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3 May 2016

NOTICE OF MEETING

A meeting of the **BUTE AND COWAL COMMUNITY PLANNING GROUP** will be held in the **TIMBER PIER BUILDING, DUNOON** on **TUESDAY, 10 MAY 2016** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director of Customer Services

BUSINESS

1. **WELCOME AND APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **MINUTES**
 - (a) Bute and Cowal Community Planning Group 9 February 2016 (Pages 1 - 6)
 - (b) Forward Dunoon and Cowal Group 14 April 2016 (Pages 7 - 10)
(for noting)
 - (c) Cowal Transport Forum 15 April 2016 (Pages 11 - 16)
(for noting)
 - (d) Minute of the Third Sector and Communities CPP Strategic Group meeting held on the 24 February 2016 (Pages 17 - 20)
(for noting)

4. STANDING ITEM: MANAGEMENT COMMITTEE UPDATE (Pages 21 - 26)

Report by Community Planning Manager

5. REVIEW OF SOA DELIVERY PLANS

Verbal update by Community Planning Officer

6. FEEDBACK FROM THE AREA COMMUNITY PLANNING GROUP MEMBERS SATISFACTION SURVEY (Pages 27 - 32)

Report by Community Governance Manager

7. OUTCOME 1: THE ECONOMY IS DIVERSE AND THRIVING

(a) Economic Forum Update (Pages 33 - 46)

Presentation by Head of Economic Development

(b) HIE Annual Update on Outcome 1

Update by Sue Gledhill, HIE

(c) Strategic Urban Regeneration Forum (Pages 47 - 64)

Presentation by Brian MacDonald (SURF)

(d) Visit Scotland and the Argyll and The Isles Tourism Cooperative - Activity Update (Pages 65 - 80)

Report by David Adams-McGilp

8. OUTCOME 5: PEOPLE LIVE ACTIVE, HEALTHIER AND INDEPENDENT LIVES

(a) Standing Item: Health and Social Care Integration (Pages 81 - 84)

Report by Integration Project Manager

(b) Health Improvement Team - Local Issues and Annual Update Update (Pages 85 - 102)

Report by Alison McGrory

(c) ACHA Annual Update (Pages 103 - 122)

Report by Iona MacPhail

(d) CLD Partnership Plan (Pages 123 - 144)

Report by the Adult Learning Manager

(e) Children's Service Plan

Report by Head of Education

9. PARTNERS UPDATE

Opportunity for verbal updates by Community Planning Partners

10. DATE OF NEXT MEETING - TUESDAY 9 AUGUST 2016 AT 10.00AM IN EAGLESHAM HOUSE, ROTHESAY

Discussion facilitated by the Area Governance Manager on items for inclusion on the Agenda for the next meeting.

Outcomes to be discussed:

OUTCOME 2: WE HAVE INFRASTRUCTURE THAT SUPPORTS SUSTAINABLE GROWTH

OUTCOME 6: PEOPLE LIVE IN SAFER AND STRONGER COMMUNITIES

Bute and Cowal Community Planning Group

Willie Lynch (Chair)

Alistair McLaren (Vice Chair)

Contact: Andrea Moir, Senior Area Committee Assistant, Tel: 01369 708662

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**MINUTES of MEETING of BUTE AND COWAL COMMUNITY PLANNING GROUP held in
EAGLESHAM HOUSE, ROTHESAY
on TUESDAY, 9 FEBRUARY 2016**

Present: Willie Lynch (Chair)
Councillor Isobel Strong
Councillor Bruce Marshall
Councillor Gordon Blair
Councillor Robert MacIntyre
Shirley MacLeod, Area Governance Manager
Samantha Quarton, Community Planning Officer
Fiona Johnston, Area Education Officer
Jeannie Holles, Adult Learning Manager
Janet McKellar, H.E.L.P
Sue Gledhill, HIE
Jayne Lawrence-Winch, Area Manager – Adult Care (by lync)
Iain McNaughton, Bute and Cowal Community CAUCUS
Chief Inspector Paul Robertson, Police Scotland
Lana Stewart, Police Scotland
Stuart MacLean, Scottish Fire and Rescue
Julie Semple, Bute Advice Centre

1. WELCOME AND APOLOGIES

Apologies for absence were intimated by:

Councillor Dick Walsh
Councillor James McQueen
Councillor Michael Breslin
Councillor Alex McNaughton
Councillor Len Scoullar
Ruaridh MacGregor, Scottish Water
Sharon MacDonald, Community Development Officer
Donald Melville, Business Gateway
David McKenzie, Loch Lommond and the Trossachs National Park
Frazer Coupland, No Fuss Events
Alistair McLaren, THI

2. DECLARATIONS OF INTEREST

No declarations of interest were intimated.

3. MINUTES

(a) Bute and Cowal Community Planning Group 10 November 2015

The minute of the Bute and Cowal Community Planning Group meeting of 10 November 2015 was approved as a correct record.

(b) **Cowal Transport Forum 4 December 2015**

The minute of the Cowal Transport Forum, 4 December 2015 was noted.

(c) **Cowal Transport Forum 29 January 2016**

The Minute of the Cowal Transport Forum, 29 January 2016 was noted.

(d) **Forward Dunoon and Cowal Group 12 January 2016**

The minute of the Forward Dunoon and Cowal Group, 12 January 2016 was noted.

(e) **Minute of the Third Sector and Communities CPP Strategic Group meeting held on 24th November 2015**

The minute of the Third Sector and Communities CPP Strategic Group, 24 November 2015 was noted.

4. **STANDING ITEM: MANAGEMENT COMMITTEE UPDATE**

The Community Planning Officer took the Group through a report which provided highlights from the Community Planning Partnership Management Committee meeting on 18th December 2015 with particular emphasis on matters raised by Area Community Planning Groups.

Decision

The Group noted the contents of the report and requested that:

- a) The Scottish Ambulance service be encouraged to become active partners in Community Planning at both strategic and local level.
- b) Visit Scotland be encouraged to become active partners in Community Planning at both strategic and local level.
- c) Helen Dick of the Argyll and the Isles Tourism Cooperative Ltd be invited to join the Bute and Cowal CPG.
- d) That the pupil councils of both Dunoon Grammar School and Rothesay Academy be invited to nominate representatives to sit on the Bute and Cowal CPG.

(Ref: Report by Community Planning Manager dated 9 February 2016, submitted)

5. **REVIEW OF SOA DELIVERY PLANS**

The Community Planning Officer took the Group through a report which provides an update on the review of the SOA delivery plan, with a purpose of keeping the Area Community Planning Groups informed of progress.

The Group engaged in a conversation relating to depopulation issues that are affecting the Bute and Cowal Area and ways in which the issue could be addressed.

Decision

The Group noted the contents of the report.

(Ref: Report by Community Planning Manager, dated 9 February 2016, submitted)

6. REVIEW OF TERMS OF REFERENCE FOR AREA COMMUNITY PLANNING GROUPS

The Area Governance Manager took the Group through a report which provided information relating to the implementation of the current terms of reference and revised ways of working which have now been in operation for a period of one year. The Chair of the Bute and Cowal Community Planning Group expressed the opinion that the current meetings are heading in the right direction and there is now an increase in community engagement. Mr Lynch also requested that reports being submitted for consideration have a direct link to SOA outcomes, key actions and timescales for the future.

Decision

The Group:

1. Noted the contents of the report and;
2. Agreed to provide feedback on the current Terms of Reference.
3. Agreed that future reports to the CPG have a direct link to SOA outcomes, outlining how topics are delivery on outcomes, progress to date and key actions and timescales for the future.

(Ref: Report by Area Governance Manager dated 9 February 2016 submitted)

7. OUTCOME 3: EDUCATION, SKILLS AND TRAINING MAXIMISES OPPORTUNITIES FOR ALL

(a) Education Standards and Quality

The Area Education Officer took the Group through a report on the major achievements made within education in Argyll and Bute across the session 2014/2015 including the SQA examination results for pupils who sat examinations in May/June 2015.

Decision

The Group noted the contents of the report.

(Ref: Report by Head of Education dated 9 February 2016, submitted)

(b) CLD Partnership Plan

The Group considered a progress update report on the work carried out by the Argyll and Bute Strategic CLD Partnership with the publication of a web based Community Learning and Development Plan.

Decision

The Group:

1. Noted the contents of the report and;
2. Noted a full report would be submitted to the May 2016 CPG meeting.

(Ref: Report by Adult Learning Manager dated 9 February 2016, submitted)

8. OUTCOME 4: CHILDREN AND YOUNG PEOPLE HAVE THE BEST POSSIBLE START

(a) HELP Project Activity update

The Manager for H.E.L.P took the Group through a presentation which provided an overview of work carried out by the project in Bute and Cowal and also highlighted their main goals and achievements to date.

Decision

The Group noted the contents of the report.

(Ref: Presentation by H.E.L.P Manager dated 9 February 2016, submitted)

9. OUTCOME 1: THE ECONOMY IS DIVERSE AND THRIVING

(a) HIE Update Report

The Interim Area Manager for Highlands and the Islands Enterprise took the Group through a report which provided information on some of the steps being undertaken to improve the local economy by HIE.

Decision

The Group noted the contents of the report.

(Ref: Report by Interim Area Manager, HIE dated 9 February 2016, submitted)

(b) No Fuss Events - Activity Update

The Group considered an email update submitted by No Fuss Events which outlined the goals and achievements of the business and a breakdown of events that have either taken place or are scheduled for the Bute and Cowal Area. Apologies had been submitted by Frazer Coupland, No Fuss Events so therefore no further update was provided.

Decision

The Group noted the contents of the email update.

(Ref: Email by No Fuss Representative dated 9 February 2016, submitted)

(c) Bute Calendar

The Community Planning Officer took the Group through the online Bute Calendar which provides a comprehensive list of events taking place in the Bute Area.

Decision

The Group noted the online Bute calendar.

(Ref: Online calendar by Community Development Officer dated 9

February 2016, submitted)

10. OUTCOME 2: WE HAVE INFRASTRUCTURE THAT SUPPORTS GROWTH

(a) Scottish Water Activity Update

Apologies from a Scottish Water representative were submitted to the meeting so therefore no update was provided.

Decision

The Group:

1. Noted the lack of representation and;
2. Noted that the CCP management committee would engage with Scottish Water to provide representation to the meetings.

11. OUTCOME 5: PEOPLE LIVE ACTIVE, HEALTHIER AND INDEPENDENT LIVES

(a) Standing Item: Health and Social Care Integration

The Adult Care Area Manager took the Group through a report providing an update on the actions currently being undertaken to establish the Argyll and Bute Health and Social Care Partnership which will go live on the 1st April 2016.

Decision

The Group noted the contents of the report.

(Ref: Report by Programme Lead Integration dated 9 February 2016, submitted)

12. PARTNERS UPDATE

Police Scotland

Representatives from Police Scotland provided the Group with the following verbal update:

- Currently trying to increase resources on the Appropriate Adult Committee.
- Continuing to work with trading standards to target scammers in Argyll and Bute.
- Funds were made available through Choices for Life which allowed Police Scotland and partner agencies to take a drug and alcohol misuse campaign to schools across Argyll and Bute.
- Overall for the last quarter there was an increase in assaults, a contribution to this could be that there is a higher detection rate and also more people coming forward to report crimes.
- Anti Social Behaviour has decreased in both Bute and Cowal.
- Nine premises are currently signed up to the Pubwatch campaign and to date they have held two meetings.
- Police Scotland are engaged with staff in local secondary schools with a focus on early intervention.
- From a policing perspective the settlement of the Syrian refugees into Bute went smoothly.

Scottish Fire and Rescue

A Scottish Fire and Rescue representative provided the Group with the following update:

- The figure for deliberate fires is very low
- A reduction in accidental fires from 17 to 10 in the last quarter.
- No fire casualties or fatalities to report.
- Slight increase in road traffic incidents.
- Increase in flooding incidents
- Increase in call outs to assist the Scottish Ambulance service.
- Fire safety talks have been given in schools and sheltered housing complexes.
- Scottish Fire and Rescue are currently recruiting in the area for part time positions.

Third Sector

Alistair McLaren on behalf of the THI had submitted apologies to the meeting, so therefore no update was provided.

Loch Lomond and the Trossachs National Park

The Loch Lomond and the Trossachs National Park representative had submitted apologies to the meeting, therefore no update was provided.

Bute and Cowal Community CAUCUS

Iain McNaughton on behalf of the CAUCUS informed the group that there was no update to report at this time.

NHS

An NHS representative was not present at the meeting, therefore no update was provided.

Housing Associations

No Housing Association representatives were present at the meeting, therefore no update was provided.

HIE

Sue Gledhill from HIE had already presented an HIE update under outcome one, item 9. (a) of the agenda, therefore no further update was required.

13. PROPOSED 2016/2017 MEETING SCHEDULE

The Area Governance Manager took the Group through a report on the proposed CPG meeting schedule for Bute and Cowal 2016/2017.

Decision

The Group:

1. Noted the contents of the report and;
2. Agreed the dates contained in the report.
3. Agreed to look into facilitating an evening meeting for November to be held in Dunoon Grammar School.

(Ref: Report by Area Governance Manager dated 9 February 2016, submitted)

**MINUTES of MEETING of FORWARD DUNOON AND COWAL GROUP held in
22 HILL STREET, DUNOON
on THURSDAY, 14 APRIL 2016**

Present: Councillor Bruce Marshall (Chair)
Councillor Michael Breslin
Shirley MacLeod, Area Governance Manager
Helen Dick, Argyll and the Isles Tourism
Catriona Craig, Cowal Marketing Group
Iain Hurrel, APS for Argyll

1. APOLOGIES

Apologies for absence were intimated from:
Councillor Gordon Blair
Councillor Alex McNaughton
Colin Moulson, PA23 BID
Derek Matthews, Amenity Technical Officer
Janet McKellar, HELP

2. MINUTES

The minute of the Forward Dunoon and Cowal Group 12 January 2016 was approved as a correct record.

The Area Governance Manager informed the Group that no further updates from the Boundary Commission had been received.

Councillor Michael Breslin informed the Group that there was still no resolution for the leasing of the putting green whilst the Queen's Hall is closed.

Action

Area Governance Manager to raise the putting green item with the Executive Director of Development and Infrastructure Services.

3. MATTERS ARISING

(a) Faith Tourism

Catriona Craig provided the Forum with a verbal update on Cowal Marketing Groups engagement with the Faith Tourism project, the following points were noted:

- Catriona took the project to the last Cowal Marketing Group Meeting.
- Faith Tourism is now advertised on the Visit Cowal website.
- Gilbert Markus will attend the Cowal Marketing Group AGM to discuss the project further.

Councillor Marshall provided the Forum with a verbal update on progress

being made in regards to marketing Faith Tourism in the Cowal Area, the following points were noted:

- He attended the last meeting.
- A brochure has now been produced.
- There is currently an issue surrounding the best way to distribute the brochures.

Action

Councillor Marshall requested that Gilbert Markus be contacted to find out when the printing re run of the brochures would be completed and if a copy could be sent electronically to the Forward Dunoon and Cowal Group.

(b) **APS For Argyll**

Iain Hurrell took the Forum through two APP's for Argyll initiative which he has developed. One focuses on marine tourism which has been running for some time and the other land tourism which is currently in progress. Iain demonstrated how the Marine tourism APP worked, what information is available on it which is broken down into accommodation, marinas, activities, marine retail, marine tourism, marine trades, places, professional services and the current tourism websites that the APP is connected to.

Iain also provided the Group with a statistical breakdown on the digital traffic and number of businesses promoted on the APP as well as explaining that the purpose of it is to provide all the information in one place required for a sailing trip.

Action

Iain will report back to the Group with an update after he has met with Visit Scotland.

(c) **Crazy Golf Lease**

An amenity services representative was not present at the meeting. Councillor Breslin expressed concern at the lack of response on this item.

Action

The Area Governance Manager will raise this item with the Executive Director of Development and Infrastructure Services.

4. ECONOMY UPDATE

The Chair ruled and the Group agreed for this item to be deferred to the June meeting in order for the service to have sufficient time to provide a comprehensive update.

5. OUTDOOR ACTIVITIES

No items of business raised.

6. PARTNERS UPDATE

(a) **Argyll and the Isles Tourism Cooperative**

Helen Dick provided the Forum with the following verbal update:

- AITC are currently working with marketing organisations including Visit Cowal, Argyll Secret Coast and Visit Bute.
- Meetings are being set up with local businesses to ascertain what level of input they require from AITC.
- Work is being undertaken on the Cowal Map
- A Get Wild workshop which had a focus on outdoor activities and wildlife has taken place.
- A networking group is currently being formed.
- AITC are keen to promote awareness of workshops taking place.
- Collaborations are on-going with Destination marketing groups.
- AITC have issued a survey for completion by the Cowal Marketing group.
- Currently helping Kirn primary school with a funding application.

A discussion regarding the lack of linkage into Marine Tourism and the relevance of the Cowal Map in a digital era was held by the Group.

(b) **HELP Project**

Janet McKellar from the HELP Project had submitted apologies to the meeting and therefore no update was provided.

(c) **Cowal Marketing Group**

Catrina Craig from Cowal Marketing Group provided the group with the following verbal update:

- A new Visit Cowal website is currently under construction.
- Cowal Marketing Group's AGM will be held in May, date still to be confirmed.

Action

Senior Area Committee Assistant to ascertain information on how the Dunoon Wooden Pier Building is booked along with additional information such as costs and report back to the Group.

(d) **PA23 Bid**

Colin Moulson, PA23 BID had submitted apologies to the meeting so therefore no update was provided.

(e) **Cowalfest**

A representative from Cowalfest was not present at the meeting. Councillor Breslin informed the Group that Cowalfest were currently looking to secure the Maquettes Kelpies to be displayed on the breakwater at Dunoon Pier during Cowalfest.

7. AGENDA FOR CPG MEETING 10 MAY 2016

The Area Governance Officer invited agenda items from the Group under outcomes 1 or 5. There were no items forthcoming but the Group noted the proposed agenda for the Bute and Cowal Area Community Planning Group being held on the 10th May 2016, 10am, Timber Pier Building, Dunoon.

No additional items for inclusion on the agenda were noted.

8. AOCB

The Group held a discussion over concerns that not enough local businesses were members of the Cowal Marketing Group. Helen Dick informed the Group that she is aware of this and is currently trying to address the situation by engaging with as many local businesses as possible.

9. DATE OF NEXT MEETING

Date of Next Meeting

The next Forward Dunoon and Cowal meeting will be held on Thursday 16th June 2016, 10am, 22 Hill Street, Dunoon.

**MINUTES of MEETING of COWAL TRANSPORT FORUM held in the TIMBER PIER
BUILDING, DUNOON
on FRIDAY, 15 APRIL 2016**

Present: Councillor Alex McNaughton (Chair)
Graeme Forrester, Area Committee Manager
Fulton McInnes, Hunters Quay Community Council
Gordon Ross, Western Ferries
Iain McInnes, Lochgoil Community Council
Willie Lynch, Dunoon Community Council
Cathy Morrison, South Cowal Community Council
Kevin McIntosh, Contracts Manager
Verina Litster, Scottish Fire and Rescue
Simon Richmond, Caledonian MacBrayne
Scott Goodwill, Caledonian MacBrayne
Derek Wilson, Scottish Fire and Rescue
Councillor Dick Walsh
Martin Arnold, Community Transport Officer
Iain McNaughton, Sandbank Community Council

1. APOLOGIES

Apologies for absence were intimated by:

Councillor Gordon Blair
Graham Reville
Keith Murray, Transport Scotland
John Forrest, Police Scotland
Paul Farrell, Technical Officer

2. MINUTES

The minute of the meeting of the Transport Forum 29 January 2016 was approved as a correct record.

3. TRANSPORT SCOTLAND

Keith Murray, Transport Scotland had submitted apologies to the meeting and therefore no update was provided.

