

**Argyll and Bute Council**  
**Draft Annual Report**  
**2010-11**

**Realising Our Potential Together**



Argyll and Bute Council is committed to promoting equality

Our key principles are that:

- no-one is disadvantaged because of their race or ethnic origin, disability, gender, age, sexual orientation, or religion and belief
- the differences between people are valued and good relations between groups are promoted
- people are treated fairly and with equal respect
- informed assessments are made on the impact of policies and service
- people are involved in the decisions that affect them and encouraged to participate in public life.

We carry out equality impact assessments for policy and service development to make sure no-one is adversely impacted.

**If you would like this document in another language, Braille or easy-read format, or if you require the services of an interpreter, please contact us.**

Ma tha sibh ag iarraidh an sgrìobhainn seo ann an cànan no riochd eile, no ma tha sibh a' feumachdainn seirbheis eadar, feuch gun leig sibh fios thugainn.

Jezeli chcieliby Państwo otrzymaO ten dokument w innym języku lub w innym formacie albo jeeli potrzebna jest pomoc Uumacza, to prosimy o kontakt z nami.

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

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## Contents

<b>1. Foreword</b>	<b>Page 4</b>
<b>2. Our Vision and Values</b>	<b>Page 5</b>
<b>3. Money Matters</b>	<b>Page 6</b>
<b>4. Education</b>	<b>Page 8</b>
<b>5. Social Work</b>	<b>Page 13</b>
<b>6. Roads and Transport</b>	<b>Page 17</b>
<b>7. Planning and Economic Development</b>	<b>Page 19</b>
<b>8. Culture and Leisure</b>	<b>Page 22</b>
<b>9. Environmental and Regulatory Services</b>	<b>Page 25</b>
<b>10. Further Information</b>	<b>Page 27</b>
<b>11. Have Your Say</b>	<b>Page 28</b>



## Foreword

Welcome to Argyll and Bute Council's Annual Report for 2010-11. This Report aims to provide a brief overview of key Council performance during the course of the past financial year.

The council is making good progress against its corporate outcomes and service outcomes, with performance against these reported quarterly to the Executive Committee through the Council and Departmental scorecards. Performance levels are generally being maintained or improving, with examples of very significant improvement in performance in areas such as Delayed Discharge from hospital where the Council is one of the leading performers in Scotland.

The Shared Risk Assessment completed by a joint panel of audit and inspection agencies recognised the improvements being made by the council with the Council now regarded as a low risk, and subsequently subject to a reduction in audit and inspection activity as a result. However, whilst good progress is being made we do need to do more. The council is committed to being an improving and efficient organisation. Delivering value for money is a high priority and we recognise that we need to be creative, innovative and resourceful in working with others to deliver high quality services that are cost effective. Achieving this will be challenging against the current financial outlook however we are confident that we are making significant progress and have robust plans in place to further deliver on our vision and 'Realise our Potential'.

Thank you for taking the time to read our Annual Report for 2010-11, and we look forward to continuing to work with our communities in delivering high quality services in 2011-12 and beyond.

Handwritten signature of Dick Walsh.

**Councillor Dick Walsh**  
**Leader**

Handwritten signature of Sally Loudon.

**Sally Loudon**  
**Chief Executive**



## Our Vision and Values

**Our vision – Nì sinn le chèile gach nì a tha nar comas /**

**Realising our potential together**

Our values, shown below, are informed by our partners, customers and employees. Our values underpin what we do and how we do it.

We involve and listen to our customers and communities

We take pride in delivering Best Value Services

We are open, honest, fair and inclusive.

We respect and value everyone

Our Vision and Values form the basis for our Corporate Plan. This is available from Council ServicePoints and online at

[www.argyll-bute.gov.uk](http://www.argyll-bute.gov.uk)



## Money Matters

The Council receives its funding from three main sources - the Scottish Government, Council Tax and from reserves. It now receives around 85% of its funding from the Scottish Government.

The level of funding within the budget for 2010-11 was **£221.6m** from the Scottish Government, and **£44.3m** from Council Tax income.

