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MINUTES of MEETING of MID ARGYLL, KINTYRE AND THE ISLANDS COMMUNITY PLANNING GROUP held in the KILMORY CASTLE, LOCHGILPHEAD WITH VC FACILITIES IN CAMPBELTOWN GRAMMAR SCHOOL, CAMPBELTOWN AND THE CUSTOMER SERVICE POINT, BOWMORE, ISLE OF ISLAY on WEDNESDAY, 7 NOVEMBER 2018

Present: Andy Buntin, Lochgilphead Community Council (Chair)

Lochgilphead: Councillor John Armour
Councillor Robin Currie
Councillor Anne Horn
Councillor Donald MacMillan
Stuart McLean, Area Committee Manager
Area Inspector Julie McLeish, Police Scotland
PC Michelle Rusden, Police Scotland
Samantha Somers, Community Planning Officer
Antonia Baird, Community Development Officer
Iain MacInnes, Graduate Digital Liaison Officer
Douglas Whyte, Team Leader - East
Douglas Grierson, Sustainable Transport Co-ordinator
Bobby Tourish, Scottish Fire and Rescue
Mark Benton, Scottish Ambulance Service
Yvonne Angus, ACHA
Nicholas Sobey, Highlands and Islands Enterprise
Fred Bruce, West Lochfyne Community Council
Mary McCallum Sullivan, Ardrishaig Community Council
Derek Anstee, Inveraray Community Company
Phil Dickson, Craignish Community Council
Rebecca Dalton, Craignish Community Council
John McArthur, West Highland Anchorages and Moorings
Sarah Nicolson, Lochgilphead Youth Forum
Hannah Nicolson, Lochgilphead Youth Forum
Yasmin Bowden, Lochgilphead Youth Forum

Islay: Calum Murray, Islay Community Council
Jim Porteous, Islay Community Council
Rachel Whyte, Islay Community Council
Petra Pearce, Argyll and Bute Third Sector Interface

1. APOLOGIES FOR ABSENCE

The Chair welcomed everyone to the meeting and general introductions were made.

Apologies for absence were intimated on behalf of:-

Councillor Sandy Taylor;
Iain Brodie;
Jeanmary Knowles;
Niall Colthart;
Betty Rhodick;
Margaret Wallace;

Raymond Flanagan; and
Jura Community Council

2. DECLARATIONS OF INTEREST (IF ANY)

There were no declarations of interest intimated.

3. MINUTES

(a) Mid Argyll, Kintyre and the Islands Community Planning Group - 8 August 2018

The minutes of the meeting of the Mid Argyll, Kintyre and the Islands Community Planning Group held on Wednesday, 8 August 2018 were approved as an accurate record.

Due to commitments of officers in attendance and requests from the membership, the Chair ruled and the Committee agreed to take the remaining agenda items out of sequence.

4. AREA COMMUNITY PLANNING ACTION PLAN

(a) Build Relationships with the Youth Forum

The Group gave consideration to a verbal update from three members of Lochgilphead Youth Forum, Sarah Nicolson, Yasmin Bowden and Hannah Nicolson who outlined the structure, meeting schedule and aims of the group. The girls spoke of their desire to see young people given a voice on matters of importance and also to build and maintain relationships with other community groups regardless of age. They outlined projects they had taken part in throughout the year and explained about the skills they had gained as a result.

The Chair thanked the girls for the information provided and congratulated them on their hard work. This sentiment was echoed by the Group, who were impressed that members of the Youth Forum had given up their October holidays to progress the Malawi Back Pack Appeal.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the contents of the update.

(b) Lochgilphead Regeneration

The group were given a verbal update by the Council's Sustainable Transport Co-ordinator on the progress of Lochgilphead Front Green project. Mr Grierson advised that they were nearing the end of the procurement process and that it was hoped the design team would be appointed imminently. He further advised that a meeting would be held

with the Community Council and then they would look to establish an initial consultation programme, before taking the full business case to both MAKI Area Committee and the Policy and Resources Committee.

He explained that timetables were subject to change but that it was hoped that the consultation period would run from late November into December 2018 with designs being finalised by early February 2019. Mr Grierson confirmed that a further update would be presented to the Community Planning Group at their meeting on Wednesday, 6 February 2019.

The Chair thanked Mr Grierson for the information provided.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the information provided.

(c) **Transport and Connectivity Report** (Pages 11 - 28)

The Group gave consideration to a presentation from Nicholas Sobey of Highlands and Islands Enterprise who highlighted the findings of a study conducted in 2015 to assess the extent to which transport connectivity between the five main population and economic centres (Campbeltown, Dunoon, Lochgilphead, Oban and Rothesay).

Mr Sobey reported that the outcome of the study had potential to positively impact on businesses, service providers and future economic growth, as well as major transformative investments in transport infrastructure.

Discussion took place regarding progress since the time of the study, with many members expressing their concern that the information appeared to be outdated and irrelevant. Other members noted their disappointment at the lack of information concerning public transport links, including Western Ferries, who in the last major closure of the A83 at the Rest and Be Thankful had stepped in and offered additional services to ensure that Argyll and Bute remained open.

Further dissatisfaction was noted to the lack of mention of the islands, and in particular Islay, who had hosted an infrastructure summit earlier in the year. The Community Planning Officer advised the Group that the information provided by Mr Sobey was the first step in reviewing the HIE Transport and Connectivity report, she also outlined the next steps in the process.

The Chair thanked Mr Sobey for the information provided and reminded the group of the heavy investment already carried out within the area, including extensive remedial works at Strone Point and on the A816, and asked the Group to consider the information in a positive light.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the information provided.

(Ref: Presentation by Highlands and the Islands Enterprise, dated 7 November 2018, submitted.)