(a) Turning Circle

The Community Transport Officer provided the Forum with a verbal update on the progress of resolving issues that are impeding the use of the new turning circle as raised at the January meeting of the Transport Forum. He informed the Group that a meeting had been held and that several improvements to the area were noted to be carried out with an estimated finishing date of the 23rd May 2016.

Councillor McNaughton read out an email which addressed the Community Council's concerns over the turning circle and the requirements of Scottish Citylink Coaches Limited to enable their use of the turning circle.

The Contracts Manager cautioned that the timeframe for completed works may be tight due to existing commitments but he will clarify this with Nigel Potts, Technical Officer and report back to the Forum.

Actions

1. Contracts Manager to report back to the Group on the feasibility of works being carried out to the proposed timeline.
2. Contracts Manager to enquire about the process of adopting the turning circle as a road to allow parking enforcement to be carried out.
3. Contracts Manager to provide Iain MacInnes with an updated timeline for works by Friday 22nd April 2016.

4. FERRIES UPDATE

Argyll Ferries

Simon Richmond from Argyll Ferries provided the Forum with the following update;

- Argyll Ferries passenger numbers have decreased by 10% over the winter.
- The Argyll Flyer will undergo a refit.
- The marketing department is currently working on promoting the Cowal Games weekend.
- Summer timetable is now in place.
- Colintrave ferry has been very busy due to Wemyss Bay ferry closure.
- A yellow level of service has been introduced which indicates to Ferry Users that ferries are running as intended but may experience disruption.

Western Ferries

Gordon Ross from Western Ferries provided the Forum with the following update:

- Joint ticketing exercise that was put in place due to the Wemyss Bay ferry closure has worked well.
- Clyde and Hebridean routes tender – Gordon Ross updated on discussions with the tenderers for the Clyde and Hebridean routes and set out possible opportunities to enhance customer access to the full range of ferries.
- Plans are in place to replace existing linkspans and improvements to the berthing structure as well as improvements to the Kilmun Pier, with a hope to begin works in the next few months and an estimated completion date of December 2016.

Actions

1. Community Transport Officer to look into connecting bus service with the 20.20 ferry.
2. Willie Lynch asked for a response on the feedback that Argyll Ferries had requested from him. Simon Richmond agreed to provide this.
3. Figures on the uptake of RET to be brought to the June Transport Forum meeting.
4. The Forum agreed that a letter should be sent to CMAL to express their concerns at the current steps berthing system and whether a more suitable pontoon system can be put in place. Ian McNaughton agreed to draft this letter which will then be circulated to the Forum for comment.

5. PUBLIC TRANSPORT UPDATE

(a) Second Turning Circle - Ardentinny

The Community Transport Officer informed the Forum that some work has been carried out at Sligrachan and the area is now wide enough but the surface may not be suitable for new, low-floored, buses.

A further site meeting using a bus took place on Wednesday 13th April to determine what further work is required. Nigel Potts will identify a cost for this but cannot undertake the work until June so it is probably going to be the start of the new school year in August before the two buses a day can extend from Glenfinart to Sligrachan.

(b) Bus Services - Public Holidays 2015/2016

The Community Transport Officer informed the Group that this issue is still to be discussed with West Coast Motors and a further update will be provided to a future meeting of the Transport Forum.

Action

Community Transport Officer will enquire about the bus timetable that still requires a stand that was raised by Willie Lynch.

(c) Services 482/483

Willie Lynch reported that he had representation from Kirn residents requesting if 482/483 service could run later as it currently finishes at 3.40pm. Martin Arnold agreed to look into this and report back to Mr Lynch.

Action

Community Transport Officer will speak to McGill's to see if they can pick up local route passengers on the Dunoon side and he will also look at whether another route could be diverted to provide a later service.

(d) Service 480

It was reported that this service is currently running smoothly and no issues were raised.

6. GOUROCK TRAIN PLATFORMS

Councillor McNaughton read out the email response received by Scotrail in relation to a query raised as to whether they had received any complaints about the gap between the platform and the train at the Gourock train station. The response stated that the distance between services that use the Gourock station are within the accepted parameters and although the gap between carriages and platform may appear large they are within industry guidelines.

7. ROADS UPDATE

(a) Congestion at Hunters Quay

Following on from the previous transport Meeting held in January the Contracts Manager informed the Group that the outstanding action which

read 'The Roads department will take the lead on setting up a meeting to be held between Western Ferries, Roads department, Hunters Quay Community Council and the Police to agree a suitable way forward and then report back to the April Transport Forum meeting' has not been completed and is therefore outstanding. The contracts manager further added that this action would be looked at and a meeting arranged within the next month.

Actions

1. Meeting re congestion to be arranged in the next four weeks by the Contracts Manager.
2. Road condition on the far end of Argyll Street and Tom A Mhoid road to be looked at.
3. Timeframe for review of disabled bays to be fed back to the Forum.

(b) Progress Update on Implementation of VMS Signs

The Contracts Manager and the Forum held a discussion regarding outstanding issues involving VMS signs.

A VMS sign is still not available for Lochgoilhead despite having been previously identified by Transport Scotland. The contracts Manager explained that VMS signs are only for use on strategic routes.

It was also noted that hinged signs were being put in place with responsibility for these signs being Transport Scotland's.

Action

Transport Forum to contact Transport Scotland to request if another sign is available for Lochgoilhead.

8. POLICE SCOTLAND

A representative from Police Scotland was not present at the meeting, therefore no update was provided.

9. SCOTTISH FIRE AND RESCUE

Derek Wilson and Verina Litster from Scottish Fire and Rescue provided the Forum with a verbal update, the following points were included:

- Scottish Fire and Rescue are implementing a variety of methods to help reduce road traffic accidents.
- Work is currently being undertaken through the Argyll Safety Partnership.
- Verina is the appointed person for taking road safety forward.
- A two day event is taking place with a real time crash scenario in Dunoon Stadium on the 5th May 2016 at 11am, is open to all, and pupils from Dunoon Grammar School will be invited. The second day of the event will concentrate on fire safety.

10. AOCB

The Group held a discussion on the completed and proposed works to Dunoon Pier. Gordon Ross congratulated Argyll and Bute Council on the works already undertaken and enquired about the next stage of the project.

Councillor Walsh informed the Group that Argyll and Bute Councils main focus in relation to the pier is to progress with the phase 2 works.

11. DATE OF THE NEXT MEETING

The next Cowal Transport Forum will be held on Friday 17th June at 10am in the Timber Pier Building, Dunoon.

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THIRD SECTOR AND COMMUNITIES CPP STRATEGIC GROUP

Minutes of meeting held at Council Chambers, Kilmory, Lochgilphead
At 10.00am on Wednesday 24th February 2016

Present:

Argyll and Bute Council: Cllr Robin Currie (Chair), Arlene Cullum, Rona Gold
Argyll and Bute TSI: Glenn Heritage
Scottish Fire and Rescue: Alex Purdie

In attendance: Rebecca Stokes (minutes)

<p>1. Welcome and Apologies Cllr Currie welcomed everyone to the meeting. <i>Apologies:</i> Lorna Elliott, Colin Fulcher, Jeannie Holles, Mary Louise Howat, Martin Turnbull, Anna Watkiss (Argyll and Bute Council); Alistair McLaren (Argyll and Bute TSI); Lana Stewart (Police Scotland); Alison Hardman (NHS Highland); David Cowley, James Hymas, William MacDonald (Scottish Fire and Rescue); Kirsten Logue (Highlands and Islands Enterprise).</p>	
<p>2. Minutes of Meeting 24 November 2015 Item 4 – minutes were amended from ‘Approximately 3,000 organisations are registered members of the TSI.’ to ‘Approximately 2,600 organisations and over 4,000 are registered members of the TSI.’ The minutes were subsequently agreed as accurate.</p>	
<p>3. Matters Arising <u>Item 3 – Matters Arising</u></p> <ul style="list-style-type: none"> • The FAQ sheet from Stephen Whiston has still not been received following his update at the June meeting. Glenn informed that she had information that could be circulated on H&SC. It was agreed this would be more relevant. • Martin Turnbull, Youth Services Manager, and Jeannie Holles, Adult Learning and Literacies Manager, are keen to attend Third Sector and Communities meetings but were unable to attend this meeting. Jeannie wishes to give a presentation at the next meeting on Adult Learning and Literacies. <p><u>Item 5 – ABAN presentation</u> Samantha Quarton has passed details of ABAN to Morag Brown.</p> <p><u>Item 7 – Communications and Website</u></p> <ul style="list-style-type: none"> • Rona is still waiting to hear from Judy regarding a link to the community support pages on the homepages. • All other actions under this item were actioned. • With regards to partner websites, the Community Support pages have links to most partner websites. The new TSI website is currently under construction. There is also a Young Entrepreneurs website (http://www.ayebiz.org). • It was agreed to have partner websites as a standing item on future agendas. <p><u>Item 9 – Planning Our Future</u> The timescale was too tight to be able to provide feedback to communities on the consultation before budget decisions were made.</p>	<p style="text-align: right;">GH</p> <p style="text-align: right;">RS</p>
<p>4. Partner Updates <u>Projects and Renewables – Social Enterprise Team</u></p> <ul style="list-style-type: none"> • Arlene talked to the update, including details on the Suppliers Open Day, the Hinterland Project, and the presence of the Long Distance Routes Group at the Sailing, Cycling, Running and Outdoor Pursuits Show. • With regard to challenges, the team is due to be reorganised and divided into east and west teams. • Arlene will pass details on the Suppliers Open Day and the Hinterland Project to 	<p style="text-align: right;">AC</p>

<p>Rona for inclusion in the CPP fortnightly bulletin.</p> <p><u>Third Sector Interface</u></p> <ul style="list-style-type: none"> • The TSI are currently working with the SCVO on two pieces of work: digital and social media training (dates will be advertised), and a community asset mapping exercise in conjunction with Edinburgh Napier University. • European Structural Fund (ESF) – All TSIs in the Highlands and Islands have been asked if they would like to form a consortium to put in single bid for ESF funding. Argyll and Bute TSI are currently considering whether to take this forward. • Solution Focused Workshop on Transport – tenders for consultants to organise the event have been returned and a decision will be made in the next few weeks for the event in May/June. This is funded through Health and Social Care and will look at community transport needs, and formulate a plan on how to improve transport provision in the future. Glenn to circulate tender for information. It was agreed for Pippa Milne, SOA lead on Infrastructure, to be kept informed on details of this event. • The newly-appointed TSI board are looking to organise a Third Sector conference to be held in May/June, with the proposal of an evening event, provision of accommodation, and an all-day event the following day. It was agreed to look at the inclusion of the postponed funding event into this event (see Item 7). • The Volunteer of the Year Awards will be held in September. <p><u>Scottish Fire and Rescue</u></p> <ul style="list-style-type: none"> • It is hoped that the Fire and Rescue service can be promoted through the Third Sector and Communities group. <p><u>Community Development</u></p> <ul style="list-style-type: none"> • Rona talked to the update. Due to Service Choices, the Community Development Manager post will be removed from the service structure, which will impact the support to the Third Sector and Communities group. This led to a discussion on the role of the group (see Item 8). <p><u>NHS Highland</u></p> <ul style="list-style-type: none"> • The update was circulated prior to the meeting. <p><u>Digital Infrastructure</u></p> <ul style="list-style-type: none"> • The update was circulated prior to the meeting. • Due to reorganisation, Anna Watkiss will no longer be the contact for digital infrastructure. 	<p>GH</p>
<p>5. Financial Inclusion Project Update</p> <p>An update from the Big Lottery Fund was circulated prior to the meeting. The project is delayed until a funding agreement has been received from the Scottish Government. Rona to speak to Gordon Wales, Director of Financial Management, Scottish Government, for an update on European Funding availability. It was suggested that Ishabel Bremner, Economic Development Manager, Argyll and Bute Council, also be involved.</p>	<p>RG</p>
<p>6. LEADER Update</p> <p>An update from LEADER and the Fisheries Local Action Group (FLAG) was circulated prior to the meeting. The project is delayed until guidance has been received from the Scottish Government. Arlene to ask Mary Louise Howat if the FLAG is running to a different timetable from the LEADER programme.</p> <p><i>[Post meeting note: Mary Louise provided the following update: The FLAG process will be completely different from the LEADER process – a different LAG and different strategy (even though both strategies are encompassed within one document). We don't have a launch date yet for the FLAG – like with the LEADER</i></p>	<p>AC</p>

<p>programme, we don't yet have the application form, guidance etc. The first joint FLAG meeting (joint with Ayrshire) has been postponed and will no longer take place on 1st March 2016. A new date will hopefully be confirmed early next week [w/c 29th February].]</p>	
<p>7. Event Planning – report from sub-group A report from the sub-group regarding the proposed funding event was circulated prior to the meeting. Due to the unavailability of a number of speakers, the event has been postponed and will no longer take place in this financial year. It was agreed that the sub-group have an input into the TSI's Third Sector event, and GH considers with the TSI Board the potential of combining funds and resources to make a larger event. It is hoped that the Community Planning and Community Development team will have funds to support an event in the next financial year.</p>	GH
<p>8. What's important for the Third Sector? Discussion The discussion included the points made under the following categories. <u>What information is do the Third Sector want?</u></p> <ul style="list-style-type: none"> • The recurrent themes for guidance sought by the Third Sector tend to be funding, partnership agreements, and governance. • However unless the Third Sector seek information, it is difficult to ascertain what is required. It is also difficult to engage with Third Sector organisations that are not actively engaged with partners and/or are limited by digital challenges. <p><u>Events/Training – how to make these work for communities:</u></p> <ul style="list-style-type: none"> • Advanced planning and marketing help make events/training successful. • National agencies don't always give a lot of notice, or may inform the wrong people, so a co-ordinated approach between partners is required. • May need to offer travel/accommodation costs to include people from the islands. • Does the Third Sector offer training that partners could attend? <p><u>Role of the Third Sector and Communities Group:</u></p> <ul style="list-style-type: none"> • The Third Sector and Communities group is the only thematic group that still sits under the CPP, but it's not linking in to it strategically. • The group used to have a plan which illustrated how partners could work together to achieve outcomes. • If group is going to be feed strategically into the Management Committee, the agenda would need to reflect this. • The group could solely focus on events and training, where monthly updates on events/training are circulated, outlining progress and challenges to be discussed at meetings. <p><u>Actions:</u></p> <ul style="list-style-type: none"> • RG and RS to put together a list of events happening, who the lead is to circulate to group so people can link in. • RG will reflect on comments made regarding the role of the group and will prepare a draft proposal which will be circulated to the group for approval before being taken to the CPP Management Committee. Once agreement has been obtained from both the Third Sector and Communities group and the Management Committee, the next format would be in place for the next meeting in May. 	RG/RS RG
<p>9. AOCB The Economic Forum have published their report, which can be downloaded here: http://www.argyll-bute.gov.uk/economic-forum-report.</p>	
<p>10. Date of next meeting Tuesday 24th May 2016 – Council Chambers, Kilmory at 10am</p>	

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Argyll and Bute Community Planning Partnership**Bute and Cowal Area Community Planning Group****10 May 2016****Agenda Item 4.**

**Community Planning Partnership (CPP) Management Committee –
update from meeting 24th March 2016**

Summary

This paper provides a response by the CPP Management Committee to key matters highlighted by Area Community Planning Groups. Members of the ACPG are asked to note the responses to the issues. Further issues and comments are welcome for the CPP Management Committee to consider at its meeting in June 2016.

1. Purpose

The purpose of this paper is to inform members of the Area Community Planning Group of highlights from the Community Planning Partnership (CPP) Management Committee meeting on 24th March with particular emphasis on matters raised by Area Community Planning Groups.

2. Recommendations

Area Community Planning Group members are recommended to:

- Note the response set out in section 4 to issues raised by Area Community Planning Groups.
- Request that the Area Governance Manager, Shirley MacLeod, take any further comment to the CPP's Management Committee meeting on 9th June 2016.
- Distribute the attached highlights of the CPP Full Partnership meeting to interested and relevant persons and community groups.

3. Background

At each of its quarterly meetings the Community Planning Partnership considers an update report from Area Community Planning Groups and commits to responding to issues raised.

4. Detail

At its meeting on 24 March the CPP Management Committee considered a report by the Area Governance Manager which presented highlights of discussions from each of the four Area Community Planning Groups. Issues for consideration are presented below with the response:

4.1 Consider the role Third Sector (including Sport) Organisations play in achieving progress towards outcomes detailed within the SOA and the issues faced with regards to funding and staffing.

Management Committee response:

Acknowledged that the situation was difficult for many Third Sector Organisations and that this has an impact on communities. Good news stories were highlighted for some recently in receipt of funding. Discussion focused on considering whether there was a better way to commission services, ensuring funding bids were closely linked to the Single Outcome Agreement (SOA) and ensuring that all organisations knew what support was available to them. It was agreed to publicise funding opportunities through the CPP Fortnightly Bulletin.

4.2 Consider the issues raised by the breadth of education required to be provided by geographically remote secondary schools (mainland as well as island) and the staffing difficulties faced in relation to service provision in remote rural areas and remote school towns.

Management Committee response:

CPP was advised that:

- The staffing model for schools is defined by the school roll and that the Education Service was working closely with Argyll College UHI regarding their valuable contribution to the breadth of curriculum in the schools.
- There is a need for better alignment and targeting of courses across all schools to local economic opportunities rather than simply having a breadth of subjects.
- A number of initiatives had been applied to improve teacher recruitment – for example the students currently undertaking the Post-graduate Primary Teaching Qualification with Argyll College UHI will graduate this year.
- Creative approaches to accommodating teachers moving into the Oban area were also discussed.
- The recruitment of a spouse as a teacher through the Maritime Change programme was highlighted.
- Argyll College UHI is working with all the secondary schools

within Argyll and Bute and each of the four administrative areas had different area skills requirements.

The success of the Primary Teaching PGDE was praised and the Management Committee agreed provision of a Secondary Teaching qualification would also bring significant benefits to the area, helping to address staff shortages. The CPP asked Argyll College UHI to look into the provision of this.

4.3 Consider the potential links that could be developed between the Locality Groups mentioned in the Health and Social Care Integration report and the Area CPGs.

Management Committee response:

A meeting is being arranged with colleagues in Health and Social Care to discuss.

There was agreement to the suggestion by the Chair to look also at other groups meeting locally and ensure these are linked to the ACPGs.

4.4 Consider the problems caused in respect of road closure arrangements in the Oban area in the aftermath of road accidents and in particular of the implications for the 500 pupils who travel by bus to and from school on a daily basis.

Management Committee response:

Chief Superintendent Grant Manders offered Police officers to attend the OLI ACPG to answer questions on road closure diversions.

4.5 Consider the inclusion of the Scottish Ambulance Service and Visit Scotland as active partners within Community Planning structures and processes at both strategic and local level.

Management Committee response:

All agreed that they be invited to formally participate in the CPP.

5. Conclusions

This paper provides a response by the CPP Management Committee to key matters highlighted by Area Community Planning Groups. Members of the ACPG are asked to note the main issues raised and that these have been responded to. Further issues and comments are welcome for the CPP Management Committee to consider at its meeting in June 2016.

6.0 SOA Outcomes

This report relates to the overall Single Outcome Agreement.

Attachment:
CPP Management Committee highlights.

Name of Lead Officer

Rona Gold, Community Planning Manager, Argyll and Bute Council
Tel: 01436 658 862

For further information please contact:

Samantha Quarton, Community Planning Officer, Argyll and Bute Council
Tel: 01546 604 464



These highlights from the Argyll and Bute Community Planning Partnership (CPP) Management Committee meeting held on the 24th March 2016 are for information purposes for Area Community Planning Groups and partner organisations to distribute freely.

