



Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Customer Services
Executive Director: Douglas Hendry

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30 November 2017

NOTICE OF MEETING

A meeting of the **ENVIRONMENT, DEVELOPMENT AND INFRASTRUCTURE COMMITTEE** will be held in the **COUNCIL CHAMBER, KILMORY, LOCHGILPHEAD** on **THURSDAY, 7 DECEMBER 2017** at **10:30 AM**, which you are requested to attend.

Douglas Hendry
Executive Director of Customer Services

BUSINESS

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST (IF ANY)**
- 3. MINUTES** (Pages 3 - 6)
Environment, Development and Infrastructure Committee held on 7 September 2017
- 4. DEVELOPMENT AND INFRASTRUCTURE SERVICES PERFORMANCE REPORT FQ2 2017-18** (Pages 7 - 16)
Report by Executive Director – Development and Infrastructure Services
- 5. SERVICE ANNUAL PERFORMANCE REVIEWS 2016-17** (Pages 17 - 46)
Report by Executive Director – Development and Infrastructure Services
- 6. DRAFT SERVICE PLANS 2017-20 FOR 2018-19 BUDGET** (Pages 47 - 58)
Report by Executive Director – Customer Services
- 7. ANNUAL STATUS AND OPTIONS REPORT** (Pages 59 - 80)
Report by Executive Director – Development and Infrastructure Services
- 8. UPDATE ON IMPLEMENTATION OF THE PAVEMENT CAFE LICENCE POLICY**
(Pages 81 - 88)
Report by Executive Director – Development and Infrastructure Services

9. DIGITAL INFRASTRUCTURE UPDATE ON EXTERNAL PROGRAMMES
(Pages 89 - 108)

Report by Executive Director – Development and Infrastructure Services

REPORTS FOR NOTING

10. ENVIRONMENT, DEVELOPMENT AND INFRASTRUCTURE COMMITTEE WORK PLAN 2017/18 (Pages 109 - 110)

Environment, Development and Infrastructure Committee

Councillor John Armour

Councillor Bobby Good

Councillor David Kinniburgh

Councillor Donald MacMillan

Councillor Sir Jamie McGrigor

Councillor Aileen Morton

Councillor Gary Mulvaney

Councillor Alan Reid

Councillor Gordon Blair

Councillor Donald Kelly

Councillor Jim Lynch

Councillor Roderick McCuish (Chair)

Councillor Jean Moffat

Councillor Ellen Morton (Vice-Chair)

Councillor Alastair Redman

Councillor Andrew Vennard

Contact: Hazel MacInnes Tel: 01546 604269

**MINUTES of MEETING of ENVIRONMENT, DEVELOPMENT AND INFRASTRUCTURE
COMMITTEE held in the COUNCIL CHAMBER, KILMORY, LOCHGILPHEAD
on THURSDAY, 7 SEPTEMBER 2017**

Present: Councillor Roderick McCuish (Chair)

Councillor John Armour	Councillor Aileen Morton
Councillor Gordon Blair	Councillor Gary Mulvaney
Councillor Donald MacMillan	Councillor Alastair Redman
Councillor Sir Jamie McGrigor	

Also Present: Councillor Robin Currie
Councillor George Freeman

Attending: Pippa Milne, Executive Director of Development and Infrastructure Services
Jim Smith, Head of Roads and Amenity Services
Patricia O'Neill, Central Governance Manager

1. APOLOGIES FOR ABSENCE

Apologies for absence were intimated from Councillors Kelly, Kinniburgh, Lynch, Moffat, Ellen Morton, and Vennard.

2. DECLARATIONS OF INTEREST

There were no declarations of interest intimated.

3. MINUTES

The Minute of the Environment, Development and Infrastructure Services Committee of 6 April 2017 was approved as a correct record.

**4. DEVELOPMENT AND INFRASTRUCTURE SERVICES PERFORMANCE
REPORT FQ4 2016-17 AND FQ1 2017-18**

A report presenting the Development and Infrastructure Services departmental performance report with associated scorecard for performance in FQ4 2016-17 (January to March 2017) and FQ1 2017-18 (April to June 2017) was considered.

Decision

The Committee noted the content of the Development and Infrastructure Services performance report and associated scorecards for Financial Quarters 4 and 1.

(Ref: Report by Executive Director of Development and Infrastructure Services dated 7 September 2017, submitted)

5. ROADS ASSET MANAGEMENT PLAN (RAMP)

The Committee considered the Roads Asset Management Plan (RAMP) which forms part of a suite of documents used to manage the roads asset and informs the Annual

Status and Options Report and the Road Maintenance Manual by defining the targets and strategies used to develop annual works programmes when the Council's budget for roads has been agreed.

Decision

The Committee endorsed the Roads Asset Management Plan.

(Ref: Report by the Executive Director of Development and Infrastructure Services dated August 2017, submitted)

6. ARGYLL AND BUTE COUNCIL FERRIES

The Committee were advised that the Council currently operate four ferry services. The Scottish Ferries Plan (2013 – 2022) published by the Scottish Government indicated a willingness to work with local authorities to take over the responsibility of such ferry services, should a local authority so wish. The submitted report provided some background detail on the process to date between the Council and Transport Scotland on this issue.

Decision

The Committee noted the work that has been carried out to date, as outlined in the submitted report, and approve a) the continuation of negotiations with Transport Scotland and b) a move to further consultation with community groups.

(Ref: Report by Executive Director of Development and Infrastructure Services dated 10 August 2017, submitted)

7. SAFETY CRASH BARRIERS

The Committee considered a report which outlined how the Council will identify, assess and address bridges and sections of road requiring safety/crash barriers. The Council has in place a comprehensive asset management system for road surfaces and a number of other road assets. Producing an inventory and prioritising safety/crash barriers will further enhance the roads asset management process.

Decision

The Committee endorsed the terms of the report.

(Ref: Report by Executive Director of Development and Infrastructure Services dated August 2017, submitted)

8. WINTER SERVICE POLICY 2017/18

The Committee considered a report which presented the Winter Service Policy 2017/18 which remained in a similar format and covers a similar network to the Policy approved by Council in 2014 which is generally based on the network and times of the public bus service with additional priority and resources allocated to strategic high speed roads.

Decision

The Committee approved:-

- a) The 2017/18 Winter Maintenance Policy as detailed at Appendix 2 to the submitted report and ;
- b) The Salt Use Protocol at detailed at Appendix 4 to the submitted report.

(Ref: Report by Executive Director of Development and Infrastructure Services dated August 2017, submitted)

9. EXTERNAL AMENITY CONTRACTS

The Committee considered a report which provided detail on the external amenity contracts across all areas.

Decision

The Committee endorsed the terms of the report.

(Ref: Report by Executive Director of Development and Infrastructure Services dated August 2017, submitted)

10. SUSTAINABLE COMMUNITY INITIATIVES FUND

The Committee considered a report which provided information about the applications received for the Sustainable Community Initiatives Fund and detailed how the fund is to be disbursed.

Decision

The Committee noted the terms of the report and agreed to the disbursement of any left-over funds be allocated as detailed at paragraph 4.11 of the submitted report.

(Ref: Report by Executive Director of Development and Infrastructure Services dated 4 August 2017, submitted)

11. FESTIVE LIGHTING

The Committee considered a report which summarised the work of officers to date to give effect to the council decision of February 2016 to look at alternative, community led festive lighting delivery methods. The report also indicated potential alternative delivery methods, highlighting the work programme for this year, and set out potential alternative uses for the earmarked funds into Year three.

Decision

The Committee:-

1. Noted the progress so far with community engagement and the positive indications of the ambitions for community led delivery models.
2. Noted that festive lighting will be delivered in 2017 on the basis of historic arrangements.

3. Agreed that a further report will come forward to EDI into the Spring of 2018 giving further detail on inventory, specification and single switch on scoping work, as well as the next phase of community engagement and the preferred route for the transfer of existing festive lighting assets.
4. Agreed that individual reports on the financial position with the remaining earmarked funds, which will reduce if the council delivers festive lighting this December on the basis of historic arrangements, and their potential future uses in Year three, will go to the four area committees into the Spring of 2018.
5. Agreed that should a community group wish to take on delivery this year (2017), and they wish to apply to the Council for funding to do so, any such application would be subject to the Council's normal funding request process, and would be a matter for area committees to determine, on the basis that the budget has been delegated to them.

(Ref: Report by Executive Director of Development and Infrastructure Services dated August 2017, submitted)

12. FERRY SERVICES - POLICY REVIEW BY SCOTTISH GOVERNMENT

The Committee considered a report which provided Members with an update on the progress of the Scottish Government policy review regarding the legal, policy and financial implications relevant to the future procurement of the Scottish Government's ferry services.

Decision

Agree to delegate to the Executive Director of Development and Environment Services in consultation with the Chair, Vice Chair of EDI and the Leader of the Council to determine the final wording as the response to the Policy.

(Ref: Report by Executive Director of Development and Infrastructure Services dated 30 August 2017, submitted)

13. ENVIRONMENT, DEVELOPMENT AND INFRASTRUCTURE COMMITTEE WORKPLAN AS AT SEPTEMBER 2017

The Committee gave consideration to the Environment, Development and Infrastructure Services work plan as at September 2017.

Decision

The Committee noted the work plan as at September 2017.

(Ref: EDI work plan as at September 2017, submitted)

ARGYLL AND BUTE COUNCIL**ENVIRONMENT, DEVELOPMENT AND
INFRASTRUCTURE COMMITTEE****DEVELOPMENT AND
INFRASTRUCTURE SERVICES****7 DECEMBER 2017**

**DEVELOPMENT AND INFRASTRUCTURE SERVICES
PERFORMANCE REPORT FQ2 2017-18**

1.0 INTRODUCTION

- 1.1 The Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.
- 1.2 This paper presents the Environment, Development and Infrastructure Committee with the Development and Infrastructure Services departmental performance report with associated scorecard for performance in FQ2 2017-18 (July to September 2017).

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee reviews the scorecard as presented.

3.0 DETAIL

- 3.1 The performance scorecard for Development and Infrastructure Services was extracted from the Council's Pyramid performance management system and is comprised of key performance indicators incorporating the services that make up Development and Infrastructure Services.
- 3.2 Commentary on the indicators included within the scorecard can be interrogated via the Pyramid system. Some key points have been included below for ease.

Management Information

- 3.3 Sickness absence continues to be an area of focus for the department. FQ2 performance is an average of 3.22 days per employee against a target of 2.98 days. There has been a number of long term absences in the department, some have now returned and those who are still absent are being managed through the absence process. Interviews will take place in November for a dedicated HR Assistant to support managers in dealing effectively with the absence cases.

- 3.4 Completion of PRDs is currently at 88% against a target of 90%. Whilst performance against the profile can vary marginally throughout the year the department has a good track record of achieving targeted performance in this area and expects to be on target by the end of the year.
- 3.5 In terms of the revenue budget the department is not currently projecting any significant variances against the overall outturn. This position continues to be closely monitored on a monthly basis.
- 3.6 Performance in relation to complaint handling has fluctuated. Whilst the number of complaints is relatively low the overall volume of customer contacts dealt with by the department is high. Improving performance in this area and achieving high levels of customer case is the subject of an ongoing project focused primarily on the Roads and Amenity service which has the highest volume of customer contacts. In FQ2 63% of stage 1 were responded to within the timescales against a target of 80% and 78% of stage 2 complaints were responded to within timescales against a target of 90%.
- 3.7 At the last committee a question was raised about how the customer satisfaction score was reached. This is based on satisfaction measures in business gateway, building standards, development management (planning applications) and regulatory services (debt advice). More information on how each of those services measures customer satisfaction can be found in appendix 2.

Business Outcomes

- 3.8 BO12 High standards of public health and health protection are promoted. The percentage of public health incidents responded to within 20 days is below the target of 80%. In quarter 2 the team increased performance in resolving service complaints to 74% of all environmental health service requests within the service standard of 20 working days. In public health terms, it should be noted that all complaints are investigated and the complexity of the complaint, the number of complaints and available resource all impact on the ability to meet the resolution target. The service hope to recover this in quarters 3 and 4, with corrective action which includes maintaining a focus on managing service complaints at an operational management level and to improve resolution times.
- 3.9 BO22 Economic Growth is supported
The time to process planning application remains very good. However 2 related measures are off target. The percentage of pre-application enquiries dealt with in 20 days is 72.4% against a target of 75%. The average turnaround time is 24 days. The percentage of planning applications validated within 5 days is 88.1% against a target of 90%. Whilst the time to determine planning applications is the priority area of performance, both off target areas of performance are the subject of a process improvement project.

- 3.10 BO27 Infrastructure and assets are fit for purpose
The performance measure relating to vehicle downtime is new for FY17/18. In order to capture the raw data needed changes will be required to TRANMAN (the fleet management software system) and the data capture methodology in use at depot level.
- 3.11 Appendix 1 also includes key successes and challenges. It is worth highlighting in particular the completion of the Oban Transit Berthing facility which became operational in July. The north Pier Pontoons got off to a good start with 472 boats with 1930 visitors coming ashore in August and 225 boats with 779 visitors in September. The income for the council was circa £10K in the first full operational month. This is a tremendous start for the facility given that we did not advertise or promote the facility prior to becoming operational. We intend to start marketing the facility in the New Year.
- 3.12 Rothesay Pavilion has reached its £14m budget target allowing it to commence the main works contract in the first week of December with the work being undertaken by CBC Ltd from Glasgow. To allow this to happen an additional £2,083,102 of funding was secured from the following bodies; European Regional Development Fund; Heritage Lottery Fund; Historic Environment Scotland; and the Scottish Landfill Communities Fund.
- 3.13 An amended template for reporting key successes and challenges will be introduced in FQ3 which will see issues raised more closely mapped to business outcomes.

4.0 IMPLICATIONS

5.1	Policy	None
5.2	Financial	Inherent
5.3	Legal	The Council has a duty to deliver best value under the Local Government in Scotland Act 2003
5.4	HR	None
5.5	Equalities	None
5.6	Risk	Ensuring performance is effectively scrutinised by members
5.7	Customer Service	Inherent

For further information contact: Pippa Milne, Tel 01546 604076

APPENDICES

- Appendix 1 FQ2 2017/18 Performance reports and score cards – Development and Infrastructure Services
- Appendix 2 Details of customer satisfaction measures

Key successes

1. Dunbeg – The Roads Notice consultation period has passed with no objection, a major hurdle being cleared. Scottish Water have agreed design and costings for sewer and water upgrades. A preferred tender has been agreed at cost of £2.3m. Bat survey has been carried out without undue impediment being found. Housing Infrastructure Fund application was submitted to Scottish Government early September. LINK Housing have submitted a Planning Advice Notice and expect application for submission for 300 houses late December. Highlands and Islands Enterprise are working with roads to design upgrade to their section of road. Outcome of bid to Scottish Government Housing Infrastructure Fund is still awaited.
2. From all customer satisfaction survey sheets returned, Building Standards have continued to exceed the corporate target of 84% for customer satisfaction rate and this quarter once again attained 100%.
3. Considerable work undertaken to develop emergency support packages for Bute Advice Centre and Argyll and Bute Citizens Advice Bureau.
4. Business Gateway – the number of new start-ups supported during the second quarter of 2017-18 was 28 against a quarterly target of 23, 122% of target achieved. The combined projected year 1 annual turnover of the start-up businesses supported in Q2 is £1.2 million, an average of £44k per business supported.
5. Further to an analysis of pre-tender costs, which commenced in August 2016, it was estimated that the Pavilion costs would be just under £10m. The successful original ERDF award of £972,272 was based on eligible expenditure of £2,430,681. However, on commissioning the Pavilion works, the lowest cost tender received was higher than £10m. Therefore, during the second quarter of 2017/18 the European & External Policy Team provided detailed support to the Rothesay Pavilion Project Manager to seek additional funding from ERDF to plug the funding gap. The revised ERDF application through HIE (conduit agency for the Scottish Government) was successful which increased the ERDF award by just over £83k to £1,055,602.
6. During the second quarter of 2017/18, 19 new Rural Resettlement Fund Personal Relocation Grants were awarded, bringing the total to 36 at the end of September 2017 for both Personal Relocation Grants and self-employment grants with an associated allocation of funds of just under £175k. To the end of September 2017 this equates to 86 new residents of whom 55 are adults and 31 are children.
7. The Economic Growth Team has supported Food From Argyll (FFA) to grow its membership through providing financial assistance to support Food From Argyll marquees at the Tiree Music Festival and Bute Fest in July 2017.

8. A successful Doors Open Day event was hosted jointly by Argyll and Bute Council and Helensburgh Heritage Trust in September, with over 700 people attending.
9. A successful Dunoon Conservation Area Regeneration Scheme launch took place in September followed by a week of drop-in information clinics. 74 people attended the launch and 115 attended drop-in clinics. Promotional materials, web pages and guidance documents have been produced and initial visits to prospective applicants have been carried out.
10. Hermitage Park – LOT 1 for the new build pavilion was awarded after a value engineered bidding process. LOT 2, for conservation and landscape works is progressing well and works are ongoing on the path network and restoration of the war memorial area. Works started on the play park area which is now closed to members of the public. Work on the bridge abutments and banks is mostly complete and the pavilion was demolished with the majority of the arisings recycled.
11. Thirty-one youths took part in a volunteering day on 3rd August as part of the Summer Activity Programme, and work continued to gather memories of the park for interpretation materials. The value of volunteer involvement in the park for the period Feb-June 2017 is £9,336. Further funding of £20k was awarded from the War Memorial Trust.
12. Oban CHORD Transit Berthing Facility became operational late July 2017, and the civic opening ceremony was on 31st August by the Provost, guest members and dignitaries. The north Pier pontoons got off to a good start with 472 boats with 1930 visitors coming ashore in August and 225 boats with 779 visitors in September. The income for the council was circa £10K in the first full operational month. This is a tremendous start for the facility given that we did not advertise or promote the facility prior to becoming operational. We intend to start marketing the facility in the New Year.
13. Oban Air Fair was held in August over two days and was extremely successful with over 700 people visiting Oban airport on each of the days.

<u>Key Challenges</u>	<u>Actions to address the challenges</u>
<ul style="list-style-type: none"> Develop the Rural Deal to take into account the Scottish Government's new Inclusive Growth Diagnostic tool kit. 	<ul style="list-style-type: none"> A meeting has taken place with Scottish Government officers to discuss how the Inclusive Growth Diagnostic can be undertaken as part of Argyll and Bute Council's Rural Deal.
<ul style="list-style-type: none"> Rothesay Pavilion – complex funding model with 8 key funding partners involved 	<ul style="list-style-type: none"> Project Managers work with the Rothesay Pavilion Charity and all of the funding partners has secured their commitments and contributions to the overall costs of the project, which will enable main works contract to be awarded Oct/Nov.
<ul style="list-style-type: none"> Continue to monitor changing national agendas. 	<ol style="list-style-type: none"> Strategic review of Trading Standards. Prepare briefing note on TS North of Scotland TS Alliance work, and continue to work with SCOTS and other local authorities to review current proposals. Monitor progress with review of scientific services in Scotland, and assess the impact of the decision to the Council.
<ul style="list-style-type: none"> Review of Advice Services 	<ol style="list-style-type: none"> Complete the review of advice services in conjunction with the working formed by members of the Welfare Reform Group. Continue to monitor the financial position of advice organisations and provide support as appropriate.
<ul style="list-style-type: none"> Food Safety Audit – given a provisional 'red' rating 	<ul style="list-style-type: none"> Prepare a response to draft report. Develop a strategy for managing any reputational risks. Work is ongoing to review the Food Control Improvement Plan and ensure that the actions required by the audit are included within. The current level of resourcing is inadequate to deliver statutory duties, and will therefore require an additional resource.
<ul style="list-style-type: none"> Secure funding from Scottish Government Housing Infrastructure Fund in time to organise and mobilise construction of Kirk Road upgrade by late December/early January. 	<ul style="list-style-type: none"> Maintain momentum of internal cross service working group to identify preliminary issues and capacity to produce solutions on time. Answer SG questions promptly and attend meeting to discuss if required.

	<ul style="list-style-type: none"> • Maintain engagement with HIE to deliver their road element in partnership. • Establish Ganavan solution feasibility.
<ul style="list-style-type: none"> • Deliver smooth integration with Housing. 	<ul style="list-style-type: none"> • Regular contact with housing staff. • Careful work programming/prioritisation and support. •
<ul style="list-style-type: none"> • Complete LDP Main Issues Report consultation and begin preparation of Proposed LDP2. 	<ul style="list-style-type: none"> • Careful project management. • Prioritisation of workloads. • Engagement and buy-in from SMT and PPSL.
<ul style="list-style-type: none"> • Simplified Planning Zone Pilot progress 	<ul style="list-style-type: none"> • Engage with landowner and West Highland. • Manage appointed design/planning consultant. • Work with Housing to do basic site checks for Lochgilphead site and consider funding/development models.
<ul style="list-style-type: none"> • Resolve the current LEADER programme on-line application system (LARCs) that supports a streamlined grant allocation process for applicants and LAG members which in turn supports the strategic delivery of the LEADER programme across Argyll and Bute. 	<ul style="list-style-type: none"> • At the LEADER Accountable Bodies meeting on 21st September, the Scottish Government noted that the 19 pages of issues and concerns with regard to the LARCs will be addressed by the end of this calendar year.



Development and Infrastructure Scorecard 2017-20 FQ2 17/18

Scorecard owned by: Pippa Milne

[Click here for Full Scorecard](#)

Management Information

RESOURCES

<i>People</i>	<i>Benchmark</i>	<i>Target</i>	<i>Actual</i>	<i>Status</i>	<i>Trend</i>
Sickness Absence DI		2.98 Days	3.22 Days	R	↓
DI % of PRDs completed		90 %	88 %	R	↓

<i>Financial</i>	<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>	
Finance Revenue totals DI	£K 29,102	£K 29,052	A	↓	
Capital forecasts - current year DI					
Capital forecasts - total project DI					
Asset management red risks	6	On track	2	G	→

IMPROVEMENT

					<i>Status</i>
Improvement Plan	Total No	Off track	On track	Complete	
Outcomes DI	Actions	18	2	10	6 A →
DI Services Audit Recommendations	Overdue	Due in future	Future - off target		
Customer Service DI	Customer satisfaction	94 %			↑
Customer Charter	Stage 1 Complaints	0 %			G ↓
Number of consultations	1	Stage 2 Complaints	0 %		G ↓

[Click here for Council Scorecard](#)

[Roads and Amenity Services](#)

[Planning and Regulatory Services](#)

[Economic Development and ST](#)

[Priorities for 2015-17: Dev't & Infrastructure](#)

[Click here for Management Information](#)

Making A&B a place people choose to live

ABOIP Outcome No.5 - People live active, healthier and independent lives [Related Business Outcomes](#)

ABOIP Outcome No.6 - People live in safer and stronger communities [Related Business Outcomes](#)

ABOIP Outcome No.4 - Children and young people have the best possible start [Related Business Outcomes](#)

Making A&B a place people choose to learn

ABOIP Outcome No.3 - Education, skills and training maximises opportunities for all [Related Business Outcomes](#)

Making A&B a place people choose to work

ABOIP Outcome No.1 - The economy is diverse and thriving [Related Business Outcomes](#)

ABOIP Outcome No.2 - We have infrastructure that supports sustainable growth [Related Business Outcomes](#)

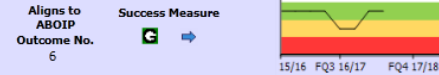
Making it happen

Supporting Outcome - Service Delivery Enablers [Related Business Outcomes](#)

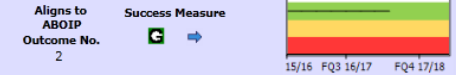
BO01 The health of our people is protected through effective partnership working [D&I Dept]



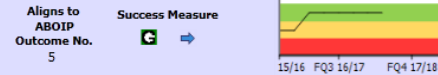
BO14 Our transport infrastructure is safe and fit for purpose [D&I Dept]



BO24 Waste is disposed of sustainably [D&I Dept]



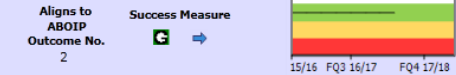
BO05 Information and support are available for everyone [D&I Dept]



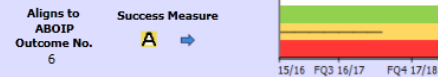
BO15 Argyll and Bute is open for business [D&I Dept]



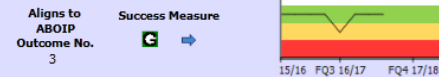
BO25 Access to and enjoyment of the natural and built environments is improved [D&I Dept]



BO12 High standards of public health and health protection are promoted [D&I Dept]



BO22 Adults are supported to realise their potential [D&I Dept]



BO27 Infrastructure and assets are fit for purpose [D&I Dept]



BO13 Our built environment is safe and improved [D&I Dept]



BO23 Economic growth is supported [D&I Dept]



Appendix 2

Business Gateway

Measures the overall satisfaction with the Business Gateway service, based on a rolling 12 month average, reported each quarter. 'Satisfied' customers are defined as those rating themselves 'Very satisfied' or 'Fairly satisfied'. Those rating 'neither satisfied nor dissatisfied' are not reported as satisfied. Data is taken from the national Quality Assurance scheme for Business Gateway, whereby customer satisfaction is measured monthly via an email questionnaire to every client who has engaged with Business Gateway during that period. Each quarter the monthly responses are in addition analysed by Business Gateway contract region but there is a time delay of 3 months to generate the quarterly regional reports. Therefore the data entered for Q2 will relate to the customers surveyed in Q1. There are many measures available, covering satisfaction with the website, enquiry service, workshops, local offices and business advisers. The overall satisfaction level is the most appropriate for management reporting. All customers rating dissatisfied are followed up. Typically Argyll and Bute respondents to the survey account for 3% of the national total, generating 20-30 responses per quarter. The benchmark shown is the national result for the same period.

