

**Argyll and Bute Council**  
Comhairle Earra Ghaidheal agus Bhoid

Customer Services  
Executive Director: Douglas Hendry



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27 April 2011

## NOTICE OF MEETING

A meeting of the **SOCIAL AFFAIRS THEMATIC CPP GROUP** will be held in the **COUNCIL CHAMBER, KILMORY, LOCHGILPHEAD** on **MONDAY, 9 MAY 2011** at **10:00 AM**, which you are requested to attend.

Douglas Hendry  
Executive Director - Customer Services

## BUSINESS

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST (IF ANY)**
3. **MINUTES**  
Social Affairs Thematic CPP Group 14 February 2011 (Pages 1 - 8)
4. **MATTERS ARISING**
5. **PRESENTATION OF "THE GILP" DVD - MID ARGYLL YOUTH PROJECT**  
Discussion with Fiona Kalache, Mid Argyll Youth Project
6. **PRESENTATION ON THE EDUCATION PSYCHOLOGICAL SERVICE AND HMIE REPORT**  
Presentation by Roslyn Redpath, Principal Educational Psychologist, Argyll and Bute Council (Pages 9 - 14)
7. **PRESENTATION ON EARLY YEARS INTERVENTIONS**  
Presentation by Dougie Dunlop, Head of Children and Families, Argyll and Bute Council
8. **GETTING IT RIGHT FOR VULNERABLE YOUNG PEOPLE**  
Report by Dougie Dunlop, Head of Children and Families, Argyll and Bute Council (Pages 15 - 38)

## **9. HIGHLIGHT AND EXCEPTION REPORTS**

- (a) Argyll and Bute Adult Protection Committee (Pages 39 - 40)
- (b) Argyll and Bute Health and Care Strategic Partnership (Pages 41 - 44)
- (c) Argyll and Bute Strategic Community Safety Partnership (Pages 45 - 48)
- (d) Argyll and Bute's Children (Pages 49 - 50)
- (e) Child Protection Committee (Pages 51 - 52)
- (f) Early Years Partnership (Pages 53 - 54)
- (g) Argyll and Bute Strategic Housing and Communities Forum (Pages 55 - 58)
- (h) Third Sector Partnership (Pages 59 - 86)
- (i) Youth Focus/ Argyll and Bute Youth Forum and Dialogue Youth (Pages 87 - 90)

## **10. SCORECARD REVIEW**

Verbal update from Cleland Sneddon, Executive Director – Community Services and Thematic Lead

## **SOCIAL AFFAIRS THEMATIC CPP GROUP**

Councillor Vivien Dance  
Councillor Anne Horn  
Councillor John McAlpine  
Councillor James McQueen  
Cleland Sneddon, ABC (Thematic Lead)  
Ken Macdonald, ABC  
Marlene Baillie, Strathclyde Police  
Derek Leslie, NHS Highland  
Eleanor MacKinnon, Third Sector  
Gregg McMillan, Strathclyde Fire & Rescue  
Fiona Kalache, Mid Argyll Youth Project

Councillor Mary-Jean Devon  
Councillor David Kinniburgh  
Councillor Roderick McCuish  
Councillor Elaine Robertson  
Dougie Dunlop, ABC  
Roslyn Redpath, ABC  
Glenn Heritage, Third Sector  
Geoff Calvert, Strathclyde Fire & Rescue  
David Price, Assoc of Community Councils  
Eileen Wilson, Community Planning Manager

Contact: Fiona McCallum Tel: 01546 604406

**MINUTES of MEETING of SOCIAL AFFAIRS THEMATIC CPP GROUP held in the COUNCIL CHAMBER, KILMORY, LOCHGILPHEAD on MONDAY, 14 FEBRUARY 2011**

**Present:** Councillor Vivien Dance (Chair)

Councillor Mary Jean Devon  
 Councillor Roddy McCuish  
 Councillor Elaine Robertson  
 Councillor James McQueen  
 Cleland Sneddon, Executive Director – Community Services, Argyll and Bute Council (Thematic Lead)  
 Marlene Baillie, Strathclyde Police  
 Glenn Heritage, Third Sector

**Attending:** Eileen Wilson, Community Planning Manager, Argyll and Bute Council  
 Moira McVicar, Housing Services Manager, Argyll and Bute Council  
 Allen Stevenson, Service Manager – Adult Care, Argyll and Bute Council  
 Dougie Dunlop, Head of Children and Families, Argyll and Bute Council  
 Ken MacDonald, Area Customer Services Manager, Argyll and Bute Council

**1. APOLOGIES OF ABSENCE**

Apologies for absence were received from Councillor Anne Horn; Councillor David Kinniburgh; Gregg McMillan, Strathclyde Fire and Rescue; Derek Leslie, NHS Highland.

**2. DECLARATIONS OF INTEREST**

None.

**3. MINUTES**

The Minutes of the Social Affairs Thematic CPP Group meeting held on 8 November 2010 were approved as a correct record.

**4. MATTERS ARISING**

With regard to item 14 (CHP Access to Pyramid Pilot) it was agreed, having noted Derek Leslie's apologies, that this would be continued to the next meeting, and that Derek would be requested to submit a short progress report to Members prior to the March meeting of the Executive.

With regard to the HIPAG Outcome measure Cleland Sneddon advised that a suggested measure had been produced and that this would be circulated to all Members.

With regard to item 5 (Education Attainment) Cleland Sneddon advised that examination results had not been published on the education website as the SQA had not published the data, he advised that as soon as they made this information available it would be published on the website. He advised that Islay High School would be making a presentation on 9 March 2011.

With regard to item 9 (REAP – Issues to raise at consultation event) Cleland Sneddon advised that Audrey Martin had received very few

comments from Partners other than those received at the Groups. He advised that Marine Scotland and Scottish Power Renewables would be attending the CPP event on 9 March 2011. He advised that with regards to the provision of a bond to secure decommissioning, with offshore windfarm developments this would be covered by a Section 75 Agreement and that the consenting process would lie with Marine Scotland.

With regard to item 12 (3<sup>rd</sup> Sector Representation on the Argyll and Bute Action Protection Committee) Cleland Sneddon advised that Katrina Sayer of AVA had been nominated.

**5. BUDGET SETTLEMENT REPORT**

Cleland Sneddon, Executive Director – Community Services and Thematic Lead gave a verbal report on the budget settlement and advised that Argyll and Bute Council's Budget Meeting had taken place on 10 February 2011. The Councils 3 year budget had been set on the basis of a 1 year settlement and the funding gaps for the next three years would be £13.4M for 2011/12, £14M for 2012/13 and £17M for 2013/14. Mr Sneddon told the Group that every part of the Council had been scrutinised to identify savings and that there was a significant impact on employees through the reduction of posts. He advised that Social Affairs would be affected by a reduction in the Supporting People budget and a reduction in Special Islands Needs budget.

**Decision**

The Group noted the verbal budget settlement report by the Executive Director – Community Services.

(Reference: Verbal report by Executive Director – Community Services)

**6. STRATEGIC HOUSING INVESTMENT PLAN**

Moira McVicar, Housing Services Manager, Argyll and Bute Council gave an informative presentation on the Council's Strategic Housing Investment Plan (SHIP) which sets out how investment in affordable housing will be directed over a 5 year period. Information was provided on the process, content, resources, 5 year plan, current projects and future of SHIP.

Moira responded to a number of questions arising from her presentation.

**Decision**

The Thematic Group -

1. Noted the content of the presentation.
2. Expressed their concern in regard to the implications of reduced funding in the future, and the risk to other projects should this funding not be available.

(Reference: Presentation by Moira McVicar, Housing Services Manager, Argyll and Bute Council)

**7. THIRD SECTOR PARTNERSHIP**

Glenn Heritage gave a presentation to the Group on the Third Sector Partnership which works to promote the third sector in Argyll and Bute. She advised that Partnership provides support for voluntary and community organisations, support for volunteers and the promotion of volunteering, support for social enterprises and maintains close links with community planning partners.

Glenn responded to a number of questions arising from her presentation.

**Decision**

The Thematic Group –

1. Noted the content of the presentation.
2. Agreed to encourage information sharing through the use of the Consultation Diary, a mechanism which had been put in place by the Community Planning Partnership to enable access to information from consultation exercises that had been carried out, with a view to reducing duplication.

(Reference: Presentation by Glenn Heritage, Third Sector)

**8. HIGHLIGHT AND EXCEPTION REPORTS**

**(a) STRATEGIC HOUSING AND COMMUNITIES FORUM**

Consideration was given to a highlight and exception report provided by the Strategic Housing and Communities Forum.

**Decision**

Noted the activity that undertaken by the Strategic Housing and Communities Forum during the period April to October 2010 and the key challenges and actions to be addressed in the future.

(Reference: Highlight and exception report by the Strategic Housing and Communities Forum, submitted)

**(b) EARLY YEARS PARTNERSHIP**

Consideration was given to a highlight and exception report provided by the Early Years Partnership.

**Decision**

Noted the activity that undertaken by the Early Years Partnership and the key challenges and actions to be addressed in the future.

(Reference: Highlight and exception report by the Early Years Partnership, submitted)

(c) **CHILD PROTECTION COMMITTEE**

Consideration was given to a highlight and exception report provided by Child Protection Committee.

**Decision**

Noted the activity that undertaken by the Child Protection Committee during the period November 2010 to February 2011 and the key challenges and actions to be addressed in the future.

(Reference: Highlight and exception report by the Child Protection Committee, submitted)

(d) **ARGYLL AND BUTE CHILDREN**

Consideration was given to a highlight and exception report provided by Argyll and Bute's Children.

**Decision**

Noted the activity that undertaken by Argyll and Bute's Children during the period October to December 2010 and the key challenges and actions to be addressed in the future.

(Reference: Highlight and exception report by Argyll and Bute's Children, submitted)

(e) **COMMUNITY SAFETY PARTNERSHIP**

Consideration was given to a highlight and exception report provided by the Community Safety Partnership.

**Decision**

1. Noted the activity that undertaken by Argyll and Bute's Children during the period April 2010 to January 2011 and the key challenges and actions to be addressed in the future.
2. Noted that Moira Paten of NHS Highland would be making contact with the Chair of the Community Safety Forum with regard to work she was carrying out on domestic violence.

(Reference: Highlight and exception report by the Community Safety Partnership, submitted)

(f) **THIRD SECTOR PARTNERSHIP**

Consideration was given to a highlight and exception report provided by the Third Sector Partnership.

**Decision**

Noted the activity that undertaken by the Third Sector Partnership during the period 1 October to 31 December 2010 and the key challenges and actions to be addressed in the future.

(Reference: Highlight and exception report by the Third Sector Partnership, submitted)

**9. DEVELOPMENT OF TELECARE AND NIGHTTIME HOME CARE SERVICE**

Allen Stevenson, Service Manager – Adult Care, Argyll and Bute Council spoke to a report on the revised model of care as part of the Scottish Governments Reshaping Care for Older People Agenda and the range of measures that were currently being Developed; and the Out of Hours Social Work Service/Telecare Service within Argyll and Bute. The report also contained information on an out of hours mental health service provided to ensure that the Council meets its statutory duties and responsibilities under mental health legislation.

**Decision**

The Thematic Group -

1. Noted the content of the report.
2. Asked Allen Stevenson to ensure that the out of hours numbers provided in the report were included on the Councils Out of Hours Contact List.
3. Agreed that the contact number for the Out of Hours Mental Health Officer Service would be passed to Members Services for distribution amongst Councillors.

(Reference: Report by Head of Adult Care, dated February 2011, submitted)

**10. CRIMINAL JUSTICE AND LICENSING (SCOTLAND) ACT 2010 COMMUNITY PAYBACK ORDERS**

Dougie Dunlop, Head of Children and Families, Argyll and Bute Council spoke to a report on Community Payback Orders. In response to recommendations contained within the report by the Scottish Prisons Commission, Community Payback Orders would be introduced to replace Probation and Community Service; and Supervised Attendance Orders. The report provided information on the development implementation of the Orders.

**Decision**

The Thematic Group:-

1. Noted the issues involved in the development and implementation of the Community Payback Orders; and
2. Expressed concern that implementation of the terms of the legislation was not backed by additional funding.

(Reference: Report by Jon Belton, Service Manager – Criminal Justice, dated 28 January 2011, submitted)

**11. SCORECARD REVIEW**

Cleland Sneddon, Executive Director – Community Services and Thematic Lead, Argyll and Bute Council advised that this item would be continued to a future meeting.

Eileen Wilson, Community Planning Manager, Argyll and Bute Council advised of some deletions to outdated information David Clements was proposing on Pyramid and sought approval for these changes.

