.

The Community Transport Officer intimated her apologies and left the meeting at this stage.

(c) MUTUAL TICKET RECOGNITION (AGENDA ITEM D)

Councillor Semple joined the meeting at this point via Lync video call.

Gordon Ross explained that there will be a replacement bus service provided from Dunoon Pier to Gourock Train Station when Argyll Ferries are not operating. He further explained that it will not stop and pick up passengers, because it is to operate as a direct replacement for the ferry.

Archie Reid said this situation would not happen if there was a suitable ferry and was not acceptable.

Gordon Ross asked about getting the bus service to come along the front passing Western Ferries instead of along the High Road.

The Group discussed the ferry service and Councillor Semple spoke on the need for integrated public transport and the need for a simple dependable service for people to commute.

(d) UPDATE REGARDING THE REST AND BE THANKFUL

Councillor Semple updated the Group on the works being carried out on the Rest and Be Thankful. He advised the time for completion had slipped slightly because the helicopter was diverted due to weather conditions (recent heavy Snow) The landslip works are now expected to be completed by the end of April. There are on-going discussions with BEAR the company who will be taking over from Transerv this summer. Councillor Semple said he would be making sure that work on promoting tourism will be progressed with positive publicity so that people know that Argyll and Bute are open for business. And to this end he would be participating in a meeting in

the next week about the use and maintenance of tourist signage in Argyll and Bute (particularly the A83). Gordon Ross agreed to provide further information regarding specific signage.

Gordon Ross spoke on the signage at the road end advertising Benmore Gardens, the Argyll Mausoleum etc and also advised there should be marketing to advise that even if the road is closed there is another route.

Councillor McNaughton spoke on the concerns raised by the Forum regarding the diversion route and enquired as to whether the "green route" was still on the cards. Councillor Semple said the preferred option was the green route but the red route is the one that has been proposed. Cllr Semple advised that he has written to the Minister asking that for an assurance that the green route is not completely withdrawn and that background work is brought forward on the green route in case the red one doesn't work.

Iain MacInnes asked whether in the event of another landslide the road could be opened one way and use the old military road for the other way. Councillor Semple said he didn't think they would open the road for safety reasons if both lanes had not been cleared but would forward the suggestion for discussion.

Iain MacInnes further asked about the signage for Lochgoil and Strachur when the A83 was closed so people know to go to the ferry and asked that these be erected asap. It was agreed Councillor McNaughton would write to Transport Scotland and to the Councils Head of Roads asking for this to happen.

Councillor Semple said if Argyll and Bute were to play a part in the economy then it needs to be well connected; there are a lot of renewables in the west coast and it is time that these started to bring prosperity and generating jobs in Argyll.

(e) BUS DIFFICULTIES IN NEW MUSTERING AREA

Councillor McNaughton advised that the Public Transport Officer is intending to have a discussion with the Marine Operations Manager regarding signage and re-lining at the Argyll Ferries ferry terminal due to the cars parking in the bus lane blocking the bus stops. Callum Rae from West Coast Motors advised that this was an accident waiting to happen.

Gordon Ross asked about what was happening with the CHORD Project asking if the money was still set aside for the Harbour Masters office because the port-a-cabins are an eyesore when you get off the ferry. Ken Barr advised they have to wait for the ferry review. It was agreed the Area Governance Officer would raise this situation at the Forward Dunoon and Cowal Group meeting in the afternoon.

Councillor Semple spoke on the decriminalisation of the parking and when this happens the council will be able to enforce parking, he indicated that a piece of work needs to be done to look at the traffic management in all towns, but this is likely to pass to streetscene with appropriate resource.

4. BUS ISSUES

Councillor McNaughton spoke on the information he had received from the Public Transport Officer.

The council have to make savings as soon as possible following consultation. The amount for service 484, contract 1615J is £13,595 in a full year. This represents 53.92% of the remaining enhancements on this service.