Building Standards

Based on the standard feedback form provided to all applicants.

% Satisfied or very satisfied of all forms returned. Question is: Was the overall service – unacceptable/poor/acceptable/good/excellent?

DM Planning Apps

Based on the standard feedback form provided to all applicants. % Satisfied or very satisfied of all forms returned. Question is: Was the overall service – unacceptable/poor/acceptable/good/excellent?

Regulatory Services

The percentage of clients satisfied that they are better able to deal with their financial problems following our support and intervention

ARGYLL AND BUTE COUNCIL

**ENVIRONMENT,
DEVELOPMENT AND
INFRASTRUCTURE COMMITTEE**

CUSTOMER SERVICES

7 DECEMBER 2017

SERVICE ANNUAL PERFORMANCE REVIEWS 2016-17

1.0 EXECUTIVE SUMMARY

- 1.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation of the Council's Service Annual Performance Reviews (APRs).
- 1.2 This paper presents the Environment, Development and Infrastructure (EDI) Committee with the Service APRs from Roads and Amenity and Economic Development and Strategic Transportation Services for 2016-17.
- 1.3 It is recommended that the Environment, Development and Infrastructure Committee endorse the Service APRs as presented.

ARGYLL AND BUTE COUNCIL
**ENVIRONMENT,
DEVELOPMENT AND
INFRASTRUCTURE COMMITTEE**
CUSTOMER SERVICES
7 DECEMBER 2017

SERVICE ANNUAL PERFORMANCE REVIEWS 2016-17

2.0 INTRODUCTION

- 2.1 The Planning and Improvement Framework (PIF) sets out the process for presentation of the Service Annual Performance Reviews (APRs).
- 2.2 This paper presents the Environment, Development and Infrastructure Committee with the Service APRs from Roads and Amenity and Economic Development and Strategic Transportation Services for 2016-17.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee endorse the Service APRs as presented.

4.0 DETAIL

- 4.1 The Service APR provides a summary of the key successes, improvements and case studies during the past year along with identified key challenges and actions to the address the challenges. Every consultation that has occurred is recorded - 'We Asked, You Said, We Did'. The results of consultation help inform future service delivery.

5.0 IMPLICATIONS

5.1	Policy	None
5.2	Financial	None
5.3	Legal	The Council has a duty to deliver best value under the Local Government Scotland Act 2003.
5.4	HR	None
5.5	Equalities	None
5.6	Risk	Ensuring performance is effectively scrutinised by members reduces reputational risk to the council.
5.7	Customer Service	None

Douglas Hendry, Executive Director – Customer Services
31 August 2017

For further information contact: Jane Fowler, Head of Improvement and HR

Appendix 1: Service APRs for Roads and Amenity and Economic Development and Strategic Transportation Services 2016-17

Annual Performance Review 2017-2017
Roads and Amenity Services

Key successes:

Overall this has been a very positive year for Roads and Amenity with continuing high standards of service delivery across the council area, and a number of transformative projects and programmes of work underway.

These projects are aimed at improving service delivery and generating additional income through streamlining business processes and making best use of our assets.

We have and continue to work actively with communities to involve them in the process of delivering public services and improving our area.

Key Improvements from previous year's annual performance review

1 Work to scope out the improvements required to Craignure Pier has formed part of a wider exercise to develop a future-proofed ten year asset management plan for all of our piers and harbours, recognising their importance to the wider transport network. We have had positive discussions with CMAL, CalMac and Transport Scotland regarding their plans for the future of the route.

2 The amenity asset inventory is being updated, with the environmental land management (ELM) project currently being piloted in the H&L area, with a view to rolling it out across the council area. This project, which sees operatives using handheld devices to get work schedules etc., is more efficient and will allow us, in time, to develop unit costings and key management information which will allow better scheduling of work.

3 Improving the overall condition of the road network, with ours being among the fastest improving networks in the country, thanks to sensible capital investment and maintenance works programmes and practices which are making our reduced budgets go further, such as using surface dressing and partial resurfacing techniques where possible. This year we have again completed our capital programme to time and within budget, improving identified key routes throughout the area.

4 Successful implementation of the transformational three weekly waste project, which has seen an increase in recycling across the council area, as well as delivering around £500,000 of savings which has allowed us to continue other areas of the service which people have told us are important to them

5 Continued improvements to street lighting infrastructure, with the LED replacement project continuing at pace, with positive feedback so far from our communities in H&L, where the replacements are nearly complete, and in B&C, where work is underway

<p>6 The safety management arrangements (Port Marine Safety Code) has been reviewed and updated to reflect current best practice, ensuring our piers and harbours are operating safely and efficiently.</p>
<p>Other</p>
<p>1 Bridge inspection work carried out ahead of target in two year plans, and remedial works completed where required</p>
<p>2 Response time for winter gritting at 0.82 hours, ahead of the 1.46 hour target, meaning the service, through effective planning, can rapidly mobilise to combat freezing conditions</p>
<p>3 Heavy vehicles passing MOTs first time (96%) above target of 82%, meaning the heavy fleet is available to utilise to support service delivery.</p>
<p>4 All light vehicles passed MOTs first time</p>
<p>5 Waste recycled, composted and recovered exceeded target and was well above the national average, while at the same time the tonnage to landfill reduced and is below the national benchmark</p>
<p>6 Council-operated ferries sailing to timetable, above the target of 90%</p>
<p>7 Overall street cleanliness exceeds target and national benchmark, keeping Argyll and Bute clean and tidy, boosting the local economy and supporting tourism</p>
<p>8 Created and launched sustainable communities fund, which allows community groups to bid for a share of £50,000 to improve their area</p>
<p>9 Won two gold awards for the most waste electrical and electronic equipment (WEEE) recycled per head of population, with the community recycling centre in Oban being the most improved month-on-month collector in the country</p>
<p>10 Fleet workshops generated £120,000 in third party (external) work last year, with positive feedback from customers</p>
<p>11 Continuing delivery of third party grounds maintenance contracts in Kintyre and on Islay</p>
<p>Case Studies illustrating the positive contribution to our communities</p>
<p>Maintaining critical infrastructure</p> <p>Successfully repaired the Knock Bridge on Mull, allowing heavy vehicles to continue to use it. The bridge had been identified as weak, and unsuitable for heavy vehicles, and as such had to be closed until it could be strengthened. We took the view that any weight restriction was unacceptable given the critical nature of the bridge for a route to the west of Mull, and designed and delivered an appropriate scheme to maintain the integrity of the route. We also worked hard to keep the community informed as the project progressed, which was vital given the above mentioned importance of the route. The regular updates and engagement activity was well received and something we will look to adopt as best practice on similar schemes going forward.</p>

This work was of vital importance to improve the condition of the bridge and also remove the 7.5 tonne MGW restriction we had to place on it earlier this year.

The strengthening works allowing the bridge to reopen and once again carry vehicles up to 33 tonnes MGW is a significant improvement that benefits local residents and businesses.

Engaging with communities

Engaging with the local community and housing partners in ACHA in Soroba, Oban to fine tune the delivery of the new three weekly waste initiative. We had a very positive discussion, with the key improvement being that we will be providing additional 240 litre recycling bins to be stored in close areas once the necessary preparation works are completed. The exact number of bins is to be determined by the storage space available. Residents will have keys to these areas to prevent non-residents from using these bins. With more recycling bins available, we should see space saved in the general waste bins.

We'll also be putting two 1100 litre general waste bins in, on a short-term basis, to help residents get used to the new model. We'll look at putting a bottle bank in as well, further increasing the recycling options, as well as a mini recycling centre for card and plastics.

This project has been a big change for our communities and we have worked closely with them to fine tune the delivery of the service, with Soroba being a good example of this work.

Key challenges	Key improvement actions to address challenges
Key improvements from previous year's APR not completed	Actions to redress previous year's incomplete improvements
1 Achieving optimal efficiency in parking management	<p>1a We have periodically rotated wardens around the area and are in the process of reviewing the effectiveness of this measure</p> <p>1b Review debt recovery arrangements to balance the cost of recovery against the financial benefits, maximising income for the council where practical</p>
2 Completion of the transfer of ferries to Transport Scotland	<p>2 We continue to have discussions with Transport Scotland on this, however, we await final confirmation from them of the position. Five stages of the six stage process have been completed. We will continue to engage with TS to agree the best future model which will keep communities connected.</p>
3 Review of overall waste management strategy	<p>3 We continue to work with private and third sector partners to develop the revised waste management strategy which will ensure best value for the council and our communities, and help us meet our national recycling targets. To support this we will complete the recruitment of a suitably qualified project manager to conduct the review and support work which is ongoing to look at business development opportunities on the waste side of the business.</p>
4 Reducing high levels of overtime	<p>Work continues to review contracts and job descriptions which will allow a more consistent approach to overtime across the entire service</p>
5 Installation of new cremator and lowering of cataphalt installation of disabled toilets at Cardross Crematorium	<p>The cremator replacement is complete, and attention now turns to developing, with the assistance of our colleagues in property, an appropriate project plan which will allow us to lower the cataphalt while maintaining our cremation services to the appropriate standards. This plan will be informed by discussions with funeral undertakers.</p>

Consultation and Engagement		
We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
Community led festive lighting – we are pursuing a project to allow community-led festive lighting projects in Argyll and Bute from 2018/19 onwards. We have assessed the ambitions of each community and are working on bespoke solutions	The groups have given positive feedback about the style of engagement – face-to-face – and the commitment of the council to forward plan and future proof, with the early engagement being well received.	We are developing solutions based on the ambitions of the communities themselves
Discussions with residents association in Soroba	The residents wanted to engage with the council to fine tune the delivery of the new waste collection service	Changes implemented, such as putting in additional communal bins.
Engagement with Helensburgh Community council on maintenance of Colquhoun Square	The CC wanted a higher level of cleanliness than we could deliver	Officers came to an agreement to enable the community council to perform some aspects of maintenance work which we were unable to provide. This benefits the local area and helps foster a good relationship with the CC
Continuing parking consultations, well over and above the statutory requirements, using community feedback to inform improvements	Residents and visitors provided comments on proposals	Where possible we take comments on board and use them to inform final proposals for consideration by Area Committees. Arrangements are kept under review once implemented.

Jim Smith
Head of Roads and Amenity Services

Roads & Amenity Services Scorecard 2016-17		FY 16/17					
Scorecard owned by Jim Smith							
<p>Click for full Outcomes</p> <p>Infrastructure Design Team Scorecard</p> <p>Roads and Management Maint. Team Scorecard</p> <p>Marine Services Team Scorecard</p> <p>Fleet, Waste and Infrast. Team Scorecard</p> <p>Amenity Team Scorecard</p>	RA01 Proportionate, safe and available roads infrastructure	Links to Outcome SDA 6	A ↓				
	RA02 Roads maintenance strategies ... contribute to economic growth ...	Links to Outcome SDA 6	G				
	RA03 Reliable, safe and efficient vehicles fleet	Links to Outcome MIH	G →				
	RA04 Capital projects improve the transport infrastructure	Links to Outcome SDA 1	G				
	RA05 High level of street cleanliness	Links to Outcome SDA 1	G →				
	RA06 Sustainable disposal of waste	Links to Outcome SDA 1	G →				
	RA07 Marine Services - maintenance/management of piers/harbours/slips	Links to Outcome SDA 2	G →				
RESOURCES							
<i>People</i>		<i>Benchmark</i>	<i>Target</i>	<i>Actual</i>	<i>Status</i>	<i>Trend</i>	
Sickness absence RA			14.4 Days	16.3 Days	R	↓	
PDRs RA			90 %	73 %	R	↓	
<i>Financial</i>		<i>Budget</i>	<i>Forecast</i>				
Finance Revenue totals RA		£K 21,859	£K 21,837		A	↑	
Capital forecasts - current year RA		£K 6,758	£K 6,605		A	↓	
Capital forecasts - total project RA		£K 59,146	£K 59,179		A	↓	
IMPROVEMENT							
						<i>Status</i>	<i>Trend</i>
RA Service Improvement Plan 2015-16	Actions	Total No	Off track	On track	Complete		
		4	2	0	2		
Roads and Amenity Services Audit Recommendations	R	Overdue	Due in future	Future - off target			
		2 →	10 ↑	0 →			
Health & Safety	Overdue	Rescheduled	Actions in Plan	Complete			
Service H&S Plan Actions							
H&S Investigation Actions							
CARP Roads & Amenity	Total No	Off track	On track	Complete	G	→	
	3	0	3	0			
Customer Service RA	Number of consultations		4				
Customer Charter	Stage 1 complaints		64 %	R	↓		
Customer satisfaction	Stage 2 complaints		100 %	G	→		
RA Average Demand Risk	Score		Appetite				
RA Average Supply Risk	Score		Appetite				

Roads & Amenity Services Scorecard
2016-17
FY 16/17

Click for full
Scorecard

RA01 Proportionate, safe and available roads infrastructure	Links to Outcome SDA 6	A
RA01 Roads & Lighting - Net	£ Budget £ 8,738,593 Forecast £ 9,008,593	R
% Cat 1 and Cat 2 road defects repaired timeously	Actual 87.2 % Target 90.0 % Benchmark	R
Average response time for planned pre-salting	Actual 0.82 Hours Target 1.46 Hours Benchmark	G
Street lighting - % faults repaired within 7 days	Actual 78 % Target 88 % Benchmark	R
SRMCS Road condition - % roads in a satisfactory condition	Actual 45.6 % Target 42.85 Days Benchmark 63.3 %	G
RA02 Roads maintenance strategies ... contribute to economic growth ...	Links to Outcome SDA 6	G
RA02 Network & Environment - Net	£ Budget £ -489,362 Forecast £ -489,362	G
% Road repairs carried out right first time - rolling average	Actual 85 % Target 75 % Benchmark N/A	G
Planned road repairs as % of revenue budget	Actual 97 % Target 73 % Benchmark 72.82 %	G

RA03 Reliable, safe and efficient vehicles fleet	Links to Outcome SDA 6	G
RA03 Fleet - Net	£ Budget £ -1,379,583 Forecast £ -1,379,583	G
MOT HGV % of Vehicles Passed First Time	Actual 96 % Target 82 % Benchmark 79 %	G
MOT LV % of Vehicles Passed First Time	Actual 100 % Target 95 % Benchmark 99 %	G
RA06 Sustainable disposal of waste	Links to Outcome SDA 1	G
RA06 Waste Management - Net	£ Budget £ 11,460,394 Forecast £ 11,767,973	R
% Waste recycled, composted and recovered	Actual 47.9 % Target 40.0 % Benchmark 38.0 %	G
Tonnes of Biodegradable Municipal Waste to landfill	Actual 20,297 Target 21,500 Benchmark 21,360	G
RA07 Marine Services - maintenance/management of piers/harbours/slips	Links to Outcome SDA 2	G
RA07 Marine Services - Net	£ Budget £ -983,015 Forecast £ -1,383,015	R
All ferry timetables - % sailings as timetabled	Actual 120.1 % Target 90.0 % Benchmark N/A	G

RA04 Capital projects improve the transport infrastructure	Links to Outcome SDA 1	G
RA04 Infrastructure Design - Net	£ Budget £ 454,462 Forecast £ 454,462	G
% roads reconstruction capital projects on time	Actual 100 % Target 90 % Benchmark	G
% roads reconstruction capital projects on budget	Actual 100 % Target 90 % Benchmark	G
% infrastructure capital projects on time	Actual 100.0 % Target 94.0 % Benchmark 93.6 %	G
% infrastructure capital projects on budget	Actual 100.0 % Target 94.0 % Benchmark	G
Bridge Inspections - % complete per 2 year plan	Actual 120 % Target 39 % Benchmark N/A	G
No of bridges where time between inspections exceeds 2 years	Actual 3 Target 45 Benchmark N/A	G
RA05 High level of street cleanliness	Links to Outcome SDA 1	G
RA05 Amenity Services - Net	£ Budget £ 3,762,271 Forecast £ 3,562,271	R
Overall street cleanliness	Actual 78.8 % Target 75.0 % Benchmark 67.0 %	G

Annual Performance Review 2016-17

Economic Development and Strategic Transportation 2016-17

Key successes (aligned to EDST Service Plan, 2016-17)
1. Delivery of the strategic and area-based Economic Development Action Plans for 2016-17 to capture, address and maximise the sustainable local economic opportunities within Argyll and Bute. <i>(ET01: Sustainable Economic Growth in Argyll and Bute)</i> .
2. A comprehensive funding review, covering the previous five years of Argyll and Isles Tourism Cooperative (AITC) was undertaken during the fourth quarter of 2016/17 in order to establish future funding arrangements. At the Argyll and Bute Council budget meeting in February 2017 it was agreed to give AITC £120k of funding over the next three financial years (£50k, 2017/18; £40k, 2018/19 and £30k, 2019/20). The Economic Growth Team is working with AITC to agree a new Operational Plan for 2017/18 (clear in-year KPIs) and a new Service Level Agreement (clear outcomes) for the period April 2017 to the end of March 2020. In addition supportive actions are being taken forward in relation to the Wild about Argyll marketing campaign, which was a key focus of the Annual Tourism Summit on 21 st March 2017. <i>(ET01: Action plan for the tourism industry)</i> .
3. The Economic Growth Team supported Food from Argyll to grow its membership; set up a Food Assembly in Oban; conduct a feasibility study (part funded by the Economic Growth Team) to test the interest and viability in developing a digital distribution solution of the food and drink delivery service within Argyll and Bute and explore options for promotional events. <i>(ET01: Action plan for the food and drink sector)</i> .
4. Work commenced by between the Economic Growth Team and key stakeholders within the forestry sector with a focus on encouraging the uptake of Modern Apprenticeships. <i>(ET01: Action plan for the forestry sector)</i> .
5. Business Gateway supported 104 start-ups, 4% point above the annual target of 100. <i>(ET01: Number of start-up businesses supported)</i> .
6. The one year survival rate reported in the final quarter of 2016/17 (relates to an average for the 12 months to December 2016) was 86%; exceeding the 77% target and above the national benchmark of 80%. <i>(ET01: Business % survival rates at 12 months)</i> .
7. The three year survival rate reported in the final quarter of 2016/17 (relates to an average for the 12 months to December 2016) was 70%; exceeding the 62% target and above the national benchmark of 67%. <i>(ET01: Business % survival rates at 36 months)</i> .
8. Business Gateway supported 979 existing businesses against a target of 200 (490% of the target achieved). The strong performance in existing businesses supported is largely due to the workshop programme, including the addition of DigitalBoost workshops. <i>(ET01: Growth in the number of business start-ups supported)</i> . <i>(ET01: Number of existing businesses supported by Business Gateway)</i> .

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| <p>9. Throughout 2016-17, the European and External Policy Team successfully contributed towards the Scottish Government's development of the 2014-2020 European Structural and Investment Fund (ESIF) programmes, during the various stages of development, with a view to maximising the accessibility of the various funds to Argyll and Bute organisations. In particular European and External Policy Team officers were instrumental in securing the ERDF funding for the Rothesay Pavilion and working with the Project Manager to prepare for and undergo a Scottish Government ERDF Systems check. (ET01: Maximise European funding investment within Argyll and Bute).</p> |
| <p>10. A total of 15 projects were been approved during 2016/17 with a total value of £657,109 of Argyll and the Islands LEADER grants awarded. Of these projects, three were Argyll and Bute Council projects with a total value of £236,000 of LEADER grants awarded (36% of the total grant committed in 2016/17). (ET01: Grants to LEADER projects in rural areas of Argyll and the Islands).</p> |
| <p>11. At the courtesy of the European Fisheries Area Network, the Strategic Co-ordinator was selected to attend a conference in Latvia, to represent our area of Argyll and Ayrshire. The conference focused on social inclusion within fishing communities. This was a valuable experience and provided information on how FLAGs can cooperate with relevant stakeholder organisations active in the social integration of marginalised groups, including migrants and refugees. This also provided an opportunity to meet other co-ordinators and identify opportunities for potential co-operation projects. (ET01: Maintain delivery of European team work programme).</p> |
| <p>12. For the full calendar year 2016 a total of 3,664 passengers were carried on Argyll Air Services operated out of Oban airport. (ET02: Passengers with Oban and the Isles Air Services).</p> |
| <p>13. The Strategic Transportation unit in 2016-17 secured £0.706M external capital for transportation infrastructure projects across Argyll and Bute from Cycling Walking Safer Streets, Sustrans, Smarter Choices Safer Places and Strathclyde Partnership for Transport. (ET02: External funding to deliver strategic transport projects).</p> |
| <p>14. The Road Safety Unit were successful in a funding bid for £65,900 for the progression of Scottish Biker Magazine – a publication produced in partnership with North Ayrshire Council and INDMedia. With the majority of Argyll and Bute's fatalities (33%) in the last 5 years involving a motorcyclist this continues to be a great opportunity to get information, education and training messages disseminated to those bikers who live in, or travel to, the Argyll and Bute region. iCycle continues to be a popular road safety activity within primary schools with 97% of schools taking part in on-road training. In 2016/17 553 children were involved. Pedestrian training for 157 Primary 3s took place in 3 week blocks in 6 primary schools. Questionnaires sent out to parents after the training suggested good levels of awareness and behaviour change after the training took place. (ET02: Argyll and Bute is better connected, safer and more attractive).</p> |
| <p>15. iCycle continues to be a popular road safety activity within primary schools with 97% of schools taking part in on-road training. In 2016/17 553 children were involved. Pedestrian training for 157 Primary 3s took place in 3 week blocks in 6 primary schools. Questionnaires sent out to parents after the training suggested good levels of awareness and behaviour change after the training took place. (ET02: Argyll and Bute is better connected, safer and more attractive).</p> |

16. The Council's Digital Liaison officer has been assigned by Digital Scotland as a Community Champion and Single Point of Contact to assist in stimulating demand in relation to the fibre roll-out program as it goes live. The Digital Liaison officer has engaged and supported local businesses who have requested assistance will all matters that revolve around digital connectivity, broadband and mobile (E.g. Fit4All, Midton Acrylics, Helensburgh CC, Bid4Oban. We have responded to consultations, attended community events and assisted with the planning and pre consultation process to ensure the process for delivering infrastructure is as stream less as possible.