- The Management Committee were delighted to have Nick Ferguson, chair of the Economic Forum, present the recommendations of its recently published report. Key points from the presentation were :
 - The population of Argyll and Bute had declined between 2001 and 2011 with a key loss of 25 to 44 year olds
 - Not all areas of Argyll and Bute experienced population decline with Oban, Mull, Coll and Iona all experiencing population growth however the towns of Helensburgh, Campbeltown and Rothesay all decreased in population.
 - The industries of Tourism and Food Production and Processing, including Aquaculture should be the main focus for growth as they have strong employment, investment and growth opportunities.
 - Conservation of the environment is important.
 - The report also recommended focusing on Youth and Education through supporting Argyll College UHI, SAMS and developing Oban as a University town.
 - The barriers to growth were mobile and broadband connectivity, finance for small businesses, affordable housing and transport links
- It was noted that the Economic Forum will continue to meet bi-annually to review progress on its key recommendations.
- Lead Officers for the six outcomes that sit under the Single Outcome Agreement are considering the inclusion of recommendations from the Economic Forum within their outcome delivery plans.
- It was recognised that the review of the Single Outcome Agreement Delivery Plans is taking a renewed focus on partnership action to address key issues and 'gaps' across the area. Outcome Leads were given until 9 June to present the final delivery plans.
- The CPP Management Committee agreed to invite Visit Scotland and The Scottish Ambulance Service to be formal members of the Partnership.
- The Management Committee noted excellent partnership working between Argyll College UHI, Argyll and Bute Council and the Scottish Government to introduce three electric vehicles to Argyll College UHI.
- The continued integration of young people into community planning through Area Community Planning Groups and through the recruitment of a Modern Apprentice within the council's Community Development and CPP team was welcomed.

If you have any queries on these highlights please contact: cppadmin@argyll-bute.gov.uk

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Argyll and Bute Community Planning Partnership**Bute & Cowal Area Community Planning Group**10th May 2016**Agenda Item 6.**

Area Community Planning Group – Members Satisfaction Survey Results Feedback

Summary

The purpose of this report is to provide feedback to members on the findings of the Area Community Planning Group – Members Satisfaction Survey

1. Purpose

1.1 The purpose of this report is to provide feedback to members on the findings of the Area Community Planning Group – Members Satisfaction Survey 2016.

2. Recommendations

2.1 Members are requested to consider the findings of the survey and to provide comment to help inform the creation of an Area Community Planning Group Improvement Plan which will take forward improvements to working arrangements during the 2016/17 financial year

3. Background

3.1 The purpose of the Area Community Planning Group – Members Satisfaction Survey was to gauge the satisfaction of members with working arrangements for Area Community Planning Groups in order to identify potential areas of improvement. This was an Action Point in the Customer Service Development Plan (GL10) and was undertaken during Q4 2015/16.

3.2 A survey face questionnaire was launched on the 18th of February 2016 a period of 4 weeks. This timescale allowed Community Councils time to discuss the survey at a meeting. The survey was circulated round Area Community Planning Group Members distribution lists.

4. Detail

4.1 In total 25 individuals responded to the survey. There was a good geographical spread of respondents as shown in Table 1 below.

A breakdown of the results relating to individual questions is included in Appendix 1.

Bute and Cowal	43.48%
Helensburgh and Lomond	26.09%
Mid Argyll, Kintyre and Islay	47.83%
Oban, Lorn and the Isles	39.13%
<i>Table 1: Area Community Planning Group – Members Satisfaction Survey % age of respondents by geographical area NB Some respondents indicated they attended more than 1 Area CPG meeting</i>	

4.2 The main findings were as follows:

- The responses show that, while there are a variety of views, members are satisfied with the new working arrangements with only 8% (2 respondents) indicating that they were not satisfied.
- There was also general satisfaction with the agenda setting process. However, some dissatisfaction was expressed with the current format of meetings and the follow up of actions identified at meetings. Comments were also made about the amount of information that is provided and a suggestion was made that a 1 page summary suitable for further dissemination would be helpful.
- Satisfaction levels varied when the respondents considered communication links with other groups. There was general satisfaction with regards to communication with the Community Planning Partnership Management Committee with 64% of respondents being either very satisfied or quite satisfied with this area. However satisfaction levels dropped when considering communication links the wider community with 42% of respondents being either very satisfied or quite satisfied respectively and only 33% were either very satisfied or quite satisfied with the communication with other Area CPGs
- 83.34% of respondents were either ‘very satisfied’ or ‘quite satisfied’ with the time of day meetings were held while 66.67% were either ‘very satisfied’ or ‘quite satisfied’ with the current meeting locations. One respondent mentioned the cost of travel in relation to rotating meetings. Lack of VC

facilities and clashes with other meetings were also highlighted in the comments.

- There is a high level of satisfaction with the administrative support given to the meetings with 95.65% of respondents being either 'very satisfied' or 'quite satisfied' with the administrative service provided by the Area CPG teams. The only area where there was any dissatisfaction recorded was in connection with the Front Page Agenda being circulated 4 weeks in advance of the meeting date. 1 respondent indicated that they were 'quite dissatisfied' with this and there was a comment that it was 'too much notice'.

4.3 10 respondents indicated they attended Bute & Cowal Area CPG meetings. It should be noted that some respondents also attended meetings in other areas which may skew the findings therefore caution must be taken when interpretation results at an individual CPG level.

In general, the responses were similar to the overall survey, however there were some local differences which may be of interest to members

- No respondent indicated that they were dissatisfied with the new working arrangements
- A higher number of respondents (4/10) indicated that were dissatisfied with communication with the wider community
- In general responses reflected the overall findings with regards to the current format of meetings, agenda setting processes and the follow up of actions identified at meetings, a higher number of respondents (2/10 and 3/10) respectively were quite dissatisfied with the current meeting timings and locations

5. Conclusions and Next Steps

5.1 The survey found that there is a high level of satisfaction with the administrative support given to the meetings and the new working arrangements in general.

5.2 However five areas for potential improvement have been identified, namely:

- Communication links with the wider community and other

Area CPGs could be improved

- Consideration should be given to the format of reports and the volume of information provided to the meetings
- Consideration should be given to the current format of meetings and the follow up of actions identified at meetings
- The use of venues with reliable VC facilities should be encouraged
- Potential clashes with other scheduled meetings held by partnership organisations should be considered when setting the annual meeting cycle

5.3 Members are requested to consider the areas for improvement and to provide comment to help inform the creation of an Area Community Planning Group Improvement Plan which will take forward improvements to working arrangements during the 2016/17 financial year

6.0 SOA Outcomes

N/A Relates to Area CPG working practices

Name of Lead Officer

Shirley MacLeod, Area Governance Manager

0

For further information please contact:

Lorna Elliott, Community Governance Manager

01631 567995

Appendix 1 – Breakdown of Survey Results

The survey was designed to explore member's satisfaction with three main aspects of Area CPG activity:

- The new working arrangements
- Meeting times and locations
- General administration

The findings relating to each area are presented below. The results are given as percentages with the actual number of respondents included in brackets for information.

1. Working arrangements

This section of the survey asked members to reflect on the revised ways of working which included changes to chairing arrangements, agenda setting and more structured format had been in operation for a period of one year.

Table 2 below summarises the responses to the questions asked.

How satisfied are you with the new working arrangements?	Very satisfied	Quite satisfied	Neither satisfied / dissatisfied	Quite dissatisfied	Very dissatisfied
	28% (5)	36% (9)	28% (7)	4% (1)	4% (1)
Answered Question: 25 Skipped Question: 0					
How satisfied are you with the communication with the	Very satisfied	Quite satisfied	Neither satisfied / dissatisfied	Quite dissatisfied	Very dissatisfied
CPP Management Committee	20% (5)	44% (11)	20% (5)	12% (3)	4% (1)
The wider community	12.5% (3)	29.17% (7)	29.17% (7)	16.67% (4)	12.5% (3)
Other Area CPGs	12.5% (3)	20.83% (5)	41.67% (10)	12.5% (3)	12.5% (3)
Answered Question: 25 Skipped Question: 0					
How satisfied are you with the following arrangements:	Very satisfied	Quite satisfied	Neither satisfied / dissatisfied	Quite dissatisfied	Very dissatisfied
The current format of meetings	24% (6)	40% (10)	24% (6)	8% (2)	4% (1)
The agenda setting process	33.33% (8)	33.33% (8)	33.33% (8)	0% (0)	0% (0)
The follow up of actions identified at meetings	20.83% (5)	33.33% (8)	33.33% (8)	12.5% (3)	0% (0)
Answered Question: 25 Skipped Question: 0					

Table 2: Summary of Responses to Area Community Planning Group – Members Satisfaction Survey Question 1 – 3

2. Meeting times and location

Each Area CPG sets the time of day and location of meetings to suit local circumstances. This section asked respondents to reflect on their local meeting arrangements. In addition to the question below respondents also had the opportunity to provide additional comment

How satisfied are you with the following:	Very satisfied	Quite satisfied	Neither satisfied / dissatisfied	Quite dissatisfied	Very dissatisfied
The time of day meetings are held	41.67% (10)	41.67% (10)	8.33% (2)	8.33% (2)	0% (0)
The current meeting locations	25% (6)	41.67% (10)	16.67% (4)	12.5% (3)	4.17% (1)
Answered Question: 24 Skipped Question: 1					

Table 3: Summary of Responses to Area Community Planning Group – Members Satisfaction Survey Question 4

General Administration

Respondents were asked to indicate the length of time they had been receiving the services provided by the Area CPG teams.

The majority of respondents (53.1%) had been receiving the service for more than three years while 39.13% indicated they had been using the service for 1 – 3 years with the remainder having received the service for less than a year.

The survey then asked more detailed questions on particular aspects of the administrative service provided. The results are shown in Table 5 below

How satisfied are you with the	Very	Quite	Neither satisfied /	Quite	Very
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administrative service provided by the Area CPG teams with regards to the following	satisfied	satisfied	dissatisfied	dissatisfied	dissatisfied
General meeting administration	65.22% (15)	30.43% (7)	4.35% (1)	0% (0)	0% (0)
The way you receive meeting information	56.52% (13)	34.78% (8)	8.7% (2)	0% (0)	0% (0)
The accuracy of the minutes of the meeting	65.22% (15)	21.74% (5)	13.04% (3)	0% (0)	0% (0)

Answered Question: 23
Skipped Question: 2

How satisfied are you with the timescales relating to the following:	Very satisfied	Quite satisfied	Neither satisfied / dissatisfied	Quite dissatisfied	Very dissatisfied
The Call Out for Agenda items being issued 6 weeks in advance of the meeting date	52.17% (12)	47.83% (11)	0% (0)	0% (0)	0% (0)
The Front Page Agenda being circulated 4 weeks in advance of the meeting date	56.52% (13)	34.78% (8)	4.35% (1)	4.35% (1)	0% (0)
The meeting papers being circulated seven days in advance of the meeting	63.64% (14)	31.82% (7)	4.55% (1)	0% (0)	0% (0)

Answered Question: 23
Skipped Question: 2

Table 4: Summary of Responses to Area Community Planning Group – Members Satisfaction Survey Question 6 – 7

Respondents were also asked if they found it easy to identify the appropriate contact within the Governance service should they wish to do so.

91.3% of respondents found it easy to contact the correct person. Of the two respondents that answered No to this question, 1 noted that they had not had any need to do so and were unable to comment while the other mentioned it could be clearer but gave no other detail.

Economic Forum Report Feedback

Fergus Murray Head of Economic
Development and Sustainable
Transportation

Understanding our Demographics

- Argyll and Bute 3.4% decline in its population
- A long term trend of decline from the 1960s
- Projected steep fall if we do not challenge this
- Rapidly aging population 31.4% over 60 –
Scottish average 24%
- Key issue loss of 25-44 age group and need to
address this



Approach of the Economic Forum



- Looking at Argyll and Bute as if it were a business
 - What are the parts of the business that are growing, attracting sustained investment and which can grow further, producing larger numbers of high quality jobs?
 - What could be done to accelerate that growth?
 - What are the barriers to that growth which need to be removed or reduced?

Tourism – Opportunity for Growth

25% of all private sector jobs

30.3% of young people entered this sector

£150 million of planned investments

1. Marketing
2. Seasonality
3. Marine tourism
4. Cultural attractions
5. Events and festivals
6. Active travel networks

An aerial photograph of a coastal region. In the foreground, a rocky coastline meets the sea with white-capped waves. A cluster of industrial buildings is situated on the shore, including several large green-roofed structures and smaller grey-roofed buildings. A dirt road winds through the green, rolling hills inland. In the background, more hills and mountains are visible under a bright sky with some clouds. The overall scene depicts a hub for food and drink production.

Food and Drink Opportunity for Growth

Aquaculture

Food and Drink processing and products

Agriculture and fisheries

Young People and Education



• Further Education

- Expand areas and sources of courses
- Oban as a University Town
- Links to employers – increase apprenticeships
- Jobs portal

• Schools

- Linking better to the business community
- Private Sector need to engage more create more opportunities for young people
- Working with Young enterprise and other educational enterprise schemes



Other Areas of Opportunity



• Small Businesses



- Local Business sector dominated by small businesses
- Creation of small units
- Access to funding
- Mentoring
- Simplified point of contact for small businesses

• Construction

- Providing opportunities for local firms to win public sector businesses

Barriers To Economic Growth

1. Mobile and Broadband Connectivity

- Broadband
- Mobile
- Accessing Markets

2. Affordable Housing

3. Transport Links

- Roads – Oban A816/Rest/A8003
- Air –links to Central belt from Oban
- Fixed links – Isle of Bute





Dunoon

Ardyne
Regeneration
Improving the day
trip offer
Fixed link



Campbeltown

Suffered economic shocks
Strong entrepreneur spirit
Significant council and partner
investments
Machrihanish Enterprise Zone
Business diversification and
support






Rothesay

Engage with Mount Stuart
Continue to Regenerate the town
Building A Better Bute
Investment and Marketing

A Shared Vision

- Report focuses on areas of greatest opportunity;
- Addressing principal barriers to growth;

A vertical photograph of a coastal landscape. The top part shows a blue sky with light clouds. Below is a sandy beach with a few people walking. In the foreground, there is a field of green grass with yellow wildflowers.

Critically - Requirement for a Joined up approach from everyone including business people, MSPs, MPs, Councillors, Agency leaders, newspaper editors, journalists and others;

Next Steps.



SURF

Scotland's Independent Regeneration Network

RF : sharing experience : shaping practice



SURF Alliance for Action



SURF Alliance for Action

- Background – The story so far
- Connections
- Shared Learning
- Practical Outcomes
- Investments
- Reengaging.



SURF Alliance for Action

Background – The story so far

2011-12,

SURF Active in East Govan in Glasgow and Gallatown in Kirkcaldy, Fife.

There was a striking degree of enthusiasm for a more coordinated approach towards connecting assets and investments from a wide range of local and national partners.

SURF developed an 'Alliance for Action', extended to the wider geographies of Govan and East Kirkcaldy.

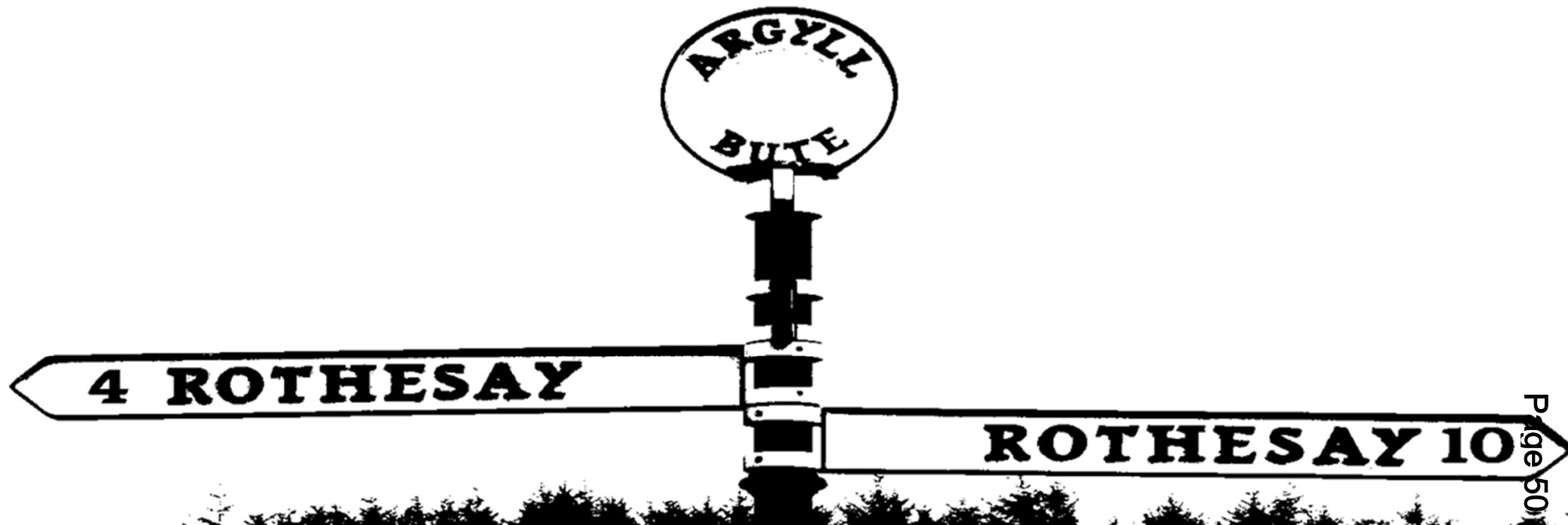
The Alliance was built on the individuals, networks and connections SURF identified and fostered in the course of the initial study.

A specific dual purpose has been:

To further strengthen resilience and practical outcomes in the two communities;

To enhance wider policy and resource considerations for supporting community regeneration in the continuing recessionary context.

Ardeer was added in 2014, Dunoon in 2016



“A Community working together to appropriate professional standards”



SURF Alliance for Action

ARGYLL AND BUTE ECONOMIC FORUM REPORT

February 2016

“I am delighted that individuals on Bute, backed by HIE and the Council, have now formed an Alliance for Action that aims to “Build a Better Bute”. The partnership approach to regeneration involves public agencies, private trusts, local businesses and most importantly local residents. The Alliance will focus initially on improving the town centre and the wider economy. I wish them every success in producing the right vision for Bute. “



SURF Alliance for Action





SURF Alliance for Action





- Practical Outcomes

Rothesay

Brief Overview of Charrette Focus

Draft Vision Statement

Rothesay and Bute will offer abundant opportunities for all local people to live, work and start a family; while consistently attracting more residents, businesses and tourists from elsewhere through a collaborative and diverse social, physical and economic offer.



- Practical Outcomes

Guiding Principles reached

These principles should be the foundation of any activity to regenerate Rothesay:

Communicating a Positive Self Image (on and off island)

Collaborative Decision Making and Action across services and organisations

Active and maintained buildings and spaces

Accessible and easy to get around

Fostering opportunities tourism, produce + agriculture, creative industries, tech + digital. Mechanisms: business space, apprenticeships, collaborative promotion.

A place for families schools, housing, leisure + play, health + well being



SURF Alliance for Action

- Practical Outcomes

Routemap Actions

This is not a definitive list of the discussed Actions during the Charrette. The entire list is currently being developed and associated into short medium long term actions alongside likely delivery partners.

- Initiate affordable space for business and enterprise, connecting to future offer of Mount Stuart enterprise training hub behind Trinity Church. Develop light industrial units at Meadows Rd.
- Alliance for Action to instill and broker collaboration and cohesive plan by bringing together organisations and services to focus on improvements and investment.
- Programming and Development of facilities for Montague Gardens, Guildford Square and a trial of shared surface for summer use at High / Castlehill Streets.
- Redeveloping the Discovery Centre as a central hub for locals and tourists. Developing a Youth space in the old cafe.
- Redesign of Circulation + Wayfinding off ferry and across Victoria Street / Albert Place.



