

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

**Customer Services**  
**Executive Director: Douglas Hendry**



22 Hill Street, Dunoon PA23 7AP  
Tel: 01369 707135 Fax: 01369 705948

28 May 2014

## **NOTICE OF MEETING**

A meeting of the **BUTE AND COWAL AREA COMMITTEE** will be held in the **CASTLE HOUSE, DUNOON** on **TUESDAY, 3 JUNE 2014** at **9:30 AM**, which you are requested to attend.

Douglas Hendry  
Executive Director - Customer Services

## **BUSINESS**

- 1. APOLOGIES**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
  - (a) Bute and Cowal Area Committee - 1st April 2014 (Pages 1 - 6)
  - (b) Bute and Cowal Special Area Committee - 9th April 2014 (Pages 7 - 8)
  - (c) Forward Dunoon and Cowal Group - 14th April 2014 (for noting) (Pages 9 - 14)
  - (d) Cowal Community Safety Forum - 28th April 2014 (for noting) (Pages 15 - 20)
  - (e) Bute Community Safety Forum - 2nd May 2014 (for noting) (Pages 21 - 26)
  - (f) Rothesay Common Good Fund - 6th May 2014 (for noting) (Pages 27 - 28)
- 4. ACHA**  
Verbal update by Alistair MacGregor, Chief Executive of ACHA
- 5. AREA SCORECARD - FQ4**  
Report by IOD Programme Manager (Pages 29 - 36)
- 6. THIRD SECTOR GRANTS**

- (a) Evaluation Report  
Report by Community Development Officer (Pages 37 - 42)
  - (b) Bute Agricultural Show  
Report by Community Development Officer (Pages 43 - 50)
7. **VARIATION TO DUNOON GRAMMAR SCHOOL OPENING HOURS - SCHOOL TRANSPORT**  
Report by Integrated Transport Manager (Pages 51 - 54)
  8. **PRIMARY SCHOOLS - ANNUAL UPDATE**  
Report by Quality Improvement Officer (Pages 55 - 70)
  9. **OLDER PEOPLES CARE AT HOME SERVICE UPDATE - FQ4**  
Report by Area Manager (Operations) (Pages 71 - 80)
  10. **IMPLEMENTATION OF AMENITY SERVICES SAVINGS**  
Report by Amenity Services Performance Manager (Pages 81 - 84)
  11. **GUILDFORD SQUARE PARKING CHARGES**
    - Development of the square, timescales and costs

Report by Traffic and Development Manager (Pages 85 - 86)
  12. **LIGHTING AT SANDBANK PLAYPARK AND LIGHTING COLUMNS IN BROXWOOD**  
Report by Head of Roads and Amenity Services (Pages 87 - 94)
  13. **CASTLE LODGE GATE HOUSE**  
Report by Head of Roads and Amenity Services (Pages 95 - 98)
  14. **MEMBERS SATISFACTION SURVEY**  
Report by Area Governance Manager (Pages 99 - 106)
- E1 15. BUTE CARE HOME PROVISION**  
Report by Head of Adult Care (To follow)
- E2 16. ROYAL HOTEL, ROTHESAY**  
Report by Building Standards Manager (Pages 107 - 122)
- E3 17. DUNOON 5 ASIDE PITCH**  
Report by Amenity Services Performance Manager (Pages 123 - 140)
- E4 18. ROTHESAY HARBOUR**  
Report by Legal Services Manager (to follow)
- E5 19. ROTHESAY CHORD - ROTHESAY PAVILION DESIGN SCHEME**  
Report by Project Manager (Pages 141 - 144)
- 20. DUNOON CHORD**
- E5 (a) Queen's Hall Regeneration - Stage D Design**

Report by Regeneration Project Manager (Pages 145 - 150)

- E6** (b) Queen's Hall Regeneration - Property Acquisition  
Report by Regeneration Project Manager (Pages 151 - 158)
- E5** (c) Dunoon Wooden Pier Regeneration - Position Paper  
Report by Regeneration Project Manager (Pages 159 - 164)

The Committee will be asked to pass a resolution in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the public for items of business with an "E" on the grounds that it is likely to involve the disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 7a to the Local Government (Scotland) Act 1973.

The appropriate paragraph is:-

**E1 Paragraph 6** Information relating to the financial or business affairs of any particular person (other than the authority).

**Paragraph 8** The amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services.

**E2 Paragraph 6** Information relating to the financial or business affairs of any particular person (other than the authority).

**Paragraph 12** Any instructions to counsel and any opinion of counsel (whether or not in connection with any proceedings) and any advice received, information obtained or action to be taken in connection with-

- (a) any legal proceedings by or against the authority, or
- (b) the determination of any matter affecting the authority, (whether, in either case, proceedings have been commenced or are in contemplation).

**Paragraph 13** Information which, if disclosed to the public, would reveal that the authority proposes-

- (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
- (b) to make an order or direction under any enactment.

**E3 Paragraph 6** Information relating to the financial or business affairs of any particular person (other than the authority).

**E4 Paragraph 13** Information which, if disclosed to the public, would reveal that the authority proposes-

- (c) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
- (d) to make an order or direction under any enactment.

**E5 Paragraph 8** The amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services.

**E6 Paragraph 9** Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services.

**Paragraph 13** Information which, if disclosed to the public, would reveal that the authority proposes-

- (e) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
- (f) to make an order or direction under any enactment.

## **BUTE & COWAL AREA COMMITTEE**

Councillor Gordon Blair

Councillor Robert Macintyre (Chair)

Councillor Alex McNaughton

Councillor Len Scoullar

Councillor Dick Walsh

Councillor Michael Breslin

Councillor Bruce Marshall

Councillor James McQueen

Councillor Isobel Strong

Shirley MacLeod, Area Governance Manager

Contact: Danielle Finlay Telephone: 01631 567945

**MINUTES of MEETING of BUTE AND COWAL AREA COMMITTEE held in the EAGLESHAM HOUSE, ROTHESAY on TUESDAY, 1 APRIL 2014**

**Present:** Councillor Robert E Macintyre (Chair)

|                            |                           |
|----------------------------|---------------------------|
| Councillor Michael Breslin | Councillor Bruce Marshall |
| Councillor Alex McNaughton | Councillor Isobel Strong  |
| Councillor James McQueen   |                           |

**Attending:** Shirley MacLeod, Area Governance Manager  
 Jayne Lawrence-Winch, Area Manager (Operations)  
 David Clements, IOD Programme Manager  
 Ishabel Bremner, Economic Development Manager  
 Caroline Sheen, Estates Surveyor  
 Liz Marion, Community Development Officer  
 Lorna Pearce, THI Project Officer  
 Morag Gillies, Unit Manager, Adult Care  
 Mark Johnston, Performance Improvement Officer  
 Nick Merriman, Pavilion Charitable Trust  
 Jane Robertson, Firth Heritage  
 Craig Boreland, Buteman

## 1. APOLOGIES

Apologies for absence were received from:-

Councillor Len Scoullar  
 Councillor Gordon Blair  
 Councillor Dick Walsh  
 Douglas Hendry, Executive Director of Customer Services

The Chair ruled and the Committee agreed to take the agenda items out of sequence in order to let the public ask questions for the Rothesay Pavilion Project at item 11. Therefore public question time was taken at item 12 of this minute.

## 2. DECLARATIONS OF INTEREST

Councillor Robert MacIntyre declared a non financial interest in relation to the Third Sector Grant application for Bute Agricultural Society which was dealt with at item 6 (3) of this Minute, because he is a member. He left the room and took no part in the discussion of this item.

## 3. MINUTES

### (a) COWAL COMMUNITY SAFETY FORUM - 27 JANUARY 2014 (FOR NOTING)

The Minutes of the meeting of the Cowal Community Safety Forum held on 27 January 2014 were noted.

(b) **FORWARD DUNOON AND COWAL GROUP - 3 FEBRUARY 2014 (FOR NOTING)**

The Minutes of the meeting of the Forward Dunoon and Cowal Group held on 3 February 2014 were noted.

(c) **BUTE AND COWAL AREA COMMITTEE - 4 FEBRUARY 2014**

The Minutes of the meeting of the Bute and Cowal Area Committee held on 4 February 2014 were approved as a correct record.

(d) **COWAL TRANSPORT FORUM - 28 FEBRUARY 2014 (FOR NOTING)**

The Minutes of the meeting of the Cowal Transport Forum held on 28 February 2014 were noted.

(e) **ROTHESAY COMMON GOOD FUND - 4 MARCH 2014 (FOR NOTING)**

The Minutes of the meeting of the Rothesay Common Good Fund held on 4 March 2014 were noted.

(f) **BUTE AND COWAL SPECIAL AREA COMMITTEE - 4 MARCH 2014**

The Minutes of the meeting of the Bute and Cowal Special Area Committee held on 4 March 2014 were approved as a correct record.

**4. CARE INSPECTORATE**

The Operations Area Manager gave a verbal update to the Committee on Care Inspectorate in the Bute and Cowal area and introduced Morag Gillies, Unit Manager to the Committee.

Morag spoke about the recent inspections of both ASSIST and the Phoenix project, noting that the verbal feedback on the inspection of Phoenix carried out in March had been very positive, but the outcome of the ASSIST inspection in January had been less so. Another inspection of ASSIST is likely to be carried out within 6 months.

**Decision**

1. The Committee noted the information provided; and
2. The Committee asked that Morag Gillies come back to a future Area Committee to keep Members up to date.

(Ref: Verbal update by Area Manager – Operations and Morag Gillies – ASSIST dated 1<sup>st</sup> April 2014, submitted).

**5. OLDER PEOPLES CARE AT HOME SERVICE UPDATE**

A report updating the Committee on the findings of the 3<sup>rd</sup> quarterly evaluation of the Care at Home provision within the Bute and Cowal area was considered.

The report has been broken down to show the progress and joint working that has been put into place to ensure that a high quality service is provided, as it is recognised that this service is provided to vulnerable individuals, predominately by lone workers, in the home environment.

**Decision**

1. The Committee noted the contents of the report; and
2. The Committee noted that the next update on Older Peoples Care at Home Service on FQ4 would be at the June Area Committee and an update on Learning Disabilities Day Services would be at the August Area Committee.

(Ref: Report by Area Manager, Adult Care dated 1 April 2014, submitted)

Councillor Robert MacIntyre, having declared a non financial interest in item 6 (3) Bute Agricultural Society, left the meeting and took no part in the discussion of that item.

Councillor Bruce Marshall took the Chair.

**6. THIRD SECTOR GRANTS**

A report detailing recommendations for the award of Third Sector Grants (including events and festivals) to Third Sector organisations for Bute and Cowal was considered.

**Decision**

The Committee agreed to award the grant recommendations as follows:

|    | <u>Third Sector Grants</u>        | <u>Project Costs</u> | <u>Grant Awarded</u>   |
|----|-----------------------------------|----------------------|--|
| 1  | Ardentinny Community Trust        | £4,450               | £2,000   |
| 2  | Bute Advice Centre                | £55,150              | £3,000   |
| 3  | Bute Agricultural Society*        | £12,450              | Get more information and bring back to the June Area Committee for a decision. |
| 4  | Bute Community Band               | £2,000               | £1,000   |
| 5  | Cowal Community Care Forum        | £8,000               | £2,000   |
| 6  | Cowal Fest                        | £3,945               | £1,970   |
| 7  | Cowal Music Club - Live Music     | £4,500               | £750   |
| 8  | Creative Words in Cowal*          | £2,400               | £1,200   |
| 9  | Dunoon and Cowal Elderly Forum    | £440                 | £220   |
| 10 | Dunoon and Cowal Youth Project    | £17,000              | £4,000   |
| 11 | Innellan Bowling and Tennis Club  | £1,575               | £780   |
| 12 | Kilfinan Community Forest         | £2,700               | £1,300   |
| 13 | Sandbank Community                | £3,340               | £1,670   |
| 14 | Starter Pack Cowal                | £1,900               | £950   |
| 15 | Strachur & District Community     | £14,627              | £1,500   |
| 16 | United Church of Bute -Pass it On | £12,000              | £3,000   |
| 17 | Youth Stuff                       | £5,960               | £2,000   |

(Ref: Report by Community Development Officer dated 27<sup>th</sup> March 2014, submitted).

Councillor Robert MacIntyre returned to the room at 6 (4) Bute Community Band, and took the Chair.

## **7. UPDATE ON AREA SCORECARD FQ3**

The Committee gave consideration to a report which presented the Area Scorecard, with exceptional performance for the Financial Quarter 3 of 2013-14 (October to December 2013).

### **Decision**

1. The Committee noted the exceptional performance presented on the scorecard; and
2. The Committee asked that an update report on the operation of street lighting in Bute to come to the May Business Day.

(Ref: Report by Improvement and Organisational Development Programme Manager dated 1 April 2014, submitted).

## **8. ECONOMIC DEVELOPMENT ACTION PLAN**

The Committee gave consideration to a report by the Economic Development Manager, the purpose of which was to seek approval on taking forward the Bute and Cowal Economic Development Action Plan (EDAP) as a working document.

### **Decision**

1. The Committee approved the area EDAP as a working document for the financial year 2014/15 and for the next three financial years up to 2017/18; and
2. The Economic Development Manager agreed to bring progress reports to the Area Committee.

(Ref: Report by Head of Economic Development and Strategic Transportation dated 1 April 2014, submitted)

## **9. SCHOOL HOLIDAYS AND IN SERVICE DAYS 2015/16**

The Committee gave consideration to a report on the final patterns of in-service days and school holidays which have now been identified for all schools in Bute and Cowal.

### **Decision**

1. Members endorsed the final patterns of school holidays and in-service days for all schools in Bute and Cowal as outlined in Appendices 1 and 2; and
2. Members agreed that the details of school holidays and in-service days for 2015/2016 should now be circulated to schools and all relevant organisations.



(Ref: Report by Head of Education dated February 2014, submitted).

## **10. WIND FARM TRUST REPORTS**

A report updating Members on the work of both the Cruach Mhor and Clachan Flats Wind Farm Trusts was considered.

### **Decision**

Members noted the updates provided, which are the most recent of the annual updates required by the Area Committee on the work of the Trusts.

(Ref: Report by the Area Governance Manager dated 24 February 2014, submitted).

## **11. ROTHESAY PAVILION PROJECT**

Nick Merriman and Jane Robertson gave a presentation to the Committee on the Rothesay Pavilion Project.

Mr. Merriman spoke about the future visions for the Pavilion, the business plan and the project development and delivery timeline.

He advised the Committee that the Pavilion is having an open day on Saturday 5<sup>th</sup> April for the public.

### **Decision**

The Committee thanked Mr Merriman for his presentation and noted the information he provided.

(Ref: Presentation by Nick Merriman and Jane Robertson dated 1<sup>st</sup> April 2014, submitted).

## **12. PUBLIC AND COUNCILLOR QUESTION TIME**

Craig Boreland from the Buteman asked a question in relation to the project development and delivery timeline for the Pavilion project. He asked why the Pavilion closure is September 2015 but construction works are not starting until January 2016 and was advised that the timescales have been put in place to allow for clearance of the building and to allow any contingencies to be dealt with prior to construction commencing, but that if at all possible construction could start earlier than the envisaged January date.

The Committee resolved in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the public for the following items of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 6 & 9 of Part 1 of Schedule 7A to the Local Governments (Scotland) Act 1973.

**13. ROTHESAY CHORD**

A report detailing grant recommendation awards for the repair works to buildings in use and restoring architectural features or details in Rothesay, was considered.

**Decision**

The Committee agreed the recommendations at 2.1 of the report.

(Ref: Report by THI Project Officer dated 7 March 2014, submitted).

**14. ARDENCRAIG TEAROOM**

Members heard from the Estate Surveyor on Arden Craig Tearoom, Rothesay.

**Decision**

The Committee agreed the recommendations at 2.1 and 2.2 of the report.

(Ref: Report by Estates Surveyor dated 12<sup>th</sup> March 2014, submitted).

**15. 109 ALEXANDER STREET**

Members heard from the Estate Surveyor on the offer received in respect of 109 Alexander Street, Dunoon.

**Decision**

The Committee agreed the recommendations at 2.1 of the report.

(Ref: Report by Estates Surveyor dated 12<sup>th</sup> March 2014, submitted).

**MINUTES of SPECIAL MEETING of BUTE AND COWAL AREA COMMITTEE held in the  
EAGLESHAM HOUSE, ROTHESAY  
on WEDNESDAY, 9 APRIL 2014**

**Present:** Councillor Robert E Macintyre (Chair)

Councillor Gordon Blair  
Councillor Michael Breslin  
Councillor Bruce Marshall  
Councillor Len Scoullar  
Councillor Isobel Strong

**Attending:** Charles Reppke, Head of Governance and Law  
Angus Gilmour, Head of Planning and Regulatory Services  
Ross McLaughlin, Development Manager  
Audrey Martin, Projects and Renewables Manager  
Lorna Pierce, Project Officer  
Jane Jarvie, Communications Manager

**1. APOLOGIES**

Apologies for absence were intimated on behalf of Councillors Alex McNaughton, James McQueen, and Dick Walsh

**2. DECLARATIONS OF INTEREST**

There were no declarations of interest intimated.

The Committee resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the public for the following item of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 12 of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

**3. UPDATE ON WINDOW POLICY ENFORCEMENT**

The Head of Planning and Regulatory Services and officers from his service provided members with an overview and context in respect of the current issues relating to window policy enforcement on Bute.

**Decision**

To note the details of the update from the Head of Planning and Regulatory Services and that a report would be submitted to the next meeting of the Planning, Protective Services and Licensing Committee.

This page is intentionally left blank

**MINUTES of MEETING of FORWARD DUNOON AND COWAL GROUP held in the  
CUSTOMER SERVICES OFFICE, 22 HILL STREET, DUNOON  
on MONDAY, 14 APRIL 2014**

**Present:** Councillor Bruce Marshall (Chair)

Councillor Alex McNaughton  
Councillor James McQueen  
Councillor Gordon Blair  
Stephen Doogan, Argyll and Bute Council  
Allan MacDonald, Argyll and Bute Council  
David Adams McGilp, Visit Scotland  
Sue Gledhill Highlands and Islands Enterprise  
Carron Tobin Argyll and the Isles Tourism Cooperative  
Stewart McNee Mountain Bike Specialist  
Colin Moulson BID PA23 Manager  
Max Barr Dunoon Community Council

**1. APOLOGIES**

Apologies were received from Brian Close.

The Chair ruled and the Committee agreed to take the Agenda items out of sequence in order to facilitate the attendance of Stewart McNee who had to return to work. This item is recorded as Item 6 of this Minute.

**2. MINUTES**

The Minute of the Forward Dunoon & Cowal Group – of 3rd February 2014 was approved as a correct record.

**3. MATTERS ARISING**

**(a) BURGH HALL UPDATE**

The Chair provided a detailed status update –advising the group that following on from the successful raising of the Stage One funding (15K), the application for Stage Two funding had been submitted in February and it was hoped that this would be successful, leaving a smaller shortfall than had been feared.

The Breakdown is as follows:-

- Creative Scotland has awarded £15K for immediate funding to develop the Stage 2 bid for £480K.
- Heritage Lottery Fund has a recommendation coming to their Board to award £550K+,
- Historic Scotland have awarded £150K and a further £250K has been donated by John McAslan.

Cllr. Marshall advised that this money would bring confirmed funding

up to £1.445M which is just £155,000 short of the required £1.6M and that there is a possible £50K that may come from the Monuments Trust after their meeting in March.

It was also highlighted that the current planning application from Fyne Homes is not seen by some members of the Hall committee as a suitable use of the site in front of the Hall. It was also suggested that the area in front of St. John's church could be used as a public park. However, this would require further consideration, as well as a planning application.

Given that some of the elected members present sit on the PPSL, advice was given that planning issues should not be discussed at this meeting so that there could be no question of members being influenced or being forced to consider matters in an inappropriate forum. The Chair concurred and moved the meeting on to the next Agenda item to ensure that this would not occur.

#### **4. PA23 BID**

A Verbal update was provided by Colin Moulson, PA23 BID Manager.