Mobile

Assistance has been provided to planning consultants through facilitating meetings, cascade of information and liaising with planning Area Team Leader's and officers.

- To date there has been considerable work undertaken in the assistance given to progress planning applications in mobile phone infrastructure, in particular Everything Everywhere (EE) who have been awarded the Emergency Service Network for blue light services. This has seen in excess of 30 full planning applications for new mast sites with still more to come. The Home Office has indicated that it wishes to have the network active by September 2017.
- As a result of the level of investment that EE are undertaking CTIL (Vodafone and O2) have made considerable investment in an attempt to maintain market share of the mobile customers.
- The Home Office are also initiating a network build to support the ESN in areas that it is not commercially viable to invest in mobile infrastructure. These sites will be retained by the Home Office with licence transferal to the ESN operator.
(*ET02: Argyll and Bute is better connected, safer and more attractive*).

17. Broadband

Assistance has been provided to agents/officers through facilitating meetings, cascade of information and liaising with external partners/stakeholders.

- To the ends of financial year 16-17 Digital Scotland's, Rest of Scotland intervention area have undertaken complete builds of an additional 12 Cabs in the Helensburgh and Lomond area of Argyll and Bute resulting in 4 exchange areas having 100% completion. These areas are Clynder, Rosneath, Rhu and Arrochar. Works continue to be undertaken in the other exchange areas. As a result of the 'Gainshare', some areas that were not going to get coverage in the current program have been brought into scope. This will also see an increase in the number of premises that will receive speeds in excess of 24Mbps.
- In the same period the Highlands and Islands intervention area have undertaken the building of 112 Cabs. Works continue to be undertaken in the other exchange areas.

<ul style="list-style-type: none"> An Elected Members Seminar was organised with presentations from Digital Scotland, BT, HIE and Community Broadband Scotland. <i>(ET02: Argyll and Bute is better connected, safer and more attractive).</i>
<p>18. CHORD:</p> <ul style="list-style-type: none"> Completion of Oban Public Realm Phase 2 with public opening November 2016. Commencement of Oban North Pier Transit Berthing Facility (due to be complete August 2017) and Maritime Visitors Facility (due to be complete November 2017). Commencement of Queens Hall Refurbishment and Public Realm improvements (due to be complete Apr/May 2018). Completion of Advance Work packages on Rothesay Pavilion project and publication of Invitation to Tender for main works contract (Contract Award Sept/Oct 2017). Agreed scope of additional public realm works in Helensburgh town centre, funded from the Helensburgh CHORD underspend, detailed planning or works undertaken between Jan/Mar 2017 and works commenced on site in April and due for completion in October. Commenced procurement exercise for consultancy support for Helensburgh Waterfront Development, including: Cost Management; Multi-Disciplinary Design; Surveys (bathymetric and topographical); Environmental Screening; and Transport Assessments. Survey work being undertaken June/July; Transport Assessment being undertaken between June/August; and consultancy support contracts will be awarded in August 2017 <i>(ET02: Argyll and Bute is better connected, safer and more attractive).</i>
<p>19. Renewables:</p> <p>In order to ensure that benefit from renewables is maximised to the local area, we continue to facilitate the meeting of the Argyll & Bute Renewable Alliance (ABRA) working closely with external partners and developers. In consultation with ABRA we revised the Renewable Energy Action Plan (REAP) and approved by ED&I Committee in January 2017. The document is available in both a paper copy and via a story map which provides access to the interactive renewables, infrastructure and community benefit maps for those accessing the REAP. An ABRA meeting took place on 15 March 2017 and included a workshop session led by the Scottish Government and focusing on the draft Energy Strategy which was published in January 2017. A response to the consultation is currently being prepared and will be considered by ED&I committee in April 2017. <i>(ET03: Renewables are further developed in the area in partnership for the benefit of our communities).</i></p>
<p>20. ABRA attended the Offshore Wind Conference and Exhibition in Glasgow in January and the Empowering Rural Industries Conference also in Glasgow in March and we attended the All Energy event in Glasgow in May 2016 promoting Campbeltown as the Kintyre renewable hub and key businesses that contribute to the delivery of renewables in the area also attended. <i>(ET03: Renewables are further developed in the area in partnership for the benefit of our communities).</i></p>
<p>21. In September 2016 the Councils first 60kw wind turbine project was successfully delivered and became operational at land to</p>

<p>the rear of the councils waste management facility at Glengorm on the island of Mull. This project is just one of the many renewable energy projects being delivered by the council. The wind turbine was named Miss Hoolie following a naming competition involving the local primary schools on Mull. (ET03: Renewables are further developed in the area in partnership for the benefit of our communities).</p>
<p>22. <u>Heritage led regeneration:</u></p> <p>Following successfully securing over £3million of funding for the redevelopment of Hermitage Park the redevelopment of the Park commenced on site in early 2017 with an initial focus on the landscape and conservation works. This project will deliver a significant physical improvement to the capital infrastructure as well as the services on offer in the park for residents and visitors to the area and will be an excellent resource for the local community. The project will be delivered over a 5 year period and there is a 5 year activity plan which will run alongside the main construction period. The project will be delivered in partnership with the community and key user groups and in particular with the Friends of Hermitage Park Association. A full time officer is in post to deliver the project over the 5 year period. (ET04: Harness the potential of the third sector and increase their capacity to deliver sustainable communities).</p>
<p>23. Following a successful stage one bid to HLF for a second phase Rothesay Townscape Heritage (TH) the development phase was successful completed and a stage two bid for £1.9million was submitted in March 2017. Following approval of this stage two bid and also a funding bid to Historic Environment Scotland CARS 7 funding round for £500,000, this second TH will commence in October 2017.</p>
<p>24. The Transformation projects and regeneration team were successful in securing £1million of funding from Historic Environment Scotland for a Dunoon CARS project. The project will run until 31 March 2022. Council match funding of £500,000 has been approved and with owners contributions this will represent a common fund circa £2million. A dedicated project officer will be appointed to take forward the project.</p>
<p>25. The Campbeltown Townscape Heritage Initiative (THI) ended on 30th June 2016 and saw the successful completion of the Town Hall and 50-52 Main Street/Cross Street. All funding was committed and all outcomes met. The THI celebration event took place on 7 July 2016 in the refurbished Town Hall. The restoration of 50-52 main street picked up the Howden's Award for the Best outstanding project at the Scottish Empty Homes Awards – case study. The second Campbeltown Conservation Area Regeneration Scheme (CARS), which commenced on 1 April 2015 and will run until 31 March 2020 has secured the delivery of the refurbishment works to the first priority building at 10-20 Longrow South.</p>
<p>26. The Transformation Projects and Regeneration team organised the Island Connection event in late 2016 which brought together over 70 people to a venue on Seil Island to share best practise on addressing issues that affect life on Argyll and Bute Island communities. Topics discussed included the then proposed islands Bill, economic growth, transport and infrastructure, health care, housing and digital connectivity.</p>
<p>27. The Inveraray CARS scheme, a £2million grant funded project, has secured the delivery of refurbishment works to three of</p>

<p>the five priority .The Town House, Chamberlain’s House and the Old temperance Hotel have all been completed, Arkland and Relief Land are well advanced and are due for completion autumn 2017.All small grant, covering a total of 12 properties, have also all been delivered The CARS project, which is a five year funded project, will come to a close on 31 March 2018. A number of successful traditional skills training events were held during 2016/17. In addition the Walking Theatre Company and Inveraray Primary School produced a play about the history of the town and a film of the project was shown at the school open day on 29 March 2017. (ET01: Sustainable economic growth in Argyll & Bute).</p>
<p>28. The Team secured funding from Stalled Spaces Scotland which was a national programme (Legacy 2014) commissioned by Scottish Government and managed by Architecture and Design Scotland to facilitate the temporary use of under-used green spaces, stalled development sites or vacant and derelict land in town centres. The Argyll and Bute council funding, total of £20,000, was focused on unattractive gap sites in six towns giving facelifts to a number of our towns and brought back into temporary use derelict and vacant sites. The funding was awarded to the local communities and with support from the local authority these projects were all successfully delivered and have vastly improved the physical appearance of a number of our towns and brought back into temporary use derelict and vacant sites.</p>
<p>29. The Team were successful in supporting bids that secured over £2.5 million of Regeneration capital grant funding for a total of three projects. These projects were Gleaner Site, Ardrishaig (£580,000), Scottish Canals, Tobermory Light Industrial Site (£1.6m), Mull and Iona Community Trust, and Oban Bay Transit Berthing Facility (£700,000), Argyll and Bute Council.</p>
<p>30. In partnership with SURF funding was secured £25,000 from Scottish Government to undertake a charrette for Dunoon. A series of events were held in late March 2017 which offered the public, local businesses and community groups the opportunity to have their say about the future of Dunoon. This will inform the development of an action plan.</p>
<p>31. Council has successfully secured £200,000 from Creative Scotland and £160,000 of Leader funding to deliver the Place Partnership Plan (PPP). The PPP aligns with both council outcomes, strategies and policies as well as sectoral requirements. It follows on from the adoption of the Culture, Heritage and Arts Strategy (May 2014) and delivers on key elements of the action plan. The aim of the Plan and the funding is to develop a sustainable arts, culture and heritage sector providing quality products and events to foster economic growth. The PPP covers a period 1st August 2016 - 31st July 2019 and was developed in partnership with CHArts, the Culture, Heritage and Arts Assembly, a sectoral organisation with a geographically representative Steering Group of nine.</p>
<p>Key Improvements from previous year’s annual performance review</p>
<p>1. Continuing to maximise productive linkages between the Economic Development and Strategic Transportation Service, Development and Infrastructure Directorate and the wider council e.g. hosting of quarterly Economic Development Officer Groups meetings (includes D&I colleagues).</p>

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| <p>1. On behalf of the DSUK consortium (of which Argyll and Bute Council is a member) the Economic Growth Team delivered a high profile event in the Palace of Westminster on 24th January 2017. The event was attended by 15 industry representatives and 23 MPs/Peers. MOUs with QinetiQ and Telespazio Vega were announced. The profile of Machrihanish Airbase Community Company (MACC)/DSUK, Argyll and Bute Council and of Argyll and Bute as a region was raised significantly with business representatives as well as with elected members and Lords. The image of Argyll and Bute as a place open for business with an entrepreneurial population and local authority impressed the business community in attendance. Further MOUs and partnerships have subsequently been discussed for other sites.</p> |
| <p>2. Business Gateway in partnership with HIE delivered the first and successful Argyll Enterprise Week in Oban, from 31st October to 4th November 2016, with the aim of inspiring, informing and connecting businesses. The event exceeded expectations, with more than 500 cumulative participants at the 29 events held across the week. Feedback showed that 95% of respondents confirmed that they had learnt something new; 97% confirmed that they had made new connections; and 96% confirmed that they had been inspired as a result of taking part.</p> |
| <p>3. The Business Gateway Local Growth Accelerator Programme, supported by the European Regional Development Fund, was launched in October 2016. With a total value of £544,200, the programme will run until the end of 2018, providing additional support to growing businesses via specialist advice, workshops, grants and regional/sectoral support to eligible SMEs based in Argyll and Bute.</p> |
| <p>4. As a ‘film friendly’ council EDST offer free and confidential advice to the film, television and photographic industry. During 2016 the Council responded to a total of 126 enquiries and there were 41 productions with an approximate spend of £523,850. Two drama series from Netflix, Sense8 and Reign and the ITV television dramas, LochNess. Along with a BBC One comedy drama series called West Skerra Light have all used Argyll as a location. As well as the economic benefit to the area, tourism interest can also be generated through the resultant media exposure.</p> |

Case Studies illustrating the positive contribution to our communities

Business Gateway: Festival is sweet for Helensburgh’s chocolatier



A former Army medical professional who formed her own chocolate business found her products went down a treat at the popular Best of the West festival in Inveraray. With support from Business Gateway Argyll and Bute, Melanie Neil launched CocoaMo in 2014, providing artisan chocolates, some using local and organic ingredients, and single origin cocoa. She has since sold her chocolates in local delis, events in Loch Lomond and Glasgow, as well as securing a constant stream of orders via her website. As one of six winners of a Business Gateway competition to win a trade stand, Melanie showcased her artisan chocolates at the BOW festival in September 2016.

Melanie said: “I have always been a keen baker, as I found it a great way to relax. After taking early retirement from my medical profession, it was always my ambition to learn everything about chocolate and to master the techniques of a professional Chocolatier. After attending an intensive chocolate Master Chef course, I began working on my first collection.

I was keen to make Business Gateway my first stop before I launched CocoaMo, as I had no previous business experience. My advisor was a wealth of information, providing me with details from accounting to food standards contacts. This help, along with everything I learned from attending the free courses Business Gateway host, has been invaluable to me and CocoaMo’s growth.

The response to my products since I started has been overwhelming. I was excited to take part in the Best of the West festival. It was a great opportunity to showcase our chocolates and interact with potential new customers.”

Dunoon architects sustain growth plans

A Dunoon architect's firm who specialise in sustainable design has recently expanded, moving into larger offices and taking on additional staff. With support from Business Gateway Argyll and Bute, the company has now invested in cutting edge technology to ensure they remain at the forefront of sustainable design.

Architeco, which was founded by Colin Potter in 2011, has also launched its own range of standard houses – Caber House – which aims to provide zero carbon kit houses for self-builders across Scotland.

Colin said: "I set up Architeco in 2011 as a sole practitioner after I became one of the first architects in Scotland to be certified as a Passivhaus Designer and gaining Accreditation in Sustainable Design from the Royal Institute of Architects in Scotland. My dream was to run a practice with sustainability at the fore and by bringing a fresh approach and solid eco credentials to the market I was able to launch Architeco.



"In the last six years, we have continued to grow, working on projects across the country, until demand meant we had to move into larger offices in Dunoon town centre to accommodate our growing team. We are now a team of five architectural and two support staff."

Architeco was awarded a Business Gateway Local Growth Accelerator programme grant, supported by the European Regional Development Fund, to allow Colin to invest in Building Information Modelling (BIM) software. BIM allows projects to be modelled, rather than drawn, and includes detailed energy modelling that can accurately predict a building's performance.

Colin added: "This is a huge investment for a small business and Business Gateway were essential in helping us access the funding to purchase additional licenses and hardware. Our adviser has been incredibly helpful and we are now looking at other opportunities to explore, such as staff training which will bring new skills to our practice."

Touching down at Westminster

Argyll and Bute's case for locating the UK's first spaceport near Campbeltown touched down at Westminster earlier in the year when a delegation from the council and DiscoverSpace UK attended a parliamentary reception hosted by the area's local MP, Brendan O'Hara.

Their mission was to explain to leading players in the aerospace, MPs and members of the House of Lords why the Kintyre site is the best location for the spaceport.

They also set out the progress being made on the bid for a licence by the consortium of Argyll and Bute Council and DiscoverSpace UK, supported by Highlands and Islands Enterprise.



The UK Space Industry is projected to create up to 100,000 jobs by 2030, and the consortium aims to bring some of these jobs to our area, growing the economy and attract even more people to live and work here.

The site offers enormous scope with a runway of more than 3,000 meters and large areas of land available for development, allied to a positive and supportive planning framework put in place by Argyll and Bute Council. The safety case is very strong as the site is in a depopulated area and offers the ability to launch directly over the sea.

Machrihanish Airbase has twice been approved for space flight and ahead of the launch of the NASA Space Shuttle in 1981 was a certified emergency landing site in Europe.

Read more about the bid at <http://bit.ly/2pg0nLY>.

Inveraray walking theatre

Pupils from Inveraray Primary School are performing a live walking theatre play, which explores their town's history, its people and buildings.

Live performances of the play, where members of the public can join a stroll around the town to meet the townsfolk of yesteryear and see how the historic Argyll town has changed, are taking place on Thursday, 15 June at 1.30am and Friday,

16 June at 6.30pm - starting at the school.

The primary 5-7 pupils have also produced an engaging video, 'The Town We Made', with the help of the Walking Theatre Company and funded as part of the Inveraray Conservation Area Regeneration Scheme (CARS).

The play lasting around 90 minutes, takes in the sights and sounds of Inveraray and its buildings, helping bring history to life. The pupils' project work will also be exhibited in the school.

The regeneration of Inveraray through the CARS scheme has breathed new life into the town. Four of five priority buildings, The Town House, Chamberlain's House, The Old Temperance Hotel and Relief Land have been given a new lease of life by being restored to their former glory. Work on the fifth, Arkland, will be complete this summer.

Inveraray CARS scheme will continue until March 2018, and with regeneration work almost complete the focus is on supporting community engagement initiatives such as the primary school's walking theatre performances. The ambitious conservation of the distinctive and important buildings was made possible by the council's contribution of £350,000 and the CARS funding (£970,000) awarded by Historic Environment Scotland (HES). The total budget, which included contributions from the owners, Argyll Community Housing Association and private sector housing grant, is over £2million.



Tenement restoration wins Outstanding Project award

At the recent Scottish Empty Homes Awards, a Townscape Heritage Initiative-led project to repair a tenement at 50-52 Main Street, Campbeltown, picked up the Howden's Award for the Best Outstanding Project.

This was truly a partnership project, involving various council departments and the private sector, to save an historic building and bring empty flats and retail units back into use. The upper floors of this 18th century listed building, one of Campbeltown's oldest tenements, had lain vacant for over 20 years and become infested with over 11 tonnes of pigeon guano.

With a Dangerous Building Notice in force, it was threatened with demolition and would have left a gap site in the centre of Campbeltown.

Following a back-to-back legal agreement, the council facilitated a change of ownership, leading to the full repair of the building, supported by grants of £390,000, from the THI, and £60,000, from the council's Housing Services. The new owner, MacLeod Construction Limited, also acted as the main contractor for the capital works.

Three commercial units and four, quality, one-bedroom flats have now been brought back into use for private rental. The store and cellar of a neighbouring bar have been repaired, enabling it to be re-opened under new management. The adjacent street has now re-opened to traffic and the local economy has received a welcome boost. Read more about the empty home awards here <http://bit.ly/2gyE8fw>.



Regeneration projects bring immediate benefits to local communities

Whilst the Council is investing over £30million in its ambitious programme to assist regeneration and economic development in five of its' waterfront towns - Campbeltown, Helensburgh, Oban, Rothesay and Dunoon (CHORD), people might not appreciate that these projects bring immediate benefits to the local communities affected.

A case in point is the refurbishment of the Queens Hall in Dunoon, which along with public realm works and environmental improvements will see a total investment of some £11million. With the appointment of the main contractor, McLaughlin and

Harvey Ltd, and the beginning of construction works in January 2017 the local community and businesses have seen immediate benefits, including:

- Storie Argyll Ltd, being awarded the contract to complete the groundworks, which is valued at around £1.3million and will provide work from February 2017 through to March 2018.
- McNee Building Services Ltd, being awarded the contract to complete the adaptations to the site office and welfare facilities.
- The contract for the Mechanical & Electrical (M&E) engineering works being awarded to a company which is owned by a Dunoon resident. This contract will provide practical experience for one of their apprentices, who is also a Dunoon resident, as well as work for another Dunoon resident, who was otherwise unemployed.
- The demolition contractor provided employment for four local residents, all of whom were otherwise unemployed.
- McLaughlin & Harvey directly employed a local resident as the gatekeeper for the site. Additionally he and three other of the local workers have been provided with banksman training and Construction Skills Certification Scheme (CSCS) training for the gatekeeper. This provides them with industry recognised skills and certification which they can take with them to their next job.
- McLaughlin and Harvey have: visited the local Dunoon “Men’s Shed” to get involved with local projects; the Castle Tennis Club to assist in funding new fencing for the club, which is utilized by many children in Dunoon; are providing Work Based Vocational Learning opportunities in conjunction with Dunoon Grammar School; and have made a gift of materials for shelving/storage to Dunoon Youth Football Club and a gift of outdoor bowling equipment to St Muns’ Primary School.



A new Miss Hoolie finds her home on Mull



One of the latest contributors to the list of council renewable energy projects is a 60Kw capacity wind turbine at the Glengorm Waste Management Facility, on the Isle of Mull.

This project was delivered in partnership between the council's economic development, waste and property services along with contractors, Absolute Solar and Wind.

Absolute, a family-run company with 10 years' experience, invited primary school children to enter a Name the Turbine competition. The prize included having their name etched on a specially designed plaque to commemorate the installation, in addition to receiving a cheque of £500 to support the school's Science Technology Engineering and Maths (STEM) projects.

There was a total of 71 name suggestions from local primary schools including Lochdonhead, Tobermory, Ulva and Bunessan. Winner, Cailean McClean from P7 in Tobermory Primary School, suggested the name Miss Hoolie. When asked what inspired the name Cailean said: "Because this was a 'Balamory' character and 'hoolie' is Scottish for very windy."



Kick start for stalled spaces

Unattractive gap sites in six towns have been given facelifts and brought back into temporary use by their local communities thanks to funding from Stalled Spaces Scotland and support from Argyll and Bute's economic development service to help secure it.

Stalled Spaces Scotland is a national programme commissioned by the Scottish Government and managed by Architecture and Design Scotland (A&DS).

In Campbeltown, South Kintyre Development Trust's band of volunteers has turned a vacant lot near the sea front into an attractive landscaped area, fitted out in a maritime theme, with bespoke seating.



In Lochgilphead, land that was formerly a bowling green, within the grounds of the hospital, has been turned into a community garden by Blarbuie Woodland Enterprise, with the aim of growing salad and herbs which can be sold locally.

Volunteers from Tarbert Village Hall painstakingly cleared Japanese knotweed from the grounds of the hall and created a garden that is used every day by local children. It has a family area with play equipment, chosen by the children, and furniture with built-in wheel chair spaces.

Oban Communities Trust used its grant to enliven the building and grounds at the Rockfield Centre, while putting together a package of funding to refurbish the property. Volunteers have now created a welcoming environment by adding artwork, planters and picnic benches.

Over on Bute, Argyll College UHI has improved a gap site within Rothesay's principal shopping street creating seating, planted tubs and interpretation boards with information on the town's maritime history. It's now a relaxing space for the public to enjoy.

One of the largest grants has gone to James Street Community Garden Association, Helensburgh, which has ambitious plans to create a community garden in the old James Street play park. Work has begun in tidying the site and fundraising in ongoing to achieve the dream of a natural play area, meadow and wildlife hedge.



As well as the obvious physical benefits to the local areas, the projects have also helped participants develop new skills, build confidence and make connections between different groups and generations.

Scheme changing the face of Helensburgh

Since 2014, shopfronts in Helensburgh have been having a facelift thanks to an agreement worth £140,000 between Argyll and Bute Council and Drum Development, the developers of the Waitrose site in the town.

The shopfront enhancement scheme was introduced to give businesses a little extra help in improving the character and

appearance of their buildings.

During phase one of the scheme, 17 businesses successfully completed works, drawing down grants totalling £64,000. Round two of the project, which opened in March 2015 has seen 15 applicants be awarded just over £55,000 in grants.