The Council's Budget was allocated across service areas as follows:

Service Area	10-11 Budget	% of overall Council Budget
Education	£99.6m	36%
Social Work	£52.3m	19%
Roads and Transport	£14.8m	5%
Environmental Services	£17.4m	6%
Planning	£5.1m	2%
Culture and Sport	£8.1m	3%
Housing	£10.5m	4%
Police and Fire	£22.2m	8%
Loan Charges	£30.5m	11%
Other	£17.1m	6%

The Council collected **96.1% of Council Tax due** in 2010-11 with an average cost of **£11.95 per property** to collect and administer the Tax.



Argyll and Bute Council, like all public sector organisations, continues to face a challenging financial outlook. The Annual Efficiency Statement highlights many of the savings and efficiencies that have been achieved so far. In 2010-11 these included:

Type of Efficiency	Target Saving	Saving
	£000	£000
Asset Management	52	52
Procurement	163	163
Workforce Planning	869	869
Other Efficiency Savings - includes: service reviews vacancy savings and other review savings	4,052	4,504
<b>Total</b>	<b>5,136</b>	<b>5,588</b>

## Further Information

### Financial Statements

Each year the Council publishes its audited financial statements, which show what the budget was spent on and how well this was managed. Financial statements for 2010-11 and previous years are available at [www.argyll-bute.gov.uk/council-and-government/financial-statements](http://www.argyll-bute.gov.uk/council-and-government/financial-statements) or by contacting us via the contact details at the end of this Report.

### Budget

The Council's Revenue Budget is normally agreed at the Council meeting in February of each year, with the Capital budget agreed in March. Online copies of the budget pack considered by councillors, and the minutes of their decisions, are available on the Council website under the agenda, minutes and reports section, or by contacting us via the contact details at the end of this report.

### Efficiency Statement

The Council's annual Efficiency Statement sets out the savings and efficiencies achieved during the course of the last financial year. Statements for 2010-11 and previous years are available at [www.argyll-bute.gov.uk/council-and-government/efficiency-statements](http://www.argyll-bute.gov.uk/council-and-government/efficiency-statements)

### Spotlight on Spend

The Council is taking part in a Scottish Government initiative to publish information on all spending over £1,000. The information for the 2010-11 financial year is now available online at [www.argyll-bute.gov.uk/spotlight-spend](http://www.argyll-bute.gov.uk/spotlight-spend)



## Education

Argyll and Bute Council is responsible under the **Standards in Scotland's Schools etc. Act 2000** for providing school education for every child of school age to support the development of the personality, talents, and mental and physical abilities of the child to his or her fullest potential.

Argyll and Bute has a total **pupil roll of 11,270** (September 2010 Census) and over **900 teachers**.

### £

Education receives the largest share of the Council's annual budget. In 2010-11 this amounted to **£99.6 million**. This represents approximately 36% of the total budget for the Council. Compared with other authorities, the council spends more per head on education. In 2010-11 Argyll and Bute's budget for education was **£1,098 per head** of population compared with £928 nationally.

## Key Successes

- Development of Curriculum for Excellence in all schools;
- Positive school inspections;
- Positive psychological services inspection;
- SQA examination awards for S4, S5 and S6 pupils above the national average in almost all categories;
- Shortlisted in four categories for the Scottish Education Awards 2011 including '*Teacher of the Year*', '*Health and Wellbeing*', '*Numeracy Across Learning*' and '*Learning Through Technology*';
- Innovative use of learning technology to deliver a foreign language - '*Bonjour Tiree*';
- Development of Teacher Learning Communities;
- National recognition of the Argyll and Bute framework for learning, life and work Developing writing initiatives - '*Big Writing*' and '*Moderation of Writing*'.
- The continued success of schools in the Eco Schools programme.





## Realising the potential of our young people

Our schools continue to perform well in the Scottish Qualifications Authority (SQA) examinations. Despite decreases in S4, the authority remains above or equal to the national and 'family' averages in most measures. **12.9% of S5 pupils** gained five or more Highers, the best result for twelve years and well above the national average. Also of note is the maintenance of improved performance at Advanced Higher achieved by pupils at S6.

