

Public Document Pack
**COMMUNITY PLANNING PARTNERSHIP
MANAGEMENT COMMITTEE MEETING**

21 June 2006

A meeting of the **CPP MANAGEMENT COMMITTEE** will be held in the **SCOTTISH NATURAL HERITAGE OFFICES, KILMORY INDUSTRIAL ESTATE, LOCHGILPHEAD** on **WEDNESDAY, 28 JUNE 2006 at 10:30 AM.**

AGENDA

- 1. WELCOME/APOLOGIES**
- 2. MINUTES**
CPP Management Committee 19 April 2006 (Pages 1 - 8)
- 3. MATTERS ARISING**
 - (a) SCOTTISH WATER'S INVESTMENT PLAN FOR WATER AND SEWERAGE**
The current situation with Scottish Water and development constraints within Argyll and Bute (Pages 9 - 12)
 - (b) UPDATE ON EVALUATION OF BUTE AND COWAL AREA PARTNERSHIP**
(Lynn Smillie/Brian Barker) (Pages 13 - 20)
 - (c) YOUTH PARTICIPATION CONFERENCE FEEDBACK** (Andrew Campbell)
 - (d) INITIATIVE AT THE EDGE - MEDIUM TERM HOUSING PROGRAMME - VERBAL REPORT BACK BY COMMUNITIES SCOTLAND** (David Dowie)
- 4. PUBLIC SECTOR REFORM**
 - (a) UPDATE ON INTEGRATED SERVICE DELIVERY AND GOVERNANCE PROJECT - 2ND WORKSHOP** (Bill Pritchard) (Pages 21 - 28)
 - (b) CONTACT CENTRE REPORT** (Pages 29 - 30)
 - (c) TRANSFORM PUBLIC SERVICES PAPER (Scottish Executive)**
<http://search.scotland.gov.uk/search/pages/search/basic.asp?QuerySubmit=true&Paging=true&Page=1&QueryText=Transforming+Public+Services>
 - (d) SHARED SERVICES CONSULTATION PAPER (Scottish Executive)**
<http://www.scotland.gov.uk/Publications/2006/05/11102023/1>

- 5. PARTNERSHIP CAPITAL DEVELOPMENT: SHARING OF PARTNERSHIP RESOURCES**
Oban Property Options – Proposed Development Appraisal (James McLellan)
(Pages 31 - 32)
- 6. COMMUNITY PLANNING ISSUES**
 - (a) Update on CPP Priorities
 - Health and Wellbeing Group Annual Report 2006 – Note report (Pages 33 – 34)
 - Argyll and the Islands Economic Forum – Report from Alan Milstead (Pages 35 – 36)
 - Dunbartonshire Economic Forum (Aileen Edwards)
 - Sustaining & Developing our Communities, Culture & Environment (Donald MacVicar) (Pages 37 - 40)
 - (b) Initiative at the Edge - Summary report from the 3 Islands (Chris Nisbet)
(Pages 41 – 42)
(Detailed island accounts available on request to grace.leitch@argyll-bute.gov.uk)
- 7. JOINT HEALTH IMPROVEMENT PLAN UPDATE 2006 (111 PAGES) - FOR NOTING** (for details contact grace.leitch@argyll-bute.gov.uk)
- 8. COMMUNITY REGENERATION ANNUAL REPORT** (Muriel Kupris) (to follow)
- 9. SHARED VISION - LEADING RURAL AREA**
Report by Brian Barker (Pages 43 - 44)
- 10. CITIZEN'S PANEL** (Brian Barker)(Pages 45 - 48)
- 11. CHOOSE LIFE REPORT 2003/2006** (Dave Bertin, Project Manager)(Pages 49 - 56)
- 12. MEET THE FUNDERS**
 - (a) Meet the Funders Evaluation and Report, 27 Feb to 4 Mar 2006 (Arlene Cullum) (Pages 57 - 88)
 - (b) Big Day Out - The Big Lottery Fund Event, 27 July 2006 (Pages 89 - 90)
- 13. SCOTTISH RURAL DEVELOPMENT PLAN CONSULTATION**
Report by Jane Cannon Fowler (Pages 91 - 94)
- 14. REVIEW CHAIRMANSHIP OF COMMUNITY PLANNING PARTNERSHIP MANAGEMENT COMMITTEE**
- 15. AOCB**
- 16. DATE OF NEXT MEETING: 16 AUGUST 2006**

**MINUTES of MEETING of CPP MANAGEMENT COMMITTEE held in the SCOTTISH
NATURAL HERITAGE OFFICES, KILMORY INDUSTRIAL ESTATE, LOCHGILPHEAD
on WEDNESDAY, 19TH APRIL 2006**

Present:	Andrew Campbell	Scottish Natural Heritage (Chair)
	Aileen Edwards	Scottish Enterprise
	Brian Barker	Argyll and Bute Council
	David Dowie	Communities Scotland
	Donald MacVicar	Argyll and Bute Council
	Geoff Calvert	Strathclyde Fire and Rescue
	Jim Jones	Strathclyde Fire and Rescue
	James McLellan	Argyll and Bute Council
	Josephine Stojak	NHS Highland
	Julian Hankinson	Association of Community Councils
	Ken Abernethy	Highlands and Islands Enterprise
	Lolita Lavery	Community Planning Partnership
	Peter Minshall	Argyll CVS
	Raymond Park	Strathclyde Police

In Attendance: Tracey Slaven, SEERAD
David Price, Chair of Argyll CVS
Isobel Strong, Chair of Argyll & Bute Volunteer Centre

Apologies: Bill Dundas, SEERAD

1. WELCOME AND INTRODUCTIONS

Andrew Campbell welcomed everyone to the meeting.

2. MINUTES OF PREVIOUS MANAGEMENT COMMITTEE MEETING

The Minutes of the meeting of 8 February 2006 were accepted as an accurate record.

MATTER ARISING

Drivesafe Action Plan 2006-2009

Geoff Calvert referred to the contribution towards the Drivesafe initiative by partner organisations, where further discussion took place regarding the kind of contribution which should be provided and suggesting the possibility of providing a part-time co-ordinator dedicated to specific projects. It was agreed that the Steering Group could use the current underspend to progress work as it saw fit, subject to agreement of the Health and Wellbeing Theme Group, which oversees the DriveSafe work.

3. MINUTES OF CPP MEETING HELD ON 3 MARCH 2006

The Minutes of the meeting held on 3 March 2006 were accepted as an accurate record.

4. MATTERS ARISING

a) Response to Health Board Consultation

It was noted, following responses to the limited publicity of the NHS consultation on the selection of a name for the new Health Board area, that there would be no change to the name of NHS Highland.

b) SEERAD Research Report on Access to Services

Brian Barker advised that the proposals contained in the previous reports had been submitted to SEERAD for consideration along with a further report requested for Lochs Goil and Eck. Some partnerships in other areas had not yet made their submission and confirmation awaited from SEERAD was expected in the week following this meeting.

c) Involvement of Scottish Water at CPP meetings

Lolita Lavery had received a response from Caroline Jones confirming that a representative of Scottish Water would attend Community Planning Partnership meetings where there was a specific item relating to Scottish Water. It was suggested that Scottish Water's Consultation Plan for water and sewerage should be discussed at the CPP Management Committee and it was agreed that Andrew Campbell would issue an invitation to Scottish Water. It was also agreed that details of Scottish Water's Consultation Plan would be circulated to the Management Committee.

d) Transforming Public Services in Scotland

Brian Barker advised that an integrated session on models for transforming public services in Scotland had been arranged for the week following this meeting, involving organisations such as SNH, AIE, Health Board, Argyll and Bute Council. It was confirmed that Tom McCabe had a continuing dialogue with regard to his "Thinkpiece", but that this was unlikely to be published in the near future.

5. CAPITAL DEVELOPMENT PARTNERSHIP

Andrew Campbell welcomed Tracey Slaven, SEERAD's Programme Director for the Capital Development Partnership project to the meeting. Tracey outlined the focus on how services provided by the ERAD "family" of agencies can better deliver services to their clients. The basic ethos behind "On the Ground" was to break down barriers, test out shared administration between organisations, seek better accessibility and investigate co-location of bodies rather than centralisation.

SEERAD will go through the functions undertaken by all organisations with a view to streamlining a multi-organisational programme (not Scottish Executive), no matter how small the organisation. The programme was focusing on co-location of existing offices rather than relocation of staff.

The meeting then discussed various points regarding services provided by the "family" of agencies in key areas, including customer focus, looking at how far it can go with community and regional structures and how to deliver, being aware that Argyll and Bute

was more complex because of the geography of the area. Discussions also focussed on the retention and relocation of services in rural areas and improvement to accessibility.

Andrew thanked Tracey for her presentation and she then left the meeting.

6. COMMUNITY PLANNING ISSUES

(a) Update by Theme Group Leaders on Progress with CPP Priorities –

Health and Wellbeing Theme Group 1:

Josephine Stojak, acting Chair of the Health and Wellbeing Theme Group, spoke to the Health and Wellbeing Theme Group report which included a lot of positive action/achievements over the year 2005-6 including

- Helensburgh- Paths to Health, pilots until end of March, very successful, walks well received. GP's supportive - JHIP priority 3.
- Kintyre- HIF for Diversionary Schemes/Physical Activity –successful dance held, positive publicity, well received at Community Safety Forum. Should be sustainable. Next dance is 21st April – JHIP priorities 2 and 3
- North Argyll - School counselling service proving successful-JHIP priority 4
- Mid Argyll- Healthy lunchbox pilot, well received- JHIP priority 3
- Bute- Swim Around Bute, Exercise on Referral/Argyll Active linking to other services e.g. lunch clubs, social opportunities. Ramblers- GP taking on longer distance walks- JHIP priority 3
- Islay- Alcohol free youth dances- JHIP priority 2

Josephine advised that revised plans had been presented from 6 out of the 7 localities, that the Group would be re-focussing on the Cowal area and that there had been positive feedback from the local public network representatives on the success of the Meet the Funders Roadshow.

The report on the activities by the Health and Wellbeing Group was noted.

The meeting also noted the change to Choose Life staffing arrangements taking place at present and that NHS Highland was currently looking at the transfer of public health consultants

Argyll and the Islands Local Economic Forum

Ken Abernethy updated the Management Committee on the activities of the Argyll and the Islands Local Economic Forum report of the 15th February 2006 meeting. The report was noted.

It was agreed that the Strategy Progress Measurement report, being the first of a series of quarterly reports on progress being made by Argyll & the Islands Local Economic Forum towards implementing the Economic Strategy for Argyll & the Islands, would be circulated to the Management Committee along with these minutes.

The meeting also noted that Careers Scotland is being integrated into HIE, which will extend the network of AIE offices in Argyll and Bute.

Dunbartonshire Economic Forum

Aileen Edwards, Scottish Enterprise Dunbartonshire, gave a verbal report on the progress being made by Dunbartonshire Economic Forum. The new strategy was approved on 9th February 2006 and a communications strategy sub-group would proceed, contacting key partners and involving the private sector, with a launch around June 2006.

Sustaining and Developing our Communities, Culture and Environment Theme Group 3:

Donald MacVicar provided the Management Committee with the progress update of the Sustaining and Developing our Communities, Culture and Environment Theme Group, being minutes of a meeting held on 30th March 2006, copies having previously been circulated. The report was noted.

Donald MacVicar highlighted the wide ranging and diverse issues included within this Theme Group and the Management Committee discussed the possibility of identifying and prioritising major issues and/or considering a small number of relevant items on specific issues to assist in moving matters forward.

It was agreed that Donald MacVicar, Brian Barker and Lolita Lavery's successor would look at re-focussing the efforts of the Theme Group and report back to the Management Committee.

b) Update on Bute and Cowal Area Partnership

Lolita Lavery reported on interviews currently being carried out with members of the Bute and Cowal Area Partnership to evaluate the local community planning pilot. Although some of the partners felt that the evaluation exercise was premature, valuable insights were being gleaned that could give future direction to the Pilot.

It was agreed that Lolita would draft a report on the findings of the evaluation exercise and, in consultation with Lynn Smillie, Corporate Services Manager for the Helensburgh and Lomond area who would be acting as successor to George MacKenzie, would complete the report by the end of May 2006.

c) Youth Participation Conference

Lolita Lavery advised that the Kintyre Youth Forum were hosting a two day seminar on 1st and 2nd June 2006 which was specifically aimed at how young people would like to engage in Community Planning. This would be particularly useful for the Bute and Cowal Pilot which was struggling to engage with young people. The outcome of the seminar would be fed back to the Management Committee.

d) Initiative at the Edge – Two-monthly Reports from the 3 Islands

The Management Committee noted the concerns highlighted in the report from the islands of Colonsay, Jura and Coll which were looking to the Community Planning Partnership for solutions. The Committee suggested that it would be helpful to know the type of support that was required.

David Dowie advised that Communities Scotland would be meeting with latE later in

the week regarding a medium term housing programme and would report back to the Management Committee.

e) Feedback on Department of Environment and Rural Affairs “Rural Policy and Services First” Seminar

Andrew Campbell advised that he had attended an interesting SEERAD Conference regarding their rural development vision which included equality issues. Andrew and the Community Planning Manager from Highland had both given presentations at the Conference highlighting the lack of co-terminosity. Andrew considered that it had been a useful day.

f) Annual Review

Brian Barker advised that he would be compiling the next CPP Annual Review and was looking for significant partnership achievements over the past year, including submissions from the Theme Groups. It was hoped to produce the Annual Review by the end of June/beginning of July 2006.

7. BEST VALUE AUDIT ON COMMUNITY PLANNING – EXTRACT FROM ACCOUNTS COMMISSION AUDIT REPORT AND IMPROVEMENT PLAN

Lolita Lavery referred to the extracts from the Accounts Commission’s Audit on Best Value Report and the subsequent Improvement and Development Plan that had been drafted to address issues of concern. It was noted that the Council was to develop the “Leading Rural Areas” concept and a series of workshops seeking Partnership input had been arranged around this theme.

Brian Barker confirmed, in respect of Citizens’ Engagement, that the ongoing Citizens’ Panel questionnaires would continue with a programme over the coming years with links to the Council’s Corporate Plan and Community Planning partners’ interests.

8. FUTURE RESEARCH ON RURAL HEALTH PROVISION IN VERY REMOTE AREAS

Josephine Stojak confirmed that since the last Management Committee meeting she had endeavoured to obtain funding for the future research on rural health provision in very remote areas from various parties as well as looking to Argyll and Bute Council. As the research was about the sustainability of services, the Committee regarded the matter as a Partnership issue rather than one for the NHS.

9. DOMESTIC ABUSE STRATEGY – UPDATED STRATEGY

Isobel Strong attended the meeting as Chair of Against Domestic Abuse (ADA) Partnership and spoke to the report which had previously been circulated seeking to -

- raise awareness of the particular issues and barriers which can be faced when experiencing domestic abuse within a rural area
- Continue to develop responses and resources to domestic abuse particularly within a rural setting
- Continue to educate and create greater awareness for men, women, children and

young people, statutory and non-statutory agencies involved in the field of domestic abuse and employers and the public at large

It was agreed that a performance of the 45-minute play, 'Jackie's Story', would be included at the meeting of the Community Planning Partnership to be held on Friday, 7th July 2006. [NOTE: This will now follow the full CPP meeting being held on 10 November 2006]

10. UPDATE ON TRANSPORT STRATEGY

Andrew Campbell provided an update on progress with the Transport Strategy, copies having previously been circulated. It was anticipated that a draft of the local transport strategy would be completed by summer 2006. The update was noted.

11. ARGYLL COMMUNITY HUB CONCEPT FEASIBILITY STUDY

Peter Minshall advised the Committee of a feasibility study being carried out by Argyll CVS regarding a Community Hub concept with access to resources in the voluntary sector. It was agreed to note that this feasibility study was proceeding.

12. COMMUNITIES SCOTLAND STRATEGIC INVESTMENT FRAMEWORK

David Dowie briefly spoke to the Communities Scotland Strategic Investment Framework consultation paper which incorporates changes to funding for housing. David advised that responses were to be submitted to Communities Scotland by 19th June 2006.

13. AOCB

a) Joseph Rowantree Foundation

Brian Barker reported that Argyll and Bute CPP was one of twelve CPPs invited to a meeting hosted by the Joseph Rowantree Foundation on 14/15 June 2006. They have requested that the CPP be represented by the Chair of CPP, Allan Macaskill and Argyll and Bute Council's Chief Executive, James McLellan and one other partner.

b) Scottish Fire and Rescue Services

Copies of the Scottish Fire and Rescue Services leaflet on Community Planning were circulated for information.

c) HMIP

Strathclyde Police – Inspection of police was now under way and some partners could be approached by the Inspectorate to provide input from a community planning perspective.

d) Retiral

James McLellan advised that James Fraser, Area Director, VisitScotland, who was very supportive of Community Planning, was retiring and it was agreed that Andrew Campbell would draft a letter of thanks on behalf of the Partnership.

e) Community Planning Manager

Andrew Campbell, on behalf of the Partnership, thanked Lolita Lavery for her valued work during her time as Community Planning Manager and presented Lolita with a token of appreciation.

14. DATE OF NEXT MEETING

The next meeting will be held on Wednesday, 14th June 2006 at 10.30 am in Scottish Natural Heritage offices, Kilmory Industrial Estate, Lochgilphead.