Kathryn Todisco, of Josef Hair Design, explained the difference the scheme has made to her businesses. She said: “We’d needed to get the shop front done for at least seven years. We were just doing superficial work to the frontage. Then the grant came along to assist our own investment and we found the right contractor.

“We would have struggled to do it without the grant. Our old shop front was OK, but this new one has made a big impact. We’ve had lots of new faces booking because they’ve just noticed the shop.”

Grants have assisted with new signage and shutters, canopies and storm doors, signage and double glazing. Business owners get quotes and commission the work but are provided with support from members of the economic development service at every stage of the process.

The main focus of the fund is to help local businesses grow and get more people into the town, whether as residents or visitors, to spend their money. This is a key part of the wider regeneration of Helensburgh.

Anne Mitchell, of Anne of Loudounville, who accessed the scheme, said: “We all want the town to come alive again and to be welcoming. The town is improving and this is partly due to the work being done by the council. If you want to encourage tourism you have to have the place looking smart and nice.”

Key challenges	Key improvement actions to address challenges
Key improvements from previous year's APR not completed	Actions to redress previous year's incomplete improvements
<p>1. After presenting to TIF Programme Board, TIF Executive and P&R Committee about the affordability challenges of the present TIF Non Domestic Rate model, identifying other financial/ non-financial models for the projects, that can be presented to Scottish Futures Trust and Scottish Government.</p>	<p>1. The team continue to progress each of the projects and are currently undertaking a process of re-assessment with targeted exploration of all potential projects. This will be undertaken with cognisance of the work that is ongoing with regards to the Rural Growth Deal. As such, we continue to progress projects which are capable of being delivered under current TIF arrangements (with an initial focus on the Dunbeg corridor and commercial/ leisure development, which this would unlock) and plan to progress an updated business case for a Growth Accelerator project, if appropriate, later in the year once we have greater clarity.</p>
<p>2. Affordability of major capital projects given pressures on local authority budgets and impact of construction industry inflation.</p>	<p>2. Project Teams continue to develop cost efficient design solutions and where possible secure external funding support for specific projects. Notable success in the year was securing £5m from UK Government towards costs of Helensburgh Waterfront Development and £972,272 from the European Regional Development Fund for the Rothesay Pavilion project.</p>
Other	
<p>1. Ensuring that the promotion and marketing of Argyll and Bute as a great place to live, visit, invest and work will continue to</p>	<p>1. Work closely with a wide range of stakeholders to progress the opportunities associated with tourism in Argyll and Bute.</p>

be a strategic priority for the council and a wide range of stakeholders. This is currently being addressed through marketing for the Rural Resettlement Fund, through exploring an integrated approach to recruitment via the CPP and through development of a digital information portal by EDST.

Consultation and Engagement		
We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
To improve feedback on progress of works on site.	Updates to cover progress against plan; work to be undertaken in following week, contact details.	CHORD – as part of the Queens Hall refurbishment project the contractor, McLaughlin & Harvey Ltd, produces a monthly Newsletter to keep the local community informed as to progress on site. We provide copies to: homes and businesses immediately adjacent to the site; the Dunoon Public Library; the members of the Bute & Cowal Area Committee; future tenants of the building including Skills Development Scotland; and we make an electronic copy available through the Council’s website at https://www.argyll-bute.gov.uk/chord-project/dunoon-waterfront-project . In Rothesay we have arranged a number of ‘hard hat’ tours of the building so that members of the local community can see for themselves the work that will be involved in the refurbishment of this iconic listed building and get and update on progress.

Fergus Murray, Head of Economic Development & Strategic Transportation
Pippa Milne, Executive Director, Development & Infrastructure
July 2017

Economic Development & ST Scorecard 2016-17		FY 16/17	
Scorecard owned by Fergus Murray			
<p>Click for full Outcomes</p> <p>Economic Development Team Scorecard</p> <p>Project and Renewables Team Scorecard</p> <p>Strategic Transportation Team Scorecard</p>	ET01 Sustainable economic growth in Argyll and Bute	Links to Outcome SDA 1	G
	ET02 A&B better connected, safer & more attractive	Links to Outcome SDA 2	A
	ET03 Renewables ... developed ... for the benefit of communities	Links to Outcome SDA 6	G →
	ET04 Harness the potential of the third sector ...	Links to Outcome SDA 6	G ↑

RESOURCES				
People	Benchmark	Target	Actual	Status Trend
Sickness absence ET		6.0 Days	7.5 Days	R ↓
PDRs ET		90 %	100 %	G ↑
Financial	Budget	Forecast		
Finance Revenue totals ET	£K 4,188	£K 4,188		G ↑
Capital forecasts - current year ET	£K 4,761	£K 3,645		R ↓
Capital forecasts - total project ET	£K 57,333	£K 57,357		A ↑

IMPROVEMENT					Status Trend	
ET Service Improvement Plan 2015-16	Actions	Total No	Off track	On track	Complete	G →
		3	0	0	3	
Economic Development Audit Recommendations		Overdue	Due in future	Future - off target		
		0 →	0 ↓	0 →		
Health & Safety		Overdue	Rescheduled	Actions in Plan	Complete	
Service H&S Plan Actions		0	0	10	0	
H&S Investigation Actions						
CARP Economic Development		Total No	Off track	On track	Complete	G →
		1	0	1	0	
Customer Service ET		Number of consultations		0		
Customer Charter		Stage 1 complaints	100 %	G →		
Customer satisfaction 85 %	G ↓	Stage 2 complaints	0 %	G →		
ET Average Demand Risk	Score		Appetite			
ET Average Supply Risk	Score		Appetite			

ET01 Sustainable economic growth in Argyll and Bute		Links to Outcome SDA 1		
ET01 Economic Growth - Net	£	Budget	£ 1,637,919	
		Forecast	£ 1,637,919	
Maximising the sustainable economic opportunities within Argyll and Bute	Status	On track		
	Target	On track		
Action plan for the tourism industry	Status	Complete		
	Target	Complete		
Action plan for the food and drink sector	Status	Complete		
	Target	Complete		
Action plan for the forestry sector	Status	Complete		
	Target	Complete		
Number of start-up businesses supported	Actual	104		
	Target	100		
	Benchmark	N/A		
Business % survival rates at 12 months	Actual	89 %		
	Target	77 %		
	Benchmark	80 %		
Business % survival rates at 36 months	Actual	75 %		
	Target	65 %		
	Benchmark	67 %		
Number of existing businesses supported by Business Gateway	Actual	979		
	Target	200		
	Benchmark	N/A		
Work Programme - no of job starts - A&B	Actual	49		
	Target	39		
	Benchmark			
Work Programme - no of job starts - Partners	Actual	106		
	Target	78		
	Benchmark			
Work Programme - no of sustainable job outcomes - A&B	Actual	24		
	Target	23		
	Benchmark			
Work Programme - no of sustainable job outcomes - Partners	Actual	51		
	Target	48		
	Benchmark			
Maximise European funding investment within Argyll and Bute	Status	On track		
	Target	On track		

ET02 A&B better connected, safer & more attractive		Links to Outcome SDA 2		
ET02 Strategic Transport and Attractive Communities - Net	£	Budget	£ 2,086,998	
		Forecast	£ 2,086,998	
External funding to deliver strategic transport projects	Actual	£ 797,500		
	Target	£ 400,000		
	Benchmark	N/A		
Attendance at strategic transportation forum meetings	Actual	10		
	Target	10		
	Benchmark	N/A		
Oban Airport: Monthly % Pass Mark on Red Kite Fire Fighting Training System	Actual	94 %		
	Target	70 %		
	Benchmark	N/A		
No of passengers carried on Argyll and the Isles Air Services	Actual	3,261		
	Target	3,500		
	Benchmark	3,516		
Strategic Infrastructure Plan re Rural Deal Initiative	Status	Complete		
	Target			
Delivery of road safety education and training to schools	Actual	80		
	Target	80		
	Benchmark	N/A		

No of Capital Regeneration FBCs completed and approved	Actual	2	
	Target	2	
	Benchmark	N/A	
No of Capital Regeneration contract projects let	Actual	8	
	Target	8	
	Benchmark	N/A	
No of physical economic regeneration projects delivered	Actual	2	
	Target	2	
	Benchmark	N/A	
Support to key sectors - Film and Argyll kayak trail	Status	On track	
	Target	On track	
Support to partner heritage led regeneration projects	Status	On track	
	Target	On track	
Develop and deliver town/community wide development and action plans	Status	On track	
	Target	On track	

Economic Development & ST Scorecard 2016-17 FY 16/17	Click for full Scorecard
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ET03 Renewables ... developed ... for the benefit of communities		Links to Outcome SDA 6		
ET03 Renewables - Net	£	Budget	£ 30,000	
		Forecast	£ 30,000	
Renewables - Develop a community benefit framework	Status	Complete		
	Target	On track		
Revised REAP to be prepared during 2015/16	Status	Complete		
	Target	On track		

ET04 Harness the potential of the third sector ...		Links to Outcome SDA 6		
ET04 Third Sector - Net	£	Budget	£ 162,564	
		Forecast	£ 162,564	
Survey of third sector funding support	Actual	38		
	Target	30		
	Benchmark	N/A		
No of third sector asset transfers supported	Actual	3		
	Target	2		
	Benchmark	N/A		
No of services delivering in partnership with social enterprise	Actual	1		
	Target	1		
	Benchmark	N/A		

ARGYLL AND BUTE COUNCIL**ENVIRONMENT, DEVELOPMENT AND
INFRASTRUCTURE SERVICES
COMMITTEE****CUSTOMER SERVICES****7 DECEMBER 2017**

Draft Service Plans 2017-20 for 2018-19 budget

1.0 EXECUTIVE SUMMARY

1.1 The purpose of this report is to present to the Environment, Development and Infrastructure (EDI) Services Committee the Draft Service Plans 2017-20 for 2018-19 budget. The Draft Service Plans for 2017-20 support the delivery of the Corporate Plan.

1.2 The Strategic Management Team agreed at their meeting on 19th September 2016 to proceed with three-year service plans with a one-year budget. The Draft Service Plans attached cover the 2017-20 period. The budget for 2018-19 will be included once the budget settlement figure is known.

1.3 It is recommended that the EDI Services Committee review and endorse the attached Draft Service Plan for onward submission to the Policy and Resources Strategic Committee in February for the 2018-19 budget allocation.

ARGYLL AND BUTE COUNCIL

EDI SERVICES COMMITTEE

CUSTOMER SERVICES

7 DECEMBER 2017

Draft Service Plans 2017-20 for 2018-19 Budget

2.0 INTRODUCTION

2.1 The Strategic Management Team agreed at their meeting on 19th September 2016 to proceed with three-year service plans with a one-year budget. The Draft Service Plans attached cover the 2017-20 period for the 2018-19 budget. The budget for 2018-19 will be included once the budget settlement figure is known.

3.0 RECOMMENDATIONS

3.1 It is recommended that the EDI Services Committee note the attached Draft Service Plans 2017-20 for 2018-19 budget allocation.

4.0 DETAIL

4.1 The Strategic Management Team agreed at their meeting on 19th September 2016 to proceed with three-year service plans with a one-year budget, the Draft Service Plans attached cover the 2017-20 period. The budget for 2018-18 will be allocated once the budget settlement figure is known.

4.2 Work has been undertaken to improve the consistency, use of plain English and the appropriateness of the success measures in the service plans. Service Plans are 2-part with a strategic 'locked-down' top level and operational, flexible lower level. These changes support high-level scrutiny and strategic focus by Elected Members.

4.3 The Draft Service Plans 2017-20 include key Improvements that each service has identified it will work towards.

4.4 Operational Risks will be aligned to the Challenges set out in the Draft Service Plans as identified by Services. The service-led Challenges will provide a more robust and appropriate source for the operational risks.

4.6 The Draft Service Plans will clearly identify how different services are contributing to the same Business Outcome along with the allocated resources.

4.7 Two Business Outcomes focusing on Education – BO19 and BO20 -

have been combined to remove reference to Primary and Secondary. This is in line with the holistic approach taken throughout the education system from pre-school to leavers' destinations.

5.0 CONCLUSION

5.1 The Draft Service Plans 2017-20 for 2018-19 Budget are presented to support high-level scrutiny and strategic focus by Elected Members with a more consistent use of plain language throughout and aligned to the delivery of the Corporate Plan.

6.0 IMPLICATIONS

6.1 Policy - None

6.2 Financial - None

6.3 Legal - None

6.4 HR - None

6.5 Equalities - None

6.6 Risk - None

6.7 Customer Service – None

Executive Director of Customer Services

28 November 2017

For further information contact: Jane Fowler, Head of IHR.

APPENDICES

Appendix 1 Business Outcomes

Appendix 2 EDST and Roads & Amenity Draft Service Plans 2017-20 for 2018-19 Budget.

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Business Outcomes 2017-2020		
Corporate Outcome	BO Ref	Business Outcome
People live active, healthier and independent lives	BO01	The health of our people is protected through effective partnership working
	BO02	Lifelong participation in sport and physical activity are increased
	BO03	Prevention and support reduces homelessness
	BO04	Benefits are paid promptly and accurately
	BO05	Information and support are available for everyone
People live in safer and stronger communities	BO06	Quality culture, archives, libraries and museums are provided to promote wellbeing
	BO07	Our communities benefit from the development of renewables
	BO08	The third sector has increased capacity to support sustainable communities
	BO09	Our assets are safe, efficient and fit for purpose
	BO10	Quality of life is improved by managing risk
	BO11	There is no place for discrimination and inequality
	BO12	High standards of Public health and health protection are promoted
	BO13	Our built environment is safe and improved
	BO14	Our transport infrastructure is safe and fit for purpose
Young people have the best possible start	BO33	Information and support are available for our communities
	BO16	We wholly embrace our Corporate Parenting responsibilities
	BO17	The support needs of children and their families are met
Education, skills and training maximise opportunities for all	BO18	Improved lifestyle choices are enabled
	BO19	All children and young people are supported to realise their potential.
	BO20	No longer used – incorporated into BO19
	BO21	Our young people participate in post-16 learning, training or work
Our Economy is diverse and thriving	BO22	Adults are supported to realise their potential.
	BO23	Economic growth is supported
Our Infrastructure supports sustainable growth	BO24	Waste is disposed of sustainably
	BO25	Access to and enjoyment of the natural and built environments is improved
	BO26	People have a choice of suitable housing options
	BO15	Argyll and Bute is open for business
Enablers	BO27	Infrastructure and assets are fit for purpose
	BO28	Our processes and business procedures are efficient, cost effective and compliant
	BO29	Health and safety is managed effectively
	BO30	We engage with our customers, staff and partners
	BO31	We have a culture of continuous improvement
	BO32	Our workforce is supported to realise its potential

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The principal purpose of the Service is to:

To work in partnership to attract external investment that delivers key physical and digital infrastructure enhancements to grow our economy, to improve local skills, create and retain high quality jobs and build sustainable communities that will attract residents, businesses and visitors.

The Service employs 71 FTE

The Service faces the following significant challenges:

To ensure that the area's economic assets and our limited resources are allocated efficiently and effectively with regard to Argyll's economic development priorities, opportunities and growth ambitions.

Delivering a transformational Rural Growth Deal that recognises key strategic priorities and the scale of external investment required.

The result of the EU referendum has the potential to have far reaching implications for the Argyll economy given we are a net benefactor of EU funding, our need for free movement of labour and access to the single market.

Ensuring we have a sufficiently trained and skilled workforce to take advantage of our key economic opportunities.

A continued reduction in capital budgets that are necessary to attract external capital and revenue funding streams into Argyll & Bute.

To better communicate the many economic opportunities, successes and positive economic outcomes we have in Argyll & Bute.

To inspire, inform, connect and guide communities to realise their full economic potential.

The difference the Service makes:

The Service contributes to the following Business Outcomes:

Economic Development Success Measures

SM Code	Outcome success measures	Target	Timescale	Benchmark
BO15	Argyll and Bute is open for business			
ET15_01	Increase the number of air passengers carried at Oban airport.	5% uplift from 2017 baseline.	Quarterly FQ4 2018/19	Comparison with comparable rural HIAL airports.
ET15_02	Externally funded support sustains rural communities through the European Maritime and Fisheries Fund (EMFF).	£980k committed investment.	Quarterly FQ4 2018/19	Other FLAG areas.
ET15_03	Increase the percentage of social media followers by using all available channels to post success stories emanating from economic development, in its broadest sense, within Argyll and Bute.	20% across all channels measured by followers/likes, reach and engagement resulting from EDST postings.	Quarterly FQ4 2018/19	Not applicable.
ET15_04	Number of new business start-ups supported.	100 per annum	Quarterly FQ4 2018/19	Data provided as part of the Business Gateway National Unit reporting programme.
ET15_05	Number of existing businesses supported (comprises of workshop attendees and /or advisory support).	200 per annum.	Quarterly FQ4 2018/19	Data provided as part of the Business Gateway National Unit reporting programme.
ET15_06	12 month survival rate of new businesses.	77%	Quarterly FQ4 2018/19	Data provided as part of the Business Gateway National Quality Assurance monitoring Programme. Reports are issued via the National Unit.

SM Code	Outcome success measures	Target	Timescale	Benchmark
BO23	Economic growth is supported			
ET23_01	Argyll and Bute's tourism sector has access to a workforce of highly skilled customer service professionals.	12 workshops delivered by Business Gateway to contribute towards 25% of businesses with world host training accreditation	Quarterly FQ2 2018/19	VisitScotland Regions comparison.
ET23_02	Deliver the Local Growth Accelerator Programme to support our entrepreneurs.	100% of funds committed.	FQ3 2018/19	Scottish Government Structural Funds spend targets.
ET23_03	External funding supports sustainable rural economic growth and regeneration across Argyll and Bute through the Argyll and the Islands LEADER programme.	£4.86 million committed investment by March 2019.	Quarterly FQ4 2018/19	Other 20 LAG areas across Scotland.
BO27	Infrastructure and assets are fit for purpose			
ET27_01	Identification and prioritisation of the key actions and infrastructure investments considered necessary to sustain economic growth in Argyll and Bute.	To reach a negotiated agreement with the UK and Scottish Governments on a rural growth deal. Milestones: - Establish Rural Deal Steering Board - Agree Rural Growth Deal projects - Sign off Rural Growth Deal project document	FQ4 2018/19	N/A
ET27_02	To influence the coverage of 4G mobile phone technology across Argyll and Bute.	90% of geographical area.	Annual FQ4 2018/19	Digital Scotland data
ET27_03	To influence increase in the percentage of Argyll and Bute premises covered by the digital network.	90% coverage of Argyll and Bute premises.	Annual FQ4 2018/19	Digital Scotland data.

Economic Development and Strategic Transportation Service Improvements

	Improvement Action	Completion date	Source of improvement	Source detail
BO15	<p>Argyll and Bute is open for business</p> <p>To develop and implement a joint strategy for the communications, marketing and web teams.</p>	FQ1 2018/19	Public Service Improvement Framework or other self-assessment	<p>Feedback from studies indicate that there is a lack of awareness of where to find information on how to invest in Argyll and Bute and get access to common questions on job availability, access to housing, economic opportunities and quality of life issues. The creation of a dedicated web site to hold this information on a one stop site would greatly assist this and mirrors work that is done in other areas of the country facing similar population issues.</p>
BO27	<p>Infrastructure and assets are fit for purpose</p> <p>To create integrated project delivery teams on capital projects to ensure that the asset is fit for purpose and can be adopted by the relevant services. Develop Stage 3 Design and have internal sign-off prior to commencing Pre-Application Consultation Process in April 2018 and Planning Application in September 2018.</p>	FQ4 2018/19	Other	<p>In December 2016 the CHORD Programme Manager, at the behest of the SMT, came forward with proposals for a cross-Directorate/Service Project Team to deliver the Helensburgh Waterfront Development Project. Bringing together engineering, architectural, procurement, project management and property development professional from across the Council it will help ensure that the assets delivered meet the statutory and operational requirements of the various end users.</p>

BO09	Improvement Action	Completion date	Source of improvement	Source detail
Our assets are safe, efficient and fit for purpose	Completion of physical redevelopment of Hermitage Park including redesign of the park and the pavilion.	FQ3 2018/19	Other	Ground-up development instigated by the Friends of Hermitage Park in partnership with Argyll and Bute Council. Heritage-led regeneration project funded in the main by HLF and includes both capital and revenue funding.
	Complete the Queens Hall Refurbishment and Public Realm Improvements Project.	FQ1 2018/2019	Other	CHORD Programme - Dunoon Waterfront Development, which included the refurbishment of the Wooden Pier (works completed FY15/16) and the refurbishment of the Queens Hall.

BO30	Improvement Action	Completion date	Source of improvement	Source detail
We engage with our customers, staff and partners	Creation of monthly updates on capital projects to local communities.	Ongoing	Other	Feedback from the communities affected by the delivery of the capital regeneration projects is that they would benefit from having more up to date and regular updates on project delivery, especially when the projects move to the implementation phase. On the Dunoon Queens Hall project a monthly newsletter has been produced from the beginning of the construction works and which is made available by: being published on the A&BC Internet Page; Copies placed in the Public Library; and copies delivered to residential and businesses premises in the immediate area of the works. This approach will be rolled out across all subsequent projects.

ARGYLL AND BUTE COUNCIL**ENVIRONMENT, DEVELOPMENT AND
INFRASTRUCTURE COMMITTEE****DEVELOPMENT AND
INFRASTRUCTURE SERVICES****7 DECEMBER 2017**

ANNUAL STATUS AND OPTIONS REPORT

1.0 EXECUTIVE SUMMARY

- 1.1 The Annual Options and Status Report (ASOR) presents a summary of the Council's road assets as at April 2017. It provides information, based upon current available data, on the condition of the asset and future options which can be considered in terms of investment. The report sets out the current road and associated infrastructure condition and forecasts future condition based on different levels of investment.
- 1.2 The ASOR demonstrates that the investment in the Roads Reconstruction Programme over the last five years has provide an improvement to the overall Road Condition Index (RCI). Whilst the condition has only improved by a few percentage points, without the recent investment the road condition would have continued to deteriorate which would have resulted in a road network being in an extremely poor condition. The programme of resurfacing, edge strengthening and surface dressing has ensured that the available money has been invested wisely and has had a positive impact on the overall road network. However, the reduction in available budget in 2016/17 and 2017/18 has resulted in a corresponding reduction in works carried out on the ground. The condition surveys carried out nationally have a lag of 2 – 4 years (due to not all of the network being surveyed in one year). Currently Argyll and Bute's condition survey is indicating a greater percentage in the 'red' and this position is anticipated to worsen with the reduction in available investment.
- 1.3 The ASOR links into the Service Asset Management Plan (SAMP) which forms part of the overall Capital budget decision making process. The ASOR is a useful tool in assisting Members make strategic decisions regarding investment of limited Capital resources.
- 1.4 It is recommended that the Environment, Development and Infrastructure Committee
- 1.4.1 Endorses the Annual Status and Options Report and the positive analytical feedback it provides with regard to the improvement to the Council's Road Condition Index as a result of the ongoing investment in roads reconstruction works.
- 1.4.2 Note that the Annual Status and Options Report informs key elements of the Development and Infrastructure Asset Management Plan that in turn informs the budget setting process.

ANNUAL STATUS AND OPTIONS REPORT

2.0 INTRODUCTION

- 2.1 This report introduces the Annual Status and Options Report which makes an analytical assessment of the condition of the Council's road network and associated infrastructure as well as setting out projected conditions based on varying levels of investment.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Environment, Development and Infrastructure Committee:
- 3.1.1 Endorses the Annual Status and Options Report and the positive analytical feedback it provides with regard to the improvement to the Council's Road Condition Index as a result of the ongoing investment in roads reconstruction works.
- 3.1.2 Note that the Annual Status and Options Report informs key elements of the Development and Infrastructure Asset Management Plan that in turn informs the budget setting process.