The Scottish Qualifications Framework levels are:

Level 7	Advanced Higher @ A-C
Level 6	Higher @A-C
Level 5	Standard Grade @1-2 plus Intermediate 2 @A-C
Level 4	Standard Grade @3-4 plus Intermediate 1 @A-C
Level 3	Standard Grade @5-6 plus Access 3

The following tables show attainment levels for the 2010-11 academic year for Argyll and Bute, with comparisons offered against the Scottish average and a 'family' average. Families of similar local authorities are used as a benchmark for attainment levels; the authorities compared with Argyll and Bute are: Angus; Dumfries and Galloway; Highland; Scottish Borders; and South Ayrshire.

	Argyll and Bute	Family Average	Scotland
<b>By the end of S4</b>			
5+ @ level 5	37%	36.8%	35%
5+ @ level 4	79%	79.6%	78%
5+ @ level 3	92%	93%	93%
<b>By the end of S5</b>			
1+ @ level 6	48%	46%	44%
3+ @ level 6	27%	26.4%	26%
5+ @ level 6	13%	11.4%	12%
<b>By the end of S6</b>			
1+ @ level 7	16%	16%	15.4%



In comparison with previous years, attainment at S4 level has dropped slightly, however attainment at S5 and S6 shows improvement across all levels.

	08-09	09-10	10-11	Trend
<b>By the end of S4</b>				
5+ @ level 5	36%	38%	37%	↓
5+ @ level 4	81%	82%	79%	↓
5+ @ level 3	92%	94%	92%	↓
<b>By the end of S5</b>				
1+ @ level 6	45%	47%	48%	↑
3+ @ level 6	23%	23%	27%	↑
5+ @ level 6	10%	8%	13%	↑
<b>By the end of S6</b>				
1+ @ level 7	16%	15%	16%	↑

It should be noted that the 2011 results are 'pre-appeal' and may increase up to one percentage point following the appeals process.

### Positive Destinations

In addition to qualifications gained at school, it is equally important that pupils leaving school go on to meaningful positive destinations such as employment, training or further education (College or University). Positive Destinations figures for the academic year 2010-11 will be released by the Scottish Government in January 2012. Performance for the academic year 09-10 is therefore shown below:

Destination	Argyll and Bute	National
Higher Education	35%	36%
Further Education	19%	27%
Training	4%	5%
Employment	29%	19%
<b>Total Positive Destinations</b>	<b>87%</b>	<b>85%</b>



### **Positive School Evaluations**

Education Scotland (formerly known as Her Majesty's Inspectorate of Education - HMIE) are responsible for inspecting and evaluating our schools and education provision. Positive evaluations from external inspectors demonstrate a commitment to delivering high quality educational services to learners of all ages. During the 2010-11 academic session **100% of evaluations were graded either good or better.**

### **Health Promoting Schools**

As a nation, Scotland has well publicised issues with the health of its citizens. Recognising that a healthy lifestyle is best started from a young age, the Council encourages our young people to participate in a range of activities under the Health Promoting Schools programme. We are pleased that in 2010-11 all of our schools achieved a minimum of Level 1 award, which demonstrates their commitment to adopting healthy lifestyles and promoting these both to pupils, and through them to their families and communities.

### **Active Schools**

The aim of Active Schools is to offer all pupils the opportunity to get active and adopt healthier lifestyles. Active Schools, despite its name, goes beyond the school. It is about the desire to see young people enjoying an active lifestyle, whether that is in the school or as part of the wider community.

The Active Schools Team in Argyll and Bute is responsible for putting in place planned activities in schools and within the community to help encourage children to take part in physical activity and sport. Activities include *ClubGolf*, *Fit for Girls*, *Active Play*, the *X-Programme* seeking to address childhood obesity, competitions and festivals, and support to over **700** extra-curricular programmes and clubs.



### **Curriculum for Excellence**

To support our high educational standards, we are committed to the values, principles and purposes of Curriculum for Excellence which aims to achieve a transformation in Scottish education by providing a coherent, more flexible and enriched curriculum for 3-18. The aims of Curriculum for Excellence are that every child and young person should know that they are valued and will be supported to become a successful learner, an effective contributor, a confident individual and a responsible citizen.

## **Further Information**

### **Argyll and Bute Council Website**

The new Council website contains a section specifically for Schools, Education and Learning at [www.argyll-bute.gov.uk/education-and-learning](http://www.argyll-bute.gov.uk/education-and-learning)

Here you will find information on individual schools including contact details and links to individual school websites. Any recent school inspection reports are also available here.