Note:

(Subsequent to this meeting, the Chair agreed that the meeting scheduled for 14th June be postponed until **Wednesday, 28th June 2006**)

Dates of future CPP Management Committee meetings –

Wednesday	16 August
Wednesday	4 October
Wednesday	6 December

(10:30 – 13:00 hours)

This page is intentionally left blank

**ARGYLL AND BUTE COUNCIL
DEVELOPMENT SERVICES****Community Planning Partnership
Management Committee
28th June 2006**

**REPORT ON: The Current Situation with Scottish Water and
Development Capacities within Argyll and Bute**

1. BACKGROUND

- 1.1** As members of the Community Planning Partnership are aware there has been widespread concern with regard to Scottish Water (SW) and water infrastructure related development constraints in many areas of Argyll and Bute.

In response to these concerns the Council has taken a number of actions in an effort to firstly clarify the situation and to also seek practical solutions to increase development capacity wherever possible. These actions can be summarised as follows:-

1. Following dialogue with Scottish Water's agents Babbie Planning Council investment priorities for SW assets was determined at an officer level
2. Council priorities were then approved following amendments at each Area Committee before being sanctioned at the Strategic Policy Committee that was held on the 16 March 2006.
3. At the same meeting Councillor Robin Banks in his role as the Council's Environment and Development Spokesperson was appointed as the Council's representative on the George Lyon's strategic group that has been formed to address SW development constraints within Argyll and Bute.
4. A series of meetings have been held with SW in an effort to clarify the situation and seek solutions to overcome existing constraints.

The rest of this report provides a summary of what has been discussed so far and what further action has been proposed.

1.2

Council Administrative Areas Development Constraints: Q&S III Investment programme

At the first meeting held at Kilmory, in Lochgilphead the discussion revolved around the Council administrative areas of Oban, Lorn and the Isles and Mid Argyll, Kintyre and Islay.

Scottish Water declared from the outset of the meeting that their main purpose in meeting with the Council at this time was to ensure that there was sufficient capacity within their systems to meet the realistic development aspirations of the Argyll and Bute Finalised Local Plan. Of particular interest was the likely demand over the next four years (2006 to 2010) which covers the initial investment phase of their Q&S III investment for growth programme. Markers were also put down for the need to bring forward capacity for growth for the period between 2010 and 2014.

All settlements with public sewerage and water supplies were discussed in detail with indicative numbers (in terms of additional households/business users) being determined for each settlement. Fortunately, there seemed to be sufficient capacity in the system for most settlements within Lorn over the next four years including the main town of Oban although there still remains a concern over the capacity of the water supply. Consequently it is felt appropriate at this stage to seek water conservation measures for new development within the Oban water catchment area in an effort to conserve finite resources and increase development capacity. Another area of concern was the Island of Tiree where there is limited capacity for new development given the shortage of potable water. This is despite SW shortly bringing on stream two new bore holes. Again, the need to conserve water here should be considered as part of the planning process.

In **Mid Argyll and Kintyre** there also seemed to be sufficient water and sewerage capacity to meet the realistic aspirations of the Finalised Local Plan for the vast majority of settlements including the main towns of **Cambeltown** and **Lochgilhead**. Nevertheless, there will be a need for growth to be factored in the next four year period for both towns if current development trends continue. On particular problem however is a lack of capacity for further growth on **Islay**, particularly the settlements of **Bowmore** and **Port Ellen** that are served by the same water treatment works. The need for growth was therefore highlighted here as a top Council priority. SW also raised concerns that there was a need to conserve the use of potable water throughout Islay given the finite resource

available.

A further meeting was held at Helensburgh between SW and the Council with regard to the Council's administrative areas of **Helensburgh and Lomond** and **Bute and Cowal**.

Again it seemed that there was sufficient capacity to meet the realistic aspirations of the Finalised Local Plan for most settlements with public sewerage and water infrastructure within Helensburgh and Lomond for the next four years. It was also noted that for Helensburgh at least there would be a need for growth to be accommodated within the next four year period to allow for possible expansion into the Green Belt.

In **Bute and Cowal** the principal concern was the main town of **Dunoon** that has no capacity for sewerage. SW confirmed however that growth would be built in to the new sewage works that in the process of receiving planning consent. This would raise capacity to a person (pe) equivalent of 14,500 when completed as part of the current Q&SII programme. It should be noted that SW's chosen site will not have the ability to expand in future years and a new site will be required to allow future growth. In **Rothesay** there was a huge surplus of capacity in terms of public sewerage although capacities were tight in terms of the supply of potable water. There was however sufficient for the needs of the plan and the realistic level of development envisaged. One other area of concern was highlighted in the **Kames Tighnabruaich** area that has a limited water supply which although would be sufficient for the needs of the local plan takes no account of the expansion plans of **Portavadie**.

1.3

At the end of these meetings it was agreed that full minutes including specific numbers for each settlement would be jointly agreed on and then published on SW's web site within the next month to allow the Council and the development industry to monitor capacities on a regular basis. It was further agreed that at a minimum yearly meetings would be held between SW and Council representatives in an effort to avoid future problems and help programme value for money investment. SW will also publish in due course a list of assets that will be subject to further investment to satisfy growth in the first Q&S III investment period. SW also intend to appoint "Account Managers" to service specific customer areas. These managers will act as a main contact point for future communication.

All the above information was presented to the Strategic level meeting convened by George Lyon and held in Dunoon on

the 2nd of June 2006. At this meeting representatives of the Argyll and Bute building industry and the Rented Social Sector were present and welcomed the progress that had been made.

The development policy service of the Council will prepare a report for the Council's August Strategic Policy Committee to inform members of the latest situation with SW, including their forthcoming investment programme.

2. RECOMMENDATION

- 2.1** That the Community Planning Partnership note the contents of this report for information purposes only.

4. CONCLUSION

- 4.1** In response to growing concern over water development constraints facing many areas of Argyll and Bute the Council has undertaken a number of actions to clarify information and seek solutions to overcome development constraints. This has resulted in good progress being made with many areas of Argyll and Bute having sufficient capacity to meet the realistic needs of the Finalised Local Plan.

5. IMPLICATIONS

Policy:	None
Financial:	None
Personnel:	Officer involvement in attending meetings
Community:	Addressing development constraints that could have severe impacts on communities throughout Argyll and Bute

For further information contact: Fergus Murray

Telephone 01546 604293

**ARGYLL AND BUTE COMMUNITY PLANNING PARTNERSHIP
MANAGEMENT COMMITTEE
28 JUNE 2006**

**EVALUATION OF THE BUTE AND COWAL LOCAL COMMUNITY
PLANNING PILOT**

1. SUMMARY

This report outlines the recommendations from the Bute and Cowal Local Community Planning Pilot on the future operation of a localised structure to implement the duties of Community Planning as contained within the Local Government (Scotland) Act 2003.

2. RECOMMENDATIONS

- Note the content of the report
- Consider the recommendation of the Pilot to the CPP Management Committee to continue the operation of a localised CPP structure for a further year as outlined in section 6 of this report.
- Agree next steps for the Pilot with a view to the need to develop local community planning structures in the other areas of Argyll and Bute

3. ORIGINAL OBJECTIVES

The original objectives of the Area Partnerships were set out as:

- To translate local priorities contained in the Local Area Action Plan into realistic and comprehensive “Themed” Area Strategies supported by appropriate Investment Plans and Outcome Agreements
- To scrutinise implementation plans of agencies/other partnerships/initiatives to avoid duplication
- To identify funding sources
- To implement Area Strategies
- To monitor progress and feed progress and issues back to the wider CPP through the Management Committee

To be achieved via an Area Partnership supported by local forums.

4. EVALUATION PROCESS

The Community Planning Manager undertook interviews as part of the evaluation process of the Bute and Cowal Local Community Planning Pilot. Interviews were scheduled for the week of 10 to 14 April 2005 to discuss the evaluation of the Pilot with partner agencies and community representatives.

Unfortunately, not many people were available during this time and interviews could therefore only be conducted with the following people:

- Alan MacDougall, Fyne Homes
- Jim McCrossan, Community Regeneration and Learning, Argyll and Bute Council
- Geoff Calvert, Strathclyde Fire and Rescue
- David Dowie, Communities Scotland
- Alan Milstead, Argyll and the Islands Enterprise
- George McKenzie, Pilot Co-ordinator
- Margaret Johnston, Community Representative for Dunoon ADG and the Elderly Forum
- Iain MacInnes, Community Representative for Lochgoilhead Community Council and Trust and the National Park Community Partnership and Area Network

Interviews were not conducted with the Chair of the Pilot, the police and NHS representatives or the Council's link director for Bute and Cowal.

5. FINDINGS

As a result of these interviews the following comments were made:

- Pilot had achieved very little and it was only now starting to "find its feet". Due to the "teething" problems experienced, it was in some instances felt that an evaluation at this stage was premature and that the Pilot should run for another six months to a year (depending on when the new Co-ordinator was in post) before a proper judgement could be made as to its future.
- Major strengths were cited as the level of community representation, motivation of the Co-ordinator and networking opportunities that the Pilot presented. The independent role of the Co-ordinator was also seen as a strength.
- The fact that the Pilot lacked direction and focus was seen as a major weakness as well as the fact that, despite operating for a year and eight months, no real projects or priorities had been identified.
- This was attributed to the lack of resources (financial, time, support) allocated to the Pilot which in turn led some partners to question the commitment of the CPP as a whole to local community planning. It was argued that if the CPP really saw local community planning as a priority, then more time and resources would be allocated to enable the Pilot to operate more effectively.
- In order to enable it to function effectively, the Pilot needs clear guidelines as to what it is trying to achieve.

- It, therefore, needs to develop an action plan with clear objectives and an accompanying investment plan as initially envisaged in the remit of the Area Partnership and job description of the Area Co-ordinator. However, this can only be achieved if more resources are allocated to the Pilot.
- It was suggested that the lessons learned from this evaluation be discussed at a future meeting of the Pilot and that George be drawn into these discussions.
- Another identified weakness was the fact that agencies are not making the necessary links to other initiatives in which they are involved and are, therefore, not bringing their experiences to the table (there is no information flow). This was, however, not seen to be the case with the community representatives who were in fact bringing community issues to the table.
- It was felt that training was an issue that needed to be addressed as a matter of urgency. The question was asked “do the agencies and community representatives really know why they are sitting around the table?”
- It was felt that the purpose of the Pilot needs to be made clearer as there did not seem to be enough understanding of the way in which it was meant to operate. For instance, having the agencies and community representatives sitting around the table was for the purposes of consultation and not lobbying. It was felt that training should be a standing item on the agenda - this would then reinforce the message, especially due to the fact that meetings were only being held every two to three months.
- It was also felt that the Co-ordinator was “thrown in at the deep end” without sufficient training and the opportunity now presented itself to offer the new Co-ordinator proper training as to the background of community planning and the Pilot and what it was trying to achieve.
- To date the Pilot has not made any difference to the way in which partner agencies conduct their business and has also had no effect on the way in which budgets are allocated (except for staff time in some instances).
- With regard to the structure of the Pilot, it was agreed that the Co-ordinator was the key to the success of the Pilot and the importance of a dedicated full time member of staff to co-ordinate the Pilot was unanimously agreed. It was felt that without this commitment in terms of time and resources, the Pilot would not be able to gain the necessary momentum (as has been the case to date) and would ultimately fail.

- It was felt that a dynamic Chair was paramount to the success of the Pilot and essential to give direction and steer to the Pilot. It was agreed that the Chair should be rotated, but that care should be taken to ensure that the necessary links were in place to ensure that information forthcoming from the Pilot was able to be fed back into the Council's structure (possibly via the Link Director). In other instances it was felt that the Chair should be an independent person – possibly a prominent business person in the area who understood economic issues and opportunities. It was felt that by having Council employees as the Co-ordinator and Chair was to the detriment of the Pilot as it was seen as a Council-led initiative and not partner-wide initiative.
- It was agreed that the right level of partner involvement had been achieved (the only aspect of the initial structure that was actually implemented), although the absentee partners need to be encouraged to attend. It was, however, felt that there was not enough business/private sector involvement in the Pilot. It was agreed that the community representatives were making a valuable contribution and added a certain dynamism to the way in which the Pilot operated. It was agreed that community representatives should be identified in areas where they are currently lacking and that the involvement of young people was also crucial. It was mentioned that the Kintyre Youth Forum was hosting a two day seminar on 1st and 2nd June which is looking at how young people wish to engage in community planning. It was agreed that the outcome of this seminar should be fed back to the Pilot in order to pursue the issue of active youth involvement.
- It was agreed that the Pilot needs to deliver something to give it validity and that more manageable projects need to be identified that suit all parties involved.
- Other comments were that the whole CPP structure is cluttered and it is unclear where responsibilities lie. There are also no clear links between the Strategic Theme Groups and the Pilot. There are no real local structures feeding into the Pilot and closer links need to be established with the ADG's and possibly even the local Community Safety Fora and Anti Social Behaviour Orders as well as initiatives such as Drivesafe which can possibly be pursued more effectively at a more local level through local community planning structures. Reporting mechanisms between the Pilot and the CPP Management Committee and full Partnership also need to be more robust (current verbal updates are inadequate – detailed reports are necessary). It was also felt that elected members need to be more involved in order to get community ownership of the Pilot. More communication regarding community planning in general was also needed.
- Although it was unanimously agreed that local community planning is essential and that some form of structure is necessary in all areas for people to tap into, there were, however, differing opinions as to how this should be achieved. On the one hand it was felt that it was too

soon to say how the Pilot should be rolled out to other areas and that we should not rush trying to replicate it at this stage although it was agreed that the Pilot needed to be “refreshed”. On the other hand, however, it was felt that valuable lessons had been learned as how not to run the Pilot and what the reasons for the shortcomings were (no clear direction and a lack of resources) and no more time should therefore be wasted in trying “to flog a dead horse” and local community planning should therefore be rolled out to other areas as a matter of urgency. There were also differing views as to the optimum size of the Pilot area. On the one hand it was felt that the Bute and Cowal area seemed manageable as an area and if the Pilot is to be co-ordinated by the Council’s Area Corporate Services Manager then it makes sense not to split the area up. On the other hand it was felt that the area was far too big to make a meaningful impact on service delivery and that the Pilot should be broken down into much smaller more manageable areas.

From the comments highlighted through the interviews the Community Planning Manager suggested the following way forward options:

Option 1: The Pilot should continue as it is for a longer period of time

As initial “teething” problems associated with the Pilot hampered early progress, it is too soon to make an informed judgement regarding the future of the Pilot and therefore the Pilot needs to continue for a period of six months to a year before a meaningful evaluation can be made as to its future and how, if at all, it should be rolled out to other areas.

Option 2: The Pilot should continue for a longer period of time but with some significant changes

The sentiment expressed in Option 1 is echoed. However, the Pilot should not continue in its present form and lessons learned from this evaluation should be taken on board with the following changes proposed, namely:

The Pilot needs a strong driver to take it forward (both in the role of the Co-ordinator and Chair) and it also needs a clear action plan and associated investment strategy if it is to deliver something meaningful. The opportunity to get it right the second time around has presented itself in the fact that the new Co-ordinator can start with a “clean slate”. It is strongly recommended that the original job description and associated tasks be used by the new Co-ordinator to give clear direction and focus to the activities of the Pilot. Proper training is, however, essential if the Pilot is to succeed.

The “new look” Pilot should then run for a set time (to be determined by the members).

Consideration needs to be given as to whether the “new look” Pilot should be run in the same area (Bute and Cowal wide), or whether it should perhaps be tried in a much smaller area such as a few communities within the National Park, for instance, or whether it should be tried in a totally different area such

as Campbeltown, for example, where there are already initiatives underway that can be brought in under the banner of local community planning.

Option 3: The Pilot should be rolled out to other areas as a matter of urgency

As there is general consensus that local community planning is essential, the necessary structures and mechanisms need to be put in place in the Council's other three administrative areas as a matter of urgency. Valuable lessons have been learned with the Bute and Cowal Pilot. We know what the strengths and weaknesses are. We know why the Pilot has not worked and we know how to address these issues. The critical piece of the puzzle, however, lies in how committed the Community Planning Partnership is to local community planning and whether the Partnership values it enough to try to make it work in a more meaningful manner.

Not losing sight of the fact that resources are scarce, the following scenarios are proposed to implement local community planning in other areas as a matter of urgency, namely:

Scenario 1: Appoint four independent Area Co-ordinators to implement local community planning in the Council's four administrative areas according to a clearly defined action plan and investment strategy.

Scenario 2: Make use of the Council's four Area Corporate Services Managers to implement local community planning in the Council's four administrative areas according to a clearly defined action plan and investment strategy.

Scenario 3: Split the Council's four administrative areas in two for the purposes of local community planning, namely Helensburgh and Lomond and Bute and Cowal as one area and Oban, Lorn and the Isles and mid Argyll, Kintyre andIslay as the other area and appoint an independent Co-ordinator for each of the two areas. If two independent posts cannot be created, then create one post which is staffed by two part time Co-ordinators. Initiatives such as Drivesafe and others can then be pulled in under the banner of local community planning and be implemented by the Co-ordinators within these two areas.

Option 4: The Pilot should be disbanded

As the Pilot has not achieved anything in the last year and eight months due to a lack of resources it is not worthwhile continuing the Pilot unless resources are forthcoming. However, if no further resources are forthcoming and the Pilot is disbanded, then what? The CPP then needs to consider how it will fulfil its obligation to engage with local communities in terms of the Local Government in Scotland Act.