The BID has been extremely active in a large number of activities all of which are ultimately targeting the Promotion of Dunoon and Cowal.

The Foot-golf event mentioned in the previous minute was deferred for a short period, due to weather, but this delay worked partly in its favour in that the sport was on television twice in 3 days which raised its profile. One of the main objectives of the activities undertaken by PA32 BID is that the activities be sustainable, and create an ongoing demand for the product. This is certainly the case with Foot-Golf. The official launch of the project is now scheduled for 24<sup>th</sup> May. It is intended that VIP packages will be sold in the morning with normal players in the afternoon.

PA23 BID is also organising a Family Fun Run and Market on 31 May on Argyll Street as well as a US themed BBQ style event on 5<sup>th</sup> July. Most of the advertising for the event has been via Facebook, but Clyde Times and the local papers have also had adverts placed.

Another innovative event is a proposed "Come-and-try-athon" for swimming cycling and running", which is scheduled for late September. Also scheduled for October/November is a ladies day out – a moon walk is provisionally programmed for November.

The official switch on of the Christmas lights will be performed by Sean Batty the weatherman.

The PA32 BID has also allocated some funding to the Cowal Gathering as they go through the process of "reinventing" and re-focusing the games for today's economic climate. Cllr Blair noted that – Colm Docherty, the well-known artist, is considering undertaking a piece of street art for the games. He is also considering doing a Mural at the Stadium.

David Adams McGilp offered to publicise these and any similar events on Visit Scotland site, the Area Governance Officer highlighted that these events could be publicised on the council website- both options being free of charge to the PA32 BID.

## 5. NATIONAL PARK

The Argyll and the Isles Tourism Cooperative is now completely operational and brings the public and private sector together. The Tourism Cooperative is supported and part funded by Visit Scotland.

At the start of the Cooperative, the local tourism businesses were asked what they wanted from the partnership and one of the first issues recognised by the Co-operative was the need for a joint umbrella brands so that duplication was minimised and there was not a perception of competition between brands. It was decided that the use of the Joint Branding should be focused on specific events, and to this end, two campaigns were arranged, one for Spring and one for Winter.

The Co-operatives Funding for the next three years has been secured- with the members of each co-operative being the local marketing groups. Cowal is currently vacant.

Two complementary suites of leaflets have been produced, one for geographical areas and one for activities, these were very successful at EXPO Scotland the main logo below is a stylised version of the shape of the islands and separates out into its component parts for more localised leaflet production.

There is also a strong online presence which complements the real world branding with the main website located at [www.exploreargyll.co.uk](http://www.exploreargyll.co.uk) which again links to more localised sub-sites. Reflecting the focus on the importance of the “ground up” approach, the website is promoting “explore like a local” which is where a local resident with knowledge of specific attractions is being asked to write a review.

The Current leaflet suite can be obtained from any information offices, but can also be downloaded from the site above. Amendments to leaflets can be made easily either by contacting the local marketing group or by calling Carron directly.

A list of Contacts willing to promote the areas and their specific attractions has been approved and circulated, and this has worked very well and has been extremely well received by service users.

During the year it is hoped that there will be a pilot project focusing on the Benmore trilogy for the big trees. It is also hoped that there may be some scope here for working with the Ardkinglas and Benmore gardens. It is likely that any grant funding will be applied for by the Coast and Countryside Trust.

David Adams McGilp noted that the industry landscape for the promotion of tourism has historically been a bit cluttered- but Carron’s presentation shows that this has substantially improved –there is still a visitor’s centre in the town which is of benefit and can act as a focus point.

Argyll in general and Cowal in particular has suffered in terms of population and economy - but Visit Scotland are now seeing economic improvements which were first visible in Kintyre. Now that Visit Scotland are in contact with the PA23 BID there may be scope for this to be developed further.

## 6. PROMOTION OF CYCLING ROUTES

### (a) **PLANNED INAUGURAL EVENT OFF ROAD - COWALFEST**

The Chair outlined the history of the proposed off-road route and noted that the historic difficulties in getting such routes promoted should not occur in this instance as it was Nigel Brooks of the LLNT who mapped the route. The Chair also noted that preliminary discussions had taken place, and that Cowalfest may be interested in supporting the proposed launch event in the summer.

Stewart McNee noted that since having been asked to review the route, he had enjoyed cycling it and was of the view that it should appeal to mountain bikers of many levels. Stuart noted that the route had five hostelrys located along it and that this was an additional bonus meaning that riders could easily stop and take rest breaks.

Stewart noted that the "Cycle Scotland" website is the main source of information on all types of cycling in Scotland and that every official race is on this site, it is therefore essential for success that this new route be promoted via this avenue.

Stewart also noted that the Cycle Scotland Organisation also does all the training and awards for Scottish cycling and so are in touch with a ready-made client base.

Stewart is also of the view that there is a lot of potential for mountain bike tracks in the hills behind Dunoon particularly the downhill event. The major issues preventing this as a development are the twin issues of land ownership and permission to use the land for this purpose.

David Adams McGilp noted that the proximity of Dunoon to the central belt could be a major benefit in terms of ensuring that access to a high quality track was affordable.

Sue Gledhill raised the question as to whether local businesses would be likely to support this development noting that historically, there has on occasion, been an issue with small businesses not wishing to see development. A general discussion ensued regarding the various types of business likely to benefit, and it was noted that caravan sites are the perfect type of accommodation for people wishing to participate in outdoor sports events, since this type of accommodation gives good access to drying facilities and does not impinge on other users.

Colin Moulson and the chair both noted that there was a need for a coordinated approach to ensure that the best possible outcomes were achieved, and Colin noted that the PA23 BID was willing to fund a piece of work by the well known mountain biker Paul Masson,



who also runs a cycling events company. This piece of work would address the question "*Why come to Dunoon*" which is the first question which needs to be answered if people are not to be blocked from coming to the area. Paul is to be commissioned to write a report on the initial feasibility of developing a mountain biking infrastructure and how it may join with other related sports using the world class raw facilities which are available in the Dunoon area.

It is still hoped that the official Launch will take place during the summer, but it was noted that work remained to be done regarding the acceptability of unmanned trails and public liability Insurance. It was also highlighted that the need for an outdoor centre to act as a central point could be met by any of the local centres such as Benmore ,and the Ardentinny Centre.

It was noted that Paul Masson's initial work could lead to a more detailed feasibility study being done for the larger geographical area, but that it was a good first step even if this were not to occur. It was also noted that funders such as the Big Lottery might be approached eventually, but that this would have to be done by community vehicles such as the Coast and Countryside Fund rather than the Council which is not eligible.

**(b) LITERATURE TO PROMOTE THE ROUTE DURING THE SUMMER**

It was agreed that this should be put on hold until Paul Masson's initial work is completed, and then it can be launched on the website, as well as having a print run of leaflets.

**(c) COWAL CYCLE AND TRANSPORT INITIATIVE**

It was noted that since the last meeting the Dunoon Community Council, in conjunction with other CCs, had progressed an on road cycle route in addition to the off road route discussed previously at the Forward Dunoon and Cowal meetings.

The Chair Invited Max Barr to outline the Community Council's proposal with a view to all involved working together to achieve a positive outcome. Max Barr indicated that the Community Council had been successful in obtaining a small grant to progress a road based route between Ardentinny and Toward. Discussions with the local Community Councils indicate that 5 of the possible 6 CCs between Ardentinny and Toward are interested in progressing the idea of a coastal cycle route. The meeting was advised that Hunters Quay CC do not want involved currently , but it is hoped by the other CCs that they may change their mind if the project progresses.

Max Barr indicated that there may be as much as £150 K available for the project from the Climate Challenge Fund, however, this is still in its early stages and an application and project plan will require to be developed The Area Governance officer was asked to request that Moya Ingram contact Max Barr to clarify the availability and restrictions on funding including details of what Sustrans money can be used for.

(d) **OTHER POSSIBLE EVENTS E.G IRONMAN OR A JOIN UP WITH KAYAKING/OTHER SPORTS**

It was agreed that wherever possible the promotion of the cycle routes should be coordinated with promotional efforts for other events such as the launch of the Kayak trail or the PA23 BID events

**7. DISCUSSION WITH SUE GLEDHILL, HIE**

Initial discussion took place about the Sandbank Industrial Estate, and the members noted that some of the compounds are really untidy at the current time and are visible from the road.

It should be noted that the units which have been sold do not necessarily have maintenance conditions, consequently the redress available may be limited.

Sue Gledhill noted that as she recalled the Council now occupies the 4 main compounds, but these may be let to others. The Chair requested that the Area Governance Officer contact Estates to ascertain the status of the council controlled units and highlight that Members desired that all sited be tidy.

Sue noted that HIE developed the Industrial estate intending to sell on the units. HIE now only own 7, 8,9,12 and14, the remaining units have been sold with only number 12 of the main units being empty.

Unit 15 is the big database warehouse one and is also empty. The new business park is still largely empty.

HIE are currently planning a single modular building.

The Chair noted his hope that superfast broadband in Dunoon will be a strong economic driver in the near future and that some of these empty units will be filled.

HIE works closely with business gateway, but are concentrating on larger businesses, start-ups are supported by the gateway.

**8. AOCB  
Coastal Waters**

The Chair highlighted his interest in the protection of inshore waters particularly from trawlers, David Adams McGilp is on the strategic board which is developing the first planning framework for the marine environment in Scotland. David noted that it is important to ensure that tourism, and other recreational users retain their access to facilities. The Chair highlighted that marine tourism has declined in the area due to the damage to the sea bed and depleted stocks.

**9. DATE OF NEXT MEETING**

The date of next meeting is 11<sup>th</sup> August.

**MINUTES of MEETING of COWAL COMMUNITY SAFETY FORUM held in the CUSTOMER SERVICES OFFICE, 22 HILL STREET, DUNOON on MONDAY, 28 APRIL 2014**

**Present:** Councillor Bruce Marshall (Chair)

Jo Rains, Environmental Health Manager  
Stephen Doogan, Area Governance Officer  
James Howard, Trading Standards Officer  
Paul Robertson, Police Scotland  
Alex Purdie, Scottish Fire and Rescue  
Susan McFadyen, Cowal Community Care Forum  
Tracy Preece, Choose Life

**1. APOLOGIES**

Apologies for absence were received from:-

Robert Cowper, Anti-Social Behaviour Co-ordinator, Argyll & Bute Council  
Julie Thompson, Homeless, Argyll & Bute Council  
Ailsa Cunningham, Argyll and Bute Council  
Fiona Biggart, Dunoon Grammar School  
Fiona McRoberts, Argyll & Bute Rape Crisis

**2. MINUTES**

The Minutes of the Cowal Community Safety Forum held on 27 January 2014 were approved as a correct record.

**3. MATTERS ARISING**

**(a) ARDENSLATE SHOP**

The Chair updated the Forum on recent email correspondence he received by Iona MacPhail from ACHA.

He advised that ACHA have written back to the shop owner with an offer to purchase the ground at the back of the shop and since then the shop owner has replied to confirm that he will purchase the ground. He further advised that ACHA are now in the process of moving this forward.

**4. PARTNER UPDATES**

**(a) POLICE SCOTLAND**

Inspector Paul Robertson from Police Scotland reported to the Forum on the recent road block campaign that they have been carrying out for two weeks which has included joint initiatives with Trading Standards. He advised they were stopping vans coming in

and out of the area through intelligence led working and also carried out door to door interviews with traders and .

Inspector Robertson confirmed that Police Scotland have issued an early message for road traffic issues including boy racers, in an effort to help reduce speeding offences.

He advised that they will be carrying out Operation Myriad in May which will be a month of activities specifically targeting alcohol, Anti-Social Behaviour, Drug, and Traffic Offences etc and that an action plan is currently being drawn up to take this forward.

Paul updated the Forum on the recent meeting he attended for the planning of Cowal Games. He advised that Police Scotland and Scottish Fire and Rescue are working together to increase awareness of fire and risk safety for the event.

He advised that there is an actors group set up called "Home Sweet Home" that could deliver Community safety based plays in the area if the local community want them to come . For the exercise to be worthwhile, at least three groups per day are necessary to provide morning, matinee and evening performances. Susan McFadyen agreed to look into the use of halls to help accommodate the groups taking part in delivering the plays and also to utilise her contacts as a health network coordinator to contact groups who were likely to be interested in the range of plays on offer.

Paul reported on the latest Anti-Social Behaviour stats for Bute and Cowal. He advised that there has been a substantial decrease in referrals and Police Scotland are still in the process of pushing for joint visits with the local housing associations.

The Area Governance Officer advised the Forum that the CCTV camera is now located in Church Square for the time being.

**(b) SCOTTISH FIRE AND RESCUE**

Alex Purdie, the new Community Liaison Officer of Scottish Fire and Rescue introduced himself to the Forum and informed everyone of his roles and contribution to the group.

He advised the group that there has been a reduction in accidental dwelling fires from 4 to 3 in the last quarter, along with a reduction in chimney fires from 4 to 2.

He informed that there has been an increase in manual fire alarms but assured the group that this might not be a bad thing since it may be due to people evacuating buildings rather than risking combating dangerous situations.

Alex updated the group on his recent visit to Dunoon Grammar School with Police Scotland, Ambulance Service and Coastguard, where they carried out a Road Crash Scenario with the second year

pupils which was a success and the pupils really enjoyed taking part. This has now become an annual event and is always well received.

(c) **ARGYLL AND BUTE COUNCIL**

Environmental Health

Jo Rains from Environmental Health updated the Forum on the launch of the holiday accommodation project discussed at the last meeting whereby it was hoped that the Environmental Health would be able to test water supplies particularly in Spas attached to Self-service accommodation which have historically presented a risk of legionella. Jo advised that she now has a team in place who are taking this project forward. She advised that they have written to 46 premises in the area that have spa pools and officers are going to out to inspect them.

Jo agreed to bring an update to the next meeting on Water Safety.

Cowal Community Care Forum/Health and Wellbeing Network

Susan McFadyen introduced herself to the Forum and spoke on her role for the Cowal Community Care Forum and the Health and Wellbeing Network.

She advised the Forum that her next meeting for the Health and Wellbeing Network will be held on 28<sup>th</sup> May at 12:30pm in the Community Education Centre in Dunoon and agreed to send the Area Governance Assistant an invitation email to send to members of the forum.

Trading Standards

James Howard updated the forum on the no cold calling leaflets which have been now distributed throughout the area and put up on windows to help raise awareness of this issue.

Jim advised that they currently have 10 call blocking telephones on trial to reduce the number of nuisance calls. These are being allocated to known vulnerable people where they will hopefully provide the greatest benefit.

**5. CHOOSE LIFE**

Tracy Preece from Choose Life introduced herself to the forum and spoke on the Argyll and Bute suicide prevention strategy. She advised that the strategy was launched in 2002 after recorded suicide deaths increased, Tracy highlighted that in 2012, there were 762 suicides in Scotland and 174 road fatalities which meant this was a higher number of deaths than fatal car accidents. 9 of the suicides were in Argyll, which statistically is a population appropriate number. Tracy highlighted that in most cases a considerable number of people were affected by each death which meant that many of us would be directly affected.

She informed the forum of the Groups available to support and provide education and training to help people and asked the forum to consider how we take this forward in our area to help raise awareness.

Tracy Preece agreed to meet with Police Scotland and Scottish Fire and Rescue to expand awareness and Susan McFadyen agreed to take this information back to her Health and Wellbeing Group. It was noted that the council are promoting this through their Healthy working lives initiative. Tracy highlighted the two main awareness raising courses currently on offer which are the “safetalk” and the “Assist” programmes.

**6. DOG FOULING**

The Chair advised that the Environment Warden has recently booked 3 people for dog fouling and there will be 2 new Wardens in post and to enforce parking legislation which is to be De-Criminalised offences from 14<sup>th</sup> May. These additional officers will hopefully help decrease dog fouling.

**7. WATER SAFETY**

It was agreed that this item would be deferred until the next meeting.

**8. FUTURE DIRECTION OF THE GROUP**

The Area Governance Officer gave a brief update on the progression of the Single Outcome Agreement in relation to Outcome 6 – People Live in Safer and Stronger Communities, noting that this work is being lead by Chief Superintendent Barry McEwan of Police Scotland.

The Forum expressed concern about the potential of losing this Group to the Community Planning Group citing the broad remit of the Community Planning Group agendas and noting that local issues were likely to be overlooked There was also a concern that Community safety as a topic might not be taken into account and that this would be a considerable loss the community working of the participants.

The Area Governance Officer agreed to keep the group informed.

**9. AOCB**

There was no other business discussed.

**10. DATE OF NEXT MEETING**

It was agreed that the date of the next Cowal Community Safety Forum would be held in August and the Area Governance Assistant would be in contact with members of the forum to confirm the date.



This page is intentionally left blank



**MINUTES of MEETING of BUTE COMMUNITY SAFETY FORUM held in the EAGLESHAM HOUSE, ROTHESAY on FRIDAY, 2 MAY 2014**

**Present:** Councillor Len Scoullar (Chair)

Stephen Doogan, Area Governance Officer  
Robert Cowper, Anti-Social Behaviour Coordinator  
Richard Gorman, Environmental Health Officer  
James Ferguson, Amenity Services Enforcement Officer  
Inspector Paul Robertson, Police Scotland  
David Wilkinson, Police Scotland  
Alex Purdie, Scottish Fire and Rescue  
Tracy Preece, Choose Life  
Jan Byrne, Woman's Aid

**1. APOLOGIES**

Apologies for absence were received from:-

Alison Black, Argyll & Bute Rape Crisis  
Ellen Cromack, Chairman Bute Rural Community Broadband Group

**2. MINUTES**

The Minutes of the Bute Community Safety Forum held on 24<sup>th</sup> January 2014 were approved as a correct record.

**3. MATTERS ARISING**

**(a) MAIL LEAFLETING COSTS**

The Area Governance Officer updated the Forum on mail leafletting costs for sending out information on no cold calling.

He advised that Royal Mail have changed their costs and he will come back to a future meeting with finalised information when he has heard back from Royal Mail.

Councillor Scoullar agreed to approach the local branch of army cadets and Guides about doing a leaflet drop and enquire about an appropriate donation to raise money for funding and report back to the next meeting.

**4. PARTNER UPDATES**

**(a) POLICE SCOTLAND**

David Wilkinson from Police Scotland updated the Forum on the most recent figures for this financial quarter. He advised that there

have been 109 crime offences, 42 of which remain undetected. There have been a number of drug offences including “intent to supply”, 5 search warrants for controlled substances and no serious assaults since the last meeting.

He reported to the Forum on the fatality that happened on the island on 6<sup>th</sup> April and advised there were no other vehicles involved.

David informed the Forum on the project PC Smith carried out back in March where they gave a presentation called ‘who are you’ giving an invitation to all the licence holders in the area. The purpose of the project was to prevent violence in pubs. David advised that very positive feedback has been received on this project.

He also advised that the police will be conducting Operation Myriad in May which will be a month of activities specifically targeting alcohol, Anti-Social Behaviour, Drug, and Traffic Offences etc., and that an action plan is currently being drawn up to take this forward.

He updated the Forum on the ‘I am me’ project which will be carried out in schools by Trish Collins in August to help children, particularly those vulnerable either because of Physical disability of those who may be more vulnerable because of the effects of Mental health issues, to create safe places and groups to raise awareness and to provide people to talk to.

### (b) **SCOTTISH FIRE AND RESCUE**

Alex Purdie, the new Local Authority Liaison Officer for Scottish Fire and Rescue introduced himself to the Forum and informed everyone of his role and potential contribution to the group.

He advised the group that there has been a reduction in accidental dwelling fires from 4 to 3 in the last quarter, along with a reduction in chimney fires from 4 to 2.

He informed that there has been an increase in manual fire alarms but assured the group that this might not be a bad thing since it may be due to people evacuating buildings rather than risking combating dangerous situations.

Alex updated the Forum on the Bikers Breakfast that is taking place in Inveraray in June and asked the Forum to spread the word and invite people along.

He advised that there is an actors group set up called “Home Sweet Home” that could deliver Community safety based plays in the area if the local community want them to come. For the exercise to be worthwhile, at least three groups per day are necessary to provide morning, matinee and evening performances. This has a cost of approximately £600, for which funding may be available.