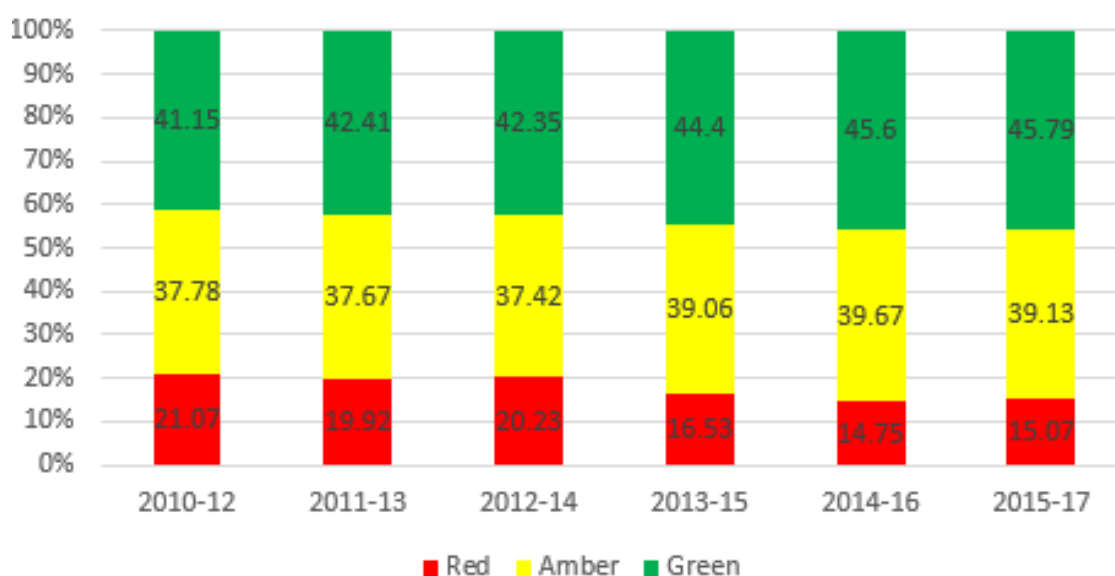
4.0 DETAILS

- 4.1 Following the decision by Council in February 2012 to approve a £21m investment programme for roads reconstruction over three years 2012-15 plus further additional capital funding. This recent capital reconstruction programme has delivered a welcome improvement to the road network in terms of the Road Condition Index (RCI) from an initial 57.6% to current 54.4%. This level of investment, at just above the estimated steady state figure has halted the deterioration of the surfacing, began to improve network condition and is a contributory factor in reducing the number of CAT 1 & 2 defects. The latest RCI survey results clearly reflect the positive impact the investment has made whilst contributing to achieving the corporate goals and objectives.
- 4.2 The reduction in available budget in 2016/17 and 2017/18 has resulted in a corresponding reduction in works carried out on the ground. The condition surveys

carried out nationally have a lag of 2 – 4 years (due to not all of the network being surveyed in one year). Currently Argyll and Bute’s condition survey is indicating a greater percentage in the ‘red’ and this position is anticipated to worsen with the reduction in available investment reduction in available investment.

- 4.3 The 2017-18 road reconstruction budget has been prioritised towards the use of cost effective treatments such as surface dressing to maximise network coverage. These treatments will target areas in the earlier stages of deterioration and help seal cracks and prevent water ingress (main cause of deterioration) so as to protect previous investment and to extend pavement life until such times as more robust treatments can be afforded.

Road Condition Index Survey results 2010-2017



- 4.4 The table above details the positive improvement in the Road Condition Index (RCI) following the significant capital investment. Without this investment, we would have had significant deterioration occur with the RCI having fallen significantly.

- 4.5 The RCI survey data is utilised along with other relevant available data such as SCRIM (sideway-force coefficient routine investigation machine), Accident Statistics, Road Hierarchy, Inspection data and local engineering judgement to develop an initial list of suitable schemes for inclusion in the road reconstruction programme. The WDM pavement management system interrogates all the available data to identify and rank potential schemes. Once a draft list is compiled further analysis is carried out by local staff to establish scheme costs, treatment options etc: this is then matched to available funding. The selection process is under regular review and has been steadily improved over time.

- 4.6 The ASOR is a report that forms part of a suite of documents that are recommended by SCOTS for local authorities use. The documents have been developed in collaboration with all Scottish and Welsh authorities and aim to improve processes

and continue the development and implementation of the wider use of recognised asset management techniques. When authorities have fully developed the use of these documents they will enable better value for money to be delivered and prudent stewardship of the road asset to be demonstrated.

- 4.7 SCOTS have focused on carriageway condition including backlog value and steady state figures due to carriageways being the single most valuable Council asset. To date, similar detailed figures are not available for footways, bridges or lighting.
- 4.8 The ASOR is also a tool that elected members can use to help set priorities for investing the limited resources available to the Council.

5.0 CONCLUSION

- 5.1 This ASOR report has been developed in line with the SCOTS Asset Management Project and provides a useful resource that is aimed at providing relevant decision makers with information that will allow more informed choices to be made in respect of future investment options.

6.0 IMPLICATIONS

- | | | |
|-----|-------------------|---|
| 6.1 | Policy | None known |
| 6.2 | Financial | Current investment levels do not support the delivery of a sustainable road network maintenance regime. |
| 6.3 | Legal | None known |
| 6.4 | HR | None known |
| 6.5 | Equalities | None known |
| 6.6 | Risk | Road network condition will deteriorate |
| 6.7 | Customer Services | None known |

Executive Director of Development and Infrastructure Pippa Milne

Policy Lead Councillor Roddy McCuish

Head of Roads & Amenity Services Jim Smith

November 2017

For further information contact: Lyndis Davidson, Network and Standards
Manager, Tel: 01546 604396

APPENDICES

Appendix 1 – 2017/18 – Annual Status and Options Report (ASOR)

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DEVELOPMENT AND INFRASTRUCTURE SERVICES

ANNUAL STATUS AND OPTIONS REPORT 2017

Author

Owner

Date

Version

Traffic and Development Manager

Head of Roads & Amenity Services

January 2017

2.2

Executive Summary

Introduction

- The Annual Status and Options Report is a product of our Roads Asset Management plan which records the level of service the Council is aiming to achieve and provides a means of identifying and prioritising the overall funding needs of our road assets.
- The Report presents a summary of the Council's roads assets as of April 2017. It details the current condition of the asset, future investment options and the impact of these options.
- Asset groups considered are; Carriageways, Footways, Street Lighting, Bridges and Structures. Inventory collection and condition assessments provide detail on the extent of the area's roads infrastructure and the impact recent investments have had on its condition.
- Roads infrastructure deterioration can be slow and often goes unnoticed, meaning that the impact of investment cannot be assessed in the short term. The investment options presented consider the projected impact over a 20 year period. This allows decisions to be taken with an understanding of medium and long term implications.
- The financial tools used to develop forecasts consider the existing condition of our infrastructure and scope the remedial costs of network improvement. It should be noted that no allowance has been made for construction inflation; forecasts are based upon today's prices.

Current Status and Key Issues

Carriageway

- 2310 km of carriageway.

The Road Condition Index (RCI) has improved slowly since 2010 as a result of several years of increased capital investment. Reduced investment in the last 2 years has seen this improvement slow, however we have maintained a steady RCI with effective use of treatments which are aimed at halting deterioration at an early stage in the lifecycle of the road.

Deterioration of the roads network is compounded by increased levels of heavy traffic and a relatively high level of utility excavations. The RCI (Road Condition Index) survey results indicates that 54.2% of the carriageway network should be considered for treatment.

The steady state requirement of £10.1 million per year is unlikely to be met in the next few years. There is a high risk that the improvement we have seen in the RCI will not be sustainable in the long term. The steady state and backlog figures have been produced nationally. There are currently no similar figures available for footways, bridges and lighting

Footway

- 529 km of footway

A significant percentage of our footways are considered to be in poor condition and 55.7% of the footway network should be considered for treatments. A new and enhanced inspection regime for footways is now in place and this will more readily identify areas requiring improvement.

An industry standard full footway condition survey is being considered for 2017/18 and additional capital investment of £500k has been allocated for footway schemes that will be completed 2017/18.

Street Lighting

- There are 13, 506 street lighting columns and 14,447 luminaires across Argyll and Bute. 35% of these columns have exceeded their expected service life.

Electricity costs will continue to rise over the coming years however the council have embarked on an LED street lighting replacement project changing all existing lanterns to new energy efficient LED lighting with a completion date of the end of March 2018, thus leading to lower energy costs and a reduction in our carbon foot print.

Some of the savings from the LED project will contribute to a column replacement programme.

Structures

- 889 Bridges and 1643 retaining walls.

18 of our bridges have temporary weight restrictions in place as a measure to reduce loadings and protect these structures.

Currently the budget for 2017/18 financial year is £69k with limited budget available for future years given the overall budget forecast.

We have seen an increase in the number of emergency works required on bridges in the past year. This is a consequence of a number of factors including larger heavier vehicles using road network and bridges, the age of many of the structures and the limited budget available for planned maintenance and/or replacement of these structures.

Summary

The Carriageway, Footway, Lighting and Structures assets are currently in a safe and serviceable condition. Maintenance options and steady state requirements indicate that the current investment in the network is insufficient to maintain standards indefinitely.

With reducing budgets and resources we continue to invest as effectively as possible to reduce immediate deterioration and make use of every available funding opportunity.

The roads network is a key asset for Argyll and Bute and is critical to supporting economic development. Every effort should be made to safeguard its future .

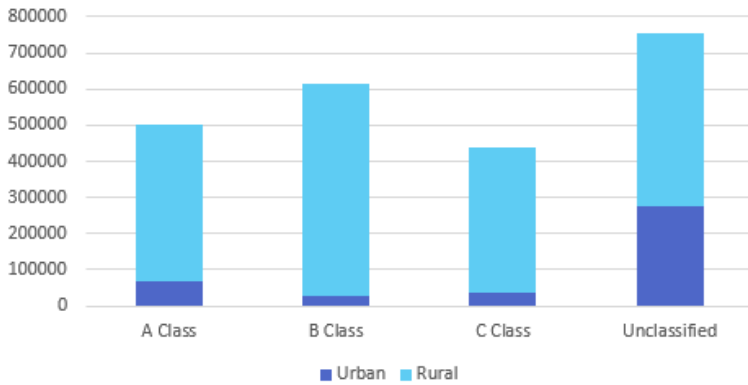
STATUS AND OPTIONS REPORT 2017

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1.0 CARRIAGEWAYS

Network Length, Class and Type

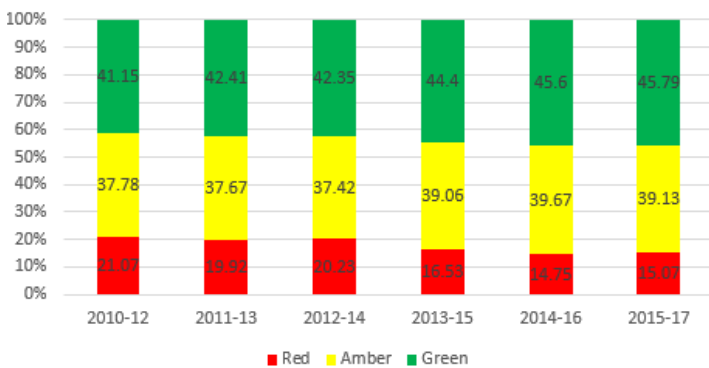


Road Length

A Class Roads	502km
B Class Roads	614km
C Class Roads	435km
Unclassified Roads	2,304km

The table above shows that nearly one third of our network is made up of unclassified roads (U Class). Most of the carriageway is rural with over 80% of the network in rural areas.

Road Condition Index Survey results 2010-2017

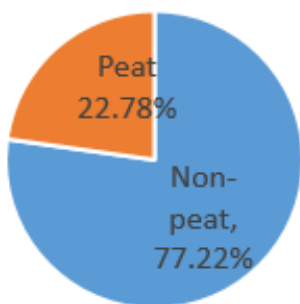


Road Condition

Road condition is measured by the Scottish Road Maintenance Condition Survey (SRMCS) that assess parameters such as surface texture and cracking, smoothness and rutting. This provides an indication of the residual life of the road structure.

The results show in the last year the percentage of roads assessed as red has increased from 14.75% to 15.07% however, in the same period the percentage of green has increased from 45.6% to 45.79%. This shows improvement and provides confirmation on the effective delivery of the roads reconstruction programme.

Roads on Peat



Road Construction

23% of our roads are constructed on peat. These incur greater construction and maintenance costs and may require restrictions on the weight of vehicles using the road.

New and innovative approaches in road maintenance techniques are being considered in these settings. Techniques such as recycling existing materials with the addition of some new stone and bitumen having been successfully carried out in a number of locations. This saves transport costs and also reduces the environmental impact of repairing roads by reducing the amount of new material required.

The table to the left taken from the Asset Valuation return 2016/17 indicates a total Gross Replacement cost of £2,034m for our carriageway asset.

Asset Type	Gross Replacement Cost £'000	Depreciated Replacement Cost £'000	Annualised Depreciation Charge £'000
Carriageway	£2,034,113	£1,699,806	£28,105

1.1 CARRIAGEWAY INVESTMENT OPTIONS

OPTION 1 - £5M

An annual investment of £5m would lead to no improvement on overall RCI with 53% of our roads requiring attention after 20 years and a significant increase in the percentage of roads in the red category. The volume of reactive temporary repairs would steadily rise year on year as would public liability claims. Customer satisfaction levels can be expected to steadily decrease.

OPTION 2 - £8M

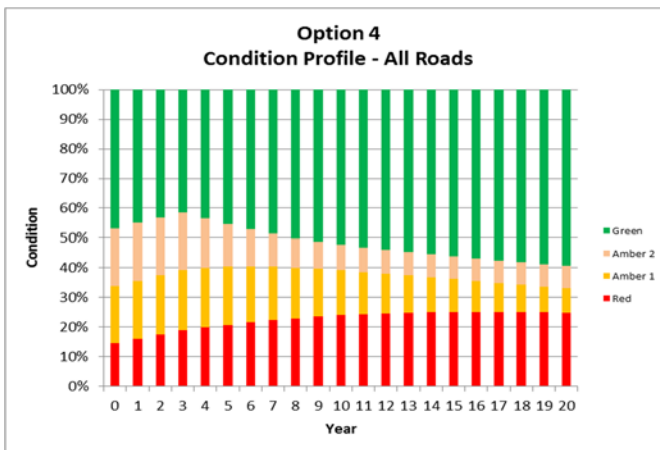
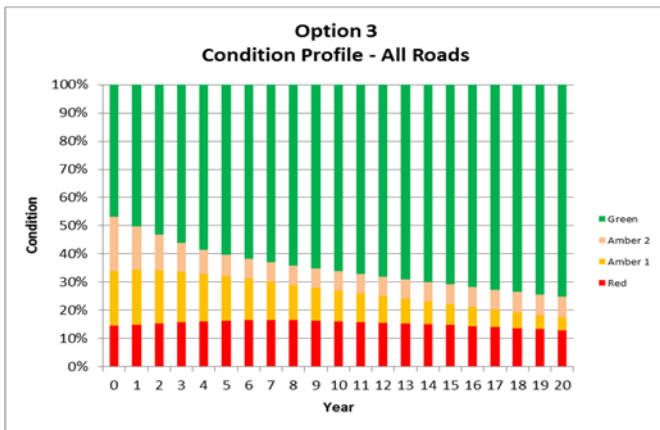
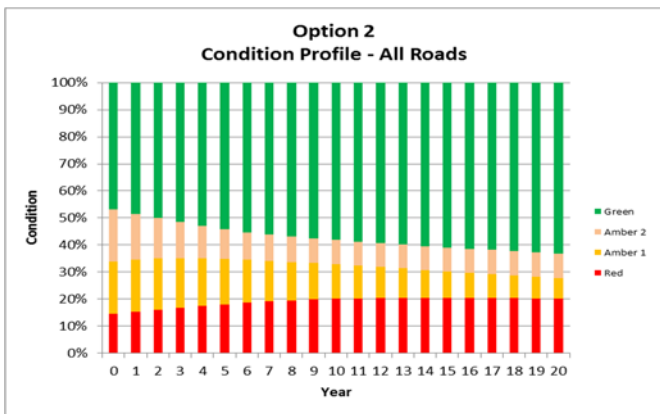
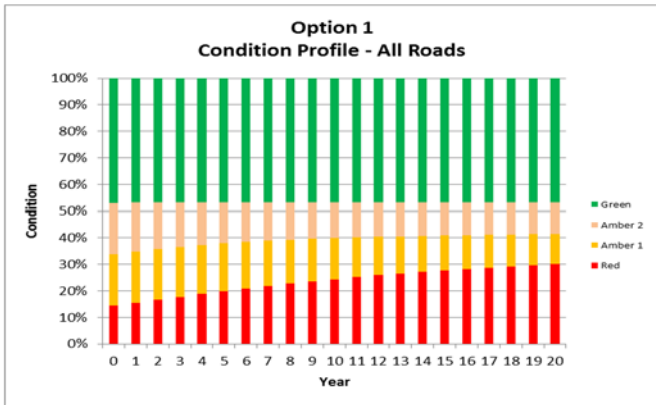
An annual investment of £8m would lead to slight improvement with 37% of our roads requiring attention after 20 years, however the percentage of roads categorised as red would increase slightly. The volume of reactive temporary repairs should decrease apart from on the roads of poorest condition. Customer satisfaction levels could improve as more roads would be categorised as green.

OPTION 3 - £11M

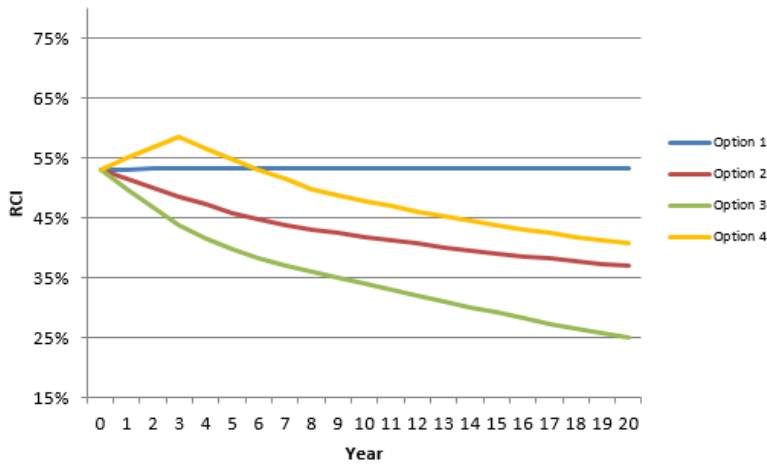
An annual investment of £11m would lead to a significant improvement with only 23% of our roads requiring attention after 20 years. The volume of reactive temporary repairs would reduce as would public liability claims. Customer satisfaction levels would also improve significantly.

OPTION 4 - £1.5M for 3 years then £8M

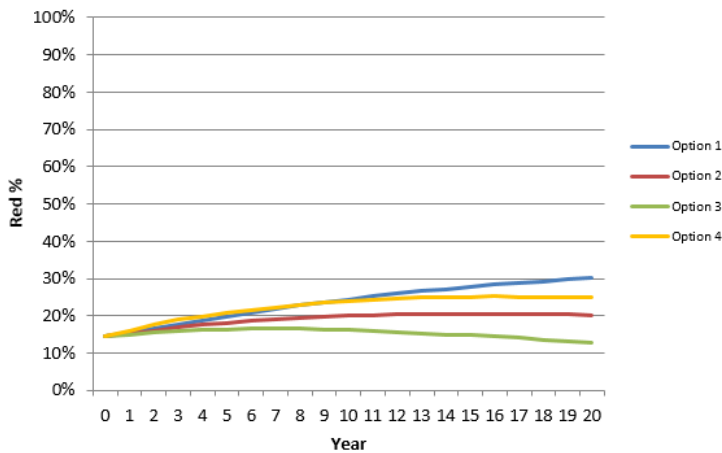
An annual investment of £1.5m for the next 3 years followed by £8million for the next 17 years would lead to a significant deterioration initially for the first 3 years with 58% of our roads requiring attention decreasing to 41% requiring attention after the 20 years. For the first 3 years reactive temporary repairs would increase but then start to decrease as would the public liability claims.



**All Options
RCI - All Roads**



**Type 1 Options
Red % - All Roads**



The following table shows a summary of the results of each option, green indicates an improving situation:

	Option 1	Option 2	Option 3	Option 4
Overall RCI	Steady State 55%	Significant Improvement (37%)	Significant Improvement (23%)	Slight improvement (41%)
% Green	The same (45%)	Improved (63%)	Significantly improved (74%)	Improved (59%)
% Red	Significant deterioration (30%)	Some Deterioration (20%)	Slight improvement (12%)	Deterioration (24%)
Reactive Maintenance	Increased maintenance requirements	less maintenance requirements	less maintenance requirements	Initially increased maintenance requirements-less longer term

Maintenance Backlog - £101 million

The Scottish Road Maintenance Condition Survey (SRMCS) is used to annual to determine a Road Condition Indicator (RCI) value for each local authority road network. From these results SCOTS calculate the Maintenance Backlog for each authority every second year. The Maintenance Backlog is the cost of achieving in one year a network free from any sections in an amber or red condition using the latest survey date.

The Maintenance Backlog calculated in 2017 for Argyll and Bute is £101 million (Data source—SCOTS backlog Modelling Report March 2017). This figure has reduced from previous years following research having been carried out resulting in adjustments at a national level to financial assumptions and the rates applied for repair works. These changes apply to all councils in Scotland. However, whilst this figure has reduced there is still a very significant backlog of over £100 million to bring our roads up to an ideal standard.

Steady State - £10.1 million

This is the amount of investment required to maintain our roads to a steady state.

1.2 ROAD CONDITION

RCI Projections

This diagram shows the effect of the different investment options over a 20 year period i.e. the total percentage of roads requiring attention (the lower the % the better condition the road—small number is good).

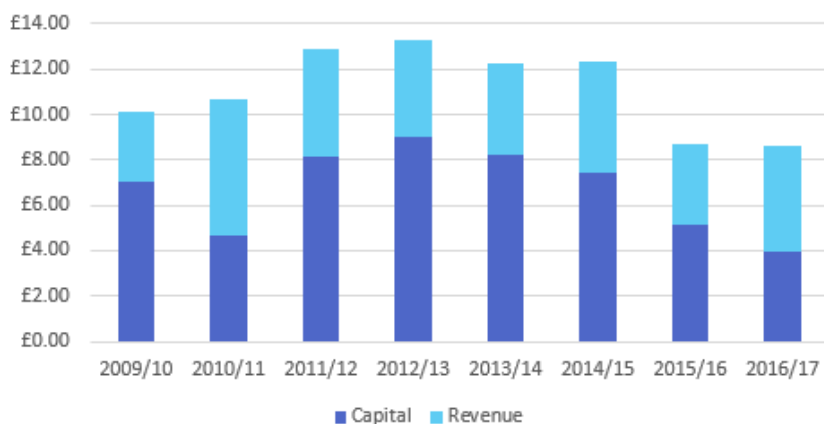
Option 3 shows the greatest improvement. Options 2 and 4 also show improvement however it should be noted that in all options apart from Option 3 the red category roads increase - this is shown in the second graph.

Option 4 shows an initial worsening in condition due to reduced budget with an improving picture as budgets are predicted to increase in future years.