6. DISCUSSION AT BUTE AND COWAL PILOT

As not all of the partners had the opportunity to be interviewed as part of the evaluation process the scheduled May 2006 CPP Pilot meeting considered the findings of the evaluation interviews and the CPP Manager's suggested options. This meeting involved:

- Brian Chennell, Argyll & Bute Council
- Douglas Hendry, Argyll & Bute Council
- Alan Milstead, AIE
- Alan McDougall, Fyne Homes
- Adam Kerr, Strathclyde Police
- David Dowie, Communities Scotland
- Geoff Calvert, Strathclyde Fire and Rescue
- Jim Clinton, Bute Community Links
- Harold Spear, Bute Community Links
- Margaret Johnston, Community Representative
- Ian MacInnes, Community Representative

With facilitation of the discussion by Lynn Smillie (interim co-ordinator) and Brian Barker (Policy and Strategy Manager)

The CPP Pilot commented on positive outcomes of the Pilot as it had enabled networking; being able to put a face to a name; involved the right people to make decisions; had good level of community representation; assisted to help raise local issues with the "right" partners; and, everyone showed a willingness to participate in delivering localised community planning.

However, there was also a general feeling that the frustrations were due to the lack of clarity of purpose of the pilot; there was nothing to decide upon; no businesses participated as only one attended and; partners who were invited never attended e.g. NHS, Cal Mac. In addition the level of resourcing and support to the Pilot was seen as being vital as the actual input was seen as being restricted and inhibited the development of the function/role/purpose of the CPP Pilot. As well as perceived confusion by the public as the purpose of the CPP Pilot and how it related to other established area structures

The CPP Pilot concluded that they were still of the view that a localised CPP structure was still a vital way forward in undertaking Community Planning at a local level to enable communities to engage with statutory bodies in order to influence decisions. The Pilot was clear that their role was not about going out and looking for things to do but to influence partners to prioritise issues enabling resources to be targeted to address local issues, and/or influence choices on what was going to be delivered by the partners in the Bute and Cowal area.

The CPP Pilot agreed that the following recommendations be submitted to the CPP management committee for consideration:

- 1) To continue the pilot for up to another year with amendments to pilots working arrangements (reviewed again in December 2006)
- 2) Pilot partners and community representatives need to clarify the purpose of the pilot (within the framework as previously agreed)
 - o Setting objectives and timescales
 - o Formalising an action plan by October 2006
- 3) Support arrangements of the Pilot Co-ordinator need to be clearly defined by September 2006
- 4) CPP Pilot meetings need to be structured to facilitate understanding of localised Community Planning and the sharing of service delivery information (including operational arrangements such as the rotation the chair and the structure of agendas)

7. CONCLUSION

The evaluation of the Pilot has highlighted a need for change if the original objectives are to be achieved. The members of the Bute and Cowal Area Partnership have made recommendations based on discussion of an initial evaluation report prepared by Lolita Lavery.

The Management Committee need to agree a way forward for the process of local community planning in Argyll and Bute in the context of the comments from the Pilot partnership, the appointment of a new Area Corporate Services Manager for the area and a new Community Planning Manager together with the wider strategic considerations of the different partners.

Lolita Lavery, Community Planning Manager
Lynn Smillie, Interim CPP Co-ordinator
Brian Barker, Policy and Strategy Manager

May 2006

**Modelling Project 2nd Round Workshop
Kelvin Conference Centre - 27 April 2006**

Argyll and Bute Hub

Key Drivers for Integration

- Existing relationships and networks amongst agencies are effective in Argyll and Bute
- Rurality creates the need for close integration eg delivering multiple services through a single point in a remote community
- Personnel know each other and often have multiple interlocking and overlapping roles
- Retention of local knowledge - example given of local knowledge being lost if each partner reorganises in isolation eg police call centre located in Glasgow

Integrated Service Innovation - "Argyll & Bute Customer Access Project"
(name to be finalised)

Services to be included - all services to be included in integrated approach. Any exceptions would have to be strongly justified. The initial "core" partners would be Argyll & Bute Council, Argyll & Islands Enterprise and NHS.

Vision

- Provide a single point of contact (needs local tailoring)
- Single philosophy of public service
- Retain and build upon local knowledge
- Not a single organisation and not just another layer of governance
- Share a common base or platform
 - embrace full potential of ICT
 - information sharing protocols
 - "triage" handling of requests for services
 - clear system of accountability
 - distributed network of delivery points

Additional Features

- It would build on the already heavy use made of technology in Argyll and Bute, for example, video conferencing in which the area is seen as leading in Scottish terms. It would recognise that experience varies greatly from the towns in Argyll & Bute to the islands and the transfer of good practice from the remoter islands and rural areas to towns should take place.
- It would reverse the trend of centralising power and decision making away from the area and help disperse public services. (It was noted that HIE core services will be dispersed. Whilst these may be small numbers, the employment opportunities created can be very helpful for local areas).
- It would build upon the existing council led access project and develop wider ownership from this base. This project was currently at the stage of appointing a contractor focusing on CRM and business change. It focused on the themes of:
 - Joint future
 - A common portal
 - Argyle and Islands Enterprise
 - Communities Scotland
 - Three Islands Partnership
 - Mull and Iona Progressive Care Centre (also Jura)
- The core partners therefore at present were the Council, Argyll and Islands Enterprise and the NHS

What had hindered the Council-led project thus far?

- Resource and capacity constraints
- Different organisational drivers
- Early focus on governance and not service delivery
- The focus on the council first has meant that a wider sense of ownership of the project has not been created up until this point.

Community Planning Management Committee - 28th June 2006 - Agenda Item No. 4(a) Argyll & Bute
Integrated Services Delivery & Governance Modelling Project
2nd Round Workshops - Session Templates

What will make this Service innovation work; what stops it working?

Factors/Forces that "help" the innovation

↑ "Strength" of factor or force from 1 - 10

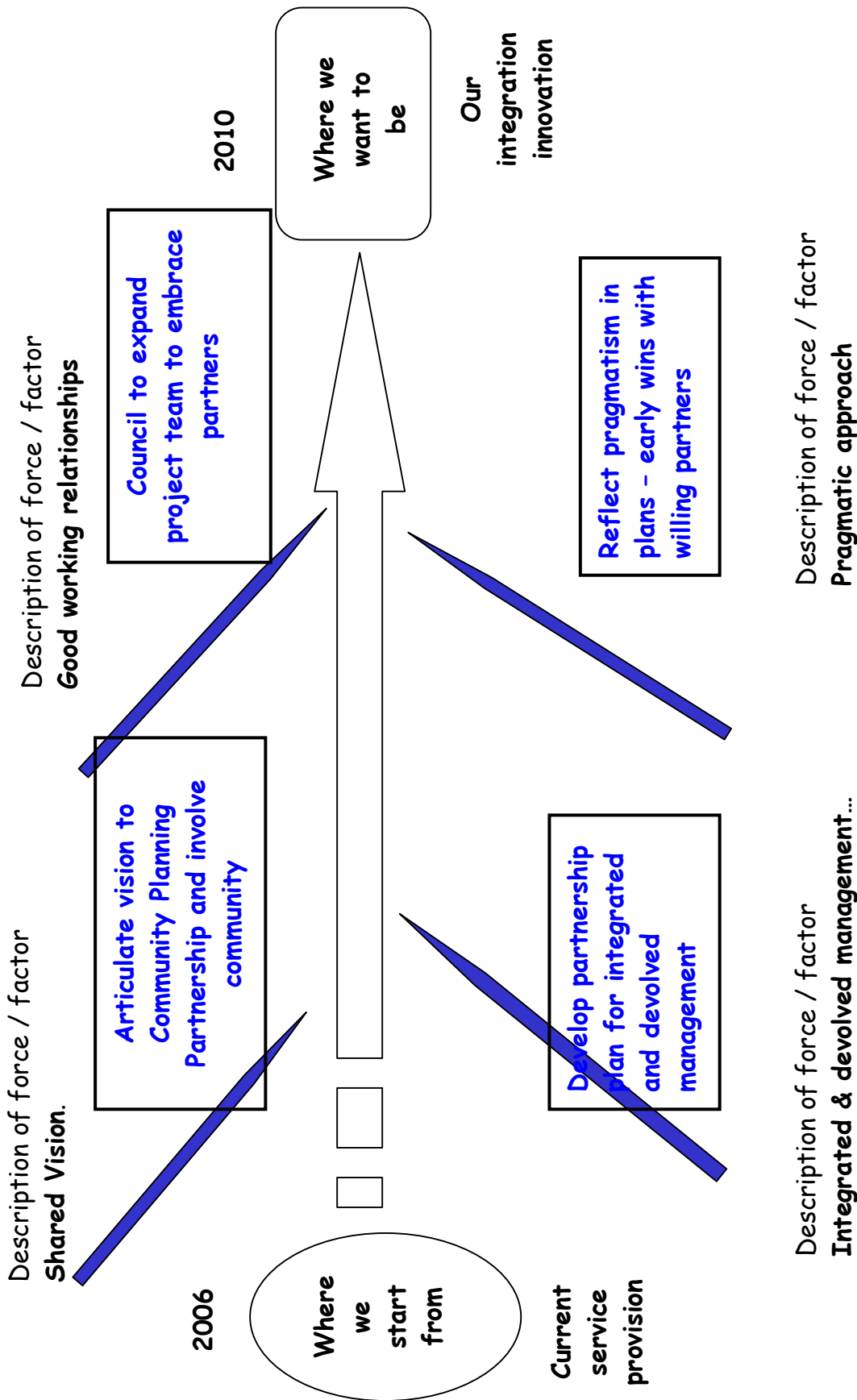
Factors/Forces that "hinder"

↓ "Strength" of factor or force from 1 - 10

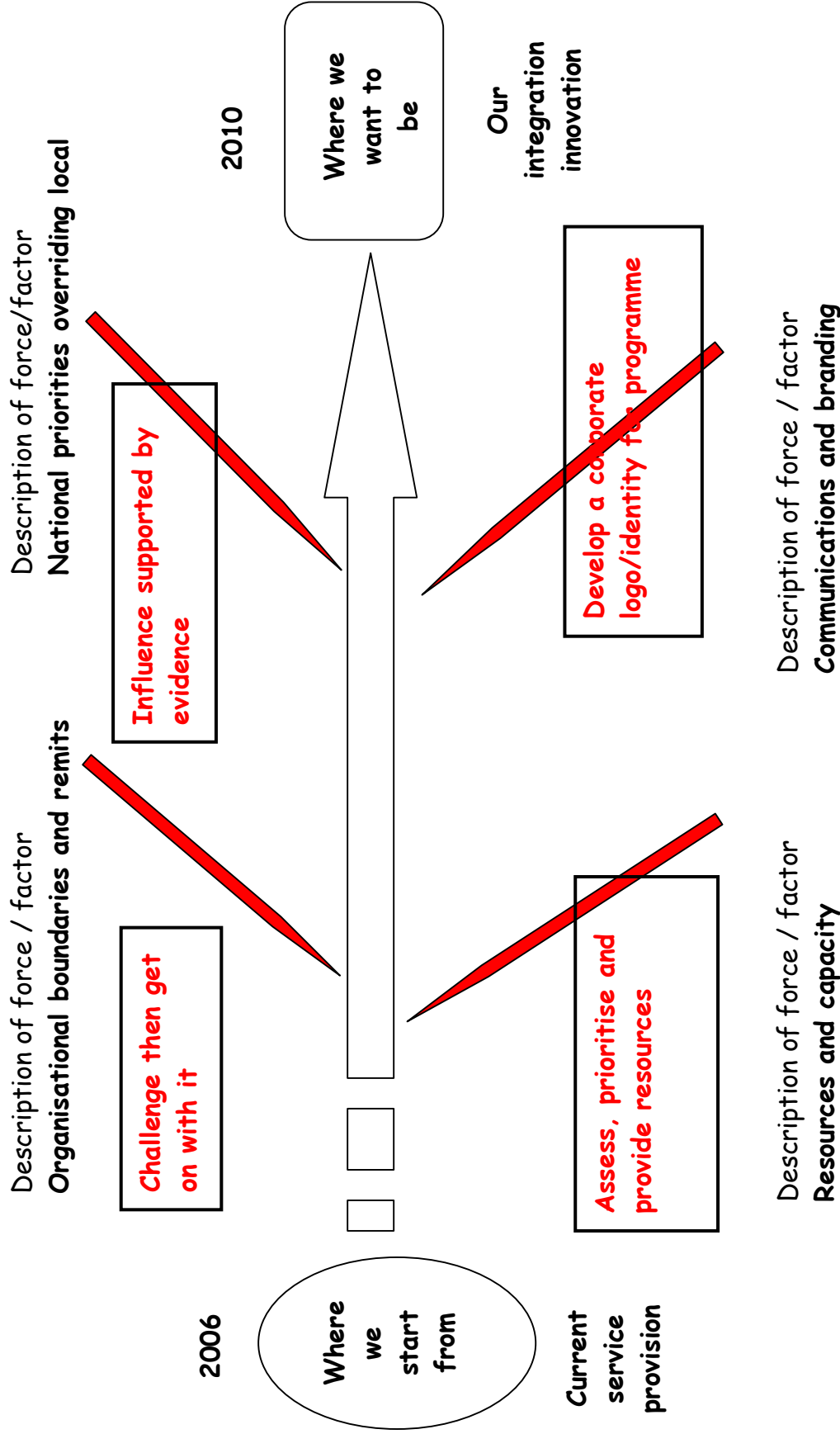
1	Shared vision	9	1	Organisational boundaries & remits	9
2	Integrated & devolved management	8	2	National priorities overriding local priorities	8
3	Good working relationships among partners	7	3	Resources and capacity	7
4	Pragmatic approach	6	4	Communication and branding	6

Community Planning Management Committee - 28th June 2006 - Agenda Item No. 4(a) Argyll & Bute
Integrated services delivery & governance modelling project

2nd round workshops - session templates



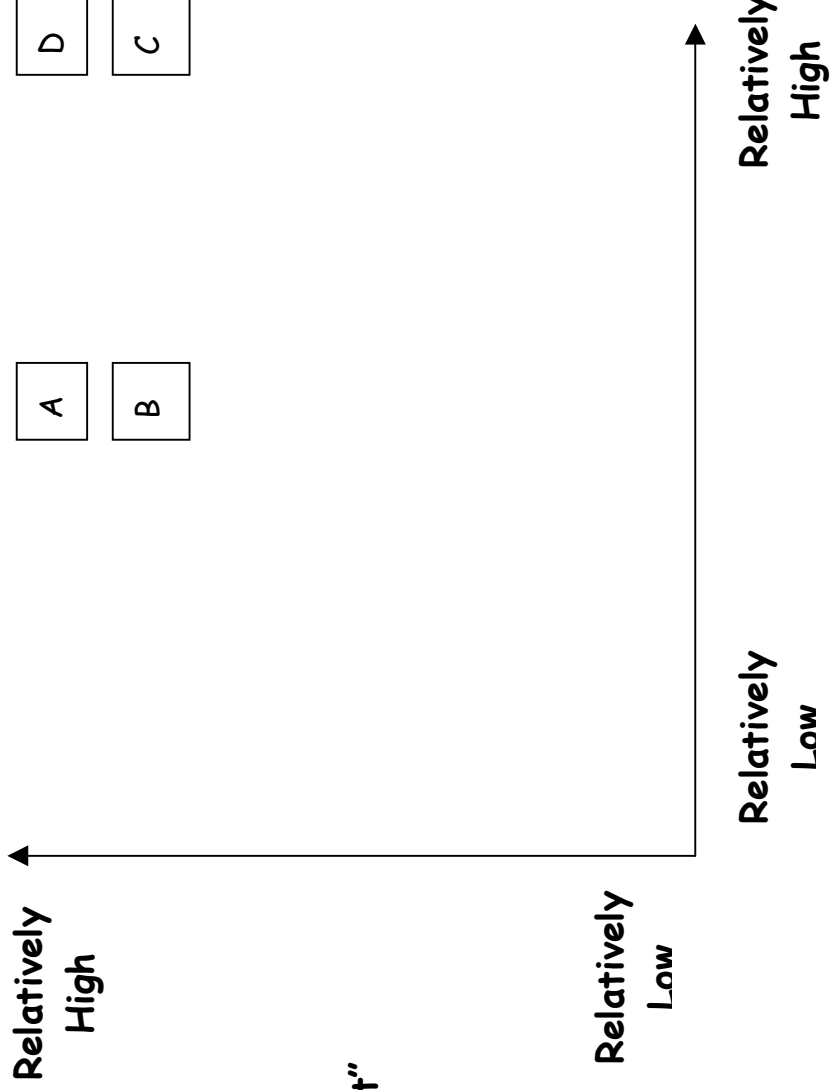
**The 'helpful' factors:
ENABLERS**



**The 'hinder' factors:
BARRIERS**

Integrated services delivery and governance - 2nd round workshops - session templates