5. COMMUNITY FOCUS

(a) West Highland Anchorages and Moorings Association

The Group gave consideration to a report outlining the activities of the community group, West Highland Anchorages and Moorings (WHAM), which supports the preservation and development of Marine infrastructure, and growth. Information was provided in respect of several communities who have ambitions to develop their costal infrastructure and the social and community benefits which have been exhibited by the communities who have already developed their costal infrastructure such as Campbeltown and Oban. A local case study was provided in respect of Tayvallich Bay Association and the difficulties and issues currently faced by the association were discussed, with a number of suggestions being given in respect of the car parking issues.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the contents of the report.

(Ref: Report by West Highland Anchorages and Moorings, dated 7 November 2018, submitted.)

(b) Jura Passenger Ferry

The Group considered a report and update by the Community Development Officer in relation to the Jura Passenger Ferry. Information was provided in relation to the background of the service together with the social and economic benefits; the vision and objectives of a feasibility study which had been carried out in 2005 and confirmation that over the years, all of the objectives have been met by the provision of the service, apart from the development of a direct car link.

The Community Development Officer confirmed that Jura Community Council would like to thank the support of Argyll and Bute Council for the 2018 and 2019 subsidy and confirmed that along with Transport Scotland, and in conjunction with the Community Action Plan, the Jura Development Trust are looking at ways to future proof the service, and confirmed that Transport Scotland were in support of this.

Discussion was had on the need to look at ways in which the Community Planning Group could assist community groups and organisations with the Chair suggesting that it would be best to address this issue together with other Council owned services, when the meeting is held on Islay in May 2019.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group:-

1. agreed to note the information provided; and
2. requested that this item be brought back to the May 2019 meeting, for further discussion.

(Ref: Report by Community Development Officer, dated 7 November 2018, submitted.)

6. ARGYLL AND BUTE OUTCOME IMPROVEMENT PLAN 2013-2023 - OUTCOME 1 (THE ECONOMY IS DIVERSE AND THRIVING)

(a) Tourism

It was noted that no-one was present from Visit Scotland and therefore the Mid Argyll, Kintyre and the Islands Community Planning Group agreed to continue this item to the next meeting.

7. ARGYLL AND BUTE OUTCOME IMPROVEMENT PLAN 2013-2023 - OUTCOME 2 - (WE HAVE INFRASTRUCTURE THAT SUPPORTS SUSTAINABLE GROWTH)

(a) Islay Housing Needs

The Group gave consideration to a report which detailed the delivery of affordable housing and proposed housing delivery on Islay through the SHIP in the current Local Housing Strategy (LHS) period 2016-2021. The paper also outlined the process of the Housing Need and Demand Assessment (HNDA) and provided a timeline for when work on the next HNDA would begin. The Team Leader extended an invite to engage with the local community in early 2019 in this regard.

Discussion took place in respect of a number of issues related to the provision of pavements and safe access to and from new housing estates in Bowmore and Port Ellen. The Team Leader agreed to look into the issues at Bowmore, in particular the Planning Consents originally granted and advised that issues in Port Ellen would require to be addressed by West Highland Housing Association.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group:-

1. agreed to note the content of the report; and
2. requested that a briefing note summarising the issues relating to the provision of pavements and safe access be forwarded to the

next meeting of the Management Committee for consideration.

(Ref: Report by Team Lead – Housing Strategy (East), dated 7 November 2018, submitted.)

(b) **ACHA** (Pages 29 - 34)

The Group gave consideration to a report which provided ACHA's annual update. Information contained within the report included the total housing stock within the MAKI area; the regeneration programme; future interests; the low demand strategy, which included information on the demolition of 27 properties and the consultation with residents in the Dalintober area of Campbeltown; the investment programme and allocations and re-letting of properties. Further information included the delivery of the Welfare Rights Service and examples of community support.

Discussion took place in respect of ACHA's part in the provision of pavements and safe access to and from new housing estates on Islay; the implementation of Universal Credit; the demand for single dwelling houses/units in Islay and the demolition of houses in the Campbeltown area.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the information provided.

(Ref: Report by Argyll Community Housing Association, dated 7 November 2018, submitted.)

(c) **Jura Community Council**

The Group were given a verbal update from the Community Development Officer, who provided information following a population workshop. The information included the capacity and operating abilities of the ferry; the need for additional housing and the impact on roads affected during construction. Mrs Baird advised of the damage made with it being noted that capital works had been carried out in August 2018 between Ardfin site entrance and the ferry with the roads from Craighouse to Ardfin still in poor condition. Mrs Baird further advised that due to the development not being fully operational at this time, the Community Council were unable to report on the development impacts, and confirmed that the intention was to re-visit the 2016 report and update it in due course.

The Chair thanked Mrs Baird for the information provided.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the information provided.

(d) **Islay Airport - Infrastructure and Capacity**

It was noted that due to the inclement weather impacting on ferry services, Mr Colthart of Highlands and Islands Airport Limited (HIAL) had been unable to attend the meeting and there was therefore no update provided. The Mid Argyll, Kintyre and the Islands Area Community Planning Group agreed to continue this item to their meeting in May 2019.

(e) **Superfast Broadband - Rural Areas**

The Group gave consideration to a report providing an update on the various digital infrastructure projects within the Mid Argyll, Kintyre and the Islands area including the Next Generation Access and Mobile Communications.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the contents of the report.

(Ref: Report by Digital Liaison Officer, dated 7 November 2018, submitted.)

8. A83 UPDATE

It was noted that no-one was present from Transport Scotland to provide an update. The Area Committee Manager confirmed that the next A83 Task Force meeting was scheduled to take place on Thursday, 15 November 2018 and that an update from that meeting would be circulated to the group by email as soon as it becomes available.

9. ARGYLL AND BUTE OUTCOME IMPROVEMENT PLAN 2012-2023 - OUTCOME 6 (PEOPLE LIVE IN STRONGER AND SAFER COMMUNITIES)

(a) **Scottish Ambulance Service** (Pages 35 - 82)

The Group gave consideration to an informative presentation by the Area Services Manager of the Scottish Ambulance Service. Mr Benton provided a service overview, outlined local issues and advised of the ongoing development of the service. He advised that further information could be found at www.scottishambulance.com.

Mr Benton took the opportunity to advise of an upcoming television series which is due to be screened in March 2019 showcasing the work and pressures of the Scottish Ambulance Service.

The Chair thanked Mr Benton for the information provided.

Decision:

The Mid Argyll, Kintyre and the Islands Community Planning Group agreed to note the information provided.

(Ref: Presentation by Scottish Ambulance Service, dated 7 November 2018, submitted.)

10. PARTNERS UPDATE

Scottish Fire and Rescue

Bobby Tourish of Scottish Fire and Rescue provided a statistical update for Quarter 2 2018/19. He advised of a number of incidents in the Glenside area of Campbeltown which involved fireworks and had required assistance of Police Scotland and ACHA. Mr Tourish advised that 72 Home Fire Safety Visits had been carried out during the period, with 54 of them being identified as high risk. He further advised of community safety activity carried out across the area together with planned future community safety activity.

Councillor John Armour

Councillor Armour advised that he had serious concerns about the future of Kintyre Recycling in Campbeltown. He advised that it was his understanding that there had been a series of meetings between the Council and HIE regarding additional funding, however there didn't appear to be any movement from the Council in providing any additional funding for the hand sorted recycling service. Councillor Armour advised that if Kintyre Recycling was to cease trading, there would be a loss of 26 jobs in the area, 16 of the employees would have serious barriers that would prohibit them from finding re-employment.

Decision:

Having noted the seriousness of this, the Mid Argyll, Kintyre and the Islands Community Planning Group agreed that a briefing note summarising the concerns raised by Councillor Armour be forwarded to the next meeting of the Community Planning Partnership Management Committee for consideration.

Police Scotland

PC Michelle Rusden provided a short update in relation to the work undertaken during the last quarter. She spoke of the various events leading up to Bonfire Night, and the high number of reports received in respect of underage drinking. She advised that the annual festive safety campaign would be starting soon and that due to a number of ongoing recruitment processes it was hoped that resource levels in the area would increase.

Community Development Officer – Antonia Baird

The Community Development Officer invited all to attend the meeting between the CEO of the Scottish Charitable Incorporated Organisation (SCIO) and Argyll Third Sector Interface on Thursday, 8 November 2018 at 10.00am in the Lochfyne Hotel, Inveraray.

Mrs Baird also outlined the progress of the Rural Transport Survey, and confirmed that a further update would be provided at the next meeting of the Mid Argyll, Kintyre and the Islands Community Planning Group.

Ardrishaig Community Council

Mary McCallum Sullivan of Ardrishaig Community Council took the opportunity to acknowledge the part of Scottish Canals in the regeneration project. She advised that phase 1 of the former Gleaner site was progressing well and would enhance the look of the area, and phase 2, which would focus on the public realm is still up for grabs.

11. DATE OF NEXT MEETING - WEDNESDAY 6 FEBRUARY 2019 AT 10.00AM, VENUE TO BE CONFIRMED

The Mid Argyll, Kintyre and the Islands Community Planning Group noted the date of the next meeting and agreed that suggestions for agenda items relating to Outcome 3 – Education, skills and training maximises opportunities for all and Outcome 4 – Children and young people have the best possible start, should be forwarded to the Area Committee Manager.

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Argyll & Bute Transport Connectivity and Economy Study

7th November 2018

Nicky Sobey
Senior Policy Manager

Study Objectives

- Identify problems - assess the extent to which transport connectivity between the five main population and economic centres (Campbeltown, Dunoon, Lochgilphead, Oban and Rothesay), and to these from the Glasgow/Inverclyde area, has a real impact on businesses, service providers, and the potential for future economic growth.
- Identify opportunities - consider the scope for major transformative investments in transport infrastructure to produce transformative economic impacts.

What was done....

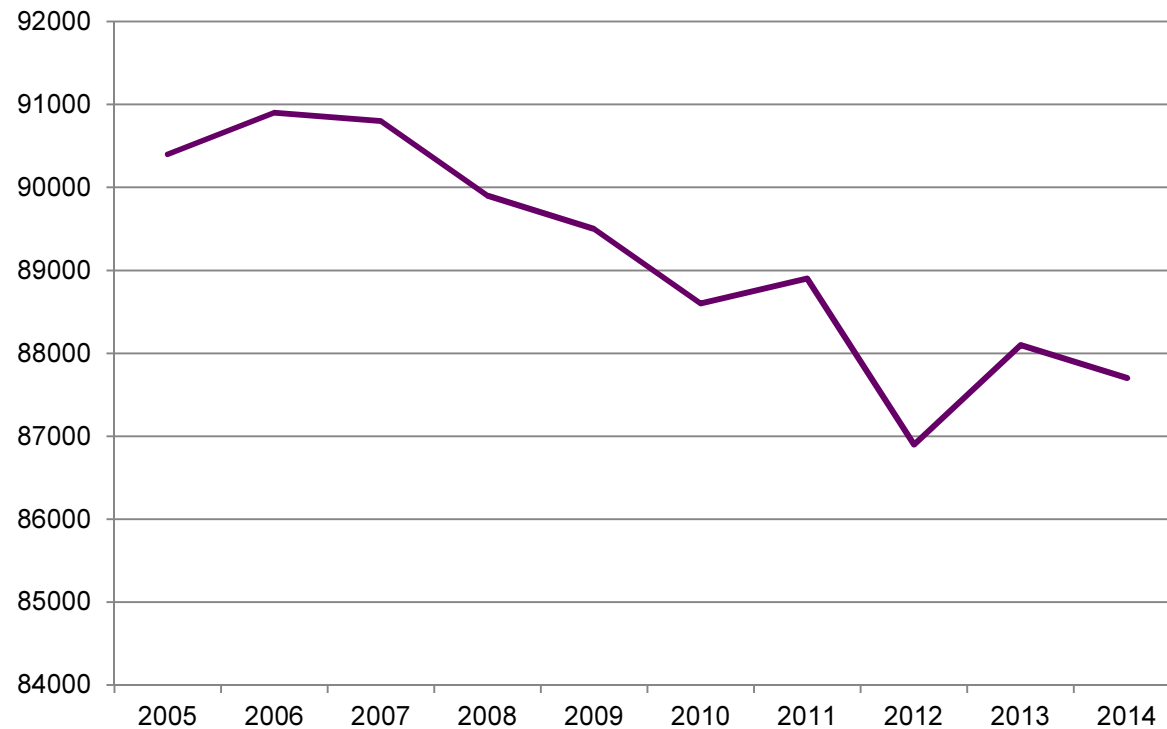
HIE commissioned ekosgen and Reference Economics in 2015 to undertake the study.

Fieldwork included:

- A desk-based review of population and employment trends and of the transport network e.g. journey times, mode data
- In-depth consultations with 15 key organisations and 23 businesses - 1,700+ private sector business employees
- Review of existing studies/ planned investment, including A82, A83 trunk roads and the Scottish Ferries Plan
- Definition of transport problems and objectives

Socio-Economic Context (1)

- 3% **population** decline in A&B in decade to 2014
- 4% rise in H&I; 5% in Scotland over same period



Socio-Economic Context (2)

Population Change in the Five Main Settlements, 2001-2011				
Town	2001	2011	% change	Net change
Oban	9,448	9,974	5.6%	+529
Dunoon	9,803	9,960	1.6%	+157
Lochgilphead	3,708	3,825	3.2%	+119
Campbeltown	6,751	6,423	-4.2%	-284
Rothsay	5,106	4,637	-9.2%	-470

- Varied picture within A&B
- Significant population rise in Oban (twice national average)
- Modest increase in Lochgilphead – but below regional and national rates
- Decline in Campbeltown (-4%)
- Ageing population in all key settlements

Socio-Economic Context (3)

- Dependent on Public Sector employment, and traditional sectors including Primary industries, Forestry, Construction and Tourism – all reliant on transport network.
- Number of economic growth opportunities e.g. Food & Drink, Tourism, Renewables

Existing Transport Infrastructure

Most road journeys are 50 miles or more. In part this reflects the dispersed nature of the area.

However, challenges of distance exacerbated by the following:

- **Limitations and quality of the road network**, resulting in low average speeds (below 40 mph on some key routes, including parts of the A85, A816 and B836/A8003).
- **Bus** services – often low frequency and longer road journey times than car trips.
- **Long crossing times and limited frequency of sailing on ferry services** to some of the more populous islands (e.g. Islay, Tiree).
- **Air can only meet some travel needs.**

Other Transport Issues

- Resilience/ Lack of Alternative Routes
 - For some routes, resilience regarded by many consultees as poor, mainly as a result of closures (roads) or cancellations (ferry).
 - Unforeseen event (a landslip, a road accident) can mean very long diversions. E.g. A816 Oban Lochgilphead, diversion adds over an hour to the journey.
- Seasonality and Conflict between Transport Users
 - Tension tourist and non-tourist users
 - Quality and fit for purpose of B roads and minor A roads (dual users tourists and heavy industry/ daily deliveries)
- RET issues (capacity)

Role of Transport

- **Staff travel to and for work** – most live quite local (necessity)
– can be issue recruiting/attracting staff
- **Goods inward (suppliers)** – need to build in time, some internal A&B issues (e.g. food produce)
- **Goods outwards (products)** – most find a way to deal with this using existing network (some reliability issues)
- **In-bound tourists** – *generally* not seen as major issue; but quality of internal network concerns and may miss “impulse” market
- **Other business visitors** – journey times can be prohibitive
- **Service delivery** – reaching customers, users

Key A&B Transport Movements

A83 – Rest & Be Thankful

A82/85 – Oban to Glasgow

A816 – Oban to Lochgilphead

Dunoon to Inverclyde

Other key MAKI corridors:

- Tarbert – Portavadie ferry
- Campbeltown – Ardrossan ferry

A83 Rest & Be Thankful (1)

- Feedback that this the principal thoroughfare and that *reliability* is the main issue
- The lack of alternatives is critical
- Necessary for all those in mid-Argyll and Kintyre
- Strong desire for permanent solution
- Can be compounded by seasonality – twice the number of cars in peak months
- Otherwise A83 seen as largely adequate bar Campbeltown to Tarbert slow

A83 Rest & Be Thankful (2)

- No choice for businesses to accept the unreliability
- Loss of productivity and profitability
- Significant service delivery challenges
- Some businesses have moved away – long journey times plus unreliability
- Likely to be a disincentive to investors

A816 Lochgilphead - Oban

- Road poor – 1 hour to cover 37 miles
- Impacts on deliveries, business, reaching customers (e.g. BT), service delivery
- Journey times and reliability (and stress)
- Conflict between different user types (car use of 75% higher in peak months)
- Lack of alternative routes

Other MAKI Transport Corridors

Tarbert to Portavadie

- Significant for business travel by organisations with an area-wide remit and who may also have offices distributed throughout Argyll and Bute e.g. the local authority.
- However, poor transport links from Portavadie to Dunoon with various single track sections

Campbeltown to Ardrossan

- Introduction of ferry service regarded as helpful by key local businesses, largely by tourism businesses

Overall Conclusions

Strong case for investment in A&B transport infrastructure

Study noted current and planned investment underway at the time e.g. £10M R&BT landslide risk reduction measures; A83 improvements at pinch points; Ferry network planned changes.

In the short to medium term the following identified as worthy of further consideration:

- **A816** – to remove the constraints caused by poor carriageway width and alignment, and improve journey times between Oban and Lochgilphead (and onward to Kintyre)
- **A85/Oban** access improvements
- **Dunoon- Colintrave – Portavadie** route upgrade
- **Glasgow to Oban rail service** to improve journey times

Long term aspirational package of investment to develop new east-west route, including fixed links across Clyde and Loch Fyne

- Issue very high cost – complete route package in excess £1billion

National Transport Strategy (NTS)

Transport Scotland currently undertaking review of NTS, involving wide programme of engagement

ABC's 'Top Transport Priorities' for A&B, feeding into NTS consultation and subsequent Strategic Transport Projects Review, includes:

- A83 Road Upgrade – need for comprehensive programme of investment to improve road resilience, safety and journey times
- A83 R&BT – need for “once and for all solution”
- A816 Oban to Lochgilphead – remove pinch points, improve road alignment and excessive bends
- Dunoon – Colintraive – Portavadie Road Upgrades
- Replacement of Council Ferries – ageing vessels on Islay Jura route and Appin to Lismore
- Extension of ferry services e.g. Tarbert – Portavadie ferry
- Improve capacity and resilience of Islay ferry service – concerns given expansion of whisky and tourism industries

Rural Growth Deal

ABC's RGD proposition, based on 3 key drivers – *Connecting; Attracting; Growing*

Connecting, includes **Roads Infrastructure proposal** to develop key routes to market and business development

- **Circa £0.5M for feasibility studies** for A83 improvements, realignment of A85 and improvements to other identified local strategic economic routes.
- Following appraisals, critical where the findings for evidence-based improvements are substantiated **circa £40M implemented on enhancements to strategic routes**



Any Questions?



Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Argyll and Bute Community Planning Partnership

Mid Argyll, Kintyre & Islay Area Community Planning Group

7th November 2018

argyll and bute
communityplanningpartnership



Argyll Community Housing Association – Annual Update

1. Purpose

1.1 The purpose of this report is to provide the Mid Argyll, Kintyre & Islay Area Community Planning Group (CPG) with Argyll Community Housing Associations (ACHA) Annual Update.

2. Recommendations

2.1 The Area CPG are asked to note the content of this report.

3. Background

3.1 ACHA have given a commitment to provide an annual update on the work being undertaken by the Association and to attend the local CPG meetings on an annual basis.

4. Detail

Stock

4.1 ACHA have a total of 5158 properties. For the Mid Argyll, Kintyre & Islay (MAKI) Area this is broken down as follows:

- Mid Argyll – 604
- Kintyre – 825
- Islay – 360

We also have 8 allotments in Campbeltown and a total of 72 garage sites available for let (48 in Kintyre and 24 in Mid Argyll).

ACHA also have a Travelling Persons Site at Duncholgan, Lochgilphead which has 14 pitches available to let to the Gypsy Traveller Community.

Regeneration Programme

4.2 To date, ACHA have built 365 homes throughout the Argyll & Bute area. Within the MAKI Area ACHA have built 193:

- **Mid Argyll – 48 properties:**
- Relief Land (refurbishment) – 5 properties
- MacMillan Court, Ardrishaig – 18 properties
- Oakhill, Tarbert – 8 properties

- Tayvallich – 2 properties
- Heatherbank, Cairnbaan – 3 properties
- Tower View, Inveraray – 12 properties

- **Kintyre – 84 properties:**
- New Parliament Place – 52 properties
- Park Terrace Area – 32 properties

- **Islay – 61 properties:**
- Highfield, Bowmore, Islay (refurbishment) – 3 properties
- Church Way, Port Ellen, Islay – 8 properties
- Sealladh Na Mara, Bowmore – 20 properties
- Ceol A Chuain, Bowmore – 10 properties
- Sealladh Loch Na Dala, Bowmore -20 properties

4.3 ACHA have also re-modelled existing stock to tackle low demand and meet the housing need within the area. The following properties have been re-modelled:

- Millknowe Terrace, Campbeltown
- Dalaruan Street, Campbeltown
- Relief Land, Inveraray

4.4 Future Interests:

We are considering building in the following areas, subject to the outcome of feasibility studies, planning permissions and funding:

Cairnbann – 3 units
Kilmartin – 4 units
Oakhill, Tarbert – 4 units
Inveraray – 12 units
Bowmore, Islay – 20 units

4.5 Low demand strategy – demolition of 27 properties

ACHA has experienced difficulties in letting properties in parts of Campbeltown for a number of years due to low demand issues.

Following consultation with tenants and the local community, ACHA's Board of Management agreed in May 2017 to demolish properties in Queen Street (15), Princes Street (4) and Saddell Street (8), Campbeltown. We had no applicants on the waiting lists who wanted to live in these areas.

The demolition of these properties is due to take place by the end of this year.

4.6 Low demand strategy – consultation with residents in the Dalintober area

ACHA continue to work on our low demand strategy for Kintyre, where we still have a number of properties in the Dalintober area that cannot be relet due to lack of demand.

A Feasibility study was undertaken, to investigate the future of the estate, and this highlighted issues around the layout of the flats, the external environment and the costs to upgrade the properties to meet the Energy Efficiency Standards for Social Housing set by the Scottish Government.

ACHA's Board of Management made a decision to investigate the possibility of being able to gain permission from Historic Environment Scotland (HES) to get the building de-listed and to then apply for permission to demolish the buildings. There are 46 properties affected in this area.

ACHA staff are currently consulting with tenants and owners who are affected.

If permission is granted to de-list and demolish the buildings, ACHA intend to build new properties on the site that meet the needs of the applicants on the HOME Argyll waiting list.

Investment Programme

4.7 The key elements that we are installing in our homes throughout the Argyll & Bute area during 2018/19 are shown in the table below up to the.

Element	
Windows & Doors	300 properties
Kitchen & Bathrooms	40 properties
Heating & Rewire	210 properties
Roof & Roughcast	212 properties
Refurbishments	168 properties
Total	930 properties
Total Expenditure	£10 million

4.8 We are almost complete in terms of our upgrades to kitchens and bathrooms, with only a few left to install.

We have ongoing works in terms of windows and doors and heating and rewiring.

The heating and rewire programme is more difficult as the work is more disruptive and tenants are not as keen to have this type of work carried out.

In terms of the roof and roughcast programme this continues to be very challenging for us. A lot of our flatted and tenemental blocks are in shared ownership and we must have the consent of the owners before we can proceed with this type of work.

Allocations & Reletting of Properties

4.9 ACHA are part of the HOME Argyll partnership (Housing Options Made Easy), along with Argyll & Bute Council, West Highland Housing Association, Fyne Homes and Dunbritton Housing Association. We currently have just under 3,000 applicants on our house waiting lists.

4.10. The HOME Argyll allocation policy is currently under review, primarily due to the changes brought about by legislation introduced by the Housing (Scotland) Act 2014. A consultation exercise will be carried out with stakeholders in the near future on the proposed changes to the Policy.

Welfare Reform

4.11 ACHA continues to deliver a Welfare Rights Service and is a partner with Money Skills Argyll.

The primary objective is to assist vulnerable tenants in terms of maximising and stabilising income, and to assist them in maintaining their tenancies.

Across the Argyll & Bute area the following residents are now on Universal Credit following the first month of roll out:

- Mid Argyll & Lorn – 114 claimants
- Campbeltown & Islay – 39 claimants
- Dunoon – 62 claimants
- Lomond – 65 claimants
- Bute – 55 claimants

Figures provided by DWP

Examples of Community Support

4.12 Your Voice is a group of tenants who scrutinise the performance of ACHA and make recommendations based on their findings about how services to customers might be improved. They have so far made recommendations to improve the following services that ACHA deliver:

- Void and Relet Standards
- Repairs & Maintenance
- Estate Management

The Group were voted the “Most Inspiring Scrutiny Newcomer” at the Tenants Information Service (TIS) National Excellence awards this year.

The award recognises excellence in scrutiny practice that others can learn from and ACHA are delighted that the Group’s hard work and commitment to improve services for ACHA tenants has been recognised at this level.

4.13 – ACHA's 10-10-10 is an initiative to assist local schools in the Argyll & Bute area. This initiative was launched in November 2016 to commemorate ACHA's 10 years as a housing association with a 10-year bequest of up to £10,000 per year to support projects and initiatives in Argyll and Bute schools.

A panel made up of staff from Argyll Community Housing Association (ACHA), and Argyll and Bute Council has just completed an evaluation of applications.

Eight schools in Argyll and Bute have been successful in this round of applications, 2 of which were from the MAKI area:

- Carradale Primary School, Campbeltown,
- Drumlemble Primary School, Campbeltown

Each school has been given £1,000 towards their project.

The awards have been made to support a number of different initiatives such as provision of interactive smart boards, running an after school club, outdoor learning area enhancement, swimming lessons and nurture room kitchen facilities

4.14 Community Action Funds

ACHA has a small fund from which we are in a position to make donations of up to £500 to registered charitable organisations which are worthwhile causes and which have some housing connection or follow our mission statement.

So far this year the following 9 charities in the MAKI area have received a donation:

- People & Agencies Coming Together – Mid Argyll & Kintyre
- Kintyre Youth Forum
- Tarbert Youth Group
- Tarbert Soup Group
- KADAS
- Kintyre Food Bank
- Men's Shed, Lochgilphead
- Islay & Jura Community Enterprise Ltd
- Islay & Jura Highland Dancers

4.15 Best Garden: ACHA continue to run the best garden competition for our tenants in each area, along with the largest sunflower competition for all pre-five nurseries in the Mid Argyll & Kintyre areas.

4.16 Tenants & Residents Associations (TRA) – ACHA actively promote tenant participation through a wide range of methods. We have one registered tenant & residents association in Campbeltown – Dalintober & Millknowe TRA, and an informal group at Duncholgan Travelling Persons Site.

We promote Tenant Participation through our Area Committee's, Board of management, regular consultation and the Your Voice Group.

Tenant Satisfaction

4.17 We carried out a Satisfaction Survey on our tenants during August 2018. 400 tenants were contacted and asked questions that are based on the Indicators required for the Annual Return of the Charter (ARC) for the Scottish Housing Regulator (SHR). We are currently analysing the results.

5. Conclusions

5.1 ACHA is continuing to meet its targets and priorities within local strategies.

6. SOA Outcomes

6.1 Reference to Outcomes 5 – People Live Active, Healthier and Independent Lives

Name of Lead Officer

Yvonne Angus, Regional Manager, Argyll Community Housing Association

For further information please contact:

Yvonne Angus, Regional Manager, Argyll Community Housing Association
Tel 01546605810

Supplementary Papers

- none



Scottish Ambulance Service

**Presentation to Mid Argyll, Kintyre & Islands
Community Planning Group**

7th November 2018

Mark Benton

Area Service Manager





Agenda

- Service overview
- Local issues
- Service developments
- Open forum



Operating Regions



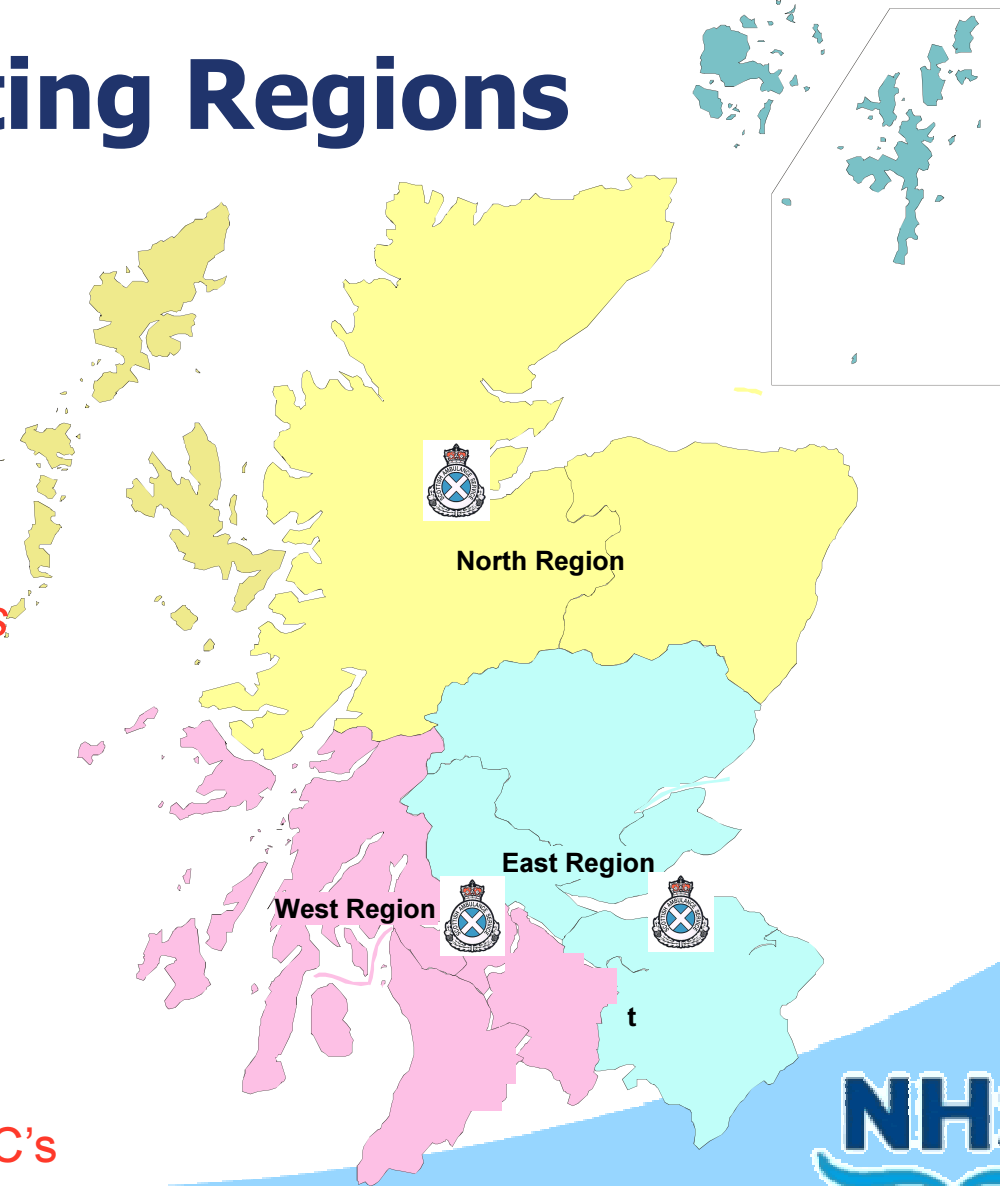
Service Divided into 3 Regions

4300 staff

3 Ambulance Control Centres:

- Edinburgh (East)
- Cardonald (West)
- Inverness (North)

Scheduled Care co-located at ACC's





Argyll & Bute

- 2,480 square miles
- 23 inhabited islands
- 112 staff
- 48 vehicles (14)
- £4.4m budget
- 89,200 residents





Service Overview – A&E

- Respond to 999 calls



Service Overview – A&E

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- Accident & Emergency Incidents 2017/18
 - 700,000 nationally (approx 13,500 per week)
 - 12,000 in Argyll & Bute (approx 230 per week)



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 - 700,000 nationally (approx 13,500 per week)
 - 12,000 in Argyll & Bute (approx 230 per week)
- Responding to more emergency calls than ever before
- Responding faster than ever before
- Air Wing carried out 745 missions in 2017/18



Service Overview – A&E

Types of Incident



Service Overview – A&E

Types of Incident

- Immediately Life Threatening (ILT)



Service Overview – A&E

Types of Incident

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 - PURPLE Cardiac Arrest Blue Light 6 mins
 - RED Blue Light 7 mins



Service Overview – A&E

Types of Incident

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Service Overview – A&E

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- Immediately Life Threatening (ILT)
 - PURPLE Cardiac Arrest Blue Light 6 mins
 - RED Blue Light 7 mins
- Not Immediately Life Threatening
 - AMBER Blue Light 20 mins
 - YELLOW Blue Light 20 mins



Service Overview – A&E

Types of Incident

- Immediately Life Threatening (ILT)
 - PURPLE Cardiac Arrest Blue Light 6 mins
 - RED Blue Light 7 mins
- Not Immediately Life Threatening
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 - YELLOW Blue Light 20 mins
 - GREEN NOT Blue Light 1 hour



Service Overview – A&E

Types of Incident

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 - BLUE Urgent NOT Blue Light 1, 2, 3, 4 hour



Service Overview – A&E

Types of Incident

- Immediately Life Threatening (ILT)
 - PURPLE Cardiac Arrest Blue Light 6 mins
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 - YELLOW Blue Light 20 mins
 - GREEN NOT Blue Light 1 hour
 - BLUE Urgent NOT Blue Light 1, 2, 3, 4 hour
 - WHITE Routine Discharges etc.



Service Overview

- Respond in a number of different ways





Service Overview

- Respond in a number of different ways
- Crews are more skilled than ever before





Service Overview

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- Transport patients to hospital but also 'see and treat'





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Service Overview

- Respond in a number of different ways
- Crews are more skilled than ever before
- Transport patients to hospital but also 'see and treat'
- Paramedic Response Units
- Advanced/Specialist Paramedics
- First Responders
 - 121 schemes (12 in A&B)
 - 1000 volunteers (73 in A&B)



Scottish Ambulance Service
FIRST RESPONDERS



NHS
SCOTLAND



Service Overview

Other Agencies:





Service Overview

Other Agencies:

HM Coastguard

RNLI

Mountain Rescue

Cal Mac

SFRS

Police Scotland





Service Overview - PTS

- Scheduled Care – 125,000 journeys per month





Service Overview - PTS

- Scheduled Care – 125,000 journeys per month
- Finite resources means prioritisation:
 - Patients with a medical need
 - Needing assistance
 - Cannot use Public Transport
 - Mobility restrictions





Service Overview - PTS

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- Finite resources means prioritisation:
 - Patients with a medical need
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 - Cannot use Public Transport
 - Mobility restrictions
- Challenges around alternative transport options





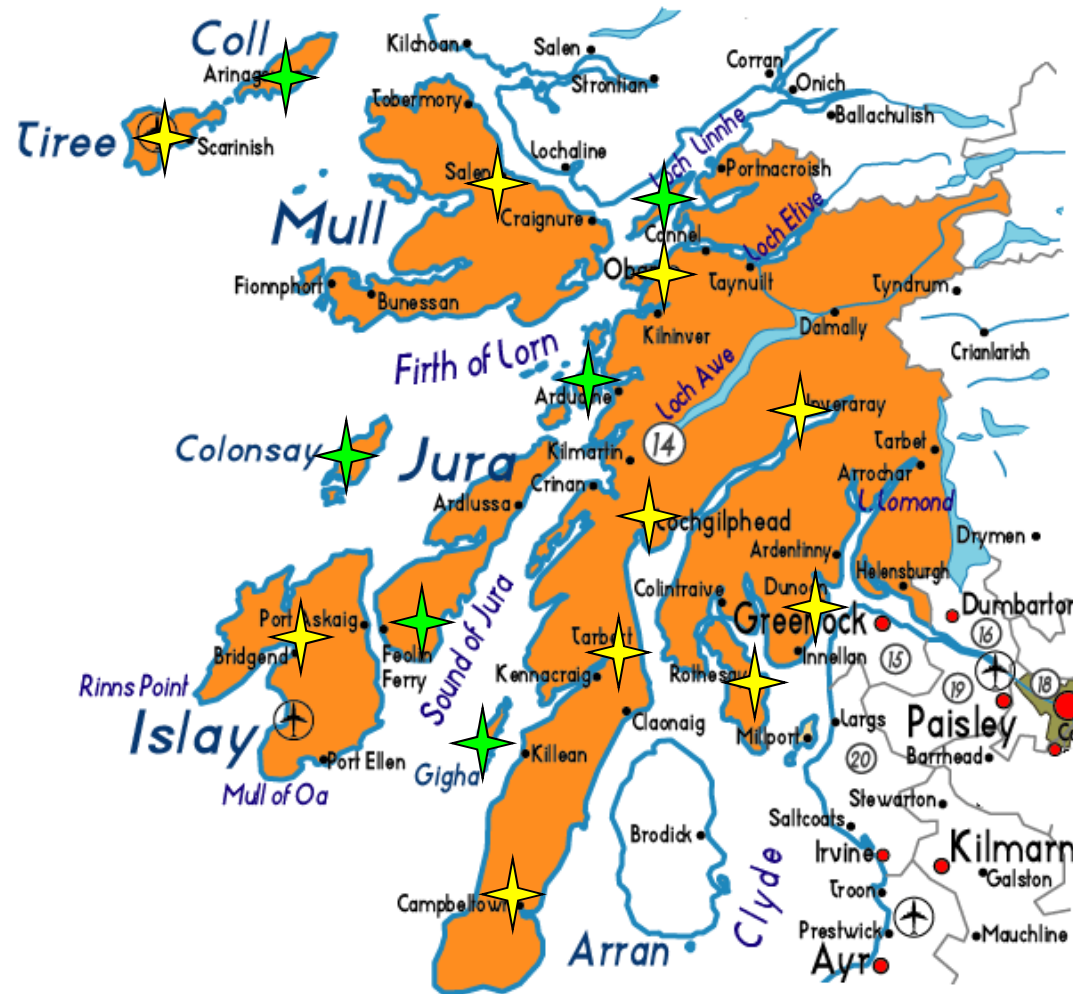
Service Overview - PTS

- Scheduled Care – 125,000 journeys per month
- Finite resources means prioritisation:
 - Patients with a medical need
 - Needing assistance
 - Cannot use Public Transport
 - Mobility restrictions
- Challenges around alternative transport options
- Patient transport strategy ongoing review





Locations





Challenges

- Ever increasing demand
- Increased Inter-Hospital Transfers (11,000 in A&B 2017/18)
- H&S, on-call working, meal breaks, fatigue
- Integrated transport solutions – 'Transport With Care'
- Island cover
- MONEY!



Service Developments



- Island landing sites





Service Developments



- Island landing sites
- Remote & Rural working initiatives





Service Developments



- Island landing sites
- Remote & Rural working initiatives
- Extended training for Paramedics





Service Developments



- Island landing sites
- Remote & Rural working initiatives
- Extended training for Paramedics
- Specialist Paramedic role





Service Developments



- Island landing sites
- Remote & Rural working initiatives
- Extended training for Paramedics
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- Community First Responders



Scottish Ambulance Service
FIRST RESPONDERS



Service Developments



- Island landing sites
- Remote & Rural working initiatives
- Extended training for Paramedics
- Specialist Paramedic role
- Community First Responders
- National Airwave Radio replacement



Scottish Ambulance Service
FIRST RESPONDERS





Service Developments



- Island landing sites
- Remote & Rural working initiatives
- Extended training for Paramedics
- Specialist Paramedic role
- Community First Responders
- National Airwave Radio replacement
- Defibrillator procurement

- 540 A&E
- 414 PTS



Scottish Ambulance Service
FIRST RESPONDERS





Service Developments

Special Operations Response Team (SORT)





Service Developments

SCOTSTAR





Service Developments

SCOTSTAR — Safe and effective transport and retrieval of neonates, children and adults in Scotland.





Service Developments

SCOTSTAR — Safe and effective transport and retrieval of neonates, children and adults in Scotland.

- Scottish Neonatal Transport Service



Service Developments

SCOTSTAR — Safe and effective transport and retrieval of neonates, children and adults in Scotland.

- Scottish Neonatal Transport Service
- Emergency Medical Retrieval Service (Adults)



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Service Developments

SCOTSTAR — Safe and effective transport and retrieval of neonates, children and adults in Scotland.

- Scottish Neonatal Transport Service
- Emergency Medical Retrieval Service (Adults)
- Scottish Paediatric Retrieval Service (Paediatrics)

Around 3,000 transfers and retrievals in 2018/19



Engagement

- Patient Focused Public Involvement
- Open and honest communications
- Working in partnership with staff
- Improving stakeholder involvement and communication
- www.scottishambulance.com



Questions and Open Forum



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