- Practical Outcomes

Routemap Actions

- Redesign of Promenade / Parking along route to Pavilion to north and past Albert Pier to south.
- Accessibility Improvements + Awareness of disability requirements across town.
- Promotion of a 'Bute Brand' and the town's offer on Bute, the ferries and the mainland.
- Ensure Pavilion + Moat Centre combine community and cultural use throughout the year.
- Review and align the collection of tourist and business data across Bute. Business mentoring and apprenticeships advocated through a business association.
- Align investment opportunities and enterprise agencies to elicit new businesses to the island; creating a package for feasible sectors eg online / phone customer support and digital technologies to promote available spaces, trained workforce, reliefs available etc.



SURF Alliance for Action

Creating Productive Partnerships

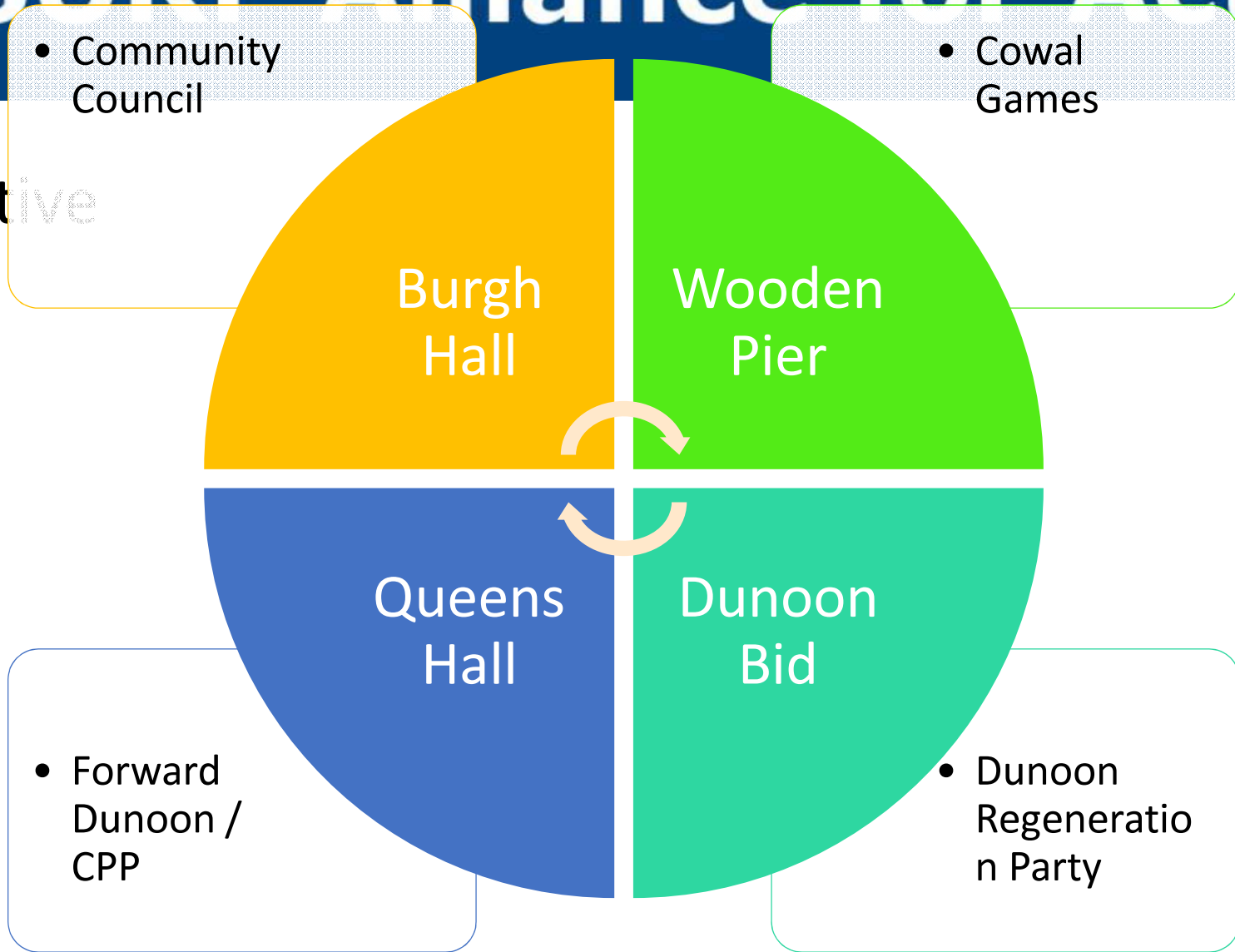
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SURE Alliance for Action

Potential Product Partnerships





Productive Partnerships

Partnership Agreement

Powerful Lessons

Adding value

Making Connections

Connecting and Uncovering

More Creative Approaches

Investing in Success



Some Cautionary Lessons

Preventative Investment
Competing Interests
Turf & Trust
Effective Leadership
Encouraging Deviance





SURF Alliance for Action

More information on SURF's Alliance for Action initiative and the rest of its work is available at

www.scotregen.co.uk



Argyll & The Isles Activity Report: July 2015 - March 2016

Public Relations

Promoting Argyll & The Isles

Carnet de voyage : Islay et Jura,
sur la route du whisky écossais.



VisitScotland delivers economic success by showcasing Scotland on a global stage as a place to visit and invest in. Our consumer PR teams play an important role in this by working closely with travel and lifestyle media to ensure consistent, positive media coverage for our regions across Scotland, including Argyll & the Isles.

Over the six months between April and September 2015, VisitScotland facilitated 44 pieces of coverage over UK & Ireland and international publications that had a potential reach of over 78 million people. All PR activity sought to promote key themes for 2015. Here are some examples of this extensive coverage:

As part of the Year of Food and Drink, the consumer PR teams proactively pitched the Butler Picnic service (provided in a number of sites including Ardgartan in Argyll) which was launched in partnership with Forest Holidays in March / April 2015. This achieved an impressive array of coverage in 16 titles, including national newspapers such as The Sun and The Independent. In addition to this, coverage was achieved in specialist food and drink magazine, Olive, and a range of Scottish newspapers.

Coverage was also achieved for Argyll's Lodge on Loch Goil in the Sunday Mirror as part of the Closer than You Think campaign to support Scotland's Year of Food and Drink.

The region has also received a good level of international coverage from a number of press trips which were organised for the European press to tie in with wider campaigns, including one to promote the Picnic Butler for the Year of Food and Drink. Key coverage resulting from this included the Picnic Butler featuring in Vogue. A blogger from France was invited, resulting in coverage in Le Progrès.

Marketing

Launch of the Spirit of Scotland campaign - February 2016



VisitScotland brought the spirit of Scotland to life in its first ever global campaign and social movement, launched in February, with a lot of Argyll & The Isles content. Details of the 18 month campaign are laid out below.

The campaign will engage and evoke emotion in all those who encounter it worldwide through TV, radio, print, digital advertising and social media. Specific focused investment will take place across the UK, key regions across France and Germany and in New York City - key growth markets for Scotland - and through digital and social media, the reach of the campaign will be worldwide.



Shots of Argyll & The Isles feature not only in the new cinematic-style TV ad, which includes images of The Tiree Wave Classic, but also in a series of new online films which show windsurfer William MacLean. In 'William's Story', he shares his feelings for Tiree and for Scotland, speaking about the lifestyle he and his family enjoy on the island, "the sense of peace and relaxation" it evokes, and his passion for windsurfing.

You can view this video now and share it on your website and across your social media channels.

Loch Lomond & The Trossachs National Park also features in the new TV ad, which includes images of An Ceann Mor - the new wooden pyramid viewpoint on the banks of Loch Lomond near Inveruglas. The campaign also features another new online film, which shows Loch Lomond & The Trossachs National Park Ranger Fiona Thompson going about her work throughout the Park.

Fiona, who has worked for Loch Lomond & the Trossachs National Park Authority since 2006, shares her passion for the loch itself and the region in 'Fiona's Story'.

In the film she speaks of the many outdoors activities which can be enjoyed on and around Loch Lomond and the fact that it is a place which should be used and enjoyed as well as looked after for future generations. [Watch Fiona's story.](#)

The campaign is one of a series of initiatives that fundamentally change the way VisitScotland markets and sells the country around the world.

A key focus of this campaign is on the #ScotSpirit movement. To help the conversation, VisitScotland introduced 'The Seven Spirits of Scotland' - key traits that can be found within the characters of the people and landscapes of the country.

Argyll & The Isles spring 2016 marketing campaign

After the successful launch of our new Spirit of Scotland campaign in February, we have recently launched the Argyll & The Isles regional spring marketing campaign 2016.

Working with Argyll & Bute Council and Argyll & The Isles Tourism Cooperative, VisitScotland is delivering a multi-touch-point advertising campaign to promote Argyll & The Isles this spring.

The activity reinforces the region's key strengths and challenge visitors' perceptions by promoting the Year of Innovation, Architecture and Design, as well as outdoor activities, inspiring warm prospects to take a break this spring.

Potential visitors are being tempted to learn more about the range of attractions and activities in the region by entering a prize draw to win a break in Argyll & The Isles.



The campaign prize for two people includes a 2-night stay at the luxury 5-star Lodge on Loch Goil near Arrochar, a tasting dinner in the Treehouse Leiper Restaurant, a boat trip with a Scottish produce hamper and a cookery lesson.

A strong focus has been placed on digital advertising during this campaign, reaching new audiences through direct emails to over 630,000 people.

Press advertising is also being used to reach a potential audience of over 44,460 readers, through The Sunday Times Scotland.

Eyes on the prize in Argyll - August 2015



VisitScotland's spring/summer 2015 UK-wide Brilliant Moments campaign promoted things to see and across the Scotland but also offered prospective visitors the chance to win a stay in Oban and Mull in the marketing activity.

The extensive prize included a two night stay at the Oban Bay Hotel, return ferry travel from Oban to Mull, one night stay at the Isle of Mull Hotel and Spa, adult passes for West Coast Tours Isle excursion and £100 travel expenses.

The activity for the campaign consisted of:

- Large-scale Facebook activity.
- An email to a database of 20,000 of Metro's English contacts.
- An Evening Standard email to 20,000 on their London database.
- An online display advert on the Lonely Planet website.
- A Lonely Planet e-newsletter to a database of 165,000.
- Online banner adverts on Goodfood.com.
- Deliciousmagazine.co.uk online banner adverts.

All channels were chosen to acquire new contactable names to the database and inspire consumers to come to Scotland and experience the wealth of brilliant moments for themselves. The campaign targeted UK visitors with a bias towards London and the south of England and latterly expanded to the north of England.

The campaign offered over 10 million total opportunities to see this promotional content, with over 2,800 direct referrals to businesses in Scotland and over 44,000 contactable names for future promotions.

Lights, Camera...Argyll!



Boasting screen credits in movies featuring lead characters ranging from the world's most famous spy to a man-eating alien and TV hits from *Downton Abbey* to *Balamory*, Argyll & The Isles' starring roles were celebrated in a film locations guide created by VisitScotland.

The spectacular scenery of Argyll & The Isles has featured in a wide selection of films through the years, from the 1960s Bond blockbusters *From Russia With Love* and *Goldfinger* through to 1985 quirky comedy *Restless Natives* and 2013 sci-fi horror and Scarlett Johansson hit, *Under The Skin*.

Due to the fact that it was shot almost entirely on location in the region, the film most closely associated with Argyll & The Isles is family favourite *Ring of Bright Water* (1969). The semi-autobiographical story of a writer who brings his pet otter to the west coast of Scotland relies on the region's scenic beauty and makes it easy for film fans to follow in their footsteps in and around Oban and the village of Ellenabeich on tranquil Seil Island.

One of the region's finest heritage gems, Inveraray Castle, was also beamed into homes worldwide in 2012 when it played host to one of television's most famous families, the Granthams, and the stately property starred in *Downton Abbey* as the fictional Duneagle Castle.

Written by VisitScotland's own Tom Maxwell, specialist research and consultation for 'Set in Scotland, A Film Fan's Odyssey' was provided by David Martin-Jones, Professor of Film Studies at the University of Glasgow.

With 40 per cent of visitors to the UK inspired to come here after seeing it on film or on television, VisitScotland hopes the new guide will tempt visitors to set-jet to Argyll & the Isles and follow in the footsteps of their favourite film stars.

Argyll born inventor features in new film



As we celebrate the 90th anniversary of Helensburgh born, John Logie Baird's first public demonstration of his now famous invention - the television (26 January 1926), VisitScotland released an animation that illustrates how different the world would have been without Scottish innovators.

From the invention of television to the MRI scanner, ATMs to cloned mammals, toasters to the kaleidoscope, the two minute animation includes over 25 key Scottish innovations and developments that have shaped the world we live in today.

The film is being used by VisitScotland to promote the 2016 Year of Innovation, Architecture and Design, a 12-month programme of exciting events and activity that will showcase Scotland's position as an "innovation nation".

It is hoped the animation, which will be promoted worldwide through social media, will motivate visitors across the globe to visit the country that has inspired leading pioneers, inventors, creatives, architects, scientists and designers.

Helensburgh born innovator, John Logie Baird gave the world's first demonstration of true television before 50 scientists in an attic room in central London on 26 January 1926. In 1928 Baird sent television pictures from London to New York by short-wave radio. He also demonstrated television in colour, and developed a video recording system which he called 'phonovision'.

The Scotland's Creativity at your fingertips film is available to view online and you can share it with your customers across your social media sites and on your website now.

Awards aplenty for Argyll & The Isles



A number of businesses from Argyll & The Isles celebrated successes in the Scottish Thistle Awards Regional Final, at the Highlands and Islands Tourism Awards and in the Scottish Thistle Awards National Final.

Businesses based in the Helensburgh and Lomond area were entered into the Central South West Scottish Thistle Awards with the rest of Argyll & The Isles heading north for the Highlands and Islands Tourism Award.

Forest Holidays Ardgartan won the award for Best Holiday Accommodation at the Scottish Thistle Awards regional finals with La Barca Spanish Tapas and Wine Bar, Riverbank Bar & Restaurant and Cattle & Creel Steakhouse and Seafood Bar picking up the the Scotland CAN DO Award for Innovation in Tourism.

Gail Ritchie of Ardmay House International Summer School was the winner of the HIT Scotland Regional Young Ambassador Award and Amy Lyons of Cameron House Hotel was a finalist in the same category.

At the Highlands and Islands Tourism Awards almost half of the sixteen awards on offer went to Argyll & The Isles businesses.

Argyll & The Isles businesses and events winning their category were:

- Best Cultural Event - Tìree Music Festival
- Best Sporting Event - Tìree Wave Classic
- Best Holiday Accommodation - Torrisdale Castle Estate, Kintyre
- Best Restaurant Experience - Ninth Wave Restaurant, Isle of Mull
- Most Hospitable B&B / Guest House - Ardtorna Bed and Breakfast, Oban
- HITA Hospitality Hero - Emma Clark, Glenegadale House, Isle of Islay
- HITA Ambassador of the Year - Calum Ross, Loch Melfot Hotel, Oban

The winners of both the regional finals went on to fly the flag for Argyll & The Isles at the glittering national Scottish Thistle Awards final which was held in March at the EICC in Edinburgh during the 2016 Scottish Tourism Week's Signature Programme.

National winners included:

Forest Holidays in Ardgartan won the Best Holiday Accommodation

Ardtorna B&B in Barcaldine picked up Most Hospitable B&B/Guest House

Ninth Wave Restaurant on the Isle of Mull took home the Best Restaurant Experience

Treasured Tastes of Argyll & The Isles



Produced by VisitScotland, *You'll Have Had Yer Tea? Treasured Tastes of Scotland* features more than 40 recipes submitted by members of the public and local chefs following a nationwide appeal.

Secret Scottish family recipes and delicacies, including those originating from Argyll & The Isles, have been captured in the new recipe book.

The section featuring memories of West & Central Scotland includes a recipe for Islay Crab Pâté with oatcakes submitted by David Barnett who recalls summer holidays spent with his grandparents on Islay and collecting seafood from the pier at Portnahaven.

Another recipe for 'Nettie's Helensburgh Toffee' recipe was submitted by Patricia Sutherland who recalls that her mother, Nettie - who was 'famous for her tablet, which she called Helensburgh Toffee' - learned the recipe at school in Helensburgh from 'a grim domestic science teacher'. And although it's more than 25 years ago since Nettie passed away, Patricia and her family still love making and savouring her 'melt-in-the-mouth, decadent tablet'.

The book is published after new research, carried out by Scotpulse on behalf of VisitScotland, reveals that more than half of families in Scotland do not sit down for meals together on a daily basis. VisitScotland is urging families to enjoy dining together and create more mealtime memories.

The idea behind this recipe book was also to create a legacy for the Year of Food and Drink 2015, which has been a great success in helping to raise the profile of Scotland's outstanding natural larder on the world stage.

You'll Have Had Yer Tea is available free of charge in VisitScotland Information Centres throughout the country. **It is also available online.**

Social Media

Putting Argyll & The Isles in the picture



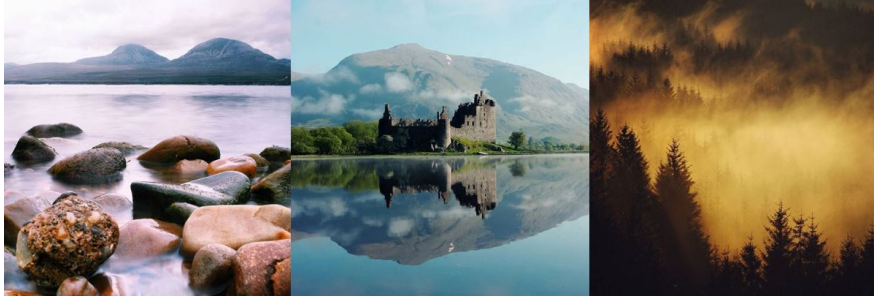
Some of Scotland's top social media snappers took over VisitScotland's Instagram channel, with one from Argyll & The Isles showing the best the region's landscape has to offer.

For three days every week in October 2015, the influential Instagrammers showcased the best of Scotland through their own lens on the our [@VisitScotland](#) Instagram account and Lochgilphead's own Eilidh Cameron ([eilidh__cameron](#)) was showcasing the region.

Other Scottish Instagrammers who have featured on the VisitScotland account so far include Rab Ritchie ([@itsrab](#)) from Central Scotland, Fiona Annal ([@fionaannal](#)) from Orkney and Ellis O'Connor ([@ellisconnor](#)) from the Highlands.

VisitScotland's Instagram account now has over 78,000 followers and can be found at <https://instagram.com/visitscotland/>.

You can also follow Eilidh on her account.



Images by Eilidh Cameron on Instagram (L-R) Jura from Islay, Kilchurn Castle, Mid Argyll.

Growth Fund, Events Fund and in-kind events support

Six Argyll events received funding



Three internationally-renowned events taking place in October 2015 in Argyll & The Isles benefited from funding granted through EventScotland - part of VisitScotland's events directorate.

The Mull Rally, The Royal National Mod and BWA Tiree Wave Classic all received funding.

Three events in spring and summer 2016 also received funding including Oban Live, ButeFest and The Highland Fling in Oban.

EventScotland is a team within VisitScotland's events directorate and is working to make Scotland the perfect stage for events. By funding and developing an exciting portfolio of sporting and cultural events, EventScotland is helping to raise Scotland's international profile and boost the economy by attracting more visitors.



ButeFest 2015.

Growth Fund awarded to joint partnership



A unique collaboration designed to boost the number of short breaks taken in Glasgow and Loch Lomond, including Argyll, was given £34,000 by VisitScotland.

Destination marketing organisations Glasgow City Marketing Bureau (GCMB) and Love Loch Lomond teamed up with ScotRail for a £68,000 marketing campaign, which VisitScotland has match-funded through our Growth Fund.