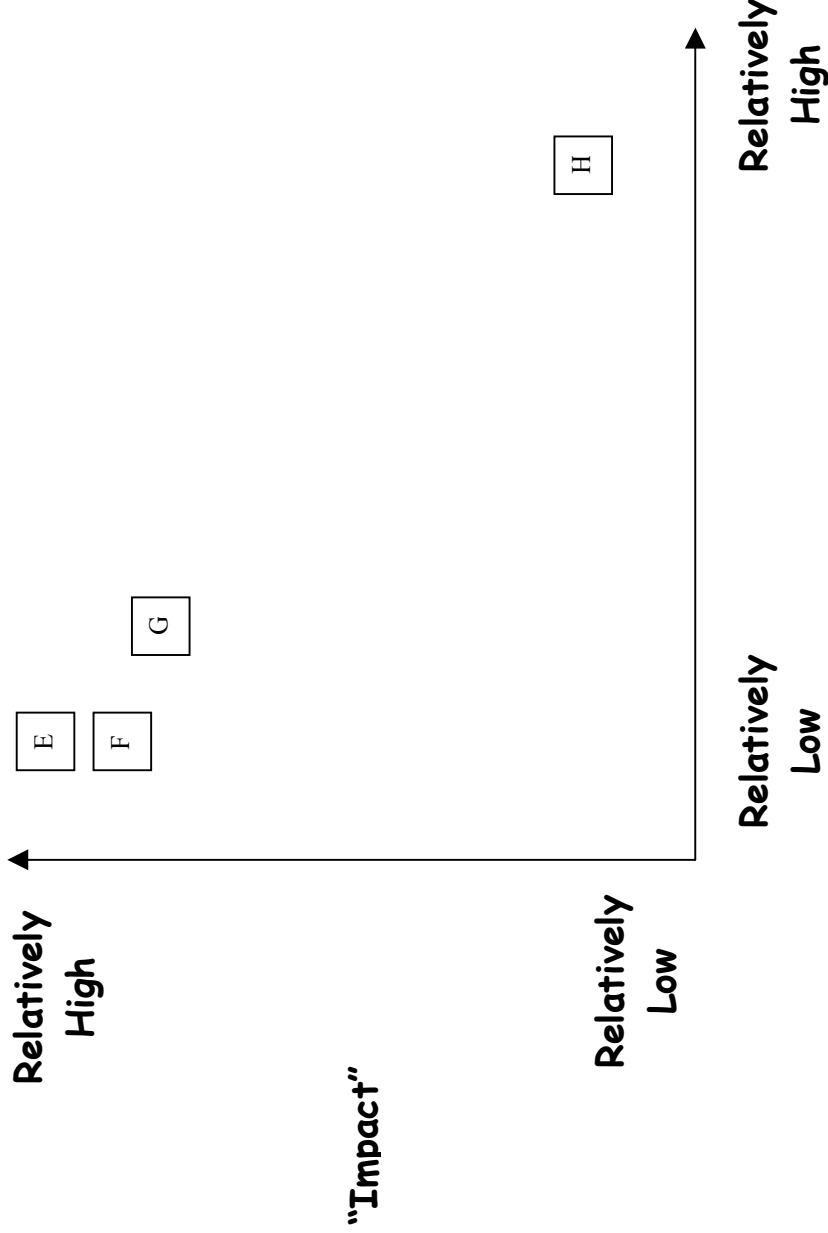
Actions to support the enablers



A = Shared vision - articulate vision to Community Planning Partnership and involve community
 B = Integrated & devolved management - develop partnership plan for integrated and devolved management
 C = Good working relationships among partners - Council to expand project team to embrace partners
 D = Pragmatic approach - reflect pragmatism in plans - go for early wins with willing partners

Integrated services delivery and governance modelling project - Agenda Item No. 4(a) Argyll & Bute
2nd round workshops – session templates

Actions to eliminate / minimise the barriers



E = Organisational boundaries & remits - challenge then get on with it
 F = National priorities overriding local priorities - influence through advocacy supported by evidence
 G = Resources & capacity - assess, prioritise and provide resources
 H = Communications & branding - develop a corporate logo/identity for programme

This page is intentionally left blank

ARGYLL AND BUTE COUNCIL**COMMUNITY PLANNING
MANAGEMENT COMMITTEE****CORPORATE SERVICES****28 JUNE 2006**

CUSTOMER CONTACT CENTRE

1. SUMMARY

1.1 This report sets out the Council's progress on development of a Customer Contact Centre.

2. RECOMMENDATIONS

2.1 That Community Planning Partners assess whether there would be benefits for them in shadowing the Council's Project Board and/or procuring some services from this facility.

3. DETAIL

3.1 The Council secured MGF3 Funding some time ago to develop a Customer Contact Centre as a means of improving its business processes and meeting the 46 electronic service delivery targets laid down by the Scottish Executive. The Council has been through to a European Union Procurement process to secure the services of a partner Steria Limited who will develop:-

- (a) The Business Case for the development of a dispersed Contact Centre for Council Services.
- (b) Business process re: engineering training and skills transfer.
- (c) Commissioning of customer relationship management software and telephony solution for the dispersed Contact Centre.
- (d) Joint management of the facility with Council Services on a phased basis.

3.2 The Council has identified the following Services for the initial pilot phase of this development namely:

- Council Tax
- Roads and Lighting faults
- Leisure Management Bookings

- Library Bookings
- Frequently asked Questions
- General Enquiries
- Online Payments

- 3.3** The tender also envisaged that those Services which would be enabled within a Contact Centre environment would be fully integrated from front office to back office and would also be web enabled so that customers could provide themselves with a self service 24-7 option.
- 3.4** The Council has just appointed its preferred supplier and is now in the process of working up the project initiation document to develop the Business case to be presented to the Council in the Autumn of 2006.
- 3.5** The Council has progressed the concept of a dispersed model to allow efficiencies of scale to be generated whilst maintaining its area Service Delivery Model so that face to face customers as well as telephone customers or internet customers can all receive the same experience of dealing with an informed, Council Service who will have a better understanding of the history of a person's needs and the types of services that that person requires to receive.
- 3.6** The work that is being done to develop the Customer Contact Centre will dovetail with other national agenda around the Citizens Index and the development of detailed customer data bases and therefore may be of interest to other Community Planning Partners who would require to improve their means of contact and delivery of services to their customers.
- 3.7** If there is interest from Community Planning Partners in this project then there would be an opportunity to receive a more detailed briefing from the Council Officers who are leading on this project for the Council.

For further information contact Charles Reppke Tel. 01546- 604192

Contact centre comm. Planning 27 june

**OBAN LORN & ISLES
AREA COMMITTEE****OPERATIONAL SERVICES****3 MAY 2006**

OBAN PROPERTY OPTIONS - PROPOSED OPTIONS APPRAISAL

1.0 INTRODUCTION

- 1.1 This paper is to brief the Oban, Lorn and the Isles Area Committee on the proposal to undertake a property options appraisal for Council office accommodation in Oban.

2.0 RECOMMENDATIONS

- That the Area Committee confirm the scope of the property options appraisal.

3.0 SCOPE

- 3.1 The scope of the property options appraisal will be to develop options for the provision of a “one office” solution for Council staff currently accommodated within the Municipal Buildings, Lorn House and Kilbowie House.
- 3.2 The study will develop proposals for the new office to be located at the Municipal Buildings and adjacent car park area. Under this proposal, the cost of the new building and upgrading works would be financed by capital receipts from the sale of vacated property assets.
- 3.3 To ensure that a satisfactory options appraisal is undertaken the study should develop alternative options. These should include the upgrading of the existing buildings, a new build construction on a green field site, and the lease of a suitable office building. The options appraisal will be based upon a 30 year life cycle.
- 3.4 The study will examine the scope for the provision of office accommodation for other Council staff, including Community Services staff, and organisations such as Alienergy, who are currently located within Council offices within Oban. The study will also investigate Community Partnership options.

4.0 PROJECT MANAGEMENT AND TIMESCALE

- 4.1 The study will be undertaken by Facility Services. The Head of Facility Services will report on progress to the Link Director through the Property Options Group.

- 4.2 The option appraisal will require 6 months to complete. If the study is approved, a project timetable will be brought forward for approval by SMT.

AJL Mactaggart
Head of Facility Services

20 April 2006

Argyll and Bute Community Planning Partnership Annual Report

Health and Well Being Theme Group Update.

The Joint Health Improvement Plan for 2005-06 contains a strategic section and 7 local action plans developed by the local public health networks. Each plan links into the strategic actions, and builds local pieces of work around the 6 health and well being priorities, which are:

- 1.Improving Partnership Working on Health and Well Being
- 2.The Negative Impact of Alcohol Misuse
- 3.Reducing the Incidence of Coronary Heart Disease, Stroke and Cancer
- 4.Improving Mental Health and Well Being
- 5.Helping Communities to Feel Safer
- 6.Reducing Health Inequalities Through the Development of Social Care and Health Care Services.

The theme group has met on a total of nine occasions. In line with ensuring that the work of the theme group is linked into local public health networks and mechanisms, locality representatives now attend every second meeting of the group, bringing updates on progress with implementing their local action plans, networking and sharing best practise.

This year the theme group has taken responsibility for allocating that part of the Health Improvement Fund devolved from the NHS to the Community Planning Partnership. There are detailed criteria for application of funding from the HIF, including the need for projects to be involved with the public health networks, part of JHIP plans (strategic or local), information about expected health outcomes, sustainability of projects and also monitoring and evaluation mechanisms. £83, 498 of HIF funding has been allocated by the group this year towards implementing partnership health improvement work.

A significant priority for health and wellbeing in Argyll and Bute is reducing the negative impact of alcohol misuse, and to this end a conference was held in November by the theme group in partnership with the Substance Misuse Group and the Alcohol and Drug Action Team. This assisted in the process of producing an updated Alcohol and Drug Action Plan for Argyll and Bute, with a strong emphasis on prevention and education, and in the format of the JHIP, ie strategic actions linked to local action plans. This should help focus work towards the prevention agenda, and has helped partnership working across the area by staff involved in service delivery and public health.

Choose Life is the national initiative aimed at reducing suicide and self harm. Argyll and Bute Community Planning Partnership has benefited from funding for Choose Life from the Scottish Executive since 2004, with a further funding commitment made during this year until 2008. The Choose Life steering group is a sub group of the Health and Well Being Theme Group, and the action plan is agreed and monitored by the theme group on behalf of the full Partnership. An update report will be submitted to the Scottish Executive in

July 2006, outlining progress to date, including integration of Choose Life objectives into key Partnership policies and strategies, and training of frontline workers as follows:

- 176 people have attended ASIST
- 6 ASIST Instructors in place
- 19 People attended Mental Health First Aid
- 14 people attended Promoting Mental Health Training for Trainers
- 26 People attended Dealing with Self Harm Training for Trainers
- 112 people attended Dealing with Self Harm Training.

In addition, £46,462 of Choose life funding has been invested in local Choose Life initiatives across Argyll and Bute.

REPORT ON MEETING OF LOCAL ECONOMIC FORUM TO COMMUNITY PLANNING PARTNERSHIP - 05 JUNE 2006

Scottish Water issues were discussed. SW resources are limited, and these are now holding back economic and housing development. It has become apparent that SW was planning on the basis of a reducing population in the Highlands, when in fact, there are other agencies who aim to grow the population of the area.

National Transport Strategy (NTS). In other circumstances the NTS would inform regional and local transport strategies, however at present all these are currently under consideration. The NTS is a consultative document with just over 60 questions that the Executive is asking. Priorities are economic development and social inclusion.

It was generally agreed that each organisation should respond (13th July 2006 deadline) and the LEF would put in a response of its own.

Pilot projects should run for at least a year so that the public can ascertain that it is in place. Integration (buses meet ferries meet trains) of transport is an important issue.

Argyll Air Services New airports on Coll & Colonsay and improvements to Oban airport are almost complete. The service proposals are with Europe for approval, and then tenders will go out, probably at the end of the summer. A Development Manager has been appointed to get the airports licensed. Licensing is dependent on physical inspection of airports, not plans, so construction needs to be completed before licensing can be implemented. The airfields determine that island planes will be used and therefore availability issues will have to be addressed.

Future of LEF and Enterprise Company Boards (LEC)
In view of the common membership and interest of the LEF & LEC boards, it was agreed to hold both meetings on the same day. A LEC would look at the LEC only business, then all common business covered by the LEF part of the meeting. The efficiencies of time and people in view of the geographic constraints are obvious, and dates will be circulated to all involved.

Ken Abernethy provided an update on activities involving population growth and maintenance. Population growth has been taken on as a priority by H&I Enterprise and a new team is being established to focus on this. In AIE there is a project to encourage people to move to Kintyre as part of a lifestyle choice. Articles will be written in outdoor sports magazines that will show people that they can enjoy their activity close to home and work.

It was noted that the local papers are full of pages of job adverts and employment appears to full. Some of these relate to vacancies out with the circulation of the local paper. It was noted that should population growth be successful, pressure will be transferred to elsewhere, perhaps housing or water supply but this

did not affect the reasons for encouraging population growth.

Josephine Stojak explained the context of the Clinical Service Strategy of the NHS Highland, Argyll & Bute Community Health Partnerships. The main society issues include:

- Aging population
- Birth rate
- Consumer expectations
- Life expectancy

and health issues include:

- Specialization (no more general surgeons)
- Quality
- Manpower issues
- Aging workforce
- Emergency admissions
- Health improvement
- Policy initiative (e.g. waiting times)

These are being considered against the issues raised by the Kerr Report and issues that are particular to Argyll:

- Over 75
- Single - handed practitioners in rural practice
- Aging workforce
- Community expectations/concerns
- Low level of un-employment in the workforce - the labour pool is limited.

Ken MacTaggart outlined some of the data in the **Strategy Progress Measurement**. Data shows:

- New business starts in Argyll decreasing compared to previous years.
- 3825 businesses in the AIE area.
- Unemployment follows a similar profile to other years, but with a trend of more people in employment.
- Visitors to about 25 visitor attractions within the AIE area indicate that overall numbers have declined slightly.
- Bed occupancy in hotels etc compares well with Scotland overall.
- Population of Argyll & Bute over the last 10 years has been constant at about 90,000

Jane Fowler provided details and background to the **Rural Development Programme for Scotland 2007 - 2013** Consultation (deadline is 27 June 2006). This is looking at:

1. Less Favoured Area Support Scheme (LFASS)
2. Land Management Contract (LMC)
3. EU Leader (Leader)

There is significant concern that the opportunities presented by the Rural Development Regulation to develop integrated rural economies are not taken forward in this consultation document. A number of excellent joint initiatives like Rural Business Rings, joint marketing would not be eligible for funding. It was noted that it would be better to use existing groupings, (CPP, LEF, WHELK) and not create new bureaucracy.

This page is intentionally left blank

**ARGYLL AND BUTE COMMUNITY PLANNING PARTNERSHIP
THIRD THEME GROUP**

**SUSTAINING AND DEVELOPING OUR COMMUNITIES, CULTURE AND
ENVIRONMENT**

**NOTE OF MEETING HELD AT 10:30AM ON THURSDAY, 25 MAY 2006
HELD IN THE CONFERENCE ROOM AT OPERATIONAL SERVICES
DEPARTMENT, MANSE BRAE, LOCHGILPHEAD**

Present:

Donald MacVicar	Argyll and Bute Council (Chair)
Isobel Strong	Argyll and Bute Council
Margaret Johnston	Community Representative
Patricia McCrossan	Argyll and Bute Council
Jim Jones	Strathclyde Fire Service
Morven Short	Dunbritton Housing Association
Keith Miller	Forestry Commission Scotland
Marina Curran-Colthart	Argyll and Bute Council
Jennifer Swanson	Argyll and Bute Council
Allan Milstead	Argyll and Islands Enterprise
John McKechnie	SEPA
Mike Montague	SEPA
Lorna Scott	Argyll and Bute Council (Minutes)

Apologies:

Alan Millar	Argyll and Bute Council
Anne Clark	Islay and Jura CVS
Jacqui MacLeod	Crofters Commission
Malcolm MacFadyen	Argyll and Bute Council
Jim Frame	SEPA
Allan Brandie	Argyll and Bute Council
David Dowie	Communities Scotland

1. Welcome/Apologies

Donald MacVicar welcomed everyone and introductions were made.

2. Minute of Meeting of 30 March 2006

Donald read through the Minute of 30 March 2006 and the group agreed that they were an accurate record.

- (a) Jennifer Swanson asked about the opportunity of linking up with ACHA in regard to Home Safety Checks as it is currently carried out by the Council to anyone that requests one.

It was agreed that Jennifer should contact ACHA direct to discuss this.

It was noted that a representative from ACHA would attend the group regularly after August 2006.

- (b) Donald advised that the Council had advertised for a new Community Planning Manager and that an appointment would now be imminent.

3. Protecting and Enhancing Argyll and Bute's Rich Environmental Assets and Diverse Habitats and Species

- (a) Water Framework Directive – Controlled Activities Regulations
Presentation by SEPA

John McKechnie and Mike Montague, Environment Protection Officers, introduced themselves. John continued by giving a brief outline of the functions currently undertaken by SEPA and the area in which they were responsible for.

John advised that in all circumstances it was always advisable to log on to www.sepa.org.uk to read through current guidelines and procedures prior to making contact with an officer of SEPA. John further advised that since the new legislation came into force SEPA have been encouraging clients to have consultation with one of their officers prior to submitting an application/seeking authorisation.

In relation to the new legislation coming into force on 1 April 2006 it was noted that no application would be required for works which were due to be completed by 1 October 2006. However, an application would be necessary if works either continued or were due to start after 1 October 2006.

