



ARGYLL AND BUTE COUNCIL ANNUAL REPORT 2019-20

FOREWORDS

Councillor Robin Currie
Leader
Argyll and Bute Council

It's more important than ever to focus on what we need to do to make sure Argyll and Bute and its people thrive. For the past several years our activity has been underpinned by the need to grow our population and our economy. As well as investing in growth ourselves, we're striving to bring other investment to the area. We secured confirmation of our £50m Rural Growth Deal in December 2019 and we're constantly striving for the best results for Argyll and Bute. Like other public bodies we're operating in a challenging financial environment and coping with the impact of the Covid-19 pandemic. That has seen us adapting very quickly to doing things differently and with real innovation, working with and for communities, and developing and delivering new services to help those who were most in need at the height of the pandemic. The landscape for local government and for everyone is changing – but the team spirit that Argyll and Bute has shown in the past year will help us meet any challenges head on.

Pippa Milne
Chief Executive
Argyll and Bute Council

Argyll and Bute Council is ambitious for our area and I am pleased that after a lot of hard work we received a commitment from the Scottish and UK Governments for £50m investment in the area through our Rural Growth Deal.

The Council also received from the Accounts Commission the findings of its Best Value Audit and I am pleased that they have recognised the positive progress since the previous audit including significantly improved relationships amongst elected members and between members and officers, which provide a sound basis for tackling future challenges, and the council's sound approach to financial planning and budgeting which has allowed it to achieve financial balance in the short term.

We continue to operate in a period of continued financial pressure on local government and the Accounts Commission recommends that the council increases the pace and depth of improvement, making more use of the potential to engage and empower local communities. With the Covid-19 pandemic hitting our country in early 2020, we have seen a tremendous response from our communities and I know we can learn valuable lessons from the partnership work that has been required.

In making its recommendations the Commission acknowledges the significant challenges in an area as extensive and varied, with declining and sparsity of population, as Argyll and Bute. We remain as committed as ever to tackling these challenges.

Whilst 2019/20 saw only the initial impacts of the pandemic I have been struck by how positively our customers and employees adjusted to different ways of doing things, different working environments, and many taking on new tasks to deliver lifeline support to our local residents and businesses. During this time I received many messages of praise towards our services and employees which reinforced what I already knew, that our employees are passionate and dedicated to what they do.

It has been a challenging year, with structural changes taking place within our services, and the unprecedented situation of the pandemic. Despite these challenges, I thank all the staff in my organisation for doing what they do best, going the extra distance to provide the best possible services and support to the people of Argyll and Bute that we can deliver.

Financial Statement

In 2019-20 the council set about making vital and significant investment in Argyll and Bute in the face of challenge.

In 2019-20 the budget gap including previously agreed savings was £5.5m with decisions made to bridge this gap, reduce future year pressures and protect vital services.

We secured a £50m Rural Growth Deal which will be invested in a range of projects focused on growing the existing economy, attracting skills and new businesses, inward migration, and connecting our business sectors with national and international markets.

We have continued to invest in the infrastructure of Argyll and Bute including our roads network to ensure there is good access routes for both residents and businesses. In particular a £6m investment in our 2019-20 roads capital programme delivered significant improvements, making it the fifth fastest improving local road network in Scotland.

Other major capital investments in 2019-20 included:

- £3.2m in major economic development projects with a further £16m to be invested in the next three years.
- £3m in a Harbour Investment Programme with anticipated spend of £28m in the next three years. This project will continue well beyond the three year horizon with a total anticipated investment in the region of £90m.
- £1.4m investment in sustaining ICT assets with a further £2.5m invested in the next three years.

Consultations

The council has continued to involve our communities and employees (many of whom are residents) in shaping how we work by running consultations on a wide range of topics, from budget planning to transforming how the council works.

