

Argyll and Bute Council

Baseline Service Agreement 14th June 2022

Service Area: -	
Activity Area	Pier and harbour maintenance
Statutory/Non-statutory Service	Non Statutory
Description/Specification	Provision and maintenance of pier, pontoons, slipway and harbour facilities. In addition to a general duty of care, legislation provides the basis for powers and duties relating to these activities, including work to Harbour and Docks Act 1847, Harbour Bylaws and Anti-Terrorist legislation concerning Marine Port Security.
Contact	Scott Reid – Marine Operations Manager 01546 604696 Scott.reid@argyll-bute.gov.uk
Existing Activity	Works managed and carried out by Argyll & Bute Council staff
Operational Times	Core hours 9am – 5pm Monday – Friday but with significant variances to suit peaks of activity e.g. at weekends and during summer months.
Staffing and Equipment Levels	Harbourmaster and office, equipped with range of communications equipment. Oil spill response equipment. The council has a responsibility to ensure piers within its ownership are maintained in a serviceable condition. In Oban these are the North Pier including the transit berthing facility, Oban Times Slip, and Port Beag. The harbourmaster is responsible for coordinating vessels which are berthing at the council's piers and collection of harbour and gangway dues. Provision of freshwater. Waste management facilities are provided for vessels using council piers and slips.
Key Performance Indicators	N/A
Legislation/Policy	N/A
Existing Value of Contract/Service	N/A
Boundary Area	SHA area round North Pier
Non-compliance Procedure	N/A
Additional Information or Notes	None

Service Area: -	
Activity Area	Trading Standards & Advice Services
Statutory/Non-statutory Service	Statutory and Non Statutory Enforcement functions are (mainly) statutory, consumer advice functions are (mainly) non-statutory
Description/Specification	The Council either (in its role as a Local Weights & Measures Authority or directly) has a duty to enforce consumer protection legislation. Trading Standards Officers enforce this legislation. Trading Standards also carry out (non-statutory) scam prevention & consumer education work. Advice Services provide Debt Counselling & Welfare Rights advice to consumers.
Contact	Lee Roberts lee.roberts@argyll-bute.gov.uk 01546604779
Existing Activity	<ul style="list-style-type: none"> • Programmed metrology, product safety, age-related sales & fair trading inspections and revisits to businesses within the area. • Programmed visits to relevant Animal Feed premises on behalf of and under a contract with Food Standards Scotland • Investigation of criminal complaints relating to Trading Standards legislation • Monitoring of civil law complaints against local traders for Enterprise Act purposes • Licensing & Certification of petrol sites. Inspection of Licensed & Certificated premises • A program of “test purchases” to ensure compliance with TS legislation • Scam prevention work • Protection of vulnerable consumers through supplying & fitting callblockers • Provision of money advice and debt counselling to consumers • Assisting consumers to obtain Debt Arrangement Schemes, Bankruptcies etc • Provision of Welfare Rights advice • Representation of clients at appeals & tribunals
Operational Times	Core 9am – 5pm Monday – Friday.
Staffing and Equipment Levels	3 staff are physically based in Oban. Overall provision in OLI includes: Debt Counselling 0.25 FTE Trading Standards 0.75 FTE Welfare Rights 1.0 FTE
Key Performance Indicators	LRS102_01 Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income. ENV5 - Cost of trading standards and environmental health per 1,000 population ENV5a - Cost of trading standards per 1,000 population There are also Welfare Rights targets set out in the Local Housing Strategy:

	<ul style="list-style-type: none"> LHS Outcome 2 – To regenerate communities by improving the quality, condition and energy efficiency of housing and by tackling fuel and child poverty. Key target: Income maximisation – Minimum of £10m generated via Welfare Rights activity by 2027 LHS Outcome 3 – to enable people with particular needs to live independently in their own homes and to remain in their communities <p>Key target - Continuing to work with Care & Repair and other partner agencies to deliver effective services across Argyll & Bute that support independent living;</p>
Legislation/Policy	Relevant legislation as listed on Trading Standards authorisations. Council policies re providing consumer education, welfare rights advice & debt counselling advice.
Existing Value of Contract/Service	N/A
Boundary Area	All activity within or adjacent to BID area
Non-compliance Procedure	N/A
Additional Information or Notes	N/A

Service Area: -	
Activity Area	Roads, pavements and carpark maintenance (including winter maintenance) Car Park maintenance carried out by Operations but instructed by Network and Standards – Hugh O’ Neill
Statutory/Non-statutory Service	Statutory
Description/Specification	<p>Maintenance of roads, pavements and carparks. In addition to a general duty of care, legislation provides the basis for powers and duties relating to Road Maintenance. Primarily the Roads (Scotland) Act 1984 and The New Roads and Streetworks Act 1991.</p> <p>Scheduled maintenance activities include: drainage works, patching, pavement maintenance, signage, gritting and winter maintenance.</p> <p>Major resurfacing works are also scheduled when capital budget is made available.</p>

	<p>Inspection Roads – annual survey by contractor (WDM), followed by more detailed inspection where potential defect development has been identified. Also inspection for safety defects at intervals laid down in maintenance plan. Culverts and manholes – inspect and clean annually Gullys – inspect and clean 3x in two years Fences/barriers/railings – inspected every two years</p>
Contact	<p>Tom Murphy – Operations Manager 0141 658908 Tom.murphy@argyll-bute.gov.uk</p> <p>Hugh O’Neill – Network and Standards Manager 01546 604084 (Car Parks) Hugh.o'neill@argyll-bute.gov.uk</p>
Existing Activity	Works managed and carried out by Argyll & Bute Council staff, with specialist contractors brought in when necessary.
Operational Times	<p>Core 8am – 4pm Monday – Friday Winter maintenance times (winter gritting) may be outside these hours in accordance with the weather pattern.</p>
Staffing and Equipment Levels	<p>A road’s maintenance team is based in Oban but carries out further work beyond the perimeter of the BID area. Within the bid area there are 36.4km of adopted roads Full time equivalent staff = 4 (dependant on variances in annual capital works such as major road resurfacing) A variety of vehicles are available to be deployed depending on type of works being undertaken. The trunk road network is maintained by Transport Scotland In Oban this is the A85, George Street, Esplanade, Airds Place and Stafford Street (west of George Street) 10 Pay & Display car parks are provided and managed within the BID area, with plans to convert 2 more to Pay and Display. (Now converted). Car Park locations: Ganavan P&D Corran 1 Seasonal P&D Corran 2 P&D Longsdale coach park P&D Longsdale car park FREE currently, but plan to convert to P&D (Now converted). Esplanade P&D North Pier P&D Albany Street P&D Market Street P&D Lochavullin car park FREE currently, but plan to convert to P&D (Now converted). Lochavullin coach/lorry park – P&D Tweedale Street – P&D</p>
Key Performance Indicators	<p>Key Performance Indicators collated and reported. Quality inspections carried out by supervisory staff and rectification action taken where necessary.</p>

	Category 1 defects should be made safe within 24 hours of identification. Others will be inspected and dealt with as resources permit.
Legislation/Policy	Duty under the Roads (Scotland) Act 1984: a local roads authority shall manage and maintain all such roads in their area.
Existing Value of Contract/Service	£83,000* (including winter gritting operations)
Boundary Area	All roads, pavements and car parks within the BID area, with the exception of those managed by Transport Scotland
Non-compliance Procedure	N/A
Additional Information or Notes	* Cost shown is an approximate value based on revenue budget allocation for service provision in the Lorn area. Capital expenditure in the BID area is determined in accordance with the council's service asset management plan and will vary from year to year, being additional to the revenue figure if such works are scheduled.