**Decision**

The Thematic Group -

1. Noted that this item would be continued to the next meeting and that partners would be consulted individually regarding their access to the Pyramid System.
2. Agreed that the following items be deleted from the Pyramid System as they were outdated –

Helensburgh Swimming Pool  
Number of Children Visiting Dentist

(Reference: Verbal comments by Cleland Sneddon, Executive Director – Community Services and Thematic Lead, Argyll and Bute Council and Eileen Wilson, Community Planning Manager, Argyll and Bute Council.

**12. INTEGRATION OF STRATEGIC PARTNERSHIP GROUPS**

The Thematic Group considered the revised Strategic Partnership List for Highlight and Exception Reporting submitted by Eileen Wilson, Community Planning Manager. The Group were asked to suggest any areas in which the list could be rationalised.

**Decision**

The Group –

1. Noted the revised list.
2. Noted that the Childcare Partnership should be now be known as the Early Years Group.
3. Agreed that further suggestions for rationalisation of the list should be passed to Eileen.

(Reference: Strategic Partnership List for Highlight and Exception Reporting, submitted)

**13. COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT DEVELOPMENT**

Eileen Wilson, Community Planning Manager, Argyll and Bute Council gave a verbal update on the Community Plan and Single Outcome



Agreement. Eileen advised the Group that there had been little progress with the plan and that community planning Chairs would be come together to discuss the new combined plan.

**Decision**

The Thematic Group noted the verbal report by the Community Planning Manager.

(Reference: Verbal report by Eileen Wilson, Community Planning Manager, Argyll and Bute Council)

**14. PARTNER UPDATES AND JOINT WORKING REQUESTS**

Cleland Sneddon, Executive Director – Community Services and Thematic Lead, Argyll and Bute Council advised that this item had been placed on the agenda with a view to promoting joint working initiatives between partners. Partners would be asked to come forward and provide presentations and updates on current initiatives which might benefit from other partners becoming involved in ways other than in terms of finance.

**Decision**

Noted that this would be placed on the agenda for the next meeting of the Group with suggested framework.

(Reference: Verbal report by Cleland Sneddon, Executive Director – Community Services and Thematic Lead, Argyll and Bute Council)

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**Report for Argyll and Bute Community Services:  
Social Affairs Thematic Group  
9 May 2011**

**1. Report Outline**

1.1 This brief report aims to provide

- an overview of the HMIE report *Educational Psychology in Scotland: Making a Difference* as a context for the inspection of Argyll and Bute Psychological Service
- a review of the recent HMIE inspection of Argyll and Bute Council Educational Psychology Services
- an indication of the ways in which the psychological service contributes to local priorities to make a difference to children and young people in Argyll and Bute

**2. Educational Psychology in Scotland: Making a Difference (HMIE 2011)**

2.1 This recently published report is a review of all 32 local authority educational psychology services (EPS) which identified that Scotland has high quality provision. The many strengths detailed in the report include the expert and valued support which educational psychologists provide for highly vulnerable children and young people and their families, their contributions to building the capacity of other educational professionals, their role as key players with agencies and partners who support children and young people, and their contributions to shaping and evaluating policy and practice. The report highlights that there will be a challenge in sustaining and improving on these areas of strength while resources in local authorities become more scarce. As a result it is centrally important that decisions about how to achieve the greatest benefit from the contributions of educational psychologists are closely linked to the needs of the authority and national priorities.

2.2 HMIE identified five key areas where changes would, they believe, have the greatest impact on children and young people. These are as follows:

- Contributions to the development of Curriculum for Excellence beyond health and wellbeing, for example, improving learning and teaching or supporting transitions as part of the successful implementation of Curriculum for Excellence.
- Developing the research function of educational psychology services to contribute more directly to improving outcomes for children and young people.
- Evaluating and reviewing all aspects of educational psychology practice in relation to their impact on children and young people and on the adults who support them.

- Making processes of self-evaluation more robust including ensuring that children, young people, their families and other key stakeholders can contribute to the development and review of the service.
- Ensuring the structure and focus of each service is directed to addressing national and particular local needs and achieving Best Value.

2.3 HMIE have asked for a brief report on how each service is contributing to these key areas at present. This has been completed by Argyll and Bute Psychological Service and submitted to HMIE.

2.4 Following the launch of *Educational Psychology in Scotland: Making a Difference*, HMIE announced that there will be no further routine inspections of Educational Psychology Services. Instead, HMIE have appointed a link inspector for each service whose remit will include the gathering of intelligence from each service which will feed into the Shared Risk Assessment process for the Council. The Link Inspector for Argyll and Bute will be Douglas Hutchison and there will also be involvement with the HMIE District Inspector, Maureen Mallon.

### **3. *Inspection of Educational Psychology Services in Argyll and Bute***

3.1 Argyll and Bute Psychological Service was inspected by HMIE in the autumn of 2010. The web based report was published on 1 February 2011. Many strengths were identified within the report, including fulfilment of general statutory duties, impact on staff and partnership working, all of which are no longer formally evaluated by HMIE. The service was formally evaluated on 14 Quality Indicators. All areas were evaluated as satisfactory or above with **good** and **very good** evaluations in the following areas:

#### **Good**

- Impact on children and young people
- Impact on parents, carers and families
- Impact on the local community
- Provision of professional development and training
- Research and strategic development
- Policy development and review
- Participation of stakeholders
- Operational planning

#### **Very Good**

- Intervention

## 3.2 HMIE identified key strengths as follows:

The service had

- **shown high levels of commitment, professionalism and energy to improving outcomes for children and young people;**
- **developed a range of innovative approaches to change the lives of children; and**
- **developed strong partnership working with a wide range of agencies.**

The full range of stakeholders was surveyed during the inspection process with high levels of satisfaction across all groups. In particular, parents valued the knowledge and skills of the psychologists and felt they had been well supported during stressful periods. External partners and authority staff highly valued the individual work carried out by the psychological service and saw this making a difference to the lives of children, young people and their families. Many elements of positive practice are described within the HMIE report.

Three particular aspects of service delivery were identified as features of good practice:

- Effective therapeutic interventions supporting the mental health and wellbeing of vulnerable children and young people
- An innovative approach called *Homunculi* to support children and young people with autism spectrum disorder
- A creative use of the *Friends for Life* programme to support children moving from island schools to a large mainstream secondary school

HMIE also identified areas for improvement. These are detailed below along with the steps being taken to address these issues.

- **build on existing good practice to increase the effectiveness of consultation and assessment;**

The EPS has reviewed assessment and consultation practices to consider where this is working well and build on this practice. Guidance for EPs and for schools has been developed around consultation, including how such work is recorded.

- **develop an effective management information system to track trends in performance and measure impact and outcomes;**

The PEP has undertaken SEEMIS training to consider how the database can be used to help provide management information in a helpful form. As a result SEEMIS will provide input to the whole team in August of this year to ensure the right information is logged on to the system to allow useful data to be generated. Ways in which such information

supports continuous improvement are now detailed in the service Quality Management Policy.

- **continue to build on the positive start made by the head of education and PEP to enhance the impact of the service at strategic levels;**

The PEP is now part of the Education Management Team and meets with the Head of Service: Education and Quality Improvement Managers on a regular basis. The PEP and increasingly other psychologists, contribute to key strategic groups within Community Services. There are regular discussions to ensure the service is targeting support to the correct areas to make a difference to children and young people.

- **improve self-evaluation and establish more effective support and challenge within the service**

Regular team meetings are in place to review practice on an ongoing basis and feed in to service evaluation and development. To inform this process, a systematic approach to accessing the views of stakeholders is now in place. A stakeholder reference group is being set up to provide a forum for consulting on psychological service developments which will also be used to consider approaches to address additional support needs more generally.

The service has developed a specific action plan to address all issues raised in the report.

- 3.3 In all HMIE reports, the inspection team makes a statement that reflects their confidence in the service's capacity for improvement. The Argyll and Bute EPS inspection report states - 'There are some important improvements needed, but because the EPS has a good understanding of its strengths and areas for improvement, and is performing well we have ended the inspection process at this stage.' HMIE also acknowledged the high quality support and vision of the Head of Service: Education.

#### **4. *Making a difference to children and young people in Argyll and Bute***

- 4.1 To ensure the most effective use is made of Argyll and Bute EPS, service planning is linked to wider planning within the authority. At present key developments are targeted at supporting Education Service Outcomes as follows: Curriculum for Excellence; supporting learners in their personal development and embedding GIRFEC in schools; supporting skills for life and skills for work through partnership working; raising attainment and promoting achievement; enhancing performance management systems.

4.2 Educational Psychologists promote child development and learning mainly with children and young people, aged 0-24 years, through the application of psychology. The aims of the service are to:

- Undertake high quality **assessment, intervention and consultation**
- **Work in close partnership** with parents, schools and other agencies such as social work and health
- Help children and young people to **reach their potential in school**
- Work with others to help children and young people **individually**, within their **family** and within their **community**
- Reflect on and **evaluate** its own work
- Contribute to **research** and **policy development** in education
- Fulfil its **statutory obligations**

4.3 Psychologists work in schools and local communities to make a difference to outcomes for children and young people in Argyll and Bute. Every educational establishment has a named educational psychologist who works along with school staff and colleagues in other agencies to consider effective approaches to learning as well as meeting the needs of individuals and groups. Some examples of this work are detailed below.

- Therapeutic work with individual young people
- Working with families to support parenting
- Contributing to multiagency autism assessment teams
- Working with the authority on policies and practice to support children and young people for example autism, transitions, reading, disability etc, including carrying out research
- Contributing to the assessment of a very wide range of additional support needs
- Improving health and wellbeing with individuals, groups and classes for example Friends, Homunculi
- Training colleagues in education and other agencies for example around new legislation, attachment, approaches to learning etc.

4.4 The Educational Psychology Service is fully committed to working along with others to ensure that practices are as effective as possible to make a difference to the lives of children and young people in Argyll and Bute.

***Roslyn Redpath***

***Principal Educational Psychologist***

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**ARGYLL AND BUTE COUNCIL****SOCIAL AFFAIRS THEMATIC GROUP****COMMUNITY SERVICES****9 MAY 2011**

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**GETTING IT RIGHT FOR VULNERABLE YOUNG PEOPLE**

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**1. SUMMARY**

1.1 This report outlines the work being undertaken to reshape services to children and young people who have particular vulnerabilities due to their emotional or mental health needs. This work has been taken forward through an extensive interagency review of provision and the main report, *Getting it right for vulnerable young people*, has been accepted by the senior management teams in health and the Council. Attached to this report is a draft implementation plan arising from the report which will allow Members an early sight of the issues and how these are being taken forward (Appendix 1).

**2. RECOMMENDATION**

2.1 To note the content of the work being undertaken and consider the issues that have emerged from this.

**3. DETAIL**

3.1 An extensive review of support arrangements for young people with emotional and mental health needs has been undertaken during 2010. This review was jointly led by the Council and the NHS and considered in detail the services currently available and where there were gaps in provision. The review examined six main areas of activity and made a number of recommendations in respect of each of them.

These areas were :-

- Support to parenting
- The role of primary mental health worker
- Substance misuse
- Abuse & trauma recovery
- Learning & development for professionals
- Communications & networking

3.2 The draft implementation plan for these areas of activity is attached for Members information and early consideration. This

plan is due to be presented to governance groups with the Council and the NHS during May and June.

- 3.3 The implementation plan lays out how services will be developed. The plan is structured in such a way as to consider all of the area of service ranging from preventative approaches through to acute services and issues in relation to staff support and training. Of particular significance are the areas in relation to abuse and trauma recovery services, and the role of primary mental health workers.
- 3.4 Abuse and trauma recovery provides services for children who have high level needs and may be presenting severely troubled or troubling behaviours. The report envisages a joined up response to these children by creating an integrated pathway where their needs will be addressed through one point of contact. This involves bringing a wide range of services including psychiatry, clinical psychology, mental health nursing, trauma recovery, and play therapy together with one system, through partnership arrangements between health, the Council and the voluntary sector. This is a very ambitious and exciting proposal and would be the first of its kind in Scotland.
- 3.5 As indicated the review has considered the spectrum of support needs for young people ranging from early intervention to move acute needs. Within this a role has been identified for primary mental health workers. These workers would be attached to secondary schools and in conjunction with teaching and educational psychology they would provide an early intervention preventative function. These positions have previously been piloted with Oban and Rothesay and were very positively evaluated as delivering beneficial outcomes for young people. Argyll and Bute is one of the few authority areas across Scotland which does not have this role in place. There is currently no dedicated funding earmarked for these posts and further review work is being undertaken to examine how services can be reconfigured to allow these posts to be created. The omission of these posts would inevitably lessen the impact of the review and put additional pressure on universal provision and may mean that more children would require higher level services at a later date.

#### **4. CONCLUSION**

- 4.1 The review of services to vulnerable young people represents a substantial piece of interagency work over the past 18 months. It envisages a wholly integrated approach to working with young people who have emotional and mental health needs ranging from preventative and early intervention through to more high level acute provision and staff development. Implementation is well underway in respect of most of the areas of activity and more

resources are being sought to assist in the development of the PMHW role.

## 5. IMPLICATIONS

<i>Policy:</i>	The review is in line with both corporate policy and community service development plans.
<i>Finance:</i>	The majority of the review is being implemented through redesign of existing resources with the exception of the PMHW role where work is underway to identify additional resources.
<i>Personnel:</i>	No implications.
<i>Legal:</i>	No implications.
<i>Equal Opportunities:</i>	The review actively promotes the needs of vulnerable children and young people.

Executive Director: Community Services

For further information please contact:

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**GETTING IT RIGHT FOR VULNERABLE CHILDREN & YOUNG PEOPLE**  
**MENTAL HEALTH & WELL BEING**

<b>Recommendation</b>	<b>Outcomes</b>	<b>Actions</b>	<b>Resources</b>	<b>Completion Date</b>	<b>Lead Person</b>	<b>RAG Monitoring</b>
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<b>Parenting PLUS</b>						
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The commitment to the delivery of the 4T's programmes is now required from Managers across all services to ensure effective planning can be undertaken	Awareness of Parenting Programme raised with Elected Members, all Professionals, Parents/ carers and members of the public	Formally launch Parenting Framework across A&B and locally.	Venue Press release	August 2011	Principal Officer Early Years, A&B Council Lead Professional Children's Services, NHS Highland	
	Staff committed to delivery of programme All aware of dates of programmes	Schedule the dates, times and venues of 4T's Programme until August 2012	Planning meetings Programme of Dates	August 2011	Principal Officer Early Years, A&B Council/Lead Professional Children's Services, NHS Highland /Locality Leads for Parenting	

**GETTING IT RIGHT FOR VULNERABLE CHILDREN & YOUNG PEOPLE**  
**MENTAL HEALTH & WELL BEING**

<b>Recommendation</b>	<b>Outcomes</b>	<b>Actions</b>	<b>Resources</b>	<b>Completion Date</b>	<b>Lead Person</b>	<b>RAG Monitoring</b>
	Consistent approach to the delivery of Parenting Programmes which are embedded into inter agency working practice evidenced through supervision and PDR process	Ensure that those responsible for delivery of the programme at locality level have it included within their job plans and have support of their managers to deliver		December 2011	Children's Service Managers and Clinical Services Managers	
	Outcomes to reflect GIRFEC Principles.	Review and agree the referral process in line with draft GIRFEC paperwork		Working Group on GIRFEC Documents	Children's Service Managers and Lead Professional, Children's Services	
	Increased parenting capacity Parents accessing and engaging with universal services i.e. Book bug, Parent and Toddler Groups, Preschool Education	Carry out robust evaluation of programme by participants  Utilise findings to support ongoing development of the programme	Identify measurement criteria and develop evaluation plan	December 2011	Principal Officer Early Years, A&B Council Lead Professional Children's Services, NHS Highland	
GIRFEC Locality Groups should establish arrangements to	Increased referrals and participation in delivery	Ensure that all appropriate services		December 2011	Area Children's Service Managers	

**GETTING IT RIGHT FOR VULNERABLE CHILDREN & YOUNG PEOPLE**  
**MENTAL HEALTH & WELL BEING**

<b>Recommendation</b>	<b>Outcomes</b>	<b>Actions</b>	<b>Resources</b>	<b>Completion Date</b>	<b>Lead Person</b>	<b>RAG Monitoring</b>
ensure that agencies and services working with children and families are included in discussions at a local level i.e. Women's Aid, Addictions Teams, Homeless organisations and Voluntary organisations. This will ensure that the Parenting PLUS work can be undertaken alongside the 4T's Programme	of parenting from all agencies	and agencies have referral and programme information about parenting plus  Review referrals to the programme through the Locality GIRFEC groups				
	Guidance on Inter agency Family Support available across Argyll and Bute	Establish/develop interagency family support systems in each locality	Afternoon session following locality Children's Service meetings	June 2011	GIRFEC Lead Area Children's Service Managers	
Regular Reports to GIRFEC Locality Groups should be provided on the Parenting work being undertaken	All partners aware of Parenting work locally and across A&B which will in turn identify future developmental needs	Develop format for Locality Lead on Parenting to report back to Locality Group, information should include Parenting PLUS and 4T's Programme	Local Leads for Parenting 6 monthly meetings and development time	Ongoing	Locality Leads supported by Principal Officer Early Years, A&B Council Lead Professional Children's Services, NHS Highland	
Case Conference discussions should always recognise the	Parenting section fulfils	Ensure that all named persons and		December 2011	Area Children's Managers and	

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**MENTAL HEALTH & WELL BEING**

<b>Recommendation</b>	<b>Outcomes</b>	<b>Actions</b>	<b>Resources</b>	<b>Completion Date</b>	<b>Lead Person</b>	<b>RAG Monitoring</b>
importance of Parenting when working with children and families. Decisions regarding the capacity of parents to changes should consider the family's need for support and the availability of the support and formally incorporate them into the Care or Protection Plan.	its objectives	lead professionals are aware of , and are utilising, Parenting Plus  Review existing paperwork and ensure that it contains al relevant information			Clinical Services Managers	
<b>Primary Mental Health Workers (PMHW)</b>						
Based on the geography of Argyll and Bute it is proposed that three whole time equivalent (WTE) and two 0.6 (WTE) PMHW posts are developed	PMHW services will be available in each locality and proportionate to the numbers of children in secondary education	Map existing resources within localities and identify opportunities for the posts to be implemented	£175-200,000	August 2011	Service Managers, AB Council  Lead Professional Children's services	
A multiagency agency approach towards funding is proposed by	Multiagency ownership of the PMHW posts	Interagency discussion re shared		October 2011	Head of Children's	



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**MENTAL HEALTH & WELL BEING**

Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
Education, NHS and Social Work. This would assist in the development of interagency working structures placing an emphasis on shared ownership of responsibility for children and young people's mental health.	Reduced financial burden for any single agency	funding model  Agree each agency's commitment towards the overall funding required  Agree timescale for provision of required funding			Services, AB Council  Lead Nurse, Argyll and Bute CHP	
The PMHW service should be designed and targeted to meet the needs of the school population and operate flexibly within schools, communities and other local authority settings. Ideally the workers should be located within the school 'community' setting.	Service meets the needs identified and improves the mental health and emotional wellbeing of school age pupils	Develop job descriptions and KSF outlines for the role of PMHW  Develop clear framework and operating procedures for the PMHW service		August 2011	Lead Professional, Children's services	
The PMHW will focus primarily on upper primary and secondary school age children as much of the research	Service meets the needs identified and improves the mental health and emotional wellbeing of	Target children in the age range 11 – 16 yrs.		August 2011	Lead Professional, Children's services	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
indicates 11 -16 years are the most vulnerable age group	school age pupils					
The remit of the service will comprise of 50% mental well-being work and 50% training/education including delivering staff education and training, consultation, liaison and joint working.	Service meets the needs identified and improves the mental health and emotional wellbeing of school age pupils	Implement split remit of 50% direct work and 50% training and education.		August 2011	Lead Professional, Children's services	
<b>Substance Misuse</b>						
Development of a substance misuse strategy that will incorporate GIRFEC framework and outcomes.	Development, publication and implementation of an agreed 'owned' partnership wide strategy  Development of measureable outcomes and indicators for service delivery	Consultation Development of draft strategy Final consultation  Pass to ADP for comment & approval  Development of final strategy	ADP, Children, Young People and Families Group	14Feb11: 1 <sup>st</sup> Consultation  3 Mar 11  Draft Strategy  26 May 11  Final Consultation  June – July 11  Final strategy	ADP Coordinator	<b>Amber</b> -within time scale but potential delay

**GETTING IT RIGHT FOR VULNERABLE CHILDREN & YOUNG PEOPLE**  
**MENTAL HEALTH & WELL BEING**

Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
		Implementation and publication of strategy		developed		
Use of the evidence base, Barnard, M., Griffin, S. & Milton, S. (2010), <i>Young People, Alcohol and Drug Misuse Across Argyll and Bute</i> , to develop the substance misuse strategy and outcome focused action plan.	<p>Identification of outcomes and indicators for measurement</p> <p>Equality issues addressed</p> <p>Identification of client, family &amp; staff alcohol and drug awareness needs</p> <p>Consistent responses to &amp; for young people across services</p> <p>Development by services of age &amp; literacy appropriate materials and psychosocial treatment modalities to be integrated within current</p>	<p>Consultation and integration of CAPSM, GOPR, GIRFEC, GIRFVC&amp;YP priorities and policies</p> <p>working group selected to develop draft action plan</p> <p>Service gaps identified</p> <p>Development of consistency of service provision</p> <p>Service proposals developed and</p>	ADP, Children, Young People and Families Group	<p>3 Mar 11</p> <p>Draft strategy completed</p> <p>24 Mar 11</p> <p>Evidence base and implementation plan agreed</p> <p>19April 11</p> <p>Draft strategic action plan consultation</p> <p>26 May 11</p> <p>Final Consultation, submitted for</p>	ADP Coordinator	<p><b>Amber</b>-within time scale but potential delay</p>

**GETTING IT RIGHT FOR VULNERABLE CHILDREN & YOUNG PEOPLE**  
**MENTAL HEALTH & WELL BEING**

Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
	<p>adult services</p> <p>Development, publication and implementation of an agreed partnership wide 'owned' strategy and action plan</p> <p>Identification of training needs across services/agencies</p>	<p>submitted to ADP</p> <p>upon receipt of funding pilot services set up</p> <p>Final consultation</p> <p>Pass to ADP for comment &amp; approval</p> <p>Implementation and publication</p> <p>Identification of training policy and procedure for staff development and client and family drug and alcohol awareness/knowledge</p>		<p>approval</p> <p>July– Sep 11</p> <p>Final strategy and strategic action plan developed, published and implemented</p>		

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**MENTAL HEALTH & WELL BEING**

Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
Adoption of NHS and A&B partnership data sharing protocol.	Increasing capacity, of consistent service provision and support for children & young people across A&B	Existing protocols identified  Identification of agency specific gaps in protocol agreement  Follow through for all agency adoption of data sharing protocol	ADP, Children, Young People and Families Group	3 Mar 11  Working group to find status of protocols adoption  26 May 11  Agency adoption of data sharing protocol	ADP Coordinator	Amber-within time scale but potential delay
Development of a transition protocol between children and adult services which includes development of age and literacy appropriate materials as part of service provision.	Increasing capacity and consistency of support, treatment and protection for children and young people  Expectations of care and motivation to seek support improved  Materials and treatment set at age & emotionally	Consultation with adult services across A&B and other GIRFVC&YP working groups	ADP, Children, Young People and Families Group	19 Apr 11  1 <sup>st</sup> consultation  Working group development of protocols  26 May 11  Final Consultation, submitted for	ADP Coordinator	Amber-within time scale but potential delay

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**MENTAL HEALTH & WELL BEING**

<b>Recommendation</b>	<b>Outcomes</b>	<b>Actions</b>	<b>Resources</b>	<b>Completion Date</b>	<b>Lead Person</b>	<b>RAG Monitoring</b>
	appropriate levels ensuring most effective treatment and seamless integrated and delivery of services			approval July – Sep 11  Final protocol /guidance developed		
<b>ABUSE AND TRAUMA RECOVERY</b>						
Establishment of a screening resource/consultancy panel, central to the function would be a Referral Panel through which all referrals would be screened and assessed.	The most appropriate resource/intervention targeted to individual children and young people who have experienced trauma through effective multi agency assessment and centralised screening.	Proposal to be presented to Argyll & Bute's Children on 2 <sup>nd</sup> March 2011.	Screening Panel Membership and admin support	April 2011	Liz Strang/Carole Bindon	Screening Panel will review and evaluate the service provision on a quarterly cycle
Develop an Abuse and Trauma Recovery Service	Improved outcomes for children and young people referred, for example, in relation to positive changes in behavioural or emotional	Develop Job Descriptions and KSF for a specialist trauma therapist/s to undertake a role in direct work with	Appointment of two new post holders  Establish support mechanisms and provision of Clinical	September 2011.	Carole Bindon/Dougie Philand	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
	<p>presentation or improved peer/family relationships.</p> <p>Appropriate governance structure in place which ensures robust supervision and quality assurance of the service</p>	<p>children and young people who have suffered abuse or trauma.</p> <p>Complete recruitment to new posts</p> <p>Develop governance framework which outlines key posts and the supervision and monitoring arrangements for the service</p>	<p>Supervision to psychotherapist/s</p> <p>Identified funding sources</p>			
<p>Children’s Resource panel to oversee the new service. Screening Referrals to be a task of the new resource panel and monitoring and approval would become part of the existing CHIRP.</p>	<p>Needs and resources mapped in relation to trauma across geographical areas based on referral information audit and review, with action to address unmet need through a better use of resources across agencies.</p>	<p>Establish new system to refer to screening and resource panel for consultation and request for service. By June 2011.</p>	<p>From within existing service provision</p>	<p>September 2011.</p>	<p>Mark Lines</p>	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
	Increased inclusion with a reduction in the need for specialist placement /services for children and young people out with their own family, local school and community.			September 2011.	Liz Strang, Carole Bindon, Roslyn Redpath members of the JSMG	JSMG
<b>LEARNING &amp; DEVELOPMENT PROGRAMME FOR PROFESSIONALS</b>						
Create a GIRFEC Training Group	Training group in place to co-ordinate and manage the delivery of identified and appropriate training to professionals across agencies	Review membership of group review remit of Alex Honeyman  Create this new group out of CPC Training Sub-		February 2011	Mark Lines	



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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
		Committee  Develop proposal for agreement at AB Children				
Create interagency training strategy	Training plan produced and implemented	Identify training needs and develop training plan	Training plan produced and implemented	Strategy designed by November 2011. Implementation January 2012	Alex Honeyman	Page 31
	Training plan meets needs of staff across all relevant services and agencies.	Carry out evaluation and review outcomes  Adapt plan as necessary	Staff time to ascertain training needs	June 2012		
	Training plan is fully funded	Identify funding requirements and explore models of funding across key agencies	Identify funding streams/pooling of funding	January 2012	Alex Honeyman	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
<b>COMMUNICATIONS AND NETWORKING</b>						
Review all existing multi-agency protocols.	<p>Ensure all agencies have protocols reflective of the GIRFEC agenda.</p> <p>Unmet need for children living in households effected by substance misuse, domestic violence or/and mental health issues is identified</p>	<p>Develop guidance/advice for agencies to review protocols ensuring they reflect GIRFEC Principles.</p> <p>Identify Key Lead Professionals from all agencies/sectors that will be tasked with reviewing protocols.</p> <p>Develop a multi-agency strategy that will identify children living in households when the referral to other agencies relates to substance misuse, domestic violence and mental</p>	<p>Staff time and agency commitment.</p> <p>A&amp;B's Children to confirm leads for this task.</p> <p>Staff time and agency commitment to practice change.</p> <p>Change in information gathering/sharing and recording required across all key agencies.</p>	October 2011	<p>Multi-Agency Task Group.</p> <p>Identified Managers from partner agencies. To be agreed.</p> <p>Janice Frank</p>	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
		<p>health issues. Cultural changes required in adult services when children identified to be living in these households, thus keeping the child at the centre.</p>				
<p>Consider consolidating the protocols.</p>	<p>Key processes for referral, service delivery and intervention will be explicit in VC&amp;YPP</p>	<p>Incorporate relevant processes from key documents throughout the Multi-Agency Vulnerable Children and Young Person's procedures (VC&amp;YPP).</p> <p>Map all procedures and protocols relating to children, Young People and their families in an appendix of the</p>	<p>Communication and Network group.</p> <p>Incorporate all relevant changes brought about in the other working groups. Particularly the Trauma and Recovery and Substance Misuse Groups.</p>	<p>October 2011</p>	<p>Janice Frank</p>	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
		VC&YPP.				
Re-launch all protocols through the GIRFEC Locality Groups.	Raise awareness across all GIRFEC localities.	Raise awareness about available Procedures and Protocols across all agencies via the seven GIRFEC locality groups.	A training day from each locality. Training officer and Area Manger to deliver.	December 2011.	Alex Honeyman, Liz Strang and 4 Area Managers.	
Incorporate protocols into staff induction, training, supervision and PDR.	Raise a working knowledge of relevant documents that influences practice.	All agencies to commit to incorporating policies and procedures for all employees in relevant posts via induction, training and supervision.  Individual agencies to identify training/learning needs through own scoping exercise of	Individual training departments in partnership with key managers in individual agencies will be responsible for implementation.	To be adopted when the life of the working group ends and the implementation of any updated and new protocols agreed and adopted across all agencies.	Children's Managers  Lead professionals	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
		individual and team need.  Ensure all relevant documents are available through the Child Protection Web.				
Equal access to services is a core service principle which should inform all strategic planning and service delivery across the authority.	Ensure equal access to all services for children and young people across A&B.	When all other groups complete their work consideration should be given to what relevant changes to accessing services across A&B need to be incorporated into current protocols updated and developed by this working group.		At the conclusion of the implementation groups work.	Head of Children and Families	
Develop an Argyll and Bute Directory of all services for children and young people and	Staff have access to an up to date list of service providers in Argyll & Bute	Nominate a worker from each locality (through GIRFEC		October 2011	Janice Frank and Liz Strang.	

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<b>Recommendation</b>	<b>Outcomes</b>	<b>Actions</b>	<b>Resources</b>	<b>Completion Date</b>	<b>Lead Person</b>	<b>RAG Monitoring</b>
their families	which will enable clear mapping of services for children and young people. This will reduce inconsistencies in access to services related to practitioner knowledge and awareness.	locality groups) to collate lists of all service providers within each area.  Devise an Argyll & Bute directory of services with sub group areas.				
Produce and implement Argyll and Bute wide multi-agency Vulnerable Children and Young Peron's procedure.	Ensure that task group will reflect key agencies across Argyll & Bute.	Establish multi-agency working group and draft implementation plan.	Venue hire. Video conferencing equipment. Administrative support.	End March 2011	Janice Frank	
	Establishment of an integrated multi-agency framework through which agencies can identify, refer, assess, care manage, commission and where appropriate treat vulnerable children and young people.	Procedure to be written and approved by Argyll and Bute's Children.  Draft implementation plan to be developed in order to roll out new procedure across the authority.	Staff time to develop procedure.  Key personnel to be identified to roll out training for staff.	Mid September 2011  December 2011	Multi-agency task group.  Janice Frank and Liz Strang	

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Recommendation	Outcomes	Actions	Resources	Completion Date	Lead Person	RAG Monitoring
		Provide Multi-agency training for key practitioners in Children & Families and Adult Services				

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# Strategic Partnership Highlight & Exception Report

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<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	<b>Argyll and Bute Adult Protection Committee</b>
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	<b>Social Affairs</b>
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> CPP/CP02 – sustainable economic assets  <input type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input checked="" type="checkbox"/> CPP/CP09 – people feel safe and secure  <input type="checkbox"/> CPP/CP10 – our diverse culture is celebrated

<b>Activity Summary in Period</b> (please state period you are reporting on)	4 <sup>th</sup> quarter 2010 – 2011. APC self evaluation event has been completed and Action Plan 2011 – 2012 to be agreed at APC on 28/04/2011
<b>Key Challenges &amp; Actions to Address</b>	At this point no actions have been agreed for the Adult Protection Committee. Development of APC Action Plan 2011 – 2012 should offer opportunities to remedy this.
<b>Name</b>	Ronnie McIlquham
<b>Date</b>	11 <sup>th</sup> April 2011

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# Strategic Partnership Highlight & Exception Report

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<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	<b>Argyll &amp; Bute Health &amp; Care Strategic Partnership</b>
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	<b>Social Affairs</b>
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> CPP/CP02 – sustainable economic assets  <input type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input type="checkbox"/> CPP/CP09 – people feel safe and secure  <input type="checkbox"/> CPP/CP010 – our diverse culture is celebrated

<p><b>Activity Summary in Period</b> (please state period you are reporting on)</p>	<p>4<sup>th</sup> quarter 2010/11</p>
<p><b>Key Challenges &amp; Actions to Address</b></p>	<ol style="list-style-type: none"> <li>1. Strategic Planning for Re-shaping Older People's services: Initial draft has been accepted on high level information. Detailed action plan is required for the end of May in order to access £1.7 million (limited to 3 years) in order to facilitate the re-design of services.</li> <li>2. E-Care agenda.NHS system being implemented in Bute. Timescale for the system to be used across the area and linking into council's Care First system to be determined.</li> <li>3. Mental Health re-design (CHP). Awaiting confirmation of Scottish Government as to whether capital revenue is available or not that will allow the proposal to progress.</li> <li>4. Older Persons' re-design (Council). On target with next Project Board on 20<sup>th</sup> May to consider proposal for tender.</li> <li>5. Learning Disability re-design (Council).On target with next Project Board on 4<sup>th</sup> May to consider result of market test and move to tender. _</li> <li>6. Community model of care for older people's services being piloted in Bute. Confirmation re timescale for implementation throughout the council area to be confirmed.</li> <li>7. Integration of CHP and Adult Care Services (Council). Discussion paper has been written but awaits approval of both Chief Executives before progressing the matter.</li> <li>8. Performance Issues: <ul style="list-style-type: none"> <li>• Balance of Care for Older People. Target has been increased to 70% at home. Evidence indicates that present practice is achieving that figure but the overall figure is at 65% due to significant number of historical admissions who would no longer meet the criteria and that the CHP continues to have in the region of 85 continuing care beds to close</li> <li>• Delayed Discharge. Partnership has consistently achieved the national 0/0 target with the exception of one moth</li> </ul> </li> </ol>

	<p>during 2010/11. Priority has moved to reducing the overall number by implanting a new community model of care which will reduce admissions and cut of the delayed discharges at source. The proposal is highly dependent upon GP's using the alternative services as opposed to admission to hospital.</p> <ul style="list-style-type: none"> <li>• Waiting list for Free Personal Care at home and residential care placements. There have been no waiting issues relating to finance during 2010/11. Any delays in relation to service delivery have been due to availability of staff and beds.</li> </ul>
Name	James Robb, Head of Adult Care
Date	6 <sup>th</sup> April 2011

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## Strategic Partnership Highlight & Exception Report

<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	Argyll and Bute Strategic Community Safety Partnership
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	Social Affairs
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> <b>CPP/CP02 – sustainable economic assets</b>  <input checked="" type="checkbox"/> <b>CPP/CP03 – vibrant towns that are centres of economic growth</b>  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> <b>CPP/CP05 – Utilising our environment to create employment and prosperity</b>  <input type="checkbox"/> <b>CPP/CP06 – Protecting our unique area</b>  <input type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> <b>CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved</b>  <input checked="" type="checkbox"/> <b>CPP/CP09 – people feel safe and secure</b>  <input type="checkbox"/> CPP/CP010 – our diverse culture is celebrated

<p><b>Activity Summary in Period</b> (please state period you are reporting on)</p>	<p><b>Period - January 2011 to March 2011</b></p> <p>Activity in period and evaluation re achievement of outcomes within the Community Safety Strategy include:</p> <p>2010-11 Safer Streets project evaluated – action taken to reduce alcohol related violence and anti social behaviour in town centres. Figures showed the initiative prevented a rise in the number of reported incidents of serious assault. Incidents of assault and breach of the peace offences were reduced by 8% compared with previous year.</p> <p>Delivery of multi agency action (Council Services, Police, Social Landlords and Third Sector partners) in response to specific complaints of anti social behaviour – 27 incidents subject to action and review during period. 83% of these resulted in no further incidents.</p> <p>Supported Scottish Government’s Cashback for Communities Initiative. Four youth service organisations in Argyll and Bute were successful in their funding applications to Round 4 of the initiative (Feb 2011). Initiative aimed at provision of diversionary and personal development opportunities for young people including where there is risk of involvement in anti social behaviour.</p> <p>Continued to monitor and review local area Community Safety action plans and contribution of area Community Safety partnerships to achievement of Argyll and Bute Community Safety strategy.</p>
<p><b>Key Challenges &amp; Actions to Address</b></p>	<p>Some initiatives and services delivered by partners have been subject to funding reductions resulting in activity being reduced or discontinued. The impact of this on the Community Safety Strategy and achievement of local priorities will be monitored and reviewed. The community safety strategic assessment toolkit will be used to quantify impact and assess risk.</p>
<p><b>Name</b></p>	<p>Robert Cowper</p>



Date	20 <sup>th</sup> April 2011
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# Strategic Partnership Highlight & Exception Report

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<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	Argyll & Bute's Children
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	Social Affairs
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> CPP/CP02 – sustainable economic assets  <input type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input checked="" type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input checked="" type="checkbox"/> CPP/CP09 – people feel safe and secure  <input type="checkbox"/> CPP/CP010 – our diverse culture is celebrated

<b>Activity Summary in Period</b> (please state period you are reporting on)	<b>Q4 2010/11</b>  Argyll & Bute's Children has continued to lead on the implementation of GIRFEC and the development of the Integrated Children's Service Plan.
<b>Key Challenges &amp; Actions to Address</b>	Procedural arrangements within GIRFEC are currently being rolled out across the authority and their successful implementation will need continued support of the key agencies.
<b>Name</b>	Dougie Dunlop
<b>Date</b>	13/04/11

Please complete and return to:

**Environment** [Melissa.stewart@argyll-bute.gov.uk](mailto:Melissa.stewart@argyll-bute.gov.uk)

**Economy** [Fiona.mccallum@argyll-bute.gov.uk](mailto:Fiona.mccallum@argyll-bute.gov.uk)

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# Strategic Partnership Highlight & Exception Report

argyll and bute

communityplanningpartnership



<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	<b>Child Protection Committee</b>
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	<b>Social Affairs</b>
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> CPP/CP02 – sustainable economic assets  <input type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input checked="" type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input checked="" type="checkbox"/> CPP/CP09 – people feel safe and secure  <input type="checkbox"/> CPP/CP10 – our diverse culture is celebrated

<b>Activity Summary in Period</b> (please state period you are reporting on)	<b>Q4 2010/11</b>  The Committee has continued to oversee interagency services to children in need of protection.
<b>Key Challenges &amp; Actions to Address</b>	Child protection services due to be inspected during June 2010 and preparation is underway in advance of this.  The outcome of the inspection will be fed into the improvement and development plans for 2011/12.
<b>Name</b>	Dougie Dunlop
<b>Date</b>	13/04/11

Please complete and return to:

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**Economy** [Fiona.mccallum@argyll-bute.gov.uk](mailto:Fiona.mccallum@argyll-bute.gov.uk)

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# Strategic Partnership Highlight & Exception Report

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<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	<b>Early Years Partnership</b>
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	<b>Social Affairs</b>
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> CPP/CP02 – sustainable economic assets  <input type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input checked="" type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input checked="" type="checkbox"/> CPP/CP09 – people feel safe and secure  <input type="checkbox"/> CPP/CP010 – our diverse culture is celebrated

<b>Activity Summary in Period</b> (please state period you are reporting on)	<b>Q4 2010/11</b>  The early years service has been subject to a service review and the outcome of this is now becoming established.
<b>Key Challenges &amp; Actions to Address</b>	To ensure an active and participative partnership involving all agencies and key voluntary sector groups.  Establishing an implementation plan for the Early Years Framework.
<b>Name</b>	Dougie Dunlop
<b>Date</b>	13/04/11

Please complete and return to:

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**Economy** [Fiona.mccallum@argyll-bute.gov.uk](mailto:Fiona.mccallum@argyll-bute.gov.uk)

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# Strategic Partnership Highlight & Exception Report

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<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	<b>ARGYLL &amp; BUTE STRATEGIC HOUSING &amp; COMMUNITIES FORUM</b>
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	<b>SOCIAL AFFAIRS</b>
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input checked="" type="checkbox"/> CPP/CP02 – sustainable economic assets  <input checked="" type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input checked="" type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input checked="" type="checkbox"/> CPP/CP09 – people feel safe and secure  <input type="checkbox"/> CPP/CP010 – our diverse culture is celebrated

<p><b>Activity Summary in Period</b> (please state period you are reporting on)</p>	<p>November 2010 – March 2011</p> <p>The Forum oversaw the development, implementation &amp; monitoring of the Housing Needs &amp; Demand Assessment (HNDA), Strategic Housing Investment Plan (SHIP), &amp; the Local Housing Strategy (LHS) for Argyll &amp; Bute.</p> <p>Members participated in a seminar on 25/11/10 to review the strategic vision, aims &amp; objectives of the new LHS and also engaged in a series of Option Appraisal workshops in February &amp; March 2011 to inform the draft Action Plan for the new strategy.</p> <p>At the formal meeting on 25<sup>th</sup> March 2011, the Council's new spokesperson for Rural Affairs &amp; Islands, Housing &amp; Gaelic, Councillor Robin Currie, assumed chairmanship of the Forum.</p> <p>The outcome report on the Interim LHS Action Plan for 2010/11 was approved. Key achievements for last year in relation to CPP CP09 targets were:</p> <ul style="list-style-type: none"> <li>• 156 new build completions for social rent</li> <li>• 26 new build completions for shared equity/LIFT</li> <li>• 8 of above total were designed to meet particular needs</li> <li>• Repeat Homelessness reduced by one third from previous year's figure (i.e. from 28 to 19)</li> </ul>
<p><b>Key Challenges &amp; Actions to Address</b></p>	<p>Key challenge remains the loss of core development funding and fundamental restructuring of public investment in affordable housing which will impact on supply while at the same time need &amp; demand are exacerbated by economic trends and national policy shifts such as welfare &amp; benefit reforms.</p>
<p><b>Name</b></p>	<p>Moira MacVicar</p>
<p><b>Date</b></p>	<p>15<sup>th</sup> April 2011</p>

Please complete and return to:

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# Strategic Partnership Highlight & Exception Report

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<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	<b>Third Sector Partnership</b>
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	<b>Social Affairs</b>
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input checked="" type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> CPP/CP02 – sustainable economic assets  <input type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input checked="" type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input checked="" type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input checked="" type="checkbox"/> CPP/CP09 – people feel safe and secure  <input checked="" type="checkbox"/> CPP/CP10 – our diverse culture is celebrated

<p><b>Activity Summary in Period</b> (please state period you are reporting on)</p>	<p><b>IJCVS</b> – achieved funding for 2 projects; one to potentially develop community owned bakery providing employment and to develop transnational Festival of the Sea promoting and celebrating connections with Moville, Ireland. Training provision has included Health &amp; Safety and First Aid. Youth project addresses social isolation in young people and encourages active citizenship. IJCVS also now has funding to support its third sector forum.</p> <p><b>AVA</b> - Continued training provision is funded and has trained further 91 individuals over last few weeks. Short term funding has been identified to further develop community support in Kintyre. Staff are now qualified to offer Independent Examination of Accounts through ACIE to voluntary organisations. A further 3,714 enquiries have been dealt with and work with at risk organisations has enabled 11 organisations to survive operational or financial crises. Resources have been developed and are available at <a href="http://www.argyllcommunities.org/thirdsectorpartnership">www.argyllcommunities.org/thirdsectorpartnership</a> or from <a href="http://www.argyllvoluntaryaction.org.uk">www.argyllvoluntaryaction.org.uk</a>.</p> <p>No information available ABSEN or Bute Community Links.</p>
<p><b>Key Challenges &amp; Actions to Address</b></p>	<p><b>IJCVS</b> – highlights the inherent challenge of supporting 2 projects with 4 staff in addition to its CVS activities as well as the need to develop sustainable non-grant funded independent income. There is a need to highlight to their island community that times are changing and funding for existing or new services are not secure.</p> <p><b>AVA</b> – The work with organisations at risk or non-compliant (OSCR definition) highlights challenges around the standards of the sector, particularly, governance and financial issues where funding has been or threatened to withdraw. This emphasises the need to drive the quality agenda and awareness to avoid risk both to organisations, their Trustees and to funders.</p> <p>SG funding has been announced but delayed whilst one partner complies with requirements; funding level achieved is a small uplift from 2010-2011 after much representation and it is hoped the outstanding issue can be resolved. There are financial implications for all partners occasioned by this delay.</p> <p>Annual report is attached for information.</p> <p>Greatest challenge shared with Islay will be to identify income streams which support the core and pro bono services to the sector.</p> <p>No information available Bute Community Links or ABSEN.</p>
<p><b>Name</b></p>	<p>Glenn Heritage</p>
<p><b>Date</b></p>	<p>14<sup>th</sup> April 2011</p>

Please complete and return to:

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**THIRD SECTOR PARTNERSHIP  
ARGYLL AND BUTE**

**ANNUAL REPORT 2010 – 2011**

## Introduction

This Report covers the first year of operation of the full Third Sector Partnership for Argyll and Bute. Prior to March 2010 the Partnership (TSP) was between the two founder members, Argyll Voluntary Action and ABSEN. In March 2010 the remaining infrastructure organisations in Argyll and Bute, Islay & Jura CVS and Bute Community Links joined and agreement between the partners was accepted at the CPP Management Committee that same month.

During the period April 2010 – March 2011 the TSP has received funding from the Scottish Government totalling £289,000. There has also been some local funding support through the Fairer Argyll and Bute Fund enabling an extension of various activities.

The following report details the outputs and outcomes achieved over the year and indicates the future direction for the Partnership.

The following partners have contributed their information, outputs and outcomes within their headline remits as detailed below to this report and form the Third Sector Partnership.

Argyll and Bute Social Enterprise Network (ABSEN)

*Support and advice to social enterprise organisations across Argyll and Bute*

Bute Community Links (BCL)

*Support and advice to voluntary sector organisations based on the Isle of Bute*

Islay and Jura CVS (IJCVS)

*Support and advice to voluntary sector organisations based on Islay and Jura*

Argyll Voluntary Action (AVA)

*Support and advice to voluntary organisations on Argyll mainland and 20 inhabited islands; support and advice to volunteers and volunteer involving organisations, registration and matching volunteer opportunities and volunteers across Argyll and Bute.*

NB. Islay and Jura CVS has undergone significant changes in 2010. In preparation for a redistribution of funding and in anticipation of a reduced core income, the Board made the difficult decision to amalgamate the full time manager's post and the part time administrator's post. This new single post serves the Islay community (of approximately 3,500 residents), while Jura Development Trust have been commissioned to provide CVS services for Jura residents during 2010.

## Context

The Third Sector Partnership is the interface for Argyll and Bute which is an area approximately 10% of the land mass of Scotland with 22 remote inhabited islands. Providing services against this geography, exacerbated by a mainland with fragmented peninsulas and long travel distances is a constant challenge to our Partnership. Many of our communities are deprived of services and rely on a vibrant third sector for a range of support needs. Despite having six areas termed centres of population only two of these have a population of over 10,000 inhabitants, well below the accepted definition of a 'centre of population'. Argyll and Bute has a road infrastructure which is well below standards and is a challenge to upkeep and maintain in safe order. This adds to travel times and is a barrier for many residents – an example was a resident of Carradale who wished to attend a community engagement event in Lochgilphead. With no public transport available this lady hired a taxi to take her and another to return home; the total cost was £170.00.

Our ferries are the mainstay for contact with all our islands but with long journey times – four hours or more for some – and with the frequent cancellation or change in times when the weather is bad, not to mention the expense, yet another obstacle which needs to be overcome to ensure service delivery.

Video-conferencing is often cited as the answer and we use this method when available; this requires a reliance on our partners, Health, Argyll and Bute Council, SNH or one of the social housing associations. There is of course a cost attached, and dependent on the number of sites it is not uncommon to bear a charge of £250 - £350 per virtual meeting. It does, however, enable our very remote colleagues to keep involved and we have successfully adapted some practices to enable the delivery of training through a v-c link.

Argyll is a beautiful area, it's very challenging geography is also a natural asset. As a Partnership and interface we accept that our rural barriers are greater than most but trust that these obstacles are understood and the additional demand in terms of cost, resources and need for services are recognised and considered as we move toward this new phase of development.

Our actions and services are mapped against local and national indicators and reported regularly to our CPP using their preferred 'scorecard' and highlight and exception reporting. In this way we can evidence our impact against the Single Outcome Agreement for Argyll and Bute as well as other strategic targets.

## A Statistical overview of our activities

Activity	BCL	ABSEN	IJCVS	AVA
General enquiries (organisations)	881	41	422	5,192
General Enquiries (individuals/volunteers)	c50**	5	84	10,893
General Enquiries (social enterprises)	30	27	13	106
NEW Organisations registered	15	n/a see below	2	
Volunteers registered*	3	n/a	n/a	287
Volunteer opportunities and matches*	n/a	n/a	n/a	1,146
Organisations registered (as volunteer involving)*	n/a	n/a	n/a	79
Millenium Volunteers registered*	n/a	n/a	n/a	470
Organisations trained	15	15	18	93
Individuals trained	45	63	51	265
Enquiries – governance & legal, policies		40	90	2,670
Enquiries - funding	67%	20	110	2,960
Enquiries – training, CRBS, accredited support	30%	n/a	75	436
New groups start up	7	31	3	37
Resources produced and distributed	10	2	4	292
Community engagement events attended	c20	14	11	105
Support visits to groups	40	27	12	265
Attendance & representation at meetings	C50 - 100	22	23	516
Footfall/visitors to offices	1040	n/a	91	1,960
Website visitors	n/a	24,503	n/a	222,341
Newsletter/e-bulletin recipients	n/a	91	n/a	1,530

\*Numbers refer to additional registrations for this year only, not total number overall.

NB: BCL – these figures are not 100% accurate. During the last financial year BCL has gone through significant organisational upheaval following the sudden retirement and subsequent death of the Chairman followed by the almost immediate retirement due to failing ill health of the existing Chief Officer who had been in post for 26 years, the organisation was somewhat in a state of flux. In terms of reporting, as with finance figures, the figures are based on our own internal reporting which does not necessarily reflect the headings above for this year only. These figures have been estimated according to historical email information, the high level monitoring data we have, and are as close to accurate as possible. \*\* Not specifically recorded. Enquiries given as a % of overall enquiries.

NB IJCVS. Figures are not 100% accurate. During the office move and the organisational restructure was underway much of this information was lost. These figures have been estimated according to historical email information and as close to accurate as possible.

## SVA programme

In common with the majority of interfaces the Third Sector Partnership Argyll and Bute has participated on the SVA strands and below we give the results of the recently audited sampling fortnight.

Organisation	Total enquiries	Total hours supporting organisations and individuals	Annual equivalent Enquiries/hours
IJCVS	49 (none referred)	24	1225 / 600
BCL	59 (12 referred)	12	1475 / 300
AVA	2736 (50 referred)	537	68400 / 13425
ABSEN	5 (1 week only and new manager in post)	5	260 / 260

## Financial Expenditure – Core Budget

2010 – 2011

EXPENDITURE	BCL	AVA	IJCVS	ABSEN	TOTAL
Salaries, NI, Pensions	45,526	128,948	36,342	9,412	220,228
Premises, facilities	10,060	10,293	3,900	-	24,253
Operational costs	3,127	15,082	5,690	-	23,899
Travel, subsistence	3,000	7,820	1,200	1,344	13,364
Training delivery	6,500	73	6,200	2,690	15,463
Capital costs	3,500	1,557	390	n/a	5,447
<b>Total</b>	<b>71,713</b>	<b>163,773</b>	<b>53,722</b>	<b>13,446</b>	<b>302,654</b>



### Notes to Core Expenditure

**NB: IJCVS Salary includes elements of youth project worker to undertake pilot project and south Islay development post, some of which we are due to get back.**

**NNB: BCL costs are estimated at this stage as end year calculations are not completed and have been delayed due to long term illness of existing accountant. Fully accrued figures will be available in the fullness of time and in terms of above, the figures are based on collating from our own records which do not necessarily reflect the headings above for this year only. BCL has brought in £16,500 of earned income.**

**Both AVA and ABSEN support core activities through additional income as described within this document (matched funding). Figures above relate purely to expenditure of core grant, not total expenditure on core activities.**

## Specific Reports

### General Training

As indicated in the table denoting activities, each of the partner organisations has carried out its own core training reflecting the demands of its locality and of the wider sector. We have evidence from our Customer Feedback surveys and our evaluation sheets which are always monitored to ensure no opportunities for assessment, learning and improvement are overlooked; these demonstrate the following responses:

ABSEN	77% rated as very good to excellent service from a sample audit of 4
BCL	70% rated as very good to excellent service from a sample audit of 7
IJCVS	88% rated as very good to excellent service from a sample audit of 8
AVA	96% rated as very good to excellent service from a sample audit of 56

Whilst there remains room for development, partners believe we are working to a high standard and that the positive feedback received (see example letters) demonstrates the value placed on our support services. We consistently receive excellent feedback and the level of enquiries for training has risen year on year; as a result, we continue to strive to achieve additional funding to meet demand.

We have been encouraged by the funding of £17,000 made available from Argyll and Bute Council which has given an additionality to deliver further training courses over the winter of 2010/2011.

The Partnership members evaluate their actions and service delivery and although receiving very positive feedback are never complacent and seek to improve services through learning and sharing of resources.

Quote from ABSEN Finance for non-Financial Managers course 'brilliant; hit the nail right on the head'

From AVA outcomes training 'Learned so much – will really help our organisation'

Our experience working as a partnership to deliver on projects resulted initially in a training programme over the winter of 2009/2010 with AVA and ABSEN working together successfully to deliver an intensive training programme. This project concluded with a comprehensive and locally very well received training report and analysis. It is this learning which has helped to inform the current project with all four partners working together to deliver a range of training appropriate to their localities and to their respective geographic areas.

## Accredited Training & Accreditation Support

Argyll Voluntary Action continues to be the only partner with the ability to deliver accredited courses itself, currently holding Learndirect Centre status and also able to deliver ASDAN accredited training courses. This enables a very wide range of availability and ensures we can tailor delivery to meet needs. The meeting of the criteria used by differing accreditation bodies underlines our own commitment to quality and to our achieving excellence in the services we deliver. We are currently in discussions with our colleagues in Community Planning to identify ways in which to align training provision and improve accessibility to the sector.

We also carry out a training needs analysis on a regular basis and the results are published in our annual training reports. Current evidence, whilst demonstrating a very real and pressing need also tells us that over 80% of voluntary organisations in Argyll and Bute have no dedicated training budget. Many also tell us that lack of time (as well as funds) is the main barrier to accessing training. This increases our role as infrastructure support to organisations and the need for our continuing ability to deliver training at low, or nil cost; if we are to be the architects of a quality driven and sustainable sector then we need to ensure that needs are met for those organisations working on the ground and frequently delivering services of substantial social value.

We cannot, therefore, overstate the importance and place that our core funding plays in supporting the sector. Without adequate funding we would be curtailed in our activities by the same constraints and the sector as a whole would be the poorer, and have a bleak outlook, as a result.

AVA also continues its work as an internal and external SVQ verifier, supporting Volunteer Development Scotland (and others) in the delivery of Investing in Volunteers and other accredited modules. AVA also has its own accredited EFQM assessor and thus is able to offer a level of support which is unique in this area. These strands are evidence of the commitment to quality of the Third Sector Partnership and its constituent partners.

“Additionally, BCL is preparing to undertake PQASSO training in the latter part of 2011. A number of small organisations particularly in our (Isle of Bute) smaller communities are keen to progress down the quality management path and PQASSO as an alternative to the more in depth EFQM is a good alternative to achieving a quality standard.”

ABSEN delivers training in partnership with other training providers, including Social Enterprise Academy, which is relevant and appropriate for its member organisations and designed to be accessible for any organisation considering becoming a social enterprise.

The cost of providing accredited training on Islay and Jura can be prohibitively high. Despite having a pool of highly skilled professionals on both islands, there is often difficulty finding local providers for specialist training and importing this incurs the additional burden of travel and subsistence costs. The strength of the partnership is evidenced best where any required skills are resourced from within the partnership itself.



## **CRBS Intermediary & Trusted Partner activity**

In addition AVA is the sole CRBS intermediary organisation for Argyll and Bute and therefore offers a unique (in this area) and vital service for the third sector. Enquiries within this context have risen sharply with the introduction of the PVG Act which has entailed a further emphasis on training and support as well as the intermediary support activities within themselves. This is a critical area for many local organisations requiring expert and responsive support to enable their continued function and appropriate support and development of volunteers as well as staff.

We have developed excellent working relationships with Disclosure Scotland/CRBS and were instrumental in bringing training to our remote area again responding to need and demand.

The services above are an essential component of the Third Sector Partnership to fulfil its remit and ability to offer the levels and style of support required at local level.

## **Millenium and Youth Volunteering**

This last year has seen an increase in activity in our work with young people, and in particular with Millenium Volunteering. The young people of Argyll have been enthusiastic enabling us to achieve 472 registrations all of whom are well on their way to their individual achievements, culminating in recognition either at their schools at the end of summer term or through our Volunteer of the Year Awards event, also in June. We are also making some headway with the few other schools who are not fully engaged (or their heads) who have been less willing to engage but are beginning to recognise the value of volunteering and how positively the volunteering experience can impact on young people.

Some of our past Millenium Volunteer young people have learnt much from their volunteering experience and have now gone on to further education or into employment – we are always heartened to see the positive outcomes achieved and to have been able to play our part in the development of a young person.

Our young people find their volunteering experiences valuable, and feedback is typified by the following comments:

‘I never realised how much I would enjoy helping out’ 2 young people assisting with Christmas dinner for older people lunch club

‘ This has given me confidence and I have learned a lot about my own community’ young girl in Campbeltown

‘ I like working with people and helping people and want to do some training to work in the community’ young volunteer from Helensburgh

## Organisational Support

All partners deliver support to a wide range of organisations and across an increasingly large number of topics. It has been imperative that partners themselves keep up to date and all members commit to the continuing professional development of themselves and their staff.

In total, the partnership has supported organisations with over 6,500 queries, concerns and a variety of dilemma or difficulties – many connected to funding problems or governance issues.

The topics this year have reflected uncertainty and difficulties in the economic situation but also evidence the gap between knowledge of many organisations and their abilities to ensure effective and compliant governance. With some still operating under archaic governing documents and a requirement for additional support around mergers, charity reorganisation and charity law we recognise that our ambitions for a sector where all organisations are functioning effectively and delivering quality services is still an aspiration but is also an element which drives our agenda for quality; setting an example by our own achievement of EFQM – for which all partners now have their validation dates and are using some influence to drive quality further up in priority ratings.

The need for bespoke support has grown over the last year alongside a growth in the overall number of enquiries; this type of support is time consuming and expensive to provide but a necessity if we are to truly support our sector. Once again, issues around governance and funding headline the difficulties which face many organisations.

Following advice secured from ABSEN the *Mull & Iona Community Trust* are developing a trading subsidiary to secure work and income streams outside of their charitable activities and will be opening a new £900,000 business centre on Mull in 2011. To achieve these outcomes it is imperative that the infrastructure organisations work one to one with organisations and deliver bespoke support appropriate to needs.

Our interventions and support have also enabled organisations to remain in operation (for example, Jigsaw in H&L) we have brought organisations together, mediated and facilitated a process of change (eg Ford Hall and Community project – see letter below).



Glasvaar Cottage  
Ford  
by Lochgilphead  
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PA31 8RJ

01546 810205  
glasvaar@btinternet.com

1 February 2011

Ms Glenn Heritage  
Argyll Voluntary Action  
21 High Street  
Oban  
Argyll  
PA34 5PH

Dear Glenn

**Ford Village Hall Committee and Ford Community Project**

On behalf, particularly of the Village Hall Committee, I'd like to thank you so much for all the advice and guidance you have been able and willing to provide us with to date.

What the Committee anticipated could become an absolute nightmare you have now turned in to what we can now see as an achievable goal. Your willingness to guide us through the rest of the process we grasp with both hands and look forward to meeting you in the not too distant future.

We can't continue subjecting you just to Bill's attentions and sense of humour so we'll make sure he is accompanied at the next meeting!

Yours sincerely

A handwritten signature in black ink that reads "Philip Holt".

Philip B J Holt  
Chairperson  
Ford Village Hall Committee

We are always delighted at the outcomes which also best serve our communities and the Ford dilemma was one such occasion. Mediating between two organisations initially diametrically opposed took effort and some time but has resulted in agreement and the preservation of an important resource in the shape of the village hall and recreation land for the community.

In a very different way, Ardrishaig Community Trust has an ambitious plan to work in partnership with British Waterways and Argyll & Bute Council to develop the waterfront. Working with ABSEN the committee have continued to press for this but have also initiated a number of smaller projects to maintain momentum and community buy-in. Help was sought and provided regarding a groundbreaking renewable initiative with a local estate to secure income for the Trust and the work continues.

Some of the achievements this year have been reflected to all partners in the positive responses given on evaluation sheets and that many organisations have been given a helping hand toward achieving sustainability – something that has become a much bigger issue in recent times. Comments reflecting the value of training and support include,

AVA ‘ I will certainly take the knowledge and notes to my next workers groups meeting and share. Well done.’ Funding workshop

AVA ‘Very relevant and able to discuss topics in detail – a great help’. Governance training.

AVA ‘Excellent delivery, good mix of action and listening’ Board skills development.

ABSEN “Very informative, extremely useful and a real eye opener’ Lochgilphead delegate.

ABSEN ‘Following the meeting the prospect of using ABSEN is very exciting’

From BCL, “without Bute Community Links’ support the organisation would have found the recent organisational changes extremely challenging, so a big “thank you” to them for the level of intense support they are giving us”

IJCVS host and line-manage the South Islay Growth at the Edge Community Account Management post. Without IJCVS’ support the project would not have been realised and the accrued benefits lost to the area. Although developing and delivering the project required intensive time and support, it now offers a much needed and sustainable service for the Kildalton and Oa communities which are home to some of Islay’s most vulnerable residents.

Finance: Income = £96,000 Expenditure = £75,000

The difference between income and expenditure shown is designated funds for work to be undertaken in 2011 for the youth project and a community bakery consultation.

## Social Enterprise development

There are a relatively small but growing number of social enterprises in Argyll and Bute and much scope for further development. Over the year a variety of groups have been supported by all partners and in particular, ABSEN has been instrumental in advising groups who are considering taking their first steps into forming a social enterprise with the aim of delivering services under contract to Argyll and Bute Council. This is an important development and heralds a potential new way of working for both the sector and for our partners in the public sector.

For many organisations becoming a social enterprise and embracing those principles is a new venture and the opportunity of taking on existing staff within a transfer agreement has brought its degree of enquiries around TUPE, redundancy and other employment and general HR issues. We are fortunate that two partners (BCL & AVA) have staff holding CIPD qualifications and are well placed to offer the advice and support required at this stage in their development. For some this involves a new start up being plunged into grappling with some challenging elements of employment law, including TUPE. ABSEN has recently run the first of a series of workshops (from ABSEN) designed specifically to cover this, with support from an appropriate firm of employers specialising in employment law and engaged through funding made available by Argyll and Bute Council. The Partnership can also offer generalist people management advice and support to organisations at every stage of their development.

Social Enterprise in Argyll & Bute is characterised by small organisations with few medium sized organisation. Many are emerging from traditional community groups and charities and new starts or 'conversions' make up 90% of enquiries. The most common request is from groups seeking to develop an enterprise approach to their work to generate sustainable income streams. Often this is seen as a governance and legal issue when in fact for many it is about developing an enterprise culture in an organisation, for staff and volunteers.

*Auchendrain Township Trust*, sought advice and support from ABSEN and accordingly have reshaped their strategy and secured Leader funding for new initiatives which will develop their own income streams for the future.

Similarly *Mid Argyll Swimming Pool* sought assistance and ABSEN secured assistance from HISEZ and an ABSEN Business Health Check which facilitated a complete review of income strategies. With the support of other organisations, including AVA, the Pool has secured new funding and is developing a new approach to trading.

ABSEN itself now has a new Manager, Bill Stewart, with an Argyll and Bute wide brief who will be taking the organisation forward and developing new initiatives.

## Volunteering

Our volunteering services and work continue to have an enormous impact on the communities, individuals and organisations across Argyll and Bute. Over **9,000** hours of volunteering activity have been achieved through Argyll Voluntary Actions activities alone and a further 11,000 through volunteer support ; connections have been made between young and old – indeed over 400 older people are now in touch with young people on a mentoring project with enormous benefits to quality of their lives. Older people are able to pass on skills and experience and to act a ‘mentor’ to young people whilst our younger volunteers bring energy and a lively diversion to the lives of older people. We have tracked and monitored people’s sense of wellbeing and been delighted with the outcomes. Many have reported feeling more confident, more in touch with their local community and valued through their volunteering experience.

With the help from additional funding we are also actively supporting 151 people with long term health conditions to volunteer and, through increased self-esteem and confidence a number have found they are better able to manage their conditions.

The recession has hit hard in Argyll and Bute, an economic landscape now affected further by swathing cuts across the public sector has led to uncertainty for many and stress for not only those who may have lost employment but also those affected by very recent changes in the benefits systems. We are at the early stages but are seeing more people having benefits cut and living on less than would have, at one time, been thought reasonable. This is both a concern and a support need in which volunteering and individual training can both play their part in ameliorating the worst effects of current changes. We accept that our services will be stretched particularly given the lack of employment opportunity and the access deprivation existing in our remote areas; efforts are therefore being made to increase the amount of external funding which can be brought into the area.

Quote from Emergency Services Co-ordinator, Bute and Cowal after Dunoon volunteers assisted at an event, ‘This was an example of the voluntary sector at its finest, working for the good of the community’

‘Volunteers from the Volunteer Centre organised dog-sitting for me while I was in hospital; they were a godsend.’ (DC)

‘Being new to a community is scary and can be lonely; volunteering has allowed me to meet people and make friends more quickly than I ever thought possible.’ (CM)

## Commitment to Equality and Inclusivity of Practice

The Partnership commits, individually and collectively to delivering services which are inclusive, barrier free and which are equitably available across Argyll and Bute. To achieve this there have been adjustments made to the future levels of distribution of our core funding and these will be implemented for 2011 within and in accord with all conditions as required by Scottish Government. Discussion around these adjustments has been a difficult

but necessary journey with each partner recognising the need to ensure that all islands and the remote rural mainland areas have the opportunity and access to services which are an integral part of our remit.

Organisationally, each partner organisation operates a robust Equality policy in its delivery of services and, in particular, works to ensure that all peoples have the opportunity to volunteer, associate and express their interests and commonalities through local voluntary sector organisations and community groups or through social enterprise organisations.

### **Representing and Linking communities, organisations and individuals throughout Argyll and Bute.**

Third Sector Partnership members are committed to striving to ensure that the sector has a voice at all levels and an involvement in service planning and delivery. In achieving this aim a network of third sector fora, originally set up through external funding brought in by Argyll Voluntary Action, now exists across Argyll and Bute; seven fora groups are in operation – a number which gives much greater access than the four locality areas of the local authority. Since late 2009 those on the mainland have been a conduit and communication channel for the sector and during 2010 linked more closely to the newly created local area community planning groups established by Argyll and Bute Council under the Community Planning umbrella. In 2011, groups were established respectively by Islay and Jura CVS and by Bute Community Links to serve their specific areas.

Members of the Third Sector Partnership sit at strategic and local level alongside public sector partners and representation includes, but is not exhaustive to, Community Planning Partnership, Community Health Partnership, all Local Area community Planning Groups, Social Affairs and Economy thematic Groups, Public Health Networks, LEADER Local Action Group (which TSP Chairs), GIRFEC, More Choices, More Chances strategic group, HIPAG, Adult Protection Committee, Change Fund strategic group, 3<sup>rd</sup> Sector & Communities, Area Development Groups.

As is shown in the table, over the last year representatives from the Partnership have attended well over 500 meetings to advance and represent the third sector in this area. There is, arguably, a plethora of strategic and partnership groups which results in a very high number of meetings – this is an issue which is raised at the Management Committee of Community Planning Partnership since it places an onerous demand on all partners and is expensive in costs to time, energy and personnel for the sector as a whole; it is hoped that further progress to rationalise some groups, a process recently introduced, will be made over the coming year – a direction which this Partnership would support.

Within these structures our third sector fora have an equal voice and partners are continuing to develop further their involvement and influence at local and area wide levels. Already recognised as a credible resource by our CPP partners we believe there remains scope for these fora to embrace a wider section of the sector and are working toward this aim.

A diagram is appended showing the links made and how this representation works.

## External and Complementary Funding

### a. Funding which complements SG funds (leverage)

Each of the partner organisations has a responsibility, and indeed is expected, to maximise the support from Scottish Government by achieving additional levels of funding through their own efforts. Over the years each partner has worked to ensure the maximum value from its core funding by matching and attracting external funds as well as endeavouring to provide other income streams. In this way we are able to supplement our services and increase the levels of service delivery than would otherwise be considered possible.

ABSEN and AVA have led the way in achieving matched funding. Over the last year AVA has achieved £255,000 from external sources. This has been utilised to expand and ensure an equitable delivery of volunteering support across the area and to enable the organisational support for the more remote and rural areas. We have also carried out a significant level of community engagement work and have supported our Community Planning partners with engagement with hard to reach groups and remote areas the outputs of which were incorporated within the local budget report.

ABSEN has taken a small amount of core Scottish Government funding (£13,446) and achieved a remarkable level of matched funding totalling £88,258; Despite the very harsh economic circumstances which prevail ABSEN has been supported through Carnegie Trust, LEADER, Argyll and Bute Council in addition to winning contracts and SLA's valued at £43,258 in its own right.

Bute Community Links – over the last year, despite not being successful in specific funding bids and a number of contracts/SLA's BCL has managed in bring in earned income of around £16.5k from Consulting activity over and above that which is delivered as part of the Core Service. This has mainly been in the specialist field of HR and Business Planning to small voluntary organisations and social enterprises. Whilst Bute were not successful in their attempts to host the newly appointed Local Development Officer for Bute, mainly due to size of operation and the uncertain funding landscape at the time, they were asked to provide support and line management assistance where necessary. Whilst it is difficult to quantify the difference that this will make over the next 2 years, there has been a significant amount of investment from HIE (c.£200k) mainly to be utilised by Bute Community Land Company, and BCL continue to work closely in partnership with this exciting and large, local Social Enterprise.

IJCVS has been successful in achieving funding of £54,000 to employ three youth project staff. Almost £20k of leverage has been secured to undertake community consultation and develop a robust business plan for a community owned bakery.

The support provided for creation of the South Islay Development Project will bring in excess of £55k to Islay. This service will in turn assist in generating enhanced leverage and services for the South Islay community



All partners fully recognise this principle and although not immune in any way from the harsh economic climate commit to those endeavours which bring additional support and initiatives into the area and fully utilise the core funds to achieve this.

We are however, very conscious of some of the real difficulties being highlighted with organisations governance structures and, if we are to forge ahead with our commitment to quality standards being evidenced across the wider sector acknowledge that there will need to hold a dialogue around how this is achieved. Not least, there requires to be public confidence in the voluntary sector and some of our intensive support requests and the withdrawal of funding from organisations where difficulties arise merely emphasises the need for concentration on this area of work. The Partnership would welcome further discussion with the Third Sector Division as well as our colleagues locally to support development in this area.

#### **b. External funding assisted into local 3<sup>rd</sup> sector**

Of equal importance and of social and economic benefit to the area have been the outcomes of our support to other organisations enabling them to attract funding which may well not have been possible without the support of the partnership.

It is always difficult to be completely precise but AVA's conservative estimate from feedback and links with organisations gives a figure of £1.2 million of additional external funding for this area being accessed by organisations receiving support and advice from AVA. Given the rising levels of funding enquiries AVA is taking steps to extend and build on the funding advice available, and to encourage organisations to develop new and sustainable funding streams from income generation. Argyll and Bute faces severe challenges in this respect given its relatively small population the proportions of which are rapidly shifting to the older age group. This results in a paucity of consumers and thus more imaginative ways must be developed to maximise income from a range of sources.

ABSEN is generally working with organisations who are seeking to review their income generation, and reorganise their activities. It is rewarding to see new start-up such as the Soroba House (Training ) Hotel, secure £3,000 start up from FirstPort which then unlocks a £20,000 package. Similarly Bute Community Land Company, who were assisted by ABSEN with start up support and finance in 2009 and subsequently progressed to secure a £1.4million land buy-out in 2010. It would be inaccurate to claim any responsibility for these results but indirectly ABSEN estimates that in 2010-11 over £2million of finance has been unlocked by organisations receiving assistance from ABSEN.

IJCVS host and line-manage the South Islay Growth at the Edge Community Account Management post. Without IJCVS' support the project would not have been realised and the accrued benefits lost to the area. Although developing and delivering the project

required intensive time and support, it now offers a much needed and sustainable service for the Kildalton and Oa communities which are home to some of Islay's most vulnerable residents.

Finance: Income = £96,000 Expenditure = £75,000

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## Organisational Indicators and Best Practice

Each of the partners commits to improvement and development of the organisation, its staff and volunteers and the services which it delivers.

Over this last year initiatives and developments supporting this commitment have been very successful and resulted in our ability to meet rising demand despite a constraining economic landscape.

Argyll Voluntary Action has ensured that it has, amongst its staff a fully qualified SQA Internal Verifier, accredited EFQM assessor and four staff qualified to either D32/33 or A1 levels. All staff complete Train the Trainer courses and three are now ACIE qualified – again extending the range of services but also underpinning the commitment to quality. Staff and board hold memberships or qualifications across a number of professional bodies including CIPD, CMI and ILM. Four staff are qualified to deliver personal development training based on cognitive behavioural therapy principles and thereby well placed also to assist volunteers with sometimes challenging support needs – this underpins a commitment to equality and diversity practise in across all our services.

Organisationally the board of Trustees has been strengthened and is in the process of an improvement plan under the EFQM journey; this will lead to enhanced strategic ability and supports the future sustainability of the organisation.

Our funders and organisations with whom we have held contracts over the past year have all been positive and commended our services (letter attached)

Each partner has robust and frequently reviewed and updated policies and procedures which underpin best practice; in all cases we strive to go beyond that which is a mandatory requirement – another commitment which sits within the EFQM framework. Stakeholder involvement is important in refining and assessing our practices and opportunities for learning are shared with partners across the sectors to maximise value and benefit to our communities.

All members of the partnership commit to National Standards of Community Engagement recognising that their communities, their aspirations, needs and views are central to the way on which services are developed and resources produced to meet these demands and reflect local views.

In addition, we support the Argyll and Bute Single Outcome Agreement working with our many partners in Community Planning; in turn this is underpinned by the range of strategies appropriate to each partners across the sectors. We seek to strengthen those relationships and ensure that the third sector makes and is recognised for its valuable contributions to a range of indicators and outcomes.

The IJCVS has strengthened its board of Trustees over the last year bringing a range of skills and experience. This includes commercial enterprise skills, legal and education expertise and representation from two active community organisations. It is hoped a young person participating in the Islay and Jura Youth Project will be welcomed onto the board in the coming year.

### **Challenges; looking ahead**

We are existing in uncertain times and it is no secret that the Scottish Government one year settlement has impacted on our ability to identify ongoing additional funding past the 2011-2012 year end. However, our major challenges lie ahead and within the sector. As support (infrastructure) organisations although apolitical we cannot ignore political impacts both in Scotland and from the UK government. The signals indicate some major shifts may be required in the way we work and the wider sector will need to rise to these challenges and be supported, at local level, to do so. Local authority funding has through necessity reduced and we are seeing these impacts already – this trend is unlikely to reverse in the near future.

The standards required of the sector are, and should be, as rigorous as those demanded of public and private sector service providers. We acknowledge there is still room for development at this level and will be taking actions within our forward business planning.

For IJCVS the organisational restructure has posed a number of challenges. The new manager inherited a number of historic problems and with the development of two new projects resulted in reduced attendance at stakeholder meetings and fewer visits to groups. As the single worker is now responsible for all administrative activities, it was necessary to adjust the time allocated to direct service delivery which, unfortunately, has impacted on the organisations recent profile.

However it is important to stress this restructuring is complete and IJCVS is now able to provide a streamlined and focused service designed to deliver statutory requirements, whilst building on new opportunities throughout the coming year.

ABSEN activity was hampered this year by the reduction in working hours and then retirement of our existing Development Officer, Mike Geraghty, and a four month delay in securing a replacement of suitable calibre – Bill Stewart. This meant fewer newsletters were

circulated than planned and some activities were not completed on time. EFQM has been delayed in order that this can be completed with the new staff member in post.

Simultaneously there has been a dramatic increase in enquires brought about by

- a) greater awareness of the multiple benefits of social enterprise
- b) local authority and NHS officials wishing to work more closely with ABSEN as they prepare to outsource services.

Fortunately this increase in workload coincided with the Carnegie UK Trust and HIE confirming that ABSEN would be the lead partner in the Argyll & Bute Local Services Initiative (ABLSI). This provides additional support to existing or potential social enterprises seeking to secure contracts from Argyll & Bute Council, and to share good practice. In the ABSENCE of a key worker, ABSEN Directors attended key meetings to ensure this project is now moving forward a pace in 2011.

AVA has seen a change at the top; our long serving Chair, David Price has moved to pastures new and for the interim our new Chair is Margaret Jacobsen, already a board member and who brings a wealth of knowledge and expertise. From what could have been an obstacle we were fortunate in identifying four new board members each bringing skills and experience in different disciplines to the mix.

Our greatest challenge has been the completion of our Big Lottery funded project, People Plus which has supported many vulnerable people over the four years of its existence; we have identified some additional funding and work continues to secure funding which would allow at least elements of this work, for which we have received many plaudits, to continue.

The Partnership is proud of the work resulting in the development of the third sector fora across Argyll and Bute; these will require strengthening and building on the experience to cement the communications and input to strategic levels. Equally, we have improved our ability to influence the public agenda and demonstrated (through the community engagement work of AVA in influencing elements of the Council budgets) our efficacy and connection with communities – something which has been publicly acknowledged by our Community Planning partners.

We have made and taken some great strides forward; we recognise the need to build further and whilst appreciating the support from Scottish Government trust that this will continue and allow further development.

A robust, purposeful and well-resourced infrastructure can achieve enormous returns on investment and we can evidence those returns. With the tools to do our job, we can equip the wider sector with the tools, knowledge and indeed the resources to deliver their services and to support community life across Argyll and Bute.

ABSEN looks forward to expanding the services offered across Argyll & Bute by ensuring greater levels of cooperation with Third Sector Partners. The number of enquiries is set to



increase and we are making plans to meet this demand, with frontline enquiries being dealt with by ABSEN local reps and Partners on Islay, Bute and local AVA offices. Specialist support can then be offered from the ABSEN Development Manager.

Therefore, we look ahead in the knowledge that our journey will not be without obstacles and with some unknown elements; however, we represent a sector renowned for its ability to adapt and improvise and each organisations will undoubtedly introduce changes to enable a more sustainable approach to the future. This has been a year of learning; we now feel we have a partnership which can look ahead with commitment and conviction and plan for future services and delivery.

Our hope is that a future Scottish Government will recognise the strength and potential of our sector and play its part in enabling a confident and capable third sector which has the ability to continue to add social and economic value through supporting growth in all its many facets within our communities.

For ABSEN

James Hilder, Chair

For AVA

Glenn Heritage, CEO

For Bute Community Links

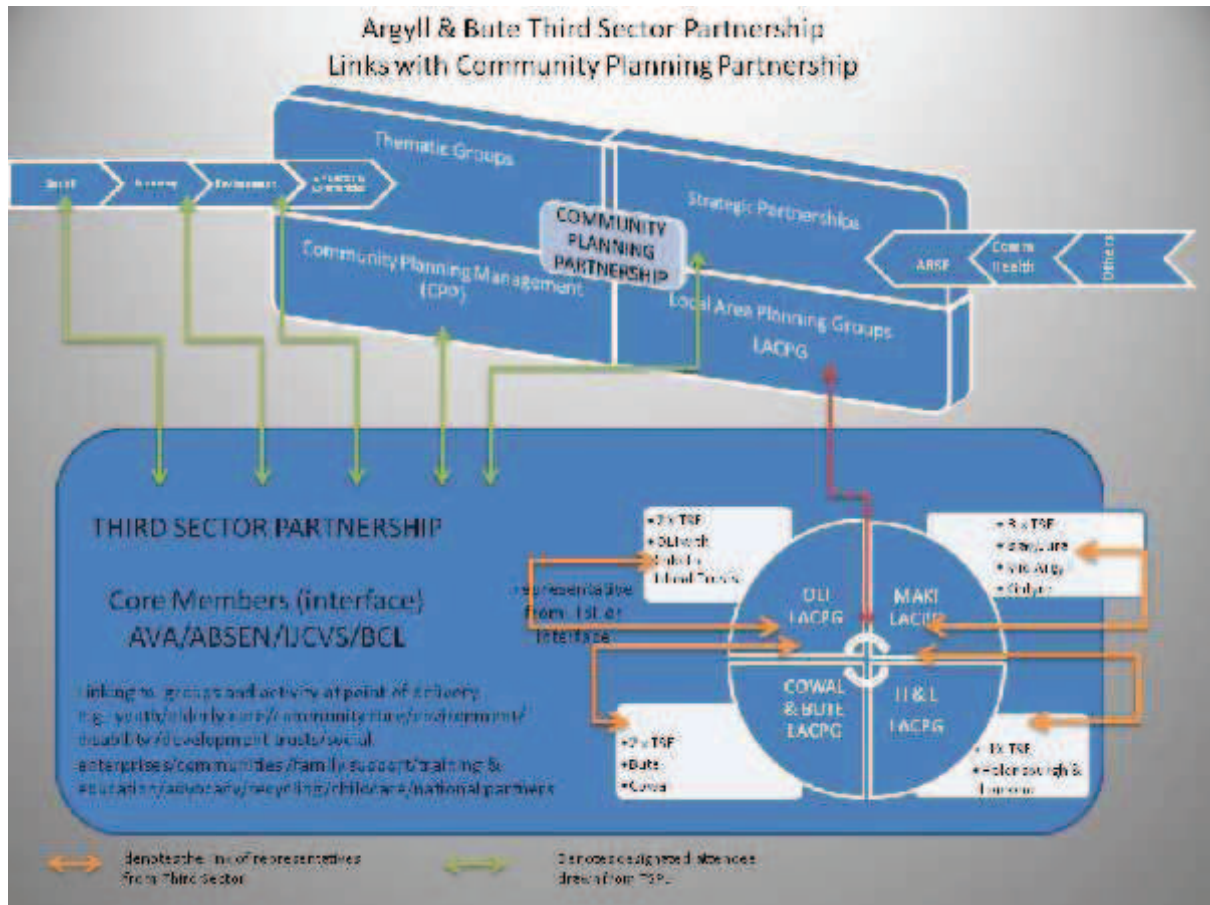
Janet Skillin, CEO

For Islay & Jura CVS

Lesley Anderson, Manager

23<sup>rd</sup> March 2010

How We Link to our Community Planning Partners



16-18 Chapel Street, Glasgow G1 1 8AT  
t 0845 851 50 00 e [enquiries@digitaloutreach.org.uk](mailto:enquiries@digitaloutreach.org.uk)  
[www.digitaloutreach.org.uk](http://www.digitaloutreach.org.uk)

... digital  
outreach  
Bringing clarity to the digital world

Eleanor MacKinnon  
Argyll Voluntary Action  
21 High Street  
Oban  
PA34 4BG

27 November 2010

Dear Eleanor,

I would personally like to say a huge thank you for all the hard work that the Argyll Voluntary Action team put into raising awareness and understanding of digital TV switchover and the Switchover Help Scheme.

It was a pleasure to work with your team in the Trossachs region and we hope that AVA continues to perform with a huge amount of success in the community and is able to use the experience gained in a positive way in the future.

The results speak for themselves - For the Trossachs region, Argyll Voluntary Action, alongside VA Lochaber, ensured that 54 events took place, over 1100 one to one conversations were carried out, and a further 268 people were helped at one of the Advice Points. A fantastic achievement - thank you.

It has been a pleasure to work with yourself and the wider team and we wish you every success in any future projects.

Best Wishes

Ian Agnew

Chief Executive, Digital Outreach Limited

COULD WE  
FOR COMM  
Glasgow Forum

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# Strategic Partnership Highlight & Exception Report

argyll and bute

communityplanningpartnership



<b>Strategic Partnership</b> (Name of Partnership you are reporting on)	Youth Focus/ Argyll and Bute Youth Forum and Dialogue Youth.
<b>CPP Thematic Group</b> (i.e Economy, Environment or Social Affairs)	Social Affairs
<b>CPP Outcome</b> (please select – you can select more than one outcome)  Please refer to attached table for more detail on each CPP Outcome.	<input type="checkbox"/> CPP/CP01 – competitive and successful businesses  <input type="checkbox"/> CPP/CP02 – sustainable economic assets  <input type="checkbox"/> CPP/CP03 – vibrant towns that are centres of economic growth  <input type="checkbox"/> CPP/CP04 – promoting our cultural, social and natural heritage  <input type="checkbox"/> CPP/CP05 – Utilising our environment to create employment and prosperity  <input type="checkbox"/> CPP/CP06 – Protecting our unique area  <input checked="" type="checkbox"/> CPP/CP07 – services are planned and delivered based on local need  <input checked="" type="checkbox"/> CPP/CP08 – overall health, wellbeing, independence and social inclusion are improved  <input type="checkbox"/> CPP/CP09 – people feel safe and secure  <input checked="" type="checkbox"/> CPP/CP10 – our diverse culture is celebrated

<p><b>Activity Summary in Period</b> (please state period you are reporting on)</p>	<p>There has been no meeting of Youth Focus due to funding; however we have appointed two new members of the Scottish Youth Parliament (MSYPs). The previous MSYP for Helensburgh and Lomond, Jeanna Sally will continue on. They will complete training before attending the next sitting in June.</p> <p>Two young people from Oban have continued to attend Local Licensing Forum meetings; they have agreed to make a short film to be shown to their peers about alcohol.</p> <p>Argyll and Bute Youth Forum held a conference on 25<sup>th</sup> and 26<sup>th</sup> April with local Youth Forums attending from across Argyll and Bute. They discussed what the groups were doing locally and agreed on actions for the future of the forum.</p> <p>Dialogue Youth have completed a survey of young people in the Oban and Lorn area on housing services in the area. This was done on behalf of Quarriers.</p>
<p><b>Key Challenges &amp; Actions to Address</b></p>	<ul style="list-style-type: none"> <li>● Hold a Youth Focus Meeting – funding needed.</li> <li>● MSYPs supported to attend Scottish Youth Parliament sittings.</li> </ul>
<p><b>Name</b></p>	<p>Roanna Taylor</p>

Date	07.04.11
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Please complete and return to:

**Environment** [Melissa.stewart@argyll-bute.gov.uk](mailto:Melissa.stewart@argyll-bute.gov.uk)

**Economy** [Fiona.mccallum@argyll-bute.gov.uk](mailto:Fiona.mccallum@argyll-bute.gov.uk)

**Social Affairs** [Fiona.mccallum@argyll-bute.gov.uk](mailto:Fiona.mccallum@argyll-bute.gov.uk)

**If you require any more information please contact**

**Eileen Wilson**

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