Aimed primarily at potential visitors from Edinburgh and Aberdeen, the campaign will highlight the close proximity between the urban experiences of Scotland's largest city and the beautiful scenery of Loch Lomond.

A key message is the fact that ScotRail operates a regular train service between Glasgow Queen Street and a number of train stations in the Loch Lomond area, including Balloch which has a maximum journey time of 50 minutes.

The marketing activity also included the creation of website landing pages and a short film as well as radio, online and press advertisements.

The money will also be used to host press trips and to allow the partners group to attend Travmedia International Media Marketplace in London - a showpiece media event for the travel trade.

Industry events

AITC Tourism Summits

VisitScotland continue to dedicate its support to this event in the form of partner funding. AITC does an excellent job of rallying the industry in Argyll and the Tourism Summit is a great opportunity for everyone to come together and look forward to the coming season and find out how we can all continue to work in partnership.

We supported the AITC Tourism Summit in March in Helensburgh by paying for the locally-sourced lunch.

Argyll hosts national food tourism event



The national food tourism event, held in Oban and delivered in partnership between Argyll & The Isles Tourism and Food From Argyll with support from VisitScotland, Argyll & Bute Council, Highlands & Islands Enterprise and CalMac, was designed to inspire Scottish tourism and food businesses and ask the question - has Scotland got what it takes to become a global food tourism destination?

VisitScotland's Head of Global Brand & Marketing Communications, Helen Campbell, facilitated two workshops based on our future marketing plans and Taste Our Best and how food and drink and tourism businesses could get involved.

VisitScotland provided financial and in-kind event support in the run up and during the event

Taste Our Best Case Study

Creel to meal at The Colintrave Hotel



VisitScotland produced a number of case studies on Taste Our Best businesses at the end of the Year of Food & Drink including this one for the Colintrave Hotel. These were featured on visitscotland.org, on social media and in our industry enewsletter.

The award winning **Colintrave Hotel** sits on the coast of the Cowal Peninsula at the Kyles of Bute and is open every day of the year, making it a hub for the local community. The 3 star Gold Award Inn is described by its owner, Patricia Watt, as a gastro pub and restaurant serving amazing local shellfish and the best meat from the Isle of Bute.

The hotel has recently been nominated for Rural Hotel of The Year Inn and was awarded a Silver Medal for Chef Excellence at the Scottish Hotel Awards 2013.

Patricia found out about Taste Our Best through a routine Quality Assurance visit from her VisitScotland Advisor. The Colintrave Hotel has already gained a VisitScotland 3 star Gold Award and Patricia saw the advantage of being assessed for Taste Our Best at the same

time as being assessed for Quality Assurance as they were already doing as much as they could to source locally.

This was highlighted when the Assessor passed the Hotel with no need for any changes to the menu or how the provenance of the food and drink was promoted. In Colintraive's case, the Hotel didn't require any advice to achieve the award but this is available from VisitScotland's experienced Advisors to businesses who apply to the scheme.

Patricia states the main reason behind applying for Taste Our Best was "So that people can recognise that we're providing Scotland's best produce and we're very proud to be able to do so." She says the award heightens the awareness of what the hotel offers.

The Colintraive is able to keep the same menu all year round, with some seasonal variations, and for new visitors the menu is a delight of local produce. Patricia often encourages visitors to come in and sample the local seafood.

Patricia describes the collaboration with other local businesses as very important to the village and the community and has seen more of this in 2015, being the Year of Food and Drink. The hotel keeps in close contact with suppliers and often passes on their details to customers who want to know more about where the food came from, such as the local Auchenbreck Pig Farm in the village, venison from Winston Churchill of Dunoon, hot smoked Salmon from Ritchie's of Bute and Kyles of Bute Langoustines. **Argyll & Bute Council**

Strategic Alignment, Visitor Economy Development and Stakeholder Engagement

VisitScotland remains committed to supporting the development of the visitor economy in Argyll & Bute, and works closely with council officers and partner organisations to create and maintain an attractive environment for investment in tourism, recreation and leisure products, services and facilities; and a total quality experience for residents and visitors.

Maintaining the visitor economy as a priority for economic recovery and growth necessitates strategic alignment with Scottish Government policy and involves collaborative planning and working with other agencies, the local authority, the destination organisation, marketing groups, sector groups, industry associations, the European Union and elected members at all levels.

The destination organisation, Argyll & the Isles Tourism Co-operative Ltd (AITC) undertakes regional marketing activity and destination development work on behalf of its membership of local marketing groups and VisitScotland is a member of the steering group and a number of sub-groups devoted to particular development areas. This is a mature and rewarding relationship, bringing expertise and experience together to maximise the benefits of public, private and third sector investment.

Regional Brand Awareness

VisitScotland supports AITC in a brand awareness exercise. Marketing specialists have agreed to work with AITC and the group's creative agency to strengthen consumer understanding of Argyll and what it means to UK and international markets. VisitScotland and AITC have agreed a regional marketing strategy with rich online and mobile content planned to extend the reach of traditional media campaign activity over 2016-17 and will deliver some of this on behalf of AITC and Argyll & Bute Council.

Economic Forum

VisitScotland contributed to Argyll & Bute Council's Economic Forum, chaired by Nick Ferguson, firmly emphasising the importance of wildlife, scenery, the maritime environment, food and drink, quality and authenticity of experience, investment, connectivity, community, culture and heritage and events and festivals. The consumer-facing links between tourism, aquaculture, agriculture, forestry and renewable energy should not be overlooked and indeed present significant business opportunities. VisitScotland continues to work with AITC and partners on identification of unique market appeal factors from a long and diverse list of regional specialities:

- Culture (Gaelic, Art & Design, Music, Literature , Film & TV, Poetry, Song)
- Heritage (Species & Habitats, Scenery, Ancient Monuments, Archaeology, Genealogy, Nationhood, Castles, Clans)
- Marine environment (Sea and Islands, recreation, leisure, aquaculture, offshore energy)
- Food & Drink (local produce, quality, agriculture & diversification, extra-regional impact, distilling & brewing)
- The Great Outdoors (Long Distance Routes, sailing & boating, board sports, paddle sports, climbing & hillwalking, walking, cycling)
- Opportunities (dog friendly, accessible tourism, markets, service partnerships, community development, rural development, amenity development)
- Events and festivals (VisitScotland/EventScotland continue to support consumer and industry-facing events across the region - please see Activity Report 2015-16; organisers of events and festivals can upload details for entry on www.visitscotland.com free of charge)

Regional Performance

In 2014 the total number of trips to Argyll & the Isles was 1,067,000 and the total visitor spend was £270 million. This prompted AITC and partners to increase the target for visitor spend by 2020 to £300 million, as the original target of £250 million had already been exceeded. 2014 was an exceptional year for tourism in Scotland generally, but the statistics demonstrate that the region has the capacity to sustain growth to increase its share of revenue and the number of jobs the visitor economy supports.

Influence

VisitScotland maintains membership of, or consultative and advisory functions for the following groups working towards economic growth in Argyll & Bute:

- Argyll & the Isles Tourism Co-operative Steering Group
- Argyll & Bute Economic Forum
- Loch Lomond & the Trossachs National Park
- Love Loch Lomond
- Broadband Scotland
- Ferry Users Group
- Clyde and Hebridean Ferry Services Economy, Business & Tourism Working Group

- Scottish Government Marine Strategy Forum
- Scottish Parliament Cross-party Group on Marine Tourism
- Marine Tourism Development Group
- Interface
- Scottish Government Economic Geography Project
- Argyll & Islands Long Distance Routes
- West College Scotland Industry Advisory Group
- Argyll & the Islands LEADER
- Argyll & Ayrshire FLAG

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April 2016



Argyll & the Isles Tourism Cooperative Ltd

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**BUTE & COWAL COMMUNITY PLANNING GROUP
MAY 2016
VisitScotland Argyll & The Isles Tourism Activity Report
Supplementary Report from AITC**

Headlines

- **Tourism Argyll & The Isles 2020 rocket launched in October 2015 (developed by AITC in partnership with VS, A&BC, HIE, Calmac, FCS and SNH)**
- **AITC attended Explore GB 2016 in Liverpool (and VS EXPO 2016 in Edinburgh – over 160 appointments with international and national travel trade – notable increase in**
- **AITC fifth annual Argyll & The Isles Tourism Summit took place in The Tower, Helensburgh in March 2016**
- **The Lane Agency appointed to develop Argyll & The Isles Digital Tourism Strategy and 12 month delivery schedule -**
- **Exploreargyll on line presence consolidated (Web, Facebook, Twitter, Instagram)**
- **Exploreargyll twice weekly blog launched in January 2016 – initial pilot for each area of Argyll supplemented by a programme of Nature’s Paradise area by area blogs - 38 blogs posted to date (8 specifically about Bute & Cowal)**
- **Phase 2 of ‘Nature’s Paradise’ Get Wild about Argyll mentoring programme rolled out in Cowal with 16 businesses – AITC’s pilot programme was a finalist in the RSPB Nature in Tourism awards in 2015**
- **National Food & Drink Tourism industry summit jointly delivered with Food from Argyll on 4 Nov 2015 in Oban – key event in national Year of Food & Drink programme – extensive partner support and attendance from across Scotland - follow up activity being scoped out**
- **Contract awarded to AITC by HIE to coordinate Digital Tourism Scotland activity across Argyll & The Isles and Arran and Cumbrae**
- **Region-wide World Host customer care training programme developed with Business Gateway - World Host Destination accreditation being explored with People First**
- **AITC Rural Tourism Management Executive Certificate being developed with University of West of Scotland and in partnership with Portavadie**
- **AITC hosted the first Digital Tourism Scotland webinar in Oban on 26 April 2016**
- **AITC hosting a 10 day Rough Guide travel writer itinerary across Argyll & The Isles (3 days in Bute and Cowal – specific request for Cowal area following visit in 2013)**
- **Joint content sharing workshop with VisitScotland in March 2016 – action plan being developed**

AITC Ltd c/o Ainsley Smith Co Ltd, Argyll Square, Oban, PA34 4AT
Company Reg No SC419216 - VAT Reg No145 0830 32,
Argyll & the Isles Tourism Co-operative is supported by:



Bute & Cowal Development Agent Activity

- Get Wild About Argyll – Cowal Workshops (2nd Feb) promoted to local businesses and supported follow up mentoring visits – 16 business in Cowal took part
- Coordinated Get Wild About Argyll – Cowal Networking Group (first meeting held Mon 25th April)
- Sourced content to support local exploreargyll blogs
- Presented on behalf of AITC at Cowal Way Business Briefings x 4 in early March
- Cowal Map – support to Cowal Marketing Group (engaged with advertisers and encouraged additional sign up)
- Business Gateway World Host training (first one held 31st March in Dunoon – 14 attendees
- Support to Cowalfest – linking walking festivals across Argyll & The Isles
- Collaboration of Bute and Cowal DMOs – 7th March & 26th April – representation from each DMO (VisitCowal, Argyll's Secret Coast, VisitBute/Mount Stuart) – FAM trips coming up (16th May will be Bute first, Cowal and ASC areas will follow – ensuring each area knows what other has to offer and can promote to their guests – invitation open to all members
- Online business survey prepared and issued for Cowal Marketing Group (43 responses so far).
- Awareness of Events/Courses/Workshops to DMO members , eg, Business Gateway Craft Tourism Workshop, World Host Training, National Ferries Fortnight, Digital Tourism Scotland Webinars, Business Gateway social media training, etc.
- The Collective – initial discussions and contacts made – looking at membership of AITC
- Membership Benefits statement produced for DMOs
- Coordinating Rough Guide travel writer itinerary for Bute and Cowal
- Food for Thought programme – support to Kirn Primary School – local businesses and transport involvement
- Benmore Botanic Gardens Fam Trip April 2016 – AITC presence and presentation

2 May 2016

AITC Ltd c/o Ainsley Smith Co Ltd, Argyll Square, Oban, PA34 4AT
Company Reg No SC419216 - VAT Reg No145 0830 32,
Argyll & the Isles Tourism Co-operative is supported by:



Argyll and Bute Community Planning Partnership

Bute & Cowal Area Community Planning Group

April 2016

Agenda Item 8. (a)



Integration of Health and Social Care

Summary

The integration of health and social care, required by the Public Bodies (Joint Working) (Scotland) Act 2014. The Health and Social Care Partnership becomes fully operational from April 1st 2016.

The report aims to update the Area Community Planning Group on the final steps toward the Health and Social Care Partnership going live.

This report provides the last progress update to the Area Community Planning Group as the Integration Joint Board is now the accountable body.

1. Purpose

The purpose of this report is to provide the Area Community Planning Group with a progress report on the actions undertaken to establish the Argyll and Bute Health and Social Care partnership (HSCP) from the 1st April 2016.

2. Recommendations

The Area Community Planning Group is asked to note the content of the report.

3. Background

The mechanism by which the delegation of resources, governance and operational responsibility is transferred to the Integration Joint Board (IJB) is its 3 Year Strategic Plan as directed by statute and guidance.

The Strategic Plan for health and social care 2016 – 2019 has been through both informal and formal consultation processes. The Argyll and Bute Strategic Plan has been prepared in accordance with statutory requirements and incorporates feedback from a prescribed

consultation process.

The final version was approved by the NHS Highland Board on 23rd February 2016 and by Argyll & Bute Council on 17th March 2016

The Strategic plan was presented to the IJB for its approval and agreement on the 23rd March. The plan was approved. This followed a two -step process:

- The IJB agreed to adopt and implement the Strategic Plan
- The IJB considered and agreed the proposed budgetary allocation from Argyll and Bute Council and NHS Highland

From the 1st April the Integration Joint Board, is a separate statutory body for Health and Social care services and as such has a prescribed formal reporting and accounting process comprising.

- Production of an annual performance report
- Continuation of the single outcome agreement through the Community Planning Partnership
- Quarterly briefing paper to council Performance, Review and Scrutiny (PRS) committee

This is therefore the last formal report which will be submitted to the Area Community Planning Groups as responsibility transferred to the IJB from the 1st April 2016

4. Detail

The Strategic Plan describes how Argyll and Bute Health and Social Care Partnership will make changes and improvements in the way it delivers health and social care over the next three years.

The Strategic plan essentially details:

- Where – do we want to be in 3 years time
- How – what changes to be made and how we intend to do them
- When- how we will know we have achieved this, targets and measures

The Strategic plan explains what services the IJB is responsible for, what the IJB priorities are, why and how we decided them. It shows how the IJB intends to make a difference by working closely

with partners in and beyond Argyll and Bute.

The mechanism by which the delegation of resources, governance and operational responsibility is transferred to the Integration Joint Board (IJB) is its 3 Year Strategic Plan as directed by statute and guidance.

The Strategic Plan for health and social care 2016 – 2019 has been through both informal and formal consultation processes. The Argyll and Bute Strategic Plan has been prepared in accordance with statutory requirements and incorporates feedback from a prescribed consultation process.

The final version was approved by the NHS Highland Board on 23rd February 2016 and by Argyll & Bute Council on 17th March 2016.

The Strategic plan was presented to the IJB for its approval and agreement on the 23rd March. This follows a two -step process:

- The IJB agreed to adopt and implement the Strategic Plan
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The Strategic Plan 2016 – 2019 can be found at www.healthytogetherargyllandbute.org.uk/

5. Conclusions

The integration of health and social care is required by the Public Bodies (Joint Working) (Scotland) Act 2014 and prescribed by the

associated regulations and guidance. It is a transformational change, requiring a significant cultural shift.

The IJB Health and Social Care Partnership assumed responsibility for all delegated functions on April 1st 2016.

This is a significant area of policy development for both the Council and NHS Highland as it is a legislative requirement which both partners will need to comply with fully.

6.0 SOA Outcomes

SOA Outcome 4
SOA Outcome 5

Name of Lead Officer

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Argyll and Bute Community Planning Partnership

Area Community Planning Groups

May 2016



Health Improvement Annual Report

1. Purpose

To update community planning partners on activity to improve the health of Argyll and Bute's people during 2015-16.

2. Recommendations

Community planning partners should consider how they can contribute to health improvement activity in Argyll and Bute, for example:

- Membership of the Health and Wellbeing Partnership.
- Membership of a local Health and Wellbeing Network.
- Partnership working on health improvement projects.
- Participation in the evaluation of the Joint Health Improvement Plan (JHIP) which will take place early summer 2016.

3. Background

Health improvement activity across Argyll and Bute is co-ordinated by the Health and Wellbeing Partnership which is a strategic partnership of the CPP. This is supported by 8 operational groups in our local communities called Health and Wellbeing Networks.

More information can be found at: www.healthyargyllandbute.co.uk

This activity is supported by a health improvement team of 8 staff in NHS Highland/Argyll and Bute Health and Social Care Partnership.

4. Detail

The following report contains details of health improvement activity across Argyll and Bute during 2015-16. Highlights of this include:

- Allocation of 120 small grants for health improvement totalling more than £111k.
- Additional investment in health improvement structures from the Integrated Care Fund.
- Promotion of health on the Healthy Argyll and Bute facebook page which now has 611 likes.
- Development of a new service to promote social prescribing across Argyll and Bute in partnership with Carr Gomm. This is to support people with health problems with underlying social issues like loneliness, debt or relationship breakdown.
- An assets approach to health and wellbeing is based on the

understanding that healthy people arise from healthy communities and investing in localities creates environments that are conducive to healthy living. Assets are services and resources that support healthy living and they can be found on the discover section of the Living it Up website: www.portal.livingitup.org.uk

5. Conclusions

According to the Christie Commission in 2011, up to 40% of public sector resources are wasted on solving preventable problems:

'A cycle of deprivation and low aspiration has been allowed to persist because preventative measures have not been prioritised. It is estimated that as much as 40 per cent of all spending on public services is accounted for by interventions that could have been avoided by prioritising a preventative approach. Tackling these fundamental inequalities and focussing resources on preventative measures must be a key objective of public service reform.'

Future Delivery of Public Services Christie Commission June 2011

Partnership working for improving health and wellbeing, reducing inequalities and the prevention of health problems has been shown to be effective across Argyll and Bute. Local area partners should ensure they are connected to local activity.

Name of Lead Officer

Alison McGrory

Health Improvement Principal

NHS Highland/Argyll and Bute Health and Social Care Partnership

29 April 2016

For further information please contact: alison.mcgrory@nhs.net

HEALTH AND WELLBEING IN ARGYLL AND BUTE ANNUAL REPORT 2015 - 2016

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Introduction

**Alison McGrory,
Health Improvement Principal
NHS Highland, Argyll and Bute**

The Health Improvement Team in Argyll and Bute continues to build the Health and Wellbeing brand to raise awareness of the potential of Argyll and Bute's people to lead healthier and happier lives.

We are proud of our achievements on social media this year, with the number of likes for the Healthy Argyll and Bute facebook page now standing at 611.

This report includes highlights of our activity during 2015-16. Please look us up on facebook to tell us what you think.

www.fb.com/healthyargyllandbute

Health and Wellbeing Networks & Health and Wellbeing Grant Fund *Alison McGrory and Network Co-ordinators*

Health and Wellbeing Networks

The 8 Health and Wellbeing (HWB) Networks throughout Argyll and Bute have continued to meet on a regular basis to promote health and wellbeing and to administer and support the HWB grant fund. Each network has a co-ordinator who runs the network with payment of £5,000 provided by the Public Health Department of NHS Highland. Co-ordinators complete annual reports of their activities which are available at:

www.healthyargyllandbute.co.uk

Finally, the administration of the Networks is now supported by a formal Service Level Agreement between NHS Highland and the co-ordinators. This took some time to do and we were supported by the NHS contract manager. The SLA sets out expectations of the service and key performance measures. It is monitored by way of the annual reports mentioned above.