Corporate Outcome 1 – People Live Active, Healthier And Independent Lives

Keep In The Loop

2019/20 was the first full year that the pro-active Keep In the Loop Service (KITL) was deployed. It proved hugely popular as a customer engagement tool and 7,927 customers subscribed to receive notifications across the range of services. For customers it meant that they have been kept up to date with topical council information and opportunities to provide valued input on matters that affect them. For the council it has meant a reduction in needless contacts on things like service disruptions but also a significant increase in people taking part in consultations and surveys that influence strategy and decision making. This in turn helped the council deliver services that reflect the needs of our communities. As a result of relaxation to the data protection regulations for the Coronavirus it allowed KITL to be used to send key messages to circa 40,000 email addresses held and so items like the Weekly Council Newsletter, produced by the council’s Communications Team, is now regularly read by over 20,000 people.

| Notification Type | Count of Mailing ID | Mailings Opened | Clicked on Link |
|-------------------------------|---------------------|-----------------|-----------------|
| News Roundup | 49 | 90,377 | 15,216 |
| Consultations | 23 | 37,158 | 9,121 |
| Coronavirus | 2 | 25,780 | 1,179 |
| Disruptions | 150 | 15,683 | 2,117 |
| Changes to Services | 6 | 11,509 | 3,087 |
| Customer Satisfaction Surveys | 1 | 2,149 | 882 |
| Grand Total | 231 | 182,656 | 31,602 |

Delivering a Community Food Growing Strategy

This is Argyll and Bute's first Community Food Growing Strategy aimed at encouraging and empowering people to grow their own food. As a local authority, we recognise that there are currently many different forms of community food production in the area including: orchards, community growing spaces and gardens, edible hedgerows, school growing spaces and three allotments, thus reflecting the existing diverse culture of Growing (Y) our Own. All local authorities have a duty to take reasonable steps to protect and provide growing spaces to meet community

Community Food Growing Strategy
Argyll and Bute Council
Food-Growing Strategy
April 2020



Vision – Our vision is to encourage and enable people in our community who wish to grow their own food, by providing: information on potential community food growing spaces, advice and guidance.

needs. The Argyll and Bute Community Food Growing Strategy explains how we support current community growing provision and how we will respond to future demand and support new approaches such as community lead growing space establishment.

Barcaldine Primary School

A snap shot of what our schools are doing to promote 'Growing our Own Food'. Our schools promote 'Growing our Own Food' through Curriculum for Excellence with many using a variety of growing spaces from raised beds, containers to tunnels to grow a wide range of vegetables, fruit and herbs. A number of schools run a variety of programmes in order to gain the necessary skills for successful food growing. An example of this approach is Tighnabruaich Primary School who run a year round permaculture programme which is based on ecological principles for food growing and includes composting and nutrient cycling, energy cycles and renewable energy, building design, storytelling and practical hands-on experiences. The school has a poly tunnel, an orchard, a forage hedge allied with two beds within the local Kyles Allotment Group community growing space which is located within the Kilfinan Community Forestry.



Barcaldine Primary School- Growing spaces.

Wellbeing Strategy

A wellbeing strategy that shifted the Council's focus from reactive to proactive in terms of wellbeing using a simple three pillars of wellbeing approach was developed. Funding to implement and embed the strategy was secured and a wellbeing team are now in place to support the roll out of key initiatives that form the wellbeing strategy.

Protecting The Quality Of Water Supplies

New processes and service arrangements have been implemented to protect the quality of water supplies. New legislation was introduced in 2017, this increased the regulated supplies in Argyll and Bute by 100% to 980. Introducing enhanced monitoring and risk assessment programme. The environmental health service designed its delivery arrangements to meet this additional workload in order to protect and improve the drinking water quality of water supplies in Argyll and Bute which accounts for 31% of our total population (national average 3.6%).

Supporting The Vulnerable

100% of Crisis Grants were paid within 24 hours of receiving the claim.

Average processing time for New Housing Benefit claims was 21.8 days and 5 days for changes in circumstances.

Corporate Outcome 2 – People Will Live In Safer And Stronger Communities

Community Engagement For Community Action Plans

Engagement for the Place Standard Tool took place between May-October 2019 and was carried out both online and face to face with 44 direct engagements, resulting in 1,558 individual responses from 76 communities. The Place Standard Tool structures conversations around 'place' and found that the results identified key themes for improvement by administrative area to allow for analysis by the Community Planning Partnership and Area Community Planning Groups. The results will directly inform the revised Area Community Planning Action Plans which are required by 2021, through determining priority action. Specifically within the consultation, consideration was taken on how to engage with hard to reach groups. Over 80 responses were captured mainly from groups of elderly and young people with a considered approach taken to engage with adults in receipt of a learning disability service. Working with our partners trusted support staff spent time with individuals going through the place standard questions and recording responses. The results were collated and displayed to the service users at a morning drop in. This allowed for further discussion and collected more detail about the experience of living in their area as a person with a disability. The participants were engaged and enjoyed contributing.