### **Education Website**

The Education website ([www.education.ea.argyll-bute.sch.uk](http://www.education.ea.argyll-bute.sch.uk)) provides information on the work of the Education service and access to a range of resources that are used for administration and curricular purposes.

### **Quality and Standards Report**

Each year the Council prepares a Standards and Quality Report for the preceding academic year. This is available by visiting [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance)

### **Education Scotland**

Since 1 July 2011 Her Majesty's Inspectorate of Education (HMIE) has merged with Learning and Teaching Scotland (LTS) to form a new agency responsible for supporting quality and improvement in Scottish education. HMIE Education Authority and individual school inspection reports remain available online both on the Argyll and Bute Council website and at [www.educationscotland.gov.uk](http://www.educationscotland.gov.uk)

### **Quarterly Performance Report and Scorecards**

Performance information about Education is reported quarterly to the Executive Committee in the Community Services Performance Report and Performance Scorecard. These can be viewed at [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance) or by contacting us via the contact details at the end of this report.



## Social Work

The Council's Social Work service provides a range of services throughout Argyll and Bute, and is split into two main parts:

**Adult Social Work** is structured around the following service areas:

- The provision of resources to vulnerable adults and older people including residential care services, day centre provision and home care
- The assessment and care management function carried out by area team staff
- The provision of support to adults with a learning disability
- The provision of support to adults who have a mental health difficulty, and / or sensory impairment;
- The provision of support to adults suffering from substance misuse difficulties

**Children and Families** directly provides or commissions support, protection and care for vulnerable children, young people and their families. The Service provides the following:

- Assessment and Care Management
- Reports and assessments for the Scottish Children's Reporter Administration (SCRA)
- Child Protection Services
- Family Support
- Criminal Justice
- Specialist services for Children Affected by Disability
- Fostering and adoption
- Residential Care
- School hostels and the early years service

### £

After Education, Social Work receives the next highest percentage of the Council's budget. In 2010-11 this amounted to **£52.3 million**.



## 2010-11 Highlights

- Progress with the redesign and modernisation of Older Peoples, Mental Health, and Learning Disability services;
- Reduction in the number of people awaiting Free Personal Care in their own homes;
- Continued roll out of Telecare service;
- successful integration of a combined early years service ;
- significant progress in achieving 0 persons delayed discharge from hospital care over 6 weeks
- Opening of the Ardlui Respite Centre;
- Consistent achievement of children on Child Protection Register with current risk assessment; care leavers with a pathway plan and for pathway reviews:
- Continued reduction in numbers of children looked after and accommodated by the authority who are placed in residential settings;
- Reduction in children placed within external residential schools;
- Positive SWIA Initial Scrutiny Level Assessment evaluation;
- Increasing the number of Social Background and Initial Assessment Reports submitted to the Scottish Children's Reporters Administration within a 20 working day timeframe;
- Development of user engagement processes such as Viewpoint;
- Positive inspection gradings for service units, hostels, children's homes, and early years units.

## Adult Care Key Performance

	Target	Bench- mark	08-09	09-10	10-11	Trend
% carers assessments completed within 28 days	100%			100%	100%	-
Personal Care % of home care total	95%	87%	88%	94%	99%	↑
Number of people awaiting Free Personal Care in their own homes (0-4 weeks)	0	6	14	8	1	↑



	Target	Bench- mark	08-09	09-10	10-11	Trend
% Older people receiving Care in the Community	70%		62%	64%	65%	↑
% Mental Health clients receiving Care in the Community	95%		99%	98%	99%	↑
Number of Delayed Discharges over 6 weeks	0	3	4	1	0	↑
Total Number of Delayed Discharge clients within Argyll and Bute	25	34	32	33	25	↑
Number of people awaiting Free Personal Care within their homes	0	6	17	8	1	↑
Number of Direct Payments	130	115	120	124	129	↑
Number of enhanced Telecare packages	370				339	-
Number of outstanding Case Assessments over 28 days	40			22	30	↓
Home Care – hours per 1,000 population				7,444	7,598	↑
Home Care - % eligible receiving personal care				97%	98%	↑
Home Care - % eligible receiving evening / overnight care				45%	49%	↑
Home Care - % eligible receiving weekend care				83%	87%	↑