Health and Wellbeing Grant Fund

Health and Wellbeing Grant Fund Networks administer small grants which are allocated using a formulae based on National Resource Allocation Committee (NRAC). Grant allocation is devolved to local community level.

Area	% of total budget	Amount of funding
Bute	9%	£9,881
Cowal	17%	£19,350
Helensburgh and Lomond	25%	£27,490
Islay and Jura	5%	£5,285
Kintyre	10%	£10,889
Mid Argyll	11%	£12,411
Mull, Iona, Coll, Tiree and Colonsay	5%	£5,868
Oban and Lorn	18%	£20,525
Total	100%	£111,700

Table 1 - How the fund was shared across Argyll and Bute.

There have been some changes again this year to the network co-ordinators:

- Eleanor Sloan who was the co-ordinator in Kintyre left Homestart in March 2016 and a new co-ordinator is about to take on the role.
- Eleanor also looked after the Islay and Jura Network during 2015-16. Gill Chasemore is the new co-ordinator taking over from Eleanor. She works for the TSI in Islay.
- Susan McFadyen finished her co-ordinators post in Cowal where they are in about to advertise for a new person.

In 2014-15 a new network was piloted for the islands of Mull, Iona, Coll and Tiree. This has worked well and is now permanent.

Total spend	£111,870.95 (£61,700 core plus £50,000 ICF)
Number of projects funded	120
Average award	£932.26
Strategic priorities met:	
Health inequalities	21
Mental health	16
Tobacco	75
Alcohol	56
Obesity	61
Early years	46
Older people	28
Teenage transition	7
<i>(NB many projects met several priorities)</i>	

Table 2 – How the grants were allocated.

A very wide range of projects receive health and wellbeing grants.

Below is a flavour of activity:

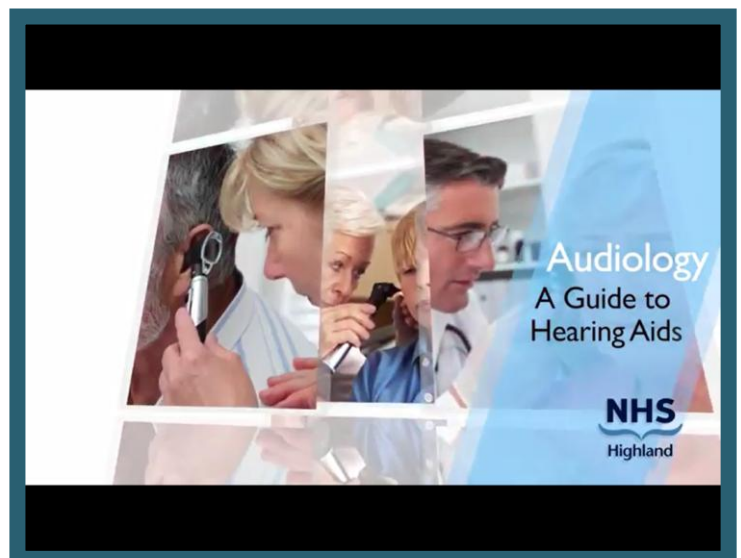
- £500 for Lochgilphead Christmas Day gathering
- £1,000 for Counterweight for Carers in Mid Argyll
- £1,920 for Helensburgh and District Men's Shed
- £850 for Oban Link Club
- £848 to support young carers in Kintyre
- £1,140 for strength and balance classes in Cowal
- £200 for the Struan Lodge lunch club
- £1,200 for area wide talking newspapers project
- £2,000 for a DVD resource on hearing loss highlighting the links with dementia
- £500 for Tiree Windsurfing Intro & Master Classes



Tarbert, Circular walking route



Helensburgh, Tea in the park



Audiology DVD

ICF support for Health and Wellbeing & ASSET Mapping Alison McGrory

ICF support for Health and Wellbeing

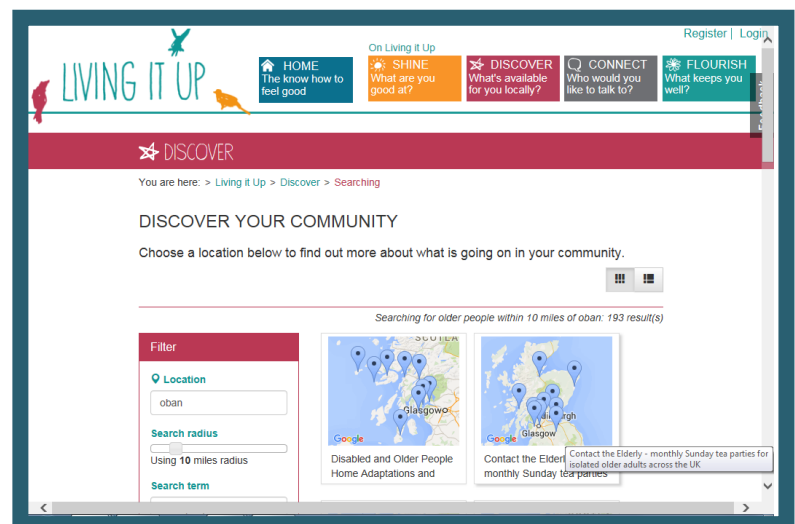
- During 2015-16 an additional £90,000 was made available to support the work of the Health and Wellbeing Partnership via the Integrated Care Fund (ICF). The ICF is ring fenced Scottish Government funding to support the integration of health and social care services and improve health and wellbeing outcomes. A sum of £40,000 from this additional allocation was used to build capacity in the networks and the remaining £50,000 was added to the small grant fund. This extra investment is considered to have had a significant impact on building capacity for health improvement in Argyll and Bute. A report was submitted to the ICF performance monitoring group in March

Objectives include:

- ❖ Service improvements that improve the health and wellbeing outcomes of adults
- ❖ Prevention of ill-health
- ❖ Early intervention, care and support for people with complex and multiple conditions, particularly in those areas where multi-morbidity is common in adults under 65, as well as in older people
- ❖ Health and care support for older people

Health Asset Mapping

During 2015-16, the Health and Wellbeing Networks have been involved in identifying 2,000 health assets across Argyll and Bute and getting them posted on the Living it Up website – www.portal.livingitup.org.uk Asset mapping is the term used to identify all the things in our local communities that can contribute to people leading healthy and fulfilled lives. The type of assets is very wide and ranges from services, such as, benefits advice and citizen's advice, to activities in local communities, such as, lunch clubs and befriending schemes. This work has been done in conjunction with the Scottish Government funded programme Technology Enabled Care (TEC), which aims to promote self management of long term health conditions using technology. Asset mapping will continue in 2016-17 aligned to the social prescribing contract with Carr Gomm.



www.portal.livingitup.org.uk

Self Management

Yennie Van Oostende

Self Management continues to be a key priority to ensure that people with long term health problems can thrive and live as well as possible with their condition. Self management is not about going it alone, it is about team work with those around you as well as knowing what it is that you need from the health service and what is available in your community to stay socially connected. More self management coaches have been trained who are now delivering the “Living Well with a Long Term Condition Programme”, which consists of a choice of:

- Half day Pain Toolkit workshops led by peer coaches
- A five-week peer led self management programme
- Monthly peer support groups
- Tai chi for Health exercise and falls prevention programme
-

All the above programmes are run by trained volunteers who themselves live with a long term condition or persistent pain, who are good self managers and understand the day to day issues and concerns. The focus of the above programmes is, as the title of the programme suggests, about improving your health and wellbeing, whether it is through getting socially and physically active, acquiring relevant information at the right time, or working with health professionals with you in the driver’s seat.

It is Arthritis Care who coordinates this programme in partnership with the NHS. www.arthritiscarescotland.org



A new resource called the Self Management Plan has been developed in Highland by the Let’s Get on With It Together (LGOWIT) Partnership. This plan will support people with a long term condition to think through what they want out of life and how they can achieve that, while living with the reality of chronic ill health. We are looking for funding to get this resource printed, so that it can be used widely, but it will also be made available to download from www.lgowit.org.uk

Keep Well

Alison Hardman

& Healthy Working Lives

Angela Coll

The Keep Well funding is now in its final year, over the last five years we have tried a variety of models of anticipatory health care for vulnerable groups. From identified geographical areas with targeted health checks to specific groups such as carers and unemployed. We have worked with communities and the Health and Wellbeing Networks. Over the last year we have funded adult weight services, carers cooking classes, unemployed health activities through Lorna and Oban Healthy Options and supported the pilot for Coll Healthy options which will be running physical activities from GP prescriptions.



This coming year we will be looking at targeted co-production and partnership working within the community. This will be the final funded year from the Scottish Government and we hope over the last five years to have left a legacy within the communities we have worked in.

Healthy Working Lives

Argyll & Bute currently have 22 workplaces registered for the HWL Award Programme, 12 of which have already achieved a HWL Award. In addition, Argyll & Bute supports 14 cross border HWL registrations (workplaces with sites throughout Scotland), of which 13 have a HWL Award. In total, that means there are 25 Awards held in Argyll & Bute: 13 Gold, four Silver and eight Bronze. These organisations vary significantly in size and come from all sectors.

All seven NHS sites in Argyll & Bute have a HWL Award. Cowal, Kintyre, Islay, Mid Argyll and Oban, Lorn and the Isles all have a Gold Award, Bute has a Silver Award and VICC has a Bronze Award.

There was one new registration in the Award programme in the last year. Webhelp Caledonian House in Dunoon achieved their Bronze Award in December 2015. All other workplaces are currently maintaining their current level of Award.

Active Scotland Outcomes Framework					
National Strategic Priorities					
Physical activity is about getting people moving, daily walking, playing in a park, going to a gym, training with a team or aspiring to win a gold medal – it doesn't really matter how people get active, it just matters that we do. Being physically active contributes to our personal, community and national wellbeing. Our vision is of a Scotland where more people are more active more often.					
We encourage and enable the inactive to be more active.	We encourage and enable the active to stay active throughout life.	We develop physical confidence and competence from the earliest age.	We improve our active infrastructure – people and places.	We support wellbeing and resilience in communities through physical activity and sport.	We improve opportunities to progress and achieve in sport.

Obesity is often mentioned as the epidemic of the 21st century, and there are many associated health risks. Becoming more physically active has significant benefits including attaining or maintaining a healthy weight.

Last year, we launched the Argyll & Bute Physical Activity Position Statement. This year, our involvement in updating the Argyll & Bute Council's Sport and Leisure Framework 2015-19 resulted in the inclusion of a priority to target and support people, who are currently inactive to become more active.

It takes a lifetime approach, with priorities and outcomes for all age groups. A Forum was set up to work collaboratively to promote physical activity and create a new Argyll Active Brand.

Child Healthy Weight

Over the last twelve months the CHW budget has tried out a variety of ways to engage with people to work across the vast area of A&B given the restricted capacity.

The aim was to have a few tried methods of service delivery to evaluate and look at the best ways to move forward for 2016-2017 financial year. Inspiralba was commissioned to run a couple of projects across the area. Two events were arranged with the Barrow Band and local food producers in Campbeltown and Oban, these used the pull of a large organised community event and enabled a fun and engaging activity for families to learn and experience nutritional and food information. Also Inspiralba co-ordinated a primary school bidding process for school active play ground project. Primary schools placed a bit for money to use to increase activity in the play ground. We were over whelmed with the response and individual ideas that came forward and it proved very difficult to score and allocate the funding.

Part of the bid process was the request to provide feedback and evaluate the activities the money had enabled the children to undertake.



Here are some pictures from Strone Primary School demonstrating some of the activities they are now able to do.



Lochilphhead community swimming pool received money to target swimming lessons for their Health and Wellbeing Through Sport Programme. Enabling a group of children to access free swimming lessons and encourage families to access the pool facilities.

Fit-Ness provides healthy activity sessions for parents and children. During the sessions they undertake a variety of games, activities and healthy eating workshops. As part of our evaluation and evidence informed practice we commissioned a Social Enterprise to undertake an evaluation as to the benefits of this type of activity.

On the Isle of Bute for two years local NHS staff have delivered Fit-Ness in partnership with A&B leisure facilities and local community sports clubs providing taster sessions.

Electronic copies are available from - alison.hardman@nhs.net.

Current discussion and plans are underway for the next financial year looking at the lessons learned from last year's activities and maximising service delivery.

Tobacco

Laura Stevenson

This year the stop smoking services in Argyll and Bute have continued to be delivered through GP practises and a further three practises became trained and signed up to the service specification. In addition we have supported three stop smoking nurses attended a two day Maudsley Smoking Cessation Training and Research course and a further two received shadowing from an experienced stop smoking nurse.



Stop smoking statistics are entered on a regular basis, and this year NHS Highland expect to meet the government target of 352 quits at twelve weeks post quit in the 40% most deprived within board SIMD areas

The Smoking Cessation Co-ordinator provided training to midwifery staff in Oban and Lorn Hospital, and gave input to the Midwifery Development Day with the Smoking Cessation Midwife and has discussed service developments and training with the wider midwifery team.

The Smoke Free Me programme was delivered in primary 6 /7 classes throughout Argyll and Bute. The programme consists of 5 lessons and a drama production. The drama toured Argyll and Bute delivering the drama in each locality. The Smoking Cessation Co-ordinator carried out an evaluation of the programme with primary school teachers; 75% said the resource was very good, 17% said it was good and 8% said it was fair.

Some of the comments from teachers included "This is a wonderful programme which the children really enjoyed and benefit from. The production at the end is the icing on the cake" and "The children in my class are desperately trying to encourage parents to stop smoking because of the facts they've learned."

The findings from the evaluation have lead to a meeting with teachers to initialise a revised and updated programme for next year.

Sexual Health

Laura Stevenson

Following on from a piece of work that developed www.ab-wish.org, (Argyll and Bute's sexual health website) consultations with young people were completed in 2015 to further investigate the need for a free condoms project. Findings resulted in the planning of a Ccard pilot in Campbeltown, Lochgilphead and Helensburgh. The pilot is aimed at 13 to 25 year olds.

An electronic card for 16 to 25 year olds is available from www.ab-wish.org or as an App for (android and IOS mobile devices), additionally a paper card is available for 13 to 25 year olds.

Procedures and guidance for Ccard were put in place and outlined in the Ccard Handbook which is used as a guidance tool for all staff delivering the service. Argyll and Bute council, NHS Highland and the Third Sector have received training to deliver the service which is due to be launched in May 2016. This will mean there will be a range of trained outlets in the pilot areas where young people can go with their Ccard to access free safer sex materials.

There are 11 outlets and 5 centres involved in the pilot. The outlets, whose main function is giving out the safer sex materials include pharmacy, Argyll College, Hart and Youth Services, whilst centres that are staffed by Ccard trained nurses will register 13 – 15 year olds to the pilot.

Condom packing has taken place with the help of volunteers from Waverley Care. They had to bag and label the wide variety of condoms on offer through the programme and make up 16 starter boxes.



Ccard posters, leaflets and window stickers will be used to promote the pilot. The pilot will be monitored and evaluated and run for 12 months.

Staffing Update

At the end of 2015 Christine Wills retired from the post of Sexual Health Adviser, at this time a change in service delivery was planned. The service is now moving forward with two staff, Kirsteen Menzies (Addictions Nurse in the A&B Addictions Team) undertaking partner notification and Alison Hardman (Health Improvement Team) undertaking the Business and Staff support. Laura Stevenson continues in her Senior Health Promotion Specialist.

Sexual Health Services continue to be provided at the specialist clinics in Dunoon Tuesday mornings 9.15 – 11.45 appointments only [tel:- 01369 708359](tel:01369708359) and Helensburgh Fridays 9-12 and 1-4 [tel:- 01436 655000](tel:01436655000), a mixture of appointments and drop in. Further services are available from GP practices for registered or non registered patients, Oban Lorn Medical Practice, Campbeltown GP practice, Islay and Lochgilphead practice's.



Sexual Health, Relationships and Parenthood Education

Laura Stevenson

SHARE is an evidence informed educational resource for use by teachers and others working with young people to support learning about the Relationships, Sexual Health and Parenthood outcomes and experiences of Curriculum for Excellence – and influence a more positive sexual health culture in Scotland. The aim of the course is to equip staff to deliver SHRPE to 12 to 16 year olds. The Senior Health Improvement Officer developed a training programme and delivered, in partnership with Waverley Care, a one day Revised Sexual Health and Relationships Education course to sixteen participants. They also revised the three day course and delivered it to fourteen staff from Argyll and Bute Council, Highland Council, NHS Highland and the Third Sector. The twenty two SHARE lesson pack, developed for Health Scotland has been reviewed and updated to be more inclusive and reflect the changes in law and social culture, it contains new online materials, lesson plans and audio clips. The focus is on interactive learning based on the age and stage of participating young people (aged 13–16).



Some of the comments from the training include:

- ❖ “ I feel the programme has equipped me with lots of skills to communicate confidently with young people”
- ❖ “Feel much more equipped to deliver” “Have gained a lot of confidence over the three days”
- ❖ “Brilliant course delivered by brilliant staff! Thank you ladies”
- ❖ “Enjoyed it all tremendously.”



Montage one small group created to reflect the imagery in young people's magazines.

HIV SLA

The Senior Health Improvement Officer continued to monitor a contract with Waverley Care. Waverley Care deliver training, raise awareness, provide one to one support to clients, deliver outreach and provide a range of information around HIV and LGBTI. This year Waverley Care introduced HIV Rapid Screening in Argyll and Bute. The screening was promoted through public sex environments, social networking sites and partner agencies. The test gives HIV results within twenty minutes and referral pathways have been established through Highland Sexual Health services and the Brownlee Clinic in Glasgow. Waverley Care also have delivered an extensive catalogue of training throughout Argyll and Bute including the delivery of transgender awareness training to all staff employed at Oban High School and one hundred and twenty pupils receiving WAD/HIV awareness in Tarbert Academy.

Free condoms by post continues to be well accessed, this allows men who have sex with men and young people living in remote and rural communities to access free condoms in a discrete way.

Social problems like debt, loneliness, relationship problems and stress often underlie health issues; they can also make health conditions seem worse. Social prescribing is supporting people with these problems, in a person-centred way, by putting them in touch with social support in their communities. Social prescribing can also help people with long term health conditions better manage their symptoms, for example, the Argyll Active exercise on prescription service. During 2015 a new service for social prescribing was commissioned from Carr Gomm. The development manager is called Amanda Grehan and she is based in Helensburgh.



The aims of this service include:

- ❖ Map out where social prescribing is already taking place in Argyll and Bute and develop case studies of good practice.
- ❖ Raise awareness of the concept of social prescribing with the public, prescribers and wider partners. Means to achieve this may include staff development sessions, developing information resources and showcasing examples of good practice.
- ❖ Development of a pathway to enable prescribers to easily navigate social prescribing and deliver this in their consultations with people.
- ❖ Review the approach to asset mapping and ensure that prescribers can get access to up to date information on local assets eg via ALISS, Living it Up and Argyll and Bute Advice Network.
- ❖ Identify gaps in delivery and target activity here.

Review of Guided Self Help

Public Health is often described as having 3 domains:

- ❖ Health improvement, which is about enabling people to lead healthier lives and the prevention of disease.
- ❖ Health protection, which is about identifying at risk groups and reducing the effects of disease, examples include vaccinations, health screening and managing contagious diseases like food poisoning.
- ❖ Health and care service improvement, which is about reviewing and evaluating services and identifying how they can better improve the lives of people.

This third area of review is an important aspect of the work that is done in Argyll and Bute and this year we led a review on a mental health service. Common mental health problems like anxiety and depression are very prevalent in Scotland. The Guided Self Health Service was set up in 2012 to help people with mild to moderate symptoms to better manage their condition. The service is run in partnership between NHS Highland and the Third Sector Interface. During 2015 a review was undertaken to investigate the effectiveness of the service in improving mental health and wellbeing and to consider what improvements can be made.