Campbeltown Conservation Area Regeneration Scheme (CARS)

- All grant funding fully committed.
- 5 priority building projects completed within budget safeguarding the future for 14 commercial units and 36 residential units.
- Tenement repair project at 22-30 Main Street/2-8 Longrow South wins Best Collaborative Project at the Howdens Scottish Empty Homes Champion of the Year Awards 2019.
- Shopfront Merchandising Training event held attended by 30 local businesses. 13 businesses benefitted from one-to-one sessions.
- Funding secured to develop and produce a digital app for Campbeltown town centre.

Corporate Outcome 3 – Children And Young People Have The Best Possible Start

Our Children, Their Mental Health

This has been finalised and is available electronically with an associated resource hub. Awareness Raising training has been provided to Head Teachers, with a significant number of staff accessing the online resources. This document has been very helpful and supportive for dealing with the impact of COVID19 and has been recognised as good practice. Education Scotland have asked to share some of this work. An evaluation is taking place including an analysis of hits to the website and seeking feedback from stakeholders. In the three month period from launching the page was viewed 256 times in total, by 186 individuals.

Quality Improvement Faculty

The success of the Quality Improvement Faculty led by Education and Health and Social Care Partnership was recognised nationally when they won the Team Award for our approach to Getting it Right for Every Child (GIRFEC) and embedding quality improvement across the authority. The Quality Improvement Faculty is based on building strong, local relationships. To date we have 12 people from across the Council and the NHS who have completed national training. This group sits on our practitioner forums to help bring about positive change for our young people.

Food For Life Served Here

The Council has once again been recognised for offering fresh, healthy and sustainable school lunches, and were awarded the Soil Association Scotland's Bronze Food For Life Served Here award. This award is a widely respected and independently assessed scheme, supported by the Scottish Government, it helps local authorities to source food from the local area so that children benefit from freshly prepared, sustainable meals. It recognises councils that serve food made from fresh, free from genetically modified ingredients and undesirable additives, using free-range eggs and high-welfare meat. The catering service serves 4,300 Food for Life accredited meals a day.

Corporate Outcome 4 – Education, Skills And Training Maximise Opportunities For All

STEM (Science, Technology, Engineering and Maths) Programme

We have had 4 successful bids in the Scottish Governments' Enhancing Professional Learning in STEM (Science, Technology, Engineering and Maths) Programme. The successful bids are Islay, Rothesay and two in Dunoon. We have also seconded two Principal Teachers to support schools in the delivery, development and engagement of STEM. They will do so by offering STEM events for learners, practitioners and parents and also support schools to collate a range of STEM resources and digital learning opportunities. Primary 5 pupils in Dunoon went on a "Mission to Mars!" which involved a series of hands on workshops and activities designed to get the children enthused about STEM.

European Entrepreneurial School of the Year

Dunoon Grammar school was crowned the UK's European Entrepreneurial School of the Year in a prestigious ceremony in Helsinki. Dunoon Grammar is the first UK school to make the shortlist since the awards began in 2015.

The European Entrepreneurial School Awards recognise outstanding schools that are championing entrepreneurship in education across Europe, including the extent to which they involve the local community and business sector. Many Enterprise initiatives are fully embedded as part of the formal curriculum adding significant value to provision as well as knowledge and skills development – this is supplemented by a range of extra-curricular opportunities. The school seeks to work with partners that share the same ethos and who can provide learning experiences that fit with the curriculum, but go beyond what the school themselves can offer. The school has actively sought opportunities for effective partnership working with a range of local and national organisations – including the Dunoon Film Festival, the Cowal Highland Gathering, EnviroKirn (a local environmental initiative), the Young Enterprise Scotland Company Programme, the Young Enterprise Tenner Challenge, the Youth Philanthropy Initiative, Apps for Good, The Subway Design a Sub Challenge and the UK School of Marketing.

Supporting Community Resilience

Support from the Community Development Service helped The Isle of Bute Resilience Team received funding through Supporting Communities Fund 2019/20. The funding enabled them to receive Manual Handling and First Aid Training. The Isle of Bute Resilience Team have grown in capacity and confidence as a result. They now have 21 volunteers and are all fully trained in First Aid, Manual handling, radio control and have PVG (Protecting Vulnerable Groups) clearance. They have helped out the emergency services on various high profile missing person incidents.