After the presentation John and Mike advised the group that they could be contacted, at the West Highland and Argyll Team office in Lochgilphead, if they had any further queries.

- (b) Species Framework Consultation – Feedback on the SNH consultation 'Making a Difference for Scotland's Species: A Framework for Action'.

Marina Curran-Colthart distributed copies of the consultation document and a draft note of the meeting held with representatives of SEPA, SNH and A&BLBP which was set up to consider the six questions posed within the consultation. It was noted that representatives from AIE and AVS were also invited but did not attend.

Marina reported that in addition to the points noted in relation to the six main questions, the representatives attending the meeting were of the view that whilst the document is an SNH Framework for Action it also provided a good opportunity for partnership working with other public agencies. Marina also pointed out that by

promoting this framework this would support the ethos of best value and efficient use of resources.

Marina advised that the consultation was open until 30 June 2006 and asked the group to contact her with any further comments/additions they might have by 14 June 2006.

4. Update on Advice Network

Presentation by Jennifer Swanson

Jennifer provided the group with an update on the progress of the Advice Network and explained that the overall purpose of the Advice Network was to improve the quality of advice available throughout Argyll and Bute by bringing together the many advice groups currently running within the Council area. It is hoped that by bringing the various advice groups together this will maximise the sharing of good practice in a consistent, integrated and accessible way.

Jennifer outlined the Network's plan for 2006 and this included working on the Common Referral System, publicising the advice services available, training and consultation for all advice agencies and encouraging new partners to join the Network.

Jim Jones expressed an interest, on behalf of Strathclyde Fire Service, in participating in the network as an advice giver.

It was noted that the next meeting of the Argyll and Bute Advice Network would be held on Wednesday, 19 July 2006 at 11:00am in Inveraray.

5. Sustainable Development Guiding Principles

Presentation by Jennifer Swanson

Jennifer outlined the principles of sustainable development and explained that it was important to strike the right balance between economy, environment and the community.

It was noted that since the introduction of the Local Government in Scotland Act 2003 the duty to pursue Best Value includes a need to demonstrate a contribution to sustainable development. It is hoped that this can be achieved by building on past success and effectively co-ordinating future activity.

The following five Guiding Principles were tested with the Citizens Panel and Dialogue Youth, revisions were then made and these were then agreed by the Strategic Policy Committee: -

- Developing, empowering and including our communities
- Protecting, enhancing and managing natural resources and our environment
- Developing the economy using innovative and creative solutions
- Taking an open, honest and accountable approach

- Taking decisions that will maximise benefit and minimise impact across all areas

Jennifer gave a few examples of how the Guiding Principles would be applied.

Jennifer advised the group that she was happy to answer any further questions/listen to any suggestions and that she could be contacted at the Chief Executive's Unit at Kilmory on 01546 604298 or by e-mail at jennifer.swanson@argyll-bute.gov.uk.

6. Highland Year of Culture 2007

DVD Presentation by Alan Milstead

As the group were running short on time it was agreed to carry this item forward to the next meeting.

7. Focus on Theme Group 3

There was some exchange about the existing name and role of the group.

After discussion it was agreed that the meetings should continue to be held bimonthly. However, Donald suggested that, because the theme and targets of the group wasn't always entirely clear, perhaps the name of the group be amended to 'Housing and Communities' so that it more reflects the topics and objectives of the group. The group agreed the change in name should go ahead.

Further, given the proposed change in name, it was agreed that it might be beneficial to merge with the Local Housing Strategy. It was also noted that an input from Scottish Water would be valuable.

Donald agreed that he would prepare a report to this effect and present it to the next meeting of the Management Group.

8. AOCB

The group had no other business to discuss.

9. Date of Next Meeting

The next meeting was scheduled for Thursday, 27 July 2006.

Co-ordination

Ardnish

Woodend

Acharacle

Argyll

PH36 4JU

Tel 01967 431 815

www.initiative-at-the-edge.org.uk

Wednesday, 21 June 2006



Note to A & B Community Planning Management Group for meeting of 28th June 2006.

The three areas of Coll Colonsay and Jura continue to make progress in developing their interaction and confidence with the main agency support structures and the local authority staff. Community confidence needs to be continually buttressed in order to achieve even small gains.

Main points to note since the last meeting are -

Coll:-

- Project groups continue to be formed , gaining experience and trust , in relation to recycling, promotion of Coll produce, senior social club and mums and toddlers.
- A working group has been formed to look at a refurbishment or replacement of the Arinagour Hall - possible dual role with an upgrade , replacement of Arinagour school. This group has representatives from several interest groups and is supported by WHHA and Communities Scotland staff.
- Regular newsletters produced.
- Environmental audit commissioned.
- Local IATE board has changed office bearers and more directors have volunteered.(2)
- **Problems remain with capacity to tackle "it all - and all at once"**

Colonsay :-

- Crofting township scheme moves forward.
- Fuel supplies at communities own hand
- Renewables project worker in place
- WHHA on Colonsay on 14th June
- Comm Scot funded go see trip to Gigha in October.
- **Problems remain regarding sustainability of community effort and dedicated worker time to progress the development agenda.**

Jura :-

- Car park project moving forward.
- RSPA award has allowed development of passenger ferry option for summer - business plan being formulated.
- Road man position created 2 applicants with 1 from on island.
- Due to identified land bank and work to identify need another 4 affordable houses are in the pipeline. Thanks to all who helped- are helping.
- Beach clean project completed. Raised £750 --£300 to School Board - £300 to Playground Assoc & £150 to Badminton Club
- **Same problems as Coll & Colonsay but perhaps less so. Lucky to have several community bodies all working to achieve best for Jura.**

Overarching Themes.

- ❖ **Need for dedicated help from partners to address the infrastructure problems of timetables and connections , water supplies , road repairs and upgrades.**
- ❖ **Assistance needed to develop the community enthusiasm to continue the effort and to look for innovative funding streams to continue the work.**

Initiative at the Edge is a partnership programme supported by The Scottish Executive, Highlands & Islands Enterprise Network, Communities Scotland, The Crofters Commission, Highland Council, Shetland Islands Council, Orkney Islands Council, Comhairle nan Eilan Siar & Argyll & Bute Council. Scottish Natural Heritage and the Health Boards of Highland ,Orkney,Shetland & The Western Isles.

ARGYLL AND BUTE COMMUNITY PLANNING PARTNERSHIP

MANAGEMENT COMMITTEE

28 June 2006

Shared vision: Leading Rural Area

1. BACKGROUND

The Audit Scotland audit of Best Value and Community Planning for Argyll and Bute highlighted that the shared vision of "Leading Rural Area" was a good aspirational statement, but there needed to be more detail to describe the vision.

The Council has managed a series of seminars as part of the follow up process to the audit report. One of these focused on the Leading Rural Area vision and included input from some community planning partners.

The results of that discussion were circulated widely for comment prior to the production of a more condensed version of the vision (below).

Argyll and Bute: Leading Rural Area

Outstanding Environment

- high quality environment that is valued, recognised and protected
- the environment is respected as a valued asset that can provide sustainable opportunities for business
- an identity that is recognised and appreciated globally with a range of businesses that use the high quality image
- an area that is accessible, yet retains its remote character

Vibrant Communities

- strong supportive community spirit and positive culture with sense of pride in the area
- well balanced demographically with young people choosing to stay or move to the area
- vibrant local economy that is based on core attributes of the area, flexible and open to new opportunities
- a sense of history with a view to the future
- housing that is appropriate and affordable with local people able to participate in the housing market
- high quality public services and leisure/community facilities that attract people to settle in Argyll and Bute

Forward Looking

- communities that are culturally rich with a desire to excel
- proactive communities where local people and organisations look for and create opportunities
- decentralised public sector with more delivery of high quality 'professional' services from Argyll and Bute
- partnership working across all sectors to coordinate developments, market Argyll and Bute and remove constraints that limit possibilities
- communities that learn and use that knowledge

2. NEXT STEPS

There is still scope to condense the vision further and this meeting of the Management Committee provides an opportunity to develop the next iteration of the vision.

The vision can then progress to discussion at the full Community Planning Partnership on 7 July for agreement as the shared vision for the partnership.

The Council would then continue its process of using the vision as the basis of a revised corporate plan to be agreed in August. The Council is currently debating actions against the draft Council Strategic Objectives detailed in the table below. The Strategic Objectives are the Council's high level response to the Leading Rural Area vision.

Leading Rural Area	Council Strategic Objectives
Outstanding Environment	<ul style="list-style-type: none"> • To protect and promote Argyll and Bute • To promote sustainable use of the environment
Vibrant Communities	<ul style="list-style-type: none"> • To encourage active, caring communities • To make Argyll and Bute an attractive place to work
Forward Looking	<ul style="list-style-type: none"> • To create opportunities and lead the way • To innovate in service delivery

The Community Planning Partnership will also need to review and revise the community plan. An agreed vision will provide a useful starting point for the new Community Planning Manager to develop a process to produce a new community plan. Once a new plan is agreed there may be a need to make some adjustments to the role and remits of some groups.

Brian Barker

Policy and Strategy Manager

Argyll and Bute Council

12 June 2006

Briefing Note: Themes for Citizen's Panel

FAO: CPP management committee

Key Points

- We are looking to develop themes for the 11th Citizen's Panel. As yet there are no concrete themes for the survey.
- The survey will include some specific service satisfaction questions as part of the Council's Best Value commitment.

Background Information

The 11th survey will be conducted in September 2006. The process of developing the themes and questions for this survey will be carried out over the next month leading to drafting work with IBP in August. The process is currently at the point of gathering ideas and developing themes for the survey questions.

Previous themes

To ensure that we do not cover issues that have been explored recently within the Citizens' Panel, it is valuable to review the themes cover in the past two years. This period includes four surveys, the most recent being the 10th survey which was conducted in April of this year. The themes explored through the Citizens' Panel over the last two years are:

7th survey February 2004

- General Service Satisfaction (all CPP)
- Issues for Argyll and Bute
- Priorities for Argyll and Bute
- The Local Housing Strategy
- Community safety

8th survey January 2005

- Personal safety
- Health and Wellbeing
- Volunteering
- Equality issues

9th survey October 2005

- Health services
- Transport and the Transport Strategy
- Delivering services
- Living Landmarks and the Marine and Coastal National Park
- Balancing the needs of Communities and the Environment
- The population of Argyll and Bute

10th survey April 2006

- Service satisfaction
- Service access

- Community safety
- The role of Strathclyde Fire and Rescue
- Community engagement

Emerging themes.

The process of gathering themes and ideas is in the early stages, however some initial suggestions are emerging.

There will be some questions around service satisfaction. At this stage these are likely to involve Community Services.

This survey could provide an opportunity to ask the panel how aware they are of the changes to the electoral system and the ward arrangements for the 2007 Council elections. Questions around the level of information which people would like to have could also be asked in this context. Asking these questions in this survey would give the council adequate time to respond to the answers prior to the elections in 2007.

The previous surveys have asked relatively little in terms of public awareness and attitudes to issues of biodiversity and environmental management. It may be useful to develop a theme which included questions about Argyll and Bute's biodiversity issues, issues of management of natural resources and conflicts which arise from these.

The timing of the survey could also be instrumental in theme choice. It may be useful and appropriate to explore summer related issues. These could include; assessing the impact of the Drivesafe initiative on road safety, looking at the impact of tourism on travel or service access.

If there are any themes which should be included or pieces of work being carried out which could benefit from Citizens' Panel input, please contact the Research and Information officer to discuss.

Contact: Andy McKay-Hubbard, Research and Information Officer. 01546 604472
E-mail andy.mckay-hubbard@argyll-bute.gov.uk

Additional themes emerging/ developing

1. Coastal and Marine National Park, SNH
2. Single public service authority (health)
3. Transport strategy
4. Sustainable Development

Sustainable Development.

It would be *something along the lines of:*

The Council has drawn up some principles to ensure there's a balance between economy, environment and community in the services delivered. These principles will guide all of the Council's work.

We are interested to know what you think about these principles. Please indicate with a tick:

Excellent / Very Good / Good / Bad / Very Bad / Poor

Principle 1

Principle 2

Principle 3

Principle 4

Transport Strategy

15 questions proposed already

As previously discussed we are going to use the questions issued to the Panel in October 2001 as the basis for the September questions, so here goes !!!

Do we need to have an introduction about why we are asking these questions or is that included in the covering blurb ? (i.e. *we are currently preparing a Local Transport Strategy for Argyll and Bute and would welcome your views.*)

[How do you get about ?](#)

1. Question 1 - stay as is.

2. Question 2 - reword question - Do you need access to a car during the working day ?

3. Question 3 - stay as is.

4. New question - same layout at question 3, i.e. yes / no / don't know

What would make you use your bicycle more often?

Dedicated cycle routes

Shower and locker facilities at work

Secure cycle storage

Shorter distances to travel

Better weather

None of the above would make me use by bike more often? (with one box beside it - like "I am not a car driver" in question 3)

Any other comments (box)

5. Another new question - same layout as question 3, i.e. yes / no / don't know

What would make you walk more often?

Safe footpaths

Not having to carry things, e.g. grocery shopping

Shorter distances to travel

Better weather

None of the above would make me walk more often? (with one box beside it - like "I am not a car driver" in question 3)

Any other comments (box)

Public Transport

6. Question 4 - stay as is.

7. Question 5 - stay as is.

Question 6 - drop.

8. Question 7 - stay as is.

9. Question 8 - stay as is.

10. Question 9 - stay as is.

Road Safety

Question 10 to 13 - drop.

Transport to Health Services

Question 14 to 20 - drop.

Road Maintenance

Question 21 - drop.

11. Question 22 - stay as is.

12. Question 23 - stay as is.

13. Question 24 - stay as is.

14. Question 25 - stay as is.

15. Question 26 - stay as is.

That's the lot ! - 15 questions in total.

**Argyll and Bute Choose Life Initiative
Report for Period April 2003- March 2006**

1. Introduction

The Argyll and Bute Community Planning Partnership, which has twenty four members, is ultimately responsible for the implementation of Choose Life locally. This means that a broad range of stakeholders have made a commitment to support the implementation of our local action plan. This responsibility has been devolved to the Choose Life Sub Group, which monitors progress and feeds back to the Partnership. On a day to day basis implementation of the local action plan has been delegated to the Choose Life Co-ordinator and Choose Life Project Worker who came in to post in May 2004.

It is vital that we get across the message that the successful implementation of our local action plan depends on us developing a shared vision and a shared sense of responsibility for its implementation. The action planning seminars (see further details below) along with our informal discussions with individuals and groups have helped us to begin this process.

2. Development and Review of our Local Choose Life Action Plan

The Choose Life Sub Group (membership Appendix 1) meets on a quarterly basis to review progress against our local action plan and agree any future developments.

Action-planning seminars were held on the 9th of September 2004 in Inveraray (attended by 75 people) and on the 29th November 2005 in Tarbert (attended by 45 people).

The aims of these seminars were to:

- increase awareness about Choose Life
- identify gaps and priorities for development
- inform our local action plan
- identify people who would be willing to be involved in the implementation and review of our action plan

The seminars also heard from recipients of our Choose Life Local Action Fund (See Appendix 2), and from Avante Consulting who were commissioned to carry out our Suicide Prevention Strategy Review.

3. Achievements (May 2004 – March 2006)

Training

- 176 people have attended ASIST
- 6 ASIST Instructors in place
- 19 People attended Mental Health First Aid
- 14 people attended Promoting Mental Health Training for Trainers
- 26 People attended Dealing with Self Harm Training for Trainers
- 112 people attended Dealing with Self Harm Training

Awareness Raising

- Tour with PACE Theatre to 8 schools and 9 community venues – dvd produced for use in training/awareness raising
- Action planning seminars – 75 people in 2004 and 45 people in 2005 from a broad range of organisations
- Ongoing awareness raising – Suicide TALK (10 people recruited to deliver these) and self-harm awareness raising
- Regular articles in local press
- Wide circulation of newsletter - 800+

Information

- Basic leaflets on suicide and self-harm produced and distributed
- Our website is now available at www.chooselifeinargyllandbute.org.uk
- Our quarterly newsletter is distributed to 800+ organisations and individuals
- We receive regular requests for information and advice

Co-ordination

- Argyll and Clyde wide Alcohol and Suicide Seminar – September 2005
- Review/Audit completed by Avante Consulting January 2006
- Action Planning Seminars (see details above)
- Input to relevant local planning events/groups
- Local Choose Life events including;
 - Self-harm awareness raising and planning sessions in Cowal and Bute
 - Joint events with Breathing Space in Oban and Mull

Coping with Suicidal behaviour

- Carers booklet being developed
- Egroup being established for families/friends
- Egroups in place for people who have attended ASIST or Self-harm training courses

Self-help

'Overcoming Depression' – Supported Self-help pilots in Helensburgh, Campbeltown, Islay, Bute

Choose Life Local Action Fund

£50,897 was invested in 2005/6 in the following local initiatives. See Appendix 2 for further details of each initiative

- Lifelines Advocacy Project
- Lorn Counselling Service
- Bute Healthy Living Initiative
- Helensburgh Addictions Rehabilitation Team
- Citizens Advice Bureau
- Argyll and Bute Couple Counselling
- Dunoon Stress Project
- Kintyre Choose Life Project

Sustainability/Integration

- Local Choose Life funded initiatives will be evaluated at the end of their initial funding period (late 2006), and will be considered for re-funding through Choose Life, or appropriate funding streams, dependant on outcomes of the evaluation.
- Choose Life initiatives, and suicide prevention work, is being mainstreamed through the Integrated Children's Planning process, and as part of the planning processes of partnership organisations including the local authority and the NHS.