The report can be found at: www.healthvarovllandbute.co.uk

Mental Health

Yennie Van Oostende

& SMHA Training

Tracy Preece

We have been fortunate this year to introduce **Branching Out** throughout Argyll & Bute. Branching Out is an outdoor programme that takes place in community woodlands aimed at people with mental health problems and delivered by trained Branching Out leaders and mental health support teams. It builds confidence in a variety of skills, such as woodland preservation, bush craft, outdoor art, foraging, cooking and socialising. This programme is led by the Argyll & the Isles Countryside Trust (AICT), supported by Forestry Commission Scotland and the Community Woodland Association, the NHS and the Alliance Self Management Fund. With enough funding for three years, we are aiming to build a sustainable outdoor programme in local community woodlands, that will benefit people with mental health problems to develop skills and interest in outdoor pursuits, volunteering and employment, that are all positive contributors to mental health and wellbeing.



Scotland's mental Health first Aid is a 2 day course working on the premise that crisis intervention can be applied to mental health in the same way as first aid is applied to physical health. The 2 day course introduces participants to a model of intervention and information on a range of common mental illnesses. The course acknowledges that we come across mental ill health in all spheres of life and therefore is suitable for the workplace and the community generally.

The course has been delivered at least twice a year in Argyll & Bute and 4 times in 2015/16. The course is always in high demand and the feedback excellent, both for content and the quality of the trainers of which there are 4 active in the area.

Suicide and Self-harm training - Choose Life

Tracy Preece

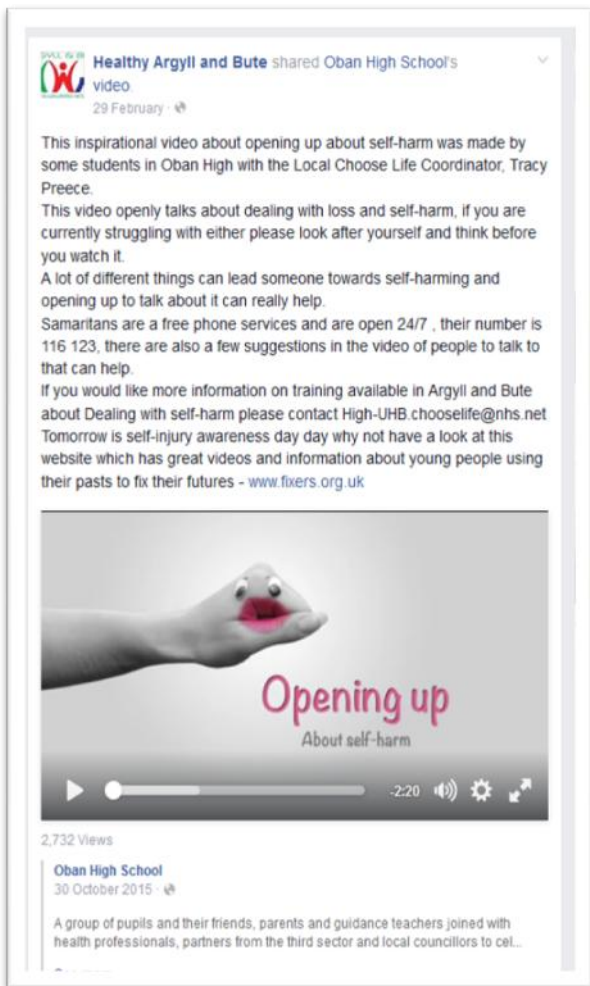
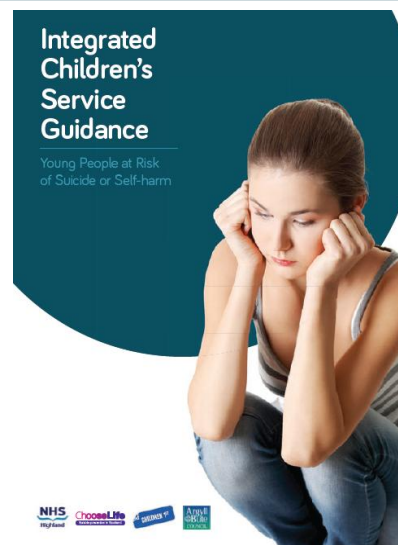
This year saw Choose Life build upon work started in 2014 on producing interagency guidance on young people at risk of suicide and self harm.

The document, co produced by a group of interested participants was co chaired by Choose Life.

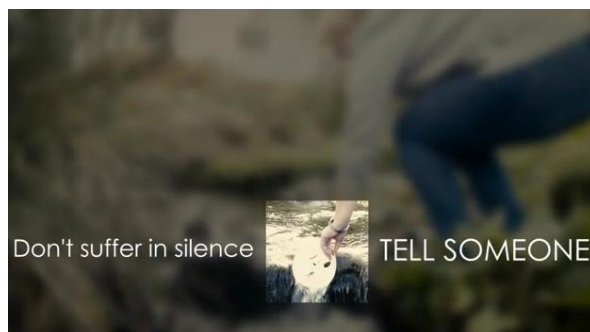
The document-

<http://www.argyll-bute.gov.uk/publications-practice-and-guidance>

Was ratified by Argyll’s Children Group and launched at a conference held at Kilmory on 2nd September 2015 attended by 65 participants who all praised both the launch event and the document. The launch was followed up by promoting the document widely through the HWN’s, head teachers meetings and locality forums.



To ensure that the voice of young people was also included in the process 2 short films have been produced, one on the experience of recovering from self harm by a group of Oban High School Students was shown at the conference and at subsequent meetings. The second focuses on the perspectives of mental health and helpful responses made by Tarbert Academy students. Both films can be seen at -<http://www.tigershark.tv/Selected%20Portfolio> To further promote the role of young people in supporting their own and their peers, 44 S5/6 students from Campbeltown Grammar, Tarbert Academy and Islay High School have attended Safetalk. All pupils self selected for the training and the feedback has been overwhelmingly positive. The plan is to role this out further in the coming year.



Motivational Interviewing

Yennie Van Oostende

& Promotional Activity

Alison Mcgrory

Motivational interviewing (MI) training continues to be a course that is available for everyone who works in Argyll & Bute. This year, we have changed the format of the course to a two day face to face module combined with two short e-learning modules. This year we delivered a three day course and two bespoke courses for the Alcohol and Drugs Partnership with a total of 46 participants. We also ran Pain Toolkit Training for use in a health care setting with 34 participants and a module for 11 coaches who will run half day sessions to support people with persistent pain to manage their pain better using the pain toolkit. Using MI skills to support people to make a health behaviour change fits in well with the person centred, collaborative approach and demonstration of respect for those we work with, which we are aspiring to in the HSPC. It empowers people to reflect and make positive choices to improve their health and wellbeing.

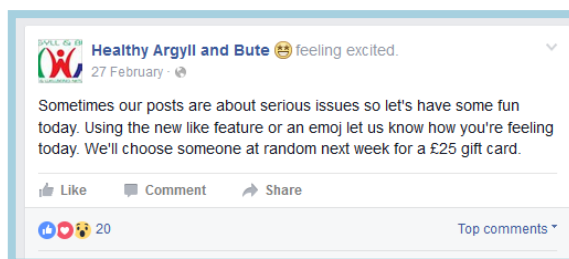
The website & facebook page

www.healthylargyllandbute.co.uk & the [www.fb/healthylargyllandbute](https://www.facebook.com/healthylargyllandbute) continues to be used to promote topical health improvement issues and to share news of what has been going on to improve health in Argyll and Bute.

500 big shopper bags and 500 new designs of pen were divided amongst the HWN coordinators.



During the course of the year we ran two £25 gift voucher give away. Both of which received good participation



The Health Argyll & Bute facebook page now has 611 likes. The majority of the page likes come for 6 of the local localities.

- ❖ 96 from Campbeltown
- ❖ 94 from Dunoon
- ❖ 46 from Lochgilphead
- ❖ 38 from Rothesay
- ❖ 27 from Oban
- ❖ 15 from Helensburgh

Figures from facebook analytics.



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Putting our Tenants and Our Communities First

Argyll Community Housing Association

BUTE AND COWAL COMMUNITY PLANNING GROUP

10TH MAY 2016

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The Association's Investment Programme in Argyll and Bute from stock transfer to March 2015

Elements	Total Completed – November 2006 to March 2015
Windows & Doors	5,584
Kitchens & Bathrooms	9,220
Heating & Rewire	6,347
Roof & Roughcast	1,277
Total elements 2006 - 2015	22,428
Total expenditure (ex VAT)	£97.22million

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The Association's Investment Programme

	Annual Targets		Current Target and Progress					
	Annual Target Spend Total £	Annual Target No.s	Target Spend by Dec 15	Target No.s by Dec 15	Actual Spend by Dec 15 £	Actual no.s Dec 15	% Spend	% No.s
Elements								
Windows and Doors	£1,486,000	771	£335,000	193	£76,793	48	23%	25%
Kitchen and Bathrooms	£ 390,000	90	£273,000	56	£220,976	47	81%	84%
Heating and Rewire	£ 657,000	145	£486,000	97	£483,178	108	99%	112%
Roof and Roughcast	£7,176,936	643	£5,805,000	429	£ 5,485,644	488	94%	114%
Refurbishment	£3,077,000	182	£1,658,000	46	£934,296	45	56%	99%
Total	£12,786,936	1831	£8,557,000	820	£7,200,887	736	84%	90%

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The Association's Investment Programme 2015/16

- Small programme of completions for kitchen and bathroom renewal
- Heating, rewire, window and door completions in the remaining properties requiring it
- Significant number of roof and roughcast contracts on site in all areas
- Target spend for the investment programme in 2015/16 is £12.7million

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New build programme

- **264 new homes built to date**

- **56 units currently on site;**

Glenshellach, Oban Ph2 –	17 units
St Oran’s Place, Connel Ph2 –	10 units
Tower View, Inveraray –	12 units
Sealladh na Mara, Bowmore Ph2	10 units
Tayvallich	2 units
Victoria Park, Dunoon	5 units

- 8 units off the shelf, Ardenslate, Dunoon, pending

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New build programme (continued)

Future new build opportunities for 2015/18 period;

- Jutland Court, Helensburgh – 16 units, anticipated site start Summer 2016
- Arinagour, Coll – 2 units, anticipated site start June 2016
- St Oran's Place, Connel – 10 units, anticipated site start August 2016
- Carradale – 2 units – site option appraisal currently being carried out

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New build programme (continued)

- The Association is currently carrying out a demand/needs analysis to inform our new build programme from 2018 to 2022.
- Financing deal with Lloyds to provide £13million to support Scottish Government and Argyll and Bute Council grant. At current grant levels this could help provide 200 new homes post 2018.
- From April 2016 per unit subsidy levels will rise by up to £14,000 per year from the Scottish Government

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Tenant Satisfaction Survey October 2015

Indicator Number	Description	Satisfaction 2013/14	Satisfaction 2014/15	Satisfaction 2015/16	Scottish Average 2014/15	Comments
1	Percentage of tenants satisfied with the overall service provided by their landlord	73.27%	Not collected (73.27%)	84.09%	88.09%	<ul style="list-style-type: none"> • Increase of 10.82% from 2014/15 ARC submission • 4% below Scottish Average
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	73%	Not collected (73%)	85.68%	89.33%	<ul style="list-style-type: none"> • Increase of 12.68% from 2014/15 ARC submission • 3.65% below Scottish Average
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	61%	Not collected (61%)	75.23%	79.58%	<ul style="list-style-type: none"> • Increase of 14.23% from 2014/15 ARC submission • 4.35% below Scottish Average
9	Percentage of tenants satisfied with the standard of their home when moving in	70.73%	77.78%	Will be available end March 2016	86.05%	<ul style="list-style-type: none"> • This data is collated via other survey methods • information is gathered face to face at New Tenant Settling in Visit

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Indicator Number	Description	Satisfaction 2013/14	Satisfaction 2014/15	Satisfaction 2015/16	Scottish Average 2014/15	Comments
10	Percentage of existing tenants satisfied with the quality of their home	71%	Not collected (71%)	76.14%	85.84%	<ul style="list-style-type: none"> • Increase of 5.14% from 2014/15 ARC submission • 9.7% below Scottish Average
16	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	96.79%	97.68%	Will be available end March 2016	89.31%	<ul style="list-style-type: none"> • This data is collated via other survey methods • Information is gathered from the return of satisfaction cards, telephone surveys and post inspections
17	Percentage of tenants satisfied with the management of the neighbourhood they live in	68%	Not collected (68%)	84.77%	84.91%	<ul style="list-style-type: none"> • Increase of 16.77% from 2014/15 ARC submission • 0.14% below Scottish Average
29	Percentage of tenants who feel that the rent for their property represents good value for money	70%	Not collected (70%)	90.68%	76.79%	<ul style="list-style-type: none"> • Increase of 20.68% from 2014/15 ARC submission • 13.89% ABOVE Scottish Average
33	Percentage of factored owners satisfied with the factoring service they receive	38.89%	45.61%	69%	62.98%	<ul style="list-style-type: none"> • Increase of almost 23% from 2014/15 Arc submission • 6% ABOVE Scottish Average
37	Percentage of gypsies/travellers satisfied with the landlord's management of the site	70%	57.14%	Will be available end March 2016	79.40%	<ul style="list-style-type: none"> • This data is collated via other survey methods. • Future surveys will be carried out face to face

• Complaints performance now on target

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Syrian refugee initiative

- The Association housed 4 families on Bute in December 2015
- A further 5 families joined us on February 16th, again on Bute
- The Association will rehouse 6 families in Campbeltown in the Spring of 2016
- ACHA's contribution in total will be 15 homes

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Syrian refugee initiative (continued)

- The Association has participated in the Refugee Resettlement Group
- The above has been a multi-agency partnership involving Scottish Government, Argyll and Bute Council, Health Board, Police and the voluntary sector

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Office infrastructure and information technology

- Rothesay office conversion now on site; anticipated completion end of May 2016
- Dolphin Hall, Dunoon; status quo unless alternative better option becomes available



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Welfare rights

Funded in 2015/16 by
the Scottish Govt

People and
Communities Fund

Funding of £200,000

Total client gain for
Argyll and Bute was
£1.8 million.



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Welfare rights

For 2016/17 invited to apply for continuation funding

Received £170k

ACHA Welfare Rights project will continue until end of March 2017



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AHFA

- Coming to the end of the three year contract
- Association will invoke the one year follow on for financial year 2016/17
- Intend to start negotiations for new contract August 2016
- Areas for improvement around getting homes back quicker
- Need to look at tenant satisfaction card returns

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- Anti-Social
- Continue to have success in court regarding anti social behaviour
- Drug Dealer evicted in Dunoon at end of 2015
- Interim ASBO in place in Dunoon

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External issues

- Right to Buy to end July 2016
- Scottish Parliament elections. Housing appears to be a key manifesto issue
- If elected, SNP say they will fund 50,000 new affordable homes in the lifetime of the next Parliament. Labour are committed to 60,000
- New standards for Gypsy Traveller sites

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External issues (continued)

- Meetings held with the Council to develop the ongoing Strategic Housing Investment Plan
- Universal Credit comes to Argyll in 2016

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Key challenges

- Housing need; 3,116 applicants for housing in Argyll and Bute
- Health warning; high demand in many areas, low demand in Campbeltown and Bute
- Population decline substantial in certain areas
- Energy Efficiency Standard for Social Housing (ESSH) to be completed by 2020
- Voids, and lost income, improving tenant satisfaction?

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QUESTIONS?



Argyll and Bute Community Planning Partnership**Bute and Cowal Area Community Planning Group****10 May 2016****Agenda Item 8. (d)**

Argyll and Bute Strategic Community Learning and Development Partnership

Summary

This report is an update on progress of the Community Learning and Development (CLD) Strategic Partnership in responding to the Strategic Guidance for Community Planning Groups (2012).

The web based CLD Plan was published in September 2015 as required. The actions in the web-based CLD Plan are variously being developed, progressed and reported on. Area Community Planning Groups have been kept informed of progress (May 2015, February 2016), and asked for feedback on the content of the CLD Plan, and for information about needs or gaps in learning provision that they would wish strategic CLD partners to consider.

Area Community Planning Groups have a key role to play in the development of the CLD Plan, and it is hoped that regular reports will raise its profile with members so as to maximise dialogue between communities and learning providers.

1. Purpose

- 1.1 The purpose of this report is to inform Area Community Planning Group members about the progress of the work carried out by the Argyll and Bute Strategic CLD Partnership, and to consult members on learning provision to the wider community, including vulnerable groups, in their area.

2. Recommendations

It is recommended that the Area Community Planning Group:

- 2.1 notes the contents of this report;
- 2.2 provides feedback regarding the developing strategic CLD Plan, and any known key gaps in community learning provision relating to their geographic area.

3. Background

- 3.1 In 2012 the Scottish Government published the 'Strategic Guidance for Community Planning Partnerships: Community Learning and Development (CLD)', in order to strengthen the basis of CLD so that it is "delivered as a consistent central element of public services in Scotland...and will be based on a continuing dialogue with key stakeholders".
- 3.2 Legislation to support the Guidance was issued to Education Authorities in 2013. One of the requirements of the legislation was to publish, no later than the 1st September 2015, a 3 year CLD Plan.
- 3.3 In 2013 a new CPP Sub Group, the 'Argyll and Bute Strategic CLD Partnership' was formed to take forward the CLD Strategic Guidance, and develop the required CLD Plan. A web based format was developed for the Plan. This is now published at www.cldplanning.com. The web based format was designed to make the Plan readily accessible to the public and to partners. The contents of the Plan are appended (see appendix 1).

4. Detail

- 4.1 The CLD Strategic Guidance (2012) lays responsibilities on CPPs regarding its implementation; these responsibilities are supported by legislation laid on the Education Authority, in the form of the Scottish Statutory Instrument (SSI): 'The Requirements For Community Learning and Development (Scotland) Regulations 2013'.
- 4.2 The CLD Strategic Guidance is designed to:
- Strengthen CLD provision, and the use of the CLD approach, at a time of public service reform, and
 - Ensure that communities, particularly those who are disadvantaged, have access to the CLD support they need to make positive changes, in their lives and their communities, through learning.
- 4.3 The legislative duties laid on the Education Authority include a requirement to publish a 3 year Plan which details how CLD provision will be co-ordinated by partners, and the actions that will be taken to address need. The CLD Partnership also agreed a draft CLD Strategy (see Appendix 2), setting out its aims and objectives. This is available on the website.
- 4.4 The CLD Partnership includes representation from: Argyll College;

Argyll and Bute Council (Adult Learning and Literacies Services, Community Development Team, Libraries, Education Services and Youth Services); The Third Sector Interface; Skills Development Scotland; The Scottish Fire and Rescue Service; Police Scotland; NHS; and DWP/Job Centre Plus.

- 4.5** The Partnership interrogated a number of sources to gather evidence of need. These included some comments from Area Community Planning Groups (from initial SOA Local discussions). It is intended that these will be added to over time, as the Plan is intended to be a 'live' document.
- 4.6** Partner representatives from the CLD Partnership have developed a number of priority actions to address the learning needs identified. These actions are now entered into the Plan. The Partnership's intention is that new actions will be limited in number but based on high level information and carried out so as to benefit from strategic partnership working. The Plan also referenced the most relevant actions from the SOA, so as to give a more rounded picture of CLD activity in the area.
- 4.7** There are facilities for reporting progress embedded in the web based Plan. These are currently accessible via a 'log-in' for participating partners who have lead responsibilities for actions. The partners are completing these when required.
- 4.8** The CLD Partnership was able to contribute to the new SOA Delivery Plan development process, and when the Delivery Plans have been finalised, the Partnership will replace the current SOA actions in the CLD Plan.
- 4.9** For 2016-17, the CLD Partnership will continue to progress and monitor the actions currently in the CLD Plan and:
- refresh the Plan to take account of any new needs identified from the Area Community Planning Groups;
 - reference in actions from other partnerships' plans, in order to avoid duplication and ensure that identified gaps are genuine, and encourage other agencies and partnerships to reference the CLD Strategy/Plan into their own strategies and plans;
 - improve linkages with consultations of vulnerable groupings;
 - work to influence any relevant large-scale community consultations to include questions about learning provision; and explore the use of the Citizens Panel to gather learning needs;
 - work to raise public and partners' awareness of the Plan, and in particular of its email feedback facility that allows direct communication with the Partnership.