Corporate Outcome 5 – Our Economy Is Diverse And Thriving

Seaweed Farming Feasibility Study

Argyll and Bute Council commissioned Scottish Association For Marine Science (SAMS) to produce a report on the feasibility of Seaweed Farming. The completed Seaweed Farming Feasibility Study (SFFS) was published in December 2019. The report was presented by Argyll and Bute Council Officers at the ALGET 2 conference in Bergen, Norway in January 2020 and at the Scottish Seaweed Industry Association (SSIA) conference in February 2020. This generated a wide interest within communities, the industry and potential investors. Many contacts which were made at both events and have been followed up to explore potential new seaweed farming opportunities and other projects.

A call from a consultant aware of the SFFS report expressed an interest in exploring the ability of seaweed in absorbing pharmaceutical waste, thus removing it from the marine environment. Following the call the Economic Growth team came up with an initiative to find partners for studying bio-remediation properties

This resulted in a SAMS-UHI Proof of Concept Proposal outline being drafted in March of 2020 with the idea to apply for funding. The PharmaSea proposal will research the ability of seaweed to adsorb pharmaceutical compounds that are currently polluting our marine environment as traditional wastewater treatments are not designed to efficiently remove all of them. This innovative approach, if developed into a new sustainable technology, could be effectively applied to protect our environment.



A Revamped Registration Service

One of the council's key approaches to transformation and efficiency is income maximisation. In 2019/20 the council's Registration Service revamped its service and marketing approach to provide enhanced services for customers and increase income.

This included launching a new Wedding Website, Facebook Page (116 followers) and Instagram Account (1335 followers).

In addition a range of new services were introduced including Renewal of Vows Ceremonies and Naming Ceremonies. Wedding tourism is hugely important to Argyll and Bute and despite the Coronavirus casting a shadow over the last 2 months of the 2019/20 year, Registrars performed 710 marriages and brought in £268,000 of income to offset the cost of the service.

<https://www.argyll-bute.gov.uk/marriage/>

<https://www.facebook.com/abregistrars/>

<https://www.instagram.com/abregistrars/>

Promoting Argyll And Bute To Everyone

The Communication Team promotes the area as a great place to live, work and visit. As part of this the Team introduced the hashtag abplace2b and developed the website www.abplace2b.scot to help attract people via digital communication channels, and delivered social media campaigns targeted at working age people. As a result:

- Thousands of people have been persuaded to find out about www.abplace2b.scot.
- The council's Instagram account, focused on attracting people to the area, remains the most followed Scottish council site, with members of the public tagging to date more than 15,000 images of the area with #abplace2b on Instagram alone. Using social media to enlist the support of the public in promoting the area resulted from a previous year's budget consultation when we the public told us that this (social media) would be their preferred way of getting involved.
- We are receiving positive feedback from people wanting to come to the area, with this comment below providing the best example of the contribution 'abplace2b' communication is having.

Caroline Drew And it's fantastic. Due to your updates on your Facebook over the past 18 months. We are making the big move to the area. We have just had an offer accepted on a house. Can't wait 😊 thank you for your updates,info, FB links and posts.

Tarbert and Lochgilphead Regeneration Fund

Gleaner Site Phase 1, Ardrishaig – delivered by Scottish Canals with grant funding from the Tarbert and Lochgilphead Regeneration Fund. The project has delivered new and refurbished historic buildings, enhanced public realm and improved walking and cycling facilities. The main focus of the project was the creation of the Egg Shed, a heritage and community hub, which provides information about the canal and its surrounding communities as well as a multipurpose meeting room. The £1.65 million project was delivered with the support of £250,000 funding from the Tarbert and Lochgilphead Regeneration Fund as well as £580,000 secured from the Scottish Government's Regeneration Capital Grant Fund by Argyll and Bute Council on behalf of Scottish Canals. The Egg Shed opened in August 2019.



Before



After

Corporate Outcome 6 – We Have An Infrastructure That Supports Sustainable Growth

Carbon Reduction Commitment

The CRC (Carbon Reduction Commitment) Energy efficiency Scheme is a UK Government initiative which applies to large energy users in the public and private sectors. This includes supermarkets, water companies, banks, local authorities and all central government sectors. The Scheme aims to incentivise energy efficiency and cut emissions. Organisations which meet the qualification criteria are required to participate and must buy/surrender allowances for every tonne of carbon they emit. Argyll and Bute Council met the qualifying criteria for phase 2 of the Scheme which was conducted from 1st April 2014 to 31st March 2019. During this period the Council reduced carbon emissions from 18,845 to 10,285 CO2 Tonnes (circa 45%), and associated annual costs also reduced substantially from £293,778 to £142,122 (circa 52%).