The proposal is that the Saturday service be withdrawn which would save £12,121.09 in a full year. The Public Transport Officer has had representations from Strachur about the potential loss of the first bus on a Saturday morning and he wondered if there was any other way to make the savings and leave a Saturday service on? He has asked West Coast Motors for an examination of the journey totals which might assist so that the most popular journeys are not taken off.

From 29th March there were changes to Service 485 (Ardentenny). The two school time journeys beyond Glenfinart to Sligrachan have been withdrawn as there are no longer any secondary pupils there. From the same date the first 485 from Glenfinart has been set back to 0720 so that it might pick up some of the many foot passengers who come off the 0730 Western ferries sailing from McInroy's Point. Similarly, on its way back out from Dunoon it has been set back to 0820 to give a better connection from the 0750 Argyll Ferries sailing from Gourock which arrives at Dunoon at 0815.

Again from the same date there were changes to the 482/483 Toward service to give a fare paying service to Toward Primary School using existing resources.

These changes are all contained in the new area transport guide booklet which was published recently and which should be available on the buses or the Co-op, library and Tourist Information Centre.

He has started work on joining up services 482/483 with the 485 but as this is not a high priority and he is short staffed it will be a while yet before he can show the forum a timetable.

Councillor McNaughton suggested the savings could be made from the bus service during the week and the Saturday service remains. Archie Reid highlighted that losing the first bus service of the day means increased difficulties for those with Saturday Jobs and suggested that if any service needed to be looked at on the Saturday, it should not be the first or last busses, Archie further asked why the savings always come from the Strachur service.

Councillor Semple spoke on the subsidy for the bus service and the need to look at community transport schemes. He also spoke on the loss of service to rural communities and how to change that in this financial climate. Archie Reid spoke on young people leaving the area because of lack of usable services, citing young people moving to Glasgow to study at college or University rather than commuting.

Eleanor Stevenson asked that the Toward route connects with Argyll Ferries. Callum Rae indicated that service timetables are usually aligned in this way but agreed to verify this.

It was agreed the timetable will be passed by the Forum before it was agreed and this will be circulated by email to the group and a meeting arranged if the chair thinks it necessary.

5. ANY OTHER COMPETENT BUSINESS

Archie Reid asked when the bus stop at Glenbranter would be finished and was advised the second phase should be started soon.

Iain MacInnes asked if there was provision given to the Ambulance service at the closed area of road at the junction for Dumbarton and Bowling and it was agreed the Area Governance Officer would highlight this to West Dunbartonshire Council.

6. DATE OF NEXT MEETING

The next scheduled meeting of the Transport Forum would be the 21st June 2013 in the Hill Street Office.

**MINUTES of MEETING of FORWARD DUNOON AND COWAL GROUP held in the
CUSTOMER SERVICES OFFICE, 22 HILL STREET, DUNOON
on FRIDAY, 19 APRIL 2013**

Present: Councillor G Blair (Chair)

Councillor B Marshall
Councillor A McNaughton
Councillor J McQueen
Councillor J R Walsh
Catriona Craig, Cowal Marketing Group
Phillip Norris, Cowal Marketing Group
Iain McNaughton, Sandbank Community Council
David Torrance, CHORD Project
Janet McKellar, HELP Project
Derek Matthews, Service Development Officer
Stephen Doogan, Area Governance Officer

1. APOLOGIES

Apologies for absence were intimated on behalf of the following:-

Councillor M Breslin
Sunil Varu, PA23 BID
Brian Close

2. MINUTES

The Minutes of the Forward Dunoon and Cowal Group of 11th January 2013 were approved as a correct record.

3. MATTERS ARISING

(a) TOWN CENTRE REGENERATION

Councillor Marshall advised that Fyne Homes owns the land behind the fence and that this area may be developed with the access from Hanover Street. Councillor McNaughton thought that a hedge was going to be planted along the fence but banners are currently installed. Derek Matthews indicated that he had a proposed plan for this area utilising low maintenance plants.