Service Area: -	
Activity Area	Street lighting maintenance
Statutory/Non-statutory Service	Statutory
Description/Specification	Provision and maintenance of street lighting and associated electrical control boxes.
Contact	Tom Murphy – Operations Manager 01436 658908 Tom.murphy@argyll-bute.gov.uk
Existing Activity	Works managed and carried out by Argyll & Bute Council staff
Operational Times	8am – 4pm Monday - Friday
Staffing and Equipment Levels	Electrical maintenance is carried out by staff shared with other areas. There is no permanent presence in the town. Within the bid area there are 1844 electrical units (including traffic control, street lamps and junction boxes) maintained. Typically, duties are reactive and include a variety of electrical and lighting repairs, along with programmed maintenance works. Inspection - Lighting columns are inspected a minimum of every four years.

	<p>Full time equivalent staff =0.5 equipped with specialist lighting platform.</p> <p>Lighting along the trunk road network is maintained by Transport Scotland In Oban this is the A85, Dunollie Road, George Street, Esplanade, Airds Place and Stafford Street (west of George Street)</p>
Key Performance Indicators	<p>Key Performance Indicators collated and reported.</p> <p>Quality inspections carried out by supervisory staff and rectification action taken where necessary</p> <p>Response time for defects is within 5 working days and this is currently being achieved at a level of 71%</p>
Legislation/Policy	<p>Under Section 35 of the Roads (Scotland) Act 1984, Argyll and Bute Council has a duty to “provide and maintain lighting for roads which are maintained by them and which in their opinion ought to be lit”</p>
Existing Value of Contract/Service	£10,000*
Boundary Area	Lighting to all roads, pavements and carparks within the BID area, with the exception of those managed by Transport Scotland.
Non-compliance Procedure	N/A
Additional Information or Notes	<p>* Cost shown is an approximate value based on revenue budget allocation for service provision in the Lorn area.</p> <p>Capital expenditure in the BID area is determined in accordance with the council’s service asset management plan and will vary from year to year, being additional to the revenue figure if such works are scheduled.</p>

Service Area: -	
Activity Area	Street Cleansing and Litter Bin Emptying
Statutory/Non-statutory Service	Statutory
Description/Specification	Litter control around the BID area in compliance with EPA requirements. To clean all routes to the required standard (A Standard) of cleanliness, being free of litter and refuse at the end of each sweep. Attention to dog fouling, flyposting, graffiti, and fly tipping as required. Education and Enforcement actions.
Contact	Paul Martin – Assistant Operations Manager 01546 604619 Paul.martin@argyll-bute.gov.uk
Existing Activity	Works managed and carried out by Argyll & Bute Council staff, seven days a week.
Operational Times	Street Cleansing

	<p>Mon to Thurs 07:00 - 1500, Friday 07:00 – 14:30 2 x manual barrow sweepers</p> <p>Wednesday – Saturday 07:00 – 15:00, Sunday 07:00 – 14:30 1 x manual barrow sweeper</p> <p>Friday – Monday 07:00 – 15:00, Tuesday 07:00 – 14:30 1 x manual barrow sweeper</p> <p>Litter bin emptying (42 throughout the BID area) Summer – once per day, more frequently as required or directed by supervisor. Winter – 3 times per week, more frequently as required or directed by supervisor</p>
Staffing and Equipment Levels	Full time equivalent staff allocated to BID area = 4
Key Performance Indicators	<p>LEAMS (Local Environmental Audit and Management System) Street cleansing monitoring assessments twice per year by external monitors. (Local Authority and Keep Scotland Beautiful)</p> <p>LEAMS cleanliness inspections monthly by in-house staff. LEAMS values are consistently in the mid-70s over the last year, comparable with the national standard of 74 (2010/11)</p>
Legislation/Policy	Section 89 Environmental Protection Act 1990
Existing Value of Contract/Service	£132,000
Boundary Area	All roads within the BID area
Non-compliance Procedure	Sites which fail to meet required standards are attended to within 24hrs
Additional Information or Notes	<p>Main litter sources are smoking, drinks, fast food and confectionary related.</p> <p>* Cost shown is an approximate value based on revenue budget allocation for service provision in the Lorn area.</p> <p>Capital expenditure in the BID area is determined in accordance with the council's service asset management plan and will vary from year to year, being additional to the revenue figure if such works are scheduled.</p>

Service Area: -	
Activity Area	Commercial Waste Collections*
Statutory/Non-statutory Service	Statutory
Description/Specification	Collection and disposal of commercial waste, including recyclables (paper/card/can/plastic/glass, in line with individual commercial waste contracts.
Contact	Paul Martin – Assistant Operations Manager 01546 604619

	Paul.martin@argyll-bute.gov.uk
Existing Activity	Works managed and carried out by Argyll & Bute Council staff, five days a week. Collection and disposal of commercial waste from 373 business premises, including commercial recycling (paper/cardboard/cans/plastic) collection in line with individual contract agreements. Servicing of commercial glass bins is carried out by Greenlight on the council's behalf.
Operational Times	Core 7am – 4pm Monday – Friday. Special services as required.
Staffing and Equipment Levels	3 operatives, 1 refuse vehicle 3 days per week 6.5 hours per day (Monday, Wednesday, Friday), 1 paper collection vehicle 1hour per day 5 days per week, 1 multilift/skip vehicle for special uplift as requested. Full time equivalent staff on commercial waste collection in BID area = 1.8
Key Performance Indicators	Collation of missed bin reports
Legislation/Policy	Waste Scotland Regulations
Existing Value of Contract/Service	£747,000
Boundary Area	All contracted premises within the BID area
Non-compliance Procedure	N/A
Additional Information or Notes	*domestic waste collection is additional to this service but has been requested not to be included within this documentation. Contract value shown is the total charged to customers.

Service Area: -	
Activity Area	Horticultural and Grounds Maintenance Works
Statutory/Non-statutory Service	Non Statutory
Description/Specification	The council carries out planting of seasonal bedding, maintenance of shrub beds, grass cutting, hedge trimming, hard surface management (sweeping of paths etc.), tree maintenance and maintenance of sports pitches.
Contact	Paul Martin – Assistant Operations Manager 01546 604619 Paul.martin@argyll-bute.gov.uk

Existing Activity	<p>Works managed and carried out by Argyll & Bute Council staff, five days a week.</p> <p>This includes work to raised planters, and at various open spaces around the BID area, such as McCaigs Tower, Corran Parks, Pulpit Hill and Ganavan.</p> <p>Maintenance of 42 public benches is also carried out by this unit.</p> <p>Design and implementation of bedding schemes</p> <p>Weed spraying, litter control, leaf clearance.</p> <p>Grass cutting frequencies are site specific ranging from weekly (on sports pitches) to eight weekly on lower profile sites.</p> <p>Floral bedding displays are overhauled and replaced twice per year, including those in mobile planters, of which there are some 23 around the town.</p>
Operational Times	Core 8am – 4pm Monday – Friday. Additional hours as required for special events.
Staffing and Equipment Levels	<p>1 gardener, 1 horticultural mechanic, 1 grounds maintenance staff</p> <p>General horticultural hand tools, spraying equipment and lawnmowers</p> <p>Specialist sports turf maintenance equipment is held at Mossfield for use on sports pitches throughout the area.</p> <p>There are no operational cemeteries within the BID area</p> <p>Full time equivalent staff allocated to BID area = 3</p>
Key Performance Indicators	Adherence to grass cutting frequencies. Quality inspections carried out by supervisory staff and rectification action taken where necessary.
Legislation/Policy	In line with health and Safety at work procedures
Existing Value of Contract/Service	£215,000
Boundary Area	All activity within BID area
Non-compliance Procedure	N/A
Additional Information or Notes	<p>Cost shown is revenue recharge rate.</p> <p>Capital expenditure in the BID area is determined in accordance with the council's service asset management plan and will vary from year to year, being additional to the revenue figure if such works are scheduled.</p>

Service Area: -	
Activity Area	Economic Development
Statutory/Non-statutory Service	Non Statutory

Description/Specification	The council carries out a range of economic development activities ranging from Business Gateway, the promotion of economic growth including tourism and food and drink industries, improving skills for work and the development of area regeneration activities such as the Lorn Arc and public realm works such as Gibraltar Street and Place making activities. The service also seeks to promote Argyll, including Oban as a place to do business, invest in, learn, to live in and visit. Much of this activity is considered non statutory and is dependent on securing external funding to undertake capital funding to provide
Contact	Fergus Murray Head of Service Development and Economic Growth – 01546 604293 Fergus.murray@argyll-bute.gov.uk
Existing Activity	Gibraltar Street public realm project, additional place making activity including shopfront grants, signage, staycation facilities, environmental improvements. Assistance with the running of events and marketing and promotional activity for the town. The taking forward of Oban as A University town in partnership with HIE, UHI and Argyll College. The expansion of the European Marine Science Park in partnership with HIE, the development of the Dunbeg Corridor and development of the Airport Business Park.
Operational Times	Core 9am – 5pm Monday – Friday. Additional hours as required for special events
Staffing and Equipment Levels	1 Business Gateway Officer covers Oban and Lorn; Other staff as appropriate.
Key Performance Indicators	Number of jobs created and businesses supported; Rise in GVA of main industries including tourism, marine sciences and food and drink.
Legislation/Policy	N/A
Existing Value of Contract/Service	N/A
Boundary Area	All activity within BID area
Non-compliance Procedure	Subject to regular internal audit
Additional Information or Notes	Capital expenditure in the BID area is determined in accordance with the council's service asset management plan and the availability of external funding which will vary from year to year.

Service Area: -	
Activity Area	Strategic Transportation
Statutory/Non-statutory Service	Non Statutory
Description/Specification	The council carries out a range of transport activities in the Oban and Lorn area including subsidising bus transport services, improving active travel routes and improving the integration to transport services within Oban Town Centre. The council also owns and manages Oban Airport that operates flights to a number of Argyll Islands including Coll, Tiree, Colonsay and Islay.
Contact	Fergus Murray Head of Service Development and Economic Growth Transportation – 01546604293 Fergus.murray@argyll-bute.gov.uk
Existing Activity	Completion of active travel routes, examining the use of green hydrogen, bus priority corridors and improvements to pavements.
Operational Times	N/A
Staffing and Equipment Levels	1 Business Gateway Officer covers Oban and Lorn; Other economic development staff and strategic transportation staff as appropriate.
Key Performance Indicators	Number of jobs created and businesses supported; Rise in GVA of main industries including tourism, marine sciences and food and drink. Number of passengers using Oban Airport. Number of passengers and vehicles using council Cal Mac services operating from Oban Harbour.
Legislation/Policy	Scottish Government/Transport Scotland
Existing Value of Contract/Service	N/A
Boundary Area	All activity within or adjacent to BID area
Non-compliance Procedure	Audited and regulated by Civil Aviation Authority
Additional Information or Notes	Capital expenditure in the BID area is determined in accordance with the council's service asset management plan and the availability of external funding which will vary from year to year.

Service Area: -	
Activity Area	Planning, Housing and Regulatory Services
Statutory/Non-statutory Service	Statutory
Description/Specification	The council carries out a range services that are designed to facilitate the delivery of development through the granting of planning consent, building warrants and the regulation of business activities through its regulatory services teams, in addition to a range of public health protection activities (communicable disease, local air quality, monitoring of drinking water supplies etc.)
Contact	Fergus Murray Head of Service Development and Economic Growth – 01546604293 Fergus.murray@argyll-bute.gov.uk
Existing Activity	<p>Development Management: Handling and determination of planning and listed building applications, processing of pre application planning enquiries, and planning enforcement.</p> <p>Building Standards: Vetting of building warrants and assessment of works for completion certificates, responding to dangerous buildings and recharging costs associated with this work.</p> <p>The regulatory services teams are responsible for</p> <ul style="list-style-type: none"> • Programmed food hygiene and health and safety interventions and revisits; • Approval of food businesses; • Environmental, food monitoring; • Investigation of communicable diseases, food poisoning, and Infectious disease outbreak control; • Public health and health protection activities; • Provision of food and export certificates; • Regulation of private water supplies; • Health and Safety at work enforcement • Registration of private landlords and regulating standards in houses in multiple occupation and caravan sites; • Provision of animal health and welfare regulation; • Monitoring of air quality; • Liquor licensing standards compliance and compliance.

Operational Times	Core 9am – 5pm Monday – Friday.
Staffing and Equipment Levels	<p>Development Management: 6 Staff Members based in Oban – Principal contact: Tim Williams, Area Team Leader DM – OLI – 01631 567820</p> <p>Housing Services: 1 Research and Development Officer, 1 Area Housing Officer, 1 Housing Advice Assistant, 1 Empty Homes Officer, 1 Housing Improvement Assistant – Development, Housing Research Assistant Key Contact Allan Brandie 01369 708679</p> <p>Building Standards: 4 professional team members based in Oban – Principal contact: Hugh Houston, Team Leader 01631 567958</p> <p>Regulatory Services 12 staff, including administration based in Oban Iain Mackinnon, EH Manager (West): 01631567922</p>
Key Performance Indicators	<p>Development Management KPIs:</p> <ol style="list-style-type: none"> 1. DEG110_03 – The time it takes to determine ‘local’ planning applications is no longer than 10% above the National Average – Target 11 weeks 2. PR23_06 Achieve and above National Average level of application approval rates – Target 95% <p>Building Standards KPIs</p> <ol style="list-style-type: none"> 1. Percentage of requests for a building warrants responded within 20 days - Target 80% 2. Average time to respond to a request for completion certificate – Target 3 days 3. Percentage of building warrants determined within six working days - Target 90% 4. Percentage of completion certificates issued/accepted or determined within three working days – Target 80% 5. Percentage of applicants providing feedback who were either satisfied or very satisfied with our service - Target 90% <p>Regulatory Services key PIs</p> <ol style="list-style-type: none"> 1. PR01_01-Protecting health through the delivery of the formally approved JHPP - Target 90% 2. PR12_02-Respond to public health incidents which have an impact on public health within 20 working days-Target 85% 3. Undertake an enforcement intervention programme to high risk premises in respect of environmental health,

	<p>animal health and welfare and licensing standards – Target 95%</p> <p>4. An enforcement intervention is performed in a consistent and fair manner with businesses supported throughout – Target 80%</p>
Legislation/Policy	<p>Regulatory Services enforce in excess statutes including the Councils' statutory duties as a food authority under the Food Safety Act 1990, an enforcing authority under the Health and safety at Work etc. Act 1974, as a competent authority under the Public Health (Scotland) Act 2008 and the Animal Health (Scotland) Act 1984.</p> <p>Building Standards enforce the Building (Scotland) Act 2003 and associated regulations.</p> <p>Town and Country Planning (Scotland) Act 1997, Planning (Scotland) Act 2019</p>
Existing Value of Contract/Service	N/A
Boundary Area	All activity within or adjacent to BID area
Non-compliance Procedure	The enforcement of a breach of planning control will be investigated and progressed in the manner set out in the Council's Planning Enforcement & Monitoring Charter (March 2022).
Additional Information or Notes	N/A