An increase in roads in the red category will lead to an increase in maintenance requirements for those roads.

This diagram demonstrates the effect the different investment options would have on the red condition roads. Over 20 years, Option 3 reduces the red condition roads significantly to only 12% of our network.

Historical Investment



1.3 CARRIAGEWAY INVESTMENT & HIERARCHY

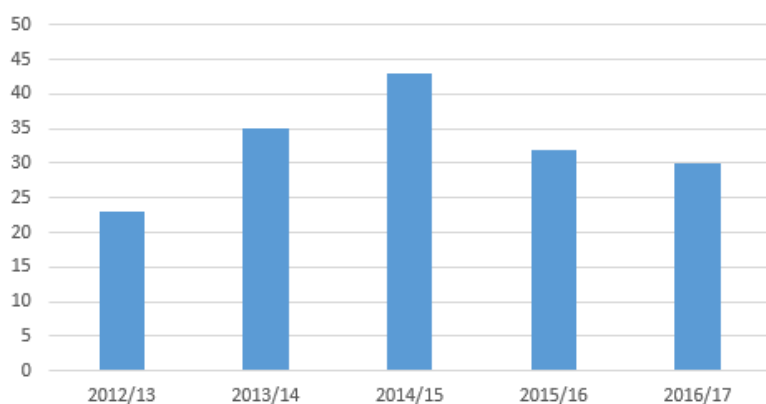
Historical Investment

This diagram shows the carriageway spend (in £ Millions) for capital and revenue works over the last 8 years.

Insurance Claims

Following an increase of claims against the council in years 2012 to 2015 there is now evidence of a decrease in the number of claims relating to roads faults. An enhanced carriageway inspection regime may have played a part in ensuring that early identification and intervention sees us dealing with faults prior to them becoming issues for road users. The enhanced inspection regime is the result of collaborative work of a number of councils. The claims graph is referring to £thousands in claim value.

Carriageway Claims



Carriageway Category	Hierarchy Description	Type of Road	Description
1	Motorway	N/A	N/A
2	Strategic Route	Principal A Roads	Routes for fast moving long distance with little pedestrian traffic. Speed limits generally excess of 40mph
3a	Main Distributor	Major Urban Network and Inter Primary Links	Routes between strategic routes and linking urban centres to the strategic network
3b	Secondary Distributor	Classified Roads (B & C Class)	In rural areas these roads link the strategic and main distributor network.30 mph speed limits and high pedestrian activity
4a	Link Road	Roads linking the Main and Secondary Distributor	In rural areas these roads link the smaller villages to distributor roads
4b	Local Access Road	Roads serving limited numbers of properties carrying only access traffic	They are often single lane and unsuitable for HGV

Feature	Description	Category	Inspection Frequency
Roads	Strategic Routes	2	Up to 12 pa (Min 10)
	Main Distributor	3(a)	Up to 12 pa (Min 10)
	Secondary Distributor	3(b)	Up to 12 pa (Min 10)
	Link Road	4(a)	4 pa
	Local Access Routes	4(b)	Annually
	All other locations (car parks)		Annually

Carriageway Hierarchy and Frequency of Inspections

The tables here refer to our inspection regime and the frequency of inspection. A roads position or hierarchy category will determine how often the road is inspected. We have no category 1 roads (motorways).

1.4 ROAD DETERIORATION



In Argyll and Bute the road network covers a large area – 2321km to be specific. It is used daily by the majority of our residents and businesses and is fundamental to social, economic and the environmental wellbeing of our community. Maintaining roads is vital for our road users ensuring safe travel and network availability.

This picture shows an A class road with a recently increased volume of traffic where timber extraction operations timber and fish farms activities have taken their toll. It's the main route to Portavadie Marina - a major tourist attraction in the Cowal area and also provides access to Portavadie / Tarbert Ferry route.



The condition of the road is a concern especially in the event of severe winter weather. Water ingress can lead to a freeze thaw cycle. And further deterioration. The crazing of this bituminous road surface is very apparent in the picture. This is typical of many roads across Argyll and Bute.



Footway—adjacent to the carriageway



Footpath—remote from the carriageway

2.0 FOOTWAY STATUS

Footway Length

Total Footway Length 512km

Total Footpath Length 9.19km

Footway Condition

Footway Condition

44 % of the overall footway network is currently maintained at a satisfactory condition.

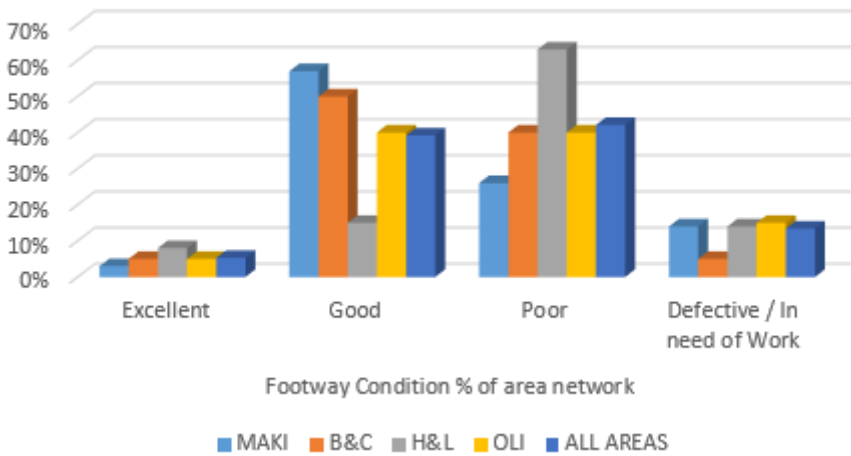
Excellent Condition 5.3%

Good Condition 39.2

Poor condition 42.1

Defective/

In need of work 13.4%

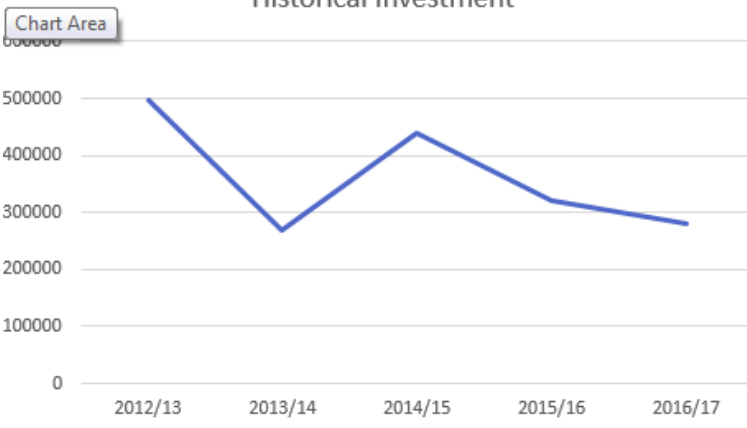


Historical Investment

FOOTWAY INVESTMENT

Last year (2016/17) £280,416 was spent on planned maintenance for footways.

Industry standard condition footway surveys are planned for this year (2017/18) and £500,000 footway capital investment program will deliver improvements in 17/18.



Footway Hierarchy	Gross Replacement Cost	Depreciated Replacement Cost	Annualised Depreciation Cost
Higher Amenity	£9,291,189	£7,887,272	£59,920
Other Footways	£79,656,973	£58,868,576	£785,654
Total	£88,948,162	£66,755,848	£845,573

Table to the left taken from the Asset Valuation return 2016/17 indicates a total Gross Replacement cost £88,948,162 for our footway asset.

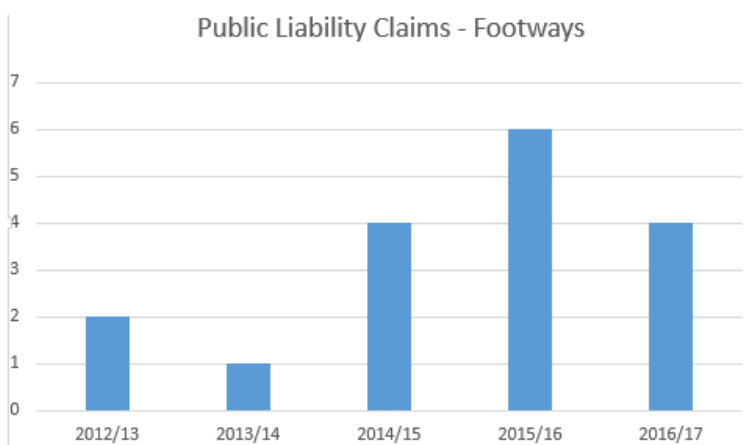
Footway Hierarchy

Category	Category Name	Description
1 (a)	Prestige Walking Zones	Very busy areas of town centre with high public space
1	Primary Walking Routes	Busy urban shopping and main pedestrian routes
2	Secondary Walking Routes	Medium usage routes through local areas feeding into primary routes
3	Link Footways/Footpaths	Linking local access footways through urban areas and busy rural footways
4	Local Access Footways/ Footpaths	Footways associated with low usage

Feature	Description	Category	Frequency
Footways	Prestige Walking Zones	1 (a)	Up to 12 pa (Min 10)
	Primary Walking Routes	1	Up to 12 pa (Min 10)
	Secondary Walking Routes	2	4 pa
	Link Footway	3	2 pa
	Local Access Footways		Annually

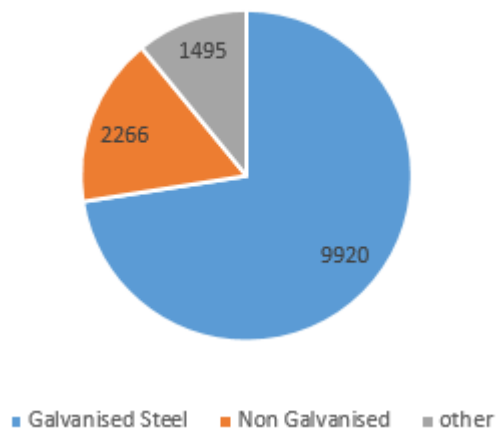
Footway Hierarchy and Frequency of Inspections

The tables here refer to our inspection regime and the frequency of inspection. The footway hierarchy determines how often the footway is inspected.



There has been a significant drop in the number of successful insurance claims during 2016/17 in comparison with statistics for the year 2015/16. The introduction of a new and enhanced footway inspection regime is expected to see further reduction in the number of successful 3rd party claims.

Number of Street Lights by Material Type



3.0 STREETLIGHTING STATUS

Lighting Columns	13681
Cable Length	4520 km

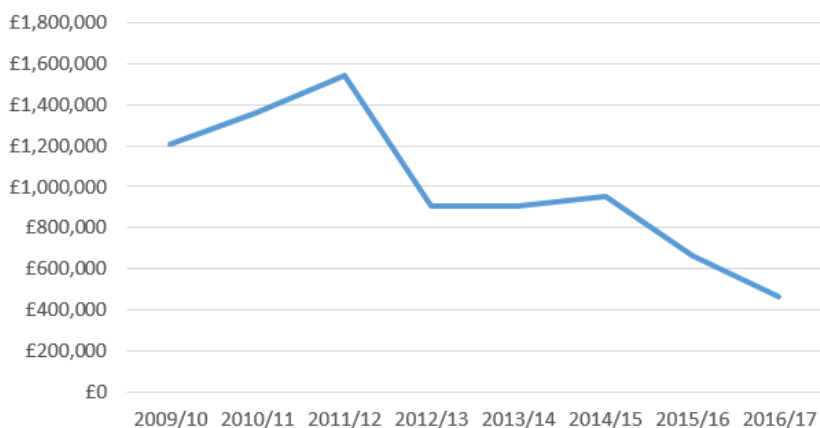
Condition

Over 35% of our lighting columns have exceeded their service life. As the LED replacement progresses the condition of each column is recorded and from this information a column replacement programme of works will be developed. At the end of the LED replacement, when a full column condition survey has been completed a replacement programme will follow based on a prioritised approach.

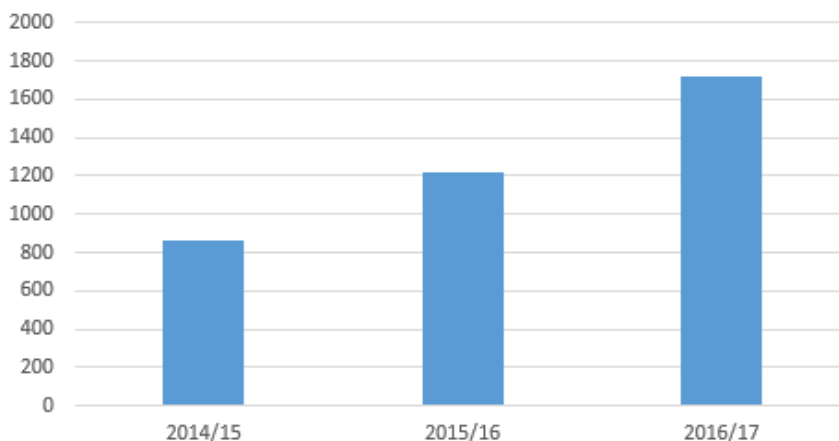
Historical investment in lighting is shown in the graph to the left.

Lower investment in previous years has impacted on reactive maintenance costs and has attributed to more columns exceeding their expected service life. Further work needs to be undertaken to understand the relationship between street lighting asset (column) age/condition and corresponding reactive maintenance costs.

Street Lighting Historical Investment



Number of calls/contact from public



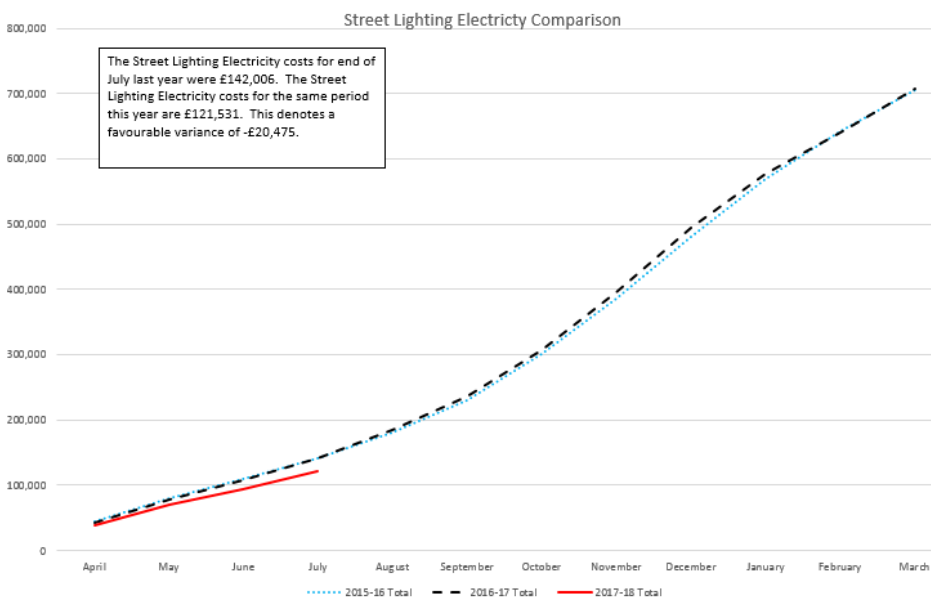
Customer Satisfaction

There has been a significant rise in customer enquiries last year. This is caused in part by the reducing investment over the last few years. Completion of the LED replacement program across the Council's network should see this number decrease in future years. LEDs have a longer life than conventional luminaires reducing dark lamps and the need for routine maintenance is expected to reduce accordingly.



3.1 LED PROJECT

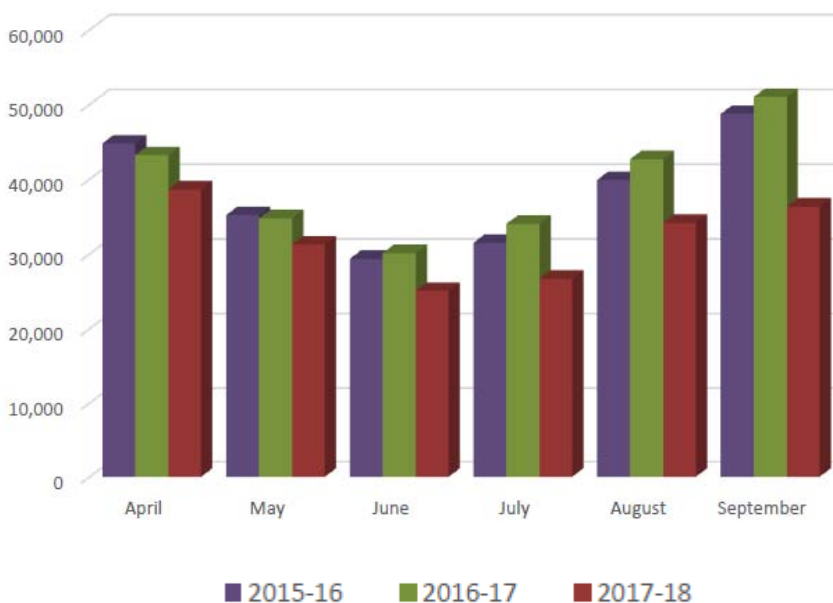
A programme to replace old SOX and SON lighting with new energy efficient (LED) luminaires has commenced and all of the council's lighting network should be converted to LED by April/May 2018.



Already the difference in the electricity costs are recognised and we will continue to make savings as the project progresses. LED's are more resilient, use less energy and have a longer lifecycle.

Some of the savings generated through the LED project will fund column replacements and electrical upgrade projects for our street lighting network.

Street Lighting Month by Month Comparison



The graph to the left shows the electricity costs from 2015 to date. Since the LED project started in 2017 a clear reduction in costs can be seen and this will grow as the project progresses.

4.0 STRUCTURES STATUS

Assets

- 1,229 Bridges and Structures
- 1643 Retaining Walls
- 329 Culverts
- 2 Unusual Structures

Condition

Our bridges and structures are inspected and assessed to comply with the Management of Highway Structures Code of Practice.

27 council owned and maintained bridges as well as 4 privately owned bridges failed assessment under European Standards.

The average BCI value is 88.45

The latest Bridge Stock Condition index (overall condition) indicates the condition is falling slowly indicating stock is deteriorating.

The inspection regime applied to the structures stock for 2016/17 as illustrated here.

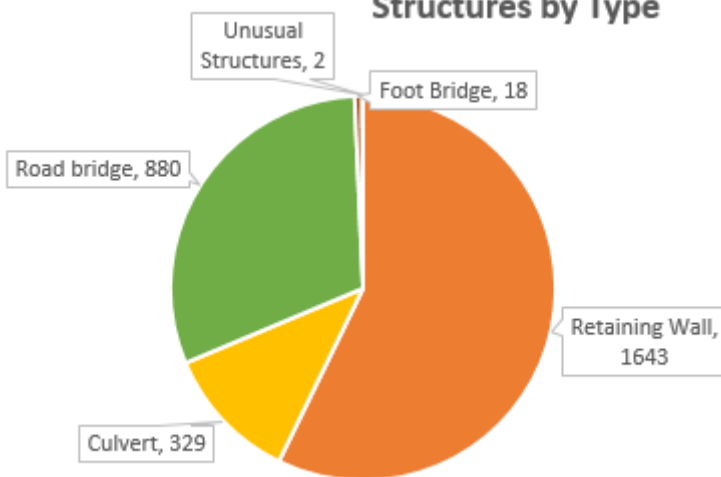
Weight Restrictions

The number of weight restricted bridges and retaining walls has been managed by a program of strengthening and replacement works and the established inspection regime.

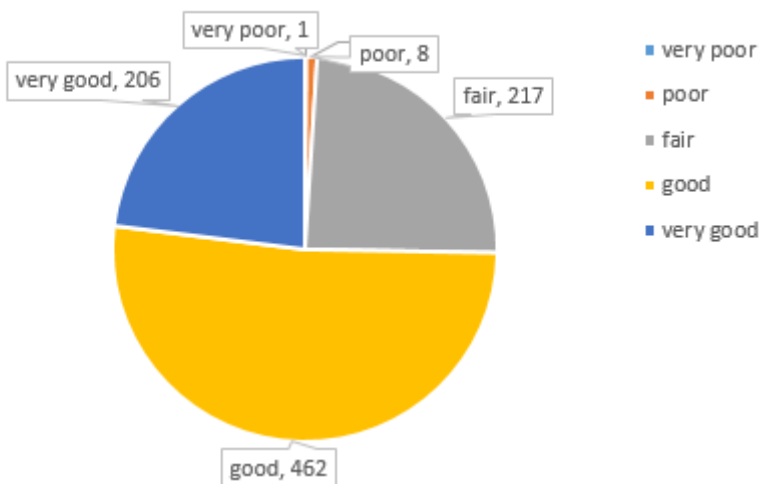
Currently Knock Bridge, Mull has no weight restriction but the road itself has a 33 tonne restriction on it due to the condition of the road as opposed to problems with the strength of the bridge.

Gross Replacement Costs £528,566,009

Structures by Type



BSCI Condition



INSPECTIONS	Number
General inspections scheduled to be undertaken	889
General inspections undertaken on time	881
Frequency of general Inspections (in Years)	2

Structure Type	Gross Replacement Costs
Road Bridges	£112,975,464
Foot Bridges	£3,226,501
Unusual Structures	£2,289,856
Retaining Walls	£406,113,311
Culverts	£3,963,877

ADDITIONAL PROJECTS

STTS Co—Funding Schemes

The Strategic Timber Transport Group were awarded a significantly increased award this year some of which will be used to develop projects throughout the year, working with Argyll and Bute Council to identify timber haulage routes in need of maintenance or repair. The STTG was introduced in 2005 to facilitate the sustainable transport of timber in the rural areas of Scotland for the benefit of local communities and the environment. In previous years STTG have co-financed a number of works in Argyll and Bute including major improvements, road widening and passing place improvements on the B836 and the B828 Glenmhor. Argyll and Bute Council are one of the beneficiaries of the STTG’s co-funding support and £554k will be made available for four public road projects during 2017/18.



SUSTRANS—Hermitage Park Path and Cycle Network Project

Argyll and Bute Council are creating a path and cycle network through Helensburgh's Hermitage Park in partnership with the local community. This will significantly improve and encourage cycling and walking access and develop a convenient and attractive travel link through the park to local amenities. The project will include the complete overhaul of the main path network that directly connects the four main entry and exit points, which are located at the north, south, east and west points of the park. It will provide key links to a broader network of paths and cycle-ways in the area, including the John Muir Way and cycle path along Sinclair Street, which links to Regional Cycle Route 40 and in turn to NCR 7. Provision of a combined path and cycleway through the park will improve opportunities and encourage residents, be they commuters, school pupils or visitors to Helensburgh.



Annual Status and Options Report - Summary

The Carriageway, Footway, Lighting and Structures assets are currently in a safe and serviceable condition. Maintenance options and steady state requirements indicate that the current investment in the network is insufficient to maintain standards indefinitely.

With reducing budgets and resources we continue to invest as effectively as possible to reduce immediate deterioration and make use of every available funding opportunity.

The roads network is a key asset for Argyll and Bute and is critical to supporting economic development. Every effort should be made to safeguard its future .