Iain McNaughton asked about reopening the toilets in the Rose Gardens and Councillor Blair advised this was being discussed. The Group discussed the usage of toilets and the repeated vandalism of the site and associated costs. Derek Matthews advised that all issues would need to be identified before the best option could be taken forward and that this was perhaps an opportunity for a community group to take forward since they may have access to sources of funding which are closed to the council.

It was noted that some paving at the Argyll gardens is damaged, Derek Matthews agreed to check this.

(b) WOODLAND IN AND AROUND TOWN PROJECT

Janet McKellar gave a background to the WIAT Funding advising that the Development Group originally took this project forward in the hope that Morag's Fairy Glen and the Bishops Glen would be linked, there were lots of issues with this regarding land ownership and was not taken forward. They were awarded funding for a smaller project through the Forestry for People initiative, which provided funding for a ranger and events were developed with the primary schools. Janet explained that the HELP project paid for the ranger and then had to claim the money back from the fund and Janet explained the problems she was having in regard to this, and noted that she still has not received all the monies due.

(c) CHORD UPDATE

The Group heard an update from Councillor Walsh on the CHORD Project. He advised that the refurbishment of the Queen's Hall, the realignment of the road and the redevelopment on the pier have moved onto implementation stage. There has been a delay of a year and the work is due to start in April 2014.

David Torrance spoke in more detail on the business case and the reason behind the delay. David advised he had spoken to Visit Scotland and ACHA about moving their offices into the Queen's Hall and further advised there had been a meeting in Dunoon Library with the users for feedback and how to take the items forward.

The Group discussed the Customer Service Point being located at Dolphin Hall and the reasons behind this move.

Catriona Craig said she felt the Queen's Hall was a good location for the library because it would encourage people through Argyll Street.

Councillor McNaughton advised of the concerns raised by the Transport Forum regarding the frontage of Dunoon in particular the port-a-cabins used for ferry passengers and enquired as to the status of the previous plans to build new or refurbished passenger accommodation under the CHORD proposals and Councillor Walsh advised that the money previously committed was still available through prudential borrowing however, the issue would not be finally settled until the conclusion of the ferries review.

Councillor Walsh advised the meeting how the CHORD money was being funded and the need for the project to progress.

Councillor Marshall said it was imperative there is a statement released advising the major works under the CHORD Project will not

be starting until 2014 so that people are aware that they can book the Queen's Hall this year.

(d) VELO TAXIS (AGENDA ITEM 3 (H))

Councillor Blair advised that the Velo Taxis were not coming in April but are due to be delivered before Cowal Games in August.

(e) BURGH HALL UPDATE

Councillor Blair intimated his apologies and left the meeting at this stage. Councillor Marshall took over the Chair.

Councillor Marshall gave an update on what was happening in the Burgh Hall saying there was a major film festival planning for June. He further advised that the Hall committee were looking for board members if anybody was interested.

(f) BUSINESS IMPROVEMENT DISTRICT UPDATE (PA23 BID)

Councillor Walsh updated the group on the PA23 BID advising there was a need for 10 directors and there are 7 at present, the other 3 will be co-opted. PA23 BID is progressing toward recruiting a development officer to take forward the 5 year plan, the Council will collect the levy. Ewan MacDonald is the new Chair taking over from Iain McNee. Councillor Walsh further advised that 5,000 leaflets were produced for the Visit Scotland EXPO event and 60 professional tour guides recently visited Dunoon as part of a separate initiative.

Catriona Craig advised that the Cowal Marketing Group were part of the EXPO event and had problems getting the leaflets from PA23 BID. She further advised that unfortunately the Cowal Marketing Group had not been advised that the tour guides were coming to Dunoon and if they were they could have helped.

It was agreed there seemed to be a communication issue somewhere and Councillor Walsh and Councillor Marshall would speak to Ewan MacDonald and make sure they contact the Cowal Marketing Group. It was also noted that the FDC group would be a good place to share and circulate such information.