## Children and Families Key Performance

	Target	Bench -mark	08-09	09-10	10-11	Trend
Number of Foster Carers	45		43	49	51	↑
% of children on a Child Protection Register with a current risk assessment	100%		100%	95%	100%	↑
% SCRA reports submitted on time	75%	45%	59%	52%	75%	↑
% Looked after and accommodated children in family placements	75%	73%			75%	-
% Reviews of Looked after and accommodated children convened within timescales	75%		53%	84%	69%	↓
% Care leavers with a pathway plan	100%		100%	100%	100%	-

## Further Information

### Argyll and Bute Council Website

The new Council website contains a section specifically for social care and health at [www.argyll-bute.gov.uk/social-care-and-health](http://www.argyll-bute.gov.uk/social-care-and-health)

### Chief Social Work Officer's Report

Each year the Council's Chief Social Work Officer produces a report outlining key performance, challenges and developments across the Social Work Service. This Report is available on the Council website at [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance)

### The Care Inspectorate

Formally known as Social Care and Social Work Improvement Scotland (SCSWIS), the Care Inspectorate are the independent regulator of social care and social work services across Scotland. Inspection and scrutiny reports relating to Argyll and Bute are available at [www.scswis.org.uk](http://www.scswis.org.uk)

### Quarterly Performance Report and Scorecard

The Community Service Quarterly Performance Report and Performance Scorecard contains details of performance in relation to Social Work. These can be accessed at [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance) or by contacting us via the contact details at the end of this report.





## Roads and Transport

Argyll and Bute Council provides a range of services to allow the safe and convenient movement of goods and people across the area. These include **Roads operations and winter maintenance; Piers and harbours; Ferries and Airfields**

The Service is vital to allowing for the safe and convenient movement of people and goods across our geographically diverse and sparsely populated area, which relies on a mix of rail, bus, ferry and air services to provide for a variety of urban, rural and island communities. In addition it aims to improve the physical appearance of Argyll and Bute.

The Council looks after **1406 miles of road, 954 bridges and 138 car parks**. There are 16 operational depots and a fleet of 138 vehicles and items of plant.

### £

The Council continues to invest in maintaining and improving road and transport infrastructure in Argyll and Bute. For 2010-11 the budget for roads and transport was **£14.8 million**.

### 2010-11 Highlights

- Delivery of Winter Maintenance Plan despite severe conditions;
- Delivery of Capital Roads Reconstruction and revenue / cyclic and routine programmes / budgets;
- 91% of bridges due for inspection were inspected;
- Improved rigour for performance and programme management for capital projects - monthly programme board now established to provide challenge and direction;
- Delivery of Partnership Contract for roads reconstruction for Mull, Islay, Jura and the Kintyre peninsula;
- Maintained a high level of HGV test passes - above national average;

A second successive severe winter, with prolonged ice and snow resulted in a particularly challenging time for the roads service. With temperatures plunging to nearly -20c further damage was inflicted to our roads outwith expected 'wear and tear'.



In 2010/11 56.8% of the road network in Argyll and Bute was in either the red or amber band for condition, according to Road Condition Index (RCI), indicating that it is in need of maintenance. Additional capital funding has been allocated by the Council to roads maintenance to address this challenge.

	Target	Bench- mark	08-09	09-10	10-11	Trend
% Road work instructions completed within timescale	90%				93%	-
% Category 1 road defects repaired within one working day	95%	97%	97%	96%	79%	↓
Street lighting - % faults repaired within 7 days	95%	92%	99%	70%	86%	↑

## Marine and Airports

The ferries that are owned and operated by the Council are subject to inspection and certification by the Maritime Coastguard Agency and staff operating these must hold relevant qualifications. The airports allow the current operator, Hebridean Air Services, to fly the scheduled services as specified in the Public Service Obligation. Airport management is regulated by the Civil Aviation Authority.

## Further Information

### Argyll and Bute Council Website

The new Council website contains a section specifically for roads and transport at [www.argyll-bute.gov.uk/transport-and-streets](http://www.argyll-bute.gov.uk/transport-and-streets)

### Quarterly Performance Report and Scorecards

Performance information about Roads and Transport is reported quarterly to the Executive Committee in the Development and Infrastructure Services Performance Report and Performance Scorecard. These can be viewed at [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance) or by contacting us via the contact details at the end of this report.