Alex updated the Forum on the pilot project which is currently being

run with Social Work for high risk referrals. He advised there have currently been 140 referrals that have been carried out along with home visits.

(c) **ARGYLL AND BUTE COUNCIL**

Environmental Health

Richard Gorman informed the Forum that Police Scotland and Anti-Social Behaviour have been dealing with noise issues positively and that this has been reasonably quiet the last few couple of months.

He advised that they have been currently looking into gas safety in catering premises to inspect all appliances they are using for cooking as there are a very few gas companies available on the island to carry this out. Alex Purdie advised that Scottish Fire and Rescue have an interest in this and that they would engage when possible with Environmental Health.

He updated the Forum on the new Property Action Group which has been set up to look at the condition of buildings that are falling down and not maintained. He advised that the next meeting will be held on 27<sup>th</sup> May.

Amenity Services

James Ferguson advised the Forum of his new change in title which is now an Amenity Services Enforcement Officer.

He updated the Group on the plans for the Decriminalisation of Parking which is commencing in each area in Argyll and Bute on Monday 12<sup>th</sup> May and that the first 4 weeks will be a warning followed by a £60 fine thereafter. He advised that they have a target of 5 tickets a day to meet.

Councillor Scoullar raised a concern in regard to the problem with the lining on the roads in Bute and that this should be fixed before 12<sup>th</sup> May, otherwise ticket may not be enforceable. Inspector Robertson asked James to liaise with Police Scotland on this.

Anti-Social Behaviour

Robert Cowper updated the Forum on the Anti-Social Behaviour Group, advising that it is well supported by partners and that the next meeting will be held on 9<sup>th</sup> May.

He advised that their case level is 10, with 5 being carried over from the previous period. These are recurring because of addiction and violence related problems. He assured the Forum that the partnership is managing this in the best way possible. He further advised that the 5 other cases have 2 resolved cases subsequent to actions and the last 3 are to be discussed at the meeting on 9<sup>th</sup> May.

**5. CHOOSE LIFE**

Tracy Preece from Choose Life introduced herself to the forum and spoke on the Argyll and Bute suicide prevention strategy. She advised that the strategy was launched in 2002 after recorded suicide deaths increased, Tracy highlighted that in 2012, there were 762 suicides in Scotland and 174 road fatalities which meant there was a substantially higher number of suicides than fatal car accidents. 9 of the suicides were in Argyll, which statistically is a population appropriate number. Tracy highlighted that in most cases a considerable number of people were affected by each death which meant that many of us would be directly affected.

She informed the forum of the Groups available to support and provide education and training to help people and asked the forum to consider how we take this forward in our area to help raise awareness.

Tracy highlighted the two main awareness raising courses currently on offer which are the “safetalk” and the “Assist” programmes.

Tracy agreed to come to a future Bute and Cowal Area Committee or other appropriate meeting, if invited.

**6. FUTURE DIRECTION OF THE GROUP**

The Anti-Social Behaviour Coordinator gave a brief update on the progression of the Single Outcome Agreement in relation to Outcome 6 – People Live in Safer and Stronger Communities, noting that this work is being lead by Chief Superintendent Barry McEwan of Police Scotland.

He advised there was not a huge amount that has changed since his update at the previous meeting but advised a new Community Planning Group Manager had been appointed and they will have a view on this going forward.

He agreed to keep the group informed.

**7. AOCB**

Woman’s Aid

Jan Byrne updated the Forum on the refuse for woman/children for domestic violence. She advised that there are currently 9 families that can be housed in Bute and she is here to support women who have experienced trauma. She explained that it is hard for Woman’s Aid to access funds but a London Charity has helped them out recently and they are continuing to look for funding to keep the group going. She advised her referrals come through Social Work, Police Scotland and also online Council referrals.

**8. DATE OF NEXT MEETING**

The Group agreed to hold the next Bute Community Safety Forums on Friday 15<sup>th</sup> August at 10:15am and Friday 14<sup>th</sup> November at 10:15am both in Eaglesham House, Rothesay.



This page is intentionally left blank

**MINUTES of MEETING of ROTHESAY COMMON GOOD FUND held in the EAGLESHAM  
HOUSE, ROTHESAY  
on TUESDAY, 6 MAY 2014**

**Present:** Councillor Robert MacIntyre (Chair)  
Councillor Isobel Strong Councillor Len Scoullar

**Attending:** Shirley MacLeod, Area Governance Manager

**1. APOLOGIES**

There were no apologies received.

**2. DECLARATIONS OF INTEREST**

Councillor Len Scoullar asked for his declaration to be noted at item 4(a) of this Minute. He is a non active member of the Church of Scotland and stayed in the room on the discussion of this item.

**3. MINUTES**

The Minutes of the Rothesay Common Good Fund meeting held on 4<sup>th</sup> March 2014 were approved as a correct record.

The Committee resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the public for the following item of business on the grounds that it was likely to involve the disclosure of exempt information as defined in Paragraph 6 of Part 1 of Schedule 7A to the Local Government (Scotland) Act 1973.

**4. APPLICATION FOR FINANCIAL ASSISTANCE**

**(a) THE UNITED CHURCH OF BUTE**

Members considered an application from the United Church of Bute.

**Decision**

Members agreed to disperse £500 to the United Church of Bute.

**(b) LIGHT UP BUTE**

Members considered an application from Light up Bute.

**Decision**

Members agreed to write to Light up Bute and ask them to come back with a revised application with more information on their

Constitution, charitable status, finances and other organisations they have applied to for funding, and they would reconsider their application once this has been completed.



---

**ARGYLL AND BUTE COUNCIL**

**BUTE & COWAL  
AREA COMMITTEE**

**CUSTOMER SERVICES**

**3<sup>rd</sup> June 2014**

---

**AREA SCORECARD FQ4 2013-14**

---

**1 Background**

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 4 of 2013-14 (January – March 2014). Where commentary has been entered in Pyramid, it is included here.

**2 Recommendations**

- 2.1 It is recommended that the Area Committee notes the exceptional performance presented on the Scorecard.

Douglas Hendry  
Executive Director, Customer Services

For further information, please contact:

David Clements  
Improvement and Organisational Development Programme Manager  
(Planning and Performance Management)  
01465 604205

**Environment**

|  | Target    | Bute & Cowal        | Council   |
|--|-----------|---------------------|-----------|
| Car Parking income to date - B&C         | £ 121,285 | £ 66,448 <b>R</b> ↑ | £ 710,244 |
| Dog fouling - number of complaints B&C   | 27        | 42 <b>R</b> ↓       | 120       |
| Dog fouling - number of fines issued B&C | 4         | 4 ↓                 | 12        |
| LEAMS - B&C Cowal                        | 73        | 80 <b>G</b> ↓       |           |
| LEAMS - B&C Bute                         | 73        | 79 <b>G</b> →       | 79        |

**Economy**

|   | Target | Bute and Cowal    | Council |
|---|--------|-------------------|---------|
| All Local Planning Apps: % processed in 2 months in B&C       | 70.0 % | 55.3 % <b>R</b> ↓ | 70.6 %  |
| Householder Planning Apps: % processed in 2 months in B&C     | 90.0 % | 50.0 % <b>R</b> ↓ | 84.1 %  |
| Local (excl HH) Planning Apps: % processed in 2 months in B&C | 70.0 % | 57.1 % <b>R</b> ↓ | 66.3 %  |
| CC1 Affordable social sector new builds - B&C                 | 0      | 0 <b>G</b> →      | 0       |

\* ACHA - currently no ACHA data in Pyramid \*

**Education**

|  | Target  | Bute & Cowal       | Council |
|--|---------|--------------------|---------|
| % positive destinations Dunoon Grammar ACY 12/13   |         | 93 % ↓             | 92.4 %  |
| % positive destinations Rothesay Academy ACY 12/13 |         | 94 % ↓             |         |
| HMIE positive School Evaluations - B&C Sec         |         | 100 % →            | 100 %   |
| % 5+ SCQF level 6 Dunoon Grammar ACY 12/13         | 13.20 % | 11.25 % <b>R</b> ↓ | 13 %    |
| % 5+ SCQF level 6 Rothesay Academy ACY 12/13       | 13.20 % | 11.67 % <b>R</b> ↓ |         |
| School % unauthorised absence Dunoon Grammar       |         | 3.2 % ↓            | 1.2 %   |
| School % unauthorised absence Rothesay Academy     |         | 2.2 % ↓            |         |

**Roads**

|   | Target | Bute & Cowal      | Council |
|---|--------|-------------------|---------|
| % road network to be considered for maintenance - SRMCS Red <small>A&amp;B - no area data available</small> | 20.0 % | 19.2 % <b>G</b> → |         |
| % road area resurfaced/reconstructed - B&C  | 2.55 % | <b>R</b> ↓        |         |
| % road area surface treated - B&C   | 4.36 % | <b>R</b> ↓        |         |
| % Cat 1 road defects repaired by end of next working day - B&C  | 90 %   | 100 % <b>G</b> →  | 95.0 %  |
| Street lighting - % B&C faults repaired within 7 days   | 88 %   | 96 % <b>G</b> ↓   | 97 %    |

**Adult Care**

|   | Target | Bute and Cowal    | Council |
|---|--------|-------------------|---------|
| B&C - % of Older People receiving Care in the Community - In Year | 80.0 % | 69.5 % <b>R</b> ↓ | 77.7 %  |
| B&C - % of Older People receiving Care in the Community           | 80.0 % | 73.9 % <b>R</b> ↓ | 76 %    |
| B&C - No of Substance Misuse Clients                              |        |                   |         |
| B&C - No of SM Care Assessments outstanding over 21 Days          | 5      |                   |         |

**Children and Families**

|  | Target | Bute and Cowal  | Council |
|--|--------|-----------------|---------|
| CA12 B&C - Total No LAAC                                   |        | 56 ↓            | 134     |
| CA25 B&C - % Reviews of LAAC Convened within Timescales    | 100 %  | 97 % <b>R</b> → | 91 %    |
| CP5 B&C - No of Children on CPR                            |        | 4 ↓             | 25      |
| CP16a B&C - No of Children on CPR with a completed CP plan |        | 4 ↓             | 25      |

**Community Resilience**

|   | Target | Bute & Cowal    | Council |
|---|--------|-----------------|---------|
| B&C % community councils with emergency plan          | 80 %   | 50 % <b>R</b> ↓ |         |
| B&C % community councils developing an emergency plan |        | 100 % ↓         |         |

| <b>Environment</b>  | FQ3                 | FQ4                 | Target FQ4      |
|---|---------------------|---------------------|-----------------|
| Car Parking income to date - B&C                                  | £ 51,236 <b>R</b> ↑ | £ 66,448 <b>R</b> ↑ | £ 121,285       |
| Dog fouling - number of complaints B&C                            | 35 <b>R</b> ↑       | 42 <b>R</b> ↓       | 27              |
| <b>Economy</b>  | FQ3                 | FQ4                 | Target FQ4      |
| All Local Planning Apps: % processed in 2 months in B&C           | 79.3 % <b>G</b> ↓   | 55.3 % <b>R</b> ↓   | 70.0 %          |
| Householder Planning Apps: % processed in 2 months in B&C         | 91.3 % <b>G</b> ↓   | 50.0 % <b>R</b> ↓   | 90.0 %          |
| Local (excl HH) Planning Apps: % processed in 2 months in B&C     | 71.4 % <b>G</b> ↓   | 57.1 % <b>R</b> ↓   | 70.0 %          |
| <b>Education</b>  | AY 11/12            | AY 12/13            | Target AY 12/13 |
| % 5+ SCQF level 6 Dunoon Grammar                                  | 6.45 % <b>R</b> ↑   | 11.25 % <b>R</b> ↑  | 13.20 %         |
| % 5+ SCQF level 6 Rothesay Academy                                | 10.00 % <b>R</b> ↓  | 11.67 % <b>R</b> ↑  | 13.20 %         |
| <b>Roads</b>  | FY 12/13            | FY 13/14            | Target FY 13/14 |
| % road area resurfaced/reconstructed - B&C                        | 1.96 % <b>R</b> ↑   |                     |                 |
| % road area surface treated - B&C                                 | 4.11 % <b>R</b> ↑   |                     |                 |
| <b>Adult Care</b>   | FQ3                 | FQ4                 | Target FQ4      |
| B&C - % of Older People receiving Care in the Community - In Year | 66.3 % <b>R</b> ↓   | 69.5 % <b>R</b> ↑   | 80.0 %          |
| B&C - % of Older People receiving Care in the Community           | 68.1 % <b>R</b> ↓   | 73.9 % <b>R</b> ↑   | 80.0 %          |
| <b>Children &amp; Families</b>                                    | FQ3                 | FQ4                 | Target FQ4      |
| CA25 B&C - % Reviews of LAAC Convened within Timescales           | 97 % <b>R</b> ↓     | 97 % <b>R</b> →     | 100 %           |
| <b>Community Resilience</b>                                       | FQ3                 | FQ4                 | Target FQ4      |
| B&C % community councils with emergency plan                      | 25 % <b>R</b> →     | 50 % <b>R</b> ↑     | 80 %            |

**Performance worth noting**

| <b>Environment</b>   | Target  | Bute & Cowal     | Council         |
|--|---------|------------------|-----------------|
| LEAMS - B&C Cowal  | 73      | 80 <b>G</b> ↑    | 79 <b>✓</b>     |
| LEAMS - B&C Bute   | 73      | 79 <b>G</b> →    | 79 <b>✓</b>     |
| Street lighting - % B&C faults repaired within 7 days          | 88 %    | 96 % <b>G</b> ↑  | 97 % <b>✓</b>   |
| <b>Education</b>   | Council |                  |                 |
| School % unauthorised absence Dunoon Grammar                   | 3.2 %   | ↑                | 1.2 % <b>!</b>  |
| <b>Roads</b>   | Target  | Bute & Cowal     | Council         |
| % Cat 1 road defects repaired by end of next working day - B&C | 90 %    | 100 % <b>G</b> → | 89.2 % <b>✓</b> |
| <b>Children &amp; Families</b>                                 | Council |                  |                 |
| CA12 B&C - Total No LAAC                                       | 56      | ↑                | <b>!</b>        |

Continuing positive performance

| Success Measure  | Target FQ4 | Actual FQ4 | Traffic light | Trend      | Comments   |
|--|------------|------------|---------------|------------|--|
| B&C - % of Older People receiving Care in the Community            | 80%        | 74%        | Red           | Ascending  |  |
| AC1 - % of Older People receiving Care in the Community            | 80%        | 76%        | Red           | Ascending  | Care at Home Performance continues to improve and move towards the 80% target. 77% at March 2014. The 80% target was an ambitious target which we have not managed to achieve this year. The last two years have indicated a pattern of improvement of 5% per annum being more realistic. Projected improvement for 2014/15 will be 5% improvement over the year which would result in the 80% target being achieved during 2014/15. |
| Bute - % of Older People receiving Care in the Community - In Year | 80%        | 76%        | Red           | Descending |  |
| B&C - % of Older People receiving Care in the Community - In Year  | 80%        | 70%        | Red           | Ascending  |  |
| CA25 A&B - % Reviews of LAAC Convened within Timescales            | 100%       | 91%        | Red           | Descending | There will be occasions when a review will need to be postponed and this is often due to availability of the child or their parents which affects compliance with the timescale.   |
| CA25 B&C - % Reviews of LAAC Convened within Timescales            | 100%       | 97%        | Red           | Constant   | Unfortunately one review had to be postponed due to the bad weather, this was reconvened at the earliest opportunity   |

| Success Measure   | Target FQ4    | Actual FQ4  | Traffic light | Trend      | Comments   |
|---|---------------|-------------|---------------|------------|--|
| % 5+ SCQF level 6 – Dunoon Grammar School                     | Ac year 13.2% | 12/13 11.3% | Red           | Ascending  |  |
| % 5+ SCQF level 6 – Rothesay Academy                          | Ac year 13.2% | 12/13 11.7% | Red           | Ascending  |  |
| School % unauthorised absence – Dunoon Grammar School         | Ave'ge = 1.2% | 3.2%        | Red           | Ascending  |  |
| Local (excl HH) Planning Apps: % processed in 2 months in B&C | 70%           | 57%         | Red           | Descending |  |
| All Local Planning Apps: % processed in 2 months in B&C       | 70%           | 55%         | Red           | Descending |  |
| Householder Planning Apps: % processed in 2 months in B&C     | 90%           | 50%         | Red           | Descending |  |
| B&C % community councils with emergency plan                  | 80%           | 50%         | Red           | Ascending  | Bute, South Cowal, Lochgoil, Sandbank, Hunter's Quay and Kilmun now all have completed plans |

| Success Measure  | Target FQ4 | Actual FQ4 | Traffic light | Trend     | Comments   |
|--|------------|------------|---------------|-----------|--|
| Car Parking income to date - B&C                             | £121,285   | £66,448    | Red           | Ascending | The actual income remains below the targeted projection, with varying factors contributing, the current economic situation and the lack of police enforcement with regards to the on-street parking. The level of income projected requires to be addressed to a more realistic figure, however, with the Council being responsible for the on-street parking enforcement from 12th May 2014, it would be hoped that the enforcement of our town centres and surrounding areas would encourage drivers to use the off-street parking facilities and therefore, an increase in the car parking income should be seen.   |
| % Cat 1 road defects repaired by the end of next working day | 90%        | 95%        | Green         | Ascending | Q4 No of Cat 1 defects reported – 120 No. No of Cat 1 defects completed within the allocated period – 114 No. The overall percentage of Cat 1 defects attended to within the allocated 5 day time period has risen to 95%, the highest achieved this financial year. The overall number of Cat 1 defects reported during the year continues to fluctuate (120 for Q4, 81 for Q3, 37 for Q2 and 94 for Q1) – this is perhaps reflective of seasonal weather conditions and the actual condition of the road network. Figures for the Areas are as follows:- Bute and Cowal – 100% Helensburgh and Lomond – 90% Mid Argyll, Kintyre and Islay – 94% Oban Lorn and the Isles - 100% |
| LEAMS - B&C Bute   | 73         | 79         | Green         | Constant  | The level of street cleanliness remains good on Bute with January, February and March performance figures recording 79, 78 and 79 respectively. The target set by the Council is 73, and the local service continues to remain above this figure regularly.  |

| Success Measure                            | Target FQ4 | Actual FQ4 | Traffic light | Trend      | Comments  |
|--|------------|------------|---------------|------------|---|
| LEAMS - B&C Cowal                          | 73         | 80         | Green         | Ascending  | The performance in the cleanliness monitoring remains to a high standard with the months of January, February and March recording 80, 75 and 85 respectively. This level of performance is very good and our aim as Amenity Services implements new working schedules is to maintain this level of service and look at ways of improving.   |
| % road area resurfaced/reconstructed - B&C |            |            |               |            | FY13/14 Data - Anticipated June As an annual measure, data required to populate this measure takes time to collate. Traditionally it is input late May or June.   |
| % road area surface treated - B&C          |            |            |               |            | FY13/14 Data - Anticipated June As an annual measure, data required to populate this measure takes time to collate. Traditionally it is input late May or June.   |
| Dog fouling - number of complaints B&C     | 27         | 42         | Red           | Descending | There is a slight rise in the number of complaints; however, patrols continue to take place including joint patrols with the police. Lately, resources have been stretched in the area and the intention is to step up patrols and also to use the community engagement forums as a way of gaining support and assistance in dealing with this issue.   |
| Dog fouling - number of complaints BUTE    |            | 15         |               | Ascending  | The number of complaints continues to be higher than Amenity Services management are comfortable with. The warden service continues to carryout patrols, including joint patrols with the police. There have been added strains on the warden service over the past few months due to a long term illness within the Bute and Cowal management team. When I go back out to community councils and other partners to communicate the future service model through the Amenity Services savings, this issue will be raised with partners in an attempt to have them communicate details of offenders in an attempt to assist in positive enforcement. |

| <b>Success Measure</b>                   | <b>Target FQ4</b> | <b>Actual FQ4</b> | <b>Traffic light</b> | <b>Trend</b> | <b>Comments</b>  |
|--|-------------------|-------------------|----------------------|--------------|--|
| Dog fouling - number of complaints COWAL |                   | 27                |                      | Descending   |  |
| Dog fouling - number of fines issued B&C |                   | 4                 |                      | Descending   | Dog fouling is an issue which Amenity Services are attempting to make an impact in dealing with the matter. Unfortunately the number of fines issued does not show the level of ongoing monitoring by the warden service. The problem in dealing with this issue is that, the owner must be caught in the act, or information must be made available to the service in support of enforcement measures. Amenity Services are attempting to obtain community assistance in dealing with this matter and will continue to engage with partners in an attempt to have reporting structures in place to combat this issue. |



---

**ARGYLL AND BUTE COUNCIL  
BUTE AND COWAL AREA COMMITTEE**

3rd June 2014

***MONITORING OF GRANTS TO THE THIRD SECTOR 2013/14***

---

**1. SUMMARY**

- 1.1 This report highlights how the funding from grants to the Third Sector was spent in 2013/14. Information was taken from the end of year project monitoring reports received from those organisations who received funding through the Third Sector Grants scheme in 2013/14.
- 1.2 The total Third Sector Grants budget made available by the Council for allocation in Bute and Cowal for 2013/14 was £35,000. A total of £35,000 was awarded to 29 organisations.
- 1.3 Awards were distributed in Bute and Cowal at Area Committee meetings in April, August and December 2013. Organisations have up to three months from the end of the Project to complete and return the project reports.