Actions in Mental Health Care and Treatment Services (health and social care)

Close links are being fostered between Health & Social Care and local suicide prevention activities, including joint working, inter-agency protocols, referral procedures and post discharge care. Local areas can also do this by ensuring that mainstream Health & Social Care services are prioritising suicide prevention as part of wider health improvements as part of the Joint Health Improvement Planning process of local public health networks.

Substance Misuse

An audit of staff in substance misuse services will be carried out to identify those who have completed ASIST training. A target has been included in the substance misuse action plan of ensuring that every service has at least one member of staff trained in ASIST.

Action Plan for 2006/8

Argyll and Bute Choose Life Action Plan 2006-08

Choose Life activity is a collective responsibility of all Community Planning Partners.

The Choose Life sub group of the Health and Wellbeing theme group has had responsibility to date for progressing Choose Life in Argyll and Bute. In order to achieve sustainability and to mainstream Choose Life activities, more work needs to be done at strategic levels to develop activities across partnerships. The role and remit of the Sub group has therefore been redefined, placing more onus on Sub group members to pursue and take forward the Choose Life agenda through relevant strategic plans and processes within their own, and partnership, organisations. This will help to achieve more collective ownership and activity, and long term sustainability.

In terms of national aims and objectives, it is proposed to focus on the areas where Choose Life locally can have maximum impact. Taking into account Choose Life work in Argyll and Bute to date, these areas would be the following priorities from national Choose Life objectives.

- 1 Promoting Greater Public Awareness and Encouraging People to seek help early**
 - Publicity- eg quarterly newsletter, leaflets, library carriers
 - Media articles- advertising/promoting local services
 - Presentations/talks to existing local groups, employees, schools eg Safe Kids roadshow and events utilising ASSIST trained staff
 - Preparation of information/resources pack for distribution to groups

- 2 Supporting the Improved coordination of efforts by local agencies to develop and implement local suicide prevention action plans**
 - Sub Group members to further integrate Choose Life actions into existing planning processes

- Develop local networks through locality events to identify gaps, improve coordination, local pathways
- Identify local champions to link into local public health networks/multi agency groups to generate Choose Life actions for inclusion in JHIP local action plans which will enable access to HIF funding
- Produce local leaflets- distribute widely

3 Early Prevention and Intervention

- Target training towards frontline workers eg GPs, A&E staff, Home Helps, community support workers .Develop focused, targeted, brief training programmes for delivery to identified groups, key elements to be recognition, response and signposting. From these brief training events, identify individuals keen to go through and implement further training eg ASIST
- Develop and circulate database of locally trained staff (with their approval) and resources
- Support trained staff to utilise their training
- Evaluate effectiveness/impact of training already conducted as part of a needs assessment to inform future training programme
- Link future Choose Life training with psychological therapies tiered approach eg CD roms in Primary care, night classes, Living Life to Full website
- Explore potential for rolling out peer support for young people and other specific groups eg elderly- links with healthy Communities Collaborative

4 Encouraging and supporting (more) innovative local voluntary services, community based and self help initiatives

- Evaluate existing Choose Life funded projects, identifying good practices to be rolled out
- Identify existing voluntary and community groups that could be supported and expanded, exploring options with them in relation to their role and contribution to mental health and wellbeing/Choose Life agenda

It is proposed that the action plan be reviewed and updated in 2007, with activities clearly focused on exit strategies and sustainability.

Appendix 1. Choose Life Sub Group Members.

1. Ann Campbell, (Chair), Public Health Practitioner, Argyll and Bute Community Health Partnership
2. David Bertin, Project Lead, Mental Health, Argyll and Bute Community Health Partnership
3. Shirley MacLeod, Health Development officer, Argyll and Bute Council
4. Maureen Beaton, Service Officer, Mental Health, Argyll and Bute Council
5. Jan Henderson, Senior Health Promotion Officer, NHS Greater Glasgow and Clyde
6. Marlene Baillie, Local Authority Liaison Officer, Strathclyde Police
7. Peter Minshall, Chief Executive, Argyll CVS
8. Sheila Walker, Education Support Officer, Health Promoting Schools, Argyll and Bute Council.
9. Gordon Higgins, Area Integration Manager, Children's Services, Argyll and Bute Council

Appendix 2. Choose Life Action Fund Recipients.

- Lifelines Advocacy Project £8,000
- Lorn Counselling Service £8,000
- Bute Healthy Living Initiative £2,000
- Helensburgh Addictions Rehabilitation Team £8,000
- Citizens Advice Bureau £5,662
- Argyll and Bute Couple Counselling £4,435
- Dunoon Stress Project £6,800
- Kintyre Choose Life Project £8,000

This page is intentionally left blank

Meet the Funders

SUMMARY

I am pleased to submit this report on progress of the **Meet the Funders** event which was part funded by the Community Planning Partnership Capacity Building Fund. The report highlights the achievements of Meet the Funders and further developments. A two part evaluation of **Meet the Funders** is attached.

BACKGROUND

Meet the Funders aimed to

- raise awareness of potential sources of funding, including income-generation and grant funding, and
- provide targeted support to increase the capacity of the voluntary and community sector to become sustainable

It was led by a partnership of agencies, (*Argyll & Bute Council, Federation of Council for Voluntary Service, Argyll & the Islands Enterprise, Argyll Volunteer Centre, Argyll Citizens Advice Bureau, and the Scottish Council for Voluntary Organisations Highlands & Islands Capacity Building Project*) and toured six destinations within Argyll & Bute from Monday 27 Feb to Saturday 4 March 2006.

COMMENTARY

The main outcomes of **Meet the Funders** were;

- over 760 people attended
- over 70% of respondents identified new funding opportunities
- levels of satisfaction with the event were very high
- expected benefits were all realised esp. in three main areas, *networking, capacity building and awareness raising.*
- closer working relationships between agencies
- Shared resource development - funding toolkit for use with third sector and other project development clients

THE FUTURE

The **Meet the Funders** partnership agreed that the event should take place next year and that it should progress to include a wide range of capacity building workshops on topics such as monitoring and evaluation, filling out application forms and details of any new funding streams. Finance for this follow up event will need to be secured in order for this to progress.

A further evaluation of **Meet the Funders** will take place later in the year to monitor the longer term impact of the project and these results will be factored into next years event.

As a result of **Meet the Funders**, Argyll & Bute Council has set up a development group that aims to maximise project development skills and tools across Argyll & Bute Council and to use this to help build the capacity of groups to strengthen and develop projects. This group is running a capacity building event in Campbeltown in early October 2006 to launch the Campbeltown Conservation Area Regeneration Scheme and associated opportunities arising from this input of funding to the town.

CONCLUSION

Meet the Funders was a success and if funding can be secured, will take place again next year offering new opportunities for capacity building. The unexpected benefits of the event have been closer working relationships and shared resources between the agencies involved and it is hoped that this too can be fostered.

Many thanks to the Community Planning Partnership for their kind contribution to **Meet the Funders**.

*Arlene Cullum, Chair of Meet the Funders Working Group
Corporate Funding Officer, Policy & Strategy, Chief Executive's Unit, Argyll & Bute Council
Tel: 07979 214501, Email: arlene.cullum@argyll-bute.gov.uk*

Meet The Funders Roadshow Evaluation: Visitor Questionnaire

Key points

- The majority of questionnaire respondents were members of one or more groups or organisations.
- The organisations represented by respondents covered a wide range of interests and activities.
- Over 70% of respondents had submitted applications for funding in the past. A similar proportion of respondents had received advice on funding.
- The majority of enquiries were handled by funders on a 'drop-in' basis.
- Over 70% of respondents had identified new funding opportunities at the roadshow event they attended.
- Levels of satisfaction with the event were very high.

Context

The Meet the Funders Roadshow grew out of a request to the Voluntary Sector Policy Working Group from a few voluntary sector groups who wished to meet funders first hand. To take the idea forward, a new working group was set up. Partners in the project included Argyll and Bute Council, Argyll and the Islands Enterprise, Argyll Council for Voluntary Service, Argyll Volunteer Centre, and Highlands and Islands Community Capacity Project.

The Meet The Funders Roadshow aimed to:

- raise awareness of potential sources of funding, including income-generation and grant funding, and
- provide targeted support to increase the capacity of the voluntary and community sector

The benefits of this support were designed to:

- make organisations aware of the range of ongoing support available to them within Argyll and Bute, and make direct contact with those delivering capacity building support
- enable organisations more effectively to plan their funding over the longer-term
- enable organisations to write more successful applications
- enable organisations and funders to meet together to discuss projects
- support organisations in identifying their training needs
- increase the sustainability of organisations, thereby enabling them to deliver much needed services to clients more effectively.

The six roadshow events took place in the week of 27 February 2006 and visited the following towns: Helensburgh, Dunoon, Campbeltown, Bowmore, Lochgilphead and Oban.

The Research and Information team of Argyll and Bute Council were asked to carry out an evaluation of the roadshow.

The aims and objectives of the evaluation:

- To measure the successes / short-comings of the funding roadshow
- To identify reasons for successes
- To identify reasons for short-comings
- To identify potential areas for improvements for future roadshows.

This report focuses on one aspect of the evaluation only: the questionnaire circulated to visitors to the roadshows.

Methodology

The questionnaire forms were handed out to visitors as they arrived at the roadshow events. Respondents were asked to return their completed form as they left the venues. To encourage responses, all completed forms were entered into a draw for a chocolate hamper.

The majority of the questions were closed questions, designed to allow for the quantitative analysis of the results. In addition, several questions were designed to encourage respondents to expand on yes / no answers.

Two questions asked respondents to comment on the roadshow. The results of these questions were subject to content analysis.

Response Rates

Overall, the questionnaire appears to have achieved a response rate of between 21 and 25 per cent of all visitors. A total of 163 completed forms were returned. (See Table 1.)

Table 1: Questionnaire response rates:

Venue	Estimated number of visitors		Number of questionnaires returned	Response Rate (%)	
	Min	Max		Min	Max
Helensburgh	150	150	29	19.3	19.3
Dunoon	200	200	52	26.0	26.0
Campbeltown	75	100	22	29.3	22.0
Bowmore	50	70	17	34.0	24.3
Lochgilphead	130	170	28	21.5	16.5
Oban	50	70	15	30.0	21.4
Total	655	760	163	24.9	21.4

Response rates were lower than anticipated. Although the research design required that questionnaires be distributed to all people visiting the roadshows, this proved to be impracticable during busy times. For the same reason, some of the visitor counts are approximate rather than absolute.

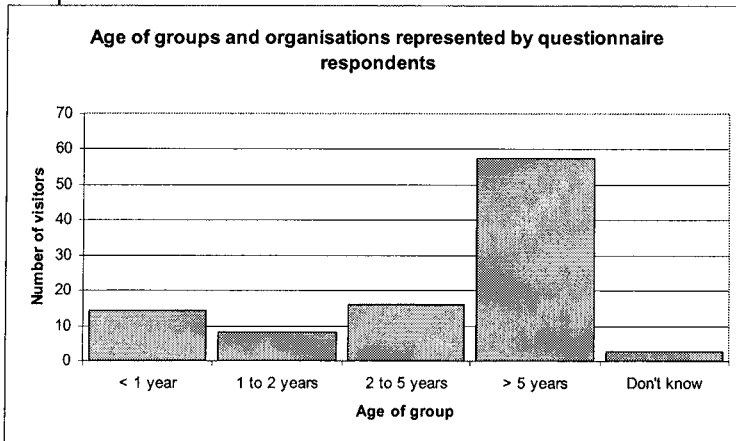
Analysis

As the analysis revealed very little difference between responses given by visitors at different venues (with regard to satisfaction ratings etc), this report concentrates on responses given across all roadshow venues. Where differences were noted, these have been highlighted.

The characteristics of people attending the roadshow

Only 6.2%¹ of questionnaire respondents had come to the roadshow as individuals. The remaining 93.8% were members of one or more groups or organisations (Graph 1).

Graph 1².



From the responses received, more than 130 separate organisations could be identified as having had representatives present at the roadshows. These groups and organisations covered a wide range of activities and interests. (See Table 2.)

¹ Percentages are calculated on the basis of numbers of responses to individual questions (i.e. valid percentages). Missing values are not included.

² Note that counts in this graph relate to the number of questionnaire responses rather than to the individual number of organisations represented. Several people from a single organisation may have filled in questionnaires.

Table 2: Focus of activity of groups and organisations

Focus of Activity ³	Rank	Number
Cultural	1	21
Community groups	2	20
Environment	3	15
Sport	4	11
Health and carers	4	11
Facility specific (e.g. village halls)	6	6
Children / childcare (not education)	6	6
Housing - residents and tenants associations	6	6
Community and adult education	9	5
Support and advice groups	10	4
Children (education)	11	3
Business-related	12	2
Other	12	2
Social care	12	2
Transport	15	1
Housing - providers	15	1
Unknown	unranked	12

The majority of respondents said that they had submitted funding applications before (114 (71.7%)). 45 respondents (28.3%) said that they had not. Similar percentages had / had not received advice on funding (116 (72.5%) and 44 (27.5%), respectively).

Levels of preregistration for the roadshows

Those respondents who preregistered for the roadshows were in the minority. (See Table 3.)

Table 3: Number and percentages of respondents who preregistered for the roadshows.

	Number of respondents	Percentage of respondents
Did preregister	65	40.6
Did not preregister	95	59.4

Of those respondents who did preregister for the roadshows, 40 (61.5%) indicated that prepared themselves for the event in some way. (See Table 4.)

³ Where a group's activities fell into more than one category, the group was counted in all categories that applied.

Table 4: Pre-event preparation

Preparations made	Number of preregistered respondents	Percentage of preregistered respondents
Made appointments	34	52.3
Looked at Funders' Roadshow website	24	36.9
Looked at other websites	18	27.7
Drafted an application	11	16.9
Other	5	7.7

Table 5: Number of appointments made by preregistered respondents

Number of appointments made	Number of preregistered respondents	Percentage of preregistered respondents
None	26	40.0
One	16	24.6
Two	14	21.5
Three	6	9.2
Four	1	1.5
Five or more	2	3.1

Allowing for the number of people who did not preregister for the event that they attended and for the number of preregistered respondents who did not make appointments, it is apparent that the majority of enquiries handled by funders were made on a 'drop-in' basis. Overall, only 41 (25.2%) respondents made appointments prior to attending their event.

Some respondents indicated that they had encountered problems making appointments for venues once the roadshow was underway. Had the period during which preregistrations and appointments been longer, it is likely that numbers of both would have increased.

Potential opportunities identified

Respondents were asked whether they had identified new training opportunities and / or new funding opportunities at the roadshow they attended. (See Tables 6a and b.)

Table 6a: New opportunities for training identified

	Number of respondents	Percentage of respondents
Yes	48	32.2
No	101	67.8

Table 6b: New opportunities for funding identified

	Number of	Percentage of
--	-----------	---------------

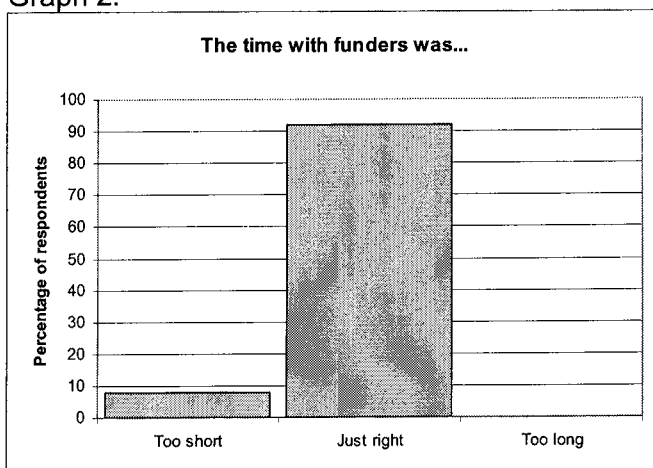
	respondents	respondents
Yes	110	71.4
No	44	28.6

A higher proportion of respondents indicated that they had identified new funding opportunities than had identified new training opportunities. However, as several respondents took the time to point out that they had not been looking for training opportunities, this may well be a reflection of their interests rather than a lack of opportunities on offer.

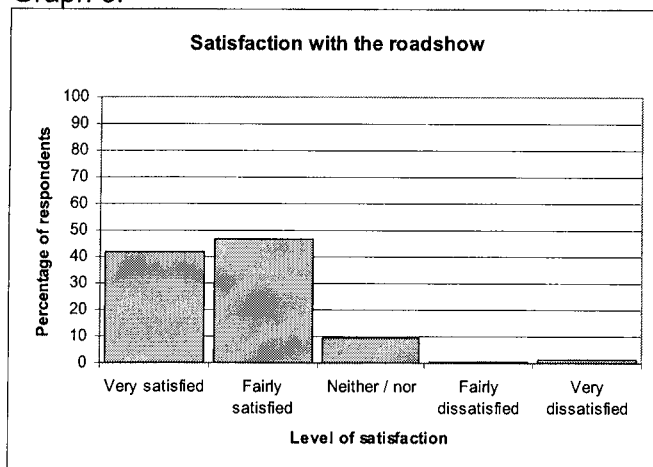
Satisfaction ratings

Visitor satisfaction levels with the event were very high. 129 (92.1%) of respondents who answered the question said that time allowed with the funders and advisors was 'just right'. 140 respondents (88.6%) said that they were either 'very satisfied' or 'fairly satisfied' with the event they attended. (See graphs 2 and 3.)