A significant contributor has been the de-carbonisation of the electrical grid, however Council initiatives that have made a positive impact include the LED street lighting programme and the implementation of renewable projects. The cost reduction has largely been attributed to the linked reduction in emissions but final year participation also involved some successful carbon trading in the secondary markets.

Road Network Improvements

This year's roads capital programme has delivered a £6million investment in Argyll and Bute's local road network on time and to budget. Despite diminishing resources and reduced spend per kilometre, the Council's operations team has delivered significant improvements to our network, making it the fifth fastest improving local road network in Scotland – delivering excellence with reduced capacity. A suitable local road network is vital for community resilience and economic growth. This is particularly challenging in a rural setting with a unique set of engineering challenges. The nationally accepted Road Condition Index Survey shows that there are now more roads in the area in a good condition and crucially in terms of community resilience, fewer roads in a poor condition. In developing the programme, the condition and strategic importance of roads is considered alongside feedback from partner agencies like the emergency services as well as community/public feedback ensuring engineers to make appropriate recommendations which balance wants and needs.



Vehicle Maintenance Services

As well as maintaining the Council's in-house fleet of 500+ vehicles - from bin lorries to pool cars and everything in between, maintenance services are also provided for a number of partner agencies such as BT, Scottish Water, KRL, ACHA and Scottish Fire and Rescue as well as private

clients. Year on year the amount of work coming from public partners is increasing which demonstrates the satisfaction of those customers as well as the potential for this service area to grow in the future. By maintaining partner agency vehicles work is kept in Argyll and Bute, vehicles are repaired quicker and available for use on the same day rather than traveling out with the Council area as has happened previously. This helps our partners continue to provide their services without the need to hire additional vehicles, which in turn means public services in Argyll and Bute, in the widest sense, are supported by the Council's fleet team - from the roll out of digital broadband to the maintenance of social housing.



Timber Transport

Argyll and Bute has secured £1.7m of the Scottish Government's Timber Transport Fund. The council has been successful in getting the largest share of the government's £6.6m fund which is earmarked for projects that minimise the impact of timber lorries on its rural road network. Total spend for timber roads' improvements, including the council's investment, will come to more than £2.7 million. The works being undertaken make it easier for local residents and businesses to share the roads. Getting timber off our road network and improving timber journey times from forests to processing facilities is another major benefit.

Roads that will see improvements by the joint funding by the council and STTF are:

- Lochgilphead – Oban strategic route;
- Lochawe haulage routes- B840, C30 and C29;
- Kintyre B842; and
- Strathlachlan, Cowal, B8000.

Councillor Ellen Morton, Depute Policy Lead for Housing, Roads and Infrastructure Services, said: "I welcome the news that the STTF has supported our roads improvement projects. It's particularly encouraging to see that we have submitted quality projects, in a competitive process, that have secured three of the highest individual funding awards. Forestry is one of the key industry sectors in Argyll and Bute and it plays a vital part in growing our economy. As much as we encourage it, we recognise it has an impact on our infrastructure at a time when we, as a council, are making difficult choices about services. We are therefore delighted to be able to double our investment in roads to the benefit of our communities and our local businesses."



One Council Property Approach

As part of the budget process in February 2018 the Council approved and commenced the implementation of the 'One Council' property approach. This has changed the management of the Council's land and buildings into a proactive property development service. The One Council approach has a staffing, cultural, and accounting restructure on the understanding that the team would generate additional cashable benefits and has generated a number of successes and benefits during 2019/2020 including:-

- (i) The sale of surplus properties will also support the private sector in the development of a new care home, a mixed use restaurant, deli and events space and support the expansion of local businesses.
- (ii) Undertaken over 100 asset valuations to meet financial reporting deadlines.
- (iii) Acquired the former RBS bank in Rothesay for a nominal sum to facilitate a Townscape Heritage Initiative (THI) project to refurbish a prominent commercial / residential block.
- (iv) Negotiated access rights with a housing developer to provide social housing and an exchange of land to allow a local business to develop in our island communities while also generating an income.
- (v) Procured site investigations at Oban Airport Business Park and Tweeddale Street car park in Oban to assess development costs for key projects.