**2. RECOMMENDATIONS**

- 2.1. Members are asked to note the contents of the report.
- 2.2 Organisations that do not submit an end of project monitoring report are not eligible for funding from this grant scheme in future years.
- 2.3 Lochgoilhead Fiddle Workshop be allowed to carry their award of £332 to 2014/15.

**3. DETAILS**

- 3.1. Detailed below is a summary of the information received from the end of project monitoring reports.
- 3.2. To date, 10 out of 29 groups have not returned monitoring forms.

| No | Organisation               | Project funded  | Total Projected Costs | Actual Costs | Match funding | Award  | Comment  | Beneficiaries  |                             |   |
|----|----------------------------|---|-----------------------|--------------|---------------|--------|--|--|-----------------------------|---|
|    |                            |   |                       |              |               |        |  | M  | F                           | Age   |
|    |                            |   |                       |              |               |        |  | 1  | Argyll and Bute Youth Forum | AB Awards celebrating youth achievement held in Oban, September 2013. |
| 2  | Beachwatch Bute            | Purchase of goods and support with running costs of the project   | £2,812                | £1,795       | £0            | £1,050 | Purchase of insurance for the tractor and work vehicle, public liability insurance, and litter grabs. Many tonnes of marine litter have been removed from beaches.<br>NOTE: Request for refund of £153, as award exceeds 50% actual cost). | All Ages   |                             |   |
| 3  | Blairmore Village Trust    | Three-day Christmas Festival and activities.  | £4,580                | £5,589       | £1,730        | £1,717 | Event held 6-8 Dec 2013. Also a lunch was held for older and isolated members of the community, and a local producers market in Dec.   | Over 1000 people took part across all age groups with an even gender split |                             |   |
| 4  | Bute Advice Centre         | Purchase of a new management statistical information system   | £2,250                | £2,550       | £1,705        | £845   | System has been installed. 398 individuals were supported to the end of December. Client gain in that period was almost £500,000   | 185  | 166                         | All ages up to 65   |
| 5  | Bute Agricultural Society  | Annual agricultural show.   | £12,660               | £12,245      | £0            | £900   | Over 900 individual entries competed in the show   | 400  | 600                         | Up to age 16 (200)<br>800 17+   |
| 6  | Carr Gomm                  | A series of arts & crafts workshops to create home furnishings with an emphasis on recycling                        | £2,460                |              | £1,320        | £1,046 | Monitoring report not completed  |  |                             |   |
| 7  | Cowal Community Care Forum | Staffing for CCCF to provide information on health and Social Care changes and how these will affect service users. | £4,532                | £4,232       | £10,000       | £1,700 | Support to Link Club re Service Redesign. Conference held for third sector, users and carers.  | Information not provided   |                             |   |

| No | Organisation                   | Project funded   | Total Projected Costs | Actual Costs | Match funding | Award  | Comment  | Beneficiaries            |     |  |
|----|--------------------------------|--|-----------------------|--------------|---------------|--------|--|--------------------------|-----|--|
|    |                                |  |                       |              |               |        |  | M                        | F   | Age  |
| 8  | Cowal Fiddle Workshop          | Tuition fees and travel expenses for classes   | £5,280                | £3,800       | £0            | £360   | Tuition is essential to the delivery of the programme. The level of delivery has been reduced to reflect the level of funding  | 200                      | 180 | 5 to 9 – 14<br>10 to 16 – 4<br>25 to 64 – 241<br>65+ - 122 |
| 9  | Cowal Music Club               | Performance fees and the commissioning of a new piece of music.                      | £6,540                | £4,594       | £2,400        | £450   | Five concerts were held with an average audience of 70 to 75 attending.  | Information not provided |     |  |
| 10 | Cowal Pipe Band                | Sunset Ceremony due to take place on 29 <sup>th</sup> August 2013                    | £3,500                |              | £200          | £1,750 | Monitoring report not completed  |                          |     | Page 39  |
| 11 | Cowal Red Squirrel Group       | Purchase of a public notice board to provide information on Red Squirrels            | £276                  |              | £138          | £137   | Monitoring report not completed  |                          |     |  |
| 12 | Cowal Walking Festival         | Promotion and marketing of the Festival which took place in October.                 | £4,800                | £5,592       | £4,007        | £1,584 | Over 100 people took part in the 5k and 10k runs at Benmore. Praise received on the redesigned brochure.                       | 37%                      | 63% |  |
| 13 | DCDG – Recycling Project       | Purchase of hardware and software to allow group to upgrade computers for recycling. | £1,000                | £807         | £500          | £375   | These computers benefitted people from areas of deprivation. We also provided a work placement for a pupil from Dunoon Grammar | Information not provided |     |  |
| 14 | Dunoon Amateur Swimming Club   | Development of website, equipment and coaching activities                            | £3,650                |              | £1,825        | £1,825 | Monitoring report not completed  |                          |     |  |
| 15 | Dunoon and Cowal Elderly Forum | Social outing for approx.40 members  | £640                  | £1,213       | £58           | £300   | The trip to SECC was very popular in spite of adverse weather  | 3                        | 29  | 65+  |

| No | Organisation                   | Project funded   | Total Projected Costs | Actual Costs | Match funding | Award  | Comment  | Beneficiaries            |           |   |
|----|--------------------------------|--|-----------------------|--------------|---------------|--------|--|--------------------------|-----------|---|
|    |                                |  |                       |              |               |        |  | M                        | F         | Age   |
| 16 | Dunoon and Cowal Youth Project | Sessional staff costs and resources for activities.  | £23,500               | £8,000       | £0            | £4,000 | Single sex group increased and are now working with 32 young women. The user group also increased in number.                                       | 30                       | 80        | 10 to 16 - 110  |
| 17 | Dunoon Burgh Hall Trust        | Marketing and exhibition costs for an art project celebrating artist/designer Bob Stewart. | £10,500               | £5,441       | £0            | £2,500 | Introduced new audiences and young people to contemporary art and local heritage. This created opportunities for international interaction.        | Information not provided |           | 0 to 4 – 3<br>5 to 9 – 19<br>10 to 16 – 79<br>25 to 64 – 603<br>65+ - 116 |
| 18 | FATHOMS                        | Continued running of the local hyperbaric project.   | £4,687                | £6,167       | £0            | £2,120 | Hyperbaric oxygen therapy was provided for 9 people suffering various ailments   | 4                        | 5         | 25 to 64<br>6<br>65+ - 3  |
| 19 | Girl Guiding Argyll Training   | Annual County Training for Leaders for the Girl guiding programme                          | £4,300                |              | £2,000        | £130   | Monitoring report not completed  |                          |           |   |
| 20 | Helensburgh Orchestral Society | Two concerts for rural communities. One of which was held in Dunoon.                       | £1,170                | £1,037       | £0            | £410   | Concert held in Dunoon Burgh Hall on Sat 18 May. The performance involved about 40 players and the event attracted an audience of approximately 60 | 50                       | 50        | All age groups  |
| 21 | Innellan Public Hall           | Archive of Innellan and the surrounding area.  | £3,335                | £3,650       | £0            | £1,600 | The book brought together all the local organisations using Innellan Hall plus a contribution from local residents.                                | Not applicable           |           |   |
| 22 | Interloch Transport            | Additional escort hours over the Winter period   | £11,096               | £7,823       | £0            | £2,760 | 203 passenger assisted outings in the period. An additional 340 hours were worked  | 3 per wk                 | 13 per wk | 65+ - 16 per wk   |

| No | Organisation                                     | Project funded  | Total Projected Costs | Actual Costs | Match funding | Award  | Comment  | Beneficiaries |    |          |
|----|--|---|-----------------------|--------------|---------------|--------|--|---------------|----|----------|
|    |  |   |                       |              |               |        |  | M             | F  | Age      |
| 23 | Kirn Gala  | Costs of running Kirn Gala in August 2014   | £3,300                |              | £2,800        | £320   | Monitoring report not completed  |               |    |          |
| 24 | Lochgoilhead Fiddle workshop                     | Publication of a book of tunes to mark the 10 <sup>th</sup> anniversary of Lochgoilhead Fiddle Workshop in 2012 | £780                  |              | £160          | £332   | Due to illness, this project has not been completed, and the group has requested they be allowed to carry this forward to 2014/15. |               |    |          |
| 25 | PACCT  | Running costs of the various group involved in PACCT activities   | £1,295                |              | £0            | £550   | Monitoring report not completed  |               |    |          |
| 26 | Port Bannatyne Golf Club                         | Hire of bands and sound equipment for a family day of live music in Port Bannatyne                              | £5,750                |              | £3,000        | £2,208 | Monitoring report not completed  |               |    |          |
| 27 | Project Play Park                                | Provision of marketing materials for community event to open Project Play Park                                  | £3,320                | £4,980       | £9,975        | £2,000 | The marketing and advertising materials have been purchased.   |               |    |          |
| 28 | Sandbank Senior Citizens Club                    | Social activities for the elderly throughout the year   | £3,100                |              | £2,000        | £200   | Monitoring report not completed  |               |    |          |
| 29 | Strachur & district Community Development Co Ltd | Improvement of the drainage of the Strachur Sports Centre pitch   | £3,005                | £3,000       | £1,500        | £1,500 | 90 tonnes of sand were supplied and spread on the pitch  | 165           | 30 | All ages |

#### **4. CONCLUSION**

- 4.1. All organisations have been sent an end of project report, and to date 19 out of 29 reports have been received. The Community Development Team will continue to pursue organisations who have not yet submitted their end of project report for 2013/14.
- 4.2 The project monitoring form has a section asking for comments on the grant process. Not all applicants have completed this section but of those who did the comments have largely been very positive. Many offer thanks to the Council and show appreciation to Council officers for their support.

#### **5. IMPLICATIONS**

*Policy: None*

*Finance: The report sets out the expenditure from the Bute and Cowal 2013/14 budget for the allocation of Third Sector Grants.*

*Personnel: None*

*Legal: None*

*Equal Opportunities: The grant allocation is consistent with the Equal Opportunities policy of Argyll and Bute Council.*

**Margaret Fyfe**  
**Community Development Manager**  
13 May 2014

For further information please contact: *Liz Marion, Community Development Officer, Tel No 01369 707166*

ARGYLL AND BUTE COUNCIL  
COMMUNITY SERVICES

BUTE AND COWAL  
AREA COMMITTEE  
3 June 2014

### THIRD SECTOR GRANTS 2014/15

#### 1.0 SUMMARY

- 1.1 This report details recommendations for the award of a Third Sector Grant deferred from the meeting of the Area Committee in April 2014.

#### 2.0 BACKGROUND

- 2.1 The total Third Sector Grant budget made available by the Council for allocation in Bute and Cowal in 2014/15 is £35,000. Sixteen applications were received for consideration at the April Committee meeting, and £27,155 was awarded leaving a balance of £7,845. One application from Bute Agricultural Society, was deferred for consideration in June, pending production of profit and loss statement for 2013/14 to explain payment of grant as an underwrite.
- 2.2 Those organisations that have received funding for two years or more should not be awarded more than the amount they received in 2013/14 unless increased developmental aspects are detailed in the application
- 2.2 Where possible, and if appropriate, new applicants should receive all or most of the amount requested (up to 50% total project costs), unless a very large amount of funding is sought.
- 2.3 Grants will only be awarded pending receipt of the correct paperwork, an approved financial check; and an End of Project monitoring form (if a grant was awarded in previous year).

#### 3.0 RECOMMENDATION

- 3.1 The organisation listed below, deferred from the April committee meeting, has produced a profit and loss statement for 2013/14 showing a loss. An award, as an underwrite, is recommended from the Third Sector Grant budget, as per the table below.

| Ref No | Organisation              | Grant Award 11/12 | Grant Award 12/13 | Total Project Costs      | Amount Requested | Recommendation  |
|--------|---------------------------|-------------------|-------------------|--------------------------|------------------|-----------------|
| 3.1    | Bute Agricultural Society | £720 Underwrite   | £900 Underwrite   | £12,450                  | £1,150           | £650 Underwrite |
|        |                           |                   |                   | <b>Total Recommended</b> |                  | £650            |
|        |                           |                   |                   | <b>Balance</b>           |                  | £7,195          |

#### 4.0 DETAIL

|     | Organisation              | Rationale for grant allocation   |
|-----|---------------------------|--|
| 4.1 | Bute Agricultural Society | A contribution towards staging the annual agricultural show and ploughing match. |

4.2 The organisation has been contacted and the grant application assessed.

## **5.0 IMPLICATIONS**

- 5.1 Policy: None
- 5.2 Financial: As per area budget allocation.
- 5.3 Legal: None
- 5.4 HR: None
- 5.5 Equalities Consistent with the Equal Opportunities policy of Argyll and Bute Council.
- 5.6 Risk: Monitoring of the process will minimise any risk to the Council
- 5.7 Customer Service: None

## **6.0 APPENDICES**

- 6.1 Officer assessment report submitted.
- 6.2 Bute Agricultural Society profit and loss statement for 2013.

**Margaret Fyfe**  
**Community Development Manager**

**13 May 2014**

**For further information contact:** Liz Marion, Community Development Officer for Bute and Cowal. Tel No 01369 707166



Appendix 1

2014-15

**ASSISTANCE TO THIRD SECTOR ORGANISATIONS****Assessment form Third Sector Grants including Events and Festivals****1 Details**

|  |   |                                     |                                     |
|--|---|-------------------------------------|-------------------------------------|
| Name of Assessing Officer  | Liz Marion  |                                     |                                     |
| Name of Organisation   | Bute Agricultural Society   |                                     |                                     |
| Contact Person in Organisation   | Matthew Williamson  |                                     |                                     |
| Have you contacted/visited the organisation to assess this application?  | Contacted <input checked="" type="checkbox"/>   |                                     |                                     |
| Name and Designation of Council Officer you have contacted to discuss the application eg Arts & Culture, Social Work, Sports etc.                                  |   |                                     |                                     |
| Name:  | Designation:  |                                     |                                     |
| Third Sector   | <input type="checkbox"/>  | Events and Festivals                | <input checked="" type="checkbox"/> |
| a) Grant requested from A & B Council?   | £1,150  |                                     |                                     |
| b) Grant awarded last year?  | £900 underwrite   |                                     |                                     |
| c) Total Project cost?   | £12,450   |                                     |                                     |
| d) How much coming from own resources?   | £11,300   |                                     |                                     |
| e) How much coming from other agencies?  | £0  |                                     |                                     |
| f) Grant Recommendation  | £650 underwrite   |                                     |                                     |
| Reason for grant:  | <i>(Please be specific as this will inform the subsequent contract)</i><br>A contribution towards staging the annual agricultural show and ploughing match. |                                     |                                     |
| Please tick which of the following is being addressed:   |   |                                     |                                     |
| a)   | Addressing Social Inclusion   | <input checked="" type="checkbox"/> |                                     |
| b)   | Alleviation of rural isolation  | <input type="checkbox"/>            |                                     |
| c)   | Community Capacity Building   | <input type="checkbox"/>            |                                     |
| d)   | Enhancement of quality of life for residents and visitors   | <input checked="" type="checkbox"/> |                                     |
| e)   | Positive impact on local communities  | <input checked="" type="checkbox"/> |                                     |
| f)   | Improvement of health and wellbeing   | <input type="checkbox"/>            |                                     |
| g)   | Positive impact on the local environment  | <input checked="" type="checkbox"/> |                                     |
| Have you received an end of project report for the previous grant award? Yes   |   |                                     |                                     |
| If No, please give a reason  |   |                                     |                                     |
| Do you concur with the organisation in their assessment of need? Please supply a very brief summary  |   |                                     |                                     |
| The organisation has a long history of running this event which is popular on the island. It attracts 1,500 people and has a positive effect on the local economy. |   |                                     |                                     |
| If the organisation has received funding over the previous 2 years please justify reason for re-awarding a grant?  |   |                                     |                                     |
| The organisation received an award 2 years ago and the assessment reflects this.   |   |                                     |                                     |

**2 Financial Check – Have you checked the Organisation is:**

|   |   |     |
|---|---|-----|
| a)  | Has passed financial check  | N/A |
| b)  | Fully constituted   | Yes |
| c)  | Has submitted a bank statement for all bank/savings accounts                            | Yes |
| d)  | Has submitted audited/signed accounts (or signed financial projections if a new group). | Yes |
| e)  | Within 50% of the costs for the project/activity  |     |
| <b>Additionally, for Events and Festivals, have you checked the Organisation has:</b> |   |     |
| g)  | A viable business plan  | No  |
| h)  | A marketing plan for the activity   | No  |
| i)  | A previous event budget   | No  |
| j)  | A planning framework with clear ownership, responsibility and liability for the event   | No  |
| k)  | Evidence of appropriate insurance coverage  | No  |
| l)  | Compliance with all relevant legal and licensing requirements                           | No  |
| m)  | Letters of support from other funders or local organisations                            | No  |

**3 General Criteria**

|    |   |       |
|----|---|-------|
| a) | Is the activity non-political?  | Yes   |
| b) | Is the project consistent with Council objectives?                                    | Yes   |
| c) | Does the project have open membership?  | Yes   |
| d) | Have sponsorship agreements been checked?   | N/A   |
| e) | How many people overall will benefit from this grant?                                 | 1,500 |
| f) | Is the organisation well established?   | Yes   |
| g) | Have you identified any training needs for the organisations committee or volunteers? | No    |
| h) | Does the organisation have volunteer training in place?                               | No    |
| i) | Have you confidence in their ability to deliver a service?                            | Yes   |

**4 Policy and Procedures**

|            |  |     |
|------------|--|-----|
| a)         | If relevant, is the organisation compliant with Protection of Vulnerable Groups (Scotland) Act 2007? If No, can you refer to Children and Families Section, Social Work? | N/A |
| b)         | Clear recruitment policies   | Yes |
| c)         | On-going training and support for volunteers   | Yes |
| d)         | A code of conduct for staff and volunteers   | Yes |
| e)         | A Code of Good Practice  | Yes |
| f)         | An Equal Opportunities Policy  | Yes |
| g)         | A Policy for Managing Confidential Information   | Yes |
| h)         | Grievance Procedure for staff and volunteers   | Yes |
| i)         | A Disciplinary Procedure for staff and volunteers  | Yes |
| Comments : |  |     |

Signed: Liz Marion

Date: 04/03/2014

**Appendix 2****BUTE AGRICULTURAL SOCIETY SUMMER SHOW**

14th August 2013

PROFIT AND LOSS

**INCOME**

|                       |         |                   |
|-----------------------|---------|-------------------|
| Show Schedule Adverts | 1343.00 |                   |
| Show Trade Stands     | 1040.00 |                   |
| Show Sponsorship      | 1771.00 |                   |
| Show Craft Tent       |         |                   |
| Show Entries          | 1442.00 |                   |
| Show Gate             | 4741.00 |                   |
| Show Misc Income      | 42.00   |                   |
| <b>Show Income</b>    |         | <u>£10,379.00</u> |