## Planning and Economic Development

Planning and Economic Development are outward looking services which seek to harness development opportunities, support businesses, protect the public and improve the economic, social and environmental well being of the area by ensuring development takes place in a sustainable manner.

£

The total budget for planning and economic development in 2010-11 was **£5.1 million**.

### 2010-11 Highlights

- More efficient and speedier processing of planning applications. 78% of all applications determined within 2 months (64% in 2009/10) against a target of 65%. Around 20% above rural benchmark;
- Implementation of e-planning consultation regime with external and internal consultees;
- '*% of Householder applications (home extensions / improvements etc) determined within statutory timescale*' highest since statistical recording began;
- '*% of valid planning applications registered and notified within 5 days*' highest level ever recorded at approximately 83%;
- Customer satisfaction increased from 67% at the start of 10/11 to 90% at the start of 11/12;
- More efficient and speedier processing of building warrants, with 90% of building warrant applications responded to within 20 working days against a target of 80%;
- Production of Local Development Plan Main Issues Report;
- Better and more effective public engagement - publication of Development Policy newsletter and commencement of online Local Plan;
- Approval of key Development Policy strategic policy documents: Loch Etive Integrated Coastal Zone Management Plan; Sound of Mull spatial plan; Woodland and Forestry Strategy; Local Biodiversity Action Plan; Core Path Plan final draft.



## Planning

Despite the current economic climate 2010-11 saw an increase in the number of planning applications processed by the Council from 1,263 in 09-10 to **1,552** in 10-11. 479 of these were householder applications, with the remaining 1,073 non-householder.

Although the number of applications increased performance continues to improve. In 10/11 **87.3%** of householder applications (home extensions / improvements etc), and **59.4%** of non-householder applications were processed within the target of two months.

	09-10	10-11	Trend
% Householder applications processed within 2 months	81%	87%	↑
% Non-Householder applications processed within 2 months	53%	59%	↑

The Planning section is also responsible for Building Standards. A key measure of performance within this area is the % of building warrants processed within 20 days. In 10/11 **89.7% were processed within this timescale**, a slight improvement from 89.2% the previous year. It should be noted that this performance was achieved during a year in which the number of Building Warrant applications received by the Council increased by 12% compared to the previous year.

## Business Gateway

The Business Gateway service was launched in April 2009 to support business to grow and realise their potential.

During 2010-11, Business Gateway supported **159 start up businesses** against a target of 135. This represents an increase of **19%** on the number supported in 09-10.

A further **374 existing businesses** were supported in 2010-11 against a target of 225.

## Renewable Energy Action Plan

The Renewable Energy Action Plan has been developed by the Argyll and Bute Community Planning Partnership (CPP), and is a key action within our Community Plan. The Plan has been developed to assist Argyll and Bute realise it's vision for the development of the renewable energy sector.



### **Economic Development Action Plan**

The Council has developed an Economic Development Action Plan (EDAP) to focus the Council's resources on the economic development activities that will have the greatest beneficial economic impact on its communities and Scotland as a whole. The Action Plan clearly articulates the Council's priorities for developing the Argyll and Bute economy, thereby facilitating focus, effective resource planning and partnership working at the local, national and European levels.

### **CHORD**

Argyll and Bute Council has agreed to an ambitious and forward-looking programme to assist regeneration and economic development in five of its waterfront towns - Campbeltown, Helensburgh, Oban, Rothesay and Dunoon. In November 2008, the Council unanimously agreed to allocate more than **£30 million** to the programme, since named 'CHORD'.

The multi-million pound initiative will see major improvements to the town centres and waterfronts of all five towns.

Regular updates on each of the CHORD projects are available at [www.argyll-bute.gov.uk/chord/project-updates](http://www.argyll-bute.gov.uk/chord/project-updates)

### **Further Information**

#### **Argyll and Bute Council Website**

The new Council website contains a section specifically for planning, building standards and the environment at [www.argyll-bute.gov.uk/planning-and-environment](http://www.argyll-bute.gov.uk/planning-and-environment)

The Business Gateway service has a dedicated section of the website at [www.argyll-bute.gov.uk/business-and-trade/business-gateway-service](http://www.argyll-bute.gov.uk/business-and-trade/business-gateway-service)

#### **Quarterly Performance Report and Scorecards**

Performance information about Planning and Development is reported quarterly to the Executive Committee in the Development and Infrastructure Services Performance Report and Performance Scorecard. These can be viewed at [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance) or by contacting us via the contact details at the end of this report.



## Culture and Leisure

Culture, heritage and sport includes support to museums, libraries, leisure centres and venues operated by the Council. Also delivered are community learning and youth work services, support for community development, and homelessness / housing support. The Council manages **Four swimming pools, Seven halls, 10 museums and libraries, and 62 parks and play areas.**

### £

The total budget for Culture and Sport in 2010-11 was **£8.1 million.**

### 2010-11 Highlights

- Rothesay Library refurbishment completed;
- Greater use being made of library facilities by outside organisations;
- Active library borrowers, as % of population, remaining steady despite the closure of two libraries in August 2010;
- Attendance figures at the newly refurbished Helensburgh pool have exceeded targets and have resulted in a significant increase in the overall usage across Argyll and Bute compared to the previous year;
- Sports Coaching Weekend took place in February 2011 with a 55% increase in participant courses offering the widest range of learning opportunities of any event in Scotland. The 2010 weekend was recognised nationally as a Bronze Award winner in the Cosla Excellence Awards;
- 40% increase in leisure facility membership;
- An increase in participation in recorded and accredited learning across the youth work service including Duke of Edinburgh. 150 young people enrolled in 10/11, and Argyll and Bute continues to perform above the Scottish and UK averages for new entrants and awards gained;
- Positive HMIE Community Learning inspection reports.



### Leisure Services

Despite the economic downturn, our excellent leisure facilities continue to be well used. In fact, last year the number of leisure facility memberships increased significantly **from 580 to 843**. Following a dip in numbers due to the closure for refurbishment of Helensburgh pool, swimming pool usage has rebounded to **44,006** during 2010-11, again well above target.

	Target	Benchmark	08-09	09-10	10-11	Trend
Number of leisure facilities memberships	550		662	580	843	↑
Swimming Pool usage	30,000		49,411	27,862	44,006	↑
Number of extracurricular sport opportunities for schools	225		184	254	225	↓
Attendance at cultural events and functions held in Council Halls	42,403		41,087	42,403	42,697	↑

### Libraries

Our Library Service continues to perform well, with the number of library borrowers as a percentage of the population and number of visits remaining steady.

	Target	08-09	09-10	10-11	Trend
Library borrowers as % of population	17%	17%	17%	17%	-
Number of visits to libraries per 1,000 population		3,250	3,234	3,063	↓



## **Housing and Homelessness**

During 2010-11 a total of **182 affordable social sector new builds** were completed within Argyll and Bute. These include shared equity and social rented properties delivered by Registered Social Landlords (RSLs).

The Council has a duty to secure permanent accommodation for homeless households in Argyll and Bute. During 2010-11 the proportion of households assessed as homeless and as having a priority need for accommodation increased to **91%** against a target of 80%. The longer term target is to increase this to 100% by 2012.

## **Support to Third Sector Community Groups**

During 2010-11 the number of Third Sector Community groups receiving support from the Council was **507** against a target of 300.

## **Further Information**

### **Argyll and Bute Council Website**

The new Council website contains sections specifically for Community Life, Leisure and Libraries at [www.argyll-bute.gov.uk/community-life-and-leisure](http://www.argyll-bute.gov.uk/community-life-and-leisure)

### **Quarterly Performance Report and Scorecards**

Performance information about culture and sport is reported quarterly to the Executive Committee in the Community Services Performance Report and Performance Scorecard. These can be viewed at [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance) or by contacting us via the contact details at the end of this report.





## Environment and Regulatory Services

The Council provides a number of services ensuring that our area remains one of outstanding natural beauty, and that our citizens are protected. These include Environmental Health, Waste Management, Trading Standards, 176 cemeteries and 74 public toilets.

£

In 2010-11 the Council spent a total of **£17.4 million** on environmental and protective services.

### 2010-11 Highlights

- Achieved the programmed inspections target for high and medium risk premises across environmental health, trading standards and animal health;
- Met the 90% target with 91.7% of all service requests being resolved with 20 working days;
- Exceeded the 75% target for consumer complaints with 85.9% resolved within 14 days; and the 75% target for business complaints, resolving 78% within 14 days;
- Completed the programme of 13 different customer surveys across the wider range of services provided by environmental and animal health;
- High levels of customer satisfaction were identified ranging from 100% for environmental health, animal health, trading standards, and private water supply grants; and 82% or above for debt counselling, service complaints and private landlord registration;
- Implemented the Food Hygiene Information Scheme across all catering premises in Argyll and Bute as part of the strategy towards “an informed customer”;
- Working with businesses in Argyll and Bute, we have the 3rd highest number of awards across Scottish local authorities for food premises attaining the national EatSafe awards scheme;
- Completed a project to check compliance with legislation controlling the sale of tobacco products to under-age volunteers;
- 22 premises (from a total of 70) were found to have sold tobacco products to under 18s. Enforcement action has mainly consisted of formal warnings, but reports are to be submitted to the Procurator Fiscal regarding two premises that have sold cigarettes on two occasions to two different volunteers.



	Target	08-09	09-10	10-11	Trend
Animal Health - % High risk visits completed	100%	100%	100%	100%	-
% Food Hygiene High risk food inspections completed	100%	100%	97%	99%	↑
Environmental Health - % Service requests resolved in less than 20 days	90%	84%	89%	92%	↑
Trading Standards % High risk visits completed	70%	63%	79%	74%	↓
Trading Standards % Business advice requests resolved within 14 days	80%	80%	90%	82%	↓
Trading Standards -% Resolution of consumer complaints resolved within 14 days	70%	81%	82%	86%	↑

### Waste Management

The tonnage landfilled in 2010-11 has decreased due to lower overall waste tonnages and increased recycling. Composting has reduced partly due to the severe cold winter and less composting by Shanks. Recycling has increased due to 10-11 being the first complete year of new recycling schemes on Mull, Tiree and in the Helensburgh and Lomond area.

The overall recycling and composting rate has increased slightly in 2010-11 to **41.5%** in comparison with 41.3% in 09/10. This is above the Scottish average of 38%.

### Further Information

#### Argyll and Bute Council Website

The new Council website contains several sections relating to the environment and protective services. These are best accessed from the homepage at [www.argyll-bute.gov.uk](http://www.argyll-bute.gov.uk)

#### Quarterly Performance Report and Scorecards

Performance information is reported quarterly to the Executive Committee in the Development and Infrastructure Services Performance Report and Performance Scorecard. These can be viewed at [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance) or by contacting us via the contact details at the end of this report.



## Further Information

We try to keep you up to date with our performance so that you have an understanding of how we deliver your services. If there is specific information on performance that you wish to find out or you wish to comment on this annual report, please contact us or view the web site: [www.argyll-bute.gov.uk/performance](http://www.argyll-bute.gov.uk/performance)

In addition to this Annual Report and the Quarterly Performance Reports and Scorecards, the Council and external scrutiny bodies make available performance and inspection information at various times throughout the year. Selected performance related publications that may be of interest include:

**Argyll and Bute Council Corporate Plan 2011-12**

**Audited Financial Statements**

**Annual Efficiency Statement**

**Statutory Performance Indicator Report**

**Assurance and Improvement Plan**

**Best Value Audit Reports**

**Annual Education Quality and Standards Report**

**Chief Social Work Officer's Report**

**Single Outcome Agreement and Annual Report**

You can also view all agenda reports and minutes of meetings, including Area Committees, the Executive and Full Council, online at [www.argyll-bute.gov.uk](http://www.argyll-bute.gov.uk)



## Have your Say

We strive for continual improvement and value feedback both positive and where there is room for us to improve. If you have a suggestion or comment about our services we would be delighted to hear from you.

If you would like to know more about the performance of the Council and the services that we provide you can contact us at the details below

**Telephone**

**01546 604205**

**Text using our new customer service text messaging system**

**07624808798**

**Email**

**performance@argyll-bute.gov.uk**

**Write**

**Performance Management Team  
Argyll and Bute Council  
Kilmory  
Lochgilphead  
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PA31 8RT**