IT Innovation

- (i) We have completed the project to replace all servers and storage for our Helensburgh data centre resulting in a more efficient and cheaper ICT infrastructure. Following a similar project for the Kilmory data centre last year this means the Council now has a robust, safe and secure, central server infrastructure capable of supporting the Council's needs for the coming years.
- (ii) The Council was one of the first Scottish Councils to achieve Cyber Essentials Plus accreditation and became one of only a few to be reaccredited. This independent national assessment programme confirms that the ICT Infrastructure meets the highest security standards expected of a local authority.
- (iii) Innovative access arrangements have been developed by Council ICT staff to ensure the Carefirst system is fully available across both Council and NHS networks.

Corporate Outcome 7 – Getting It Right

Council Tax Collection

Financial Services introduced pre-reminder text messaging and e-mails in April 2019 for Council Tax. This is designed to help customers bring their Council Tax payments up to date before the Council post reminder bills and final notices. Paying the Council Tax following receipt of the text message means that the customer does not have a 10% statutory additional charge added to their arrears for non-payment of tax. It also saves the Council printing and postage costs of billing and the ongoing cost of recovering the debt. The Council would normally have issued 20,400 reminder notices by post over the 2019/2020 year however this was reduced to 11,700 as a result of the new process as the Council received 8,700 payments following the texts and e-mails. This improves the Council's cash flow and reduces the amount of legal fees added to the customer's debt during the year.

Money Management And Improved Efficiency

- The average investment rate for 2019-20 was 0.947% compared to the average 7 day LIBID (London Inter Bank Rate) rate of 0.534%. The investments generated £1.017m of interest in 2019-20.
- We collected 96.05% of Council Tax exceeding the target of 95.50%.
- We removed the need to manually input approximately 15,000 invoices per annum into Oracle by transferring more supplier payments to a direct interface. Further work in 2020/21 will introduce self-billing to further improve payment efficiency.

Helping Local Suppliers Do Business With The Council

Local suppliers across Argyll and Bute were offered free training and advice on how they can improve their chances of winning council tenders by our Procurement and Contract Management Team. A number of informative training events and roadshows were held as part of the Supplier Development Programme (SDP). The programme enables all our local suppliers to register free of charge and access free advice, assistance and training on public procurement.

The first event was an online 'Talking Tenders' webinar held on 28 October 2019. This enabled suppliers to discuss internal processes and upcoming tender opportunities from the comfort of their own desk.

A number of 'Meet the Buyer' roadshows took place in Campbeltown, Dunoon, Helensburgh, Lochgilphead and Oban. The roadshows were made up of convenient, 15-minute appointments and provided suppliers with the opportunity to meet the team, gain a better understanding of how to bid for Council contracts and where to look for them. Our Business Gateway colleagues were also in attendance with the Procurement Team to offer any business support to the suppliers. These roadshows are a great way for businesses to find out more about providing services and supplies for the public sector in Argyll and Bute.

An Agile Council

Following years of innovative work has ensured the Council can operate with a fully flexible workforce and working environment. At the start of the Covid-19 pandemic the Council was able to almost seamlessly transition to a fully home based setup. With 1,250 staff working from home each day and all accessing relevant corporate and departmental systems, the Council has continued to deliver first class front line services for the communities of Argyll and Bute. Through

March and April council staff have participated in more than 10,000 Skype meetings with 40,000 participants.

A Listening Council

As part of our work to involve local people in the decisions of the council, the Communication Team runs an annual budget consultation. This budget consultation has been recognised as good practice by Audit Scotland. We maintained a good level of response again this year, with 1,400 responses and more than 2,300 comments.

A Green Council

In Autumn 2019 the council stopped printing and distributing the traditional bin uplift calendars to all households. A series of digital options were designed and introduced to allow customers to readily determine their uplift dates for the different types of waste, including:

- An online bin-day look up tailored to each property
- Over 200 calendars that are updated immediately if route changes occur and can be downloaded and printing if required
- An iCalendar equivalent of the calendar can be downloaded into customers' mobile devices. This displays in their calendars and provides alerts when bins are due for uplift.
- A bin-day uplift display in the MyAccount page of the 7000+ customers signed up to the MyAccount service.
- A 24/7 voice automated bin-day uplift service on the 01546 605514 Amenity Golden Number.
- Service disruption announcements online, through voice automation and through Keep in The Loop when the bin uplift service is disrupted.