**EXPENSES**

|                       |         |  |
|-----------------------|---------|--|
| Support to Volunteers | 1069.90 |  |
|-----------------------|---------|--|

**PRIZES**

|                 |         |         |
|-----------------|---------|---------|
| Show Rosettes   | 42.36   |         |
| Prize Money     | 1824.30 |         |
| Engraving       | 827.95  |         |
| Show Trophies   |         |         |
| Show Cash Float |         |         |
| <b>TOTAL</b>    |         | 2694.61 |

**FIELD INSTALLATIONS**

|                  |         |         |
|------------------|---------|---------|
| Milking Services | 174.79  |         |
| Toilet Hire      | 990.00  |         |
| Marquee          | 3672.00 |         |
| Miscellaneous    | 167.28  |         |
| <b>TOTAL</b>     |         | 5004.07 |

**MISCELLANEOUS EXPENSES**

|                          |        |         |
|--------------------------|--------|---------|
| Licences & Subs          | 65.00  |         |
| Show Postage & Telephone |        |         |
| Attraction               | 600.00 |         |
| Charity                  | 540.00 |         |
| <b>TOTAL</b>             |        | 1205.00 |

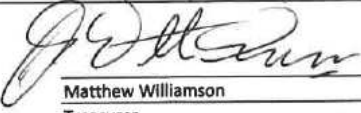
|           |         |  |
|-----------|---------|--|
| Insurance | 1095.43 |  |
|-----------|---------|--|

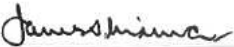
**PRINTING STATIONERY & PUBLICITY**

|                             |        |         |
|-----------------------------|--------|---------|
| Show Publicity              | 229.20 |         |
| Schedule & General Printing | 784.00 |         |
| Misc Show Stationery        | 159.48 |         |
| <b>TOTAL</b>                |        | 1172.68 |

|                            |                   |
|----------------------------|-------------------|
| <b>TOTAL SHOW EXPENSES</b> | <u>£12,241.69</u> |
|----------------------------|-------------------|

|                    |            |
|--------------------|------------|
| <b>PROFIT/LOSS</b> | -£1,862.69 |
|--------------------|------------|

|          |   |
|----------|---|
| Signed   |  |
| Name     | Matthew Williamson  |
| Position | Treasurer   |

|          |   |
|----------|---|
| Signed   |  |
| Name     | James McMillan  |
| Position | Manager, Rothesay Pavilion  |

This page is intentionally left blank

**Bute Agricultural Society****Third Sector Grants**

| Year  | Recommended | Underwrite | Approved | Paid   |
|-------|-------------|------------|----------|--------|
| 06/07 | £1,000      | Yes        | £1,000   | £1,000 |
| 07/08 | £1,000      | Yes        | £1,000   | £1,000 |
| 08/09 | £1,000      | Yes        | £1,000   | £1,000 |
| 09/10 | £1,000      | Yes        | £1,000   | £1,000 |
| 10/11 | £1,000      | Yes        | £1,000   | £1,000 |
| 11/12 | £720        | Yes        | £720     | £720   |
| 12/13 | £0          | N/A        | £0       | £0     |
| 13/14 | £900        | Yes        | £900     | £900   |
| 14/15 | £650        | Yes        | Pending  |        |

This page is intentionally left blank

---

**ARGYLL and BUTE COUNCIL****Bute and Cowal  
Area Committee****CUSTOMER SERVICES and  
COMMUNITY SERVICES****3<sup>rd</sup> June 2014**

---

---

**Variation to Dunoon Grammar Opening Hours – School Transport**

---

**1. SUMMARY**

- 1.1 After intensive consultation with parents, pupils and the local community a decision has been taken by the Education Service to vary the opening hours of Dunoon Grammar School with effect from August 2014. This will enable the school to further embrace the Scottish Government's rationale for Curriculum for Excellence. The benefits include:
- An additional period creating extra time for the delivery of some mandatory experiences and outcomes that do not currently feature due to insufficient time
  - A redistribution of period allocation that creates an additional period for learning across each selected subject in S4 and one additional period in S5 and S6
  - Fundamental to our 'Pathways' approach to our senior phase curriculum
  - Earlier finishes on a Thursday and Friday will allow for imaginative additional learning opportunities for pupils. Utilising community and national partnerships to enhance the curriculum helps meet some of the recommendations of the Wood Commission Report.
  - Additional opportunities for extra-curricular activities in a range of contexts including supported study as we strive to continue to raise attainment across the school.
  - An improved provision to meet every individual pupils' entitlement to daily personal support through a revised House Time programme
  - More efficient staffing for the school which is estimated to save the school approximately £70,000 per annum. These savings will offset increased transport costs.
- 1.2 This paper considers the timetable implications for the school/local transport arrangements that serve the school. The proposal is to move to an asymmetric timetable with a longer school day Monday to Wednesday and a shorter school day on Thursday and Friday. Unlike some other areas of Argyll and Bute the bus services in Cowal, although based around school transport, are heavily patronised by fare paying passengers. In addition some extra in-house transport will be required for ASN pupils.
- 1.3 This paper sets out the proposals for an enhanced bus service, together with the associated costs, which will serve both the needs of the Education Service and the wider fare paying community.

## **2. RECOMMENDATION**

- 2.1 It is recommended that the members of the Bute and Cowal Area Committee note the contents of this report and agree to the implementation of an enhanced school/local transport service, having mind to the additional costs.
- 2.2 The increase in costs will be met partially by the Education service in 2014/15, with the balance being paid from the School Transport Budget, and thereafter the additional cost will be met by the Education Service from staff savings which will come about as a result of the variation in school opening hours.

## **3. DETAIL**

- 3.1 After consultation the Education Service has agreed to vary the opening hours of Dunoon Grammar School with effect from August 2014.
- 3.2 The revised opening hours will be 0845 each morning and 1530 Monday to Wednesday, with an earlier close of 1445 on Thursday and Friday.
- 3.3 It is envisaged that the revised school opening time of 0845 each morning will have little effect on the current patronage, and will not incur additional costs.
- 3.4 However, in order accommodate the pupils who live in the outlying areas of Strachur, Colintrave, Tighnabruaich, Lochgiolhead and Carrick Castle, allowing them to opt in or out of the extra-curricular activities being offered, additional school transport will be required leaving Dunoon Grammar School at 1445 on Thursday and Fridays, as follows.
  - Service 484 which operates between Dunoon and Carrick Castle will require an extra bus journey at 1445 on Thursdays and Fridays. The current operator has provided a cost for this extra service of £22,420
  - Service 486 which operates between Dunoon and Cairndow will require an extra bus journey at 1445 on Thursdays and Fridays. The current operator has provided a cost for this service of £20,520
  - Service 478 which operates between Dunoon and Tighnabruaich will require an extra bus journey at 1445 on Thursdays only, as the existing school hostel coach will be able to accommodate pupils wishing to return home at 1445 on a Friday. The current operator has provided a cost for this service of £14,940
  - Additional transport, at a cost of £5,863 per annum will be provided to transport an ASN pupil from Kirn PS to Strachur on Thursdays and Fridays. This pupil is currently transported on a minibus leaving from Dunoon Grammar School and picking up at Kirn Primary School.
  - Additional transport will be provided at a cost of £5,373 to transport an ASN pupil from Sandbank Primary School to Ardtaraig on Thursdays and Fridays. This pupil is currently transported on a minibus coming from Dunoon Grammar School and picking up at Sandbank Primary School.
- 3.5 Toward and Strachur Primary Schools have confirmed that the proposals have no impact on their existing transport arrangements. The Toward school minibus will pick up Dunoon Grammar School pupils first on Thursdays and



Fridays before travelling on to the primary school. Pupils living in the outlying Strachur area will leave school 5 minutes earlier on Thursdays and Fridays to ensure connection to existing transport via the minibus. This will have minimal impact on the pupils learning and affects a relatively small number of pupils.

- 3.6 The total cost of the enhanced service and the additional ASN transport required is £69,116

#### **4. CONCLUSION**

- 4.1 This paper has been prepared by Facility Services in collaboration with the Education Service.
- 4.2 The introduction of an asymmetric timetable at Dunoon Grammar School will offer considerable benefits and widen the learning opportunities available.
- 4.3 In order to accommodate pupils living in outlying areas with transport home after the implementation of the varied school closing times in August 2014, it will be necessary to enhance existing bus services to Carrick Castle, Cairndow and Tighnabruaich, providing an extra journey from Dunoon Grammar School at 1445 on Thursdays and Fridays. In addition there will be a requirement to transport ASN pupils from Sandbank and Kirn Primary Schools on Thursdays and Fridays.
- 4.4 It is envisaged that the earlier opening hours of 0845 will have little impact on the fare paying community, but will result in earlier pick up times for pupils and public alike. There will be no cost associated with this change.
- 4.5 The cost of the enhanced services together with the additional ASN transport is calculated to be £69,116 per annum.
- 4.6 The Education Service has agreed to partially fund the additional costs in 2014/15 from existing budgets, and thereafter has agreed to fund the enhancements in full from staff savings they will realise by varying the school opening hours.

#### **5. IMPLICATIONS**

- 5.1 Policy – None
- 5.2 Financial - Additional transport costs of £69,116 per annum, which will be met from 2015/16 onwards by savings realised through varying school opening hours.
- 5.3 Personnel – The requirement to recruit additional drivers and escort, and changes to drivers' hours.
- 5.4 Equal Opportunities – ASN pupils will not be disadvantaged by changes to school opening hours.

- 5.5 Legal - There will be a requirement to vary existing contracts and submit registration changes to the Traffic Commissioner.
- 5.6 Risk - none
- 5.7 Customer Service – The proposals will offer an enhanced service for the wider fare paying community.

## **6. APPENDICES**

- 6.1 None

Douglas Hendry  
Executive Director of Customer Services  
and  
Cleland Sneddon  
Executive Director of Community Services  
2<sup>nd</sup> June 2014

For further information please contact Malcolm MacFadyen (01546 604412) and Carol Evans (01369 708522)

# Argyll and Bute Council

Community Services: Education



Teaching and Learning 3 -12 across  
Bute and Cowal Primary Schools 2013/14



# Introduction

Bute and Cowal area consists of 14 primary schools – 11 in Cowal and 3 on Bute. Nursery provision is provided within seven of these schools. Gaelic Medium education is provided at Sandbank

Primary. This year there have been several staff changes with Sandra Bark taking up the permanent post of head teacher at Lochgoilhead and Lorraine Fisher taking up the permanent post of head at

St Mun's. Fiona Anderson is currently the acting head teacher at Kirn and John Lawson is the current acting principal at Rothesay Joint Campus.

## Teaching and Learning across Bute and Cowal Primaries

### 'Shake Up Their Wake Up' at St. Mun's

Primary 5/4 at St Mun's helped the whole school to 'Shake Up Their Wake Up' by taking part in The Big Farmhouse Breakfast week at the end of January. Pupils developed their organisational and communication skills by creating menus for each class, cooking different healthy breakfast options, carrying out surveys and devising a breakfast race to help everyone stay fit and healthy!

Primary 5/4 worked collaboratively throughout the week to serve staff and pupils who almost felt they were in a real restaurant!



### St. Mun's interdisciplinary topic on Scotland

Tuesday 7th January saw the official launch of St Mun's new whole school inter disciplinary learning topic on Scotland. Planning for the project involved staff, pupils, parents and carers and the parish of Our Lady and St. Mun's who were asked to put their heads together to help plan and share skills ensuring the children would get the most out of their learning. The project started with a whole school celebration of all things Scottish, including a display of Ceilidh dancing from the Primary 3-5 classes and a visit from Alex Pollock who told the children about the origin of Tartan and the kilt. Scotland's heritage and history will be examined using a variety of themed projects including Katie Morag, Celtic design, Scots language and The Clydebank Blitz.



## SANDBANK PRIMARY'S GREAT EXHIBITION



P6/7 pupils from the Gaelic unit in Sandbank Primary (Bunsgoil Thaigh a'Chladaich) have been learning about the history of the Holy Loch area over the past two hundred years. The work was organised by a representative from Kilmun Mausoleum who arranged for a weaver and a heritage worker to work with the children. Information from the gravestones at Kilmun, including occupations, infant mortality and the gristly work of resurrectionists was gathered and pupils researched famous

people connected to Kilmun and the timeline of the Campbell Earls and Dukes of Argyll (EarraGhaidheal). Pupils took part in two workshops which included; basket-making, weaving with willow to make a sheep hurdle, making rope from rushes (luacharan) and thatching a medieval house. A visit to the archive section of Sandbank library helped pupils to research books, maps, old pictures, postcards and microfiche. The heritage worker also brought in artefacts from Auchindrain and the Castle House Museum, Dunoon. Many of the artefacts would have been used by crofting families around the Cowal area, so this work will continue over the next year as the children look at the story of wool and the growing of grain as part of our ongoing Crofting Connections & Local History projects. The pupils' work was ready for the public to view at the Burgh Hall in Dunoon on Saturday 22nd and Sunday 23rd of March. Some of the pupils volunteered to become curators and showed people around the exhibition on those days.



## TIGNABRUAICH GETS WALKING

Tighnabruaich Primary, in partnership with Toward Primary, was successful in getting funding from Education Scotland's Core Physical Education Fund for staff and volunteers to be trained as Nordic Walking instructors. This has enriched the PE curriculum and enabled the school to make

more use of the local environment as a resource. A Big Lottery Communities Fund award funded the purchase of Nordic Walking poles, and Nordic walking is to be introduced to both communities as an after school activity open to everyone of all ages.

## SEAFOOD FESTIVAL AT TOWARD



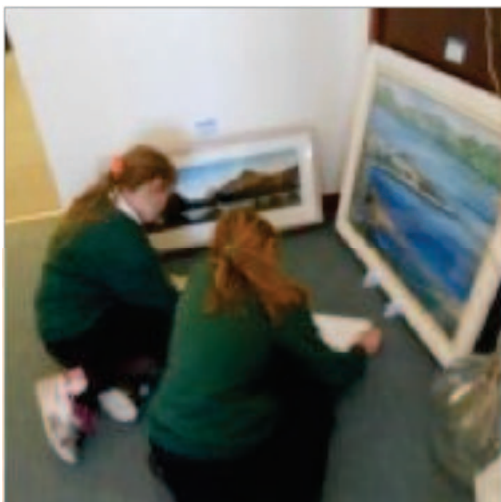
Toward Primary senior class pupils recently had an exciting visit to Loch Fyne Oyster Bar and Restaurant.

The children started the day with a trip to see the different processes that the mussels and oysters go through in preparation for being sold. After lunch the children watched a presentation on Loch Fyne and then to their surprise and delight they had the chance to taste some of the 'Fyne' delicacies that come out of the restaurant. Out of the class of 20, 17 children tried an oyster and managed to swallow it!

They also tried Bradan Rost and smoked mussels which were a great success all round. A great day was had by all and they are hoping for a return visit soon.

## BUDDING ARTISTS IN KIRN

P7 at Kirn have been finding out about local artists and were fortunate to be invited by Louise Brennan-Stewart to have an afternoon looking around her gallery in Gourrock. The Seagull Gallery is the largest private gallery in Inverclyde and houses original art and prints from both local and well-known artists. Mrs Brennan-Stewart took P7 around the gallery pointing out some local and internationally known artists, such as Peter Howson. Pupils then had an opportunity to choose one piece of art, painting or other material, to sketch.



Some of the comments the P7s made after the visit were very insightful:

"I learned that art is really meaningful and emotional"

"The picture which really caught my heart was by Gregor Adams"

"I liked art before but now I love it"

"I learned that art is not made from just paints, but can be made from bike chains, bandages and concrete."

"I learned that you can make art from almost anything and let your feelings out when you draw"

"I learned that art doesn't have to look like something, it can express feelings. I learned that art doesn't have to be complicated, it can be really simple like stained glass windows."

## VIKING INVASION THWARTED IN BUTE!



Children from all 3 Bute Primaries defended Rothesay Castle from an invasion by Vikings on 28th September 2013. Primary 7 pupils had prepared costumes, and weapons to use on the day. The Vikings arrived by Longboat and quickly stormed the Castle. A fierce

battle followed but Bute emerged victorious and celebrated with a torch-lit procession and fabulous firework display. Thanks go to Bute Museum for teaching the children more about the Vikings.

---

## WATER WATER EVERYWHERE AT INNELLAN!

Pupils at Innellan Primary undertook a water interdisciplinary topic. This topic involved studying the work of Argyll artist William McTaggart and visits to the shoreline which inspired the pupils' paintings and poetry. Pupils also visited Bishop's Glen to study the water cycle/table.





## Enterprise:

### Dunoon Grammar School Pupils get down to Business!

Some of Dunoon Grammar School's senior learning centre pupils were delighted to invite local entrepreneurs in to school to talk about their experiences as business people. The pupils are undertaking an ASDAN short course in Enterprise. ASDAN offer a range of certificates and qualifications that allow pupils to work at their own pace and own level, making them ideal for many learning centre pupils. One module requires students to find out what qualities you need to be a good entrepreneur so pupils thought there could be no better way to find out than to ask some of our communities successful business people.



Pupils digitally recorded the interview and will go on to make their own spoof radio show about business and enterprise. This will also be recorded and added to the evidence they are collecting in their ASDAN folders. When pupils have completed enough modules over a sufficient number of hours they will then be awarded a certificate which is recognised by both further education institutions and future employers.

### NORTH BUTE GET ORGANISING

Children at North Bute Primary are very enterprising and willing to take on responsibilities. They regularly organise events themselves. This session P6/7 have organised a Bring and Buy sale and each year organise all the school's shows. P4/5 organised a Winter

Warmer for the whole village. Each class organise regular tearooms for all members of the community, especially the elderly and P1/2 recently organised a Mother's Day Daffodil tea, with all proceeds going to Cancer research.

## CAST projects:

CAST was delighted to offer schools in the area the chance to take part in a specially designed art project during January – April 2014. Each school was offered a visit from a specialist artist who worked with pupils to create a piece of cloth which represented Scotland's Welcome to the Commonwealth in 2014. Based on

iconic images of Scotland, pupils design and produce a length of uncut cloth, inspired by the traditional approaches to cloth making from Argyll & Bute and either of our two twinning nations (as designated by The Commonwealth Games and 'Game On Scotland") These are Swaziland and Cyprus.

9 schools from Cowal and Bute took part and undertook the following preparation before the artist's visits.

- collecting iconic images of Scotland including landscapes
- collating a list of words which can be used in the designs
- discussing Swaziland, Cyprus and the Commonwealth Games.

The CAST artists also showed a specially recorded film featuring Jillie Blackwood, the designer for the Commonwealth Games costumes. During the film she sent an inspirational message to Argyll and Bute pupils to help them with their design work.

# Outdoor Learning/Forest Schools:

## THE GREEN MAN AT NORTH BUTE!

Primary 4/5 of North Bute have been busy working on a science topic of plants. As part of that topic, the pupils went on Thinking Walks, copying the idea from Charles Darwin. He went on these walks regularly to think about his discoveries. The pupils collected specimens and pressed them to study them more.

When the leaves were pressed and dried, the class made a fantastic representation of the Green Man – obviously not so green but more autumnal! They did this with the help of Jessica Herriot, Scottish Heritage who knows so much about local plants and trees. The pupils learned so much and had a great time making their collage.