Graph 2.



Graph 3.



The overall high levels of satisfaction should be borne in mind when considering the findings of the content analysis of comments made by respondents.

Comments

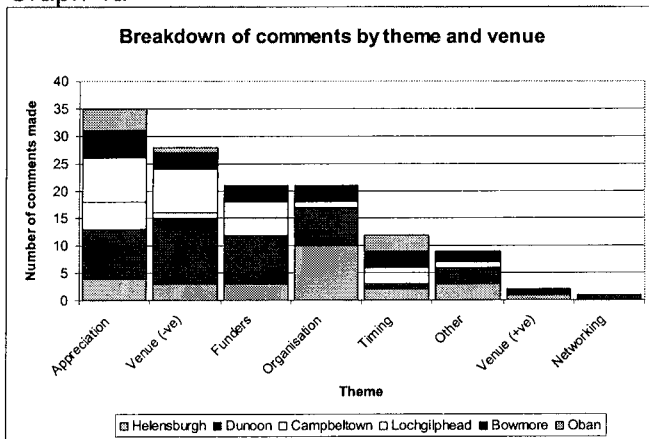
As there was noticeable overlap between questions 13 and 14, the two sets of comments were amalgamated during the content analysis. Comments could be largely broken down into seven broad categories, with each of these being subdivided further.

The seven broad categories were:

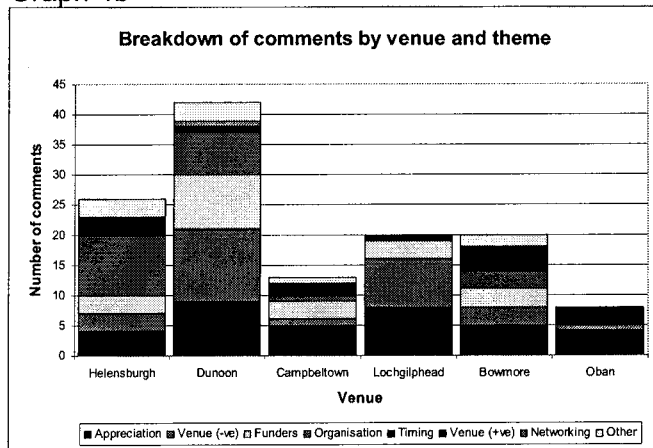
1. Praise and appreciation for the event and people involved with it (funders and organisers)
2. Venue-related comments, mostly relating to size, noise and layout. (For the purposes of Graphs 4a and 4b, this category has been divided into two, separating out the positive comments from the more numerous negative comments.)
3. Comments relating to the organisation of the roadshow
4. Comments about funders (excluding those dealt with elsewhere in the questionnaire. See below for information about 'missing' funders.)
5. Time issues, relating to both the events past and to any future events
6. The positive opportunities offered by the events for networking opportunities
7. Other: a catch-all category of suggestions, unrealistic demands, nonsense and whimsy.

See Graphs 4a and 4b for breakdowns of comments by themes and venues.

Graph 4a



Graph 4b



Given that question 13 asked how the roadshow could be improved in future years, a surprising (and gratifying) number of respondents chose to emphasise the positive aspects of this year's events, thereby reinforcing the positive satisfaction levels noted earlier. "Praise and appreciation" yielded the most comments of any of the seven themes identified.

The second most frequent theme related to the venues. These comments were generally critical, particularly from respondents in Lochgilphead and Dunoon, who identified lack of space and, to a lesser extent, noise levels to have been problematic. Another theme that came up was a general lack of signposting to help funders find the stalls they wished to visit.

Comments about funders included suggestions that visitors would like to see a wider range of funders in the future. This was particularly true of respondents from Dunoon. One respondent each in Campbeltown and Lochgilphead

indicated that they were disappointed that some funders had packed up and left before the end of the events. (Note that other comments were made about funders who left early as part of question 8. These separate comments are dealt with elsewhere.)

Five respondents raised specific issues about the Lottery. These related to understaffing of the stall and, in a couple of instances, concerns that information contained in the Lottery presentation conflicted with advice given by staff on the stand.

Comments about the organisation of the event emphasised the lack of advance publicity and problems with making appointments.

Although issues relating to organisation overlap with issues over timing, the comments have been separated out. Four comments were made about timekeeping. Eight comments were made suggesting changes to the opening hours and changes to the scheduling of future events. (Suggestions included having repeats of presentations through the afternoon so that people unable to make the opening time could still see them.)

“Missing” funders

Respondents were asked: “Are there any funders you would have liked to have seen at today’s event but who weren’t here?” (See Table 7.)

Table 7: “Are there any funders you would have liked to have seen at today’s event but who weren’t here?”

	Number of respondents	Percentage of respondents
Yes	51	34.9
No	95	65.1

Respondents who answered “yes” to this question were then asked to specify which funders they would have liked to see. 41 respondents did so.

“Missing” funders fell into four broad categories:

1. Funders who were not scheduled to appear at any venue
2. Funders who were scheduled to appear at some venues and not others but who were not scheduled to appear at the particular venue to which the respondent went
3. Funders who were present but who the respondent did not get to see
4. Funders who were scheduled to appear at the venue to which the respondent went but who cancelled / left early.

Funders⁴ who were not scheduled to appear at any venue:

Funder	Number of times suggested
Specific funders	
Arts Council	1
Esme Fairbairn	2
Lloyds TSB	9
Nadair Trust	1
Scotland's Heritage	1
Suggestions made by area of interest	
Any existing mental health funders / medical / alcohol and drugs	2
More national trusts / grantmakers / foundations	4
Sports	1

As these were funders who had never been scheduled to appear at the roadshows, these may be taken to be suggestions for future events.

Funders who were scheduled to appear at some venues and not others but who were not scheduled to appear at the particular venue to which the respondent went

Only two funders were mentioned in this context: Children In Need (respondents in Dunoon and Lochgilphead) and The Robertson Trust (respondents in Bowmore and Lochgilphead).

Funders who were present but who the respondent did not get to see

Three Funders were mentioned: The Big Lottery (by two respondents from Helensburgh); Scottish Enterprise (one respondent from Helensburgh); The Robertson Trust (one respondent from Dunoon).

Funders who were scheduled to appear at the venue to which the respondent went but who cancelled / left early.

Three funders were mentioned in this context. Clearly the absence of Communities Scotland from the Bowmore event was an issue with respondents, with seven individuals pointing to the organisation's absence.

The absence of Community Transport was mentioned by two respondents from Dunoon and one from Campbeltown. One respondent from Dunoon mentioned The Robertson Trust, representatives from the Trust having left early.

Conclusions

Overall, the questionnaire analysis indicates that satisfaction levels with the roadshow were very high. The main issues related to

- the organisation of the event, particularly with regard to advance publicity

⁴ The names of these funding bodies have been transcribed from the questionnaire responses. They may not be wholly accurate, therefore.

- the venues that were used, particularly with regard to events in Lochgilphead and Dunoon.

A number of suggestions were made for future events. These ranged from suggestions of possible funders who might be persuaded to attend to suggestions about scheduling and timing.

For more information, contact:

Chris Carr
Research Associate
Policy and Strategy Department
Argyll and Bute Council
Kilmory
Lochgilphead
PA31 8RT

Tel: 01546 60 4260

Meet The Funders Roadshow Evaluation: Organisers' Evaluation Workshop

Key points:

- The consensus among organisers was that the Meet The Funders Roadshow was a success. This impression was borne out by the workshop discussion of planned and achieved outcomes, and reinforced the findings of the questionnaire survey.
- The workshop highlighted successful outcomes in three main areas:
 - Networking
 - Capacity building
 - Awareness raising.
- Lessons have been learned from this year's Roadshow particularly with regard to future organisational arrangements.
- Based on the workshop, a set of recommendations has been compiled for future events. These recommendations are listed at the end of this document.

Context:

Once the Meet The Funders Roadshow was over, a meeting of the event's organisers was arranged as part of the evaluation process. This meeting, after a couple of postponements, took place on 5 May, 2006.

In addition to the seven 'organisers' who came along to the meeting, two researchers¹, acting as moderators and note-takers for the session were also present. 'Organisers' identified themselves as coming from three separate organisations (AIE, Argyll and Bute Council and Leader+).

The meeting took the form of a workshop / group discussion, which lasted for one-and-a-half hours. Afterwards, the material generated by the discussion was compiled and subjected to a basic content analysis in order to draw out key themes and issues.

Results:

Broadly speaking, the content of the workshop's discussion can be broken down into two main areas. These relate to:

- The outcomes of the Roadshow. Actual outcomes were compared with those sought.
- The organisation of the Roadshow. This part of the discussion looked at how the Roadshow had been organised and considered how the organisational arrangements had helped to achieve the outcomes

¹ Chris Carr and Andy McKay-Hubbard, from Argyll and Bute Council.

identified. There was also discussion with regard to things that could have been improved or that should be changed for any future events.

All the workshop's participants agreed that the Roadshow had been successful and that similar events should be run in future years. The assumption that there would be future roadshows was implicit throughout the workshop.

The impression that the Roadshow was a success is supported by the results of the questionnaire as well as by the content of the workshop discussions.

Outcomes of the Roadshow

Table 1 (below) compares the outcomes that were sought by the event's organisers and actual outcomes as identified by the workshop's participants.

Table 1: The outcomes of the Roadshow compared to the outcomes sought at the start of the Roadshow's planning process.

Stated Aims and Outcomes of the Roadshow	Discussion
Aims	
To raise people's awareness of potential sources of funding, including methods of income-generation and grant funding	
To provide targeted support in order to increase the capacity of the voluntary and enable the community sector to become sustainable	
Anticipated Outcomes	
Organisations will be made aware of the range of the ongoing support available to them within Argyll and Bute.	All workshop participants agreed that this outcome had been achieved.
Organisations will have made / will make direct contact with those delivering capacity building support.	Although workshop participants were optimistic that this outcome will be achieved, there was general agreement that it is still too early to say that it has been. There is evidence to suggest, however, that visitors to the Roadshow have been making contacts with regards to capacity building activities as a follow-up to the Roadshow, building on contacts made at the time.
Organisations will be better able to plan their funding over the longer-term.	There was widespread agreement among participants that this outcome had been achieved. Visitors'

Stated Aims and Outcomes of the Roadshow	Discussion
	<p>awareness had been raised with regard to:</p> <ul style="list-style-type: none"> • The range of opportunities available. (One workshop participant said that the Roadshow enabled potential applicants to 'factor in' all the things people had to offer, many of which had they had not known about before.) • Increasing people's awareness of available funding. That funders and advisors could redirect queries to the most appropriate people helped to deliver this outcome. • Increasing people's awareness of the need to plan their funding activities.
Organisations will be more successful in writing applications.	It is too soon to say whether this outcome has been achieved. Attendance at the workshops at the Roadshow was variable. However, workshop participants were nonetheless hopeful that the Toolkit would have an impact on the quality of future applications.
Organisations and funders will be able to meet together and discuss projects.	This outcome was achieved.
Organisations will be supported in identifying their training needs.	<p>Despite the fact that training had not been emphasised in the Roadshow's publicity, the workshop participants agreed that this outcome had been delivered.</p> <p>Participants used a very broad definition of 'training', including both formal and informal activities under this umbrella heading. HICAP and CVS offered advice about training opportunities. AIE offered 'directors' training', but also considered that sitting down and advising visitors constituted a training activity.</p> <p>Participants were in agreement that the Toolkit should also be considered</p>

Stated Aims and Outcomes of the Roadshow	Discussion
	as a training resource.
Funders from outside the area will see first hand the geographical barriers affecting Argyll and Bute and gain a realistic picture of the added costs of delivering projects within the area.	Participants agreed strongly that this outcome had been achieved. The Roadshow was an 'eye-opener', particularly with regard to constraints caused by the ferry timetables and the lack of trains during the winter months.
Organisations will be more sustainable therefore, and better able to deliver services to clients.	It is too early to say whether or not this outcome has been achieved or will be achieved in the longer term.
Organisations will be better able to participate within local structures such as the Community Planning Partnership.	<p>While there was some suggestion that this outcome was rather ambitious, there was some suggestion that it might be achieved.</p> <p>In addition to gaining increased knowledge from the Roadshow, it was also suggested that visitors would benefit from increased confidence. Moreover, the development of initial contacts made at the Roadshow would enable people to engage more effectively in the longer term.</p>
Outcomes additional to those sought prior to the Roadshow	
Profile raising	<ul style="list-style-type: none"> • The Toolkit has been well-received. Renfrewshire Council want to adapt it as does Communities Scotland, who wish to tailor the Toolkit specifically to social enterprises.
Bringing groups together	<ul style="list-style-type: none"> • One workshop participant pointed out another positive outcome of the Roadshow was that it succeeded in getting statutory bodies to work together. This was seen as being an achievement. • Funders and advisors were offered exhibition training prior to the event. This increased the confidence of people looking after the stalls. The training event also served as a useful bonding and networking

Stated Aims and Outcomes of the Roadshow	Discussion
	exercise.
Overall, there was widespread agreement among the organisers that the Roadshow had delivered or, in the cases where it is still too early to assess successes, will deliver the anticipated outcomes. In addition to the outcomes that had been sought by the Roadshow's organisers, positive outcomes with regards to profile raising and bringing groups together were also identified.	

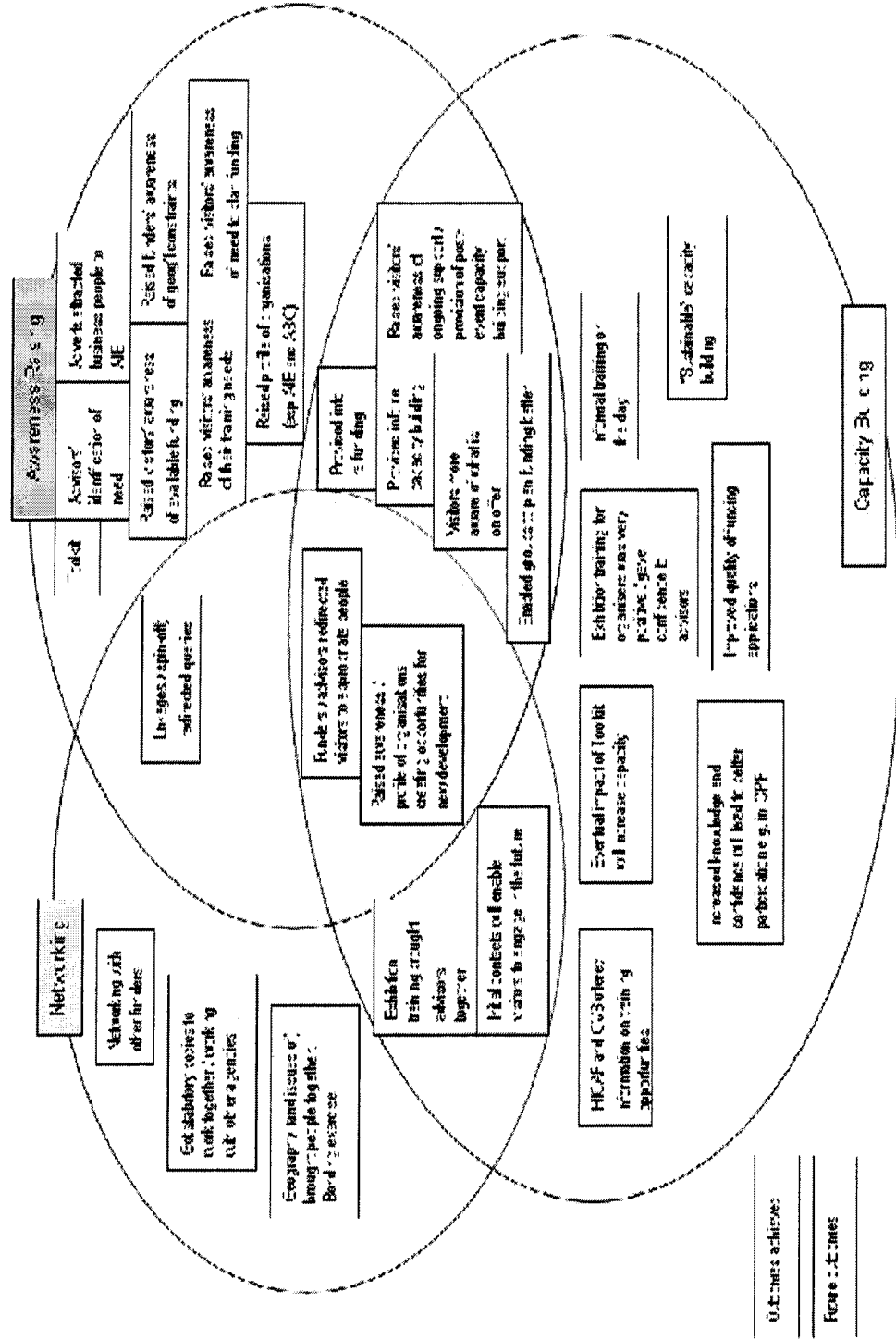
The workshop highlighted successful outcomes in three areas:

- Networking
- Capacity building
- Awareness raising.