ARGYLL AND BUTE COUNCIL**ENVIRONMENT, DEVELOPMENT AND
INFRASTRUCTURE COMMITTEE****DEVELOPMENT & INFRASTRUCTURE
SERVICES****7th December 2017**

UPDATE ON IMPLEMENTATION OF THE PAVEMENT CAFÉ LICENCE POLICY

1.0 EXECUTIVE SUMMARY

- 1.1 This report provides an update on the implementation of the Pavement Café Licence Policy, and recommends a way forward for 2017-18.
- 1.2 Pavement Cafes in Argyll and Bute have increased in number over the last few years, in particular in towns that have benefited from public realm improvements. The Council wish to encourage businesses to participate in alfresco café culture, as long as the public space is safely maintained.
- 1.3 In August 2015 the Policy and Resources Committee approved the Pavement Café Licence Policy, which included the requirement for each business operating a pavement café to hold a Pavement Café Licence. In 2015 and again in 2016 the fee for this licence was waived in an attempt to encourage businesses to apply for the licence. To date only 3 cafes have obtained pavement café licences.
- 1.4 The licensing scheme was established to balance the desire to encourage café culture with the need to ensure safety and avoid nuisance. No reports or complaints have been received regarding outdoor seating areas since the policy has been established and a move away from a licensing regime to a more cost effective model of enforcement is considered to offer better value.
- 1.5 The Pavement Café Policy will be replaced with Pavement Café Guidelines, to be issued to each business operating a pavement café.
- 1.6 Enforcement will be on a reactive basis only to ensure that we comply with legislative requirements and maintain a safe and usable public space. This will provide a best value solution for both businesses and the Council.

1.7 RECOMMENDATIONS

Members are asked to:

- a) Approve the replacement of the existing Pavement Café Policy with Pavement Café Guidelines.
- b) Note that the need to obtain an alcohol license is still required where

- applicable for outdoor seating areas.
- c) Agree to amend the guidelines as detailed in paragraph 4.13
- d) Approve enforcement of the Pavement Café Guidelines on a reactive basis where there is a risk to safety.

ARGYLL AND BUTE COUNCIL

ENVIRONMENT, DEVELOPMENT AND
INFRASTRUCTURE COMMITTEE

DEVELOPMENT & INFRASTRUCTURE
SERVICES

7th December 2017

UPDATE ON IMPLEMENTATION OF THE PAVEMENT CAFÉ LICENCE POLICY

2.0 INTRODUCTION

2.1 Pavement Cafes in Argyll and Bute have increased in number in recent years following the introduction of the pavement café policy. Council investment in public realm improvements in a number of towns has provided additional opportunities for businesses to establish outdoor seating. The Council wish to encourage businesses to participate in alfresco café culture, as long as the public space is safely maintained.

3.0 RECOMMENDATIONS

3.1 Members are asked to:

- a) Approve the replacement of the existing Pavement Café Policy with Pavement Café Guidelines.
- b) Note that the need to obtain an alcohol license is still required, where applicable, for outdoor seating areas.
- c) Agree to amend the guidelines as detailed in paragraph 4.13
- d) Approve enforcement of the Pavement Café Guidelines on a reactive basis where there is a risk to safety.

4.0 DETAIL

Pavement Café Policy implementation to date

4.1 Pavement cafes in Argyll and Bute have increased in number over the last few years, in particular in towns that have benefited from public realm improvements. The desire to encourage pavement café culture in our town centres is ongoing as they add to the vibrancy of the townscape, and are a driver for tourism and the economic growth of our towns. The Council wish to encourage businesses to participate in alfresco café culture, as long as the public space is safely maintained.

4.2 In August 2015 the Policy and Resources Committee approved the Pavement Café Licence Policy, which included the requirement for each business operating a pavement café to hold a Pavement Café Licence. In 2015 and

again in 2016 the fee for this licence was waived in an attempt to encourage businesses to apply for the licence.

- 4.3 Council has offered free advice regarding Pavement Cafes with the aim of making the process as straightforward as possible. The intention is to continue to offer this advice in the event that the committee agree a move away from a licensing regime.
- 4.4 The level of uptake of the licence by businesses has been less than anticipated. Roads technical officers have responded to requests for information, including on-site meetings, however, very few of these queries have resulted in a formal application for a licence. To date only 3 cafes have obtained pavement café licences although others operate unlicensed outdoor seating areas.
- 4.5 Full enforcement of the policy would require:
- Identification of all businesses that operate pavement cafés (permanent or seasonal)
 - Awareness raising campaign to encourage all businesses to apply for a licence
 - Site visits and audit of each premise to ensure it adheres to the policy
 - Enforcement of businesses that do not apply for a licence
 - Enforcement of businesses that do not operate within the guidelines in the policy
- 4.6 Roads and Amenity Services are unable to resource proactive enforcement of the policy because of competing demands on the time of roads technical officers.
- 4.7 Since establishing the policy it has become clear that the costs of administering licences outweighs any income received and there is a fear that increasing licence fees would potentially be detrimental to small businesses and discourage them from creating more outdoor seating areas.
- 4.8 The licensing scheme was established to balance the desire to encourage café culture with the need to ensure safety and avoid nuisance. No reports or complaints have been received regarding outdoor seating areas since the policy has been established and a move away from a licensing regime to a more cost effective model of enforcement is considered to offer better value.
- 4.9 Café culture in Argyll and Bute is an increasing trend and an encouraging improvement to the vibrancy and economic growth of our towns. We have seen a number of new Pavement Cafes opening up which enhance the atmosphere of our town centres. To date Pavement Cafes have operated successfully and without significant issue, despite no proactive enforcement of the policy.

Key aims of the Pavement Licence Policy

- 4.10 The intention of the policy was to allow identification of all businesses operating a pavement café, to ensure all such businesses obtained a café licence and to enforce adherence to the conditions of the licence.
- 4.11 The Roads (Scotland) Act 1984 and the New Roads and Street Works Act 1991 puts certain legislative obligations on the Council including ensuring that footways are safe for pedestrians and that footways can be opened up as required for footway or public utility repairs. The policy detailed these obligations and the powers that the Council have to cease operation if required.
- 4.12 The policy also included guidelines around food and hygiene regulations, hours of operation, alcohol licence, approval to play amplified music and public liability insurance.

New procedure for Pavement Cafes

- 4.13 Pavement Café Guidelines will be developed to replace the current Pavement Café Policy and Licence. The guidelines will be based on the current Pavement Café Policy. These will include the legislative requirements and other information about food and hygiene regulations, hours of operation, alcohol licence, approval to play amplified music and public liability insurance. This will set limits and rules for what is acceptable for a pavement café in order to maintain a safe and attractive public thoroughway, including items such as tables, chairs, menu boards and advertising.
- 4.14 Note that the need to obtain an alcohol license will still be required where applicable for outdoor seating areas, and the guidelines will emphasise this.
- 4.15 The guidelines will also advise that Planning Permission may be required for a pavement café.
- 4.16 The policy currently requires all pavement cafes to be bordered by barriers. Since introducing the policy it has become evident that this is not practical in all locations. It is therefore the intention to amend the guidelines to remove this requirement where appropriate. Where barriers are not practical but a pavement café is appropriate the serving of food and drink will be limited to the seating areas.
- 4.17 All existing businesses with pavement café, that officers are aware of, will be sent a copy of the Pavement Café Guidelines.
- 4.18 The guidelines will be made available on the Council's website for any business considering the creation of a new pavement café.
- 4.19 The enforcement of the guidelines will be on a reactive basis only. If a Pavement Café is operating in a way which obstructs safe passage of the footway, the café equipment can be forcibly removed if necessary. This is consistent with any obstruction to the carriageway and ensures we are

compliant with legislation. Similarly pavement cafes can be removed if footway or public utility repairs are required.

- 4.20 Enforcement of other aspects including alcohol licence, food and standards regulations will be similarly enforced by other departments in the Council as they are at present.

5. CONCLUSION

- 5.1 Café culture is an increasing trend and an encouraging improvement to the vibrancy and economic growth of our towns. It is important for the Council to meet the demands of the business and at the same time provide safe and efficient management of our pavements.
- 5.2 Current resource levels do not allow proactive enforcement of the current policy. Replacing the policy with guidelines allows the Council to enforce this on a reactive only basis. In this way we ensure that we comply with legislative requirements and maintain a safe and usable public space within existing budgets. This will provide a best value solution for both businesses and the Council.

6.0 IMPLICATIONS

- | | | |
|-----|------------------|---|
| 6.1 | Policy | Replacement of Policy for the Use of Pavements – Café Culture with Pavement Café Guidelines. |
| 6.2 | Financial | None |
| 6.3 | Legal | Avoids contravention of the Roads (Scotland) Act 1984.
Amendment to the policy to comply with the requirements of the New Roads and Street Works Act 1991. |
| 6.4 | HR | None |
| 6.5 | Equalities | Guidelines continue to ensure sufficient and safe space is maintained for all pedestrian users. |
| 6.6 | Risk | None |
| 6.7 | Customer Service | Awareness of Policy |

Executive Director of Development & Infrastructure Services, Pippa Milne

Head of Roads and Amenity Services Jim Smith
Policy Lead, Councillor Roddy McCuish
November 2017

For further information contact:

Lyndis Davidson, Network and Standards Manager, 01546 604 396

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ARGYLL AND BUTE COUNCIL**Environment, Development and
Infrastructure Committee****Development and Infrastructure
Services****7th December 2017**

Digital Infrastructure Update on External Programmes

1.0 EXECUTIVE SUMMARY

- 1.1 The main purpose of this report is to provide an update on the work that is being undertaken on a number of programmes, which aim to improve the digital infrastructure across Argyll and Bute.
- 1.2 The Council has no statutory responsibility to deliver digital infrastructure in Argyll and Bute however it continues to actively engage with external partners/stakeholders responsible for Next Generation Access (NGA) whether it be Superfast Broadband (SFB) or Mobile Communications.

Next Generation Broadband

- 1.3 Delivery of Superfast Broadband is currently being rolled out under two programmes across Scotland – HIE ‘Highlands and Islands’ programme and Digital Scotland ‘Rest of Scotland’. The region of Argyll and Bute falls into both these programmes. Under these programmes Superfast Broadband is defined as speeds of >24 Mbps.
- 1.4 In Argyll and Bute 74.2% of premises have access to Super-Fast Broadband, an additional 9.1% of premises have access to the fibre network however due to their distance from the upgraded cabinet they can only get a partially upgraded service, this being speeds >24Mbps. At present 16.7% of Argyll and Bute cannot get NGA.
- 1.5 Due to efficiency saving and additional monies becoming available, both programmes have seen build times extended. Gainshare or Claw-back is the contract mechanism that returns public funding as take-up of the service rises, which supports reinvestment so that more areas can be upgraded to superfast broadband.
- 1.6 ‘Reaching 100%’ (R100) program is the next Scottish Government (SG) program commitment to give 100% of Scottish premises access to broadband speeds >30Mbps by 2021. The draft intervention area has now been determined for the Reaching 100% programme.

Mobile Communications

- 1.7 Significant improvements to the mobile phone 3/4G network coverage is imminent. This is due to the progress of the Emergency Service Mobile Communication Program (ESMCP) currently being implemented by Everything Everywhere (EE) which is in its final stages of phase1 build. In addition three other Mobile Network Operator's (MNO's) who have government commitments and licence obligations to improve premise level coverage are carrying out infrastructure improvements. Over the last 18 months there has been in excess of 150 planning applications for new mast sites and site upgrades across all network operators covering Argyll and Bute area, culminating in activation dates scheduled for March 2018. Despite this progress there remains concerns over certain MNO's lack of implementation following on from planning approval.

2.0 RECOMMENDATIONS

- 2.1 The Committee are asked:

- To note the contents of this report.
- To note concerns on the lack of installation of works following planning approval by some of the mobile network operators.
- To approve the Digital Liaison Officer continues to promote awareness of Superfast Broadband with the available resources and begins a community targeted campaign to increase take-up.

*** Superfast Broadband is not automatically available to customers after cabinets go live Superfast Broadband is an upgraded service which requires to be paid for from an Internet Service Provider (ISP).**

ARGYLL AND BUTE COUNCIL

Environment, Development and
Infrastructure Committee

Development and Infrastructure
Services

7th December 2017

Digital Infrastructure Update on External Programmes

3.0 INTRODUCTION

3.1 The rollout of digital connectivity throughout Argyll and Bute is critically important for the future economy of Argyll and Bute and also to make Argyll and Bute attractive as a place to live, learn, work and visit. While Argyll and Bute Council has no direct responsibility to deliver digital infrastructure on the ground, Council Officers and Members are actively engaging with infrastructure providers in an effort to speed up the rollout of Superfast Broadband (SFB) and mobile communications throughout the Argyll & Bute Council area.

3.2 Work has continued on a number of commercial (BT, EE, *CTIL) or Government funded projects through these external bodies which has been extending the digital infrastructure across Argyll and Bute. This report provides an update on the various programmes being currently undertaken across Argyll and Bute.

* Cornerstone Telecommunication Infrastructure Limited (CTIL) is a network sharing partnership between Vodafone and O2

4.0 RECOMMENDATIONS

4.1 The Committee are asked:

- To note the contents of this report.
- To note concerns on the lack of installation of works following planning approval by some of the mobile network operators.
- To approve the Digital Liaison Officer continues to promote awareness of Superfast Broadband with the available resources and begins a community targeted campaign to increase take-up.

* **Superfast Broadband is not automatically available to customers after cabinets go live**
Superfast Broadband is an upgraded service which requires to be paid for from an Internet Service Provider (ISP)

5.0 DETAIL

- 5.1 The Council continues to liaise with partners/stakeholders responsible for Next Generation Access (NGA) whether it be Superfast Broadband or Mobile Communications.

Next Generation Broadband (Fibre)

5.2 Broadband Overview

The UK Government has set aside £530M to help Britain develop the best broadband in Europe and Broadband Delivery UK (BDUK) has been tasked by the Department of Culture, Media, and Sport (DCMS) to deliver this at national level.

- 5.3 Scotland's Digital Future sets out how the Scottish Government will deliver a step change in broadband speeds. Commercial deployment plans cover certain areas in the country as outlined in the original 2012 Open Market Review (OMR), but there were many areas across Scotland where commercial infrastructure providers had chosen not to develop. This is what outlined the Digital Scotland Superfast Broadband (DSSB) intervention area which aims to provide fibre broadband infrastructure to as much of this non-commercially covered areas as they can with the money available. Two fibre rollout programmes were established The Highlands and Islands program (HI) managed by Highlands and Islands Enterprise (HIE) and the Rest of Scotland program (RoS) managed by Digital Scotland (DS). Argyll and Bute falls within both program areas Oban Lorn and the Islands (OLI), Mid Argyll Kintyre and Islay (MAKI) and Bute and Cowal (BC) are part of the HI intervention area with Helensburgh and Lomond (HL) being part of RoS intervention area.
- 5.4 'Reaching 100%' (R100) program which is the next Scottish Government (SG) program commitment to give 100% of Scottish premises access to broadband speeds >30Mbps by 2021. The draft intervention area has now been determined for the Reaching 100% programme.

Superfast Broadband (SFB):- this is the term that is used for broadband over a Very High Speed Digital Subscriber Line (VDSL) over a fibre optic cable. This is where broadband speeds initially were >24 Mbps as outlined by the UK Government. This has now been re-determined due to the EU state aid regulations who have determined SFB as broadband speeds >30 Mbps. However the UK government still define SFB as >24Mbps but where public money is used speeds must be >30Mbps before being called Superfast.

- 5.5 Figure 1 below, details the current status of Superfast Broadband (SFB) across Argyll and Bute. This shows that in Argyll and Bute 74.2% of premises have access to SFB (UK standard), 9.1% of premises have access to an (improved service but not superfast) and 16.7% are still waiting for NGA. Therefore 25.8% of households still do not have access to SFB. This figure changes regularly as cabinets are activated on a weekly basis.

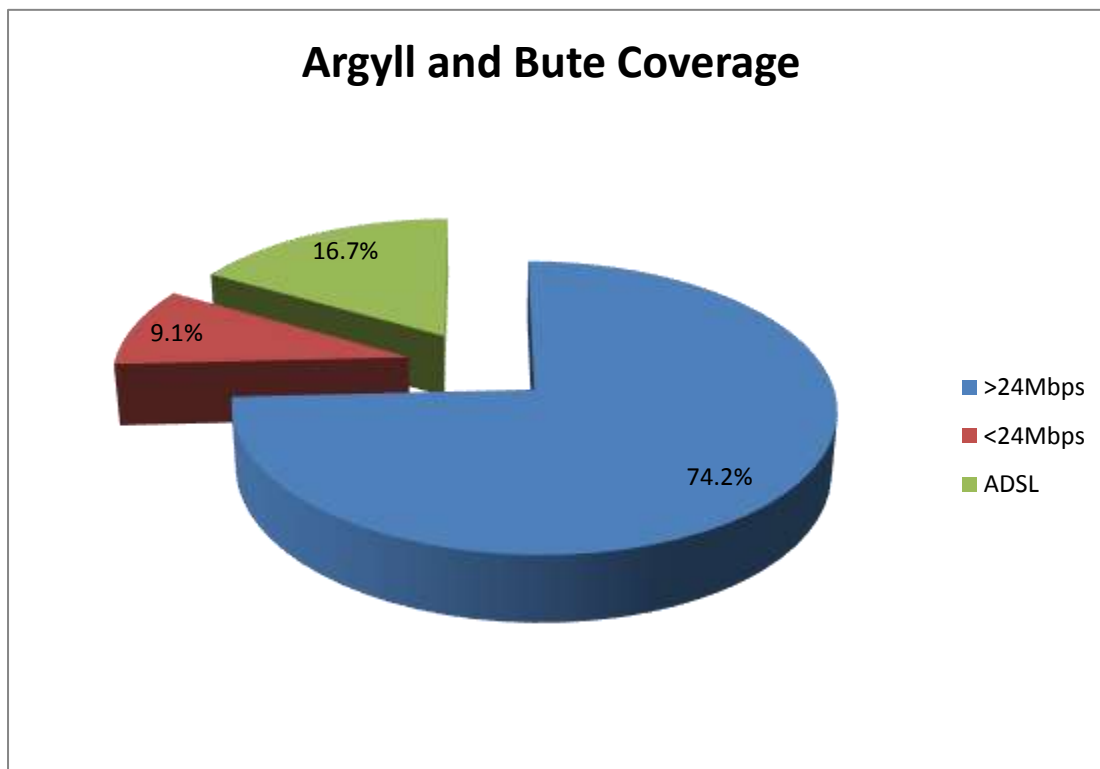


Figure 1: chart of Argyll and Bute Fibre Coverage

- 5.6 It must be noted that the connection to a fibre cabinet does not guarantee Superfast Broadband speeds. Most to the current program relies on Fibre to the Cabinet (FTTC) Technology. As this technology utilises part of the old telephone network, line lengths require to be a minimum of 2km from a Fibre Cabinet (DSLAM) to allow a premise to achieve superfast speeds.
- 5.7 **Superfast Broadband does not automatically happen after cabinets go live. Superfast Broadband is an upgraded service which requires to be paid for and purchased from an Internet Service Provider (ISP).**
- 5.8 BT Commercial Programme
 The BT commercial programme is almost complete. As this is part of BT's commercial rollout and is not using public funding there is limited information available. BT outlined that they were planning some additional commercial investment in Helensburgh, Oban and Dunoon. 39 commercial Cabinets were programmed across Argyll and Bute. Dunoon has had its commercial deployment completed but there are still 2 cabinets in Oban and 2 in Helensburgh to be undertaken. This commercial deployment in the 3 towns provided partial coverage only. The commercial deployment has connected 13k premises with another circa 1.5k premises to be connected when the final 4 are activated. Premises within these 3 commercial towns missed by the commercial deployment are being addressed by the HIE/DS programs or the R100.

5.9 Highlands and Islands Intervention Area (OLI, MAKI, BC)

This is a publically funded programme awarded to BT OpenReach and managed by HIE.

Work has continued steadily across the area connecting more and more rural communities. To date across HIE intervention area, 133 cabinets are live and accepting orders, with 30+ more still to be built.

Exchange Location	Cabinet No.	Exchange Location	Cabinet No.
Appin	2	Kilmore	1
Ardentinny	1	Kilmun	4
Aros	1	Ledaig	4
Balvicar	3	Lochgoilhead	2
Barbreck	1	Lochgilphead	12
Bowmore	2	Machrihanish	2
Campbeltown	10	Minard	2
Carradale	1	Oban	8
Clachan	1	Port Askaig	2
Connel	2	Port Charlotte	2
Craignure	2	Port Ellen	3
Crinan	1	Rothesay	11
Dalmally	1	Scarinish	3
Dervaig	1	Southend	1
Dunoon	6	Strachur	2
Ford	1	Tarbert	2
Furnace	2	Taynuilt	4
Innellan	4	Tayvallich	1
Inveraray	2	Tighnabruich	3
Kilchattan Bay	2	Tobermory	2
Kilchrenan	1	Toward	2
Kilmartin	2	Whitehouse	1
Kilmelford	1		

Exchange areas currently in progress

Achnamara	Jura
Cairndow	Kilfinan
Coll	Portnahaven
Glenbarr	

This means that the following exchange areas will see no current investment from this programme:-

Bonawe	Kinlochspelve
Colintraive	Lismore
Colonsay	Lochavich
Fionnphort	Luing
Gigha	Pennyghael
Glendaruel	Skipness
Kilkenzie	Tayinloan
Kilninver	Ulva Ferry

5.10 It must be noted than some of these exchange areas have been de-scoped from the fibre intervention areas as they are working with Community Broadband Scotland (CBS). The purpose of de-scoping is to allow the use of state aid (state aid regulations dictate that state funding cannot be used where commercial coverage is planned or state aid has already been used).

5.11 Rest of Scotland Programme Intervention Area (HL)

This, as with the HIE intervention area, is a publically funded program awarded to OpenReach and managed by Digital Scotland. This was one of the last areas to see live connections. Considerable delays were experienced when trying to secure wayleaves for construction work. However good progress has recently been made with the activation of 21 cabinets and 8 more still to be progressed. In total there are 10 exchange areas in Helensburgh & Lomond, 7 of these are currently being progressed

Arrochar		Garelochhead	
Cardross		Kilcreggan	
Clynder		Rhu	
Helensburgh			

5.12 Out of the remaining 3 exchange areas, Arden and Luss should be in the program through the 'Gainshare' re-investment and Coulport is under review in an effort to find a solution.

5.13 BT, HIE and DS have published interactive maps where further information can be accessed:

<http://homeandwork.openreach.co.uk/when-can-i-get-fibre.aspx>

<https://www.scotlandsuperfast.com/where-when>

<http://www.hie.co.uk/regional-information/digital-highlands-and-islands/can-i-get-it.html#>

The following link has been added to the DS website detailing the reasons for lack of connectivity. <https://www.scotlandsuperfast.com/where-when/why-cant-i-get-a-date/>

5.14 Community Broadband Scotland (CBS)

As mentioned in para 4.3 CBS became involved in areas that were outside the initial scope of the DSSB fibre rollout phase1. Where the initial programme was not going to cover, some communities decided to take it upon themselves to progress a NGA scheme.

5.15 This initially saw Mull approach CBS to assist in providing a fixed wireless solution that would see SFB over a fixed wireless network this was the Giga Mull project. After initial discussions with CBS it was established that the projects intervention area could be enlarged to encompass numerous settlements in Argyll's islands and remote areas of the mainland providing much needed solution in these hard to reach areas. From this point the project was named Gigaplus Argyll (GPA).

5.16 The tender was awarded to ABInternet a Lincoln based wireless internet service provider who already operated several wireless networks across the United

Kingdom. Work commenced with network design, land negotiations and planning applications submitted. However delays were experienced through protracted land negotiations additional community public consultations and unforeseen delays. Unfortunately ABInternet called in the administrators in May of this year.

5.17 CBS are also involved in a number of other Community driven schemes - the Kyles of Bute Community Broadband (KCB) are at tender stage however they have been required to re-issue and consider a larger intervention area. This causes concerns given the historic situation with GPA and the large intervention area. Having a larger intervention area with a greater number of potential premises makes the commercial model more financially attractive to potential bidders, however with a larger area and greater costs comes greater risk in the event of project failure.

