



argyll and bute  
**communityplanning**partnership



## Argyll and Bute Community Planning Partnership



## Annual Report 2014 - 2015

Single Outcome Agreement  
(2013 - 2023)

*Argyll and Bute's economic success is built on a growing population*

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## Foreword

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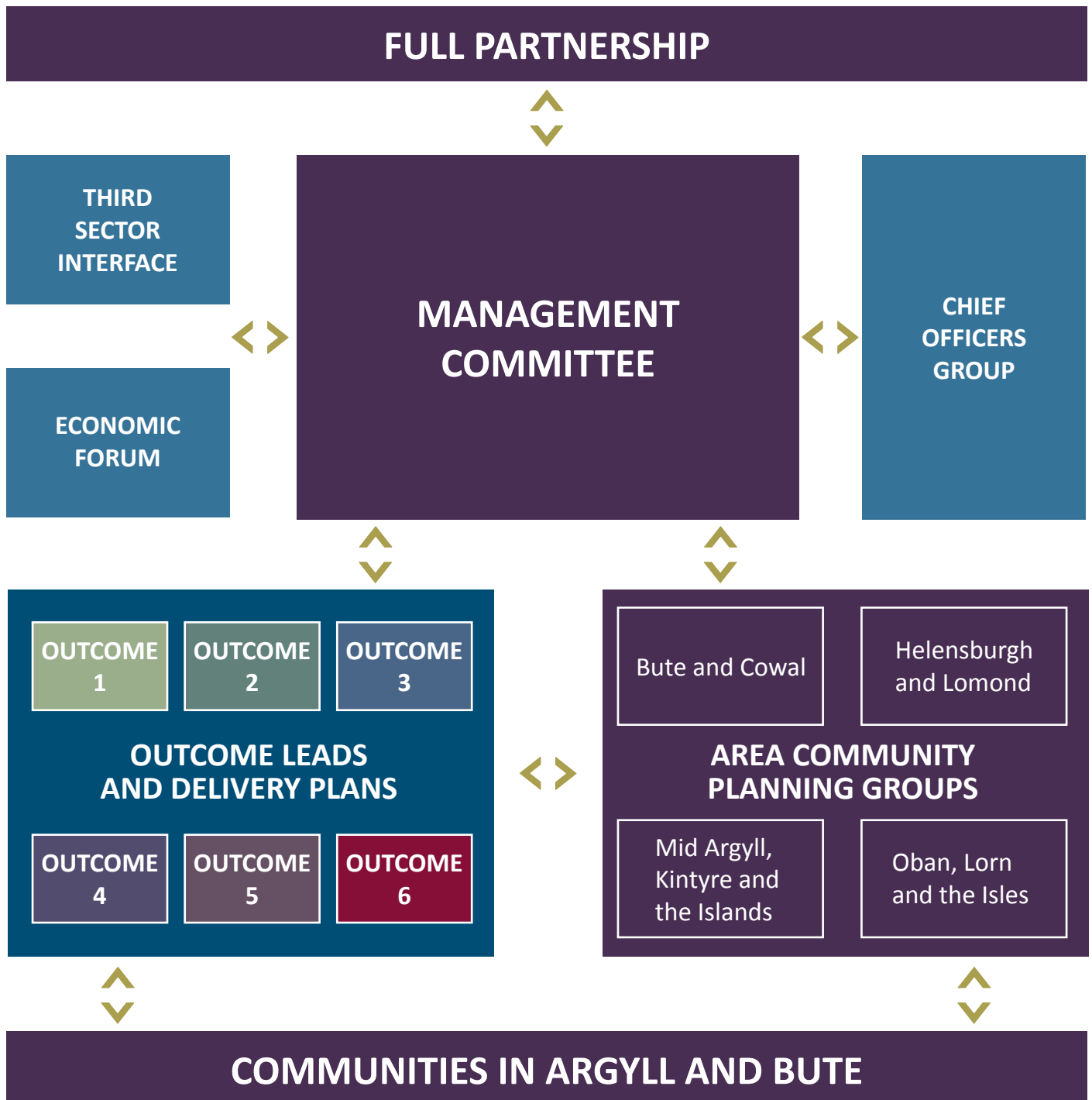
*Councillor Dick Walsh,  
Council Leader*

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# Community Planning in Argyll and Bute