At the beginning of the workshop, participants were asked to write down two positive things about the Roadshow. Of the thirteen comments that were returned, nine related to outcomes that fell into one or more of the above categories. (Other comments referred to positive aspects of the venues (2), enthusiasm of the funders (1), and positive feedback from the people who attended the event (1).)

When the full content of the workshop's discussion was examined, the overlap between the three categories became even more obvious (see Diagram 1). That so many outcomes fall into the 'capacity building' category suggests that the Roadshow will have positive impacts in the longer term.

Diagram 1: Participant's comments about the Roadshow's outcomes classified according to networking, awareness raising and capacity building



A recurring theme throughout the workshop was the positive and friendly atmosphere of the event that was conducive to creating positive outcomes. This positive atmosphere appears to have been brought about by a variety of factors (see Diagram 2).

Of particular interest are the roles played by the venues and the geographical barriers in the area. Both of these are usually seen as being problems rather than assets yet, in this instance, both seemed to facilitate the creation of an atmosphere that was conducive to achieving positive outcomes.

While venues were seen as being of poor physical quality, all were community facilities with which visitors would have been familiar. As a result, they were unintimidating environments. Workshop participants saw this as a point in their favour and suggested that similar venues should be sought for future events. The alternative of using hotel function rooms was seen as being undesirable as function rooms could potentially be more intimidating to visitors who would not be familiar with them.

Although workshop participants were unsure whether visitor numbers lived up to their expectations, they were impressed by the quality of visitors. The distinction was drawn between 'purposeful' visitors and 'bag-fillers', with people coming to the Roadshow falling into the first category. This reinforced the perception that visitors came to the events with positive attitudes.

The organisation of the Roadshow

Workshop participants' comments about the planning, administration, publicity and timing of the Roadshow have been sorted into three broad categories:

- Venues (See Table 2, below)
- Organisational arrangements (See Table 3, below)
- Timing (See Table 4, below).

Each table looks at specific points that were raised during the workshop discussion, explanations for the problems or successes identified, and recommendations that came out of the discussions.

Table 2: Venues

Topic	Comments	Recommendations for future events
Quality of venues used	<p>Some of the venues were in poor physical condition.</p> <ul style="list-style-type: none"> Poor physical quality appears to have been offset by the benefits arising from their profile as community facilities. 	
Size of venues used	<p>Some venues were small and overcrowded.</p> <ul style="list-style-type: none"> The overcrowding helped to add to the 'buzz' of the events 	
Type of venues used	<p>Venues were all community facilities</p> <ul style="list-style-type: none"> Visitors were familiar with venues. The venues added to the informal atmosphere of the event and were not intimidating. <p>The venues had a high profile in the communities.</p>	Similar types of venues should be sought for future events.
Location of venues within places visited.	<p>All venues were in central locations.</p> <ul style="list-style-type: none"> Venues were convenient. 	
Places visited.	<p>Only one island (Islay) was visited during the Roadshow.</p>	Alternative destinations should be considered for future roadshows.
Alternative venues.	<p>A few alternative options were discussed during the workshop: Campbelltown Town Hall; hotel function rooms; Calmac Ferry Terminal in Oban.</p> <ul style="list-style-type: none"> There is limited choice with regards to available venues, especially in Lochgilphead. Hotel function rooms were seen as being undesirable venues as visitors might see them as unfriendly and potentially threatening environments. 	<p>Again, community venues should be sought for future events.</p>

Topic	Comments	Recommendations for future events
Floor plans / layout of stalls	<p>The organisation of stalls could have been better. This was especially the case in Lochgilphead.</p> <ul style="list-style-type: none"> The layouts of the stalls was difficult to organise, especially because organisers had not seen some of the venues ahead of time. 	<p>Organisers of future events should give more thought in advance of events as to how stall should be laid out.</p>

Table 3: Organisational arrangements

Topic	Comments	Recommendations for future events
The distribution of tasks between organisers	<p>Gwen and Ariene appear to have taken on the largest part of the workload involved in the organisation of the event.</p> <ul style="list-style-type: none"> Although having a central point through which all contacts and queries could be directed was seen as being very useful, this meant that tasks were unevenly divided. 	<p>Consideration should be given as to how the workload could be spread more effectively between organisers. Can the sharing out of tasks be reconciled with having a lead person or a central place for coordination of activities?</p>
Would this year's organisers be prepared to be involved in future events?	<p>Although organisers all agreed that the Roadshow should run again in the future, their overall willingness get involved in future events was slightly more cautious.</p>	<p>Consideration should be given as to how the workload can be spread more effectively between organisers.</p>
Publicizing the event	<p>Publicity was left too late</p>	<p>More time should be allowed for in the pre-event stage of organisation.</p>

Topic	Comments	Recommendations for future events
<p>Publicity appeared to be partisan</p>	<p>Publicity should have been more inclusive.</p> <ul style="list-style-type: none"> • Post-event reporting emphasised the role of the Council in the organisation of the Roadshow at the expense of partner organisations. • Reporters were given appropriate information with regard to who was involved in organising the Roadshow. Beyond ensuring that the media had appropriate information, the way local reporters chose to cover the Roadshow was out of the control of the organisers. • Although 'partisan' reporting was an issue amongst the organisers, this did not affect the running of the Roadshow. However, it might become an issue in the future. All partners need to get recognition for their contributions to the event. 	<p>Organisers should make sure that reporters are given information about the partners involved in the organisation of the Roadshow.</p>
<p>Content of adverts</p>	<p>Adverts were tailored to the individual venues. In order to help people plan alternatives in case they couldn't get to their most local venue, all Roadshow locations should have been listed.</p> <ul style="list-style-type: none"> • The cost of providing more information in the adverts made listing all alternatives impractical. 	<p>Organisers should give consideration to increasing the advertising budget, finding alternative modes of advertising, or reconcile themselves to having only local information in the adverts.</p>

Topic	Comments	Recommendations for future events
<p>The papers did not run stories about the Roadshow ahead of the event</p>	<p>The Roadshow was not publicised using feature articles. Instead, publicity ahead of the event was through advertising in the local press and posters.</p> <ul style="list-style-type: none"> • In fact, two waves of news releases were sent out before the Roadshow. The first releases, sent out before Christmas, garnered some press coverage. The next set were sent out in January. After the January press releases failed to generate any media interest, the roadshow organisers took out adverts in the local press to publicise the events. • Clearly, more information could have been conveyed to potential visitors had the organisers managed to get the local press to print more stories about the upcoming Roadshow rather than having to rely on advertisements. However, the failure to publicise the Roadshow via feature articles was out of the organisers' control. 	<p>Organisers should again try to get press releases issued ahead of the event. However, contingency plans for alternative types of publicity should be in place in case papers do not run the story.</p>

Topic	Comments	Recommendations for future events
The appointment system.	<p>The appointment system could have been improved.</p> <ul style="list-style-type: none"> The problems with the appointments largely stemmed from the publicity having been left so late and the short organisational time scales. By the time some visitors heard about the Roadshow, the events were underway and it was too late to book appointments. 	<p>The period during which visitors can register for the Roadshow ahead of time should be increased.</p>
Other administration Transportation of equipment from venue to venue	<p>There were some delays in sending information out.</p> <p>Organisers borrowed a minibus for the week over which the event ran. There was limited advance planning of what would be transported.</p> <ul style="list-style-type: none"> Over the course of the week, the range of stall-holders who asked to have material carried on the Stramash minibus increased. This had knock-on effects for the drivers in terms of their loading and unloading activities. 	<p>Organisers should plan who will use transportation facilities and make suitable provision for loading and unloading of equipment.</p>
The Roadshow will be easier to organise the second time around		

Table 4: Timing

Topic	Comments	Recommendations for future events
<p>The time of year when the event was held</p>	<p>The Roadshow could have been held at a better time of year.</p> <ul style="list-style-type: none"> • Although the weather did not cause any problems this year, there was a feeling that the organisers had been lucky that snow etc had not caused any problems. • The time of year and the possibilities of weather problems did seem to have discouraged some funders from attending and had prompted others to cancel. • The ferries and trains were operating on winter timetables, limiting the number of available services and making transport more difficult that might otherwise have been the case. • The Roadshow took place towards the financial year end which, for some organisations, added pressure to an already busy time of year. 	<p>Future events should be held during the summer months, preferably in June or September.</p>
<p>Frequency of future events</p>	<p>There was some debate as to whether future events should be held every year or every two years.</p> <ul style="list-style-type: none"> • No final decision was reached. 	

Topic	Comments	Recommendations for future events
<p>The pace of the Roadshow</p>	<p>The schedule was exhausting, especially for people who were attending every Roadshow.</p> <ul style="list-style-type: none"> Although the Roadshow was exhausting, there was also a feeling among workshop participants that concentrating all the events into a single week had helped to foster a positive atmosphere and encouraged camaraderie between organisers, funders and advisors. 	<p>Organisers should consider putting in some kind of a 'breather' day during the Roadshow.</p>
<p>Programming of events at individual venues</p>	<p>There was a sense that events were rushed. Also, there were clashes between presentations and appointments made by visitors.</p> <ul style="list-style-type: none"> Many of the problems arose from poor timekeeping. Because events tended to start late, this pushed the opening presentations back to clash with appointments. These problems could have been eased somewhat had the presentations been scheduled to take place half an hour or an hour after the events' opening times. 	<p>Organisers should consider refining the timetables of the individual days.</p>

Topic	Comments	Recommendations for future events
Opening hours of events	<p>Opening times were designed to attract both office and shift workers.</p> <ul style="list-style-type: none"> • Generally, the opening times were thought to have been appropriate. However, some funders did leave before the scheduled end times of events, which caused problems. • There was some debate as to whether holding the event on a Saturday had served to reduce visitor numbers in Oban. No conclusion was reached, however. 	<p>Similar opening hours should be used for future events. Stall-holders should be encouraged to stay until the scheduled end of the events.</p>

Future Meet The Funders Roadshows

This year's Meet The Funders Roadshow placed emphasis on raising visitors' awareness of funding opportunities that were available to them. Organisers suggested that the next Roadshow should be designed to build upon the awareness raising and capacity building outcomes already achieved. Thus, in addition to offering visitors the opportunities to meet with representatives from funding bodies, workshop participants considered the kinds of activities that could be offered.

One suggestion is to offer structured workshop sessions on how to write effective funding applications. (Children In Need have already offered to run sessions, using a course developed by the Scottish Grant Making Trust.)

Summary of recommendations for future years:

1. The Meet The Funders Roadshow should run again.
2. Organisers should consider visiting different places.
3. Events should be held in community-based facilities, similar to those used in this year's Roadshow.
4. Future Roadshow should be held in the summer months. Thus the next Roadshow might be scheduled for June or September 2007.
5. More time needs to be allowed for pre-event organisation (e.g. to allow visitors to register for the event).
6. The workload needs to be shared out more between the organisers. This will require commitment from both individuals and organisations to take tasks on.
7. Organisers should consider changing the format and content of advertisements to see whether more information can be provided with in them. Press releases should be put out prior to the event in the hope that the media will run with the story.
8. Organisers should refine the timetable for the programme of events. This will relieve problems of clashes between presentations and appointments. Funders and advisors should be encouraged to stay until the end of each day's events.
9. Organisers should give thought how future Roadshow can build upon the outcomes of this years Roadshow. Offers made by Children In Need / the Scottish Grant Making Trust to offer structured workshops on the most effective way to write applications should be taken up.

Conclusions

- The prevailing view of the workshop participants' was that the Meet The Funders Roadshow had been very successful with many of the desired outcomes having already been achieved. Participants were optimistic that the remainder of the outcomes will be delivered in the longer term.
-

- The Roadshow's successes fell broadly into three main areas: networking, capacity building and awareness raising.
- The friendly and positive atmosphere surrounding the events helped to reinforce the successes of the Roadshow. Factors enabling the creation of this atmosphere have been identified and lessons for future events should be learned from these.
- Comments with regard to specific organisational arrangements have been considered and recommendations with regard to improvements or changes for future events have been made.

For more information, contact:

**Chris Carr
Research Associate
Policy and Strategy Department
Argyll and Bute Council
Kilmory
Lochgilphead
PA31 8RT**

Tel: 01546 60 4260

This page is intentionally left blank

Community Planning Partnership Management Committee – 28th June 2006
– Agenda Item No. 12(b)

The Big Lottery Fund are having a BIG DAY OUT at Kilmory, Lochgilphead, on Monday 17 July which will cover the following;

- 10.00 - 1.00** Training for partners - for those involved in advising groups on funding applications
- 2.00 - 5.00** One-to-one sessions with applicants (max 22 sessions)
- 6.00 - 8.00** General presentation (open to whole community)

Anyone wishing to attend these sessions should book with gwen.johnstone@argyll-bute.gov.uk Tel: 01546 604454.

Arlene Cullum
Corporate Funding Officer
Argyll & Bute Council

This page is intentionally left blank

ARGYLL AND BUTE COUNCIL**COMMUNITY PLANNING
PARTNERSHIP MANAGEMENT
COMMITTEE****28TH June 2006**

SCOTTISH RURAL DEVELOPMENT PROGRAMME CONSULTATION

1. SUMMARY

- 1.1** This report explores the opportunities presented by the Scottish Rural Development Programme to develop an integrated approach to rural development funding in Argyll and Bute, using the Community Planning Partnership

2. RECOMMENDATIONS

- 2.1** That the CPP respond to the consultation emphasising the importance of Community Planning taking a leading role in the management of rural development funding 2007-13.

3. BACKGROUND

- 3.1** Members of the Committee will recall that a paper presented to the partnership in December 2005 identified opportunities for Community Planning to work with the LEADER partnership and Agricultural Forum in Argyll and Bute to deliver rural development funding 2007-2013. This was presented in the context of the Scottish Executive Consultation on the Scottish Rural Development Strategy.
- 3.2** The Scottish Executive have now issued the consultation document, 'Rural Development Programme for Scotland 2007-13' and are inviting responses by 29th June 2006.
- 3.3** The Programme sets the context for disbursement of 'Pillar 2' funds from the European Common Agricultural Policy budget. This is the key 'pillar' of European policy which seeks to move European funding from direct subsidy to agriculture (Pillar 1) into the wider rural economy.
- 3.4** This presents an excellent opportunity for the Community Planning Partnership to take an active role in prioritising actions and facilitating programming in the new Programme.
- 3.5** The Executive identifies 3 main vehicles for delivery of these funds in Scotland:

- Less Favoured Areas Support Scheme (LFASS)
- Land Management Contracts (LMCs)
- LEADER

3.6

LFASS will not be substantially altered until 2010.

LMCs are individually negotiated contracts between land managers and the Scottish Executive covering a range of activities organised into 'Tiers' in the document. This is the area of activity which receives most attention in the document and the greatest amount of detail. Indeed there is concern that the emphasis on LMCs will be potentially detrimental to a real integrated rural development funding programme, as community groups and other rural stakeholders who are not 'land managers' will be unable to apply for a significant amount of the funding available.

3.7

LEADER is the mechanism by which a bottom up approach to rural development can take place, with communities involved directly in the prioritisation and management of funds, facilitated by the public sector agencies. Currently the LEADER Programme in Argyll and Bute (and Lochaber, the Small Isles and Arran/Cumbræ) is managed by Argyll and Bute Council and has delivered over £5m European LEADER funding to community based projects since 2001.

3.8

The consultation document proposes the funds be prioritised regionally by Regional Project Assessment Committee. These would identify regional priorities for competitive actions in LMCs, but the Scottish Executive would make the final decision on approval. LEADER would identify local priorities and disburse funds accordingly.

3.9**3.10**

The document does not identify Community Planning as overarching partnership organisation, but only as one of many.

3.11

This paper proposes that Community Planning in Argyll and Bute, as the major and statutory public sector partnership, fulfils the RPAC and LEADER prioritisation and disbursement role. This would ensure no additional bureaucracy, no further tier of partnership working and a good model in terms of the current Scottish Executive Agenda of shared services.

3.12

The existing Agricultural Forum and LEADER partnership have already identified priority actions for bringing the sectors together and have an excellent working relationship. The Community participation in the LEADER partnership is >50%, the minimum identified by the Scottish Executive. The LEADER project officers and secretariat also have extensive experience in delivering European

funds, and so could bring that expertise to the partnership.

- 3.13** In responding this way, Argyll and Bute Community Planning Partnership is in a position to propose an excellent response to the document in practical terms, and assist in delivering the key objectives of sustaining our communities.

Further detailed discussion would require to take place to identify exactly the roles and relationships of existing groups.

4. CONCLUSION

- 4.1** The community Planning Partnership is in an excellent position to make recommendations to the Scottish Executive on taking forward an innovative partnership approach to implementing parts of the Scottish Rural Development Programme.

5. IMPLICATIONS

- Policy:** Improved partnership working across agencies in line with the Scottish Executive Shared Services Agenda. Improved and integrated rural development funding prioritisation.
- Financial:** The available budget has not yet been identified
- Personnel:** Existing officer time
- Equal Opportunity:** Improved access by the wider rural community to rural development funding.

For further information contact: Jane Fowler

Telephone 01700 501371

LIST OF BACKGROUND PAPERS:

[Click here and type List of Background Papers (if any)]

This page is intentionally left blank