5.18 A decision is required by November, if KCB wish to progress along the community line or be included in the R100 program.

5.19 Reaching 100% (R100)

The R100 programme is a Scottish Government manifesto commitment to provide every premise in Scotland access to broadband speeds >30Mbps by 2021. It has been suggested that this could cost anything from £400-600M to complete and is technology neutral which means that it could be a mix of technologies from fixed line, wireless networks, mobile networks or satellite broadband to provide the solution.

It has been established that 14065 out of 57493 premises in Argyll and Bute will be part of the R100 intervention area (fig 2).

5.20 The R100 team have set out 3 procurement lots North, South and Central Following intensive supplier engagement, the R100 team intends to run one procurement with three separate lots rather than run separate procurements. The lots have been designed to create the optimal conditions to encourage competition in the marketplace and to deliver value for money for public investment. This approach has been endorsed by the majority of potential suppliers through the engagement process.

The anticipated timeframe and key milestones to the R100 are:-

Launch of OJEU Notice	October 2017
Issue of invitation to Tender	February 2018
Contract Award	December 2018

This programme is however subject to change once a procurement procedure has been selected.

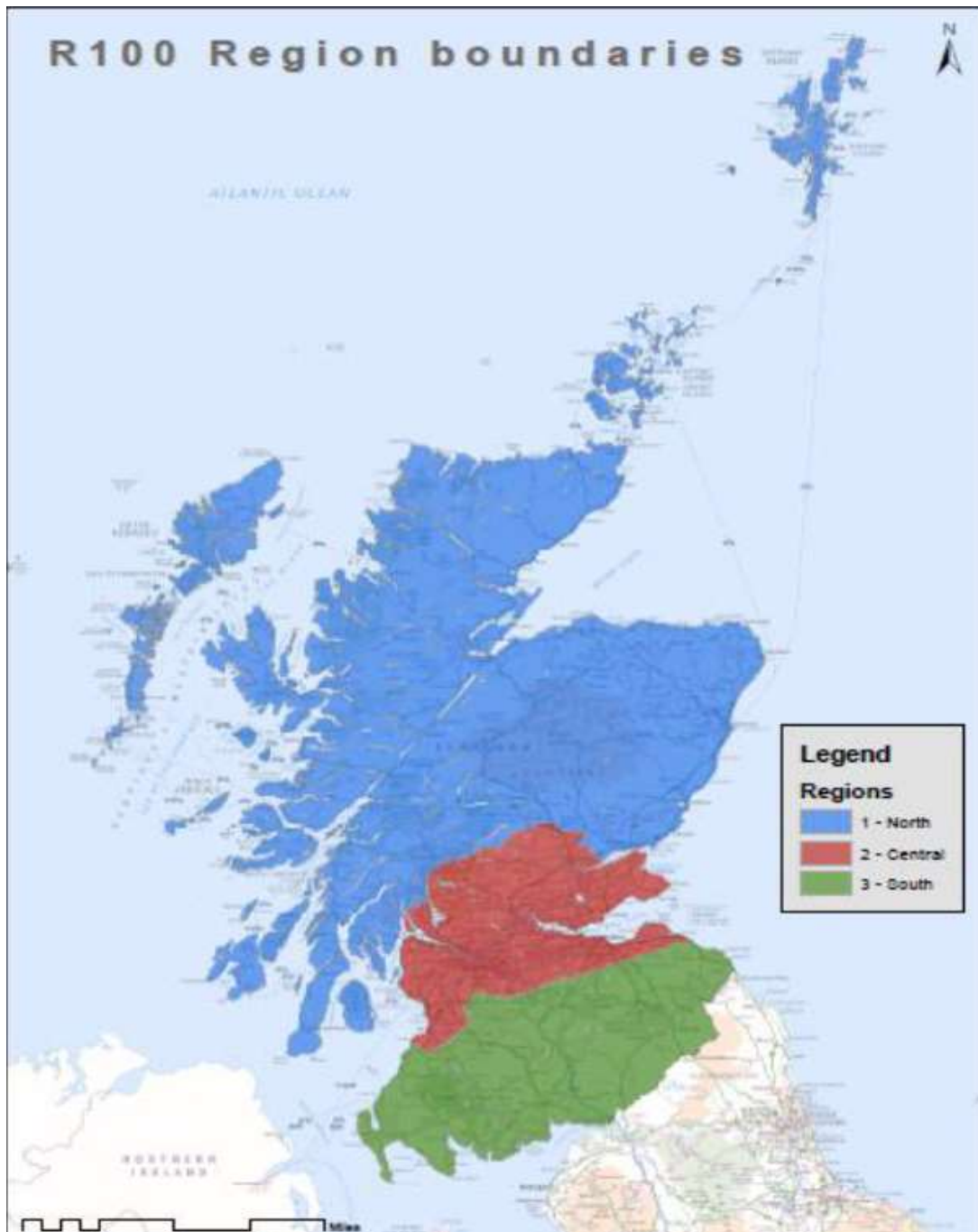


Figure 2: R100 procurement areas

5.21 Digital Scotland's Public Awareness Programme



Figure 3: Cab Launch in Rhu Aug17

5.22 As part of DS program a 'Demand Stimulation' team are in place. Their main function is to raise awareness of the fibre rollout program through advertising campaigns, social media feeds (Facebook, Twitter) and press releases. One such press release was a Cabinet launch which was held in Rhu at the beginning of August. (Figure 3). This was attended by Robert Thornburn (OpenReach client director for Scotland), Councillor Aileen Morton (Argyll and Bute Council Leader and Policy Lead for Economic Development), Suzanne Bell (Rhu Marina Manager), Lynn Johnston (Contract Manager for HIE) and Gordon Willis (OpenReach Engineer).

5.23 For the full article please follow this link or insert into you browser <https://digitalscotland-newsroom.prgloo.com/news/fibre-boost-sails-into-rhu-thanks-to-digital-scotland-superfast-broadband>

Raising the awareness of the availability of fibre broadband is of paramount importance and the Digital Liaison Officer proposes a community targeted approach to assist with this. Resources have been made available to support this campaign to inform communities and improve take-up. It cannot be stressed enough that the public needs to be informed that a fibre based Broadband is an upgraded service and must be bought from an Internet Service Provider.

5.24 The Digital Economy Act 2017

The Digital Economy Act 2017 is an act of the Parliament of the United Kingdom. It is substantially different from, and shorter than, the Digital Economy Act 2010, whose provisions largely ended up not being passed into law. The act addresses policy issues related to electronic communications infrastructure and services, and updates the conditions for and sentencing of criminal copyright infringement.

The act received Royal Assent on 27 April 2017.

5.25 One major outcome of this is the proposal of a Universal Service Obligation (USO) into the provision of a minimum download speed of 10Mbps. This USO can be increased in the future, albeit it once 75% of households have upgraded to SFB.

5.26 The provisions of the act which relate to this report can be found in appendix 1

Mobile Communications

5.27 A rough guide to terminology that is regularly used by the mobile industry:

Definition	
•	2G – Second Generation of mobile telephony systems. Uses digital transmission to support, low speed data communications, and short messaging services, (calls and texts).
•	3G – Third generation of mobile systems. This provides high-speed data transmission and supports multi-media applications such as video, audio and internet access, alongside conventional voice services. (Email and webpages).
•	4G – Fourth generation of mobile systems. It is designed to provide Superfast data download and upload speeds on mobile networks, (music, video streaming and gaming).
•	5G – Fifth generation of mobile systems. This is in the early stages of development and will require additional spectrum to support. This is expected to provide ultrafast data download and upload speeds on mobile networks.

5.28 Scottish Government's Mobile Action Plan sets out how the Scottish Government will deliver on its priority to improve mobile connectivity. Significant progress is being made towards meeting 4G coverage obligations and the 90% geographic coverage agreement. However after the commercial program has been completed there will still be some coverage gaps. Scottish Government are working with Scottish Futures Trust (SFT) to fill these gaps with the 4G in-fill program in some of the most rural and remote parts. There is currently 4 in-fill sites being looked at across Argyll and Bute.

5.29 A huge game changer is the rollout out of mobile phone 4G coverage improvements via the Emergency Services Mobile Communication Program (ESMCP) more commonly known as the Emergency Service Network (ESN). This is the transferring of blue light services away from the old Airwaves system to a new 4G digital platform. The ESN contract was awarded to Everything Everywhere (EE) now owned by BT and has culminated in a significant number of new mast sites and upgraded sites to provide 4G coverage to every road in Argyll & Bute. Phase 1 of the ESN will see a gradual activation as network clusters are established by March next year.

5.30 The three other Mobile Network Operators (MNO's) are also going through similar site upgrades and mast builds but it currently appears to be with less urgency in rural areas than in urban locations. Officers are actively lobbying and working with

the other MNO's to implement their respective infrastructure improvements and get accurate levels of coverage improvements similar to what is received from EE.

5.31 CTIL (acting for Vodafone and O2)

CTIL have long been indicating that their network coverage improvements are forthcoming across the whole of Argyll and Bute, however significant progress is yet to be experienced. 58 planning applications have been received for new/upgraded mast sites over the last 18 months (fig 5), to-date improved/new 4G availability has only been made available in Connel, Taynuilt, Ganavan and Tarbet (Loch Lomond).

5.32 Numerous requests by the Digital Liaison Officer have been made to CTIL for updates on progress for cascade purposes but very little have been received. CTIL has been reported this as being down to commercial sensitivities.

5.33 Vodafone has a binding agreement in place as part of the Scottish Government's Mobile Action Plan to improve coverage by Dec 17 and O2 have licence obligations. Figure 4 maps the CTIL planning applications that have been granted permission whether these are for full planning permission or considered Permitted Development (PD).



Figure 4 Map of current CTIL planning application

- 5.34 Concerns over the proposed timeframe into network extension/improvements is becoming critical. It is felt that some MNO's are currently trying to deflect lack of coverage improvements onto factors out with their control, whether this is lack of available backhaul, lack of power requirements, protracted land negotiations or delays in planning determinations. However as outlined earlier a large number of planning applications have been granted and have not been implemented.
- 5.35 Other delays could have been overcome with early interventions. Assistance has been offered by officers on several occasions to MNO's but the lack of communication has been a prohibiting factor. Mobile connectivity is of paramount importance to Argyll and Bute and lack of progress from a major MNO, who has historically been the main provider to this area, is very disappointing.

5.36 The Emergency Service Network (ESN)

As everyone that lives or has visited Argyll and Bute are well aware, mobile phone coverage across all Mobile Network Operators (MNO's) is patchy. This will hopefully greatly improve as major network improvements are imminent. This is due to the announcement that the Emergency Service Network (ESN) for blue light services is going digital.

5.37 Everything Everywhere (EE), (now owned by BT) won the contract to provide this technological shift, which will ultimately see every road in Britain covered by a 3/4G signal. This requires a huge network of masts and infrastructure improvements with estimated timeframes of masts being activated between now and March 2018.

5.38 Currently there are around 80 EE mast sites in Argyll and Bute (fig 5) 10 of which are in The Loch Lomond and the Trossachs National Park (LLTNP) who regulate planning within the parks boundary. The council's planning team have already granted full planning permission or granted permitted development to 60 EE mast sites. The following map shows the upgraded/new sites that have gone through the planning process since the beginning of 2016.

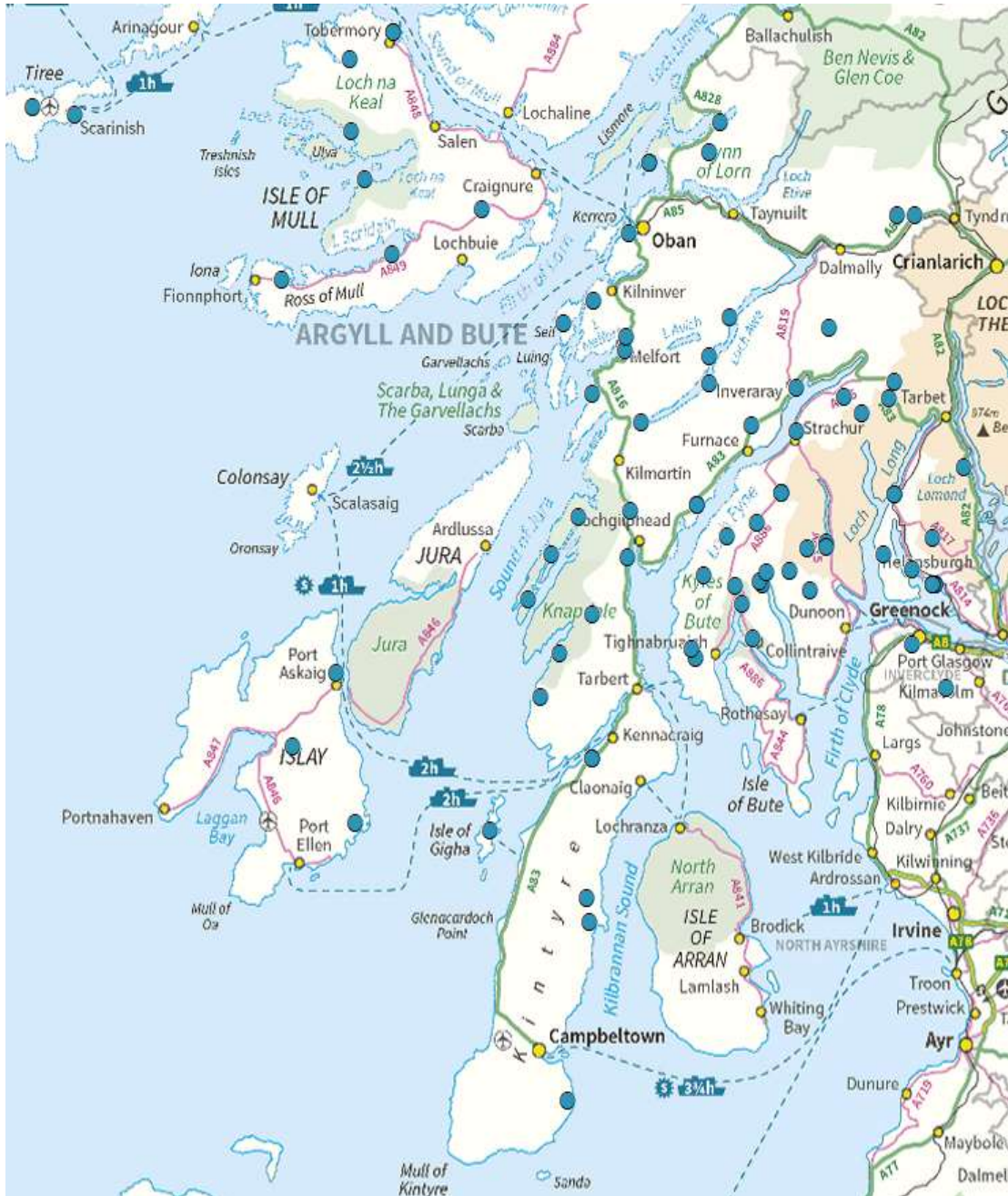


Figure 5 Map of current EE planning applications

5.39 Permitted development is usually associated with mast upgrades, which ultimately means that Argyll and Bute is looking at, in-excess of 50 new mast sites across the council area from EE alone. As can be seen in the map below (Fig 6) the changes over the last two years has been substantial in providing improvements to 3/4G coverage.

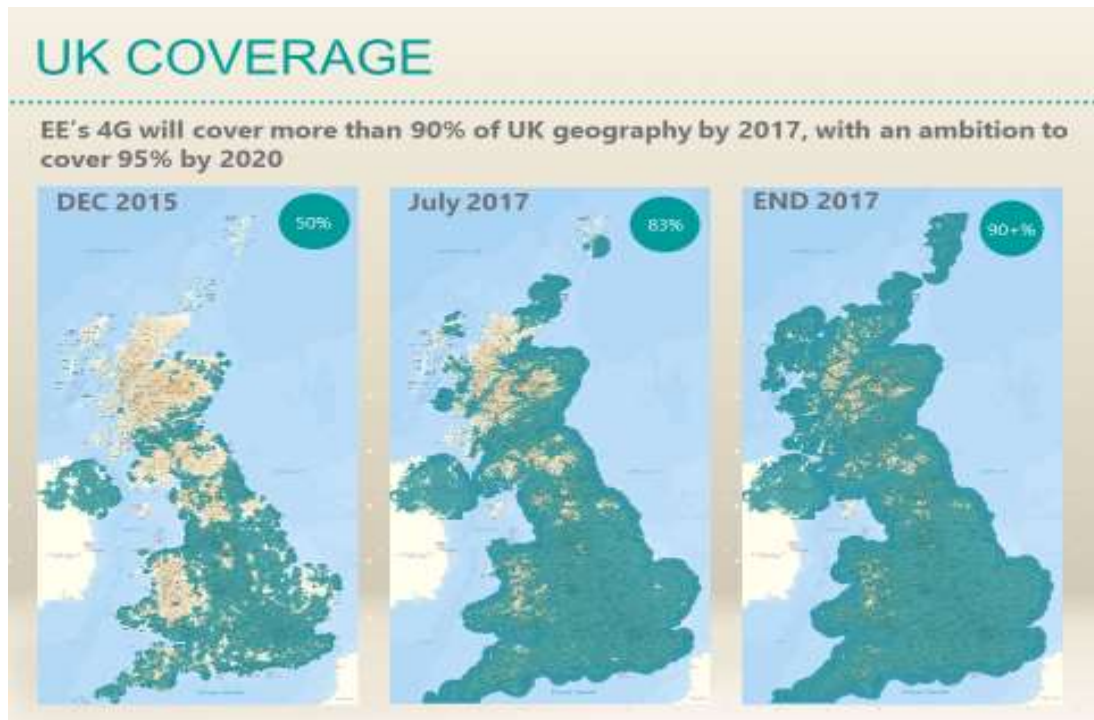


Figure 6 Progress of Mobile Phone coverage from EE

5.40 Digital Implications of Argyll and Bute's Rural Growth Deal

Argyll and Bute Council are currently working with key stakeholders to negotiate a Rural Growth Funding Deal with the Scottish and UK Governments. This will follow similar principals to the city region deals which have recently been agreed or are in development in neighbouring local authority areas. The Rural Growth Deal could be a potential mechanism to accelerate delivery of critical digital infrastructure at some of the regions key business sites and educations facilities or a means to upscale existing proposals currently being delivered by public and commercial funding (e.g. Digital Scotland Superfast Broadband Programme, ESN mobile network). The Rural Growth Deal funding could be used to provide additionality to some of the existing digital programmes and ensure that our key business sites and education facilities are futureproofed to take advantage of advances in digital technology.

6.0 CONCLUSION

6.1 Modern digital infrastructure is now essential to aid the expansion of local business, deliver critical services in new and more efficient ways and also improve peoples' qualities of life. Work is therefore progressing in all aspects of digital connectivity whether it is mobile communications or broadband. However despite this progress which is beginning to accelerate considerable issues still need to be resolved and the council will continue to assist and lobby infrastructure providers until Argyll and Bute have an equitable coverage fixed or mobile to all others areas of the UK as a minimum. It also must be stressed that it is imperative that Argyll and Bute Council continues with driving forward with efforts of raising awareness on the benefits of SFB, whether it be for domestic or commercial purposes. Only then can the full potential of Argyll and Bute be realised. Digital technology is for the benefit of every person living in Argyll and Bute and is an intrinsic part of modern life.

7.0 IMPLICATIONS

7.1	Policy	The Scottish Government has made a commitment for Scotland to have 100% Superfast Broad coverage by 2021.
7.2	Financial	None.
7.3	Legal	None.
7.4	HR	None.
7.5	Equalities	Improving Services for rural/fragile communities.
7.6	Risk	The lack of progress in delivering digital connectivity throughout Argyll and Bute has the potential to negatively impact on our economy and attractiveness as a place to live and work.
7.7	Customer Services	None

Executive Director of Development Infrastructure: - Pippa Milne
Council Leader and Policy lead for Economic Development: - Aileen Morton
 24th October 2017

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APPENDICES

Appendix 1: Digital Economy Act 2017

Appendix 1:

Digital Economy Act 2017

It allows Ofcom, the communications sector's regulator, to financially penalise communications providers for failing to comply with licence commitments.

There is a requirement of ISP's to provide compensation to customers if service requirements are not met. Ofcom are working on a new system that will automatically compensate customer for service failings in the event of total loss of service longer than two working days. There is a complication in that not all service failings are the fault of ISP's.

It allows updating the Ofcom Electronic Communications Code (ECC) to make it easier for telecommunications companies to erect and extend mobile masts. This came into effect on the 7th August 2017. The ECC rules have been revised in order to make it cheaper and easier for telecoms and broadband developers to both access and build on private land although this involves a "major change" to the way land is valued. However the new Code rights will only apply to contracts signed after the law has come into effect, and will not apply to existing contracts retrospectively, although transitional arrangements will be needed in some cases as old contracts expire.

As part of this, changes in planning regulations were made to coincide. These were changes to the Class 67 permitted development. The amendment Order was laid before Parliament and came into effect on 31 July 2017. Permitted Development Rights (PD) have changed making them more accommodating to telecommunication upgrades. These changes will accelerate the timescales in a lot of cases that in the past would have taken considerably longer requiring to go through the whole planning process.

The main changes are:-

- PD rights for new ground based masts up to 25 metres in height outside designated areas, subject to conditions regarding prior approval by the relevant planning authority.
- Increased PD rights for 'small antennas' on dwelling houses and in their curtilages and no restrictions on other buildings.
- Allow a maximum of 5 'antenna system' on buildings outside designated areas (currently 4) when located more than 15 metres above ground level.
- Extend PD rights for the overall height of apparatus on buildings. Currently the maximum height of apparatus on a building is 6 metres but in future apparatus will be able to protrude above the highest part of a building by 8 metres for buildings of 15 metres or more in height.
- Amend PD rights for existing ground based masts up to 20 metres in height to allow an increase by a maximum of 7 metres on the height of the original mast (where such masts are over 20 metres or over 50 metres in height the limits on increase in height of 5 metres and 15% respectively will

remain), and allow replacement ground based masts to be up to 6 metres from the location of the original mast (currently the maximum is 4 metres).

- Amend and clarify the general conditions on these PD rights on serving advance notice of PD, minimizing the impact of PD and removing equipment when it is redundant or after an emergency, and restoring the land or buildings to their original condition or a condition agreed with the planning authority.

Additional changes to PD will be made by the Scottish Government in relation to planning realms deemed as designated areas.

Environment, Development and Infrastructure Committee Work Plan 2017/18

December 2017: This is an outline plan to facilitate forward planning of reports to the EDI Committee.				
7 December 2017	Title	Service	Date Due	Comments
	Development and Infrastructure Services Performance Report FQ2 2017/18	Directorate	14 November 2017	
	Service Annual Performance Reviews 2016-17	Directorate	14 November 2017	
	Annual Status and Options Report	Roads and Amenity Services	14 November 2017	
	Pavement Café Licences – Fee Waiver	Roads and Amenity Services	14 November 2017	
	Digital Infrastructure Update	Economic Development	14 November 2017	
Future Items				
	CARS Update /C 'town and Dunoon/Inveraray/Rothesay	Economic Development		Early 2018
	Invasive Weeds Policy	Roads & Amenity Services		
	Litter Policy	Roads & Amenity Services		
	Presentation from, Ofcom	External	n/a	
	Sustainable Community Initiatives – Environmental Wardens	Roads and Amenity Services	January 2018	EDI agreed at 6/4 mtg that a report to be prepared advising of success or otherwise of employment of 4 additional Environmental Wardens on for a 12 month contract to boost resources to tackle dog fouling and litter.

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