## LADDER MAKING AT KILMODAN PRIMARY

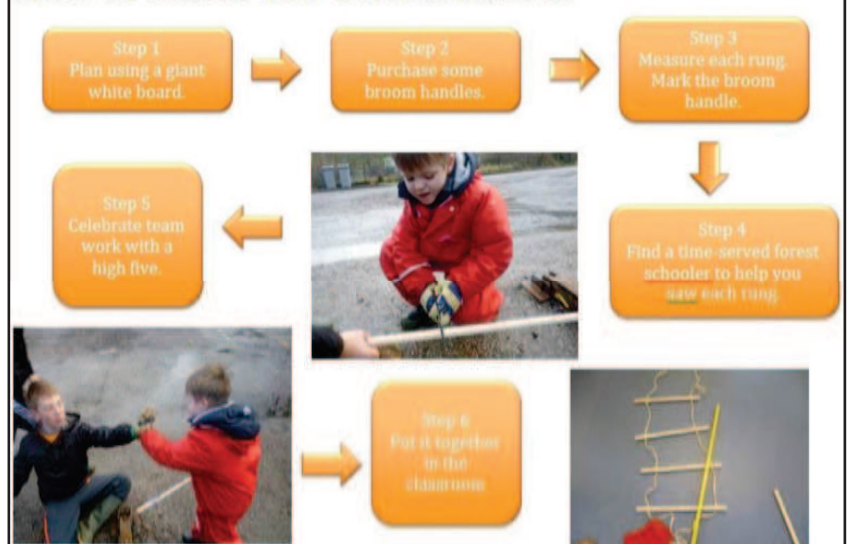
### Ladder planning...

- ✓ We measured using the white board (in the background of the photographs).
- ✓ We made a proto type
- ✓ We calculated how high the sides needed to be
- ✓ We calculated the height of the first rung based on Catriona (Pre 5) acting out a step up to the first rung. She is the smallest in the Pre 5 class.
- ✓ We reported our findings back to the class.



Pupils at Kilmodan primary work outdoors regularly and a recent activity involved making a ladder and identifying the steps they took to achieve their final product.

### How to make our own ladder...



# KILMODAN PUPILS HAVE A SWINGING TIME

## How we made our own swing...



## Satisfied Customers...



## ALLOTMENT CHALLENGE AT TIGHNABRUAICH

The Forest School initiative is in its third year of development in Tighnabruaich Primary School and Kilfinan Community Forest have allocated a new and permanent area for the school. Pupils are now preparing plans to develop a seating area and shelter and writing funding bids as part of this project. Another member of staff

is undergoing Forest School leader training, ensuring sustainability of provision at the school. As part of an exciting new development the school has just taken possession of its own raised bed within the neighbouring allotment, thanks to the Kyles Allotment Group.

# Eco Learning- Eco Schools:

## CLEAN UP DUNOON!

A campaign to clean up the area around Dunoon Primary School – and beyond – is well underway. The school's Eco Committee was delighted to receive its second Green Flag. This year's committee of pupils from P2 to P7 is full of enthusiasm and has begun an anti-dog mess and cigarette stub campaign. Pupils designed posters to highlight the various problems of dog mess, cigarette stubs, discarded cigarette packets and chewing gum on pavements.

To get some hints and tips the committee sought help from staff from Argyll and Bute Council and other groups. Posters will be mounted on boards kindly donated by Stewart Shaw Ltd. Pupils are also looking forward to a visit from the Dogs Trust next month, to look at responsible dog ownership as a way of tackling Dunoon's messy problem. 'On its blog, the Eco Schools Committee wrote "We would be delighted to receive comments from the public to help improve our campaign and make Cowal a cleaner, a more environmentally friendly and an even better place to live."



## HOLYROOD APPLE DAY

In October 2013, three members of Strone Primary Eco Committee attended the Scottish Parliament in Edinburgh for Holyrood Apple Day with a representative from the Ardentenny Walled Garden Project to present apples picked from the garden. The P1-4 class had been to pick the apples from Ardentenny and had baked apple flapjacks for people to try. The committee had picked new varieties as well as apples from the old Victorian apple tree in the garden.

In Edinburgh the pupils met lots of different groups who had been growing their own fruit, and we were presented with a Wee Apples

Award. Education Minister, Michael Russell came to meet them and even tried their flapjacks! He said they were delicious. He arranged for the pupils to have a tour of the Parliament building and to sit in the Debating Chamber. It was very interesting. They couldn't understand why the politicians were allowed to shout out when people were talking, and to boo, it wouldn't be allowed at Strone!

They had a wonderful day and learned a lot and would like to especially thank all the people at Glenfinart for working with them when they visited the garden.



## 'SILVER' FOR LOCHGOILHEAD!



Lochgoilhead Primary recently achieved a Silver award for the eco work. As part of that work pupils carried out a beach clean at the head of the loch.

The children of Strachur Primary School were very pleased and proud to tell everyone that they have been awarded their 5th green eco flag. They were able to demonstrate their continuing commitment to eco issues through topics in school and working with the community in the local environment.



---

## FRUITSHARE AT SANDBANK PRIMARY

After the Christmas holidays, Sandbank Primary pupils got back to work and planted their fruit trees which arrived in January. The eco-committee had applied for the trees through the fruit-share scheme which was advertised on a cookery programme on TV. The school were successful in receiving 4 well-grown fruit trees for free.

Two classes worked together to choose a suitable planting site (not too close to the school walls, a good depth of soil, south facing and relatively sheltered). P1/2 measured the trees and compared their heights and the bushiness of their root systems whilst the older children from GM6/7 dug the planting holes and put some compost in the base. The children worked together to plant the trees and firm up the soil. Each tree has an old tyre around the base and will have a weed blanket topped with gravel inside in order to give the trees a good start. The tyre will also prevent any strimmer damage during the summer season. The children look forward to the trees establishing themselves and giving them crops of healthy fruit in the future.



---

## HEALTHY CHOICES AT ST ANDREW'S

Pupils at St Andrew's Primary are currently applying for their third green flag. Topics this year have been sustaining our World, Health and Wellbeing (HWB) and of course Litter. This session a Health and Wellbeing Group was introduced and they are currently looking at ways to introduce a healthier tuck shop. All classes have been learning about making healthy choices. The HWB group

will be planning this year's Health Fair in the summer term. Links were recently established with NHS staff and parent volunteers to run a highly successful Healthy Hearts and Hoops after school club for senior pupils. This was a huge success and the pupils have now asked if it can kept going! At the final session parents joined in to try some healthy snacks and were amazed to watch the pupils' talented hooping

# Contributions to charities:

## STRONE PRIMARY BREAKFAST WEEK



At the end of January, Strone Primary School took part in National Farmhouse Breakfast Week, which raises awareness about the importance of making a healthy start to the day. With donations of vouchers from the local Dunoon CO-OP and eggs from Marshall's Farm, the pupils were able to tuck into delicious breakfasts with omelettes, cereals, toast, croissants and pancakes. They raised a magnificent £100.00 which the pupils chose to donate to Mary's Meals, a global project that sets up school feeding projects. The children wanted to give something back to support children in some of the world's poorest communities, where hunger and poverty can prevent children from gaining an education.

## YORKIES GET SUPPORT FROM ST ANDREW'S

This session St Andrew's Primary made contributions to several charities. Pupils in P4/5 have a classmate who attends dialysis 3 times per week at Yorkhill Hospital and they decided that they wanted to support the charity Yorkies.

The class held a toy sale and raffle and presented a guest speaker from the charity with a cheque for £120. P5/6 pupils then decided to organise some ongoing fundraising for Yorkhill and they have made jewellery, cakes, bookmarks etc. at home which they bring in to sell at school. So far they have raised a further £40.



## LOCHGOILHEAD PRIMARY SUPPORT MARIE CURIE



Pupils at Lochgoilhead Primary held a very successful coffee morning and treasure hunt and raised £121.20 for Marie Curie nurses who support patients suffering from cancer and their families.

Marie Curie  
Cancer Care



## CHILDREN IN NEED ROTHESAY PRIMARY

Rothesay Primary School and Pre-5 Centre dressed in their pyjamas and sold Pudsey wrist bands and keyrings. The Primary 7 class organised a Bring & Buy Sale, Pudsey Raffle and did Pudsey Face Painting all day and the total they raised for Children in Need was an impressive £972.04!



## Children in Need Dunoon Primary

P6/5 of Dunoon Primary School organised activities to raise money for Children In Need. The children sold raffle tickets to win a 'Pudsey in his Onesie' from Build a Bear. They made and sold bookmarks and organised an art competition. Entrants had to design a 'Onesie' for Pudsey. On Friday 15th November everyone in school was asked to wear a 'Onesie', something spotty or something yellow and to give a donation of 50p to Children In Need.

A Bake Sale and sale of Pudsey Products was organised for Friday morning to enable people to buy delicious weekend treats for themselves and their families.

Thanks to the fantastic support of pupils, staff, families and friends the magnificent sum of £854-38 was raised for Children In Need 2013!

## Community Links:

### CHRISTMAS CAROLS AT ARDENLEE

It's always good to give back to the community and when the children of St. Mun's Primary Choir were asked to entertain the residents at Ardenlee Care Home in Dunoon, they jumped at the chance to do just that.

Resplendent in their uniform and festive Santa hats the children sang a selection of their favourite carols for residents, staff and visitors who clapped along and joined in with their own personal favourites. The Choir who are made up of children from Primaries 4-7, display a high level of commitment, turning out to sing at various community, school and parish events. Their behaviour is always impeccable and they are a shining example of the strong moral ethos of the school.



### ....and at Dalriada Grove

Pupils from Innellan and Toward Primaries joined forces to entertain the residents of Dalriada Grove at Christmas time. Everyone enjoyed the afternoon and the residents are hoping the children return.

## HARVEST GENEROSITY AT NORTH BUTE

Following the harvest assembly at North Bute P6/7 took responsibility for making up harvest boxes which they then delivered to all the elderly residents in the village. They regularly invite members of the local community in to enhance their learning.

Next term P6/7 are organising a whole school topic on The World of Work and have invited a wealth of visitors to a Careers Fair. They are also organising skills afternoons, so they can all learn some of the skills needed to do different jobs.



North Bute Primary School

## Fiddle playing in Cowal

Pupils in schools across Cowal are fortunate to have the opportunity to study the fiddle as two local fiddle groups (the Cowal Fiddle Workshop and the Lochgoilhead Fiddle Workshop) offer tuition to the pupils. In addition to workshops pupils are also able to access one to one tutoring.



Members of the Cowal Fiddle Workshop supported Sandbank pupils at their local gala.



# School Contacts:

| School                       | Head Teacher                   | Telephone Number | Email address  | Roll<br>(Census Sept 2013) |
|------------------------------|--------------------------------|------------------|--|----------------------------|
| Dunoon Primary               | Sylvia Clark                   | 01369 704159     | <a href="mailto:enquiries@dunoon-pri.argyll-bute.sch.uk">enquiries@dunoon-pri.argyll-bute.sch.uk</a>     | 192                        |
| Innellan Primary             | Carol Durie                    | 01369 830560     | <a href="mailto:enquiries@innellan.argyll-bute.sch.uk">enquiries@innellan.argyll-bute.sch.uk</a>         | 13                         |
| Kilmodan Primary             | Joyce Hawkins                  | 01369 820280     | <a href="mailto:enquiries@kilmodan.argyll-bute.sch.uk">enquiries@kilmodan.argyll-bute.sch.uk</a>         | 17                         |
| Kirn Primary                 | Fiona Anderson (acting)        | 01369 702509     | <a href="mailto:enquiries@kirn.argyll-bute.sch.uk">enquiries@kirn.argyll-bute.sch.uk</a>                 | 199                        |
| Lochgollhead Primary         | Sandra Bark                    | 01301 703338     | <a href="mailto:enquiries@lochgollhead.argyll-bute.sch.uk">enquiries@lochgollhead.argyll-bute.sch.uk</a> | 28                         |
| North Bute Primary           | Elizabeth MacMillan            | 01700 503728     | <a href="mailto:enquiries@northbute.argyll-bute.sch.uk">enquiries@northbute.argyll-bute.sch.uk</a>       | 52                         |
| Rothesay Primary             | John Lawson (acting principal) | 01700 503227     | <a href="mailto:enquiries@rothesay-pri.argyll-bute.sch.uk">enquiries@rothesay-pri.argyll-bute.sch.uk</a> | 229                        |
| Sandbank Primary Gaelic Unit | Sandra Clarke                  | 01369 706350     | <a href="mailto:enquiries@sandbank.argyll-bute.sch.uk">enquiries@sandbank.argyll-bute.sch.uk</a>         | 40                         |
| Sandbank Primary             | Sandra Clarke                  | 01369 706350     | <a href="mailto:enquiries@sandbank.argyll-bute.sch.uk">enquiries@sandbank.argyll-bute.sch.uk</a>         | 81                         |
| St Andrew's Primary          | Sandra Maitland                | 01700 503123     | <a href="mailto:enquiries@standrews.argyll-bute.sch.uk">enquiries@standrews.argyll-bute.sch.uk</a>       | 110                        |
| St Mun's Primary             | Lorraine Fisher                | 01369 703643     | <a href="mailto:enquiries@stmuns.argyll-bute.sch.uk">enquiries@stmuns.argyll-bute.sch.uk</a>             | 129                        |
| Strachur Primary             | Susan Armour                   | 01369 860293     | <a href="mailto:enquiries@strachur.argyll-bute.sch.uk">enquiries@strachur.argyll-bute.sch.uk</a>         | 54                         |
| Strone Primary               | Helen Brown                    | 01369 840242     | <a href="mailto:enquiries@strone.argyll-bute.sch.uk">enquiries@strone.argyll-bute.sch.uk</a>             | 30                         |
| Tighnabruach Primary         | Fiona Hamilton                 | 01700 811413     | <a href="mailto:enquiries@tighnabruach.argyll-bute.sch.uk">enquiries@tighnabruach.argyll-bute.sch.uk</a> | 30                         |
| Toward Primary               | Cathleen Russell               | 01369 870259     | <a href="mailto:enquiries@toward.argyll-bute.sch.uk">enquiries@toward.argyll-bute.sch.uk</a>             | 37                         |



---

**ARGYLL & BUTE COUNCIL****CUSTOMER SERVICES****BUTE AND COWAL  
AREA COMMITTEE  
3<sup>rd</sup> June 2014**

---

**Care at Home Provision**

---

**1. SUMMARY**

The purpose of this report is to update the Area Committee on the findings of the 4th quarterly evaluation of the Care at Home provision within the Bute and Cowal area.

This report has been broken down to show the progress and joint working that has been put into place to ensure that a high quality service is provided, as it is recognised that this service is provided to vulnerable individuals, predominately by lone workers, in the home environment.

**2. RECOMMENDATIONS**

The remit of the Procurement and Commissioning Team together with the Homecare Procurement Officers is to ensure best value, contract compliance, quality of services and customer satisfaction. This will support Community Services to commission quality Care at Home services via the formal procurement and commissioning procedures.

**3. DETAIL****OUTCOME OF TENDER**

Within the Bute and Cowal locality, almost 70% of the service has historically been provided by the independent sector. The three providers successful in the framework in Cowal are Care UK, Allied and Carr Gomm. A separate framework contract was awarded on Bute and the providers are Allied, Carr Gomm and Carewatch. 3.5 FTE Homecare Procurement Officers are now in post to ensure the robust review/monitoring of the services to ensure a high quality is maintained.

A condition of the tendering exercise was that all services within the framework would have an electronic call monitoring system to log visits to service users which would minimise missed/late visits and allow the Council to monitor continuity of care. These are now all in place, and operational. This will enhance the service monitoring visits carried out

by the Homecare Procurement Officers due to the reports provided by these systems

### CARE AT HOME PROVISION

As at 31<sup>st</sup> March 2014 an approximate total of 1939 hours are being provided to 238 older people within the Cowal area by external providers. A breakdown of the provision is detailed in the table below:

#### COWAL

| Providers on Framework from tender exercise |           | Weekly hours commissioned |                               |
|---|-----------|---------------------------|-------------------------------|
|   |           | Hours at 31st Dec         | Hours at 31 <sup>st</sup> Mar |
| 1 <sup>st</sup> preferred provider          | Care UK   | 617                       | 622                           |
| 2 <sup>nd</sup> preferred provider          | Allied    | 439                       | 433                           |
| 3 <sup>rd</sup> preferred provider          | Carr Gomm | 86                        | 87                            |

| Existing Providers |                    | Weekly Hours Commissioned     |                   |
|--------------------|--------------------|-------------------------------|-------------------|
|                    |                    | Hours at 31 <sup>th</sup> Dec | Hours at 31st Mar |
| Mears Care         |                    | 380                           | 382               |
| Cowal Carers       |                    | 345                           | 305               |
|                    | <b>Total Hours</b> | <b>725</b>                    | <b>685</b>        |
| Direct Payments    |                    | 110                           | 110               |
|                    | <b>Total Hours</b> |                               | <b>1839</b>       |

#### BUTE

As at 31<sup>st</sup> March 2014 an approximate total of 2253 hours are being provided to 156 Older People within the Bute area by external providers. A breakdown of the provision is detailed in the table below:

**BUTE**

| Providers on Framework from tender exercise |           | Weekly hours commissioned     |                               |
|---|-----------|-------------------------------|-------------------------------|
|   |           | Hours at 31 <sup>st</sup> Dec | Hours at 31 <sup>st</sup> Mar |
| 1 <sup>st</sup> preferred provider          | Allied    | 1387                          | 1225                          |
| 2 <sup>nd</sup> preferred provider          | Carr Gomm | 77                            | 61                            |
| 3 <sup>rd</sup> preferred provider          | Carewatch | 82                            | 78                            |

| Existing Providers |                    | Weekly Hours Commissioned     |                               |
|--------------------|--------------------|-------------------------------|-------------------------------|
|                    |                    | Hours at 31 <sup>st</sup> Dec | Hours at 31 <sup>st</sup> Mar |
| Care Plus          |                    | 775                           | 875                           |
|                    | <b>Total Hours</b> | <b>775</b>                    | <b>875</b>                    |
| Direct Payment     |                    | 14                            | 14                            |
|                    | <b>Total Hours</b> |                               | <b>2253</b>                   |

Staff recruitment is an on-going issue in Cowal. This issue is not new to this locality, due to the rural areas involved, however it means the Council continues to purchase services off framework to meet demand. As the frameworks are becoming more established this practice is reducing. In the last quarter 92% of new service was commissioned from the framework.

Recruitment is an on-going problem we are facing across the Council area. Head of Service, Adult Care alongside the Procurement and Commissioning Team recently met with all providers. Discussions took place around the difficulties we were facing. In order to address this Adult Services have arranged to introduce IRISS, a project being run in partnership with the Council and chaired and supported locally by Scottish Care Reshaping Care for Older People Teams. IRISS aim is to bring the independent sector together to form an informal partnership to address issues around the planning and delivery of care at home services in Argyll and Bute. The group will look at a joint

recruitment proposal, joint training and efficiencies that can be made utilising dead time by reducing travel. The first meeting of this group will be held at the care at home forums in May. In addition, Adult Services are also working alongside our Employability Partnership. The Partnership have agreed to take recruitment within the care sector forward as one of their workstreams. An update of the above will be provided at the next meeting.

**CONTRACT MANAGEMENT PROCESS**

Argyll and Bute Council’s Procurement and Commissioning team are responsible for the Contract and Supplier management of these services. This is complimented by the service monitoring and review process carried out by Homecare Procurement Officers and Case Managers. The Procurement and Commissioning Team carry out quarterly contract management meetings that determine the risk rating of each contract. All contracts are risk rated using a combination of Care Inspectorate grades, service concerns and complaints. Additional monitoring is undertaken as required where risk levels increase. There is currently one provider who has enhanced monitoring activity to support performance improvement. In addition, fortnightly contract management meetings are being carried out to assist the provider to focus on their service improvement plan.

A breakdown of the Care Inspectorate grades are detailed in the table below.

| Provider         | Care Inspection Grades      |                     |                                      |
|------------------|-----------------------------|---------------------|--------------------------------------|
|                  | Quality of Care and Support | Quality of Staffing | Quality of Management and Leadership |
| Allied           | 6                           | 6                   | 5                                    |
| Careplus         | 6                           | 5                   | 6                                    |
| Care UK          | 5                           | 5                   | 4                                    |
| Carr Gomm        | 6                           | 5                   | 6                                    |
| Cowal Carers     | 5                           | 5                   | 5                                    |
| Mears-Oban/Cowal | 3                           | 3                   | 3                                    |

\*6– Excellent                    3- Adequate  
 5 – Very Good                2 – Weak  
 4 – Good                        1 - Poor

## MONITORING ARRANGEMENTS

An ongoing training schedule has been implemented to the Homecare Procurement Officers and a robust monitoring programme has been put in place with both the Procurement and Commissioning Monitoring Officer and Homecare Procurement Officers having close contact with the external providers and service users.