## working together to deliver 6 Outcomes

-  **Outcome 1 The economy is diverse and thriving**
-  **Outcome 2 We have infrastructure which supports sustainable growth**
-  **Outcome 3 Education, skills and training maximises opportunities for all**
-  **Outcome 4 Children and young people have the best possible start**
-  **Outcome 5 People live happy, healthier and independent lives**
-  **Outcome 6 People live in safer and stronger communities**

## Outcome 1

# The economy is diverse and thriving

### Projects include...

Portavadie Spa

Rothesay THI Works and the restoration of Rothesay Pavilion

Opening of Malin House at the European Marine Science Park

Expansion helps farm crack new markets – Kintyre Eggs

For details on these projects, refer to the Full Annual Report.

### Achievements

- 127 jobs created/retained through HIE/SE account management and Business Gateway
- 13 graduate placements / internships
- 850 businesses now members of the Argyll and the Isles Tourism Cooperative (AITC)
- 112 business start-ups
- Established a private sector-led economic forum
- Prepared a regeneration plan for Rothesay working with Scottish Urban Regeneration Forum (SURF)



## Case Study: The European Marine Science Park

The European Marine Science Park, situated 3 miles east of Oban, demonstrates our region's success in growing the life sciences sector, supports the unique marine science cluster of activity in our region, and aims to attract inward investment and jobs into Argyll. Phase 1 can support up to 125 jobs.

HIE developed the Science Park, investing £6.0m to date, in order to enable new and expanding companies, as well as inward investors, to locate to the region and further develop the world-class centre of excellence in Marine Science. The Dunstaffnage site is already an internationally recognised centre of excellence for marine science. The Scottish Marine Institute at the same location is home to the Scottish Association of Marine Science (SAMS), an academic partner of the University of the Highlands and Islands, and the European Centre for Marine Biotechnology, which offers incubation space for start-up companies.

Two tenants are currently at the park, supporting 20 jobs. Fergus Ewing MSP formally opened the development on 21 November 2014.

Benefits to the business community include increased access to research, opportunities for knowledge exchange and the wider benefits of being part of a significant cluster of international expertise.

## Case Study: Kintyre Eggs

A Kintyre farm that sells its eggs to customers across Argyll and beyond is expanding further following a Business Gateway Plus Growth Grant.

Kintyre Eggs started with 500 hens but as demand increased for fresh, free range eggs additional hen houses were built and there are now nearly 3000 hens on the farm.

The growth grant enabled the purchase of equipment which collects and sorts eggs more efficiently enabling the business to sell to shops throughout Argyll and beyond to Glasgow. The business is also in the process of opening a farm shop and has ambitions to expand their range of products and include a visitors section.

Business Gateway were also able to signpost Kintyre Eggs to other potential funding sources to aid further expansion.



### Projects include...

Railway station upgrades

Coll 4G mast

Kintyre Hunterston subsea cable link

Affordable housing sites at Tarbert, Helensburgh, Connel, Dunbeg, Bowmore, Oban and Lochgilphead

Campbeltown harbour and berthing improvements

For details on these projects, refer to the Full Annual Report.

### Achievements

- 75 new housing sites identified in the Local Development Plan
- 97.5% of planning applications approved
- 219 affordable social sector new build houses built
- Oban airport passenger numbers grew by 12.8%
- £6.9m of roads improvements as part of a combined 3 year programme
- Cardross became the first settlement with the “Rest of Scotland” project to receive superfast broadband
- Vodafone Rural scheme promoted to community groups provided equipment to 3 successful communities which currently experience poor mobile reception





## Case Study:

### New mobile mast and access to telecommunications

In response to the lack of mobile signal on the Isle of Coll, the local community began working with the Scottish Government on a project to provide a new mobile mast on the island. The project is a collaboration between the Scottish Government, Scottish Futures Trust, Vodafone, Mono Consultants, Wireless Infrastructure Group and the local community – Development Coll.

Vodafone expressed interest in working with the local community and the Scottish Government to see whether a model can be created where mobile equipment is provided, at its own cost, on the basis that it could use the mast free of charge. This would enable them to provide a mobile service across Coll by integrating it into their national network. The mast would then have to be maintained by Development Coll and the mobile service supported by Vodafone for at least 15 years.

The main issue with the provision of this model was the expectation that Development Coll would fund the mast's maintenance. This was addressed by approaching organisations who would be beneficiaries of the mobile service and that may be able to support the initiative including Project Trust, Scottish Fire and Rescue Service, NHS Highland and Argyll and Bute Council. The Council is currently agreeing the details of this support with Development Coll.

The new service was switched on in March 2015 and by providing access to 2G, 3G and 4G telecommunications services means that Coll is the first island in Scotland to have a 4G service allowing mobile broadband connections in the region of 20 megabits per second in addition to voice services. Coverage is also reaching parts of Tiree and Mull.

## Case Study:

### Upgrade of Loch Awe and Connel railway stations

The upgrade of the Loch Awe and Connel railway stations came after significant investment in local rail services which doubled the number of trains between Oban and Glasgow to 6 per day. This was a partnership project between Sustrans, Scotrail, Argyll and Bute Council and HITRANS and involved improving pedestrian and cycle access to the stations by installing improved surfacing and street lighting. In addition, HITRANS and Argyll and Bute Council jointly funded new waiting shelters at Taynuilt and Dalmally Stations. It is considered that the improvements will provide increased opportunities for travel between Oban and outlying villages and in doing so will encourage alternative means of travel.

The works at Loch Awe Station involved upgrading the main access route by installing an improved surface and street lighting. Dropped kerbs were also installed at the entrance to the station from the adjacent A85 trunk road to improve access for pedestrians and cyclists.

The access to Connel station is also used by HGV's to access a local oil distribution centre. Previously, there were no footways or street lighting on this route creating a potential hazard, particularly during darker winter months. The works here involved the installation of new lighting and a painted walkway delineating a shared surface. This project also complements the Community Links path constructed at Connel in 2013/14. These two upgrades cost in the region of £130,000 with the new LED lighting at the two stations costing £70,000.

### Projects include...

EXitE Programme @DGS – “Exit into employment at Dunoon Grammar School”

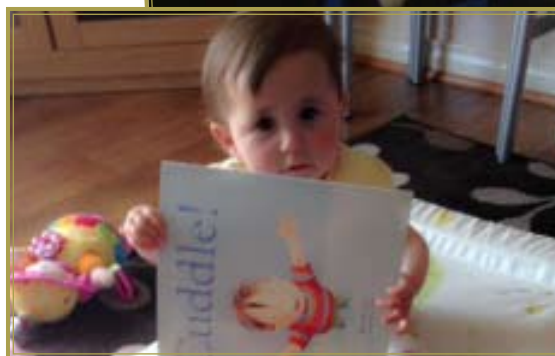
Adults offered basic computer skills in rurally isolated locations

Early Years Collaborative

For details on these projects, refer to the Full Annual Report.

### Achievements

- 338 young people gained accredited wider learning qualifications
- 517 young people completed Saltire Awards
- 1,505 people supported to improve their employability
- 314 elderly residents engaged with the Grey Matters project





## Case Study:

### Dunoon Grammer School EXitE Programme

Dunoon Grammar School ran an EXitE programme aimed at 54 pupils who had disengaged from learning and were most at risk of moving into a negative destination once they left school.

The EXitE flexible learning programme offered a variety of learning opportunities and approaches to improve behaviour and reengage these young people with school. The programme was led by the local Youth Worker and involved partner agencies including Argyll Training Limited, Benmore Outdoor Education Centre, Skills Development Scotland, Help Ltd, JobCentrePlus and local employers.

A flexible learning programme was created for each pupil, designed to engage them in learning with a day per week spent out of school with a local employer on a work placement. The rest of the school week was split between employability skills courses and academic attainment. Pupils were able to complete employment based certification such as REHIS: Elementary Health and Safety, REHIS Elementary First Aid and REHIS: Safe Manual Handling Awareness Course.

The school has benefitted as behaviour and attendance in class for EXitE pupils has improved and exclusion rates have reduced. Those in EXitE have a better knowledge of the local labour market, a clearer understanding of what is expected in a work situation and knowledge of the employability skills needed to succeed in the workplace.

## Case Study:

### Adult Learning and Literacies Team



Adults in rurally isolated communities who lack computer skills and have transport or mobility issues can often have great difficulty in finding anyone to assist them.

When three of the four Housing Associations serving Argyll and Bute ran a financial inclusion project targeting remote and rural communities, the Council's Adult Learning service was asked to deliver the basic computer skills vital to people on lower incomes, such as accessing jobseekers sites, doing online price comparisons, filling out forms, budgeting, and much more.

The IT sessions had to be held in Council premises so using rural primary schools as the venue (after school hours) was the best solution in isolated communities. The sessions were open to any adults who wanted to learn, as well as referrals from the Housing Associations. Numbers were small so the sessions were very informal and fun with the flexibility to tailor to suit individual needs.

To date, sessions have been successfully held in 18 rural schools - Bunessan, Ulva, Lochdon, Tobermory, Strachur, Lochgoilhead, Inellan, Dunbeg, Lochnell, Furnace, Inveraray, Bowmore, Port Charlotte, Port Ellen, Jura, Carradale, Rosneath and Garelochhead primaries.

Adult Learning also hosts basic computer classes, groups and drop-ins across 25 locations in Argyll and Bute.

## Projects include...

Partnership working under the "Getting it right for every child" GIRFEC framework for:

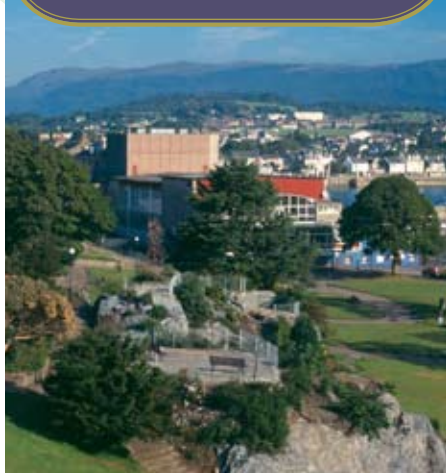
- Achieving age appropriate milestones
- Ante-natal and post-natal care
- Infant care for people who do not have English as their first language

Psychology of Positive Parenting project

For details on these projects, refer to the Full Annual Report.

## Achievements

- 98.3% of babies at 24 months received their primary immunisations
- 100% of children on the Child Protection register affected by domestic abuse have an assessment in place
- 4 schools achieved the Gold SportScotland School Sport Award
- Young people took part in debates around the referendum
- Young people undertook personal development and confidence building courses.



## Case Study: POPP (Psychology of Positive Parenting)

POPP (Psychology of Positive Parenting) includes the Incredible Year Programme (14 weeks) and the Triple P Programme (9 weeks) aimed at parents of 3 and 4 year old children with elevated signs of misbehaviour and aggression.

Courses were started in September 2014 in Lochgilphead and Helensburgh. A second cohort of courses started between February and April 2015 in Helensburgh, Oban, Campbeltown and Bute. All courses were facilitated by a mixture of Health Visitors, Social Work Assistants and Third Sector (AVA and Children 1st); having a mixture of third and public sector agencies delivering jointly it allowed a mix of referrals to come through to the programme and allowed the parents to see it wasn't just a social work programme which avoided any perception of stigma or of authority. It was clear to parents all facilitators were there to support them through the course and all were equals. Additionally where it became apparent parents had low confidence or self-esteem AVA was able to offer places on the STEPS to Excellence course to add further support and value in their parenting journey. This partnership approach worked extremely well, and delivered courses across Argyll and Bute with staff of each agency dedicating a minimum of 1.5 days per week to this initiative.

Jointly, facilitators publicised the course, identified referrals, completed administration including SDQ's and prepared materials for each week alongside support sessions and attendance at NES consultation days. Building on the success of this joint work, the Triple P is now being rolled out across the area with facilitators having completed the training.

## Achieving age appropriate milestones

Alexandra was born at full term in a Glasgow Hospital at 40 weeks gestation as a healthy infant. Alexandra was handed from midwifery services to Health Visiting under the "Getting It Right for Every Child" (GIRFEC) Framework's Core Programme. No issues of concern were raised at this point.

The Health Visitor provided high levels of support for the family as it soon became evident Alexandra had feeding difficulties with vomiting becoming a regular and concerning pattern. At her 6-8 week assessment it was noted that she was not achieving her age appropriate milestones. A lengthy period of hospital admissions followed through her first year of life as it became more obvious that Alexandra had an underlying complex medical condition.

A Universal Child's Plan was commenced and the Health Visitor took responsibility for coordinating a range of supportive interventions by all the partners involved. The number of partners and their roles are:

- Community Children's Nurse – Advising and monitoring of the care and management of specialist feeding equipment necessary to enhance Alexandra's growth.
- Dietician – provides nutritional guidance and calculation on daily dietary intake and necessary supplements.
- Paediatric Physiotherapist – provides guidance on exercise regimes for parents to undertake to increase muscle tone and developmental progression.
- Homestart – additional support to the family particularly as maternal emotional health was being compromised due to the highly stressful situation the family experienced.
- Housing Association – support to secure more spacious and suitable living environment.
- Play Therapy – supportive guidance within the family home to assist Alexandra's mother understand the important role of play for Alexandra.
- Bookbug Assertive Outreach – provided another means of helping parents progress Alexandra's communication as well as promotion of early literacy.
- Speech and Language Therapy – provide supportive guidance to parents to progress Alexandra's communication skills.
- Paediatrician continues to review and monitor Alexandra's developmental progress.

### Projects include...

Preventing hospital readmission through partnership work

Dunoon Esplanade improvements

Online footpath guide

Support to jobseekers to meet requirements of Welfare Reform

For details on these projects, refer to the Full Annual Report.

### Achievements

- 475 enhanced telecare packages in place
- 242 extracurricular sports opportunities for schools
- Physical activity position statement developed
- Implemented the Highland and Argyll and Bute Sexual Health and HIV Action Plan 2013-15



## Case Study: Dunoon Esplanade improvements

Dunoon is one of Argyll's key towns and Argyll and Bute Council has ambitious proposals to regenerate the local waterfront by investing over £8m on streetscape and local refurbishment projects. In 2010 HITRANS commissioned an Active Travel Audit for Dunoon which identified the Esplanade as a key local walking and cycling route with significant potential to encourage increased levels of active and alternative travel. However, the Esplanade was in a poor state of repair with cracked and uneven surfacing which was not attractive to cyclists. As such, Argyll and Bute Council submitted a funding application to Sustrans totalling £250,000 to resurface a 2.5km section of Dunoon Esplanade linking Kirn with Dunoon Town Centre.

Works included removing a number of local pinch points such as bus shelters/lay-bys and localised footway widening to achieve a width ranging from 2.5m – 5.5m. In addition, the previous paving slabs were lifted to create a uniform surface which was then sealed with a regulated single run of Hot Rolled Asphalt (HRA) with red chip castings.

## Case Study: Adult Learning Service - support for jobseekers

The new and unfamiliar requirements of benefits claims - obtaining an email account, conducting internet job searches, uploading CVs, and filling in job applications online - pose significant problems for a percentage of benefits claimants, particularly those with literacy difficulties. In addition, many people do not have, or cannot afford, IT equipment or an internet connection at home.

The Adult Learning service has responded by hosting Job Clubs, group work, courses and one-to-one support services, in a wide variety of familiar community venues, delivering, for example, an average of nearly 10 hours of face-to-face learning to each of 217 participants in five months. People are progressing to IT classes, getting help with literacies, gaining accreditation or job-specific certificates like CSCS cards, and moving into volunteering or work.

For example: of the 80 people referred to the Dunoon Job Club in the past two years, 69 had no computer skills to start with, and many had moderate to severe literacy difficulties. However, 44 progressed to a Beginners Computing course, and 19 successfully completed an SQA qualification. Of these 19, at least 8 got a job as a direct result of their SQA achievements.

Adult Learning staff are also working with the Job Centres to reach people as early as possible in their benefits claims, delivering joint information sessions to new claimants to let them know about the support we can give, and helping to ensure that claimant commitments are realistic as regards each individual's level of computer skills. This helps people to move towards employment or volunteering much more quickly, as evidenced by the Job Centres' 'off flow' data; it can also help reduce stress, and, in some cases, hardship.

# People live in safer and stronger communities

## Projects include...

Medics against violence

Home fire safety visits

Argyll and West Dunbartonshire Strategic multi-agency Serious and Organised Crime / Contest group

Fire Setters programme

Multi agency road safety group

Age Friendly Helensburgh

Epilepsy Awareness training

For details on these projects, refer to the Full Annual Report.

## Achievements

- 30.4% reduction in the number of serious violent crimes
- 841 older people engaged and involved in services design
- 1003 Home Fire Safety Visits
- Creation of a multi-agency concern/vulnerability hub





## Case Study: Scottish Fire and Rescue Service - Fire Setters

The Scottish Fire and Rescue Service Fire Setters programme allows community partners who have concerns with members of their community who may demonstrate a potential risk from setting fires to refer them to SFRS. We have a number of trained staff who can engage and communicate directly with those referred. The aim is to identify any serious underlying issue and work closely with relevant partner agencies ie Police and Social Services to ensure a joint, timeous and effective solution.

Following a fire at a Children's Home this year a Fire Setters course was arranged for one of the residents within the home. This involved one to one engagement and discussion with that individual in order to identify any issues and to see the perception of risk the individual may have possessed. On-going contact is arranged and behavioural patterns are monitored. A general presentation on fire safety was presented to all the other residents and staff. Enforcement officers also carried out a full audit and made appropriate recommendations.

## Case Study: Argyll Voluntary Action

Building on the success of partnership engagement with Grey Matters, a group which has connected older people and volunteers with public sector service providers, political representatives and MSP's, and a range of third sector organisations.

This has been facilitated by the Community Resilience work delivered by Argyll Voluntary Action and has now led to 'Age Friendly Helensburgh', the first stages of a partnership approach involving all sections of our community. The Community Resilience work itself is part funded by Health who are partners in the network driving Age Friendly Helensburgh alongside Argyll and Bute Council, Scottish Fire and Rescue Service, Alzheimer Scotland, Helensburgh and Lomond Carers, the Lunch Club, Seniors Forum, Visiting Friends, and a local Tai Chi provider.

The network is expanding and hopes to formally launch in August 2015. The ambition would be to replicate this truly joined up approach to making our communities safer, stronger, and more inclusive with their voices clearly held across Argyll and Bute.

The Community Planning Partnership is committed to early intervention and prevention.

Preventative spend is defined as “Actions which prevent problems and ease future demand on services by intervening early, thereby delivering better outcomes and value for money”. Such an approach is essential if the challenges facing Argyll and Bute are to be addressed successfully and in a sustainable manner.

Here is an example of what has been achieved in 2014-2015.

**Stretch Aim 1—pregnancy and birth**



**1**

This is me when I was born. My mum had met with nice people called midwives. They talked with mum about how to stay healthy and to how keep me healthy too. If my mum had any questions the midwife helped her. When I was born, the midwife helped my mum to breastfeed me and told our health visitor all about me.

**Stretch Aim 2 12-15 month check**



**3**

When I was 12 months old, our health visitor came to visit us again. She talked with mum about all the healthy food I was eating and all the new sounds I was making as I developed my speech. They also talked about me going to the dentist and how well I was sleeping. I was a very cheeky baby!

**Stretch Aim 3 Nursery—Primary 1**



**5**

Now I'm 3 I go to nursery! I love playing with my friends every day. My key worker called Sally talks to me about my learning and then we write about it in my personal learning plan, Mum can read about it and we do lots of activities to help me grow and develop at home. We are all learning together!

**Stretch Aim 2 3-4 month check**



**2**

This is me when I was 3 months old. Our health visitor came to visit us to talk with mum about how I was doing. She also told mum all about how I grow and develop and the special things mum can do to help me as I grow—lots of kisses and cuddles as well as songs and rhymes!

**Stretch Aim 2 27-30 month check**



**4**

Just after I turned 2 our health visitor carried out my '27-30 month check'. This is just a wee check to see how I was doing. Sometimes kids like me need an extra wee bit of help with my walking, talking or other ways we grow and develop. Mum and our health visitor had a good chat about how I was doing!



## Argyll and Bute CPP Partner Organisations





Argyll and Bute Community Planning Partnership

Telephone: 01546 604464  
Email: [cppadmin@argyll-bute.gov.uk](mailto:cppadmin@argyll-bute.gov.uk)

The SOA Annual Report is a review of partnership working towards the ambition of the SOA. For more details of the delivery plans for 2014 - 2015 please refer to this document on our website. For more information about what individual partners are doing in Argyll and Bute, please refer to the websites of our partners.

[www.argyll-bute.gov.uk/council-and-government/community-planning-partnership](http://www.argyll-bute.gov.uk/council-and-government/community-planning-partnership)