Although digital options were made as simple as possible to use, it was recognised that a small number of people could not use these resources therefore printed calendars are still available on request via the Contact Centre and Service Points. However the digital options have proved so effective that 96% of calendar related transactions were fulfilled by them and only 3091 printed calendars were issued on request, saving £20,000.

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Argyll and Bute Council Council Scorecard 2019-22 Scorecard owned by: Pippa Milne **FY 19/20**

| | | |
|--|----|--|
| Corporate Outcome 1 - People Live Active, Healthier and Independent Lives | | |
| Success Measures | 33 | BO101: We Ensure Information And Support Is Available For Everyone |
| On Track | 27 | BO102: We Provide Support, Prevention and Opportunities To Help People Make Better Lifestyle Choices |
| | | BO103: We Enable A Choice Of Suitable Housing Options |
| Corporate Outcome 2 - People Will Live In Safer and Stronger Communities | | |
| Success Measures | 13 | BO104: Our Communities Are Supported And Protected |
| On Track | 11 | BO105: Our Natural And Built Environment Is Protected And Respected |
| Corporate Outcome 3 - Children and Young People Have The Best Possible Start | | |
| Success Measures | 24 | BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting |
| On Track | 22 | BO107: The Support And Lifestyle Needs Of Our Children, Young People And Their Families Are Met |
| Corporate Outcome 4 - Education, Skills and Training Maximise Opportunities For All | | |
| Success Measures | 17 | BO108: All Our Children And Young People Are Supported To Realise Their Potential |
| On Track | 14 | BO109: All Our Adults Are Supported To Realise Their Potential |
| Corporate Outcome 5 - Our Economy Is Diverse and Thriving | | |
| Success Measures | 31 | BO110: We Support Businesses, Employment And Development Opportunities |
| On Track | 26 | BO111: We Influence And Engage With Businesses And Policy Makers |
| | | BO112: Argyll And Bute Is Promoted To Everyone |
| Corporate Outcome 6 - We Have An Infrastructure That Supports Sustainable Growth | | |
| Success Measures | 26 | BO113: Our Infrastructure Is Safe And Fit For The Future |
| On Track | 23 | BO114: Our Communities Are Cleaner And Greener |
| Getting It Right | | |
| | | BO115: We Are Efficient And Cost Effective |
| Success Measures | 61 | BO116: We Engage And Work With Our Customers, Staff And Partners |
| On Track | 51 | BO117: We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future |

Chief Executive

Ex. Director Douglas Hendry

Acting Ex. Director Kirsty Flanagan

Management Information



Council Scorecard 2019-22

Scorecard owned by: **Pippa Milne**

FY 19/20

[Back to Full Council Scorecard](#)

Management Information

RESOURCES

| <i>People</i> | | <i>Benchmark</i> | <i>Target</i> | <i>Actual</i> | <i>Status</i> | <i>Trend</i> |
|-----------------------------|---|-----------------------|-----------------|---------------|---------------|--------------|
| A&B Sickness Absence | | 2.36 Days | 3.19 Days | R | ↑ | |
| PRDs % complete ABC | | 90 % | 50 % | R | ↓ | |
| <i>Financial</i> | | <i>Budget</i> | <i>Forecast</i> | | | |
| Finance Revenue totals ABC | | £k 166,206 | £k 158,035 | R | ↑ | |
| <i>Customer Relations</i> | | | | | | |
| Customer Service ABC | | | | | | |
| | | Customer satisfaction | 95 % | | ↑ | |
| Customer Charter | | Stage 1 Complaints | 61 % | R | ↓ | |
| Number of consultations | 9 | Stage 2 Complaints | 67 % | R | ↓ | |

IMPROVEMENT

Strategic Risks

Strategic Risk Register **H** 1 **M** 14 **L** 0

A&B Council Audit Recommendations **R** Overdue 8 ↓ Due in future 40 ↑ Future - off target 8 ↓

Operational Risks

HSCP & Live Argyll Red Risk Assets 0 0

Ex. Dir. Douglas Hendry Red Risk Assets 0 0

Actinig Ex. Dir. Kirsty Flanagan red risk assets 9 8 **R** →