5. Conclusions

5.1 The basic duties and responsibilities of the Strategic Guidance for CLD, and its associated legislation, have been fulfilled up to the present time. Continuing monitoring and input from partners, communities and other stakeholders should ensure that the learning needs of the community, and of its vulnerable groupings in particular, continue to be addressed effectively.

6.0 SOA Outcomes

- Outcome 3
- Outcome 5

Name of Lead Officer

Cleland Sneddon, Executive Director, Community Services
Tel 01546 604112

For further information please contact:

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Lochgilphead CE Centre, Manse Brae, Lochgilphead, PA31 8XQ
Tel 01546 604753

Appendices





Appendix 1





WEB-BASED CLD PLAN: (PUBLISHED AND UNPUBLISHED) PROJECTS TO ADDRESS IDENTIFIED GAPS: APRIL 2016



Appendix 2





DRAFT Argyll and Bute CLD Partnership Strategy 2015-18 - Summary updated Apr 2016





WEB-BASED CLD PLAN: (PUBLISHED AND UNPUBLISHED) PROJECTS TO ADDRESS IDENTIFIED GAPS: AS AT APRIL 2016. The plans are arranged in alphabetical order according to the reference number. Unpublished draft plans are in red font.



Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
adpplan13-16	Young people and substance misuse needs assessment	To establish robust data and information on young people's experiences of the harms associated with alcohol/drug misuse by themselves or a significant other. The research will be used to influence future planning and service delivery.	Argyll and Bute Alcohol and Drugs Partnership tbc	<p>To improve the planning, targeting and delivery of services to young people by establishing the prevalence of alcohol/drug related harm amongst young people in Argyll and Bute.</p> <ul style="list-style-type: none"> Youth Engagement - electronic/paper questionnaire, focus groups, targeted interviews. Workforce engagement - interview stakeholders from various sectors. Desktop research 	
ava13-04-15	Disclosure Processes and Procedures	Reduce confusion and mystique surrounding Disclosure and Protection of Vulnerable Groups (PVG) processes	Argyll and Bute Third Sector Interface Argyll Voluntary Action	<p>Reduce confusion and mystique surrounding Disclosure/PVG services</p> <ul style="list-style-type: none"> More partnership working and thinking to address the issue Better and joined-up communication <p>Increase awareness of AVA's Intermediary Services</p> <ul style="list-style-type: none"> Promotion of Intermediary Services via Third Sector Interface website <p>Ensure where applicable that appropriate Disclosures/PVGs are carried out</p> <ul style="list-style-type: none"> Open workshop sessions to be run in 2016-17 to give information about PVG and Disclosure 	  




Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
				<p>requirements</p> <p>Ensure vulnerable adults and children are protected through appropriate use of Disclosure/PVG services</p>	
cldstratpship01	Digital skills for financial capability, including preparation for Universal Credit	As a result of Welfare Reform, basic computer skills are now very important to people claiming a variety of benefits, including jobseekers. With the advent of Universal Credit (UC), all benefits that are included will require an online claim to be made. This plan aims to help people, whether they live in a town or an isolated rural area, to access the learning they need.	ABC Education CLD Adult Learning Service, SDS, DWP/Job Centre Plus	<p>Provide tutor support to learn basic computer skills in all main population centres</p> <ul style="list-style-type: none"> • Employ specialist tutors, coordinate and resource provision <p>Roll out programme of tutor support for adults in basic computer skills in rurally isolated schools</p> <ul style="list-style-type: none"> • Employ specialist tutors, coordinate and resource provision <p>Partnership work ensures all participating partners' staff are trained to have awareness of Universal Credit requirements</p> <ul style="list-style-type: none"> • Ensure communication between all partners results in JC+ awareness raising/training is delivered as soon as possible prior to UC implementation 	  
cldstratpship02	Employability: partnership work to improve services and outcomes for people seeking work	The number of jobseekers aged 25+ in Argyll and Bute is 5 to 6 times greater than those aged 18-25. Partners already provide a range of services, however, there is scope to build more structured	CLD Adult Learning Service, DWP/Job Centre Plus	<p>Closer partnership working to expand and improve the range of services available in Job Clubs held in the main towns of Argyll and Bute</p> <ul style="list-style-type: none"> • Work with partners in the Strategic Welfare Reform Group to monitor and evaluate existing provision with a view to improvement and 	


Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
		interventions through joint planning, closer linkages and involvement of other agencies.		<p>expansion of the range of services provided.</p> <p>Work with partners and source funding to provide outreach employability-related learning opportunities in isolated rural communities</p> <ul style="list-style-type: none"> • Work with partners in the Strategic Welfare Reform Group to source funding for outreach employability-related provision in rurally isolated communities. 	
cldstratpship03	Employer engagement to improve alignment of learning opportunities with employers' needs	Partners' knowledge of employers' recruitment and training needs should be increased to better facilitate alignment of learning opportunities for employability	CLD Adult Learning Service, DWP/Job Centre Plus	<p>Partners engage with employers in agreed locations to improve our knowledge of their recruitment and training needs</p> <ul style="list-style-type: none"> • Partners meet to scope and agree a partner-employer engagement strategy 	
cldstratpship04	DRAFT Support and provision of learning opportunities to residents who are new to Argyll and Bute REV 01 Apr 2016	One of Argyll and Bute Single Outcome Agreement's overarching aims is to prevent decline in population numbers. Support to people newly moving into the area can be a very important factor in whether they stay, particularly where language is a barrier	Argyll and Bute Council, Third Sector Interface, DW, Housing Associations, Argyll College, NHS, Scottish Fire and Rescue, Police Scotland	<p>English language learning opportunities are offered at appropriate levels and frequencies</p> <p>Employability support is available and accessible</p> <p>Support for community integration is available and accessible</p>	(DRAFT ONLY not yet published)




Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
cpc14-25	Employability and childcare	Lack of childcare has been identified as a barrier to finding and sustaining employment across Argyll and Bute	ABC Education Service, Early Years Service, Adult :Learning Service, DWP/Job Centre Plus	<p>Increased access to childcare for adults wishing to return to work</p> <ul style="list-style-type: none"> • Building adaptations to meet requirements for 2year olds and increased volume of children • Additional support for existing childminders and registration of new childminders • Support to create additional Partnership Providers • Availability of trained staff to cope with increased numbers and age range. • By 2020 Argyll and Bute will be required to offer 1140 hours of early learning childcare. to meet this aspiration there will be a requirement to consult with communities 	
cpc14-34	Improving access to adult learning	Improved access to courses and other adult learning provision in our communities	Argyll College, Libraries, ABC Adult Learning Service	<p>Better partner understanding of provision and signposting</p> <ul style="list-style-type: none"> • Joint promotion between partners of current activity <p>Optimal use of venues by partners</p> <ul style="list-style-type: none"> • Survey of venues, facilities and access <p>Improved support to remove barriers to individuals accessing courses</p> <ul style="list-style-type: none"> • Partners work together to identify barriers 	  


Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
cppc14-36	Volunteer Recruitment	Problems associated with recruitment of volunteers are universal across Third Sector, and include anxieties on fear of litigation, and issues around identifying and matching volunteers and voluntary opportunities/groups	Argyll Voluntary Action, ABC Community Development Team	<p>Increase and retain the number of volunteers across all community-led initiatives</p> <ul style="list-style-type: none"> • More partnership working and joint thinking to address issue • Better and joined up communication to volunteers • Promotion of volunteering opportunities via interface website <p>Reduce the perception of fear of litigation, especially when volunteering with vulnerable individuals</p> <ul style="list-style-type: none"> • New opportunities for training and communications • Awareness raising of impact of volunteering on welfare and benefits <p>Ensure that volunteers feel valued</p> <ul style="list-style-type: none"> • Succession -plan training to address volunteer fatigue • Availability of recruitment, motivation and retention of volunteers to groups • Roll out 'Volunteer Friendly' Quality Standard to partners and organisations to encourage accreditation and volunteer recruitment <p>Promote the mental health and wellbeing benefits of volunteering to the community</p> <ul style="list-style-type: none"> • Better promotion and understanding of personal health benefits and community well-being of 	   

Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
				volunteering	
cppc14-37	DRAFT Youth Engagement	Increase and improve the links between Youth Forums and the Council	ABC Education, Youth Services	Increase and improve the links between Youth Forums and the Council	(DRAFT ONLY not yet published)
cppc14-47	Community Awareness of Support Services	Address perceived lack of awareness of Support Services for community groups	Argyll and Bute Third Sector Interface	<p>Increase/raise awareness of Community Support services</p> <ul style="list-style-type: none"> More effort to continually increase/raise awareness of Community Support Services available via Argyll Voluntary Action and the Community Toolkit available on Argyll Communities website 	
hmireports2014	Community Action Planning	Learning community partner organisations would benefit from working together more systematically to develop a better overview of trends and needs in the learning community. This would support partners to develop their skills in community action planning and, where appropriate, working with them to engage with communities to create action plans	Argyll and Bute Council Third Sector Interface Housing Associations	<p>Build on the success already achieved in communities that have initiated community action planning, and encourage other communities to engage in the approach.</p> <ul style="list-style-type: none"> Support to fund and deliver action plans: support communities through the CAP process, particularly in relation to identifying stakeholders within CPP. Support to help communities deliver solutions to identified needs: Assist communities address the needs identified in a range of ways, including helping them to identify funding, training and other resources required to tackle issues raised. Help to facilitate development meetings and 	

Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
				<p>provide engagement resources if required.</p> <p>Raise awareness within the Council and other Community Planning partners of the benefits of a community action planning approach and how this approach can help both communities and statutory organisations to achieve their objectives.</p> <ul style="list-style-type: none"> • Training/information sessions to CPP partners and colleagues: CD team to create a half day information session that can be delivered to colleagues within the Council and to other CPP and interested parties. <p>Encourage a joined up approach to community engagement and action planning that puts the community at the forefront of the process to improve their surroundings and amenities.</p> <ul style="list-style-type: none"> • Support with community consultation and action planning/open days <p>Try to ensure local Community Action Plans (CAPs) are better aligned with statutory plans, in particular the Single Outcome Agreement (SOA), in terms of language and categories.</p> <ul style="list-style-type: none"> • There are currently a plethora of current and proposed strategic and action plans across the • Council and our Community Planning Partner organisations. Ideally all these plans should fit with and contribute to the overarching Single 	<p style="text-align: center;"></p> <p style="text-align: center;"></p> <p style="text-align: center;"></p>

Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
				<p>Outcome Agreement, 2013-2023. The focus of a workshop in Inveraray on 19/10/15 will be on simplifying and strengthening the Council's approach. Mapping of the plans will also enable the Council to assess how the actions, success, measures and outcomes within each of these plans, including Community Action Plans, complement and/or duplicate each other.</p> <p>To provide training to community organisations interested in a community action planning approach.</p> <ul style="list-style-type: none"> • Training to community organisations: Secure funding to deliver 1-3 day training packages provided by external suppliers and organise training opportunities. 	
literacyforum01	Improving Parental Involvement in Child Learning and Development REV01 Aug 2015	It is understood that parental involvement is beneficial in raising the attainment of children. In order to do this in Argyll and Bute we want to improve and support parental involvement. Scottish Government research shows that children from disadvantaged backgrounds can have delayed language and pre-literacy skills in their early years which can lead to poorer educational outcomes.		<ul style="list-style-type: none"> • Increase in number of parents engaging with children in their learning. <ul style="list-style-type: none"> • Support parental engagement with sharing reading / discussing stories mid primary onwards • Raise awareness with parents and partners of the benefits of engaging with their children in their literacy development. • Increase in support for parents from deprived areas/low income households. • Pilot engagement with parents taking up free nursery places. • Improve the capacity of parents to support 	<p>UNDER DEVELOPMENT WITH LITERACY FORUM</p>

Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
				<p>Create a database of contacts for community managed facilities, particularly village halls and community centres</p> <ul style="list-style-type: none"> • Create a contact list of community managed buildings which can be used to target information updates and share contact information among each other. • Advertise and circulate the web page information to third sector and community contacts • Promote this contact list to CP partners to enable them to contact halls and facilities directly to offer support and advice <p>Circulate information regarding funding and income generation opportunities.</p> <ul style="list-style-type: none"> • Circulate details of Council monthly funding alert and encourage village hall committees to sign up to this • Target village halls with publicity and invitations for the 2016 funding training event <p>Raise awareness of the Scottish Council for Voluntary Organisation (SCVO) Keystone quality awards for community managed facilities.</p> <ul style="list-style-type: none"> • Circulate information on Keystone round the village halls mailing list with links to their website • CDOs visit interested committees to discuss the Keystone programme, support available and how to sign up to it 	<p style="text-align: center;"></p> <p style="text-align: center;"></p> <p style="text-align: center;"></p>

Ref *	Title	Identified Need	Partner involvement	Key actions	Progress updated?
				<ul style="list-style-type: none"> • Training will be available for Community Development Officers and Third Sector Interface staff to enable them to mentor groups who wish to complete the award <p>Support village halls and community managed buildings to access training to develop the skills of committee members in relation to their voluntary activities.</p> <ul style="list-style-type: none"> • 10 community managed buildings will access training to improve their skills • Bespoke training will be available on request through the Community Development Team, Third Sector Interface or partner organisations on governance, committee skills, project planning and developing a business plan 	

Argyll and Bute CLD Partnership Strategy

SUMMARY

WHAT IS CLD?

CLD stands for 'Community Learning and Development'

CLD includes a huge variety of informal and formal learning, delivered locally in our communities by a wide range of agencies.

In Argyll and Bute CLD partners work together to respond to what **young people, adults and community groups** say they want to learn, and deliver it in the right places at the right times.

CLD helps people make positive changes in their lives through learning.



THE STRATEGIC GUIDANCE FOR COMMUNITY PLANNING PARTNERSHIPS: CLD

The Scottish Government issued the 'Strategic Guidance for Community Planning Partnerships: Community Learning and Development' in June 2012. It says that CLD's specific focus should be on:

Improved life chances for people of all ages, through learning, personal development and active citizenship; and stronger, more resilient, supportive, influential and inclusive communities.

There are also some Regulations that form the legal part of the CLD Guidance. The Regulations have been attached to the Education Scotland Act 1980, and place legal obligations on each Education Authority.

There are four CLD Regulations, requiring the Authority:

1. TO BE CLEAR ABOUT:

- What CLD is
- Who are the priority groups within Argyll and Bute for CLD provision

2. TO SECURE CLD PROVISION IN THE AREA BY:

- Looking at the needs of the priority groups and individuals
- Assessing if these needs are already being met, and how well that is happening
- Identifying any barriers or reasons if needs are not being met

3. TO INVOLVE AND CONSULT WITH:

- CLD providers, to find out what they are already doing
- Priority groups and individuals, to find out what they need and want in Argyll and Bute

4. TO CREATE AND PUBLISH A THREE YEAR PLAN BY SEPTEMBER 2015

- The plan will use all of the information gathered from regulations 1, 2 and 3 to identify needs within communities and barriers that might exist. The plan will show how Argyll and Bute Council and its partners are going to work together to meet those needs and try to remove the barriers that individuals/communities face.

HOW ARE WE CARRYING OUT THESE REGULATIONS IN ARGYLL AND BUTE?

A CLD Strategic Partnership has been formed between the key CLD providers: Argyll College; Argyll and Bute Council (Adult Learning and Literacies Service, Community Development Team, Libraries, Education Services, and Youth Services); Argyll Voluntary Action; Skills Development Scotland; Fire Scotland; Police Scotland; NHS; and JobCentre Plus.

- The partners formed relevant groupings to look at needs which had been identified through community consultations, inspection reports and Area Community Planning group discussions.
- Together they developed priority new actions to address the needs as necessary. These actions have been entered into the new Plan, with realistic targets and time-scales.
- The Plan also includes the most relevant actions from the Argyll and Bute Single Outcome Agreement, so as to give a more rounded picture of the CLD activity in the area.

THE NEW CLD PLAN

The new Argyll and Bute CLD Plan is an online web-based plan (www.cldplanning.com) that meets both the Regulations and the Guidance. The web-based plan can:

- Identify needs within a local authority area, using national and local sources of data;
- Link these to national and local policies and outcomes;
- Assess how to target resources to maximise the benefits;
- Assess current activity and plan future activity.

By doing so, this **meets Regulations 1, 2, and 3.**

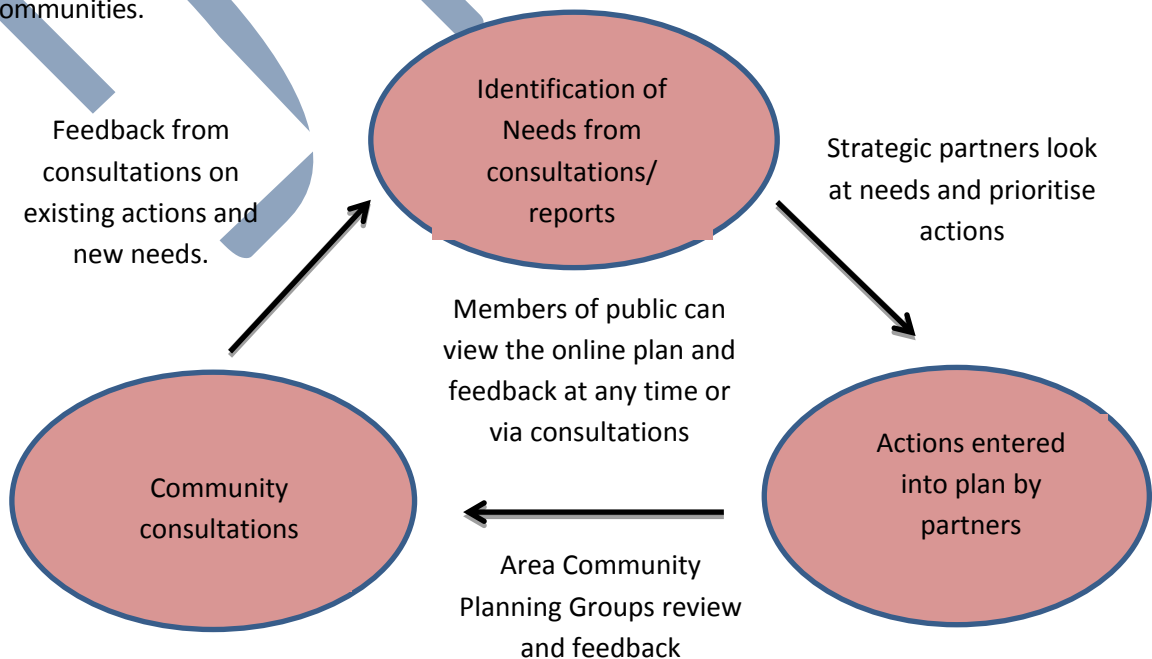
The plan will, when published, be very readily accessible to the public and to partners, and, has a 'feedback' facility that they can use to contact the strategic partnership.

- By publishing the plan the partnership can share what activity is happening or planned, to meet identified need, and encourage feedback.

By doing so, this **meets Regulations 3 and 4.**

HOW DID WE PUT THE PLAN TOGETHER?

In order to ensure these duties are met, the needs assessment, consultation, planning and monitoring requirements form a cycle that involves key Community Planning Partners and communities.





Oilthigh na Gàidhealtachd agus nan Eilean
Colaiste Earra-Ghàidheil



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