(g) OFF ROAD BIKING

Councillor Marshall advised that there was no update on this item. He further advised that a map of the area had been produced and Gordon Ross of Western Ferries was intending as part of his marketing strategy to create a brochure to attract off road bikers to Cowal.

Iain McNaughton advised that there is a local off road bikers group that are very active who may be able to assist.

(h) **ACTION PLAN**

The Area Governance Officer highlighted the group's previous intention to create an Action Plan for the group and sought clarity as to whether this was still the desire of the group. Councillor Walsh suggested a SWOT (Strengths, Weaknesses Opportunities, Threats) analysis of the area should be carried out.

The Group discussed tourism of the area and Catrina and Phillip advised the Marketing Group was part of the PAN Argyll Partnership. The group felt that Oban and Cowal are well represented but Dunoon is being left out.

The Group further discussed the signage of the area and was advised the Councillor Glen-Lee was the lead councillor of Tourism and this would fall into her remit.

Councillor Marshall spoke on the meeting Members had with Jane Atterton regarding the economic downfall in Dunoon and the lack of input from HIE in the area.

The Group agreed they would email Eilidh FitzPatrick anything they wanted to take forward and a SWOT analysis form would be sent to everybody to complete.

4. HELP COMMUNITY TASKFORCE

Janet McKellar spoke regarding the funding she has managed to secure for a project to give 6 young people experience as task force employees. She explained the initiative was to give these young people an opportunity to eventually get employment. She spoke on the jobs they have done so far including painting Blairmore Hall, beech cleans etc. Janet further advised that some of the task force are working towards their Duke of Edinburgh Award. Janet said that there was an opportunity to bid again for the funding in June and September.

5. POSSIBLE MEETING AMALGAMATION WITH COWAL MARKETING GROUP

The Group discussed the possibility of the Cowal Marketing Group attending this group instead of having a separate meeting with the council Philip Norris and Catriona Craig agreed it would be beneficial for the Cowal Marketing Group to attend the FDC meeting since it allows both the sharing of ideas and allows discussion with a broad range of participants

The Group agreed Cowal Marketing Group would attend the Forward Dunoon and Cowal Group and therefore the regular separate meeting between the Cowal Marketing Group and the Council was no longer needed.

6. ANY OTHER COMPETENT BUSINESS

There was no other competent business.

7. DATE OF NEXT MEETING

The Group noted the date of the next meeting would be Friday 21st June 2013 in the Hill Street Office.

MINUTES of MEETING of COWAL COMMUNITY SAFETY FORUM held in the CUSTOMER SERVICES OFFICE, 22 HILL STREET, DUNOON on WEDNESDAY, 24 APRIL 2013

Present: Councillor B Marshall (Chair)

Stephen Doogan, Area Governance Officer
Jo Rains, Environmental Health Manager
Julie Thompson, Area Housing Officer, Homeless
Paul Robertson, Police Scotland
Ailsa Cunningham, Area Streetscene Officer
Fiona McRoberts, Argyll and Bute Rape Crisis

1. APOLOGIES

Apologies for absence were intimated on behalf of the following.

Robert Cowper, Anti Social Behaviour Co-ordinator
Heather Jeffrie, Local Manager, Argyll Community Housing Association
Fiona Biggart, Dunoon Grammar School

2. MINUTES

The Minutes of the Cowal Community Safety Forum of 23rd January 2013 were approved as a correct record.

3. MATTERS ARISING

The Area Governance Officer advised the Nursery Crhymes DVD was being distributed to the other Community Safety Forums who had all indicated that they were supportive of its aims. The DVD is being offered to all the Argyll and Bute Secondary schools who are being asked to consider how they can be used if without duplicating some of the materials in the TESSA programme.

(a) EXPERIENTIAL LEARNING DAY

The Area Governance Officer spoke on the progress of the Experiential Learning day scheduled for 22nd May. The Group agreed the event would run from 1.30pm until 5.30pm and the Area Governance Officer said he would put posters out as soon as possible. Paul Robertson advised that the Police would be doing a joint stall with Trading Standards. The Group agreed tea, coffee and cakes would be provided.

4. DOG FOULING

The Area Streetscene Officer spoke on the Green Dog Walkers scheme which a few other councils have adopted. The Group discussed this but were concerned that people who register for the scheme are expected to advertise that they are responsible dog walkers by wearing arm

bands/badges etc and it was felt that it should be the irresponsible dog owners that should be targeted not the other way around. There was also a concern that wearing the armbands might make the person a target in some instances.

The Area Streetscene Officer said that it was very difficult to tackle the dog fouling problem because staff need to be physically present to witness the act and that this is not feasible with the current level of staff. Ailsa advised there is effective partnership working between the Police and Council and this will continue. The mobile CCTV Cameras is being deployed in a location which it is hoped will pick up these behaviours and to allow for fines to be issued as necessary.

Councillor Marshall said he is extremely concerned with regard to the continued dog fouling particularly in Dunoon and Kirn, despite continuous efforts to stamp it out. He and other Councillors are frequently contacted by concerned residents and increased action is required by way of catching, fining and advertising the fact that people are being caught

The Group agreed it was important to change people's perception that dog fouling was acceptable and this would take time. The Group noted that the campaign against dog fouling would continue.

5. VULNERABLE PEOPLE

The Area Streetscene Officer spoke to arrangements made for those who are unfit to deal with wheelie bins Paul Robertson advised that Police refer vulnerable people to the Social Work Department. The Area Streetscene Officer asked if she could put a tick box on the application form used in order to obtain permission to make referrals to Fire Scotland. It was agreed that she would discuss this with the Area Governance Officer.

6. NO COLD CALLING

The Environmental Health Manager spoke to the initiative by Trading Standards to have "no cold calling" posters distributed and advised that areas could have no cold calling designated areas. There is a process that needs to be followed for the no cold calling areas. It is noted that there is no funding currently accessible to the council for this initiative, however it was noted that Community councils may be able to access alternative funding sources.

The Group discussed the need to ensure that these posters were not distributed only to vulnerable people thereby advertising their location. It was agreed that the Area Governance Officer would liaise with the Community Council Liaison Officer and that an email would be drafted to all the Community Councils in the area advising of how the funding could be sourced and the project initiated. Paul Robertson agreed that Police Officers would endorse this initiative at the Community Council meetings. It was further agreed Councillor Marshall would discuss the putting up of posters in ACHA Houses at the next ACHA Board meeting.

7. CLEAN UP SCOTLAND

The Area Streetscene Officer advised that Clean up Scotland is an initiative by Keep Scotland Beautiful and it is to replace National Spring Day, this initiative is for all year round. Ailsa advised that there was no funding available from the council but if they register beach cleans etc with Clean Up Scotland they will supply some materials. The council will collect the rubbish from beach cleans if advised they are on.

8. PARTNER UPDATES

Paul Robertson spoke on the activities of the Anti Social Behaviour sub group advising the referrals are very low. He noted that the Police have had notable successes regarding getting drug dealers evicted. The Police have joint patrols with Ailsa Cunningham to tackle litter and the Police are out at Western Ferries with Trading Standards to target bogus callers and have also been visiting some building sites to ensure that conditions and contract meet with legislative requirements.

Councillor Marshall said he had been impressed with the Police service in the area in particular the curfew arrangement. Paul Robertson gave an update on the curfew and also being able to ban people from Argyll Street as part of their bail conditions.

Julie Thompson spoke on housing service and advised the percentage of people presenting as homeless in the area is down. She explained that a lot of this has to do with preventative measures which have been a great success.

Jo Rains spoke on the noise complaints for the last quarter with 27 in Cowal, 22 in Bute compared to 67 in Helensburgh.

Fiona McRoberts advised Argyll and Bute Rape Crisis is very busy with referrals and the development of a new office in Oban.

9. ANY OTHER COMPETENT BUSINESS

There was no other business intimated.

10. DATE OF NEXT MEETING

The Group noted the next Community Safety Forum meeting will be Wednesday 26th June 2013.

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MINUTES of MEETING of BUTE COMMUNITY SAFETY FORUM held in the EAGLESHAM HOUSE, MOUNTPLEASANT ROAD, ROTHESAY on FRIDAY, 26 APRIL 2013

Present: Councillor L Scoullar (Chair)

Stephen Doogan, Area Governance Officer
Robert Cowper, Anti Social Behaviour Co-ordinator
Jim Ferguson, Area Streetscene Officer
Hugh McCormack, Streetscene Waste Supervisor
Tony Meechan, Fire Scotland

1. APOLOGIES

Apologies for absence were intimated on behalf of the following:-

Inspector Gordon Anderson, Police Scotland
Richard Gorman, Environmental Health Officer
Lorraine Prentice, Acting Area Children's Manager
Alison Black, Rape Crisis
Ellen Cromack, Elderly Forum

2. MINUTES

The Minutes of the Bute Community Safety Forum of 1st February 2013 were approved as a correct record.

3. MATTERS ARISING

The Area Governance Officer advised the Nursery Crhymes DVD was being distributed to the other Community Safety Forums who had all indicated that they were supportive of its aims. The DVD is being offered to all the Argyll and Bute Secondary schools who are being asked to consider how they can be used without duplicating some of the materials in the TESSA programme.

(a) TELECARE

The Area Governance Officer advised that the Head of Adult Care has been in contact with Inspector Anderson to tackle the issue raised at the last meeting problem and get a way forward.

Councillor Scoullar advised that Councillor Macintyre had reservation about the telecare service and he was taking this forward with the Area Manager.

The Area Governance Officer advised that Ellen Cromack had emailed and asked that her request that the price of telecare could be kept as it is be recorded in the minute and the Bute Forum for Older Voices are concerned the person or persons that are given a contact number of the person with the monitor are much to old

themselves to be disturbed late at night.

4. NO COLD CALLING

The Area Governance Officer spoke on the initiative by Trading Standards supported by the Police to have “no cold calling” posters distributed and advised that areas could have no cold calling designated areas. There is a process that needs to be followed for the no cold calling areas. It is noted that there is no funding currently accessible to the council for this initiative.

The Group agreed the Area Streetscene Officer would get a specimen metal poster made and given to Councillor Scoullar to discuss at the Community Council to see if they would take the initiative forward because they could apply for funding from the Common Good Fund.

5. CLEAN UP SCOTLAND

The Area Streetscene Officer advised that Clean up Scotland is an initiative by Keep Scotland Beautiful and it is to replace National Spring Day, this initiative is for all year round.

The Group discussed the cleanliness monitoring index and the difficulties Officer had with extracting information from the council's system. The Area Streetscene Officer said this was being looked at.

The Area Streetscene Officer asked that any community groups register with Clean up Scotland if they have any initiatives so that activities can be co-ordinated.

Councillor Scoullar said he was on the Marine Prevention Group and spoke on the amount of rubbish being found on beaches and the Area Streetscene Officer said he would get him figures.

6. POSSIBILITY OF SAFE AND SOUND EVENT

The Area Governance Officer advised the Group of the Safe and Sound event Cowal Community Safety Forum was having in Strachur on 22nd May. It was agreed Councillor Scoullar would attend this event and see how well attended it was and bring back to the Group to see if it was worth having one in Bute.

7. PARTNER UPDATES

The Anti Social Behaviour Co-ordinator spoke on the ASBO Group advising the figures were decreasing with a 60% decrease in serious cases. He spoke on partnership working and advised of a case in Rothesay where fire proof bedding had been given out.

The Streetscene Waste Supervisor advised the biggest problem in Bute was dog fouling and he has issued some fixed penalties and letters.

Tony Meechan spoke on the new Scottish Fire and Rescue Service

advising there are 3 hubs North, East and West, with the headquarters being in Perth at the moment. Toni then spoke on the incident figures from 1st January to 31st March. He spoke on the Spring Strategy and looking at rubbish being dumped.