A detailed list of contact with service users and providers for the quarter is detailed below:

| <b>Contact</b>  | <b>Total carried out<br/>Between<br/>01/10/2013 &amp;<br/>31/12/2013</b> | <b>Council Officer involved</b>                    |
|---|--|--|
| Review of care needs with service users, family and provider  | 138  | Homecare Procurement Officer and/or Care Manager   |
| Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services | 6  | Procurement and Commissioning Team / Social Work   |
| Provider Forums - Reshaping care for Older People meetings.   | 5  | Procurement and Commissioning Team/Social Work/NHS |

## SERVICE MONITORING VISITS

Training has been provided to all Homecare Procurement Officers on individual service monitoring. A schedule of monitoring visits has been agreed and a process to report the outcome of these visits to the Procurement and Commissioning Team has been developed. This information will feed into the quarterly contract and supplier monitoring meetings. Over the course of these meetings individual risk ratings are adjusted as required. The monitoring activity and results for the quarter are detailed below:

**Cowal**

| <b><u>Provider</u></b> | <b>Number of Spot Checks/Monitoring Visits</b> | <b>Satisfied/Unsatisfied</b>     | <b>Service User Comments</b>  |
|------------------------|--|----------------------------------|---|
| Provider A             | 4announced<br>3unannounced                     | 6 Satisfied<br><br>1 unsatisfied | Happy with service, no improvements.<br>Continuity of staff.                              |
| Provider B             | 2 announced<br>4 unannounced                   | 5 Satisfied<br>1 unsatisfied     | Times on care plans sometimes differ to logs  |
| Provider C             | 2 announced                                    | 2 Satisfied                      | Happy with service,   |
| Provider D             | 2 announced<br>1 unannounced                   | 3 Satisfied                      | Happy with service, no improvements   |
| Provider E             | 3 announced<br>2 unannounced                   | 3 Satisfied<br>2 unsatisfied     | Communication with service users could be better<br>Continuity of staff covering holidays |

**Bute**

| <b><u>Provider</u></b> | <b>Number of Spot Checks/Monitoring Visits</b> | <b>Satisfied/Unsatisfied</b> | <b>Service User Comments</b>         |
|------------------------|--|------------------------------|--------------------------------------|
| Provider A             | 5 announced                                    | 5 Satisfied                  | Happy with service, no improvements. |
| Provider B             | 2 announced                                    | 2 Satisfied                  | Happy with service, no improvements  |

As you can see there has been extensive work carried out again this quarter to support the providers and service users. The feedback from the service users and families who have received service monitoring visits has been positive, with 86% of the people spoken to, very happy with the services they are receiving.



**SERVICE CONCERNS**

There is a clear service concern process in place and from 1<sup>st</sup> January – 31<sup>st</sup> March, there has been 9 service concerns received. All service concerns are investigated fully and the Homecare Procurement Officers work closely with the providers to improve any issues raised.

**Cowal**

| <b><u>Provider</u></b> | <b>Number of Concerns</b> | <b>Details of Concern</b>                                    | <b>Upheld and appropriate action taken</b> |
|------------------------|---------------------------|--|--|
| Provider A             | 1                         | Concerns re carers approach to service user.                 | upheld                                     |
| Provider B             | 1                         | Concerns re access   | upheld                                     |
| Provider C             | 2                         | Concerns re late/early visits.<br>Concern re carers approach | 1 upheld<br>1 partially upheld             |
| Provider D             | 1                         | Concerns re carer  | upheld                                     |

**Bute**

| <b><u>Provider</u></b> | <b>Number of Concerns</b> | <b>Details of Concern</b>                           | <b>Upheld and appropriate action taken</b> |
|------------------------|---------------------------|---|--|
| Provider A             | 3                         | Concern re security of dwelling/moving and handling | Upheld                                     |
| Provider B             | 1                         | Concern re carer behaviour                          | Upheld                                     |

For information – The above concerns (9) are the total received in this quarter. The total weekly service currently being delivered by the providers concerned is 4,188 hours per week.

## COMPLAINTS

One complaint has been received this quarter that has been upheld.

## 4. CONCLUSION

From the evidence gathered, including service users and families input, services are being provided according to the terms and spirit of the contract.

Due to the fluctuations within human services, in terms of demand for services and providers capacity to respond, service concern issues are inevitable. All issues identified within this quarter have been addressed, with the intensive support of the Procurement and Commissioning Team together with the Homecare Procurement Officers to maintain continuous improvement. On-going evaluation and monitoring will ensure good practice and customer satisfaction.

Concern still remains with regards to shortages of staff, resulting in providers being unable to take on packages at short notice. The proposals, described previously in the report, will work towards assisting providers to actively look at innovative ways of attracting staff: especially within the rural areas. Staff recruitment and retention is a nationally recognised problem across all aspects of the care sector.

## 5 IMPLICATIONS

|     |                                     |  |
|-----|-------------------------------------|--|
| 5.1 | <b>Policy</b>                       | Consistent with Best Value and National Policy on Re-Shaping Older People's Services |
| 5.2 | <b>Financial</b>                    | None   |
| 5.3 | <b>Personnel</b>                    | None   |
| 5.4 | <b>Equalities Impact Assessment</b> | None.  |
| 5.5 | <b>Legal</b>                        | None   |

For further information, please contact : Jane Lawrence Winch  
Area Manager  
01369 707348



This page is intentionally left blank

---

**ARGYLL & BUTE COUNCIL****BUTE AND COWAL AREA COMMITTEE****DEVELOPMENT &  
INFRASTRUCTURE SERVICES****3 JUNE 2014**

---

---

**IMPLEMENTATION OF AMENITY SERVICES SAVINGS**

---

**1.0 SUMMARY**

- 1.1 The purpose of this report is to update Members regarding the budget savings and the revised service specification by Amenity Services for 2014/15 and progress to date.

**1.0 RECOMMENDATIONS**

- 2.1 That Members note the contents of this report.

**2.0 DETAIL**

- 3.1 This report provides information to members on current situation within Amenity Services Section.
- 3.2 Amenity Services had carried out a series of workshops with members in the Spring of 2013 to allow feedback and suggestions on how the front line delivery should be carried out in light of further savings of £116,959 needed in 2014/15 within B&C Amenity Services Section.
- 3.3 To allow these savings to be met, it was reported the department would need to shed 4-5 Full Time Employees and reduce the fleet size by 2-3 vehicles.
- 3.4 Amenity Services had through the summer of 2013 trialled new work schedules to incorporate the efficiencies required, the area work teams completed "job cards" that enabled management to keep a record of works carried out and look at areas where anomalies / inefficiencies were found.
- 3.5 The data collated over summer 2013 has been used to allow further improvements to work schedules to be made and the current schedules are in place for summer 2014, the main areas of change within the B&C area are:
- All grass borders around obstacles, paths and walls are to be cut once at beginning of growing season and weed killed thereafter to reduce the need for strimming throughout the growing season. (this includes around headstones)
  - Schedules are set up to ensure that teams are working to take in full range of duties, routes will be covered

by staff to carry out the wide range of tasks required whilst in the particular area i.e. pavement sweeping / toilet cleaning / litter picking and grass cutting.

- All Amenity open space grass will continue to be cut 24 times per season Apr-Oct.
- Rose Beds & Shrub borders have been pruned / mulched with forest bark (weed killed where appropriate) to reduce seasonal maintenance.
- Reduction in grass cutting on some rural grass verges from 24 to 6 in areas such as Rhubodach ferry terminal.

3.6 The current establishment numbers within the Bute & Cowal Grounds/Cemeteries, Street Sweeping and Local Environment teams are as follows:

Bute - 12

Cowal - 16

3.7 It is proposed that Amenity Services work towards a monitoring system that uses current software available to the council, namely WDM & Total costing system to give accurate / live data on all activities undertaken by Amenity Services. This will involve creating a system that can be used to record work schedules / respond directly to calls & emails / collate Key Performance figures for pyramid and reduce the requirement to complete daily work sheets / spreadsheets by staff on the ground. (A future report will update members on this project)

3.8 Amenity Services are in discussion with a number of Community Groups where there appears to be a willingness to engage in Third Sector Partnership working. The aim of these discussions is to allow communities / sports clubs to take ownership of their area / facility with support from the council where agreement can be reached and support provided. This can range from a sports club looking to take on maintenance of a pitch to community groups looking to undertake the full range of maintenance duties within a village. These discussions will also look to further enhance a number of play parks and sports facilities where community groups have the potential to fund projects via external funders (Rothesay & Sandbank play parks are good examples of this partnership working).

3.9 All staff within Amenity Services have been kept informed of changes and Union Shop Stewards have been fully briefed on changes within the section. In total in B&C: 4 front line employees have left the council via Voluntary Redundancy in 2013/14. A larger number of employees expressed an interest but were not granted their request due to requirement to continue to deliver front line services, a further saving via VR will be made within the management structure in B&C (Supervisor on Bute & Working Foreman in Cowal) in June 2014.

3.10 Our Amenity Services Enforcement Officers (new title to be adopted by Environment Wardens) will support the Parking Enforcement team (Amenity Wardens) in B&C to cover the recent introduction of DPE (Decriminalised Parking Enforcement) this will allow our officers to engage with local business / emergency services and bus companies in reducing the traffic flow concerns within Bute & Cowal town centres, ensuring that illegal parking at junctions, bus parking zones, loading bays, double yellow lines and limited parking zones are monitored and fines / warnings issued where appropriate.

- 3.11 Amenity Services are also in discussion with Private Land tenants on how agreement can be reached for the upkeep of land outwith council in future, the impact on reducing / removing the maintenance in these high profile areas within towns will have a huge impact on tourism and the aesthetics in these areas, It is not the intention of Amenity Services to simply walk away from these areas, but to look at best way of ensuring an acceptable level of maintenance in future years.

#### **4.0 CONCLUSION**

- 4.1 Argyll and Bute Council have made financial reductions in all departments; Roads & Amenity Services have implemented changes to maintain front line service delivery to an amended specification. The future structure of Amenity Services will be set up to allow for multi-tasking / flexible working to ensure that acceptable levels of maintenance are in place and statutory duties such as burials / collection of waste continue to be delivered. Where Capital investment is needed to improve the infrastructure, Business Cases will be drawn up to look at prioritising investment in future years.

#### **5.0 IMPLICATIONS**

- 5.1 Policy: Environmental / Amenity Services
- 5.2 Financial: Revenue / Capital
- 5.3 Legal: None
- 5.4 Risk: Service Delivery
- 5.5 HR: Employees leaving Department due to VR

#### **Executive Director of Development and Infrastructure**

May 2014

**For further information contact:** Allan Macdonald, Amenity Services Performance Manager (South A&B) 01369 708617

This page is intentionally left blank



---

**ARGYLL & BUTE COUNCIL****BUTE AND COWAL AREA COMMITTEE****DEVELOPMENT &  
INFRASTRUCTURE SERVICES****3 JUNE 2014**

---

---

**GULDFORD SQUARE ROTHESAY – PARKING CHARGES**

---

**1. SUMMARY**

- 1.1 This report provides additional updated information for members with respect to the parking arrangements associated with the new store development in Guildford Square, Rothesay.

**2. RECOMMENDATIONS**

- 2.1 Members note the information.

**3. DETAILS**

- 3.1 Members considered a report to the June Area Committee in 2013 where a number of options were presented that would satisfy a requirement, by the store developer, that there would be free parking available at the new store.

- 3.2 Members decided to adopt Option 3 of the proposals but asked for further information with respect to the timescales and costs.

**3.2.1 Option 3**

It is possible to install a car park ticket machine which will provide tickets for one hour free parking at the press of a button or accept money for longer periods of parking. There is a risk of littering if the machine is abused. It would also be necessary to have a "No Return Period" of, say, two hours or longer to control chain ticketing with free tickets. This involves the parking attendants in additional work to identify vehicles that are parked in abuse of the rule. There is a cost to replace the machine, maintain the machine and provide free tickets.

- 3.3 The current ticket machine is close to the end of its life and would be due for replacement in the next few years. It is likely that the development will take some time till the store opens for customers. An appropriate machine can be installed as a replacement.
- 3.4 Despite several requests to the developer we had been unable to ascertain when the store is expected to open. Local information advises that site clearance and

initial excavation is underway. This could suggest a possible store opening in the spring of 2015, this is entirely speculative.

3.5 The costs involved are projected to be:

|  |                        |
|--|------------------------|
| Replacement ticket machine, supply and install   | £4,000                 |
| Lost revenue, based on a limited survey of the existing ticket purchase pattern  | £6,000-£7,000 per year |
| Costs for warden's time, additional maintenance and tickets are difficult to quantify but are expected to be of the order of | £1,200 per year        |

#### 4. CONCLUSION

4.1 The reduced revenue from car park charges based on current income equates to 44-52%. The increased enforcement and maintenance costs are best estimates and true cost will only be available once the development is completed.

#### 5. IMPLICATIONS

|     |                   |  |
|-----|-------------------|--|
| 5.1 | Policy            | Promotes town centre regeneration  |
| 5.2 | Financial         | Loss of revenue income, increased enforcement cost, increased maintenance and servicing costs. |
| 5.3 | Legal             | None   |
| 5.4 | HR                | None at present  |
| 5.5 | Equalities        | None   |
| 5.6 | Risk              | None   |
| 5.7 | Customer Services | None   |

#### 6. APPENDICES

**Executive Director of Development and Infrastructure**  
May 2014

**For further information contact:** Bill Weston, Traffic & Development Manager ext. 2161

---

**ARGYLL & BUTE COUNCIL****BUTE AND COWAL AREA COMMITTEE****DEVELOPMENT &  
INFRASTRUCTURE SERVICES****3 JUNE 2014**

---

---

**LIGHTING AT SANDBANK PLAY PARK AND BROXWOOD ROADS DEPOT**

---

**1. SUMMARY**

- 1.1 This report provides an update to Members on lighting at Sandbank Play Park.

**2. RECOMMENDATIONS**

- 2.1 It is recommended that Members note the report and agree how to progress lighting at Sandbank Play Park

**3. DETAILS**

- 3.1 At its meeting held in October 2012 Bute and Cowal Area Committee considered the attached request and business case. Subsequent to the meeting, members and officers met and at that time it was agreed not to progress lighting at the Sandbank Play Park.
- 3.2 At the Bute and Cowal Business Day in May 2014, members considered a report on this matter, the outcome of which was:
1. Members noted the report;
  2. Members suggested that a change be made in the capital spend for the Cowal ward, to be used towards the lighting at Sandbank Play Park, asked that Members from ward 6 have a discussion on this and that a further report come back to the June Area Committee; and
  3. Members asked the Head of Roads and Amenity Services to find out more information about the stored lighting columns in Broxwood and bring an update on this to the June Area Committee.
- 3.3 The estimated cost for providing lighting to the play park is £6800 based on current costs.
- 3.4 The Broxwood Roads Depot is a historic depot which is predominantly used for the storage of street lighting equipment to be used in the Cowal area. Lighting columns, cables and other materials are kept at this site for use in both revenue and capital works. The materials held at this location are funded through existing street lighting budgets. There is an aspiration to move to a single depot location within the Dunoon area. However, an existing long term lease which would be cost prohibitive

to terminate early has resulted in a single depot not being cost effective at this moment in time. The use of Broxwood as a street lighting store is being reviewed with a view to co-locating street lighting with one of the other Council depots. A business case will be developed to see if this is a cost effective and operationally feasible proposal.

**4. CONCLUSION**

4.1 This report provides an update to Members on lighting at Sandbank Play Park.

**5. IMPLICATIONS**

|     |                   |                     |
|-----|-------------------|---------------------|
| 5.1 | Policy            | None                |
| 5.2 | Financial         | No budget allocated |
| 5.3 | Legal             | None                |
| 5.4 | HR                | None                |
| 5.5 | Equalities        | None known          |
| 5.6 | Risk              | None known          |
| 5.7 | Customer Services | None                |

**6. APPENDICES**

Appendix 1 – Report to Bute and Cowal Area Committee meeting in October 2012

Appendix 2 – Business Case for lighting at Sandbank Play Park

**Appendix 1**

---

**ARGYLL AND BUTE COUNCIL**

**BUTE AND COWAL AREA COMMITTEE**

**DEVELOPMENT AND INFRASTRUCTURE  
SERVICES**

**OCT 2012**

---

**SANDBANK PLAY AREA – PROVISION OF FLOOD LIGHTING**

---

**1.0 SUMMARY**

1.1 This report deals with the request from Sandbank Community Council and Elected Members for the Council to provide and maintain Flood Lighting at the recently redeveloped Sandbank Play Area

**2.0 RECOMMENDATIONS**

2.1 Members are asked to consider the report and attached appendices.

**3.0 DETAILS**

3.1 A Memorandum of Agreement to allow the redevelopment of the existing play area and replacement of play equipment was signed with Sandbank Community Council in 2008, to allow external funds to be raised for the Capital scheme.  
A copy is attached in Appendix 2

3.2 The inclusion of a Multi Use Games Area (MUGA) was a Community aspiration which developed during the selection of play equipment and play area reconfiguration in the period of fund raising by the Community Group. During this time the requirement for lighting was not included in the requirements for Capital Fundraising.

3.3 Requests from Community Groups members and Elected Members have been received by Officers since the completion of the finalised works. Initially the powering and maintenance of normal street lighting was considered a viable proposition, as this could be incorporated within the impending Capital Lighting Replacement scheme 2012 for Sandbank Shore rd.

3.4 However the IBC, gives several reasons why the increased commitment to provide , power and maintain Flood Lighting cannot be sustained by the present budget allocations and how this contravenes the present aim of the Council to minimise the inclusion of lighting systems out with the Council Asset , connected to the public lighting network. Furthermore there are clearly indentified concerns from Strathclyde Police on the potential disbenefit of increased lighting and potential in appropriate use of this facility which is not situated on Council land.

**4.0 CONCLUSION**

4.1 The provision and maintenance by the Council of Flood Lighting at Sandbank MUGA is unsustainable within present and future budgets and is against the Council aim to minimise Liability and Risk on assets out with their direct control.

**5.0 IMPLICATIONS**

- 5.1 Policy - Complies with aim to achieve a sustainable asset.
- 5.2 Financial – No additional Capital or Revenue Budget available.
- 5.3 Legal - None
- 5.4 HR - None
- 5.5 Equalities - None
- 5.6 Risk – Avoids risk and liability to Council on use of MUGA .
- 5.7 Customer Service – Does not affect Council commitment to routine maintenance of play area and equipment in the memorandum of Agreement

**6.0 APPENDICES**

- 6.1 APPENDIX 1 – Initial Business Case – Funding and Maintenance of Flood Lighting at Sandbank Play area (Multi Use Games Area)
- 6.2 APPENDIX 2 – Original Memorandum of Agreement 2008 – play area and original childrens' play equipment upgrade.

**Executive Director of Development and Infrastructure Services**  
Sept 2012

**For further information contact:** Callum Robertson 01631 569197

**Executive Director of Development and Infrastructure**  
April 2014

**For further information contact:** Jim Smith, Head of Roads and Amenity Services  
**Tel:** 01546 604324

## Appendix 2

### Argyll & Bute Council

#### Initial Business Case for Capital Projects

**Department** – Development and Infrastructure **Service** – Roads and Amenity

**Asset Type** – Play Area Lighting

**Project Name** - Sandbank Play Area Lighting

#### **Executive Summary**

There has been a request that the Sandbank play area be illuminated.

There is no identified funding for this work and does not feature in any future plans.

The play park area is not in the ownership of the Council.

The police and Community Council have concerns re youth disorder at the present time and it is felt that lighting the area may exacerbate this problem.

If the scheme was to go ahead there would be issues of safety to be resolved especially around activation and maintenance of these lights.