8. ANY OTHER COMPETENT BUSINESS

There was no other business intimated.

9. DATE OF NEXT MEETING

The Group noted the next Community Safety Forum meeting will be Friday 28th June 2013.

ARGYLL & BUTE COUNCIL**Bute and Cowal Area Committee****DEVELOPMENT &
INFRASTRUCTURE SERVICES****4 JUNE 2013**

GULDFORD SQUARE ROTHESAY – PARKING CHARGES

1. SUMMARY

This report advises Members of the process required to alter the charging regime in Guildford Square, Rothesay, in order to allow development to progress.

2. RECOMMENDATION

2.1 That option 3 is approved.

3. BACKGROUND

3.1 Guildford Square Car Park is an area of parking, consisting of perpendicular bays served by the eastern section of Montague Street, a Public Road. The area is classed as “off street” parking and is designated by a Traffic Regulation Order (TRO) as a charging car park.

3.2 The sale of the gap site at 15-18 Montague St for redevelopment appears to be conditioned by a requirement to provide free parking for customers to the developed premises.

3.3 Removing car park charges is likely to be entirely self-defeating as it is anticipated the area will fill with commuters who will park all day. It is likely that there will be no significant turnover of parking spaces to allow shoppers to park for shorter periods.

3.4 It is understood that the developer has indicated that they are prepared to accept a one hour free period and then revert to charging.

3.5 This report should be considered along with the report submitted in connection with the redevelopment of the gap site in 15-18 Montague Street, Rothesay.

4. OPTIONS

4.1 This report advises Members of the process required to adopt the proposal to alter the charging regime in Guildford Square, Rothesay

4.2.1 **Option 1** Completely remove charges, remove signs and ticket machine and rescind TRO. The consequences of this are that there will be virtually no

means of controlling the parking area. Commuters are likely to fill the car park all day, thus reducing the turnover of spaces for shoppers.

4.2.2 Option 2 Temporarily remove charges as a trial, making it clear to the public that it is only a trial. Signs can be erected indicating that the parking is for a limited period only. This is very difficult to enforce since the attendant has no means of knowing when a vehicle arrived. Drivers are also likely to declare that they left and returned to argue against any Penalty Charge Notice. It is anticipated that the developer will come to appreciate that free parking is uncontrolled and that the spaces will fill up and the customers will be disadvantaged.

4.2.3 Option 3 Install a car park ticket machine which will provide tickets for one hour free parking at the press of a button or accepts money for longer periods of parking. There is a risk of littering if the machine is abused. It would also be necessary to have a "No Return Period" of, say, two hours or longer to control chain ticketing with free tickets. This involves the parking attendants in additional work to identify vehicles that are parked in abuse of the rule. There is a cost to replace the machine, maintain the machine and provide free tickets.

The current ticket machine is close to the end of its life and would be due for replacement in the next few years. It is likely that the development will take some time till the store opens for customers. An appropriate machine can be installed as a replacement, should members choose this route.

4.2.4 Option 4 Retain the status quo, it is understood that this would not be acceptable to the developer.

5 CONCLUSION

5.1 This report advises Members of the process required to adopt the proposal to alter the charging regime in Guildford Square, Rothesay. This report recommends that option 3 is approved and that a ticket machine is provided that will allow free 'one hour' parking ticket to be issued.

5. IMPLICATIONS

5.1	Policy	Promotes town centre regeneration
5.2	Financial	There is a potential reduction in income with any of the options other than the status quo. The potential loss of income is estimated not to exceed £15,000 per annum
5.3	Legal	Changes to the Traffic Regulation Order
5.4	HR	None

5.5	Equalities	None
5.6	Risk	None
5.7	Customer Services	None

6. APPENDICES

Executive Director of Development and Infrastructure
May 2013

For further information contact: Bill Weston, Traffic & Development Manager ext. 2161

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