#### **Impact on Council plans**

None

#### **Affordability**

- The cost of installing this scheme would be between £4500 - £5000 with an ongoing maintenance cost.
- No budget from a revenue or capital is identified within the St Lighting sections remits.
- Other sources of budget would require to be identified for both installation and ongoing maintenance.
- Electrical consumption of floodlighting is a lot higher than our preferred luminaire.
- Hinged columns will have to be installed to allow ease of access for maintenance ( 3 TIMES COST OF NORMAL POLES)

- Installation of some form of switch to enable disconnection of lights when not in use ( normally A&B council insist that this must be done by an appropriately qualified person)
- Electrical bonding required for adjacent fence
- Installation of RCBO to enable EEBADS protecting anyone using the facility at additional cost
- Ongoing maintenance required (inspection & testing a statutory requirement at least once every six years)

### **Deliverability**

- The St Lighting team within Roads and Amenity have the skills to design and deliver this work.
- The St Lighting inhouse team could install all the required elements of this scheme.
- There is a planned St Lighting scheme planned for this year adjacent to this site. As part of those works a power supply, for the flood lights can be easily incorporated into the larger scheme.

### **Risk**

#### **Environmental**

- Height of column required will impact on outlook (towards sea) from nearby housing
- Floodlighting creates significantly more lighting trespass and intrusion than our normal lanterns
- Appearance of floodlighting required not aesthetically pleasing
- Type of lighting required to meet lighting levels required is in contrast to our lighting policy of trying to reduce levels of lighting output and electrical loading.

#### **Policy**

- We are currently trying to reduce the number of lighting points that we have to maintain in general and more appropriately on ground that is not adopted by the council not only for financial reasons but also for legal implications.
- IF this lighting installation does go ahead, will Argyll & Bute council have ownership of the sports court. ( What happens if there is a failure and we cannot gain access to the sports court to repair or electrically isolate)
- Will Argyll & Bute Council be exempt from any future legal challenges that may occur for example, if an on court sports injury occurs when one of the lighting points wasn't operating fully (policy for this eventuality required)



## **Public Safety**

### **Report on police view**

- Additional lighting of any location can be a useful crime prevention tool, aid public reassurance and decrease the fear of crime. However, on its own, the positive effects can be minimal and can, if used incorrectly, increase problems in a given area.
- The main crime prevention purpose of lighting is to facilitate natural surveillance during the hours of darkness. Due to this, solely adding floodlights at this play park will be insufficient.
- A visit to this site confirms that natural surveillance is extremely low in this area. Only three domestic properties have a clear overview of the play park. This natural surveillance is further decreased due to their position being set some distance back from the dividing roadway, between their properties and the play park, in addition to shrubbery and trees within their grounds further blocking any natural view.
- Natural surveillance is further compounded due to the amount and density of vegetation growing in and around the play park. This decreases the surveillance potential from both vehicle and pedestrian traffic in the vicinity.
- Over the preceding three months, there has been one recorded incident of a member of the public complaining of youths within the play park causing damage. On this occasion damage could not be proven, however it was recorded that there was old damage to property within and the member of the public did comment that such incidents were a regular occurrence.
- Play parks are a natural attraction of youths of all ages. This play park can be seen to be such due to its location, its comfortable surroundings with seating available, adequate lighting from nearby street lights, hidden views due to vegetation, and even a covered bus shelter which offers a ready-made 'teen shelter' for adverse weather.
- Due to the above, adding floodlights by themselves would not be recommended as the question would be; who are you lighting the area for?
- Additional lighting could work however, if further measures were taken into account. At the very least, vegetation must be cut back to allow natural surveillance of the play park area,

and thereafter a maintenance program put in place to ensure that this continues. It would also be advisable to enquire into whether the bus shelter could be either replaced with a more open design, or moved further along the road, possibly nearer to Wallace Court.

- Signage should also be highly visible, informing users of any age restrictions and ownership details. This further enhances the belief that the play park is cared for and looked after.
- Any investment in this area should also be made public (eg) Community Council, Primary School, local media, local residents and the Police, in order, not only to inform the reasons behind any work, but also asking for support to report any negative incidents.
- It should be noted that the implementation of the above recommendations might not prevent the determined person causing damage or annoyance at this location. However, they will make it more difficult, and greatly increase the chance of detection, with the resultant decrease in any financial loss to the owner.

### **Community Council**

- Concerns have been expressed by members of the Community council re youth disorder round the play park area. The police are currently giving advice on how best to tackle the problem.
- In light of this problem there would be a real concern that the problems of youth disorder would escalate if lighting was installed.

### **Operational**

- Factors such as who would be responsible for the lights after they are installed. How would they be controlled and by whom. All these factors would need to be established especially in relation to safety.

---

**ARGYLL & BUTE COUNCIL****BUTE AND COWAL AREA COMMITTEE****DEVELOPMENT &  
INFRASTRUCTURE SERVICES****3 JUNE 2014**

---

**CASTLE LODGE GATE HOUSE**

---

**1. SUMMARY**

- 1.1 The Castle Lodge gatehouse structure is a listed building which lies within the Development and Infrastructure inventory of assets. The structure is located within the Castle House site and is classed as a grade B listed building.
- 1.2 The Gatehouse Structure is currently in a state of disrepair and in need of works to initially make safe and then bring back into use.

**2. RECOMMENDATIONS**

- 2.1 That Area Committee make a representation to Council for funding to be made available to deliver option two.

**3. DETAILS**

- 3.1 An outline business case has been produced for the Castle Lodge building. This business case has been summarised in this report and includes 8 options as follows:
  - Option One - General Upgrade, this would be to take the structure to a condition where it would be suitable to provide a usable unit for accommodation. In doing so, addressing structural, timber decay and dampness issues and including complete internal and external refurbishment. Estimated cost £130,000.
  - Option Two - General upgrade with a single story extension to bring the building up to a suitable size required for current day requirements. Estimated costs being worked up currently. This option could result in a future income source for the Council either through capital receipt of rental income.
  - Option Three - Superficial Upgrade, this action would address structural, timber decay and dampness issues but only producing basic wind and watertight shell with the same outward appearance as the general refurbishment option. No plumbing, electrical or heating installation would be provided. Estimated costs £77,200.

- Option Four – Masonry Shell, taking down and removing the roof structure, doors, windows, floors and non-masonry internal partitions leaving a masonry shell only, applying protective measures to exposed wallheads and internal faces of external walls. Estimated costs £24,000.
- Option Five – Transfer to Registered Social Landlord – Offer the property to a registered social landlord to develop as housing.
- Option Six - Demolition, to demolish the existing structure and remove the resulting material from site. Estimated cost £23,500.
- Option Seven – Do nothing. Leave existing structure as is, maintaining the safety fencing currently securing the structure.
- Option 8 – market the property subject to the purchaser providing a satisfactory restoration plan. Developer interests have been received including an outline proposal to renovate the building on its current site and use it as holiday accommodation. In order to progress this, the building would need to be declared surplus and the Council would be obliged to advertise the property.

Table 1 below summarises the basic options available:

| <b>Option Number</b> | <b>Description</b>                     | <b>Comment</b>   |
|----------------------|--|--|
| 1                    | General Upgrade                        | Would bring the building back into use.  |
| 2                    | General Upgrade with extension         | Would bring the building back into use and widen the potential market and use.   |
| 3                    | Superficial Upgrade                    | Would ensure that the building was made safe and improve its appearance but would not provide any opportunity to bring the building back into use. |
| 4                    | Masonry Shell                          | Would ensure that the building was made safe, would improve its current appearance but would not allow the building to be brought back into use.   |
| 5                    | Transfer to Registered Social Landlord | Initial contact with social landlords have not been met with a positive response. Existing building is considered to be too small for current use. |
| 6                    | Demolition                             | Historic Scotland would object to a listed building being demolished. As a general rule HS would only consider demolition as a last resort.        |
| 7                    | Do nothing                             | Not considered to be a viable option due to public safety  |
| 8                    | Market Property                        | Two tentative enquiries have been received. Officers will provide an verbal update to the meeting on this matter.                                  |

- 3.2 From the options listed above option 2 is considered to be the most viable option in terms of restoring the building back to a condition where it can be brought back into use. However, there is a risk that the investment required to bring this building back to a state of use could exceed any income that would be generated through disposal.
- 3.3 It is proposed that Council be asked to consider making funding available to enable this building to be brought back into use.

#### 4. CONCLUSION

- 4.1 The Castle Lodge gatehouse structure is a listed building which lies within the Development and Infrastructure inventory of assets. The structure is located within the Castle House site and is classed as a grade B listed building.
- 4.2 The Gatehouse Structure is currently in a state of disrepair and in need of works to initially make safe and then bring back into use.

#### 5. IMPLICATIONS

- |     |                   |   |
|-----|-------------------|---|
| 5.1 | Policy            | None  |
| 5.2 | Financial         | No budget identified - there is a risk that the investment required to bring this building back to a state of use could exceed any income that would be generated through disposal. |
| 5.3 | Legal             | Duty of care to keep the building safe  |
| 5.4 | HR                | None  |
| 5.5 | Equalities        | None Known  |
| 5.6 | Risk              | Building needs to be maintained to ensure there is no risk to the public.   |
| 5.7 | Customer Services | None Known  |

**Executive Director of Development and Infrastructure**  
April 2014

**For further information contact:** Jim Smith, Head of Roads and Amenity Services  
**Tel:** 01546 604324

This page is intentionally left blank

---

**ARGYLL AND BUTE COUNCIL**  
**CUSTOMER SERVICES**

**Bute and Cowal Area Committee**  
**3<sup>rd</sup> June 2014**

---

**Report on Members Satisfaction Survey**

---

**1. SUMMARY**

Every year Elected Members are asked to complete a short survey which is intended to measure the effectiveness of the support offered to them, and to thereafter identify any improvements which can be made and delivered. This paper advises of the results of the 2014 survey.

**2. That Members:-**

- 2.1 Note the survey information provided ;
- 2.2 Acknowledge the reduced response rate in the annual return.

**3. DETAIL**

- 3.1 Every year the 36 Elected Members of Argyll and Bute are asked to complete a short satisfaction questionnaire. The submitted information is then used to tailor the approach of the relevant parts of the Governance and Law service to address any concerns raised by Members. There is usually a variation each year in the questions asked in the survey due to the changing landscape in which Members and the Council operate; however, there are also a number of recurring themes. This year, members were asked to complete the survey online using a tool called Surveyface. As in previous years, the questions posed covered most areas of the Governance remit where support is provided to Councillors.

In an effort to extract as much useful information as possible, a few of the questions were open to varying interpretations, and where this is the case, it is accounted for in the results.

- 3.2 All members were asked to complete the survey, however only 14 did so, with 2 not finishing the exercise. The remaining 22 did not participate. This compares with 18 participating last year. While the figures extracted from the survey are an accurate reflection of the returns, the figures may be biased since a significant portion of members did not complete the questionnaire; which is very disappointing given that its main purpose is to improve the service offered and effectively target resources.

- 3.3 The Governance and Law Service Plan for 2014-15 in the Area Team Plan section includes the elements below:-

|   |     |     |   |
|---|-----|-----|---|
| (d) Maintain the percentage of Members very satisfied or satisfied with Member Services support | 90% | AG4 | Routinely highlight profile of services available through members services, building on input at induction programme Survey Members to identify satisfaction levels |
|---|-----|-----|---|

- 3.5 The 90% satisfaction rating set in the Service plan is extremely challenging and it should be noted that there is no single question which tied directly back to it. The closest approximations are the questions “how happy are you with the overall service you receive”, which had an 85% satisfaction rate, the average of the responses to all questions asked which was 74.% and “How well do staff do their jobs” which had a 93% satisfaction rating with one member not answering the question.

- 3.6 There were several indicators this year where were not in the 75<sup>th</sup> percentile or higher, which included :-

- satisfaction with Members workspace (down from last year;
- report quality; (similar to 2013 but one less member noted as dissatisfied);
- being kept up to date (new question);
- the time taken to deal with enquiries (new question);
- Video Conferencing issues. (down from 2013)

- 3.7 It is noticeable that the majority of these queries relate to areas which are not fully under this services’ control, and departmental management and staff will use their team meetings and other resource to investigate how best to progress the issues raised to improve the responses received.

- 3.8 A number of elected members have been very complimentary about the staff and the efforts they make, but some have also commented that they seemed over-stretched at times e.g.

*“Staff are always pleasant and keen to help. Occasionally they seem stretched but never voice concerns “*

*“While I am very satisfied I think looking in from outside that the staff are sometimes overwhelmed and need more help”*

It is to be hoped that the new departmental structure which has very recently been discussed with the staff, will alleviate at least some of these concerns.



#### **4. CONCLUSION**

4.1 As noted previously, the response to this survey was very disappointing, and has actually dropped from last year, however a number of possible improvements have been identified, and will be progressed.

#### **5. IMPLICATIONS**

|                    |  |
|--------------------|--|
| Policy -           | The survey is fully in compliance with the Council objective of continuous improvement.                                    |
| Financial –        | None   |
| Legal -            | None   |
| HR -               | None   |
| Equalities -       | None   |
| Risk -             | None   |
| Customer Service - | Adoption of the suggested improvements will enhance the service offered by the Governance and Law team to support members. |

**Executive Director of Customer Services**  
**19<sup>th</sup> May 2014**

For further information contact: Stephen Doogan, Area Governance Officer  
Tel 01546 604342

| Total Started Survey: 14  |        | Total Completed Survey: 12 ( 85.7 %) |   |
|---|--------|--------------------------------------|---|
| 1. We provide an efficient secretarial service (e.g typing, photocopying, diary administration) |        |                                      |   |
| Very satisfied  | 57.14% | 8                                    | 2013/14   |
| Fairly satisfied  | 21.43% | 3                                    | 2012/13   |
| 2. We can organise successful civic events and functions  |        |                                      |   |
| Very satisfied  | 42.86% | 6                                    | 100% 17 responses   |
| Fairly satisfied  | 28.57% | 4                                    | This discrepancy is likely to be because this year members were given the option of saying Not applicable |
| 3. The arrangements we put in place for your video/lync conferences                             |        |                                      |   |
| Very satisfied  | 35.71% | 5                                    | 50.00%  |
| Fairly satisfied  | 14.29% | 2                                    | Members   |
| 4. The organisation of your constituency surgeries  |        |                                      |   |
| Very satisfied  | 38.46% | 5                                    | 46.15%  |
| Fairly satisfied  | 7.69%  | 1                                    | As 2 Above  |
| 5. We can ably assist you in resolving constituent enquiries                                    |        |                                      |   |
| Very satisfied  | 61.54% | 8                                    | 76.92%  |
| Fairly satisfied  | 15.38% | 2                                    | 94%   |
| 6. The quality of briefings and reports we provide for you                                      |        |                                      |   |
| Very satisfied  | 53.85% | 7                                    | 53.85%  |
| Fairly satisfied  | 0%     | 0                                    | These are across the board  |
| 7. The time taken to deal with your enquiries   |        |                                      |   |
| Very satisfied  | 38.46% | 5                                    | 69.23% No comparable question   |
| Fairly satisfied  | 30.77% | 4                                    |   |
| 8. Being able to deal directly with someone who could help you                                  |        |                                      |   |
| Very satisfied  | 61.54% | 8                                    | 84.62% No comparable question last year for question 8, 9 and 10  |
| Fairly satisfied  | 23.08% | 3                                    |   |
| 9. Someone took responsibility for your enquiry   |        |                                      |   |
| Very satisfied  | 61.54% | 8                                    | 84.62%  |

|   |        |    |   |
|---|--------|----|---|
| Fairly satisfied  | 23.08% | 3  |   |
| <b>10. The quality of the information you received</b>  |        |    |   |
| Very satisfied  | 53.85% | 7  | 76.93%                                  |
| Fairly satisfied  | 23.08% | 3  |   |
| <b>11. Being given information that was easy to understand</b>                                    |        |    |   |
| Very satisfied  | 53.85% | 7  | 92.31%                                  |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>12. Being given all the information you needed</b>   |        |    |   |
| Very satisfied  | 46.15% | 6  | 84.61% No comparable question last year |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>13. Being given accurate information</b>   |        |    |   |
| Very satisfied  | 53.85% | 7  | 84.62% No comparable question last year |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>14. Being kept up to date with progress</b>  |        |    |   |
| Very satisfied  | 23.08% | 3  | 61.54% No comparable question last year |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>15. I am clear about the different roles and responsibilities of the staff within the Team</b> |        |    |   |
| Very satisfied  | 38.46% | 5  | 70%                                     |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>16. How well the staff did their jobs</b>  |        |    |   |
| Very satisfied  | 76.92% | 10 | 92.30% No Comparable question Last Year |
| Fairly satisfied  | 15.38% | 2  |   |
| <b>17. Being treated fairly</b>   |        |    |   |
| Very satisfied  | 76.92% | 10 | 84.61% No Comparable question Last Year |
| Fairly satisfied  | 7.69%  | 1  |   |
| <b>18. How your privacy was protected</b>   |        |    |   |
| Very satisfied  | 53.85% | 7  | 69.23% No comparable question last year |
| Fairly satisfied  | 15.38% | 2  |   |
| <b>19. How polite staff were</b>  |        |    |   |
| Very satisfied  | 69.23% | 9  | 84.61% No comparable question last year |
| Fairly satisfied  | 15.38% | 2  |   |
| <b>20. How friendly staff were</b>  |        |    |   |

|   |        |    | 100 No                                  |
|---|--------|----|---|
| Very satisfied  | 84.62% | 11 |   |
| Fairly satisfied  | 0%     | 0  |   |
| <b>21. Having sufficient staffing resources to meeting your needs</b>   |        |    |   |
| Very satisfied  | 15.38% | 2  | 77                                      |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>22. How sensitive staff were to your needs</b>                       |        |    |   |
| Very satisfied  | 69.23% | 9  | 76.92% No comparable question last year |
| Fairly satisfied  | 7.69%  | 1  |   |
| <b>23. The time taken to deal with the enquiry from start to finish</b> |        |    |   |
| Very satisfied  | 46.15% | 6  | 76.92% No comparable question last year |
| Fairly satisfied  | 30.77% | 4  |   |
| Very satisfied  | 30.77% | 4  | 69.23% No comparable question last year |
| Fairly satisfied  | 38.46% | 5  |   |
| <b>25. The overall service that you received</b>                        |        |    |   |
| Very satisfied  | 53.85% | 7  | 84.62% No comparable question last year |
| Fairly satisfied  | 30.77% | 4  |   |
| <b>26. The workspace available for your use at Kilmory</b>              |        |    |   |
| Very satisfied  | 30.77% | 4  | 94%                                     |
| Fairly satisfied  | 30.77% | 4  |   |



27. Lastly, are there any services not currently provided by the Member Services and Area Governance Team that would benefit you in terms of assisting you with your workload or any additional comments you wish to make?

- |   |
|---|
| 1. As a policy lead I'm not clear whether there is any resource available to help with issues like diary mgmt., etc. I end up dealing with lots of different staff which can be frustrating at times. Generally happy with service but still think there's a bit of an issue with it not being clear exactly what support is available. |
| 2. being able to pass constituent problems to staff and them giving me the answer to give to my constituent. there should be a research service   |
| 3. There are lots of services that it would be good to have provided by the Council such as mobile communications etc. that would be of assistance in carrying out my councillors responsibilities but no consideration should be given to enhancing any services while the Council is under severe financial pressure.                 |
| 4. services provided by staff are excellent and I am very grateful to them  |
| 5. Need to speed up access to Group Office.   |
| 6. I am very happy with the service I receive but do feel Area Governance Staff are over stretched, covering two Area Committees and associated meetings.   |

**Average satisfied or very satisfied**

**73.95%**

**Dissatisfied**

**3%**

**don't know/other/not applicable**

**17%**

It should be noted that although the service has not achieved its 90% satisfaction target, it does have only a 3% average dissatisfaction rating, with no single question attracting more than 8% dissatisfaction.

It is also important to note that the don't know/other/not applicable figure is significantly higher than the dissatisfied, and where a member chose to enter a comment, this was counted as "other". Since most comments were positive, had they been included with the satisfaction rating it would have significantly boosted the 74% figure



Document is Restricted

This page is intentionally left blank



Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank



Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank