

SERVICE ANNUAL PERFORMANCE REVIEW

NAME OF SERVICE: DEVELOPMENT AND ECONOMIC GROWTH	PERIOD: FINANCIAL YEAR 2020/21
<p style="text-align: center;">Our case studies help illustrate the positive contribution the Service has made to our communities and provides examples of good service delivery.</p>	

Corporate Outcome – People Live Active, Healthier And Independent Lives

Business Outcome BO102: We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.

a) Covid public health control measures

The Covid pandemic and the public health control measures, including lockdown, significantly impacted on all aspects of everyday life. New statutory powers were placed on local authorities and Police Scotland to regulate the public health restrictions across businesses, domestic dwellings, and public areas. In response, the Council developed a memorandum of Understanding with Police Scotland to coordinate enforcement activity and agree priorities, an enforcement strategy (4 E's- engage, educate, encourage and enforcement) and authorised officers from Regulatory Services, including environmental health, and trading standards officers to carry out this work. Over the period from March 2020, the Council have aimed to support business to ensure that they have appropria

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and another 131 private owners in mixed tenure blocks receiving external wall insulation in conjunction with Argyll Community Housing Association (ACHA).

Close working with the Scottish Government has ensured that additional funding has been made available, with £2.3 million of additional funding being awarded to support insulation works with ACHA in 2020/21. The Area Based Scheme programme has been on hold again from 26th December 2020 to 26th April 2021, as the majority of works were deemed non-essential construction (limited external works were able to progress). At this time, the 2020/21 budget has been extended until 31st August 2021 to allow as much work to progress as possible with a full programme of works planned for the summer.

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b) Delivering Affordable Housing

Despite lockdown, the first completions of the next significant 300 unit phase at the strategic Dunbeg Development have been handed over with 38 units. A large amount of preparatory work has also been undertaken during the year such that LINK are on track to complete handover of the entire 300 unit phase by the end of 2021/22 financial year. This is Argyll and Bute's biggest investment in social housing in decades that will

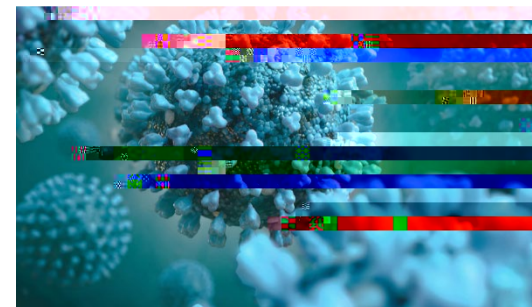
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Corporate Outcome - People Will Live In Safer and Stronger Communities

Business Outcome BO104: Our Communities And Supported And Protected.

a) Managing Outbreaks of Communicable Disease and protecting public health.

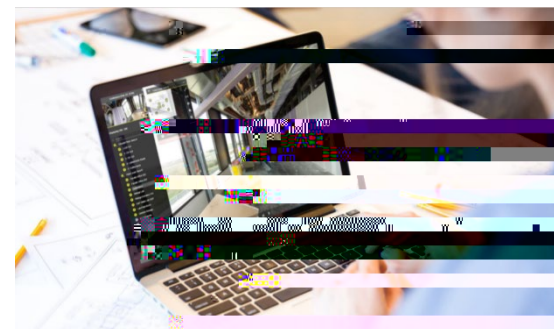
The well-established incident management procedures which the Council's environmental health service have in place with NHS Highland, through our Joint Health Protection Plan have been implemented in response to Covid outbreaks across Argyll and Bute in the last year. These have successfully minimised the spread of the virus by implementing a range of control measures, including direct advice to thousands of local businesses, and have protected public health across Argyll and Bute. Officers have had to show considerable flexibility in approach in dealing with outbreaks (2 or more linked cases) have ranged from small and large community outbreaks to outbreaks involving individual businesses to on board ships.



Business Outcome BO105: Our Natural Environment Is Protected And Respected.

a) Introduction of mobile virtual technology to issue completion certificates

The Council's building standards introduced new technology to allow them to continue to provide a service to customers during lockdown and having to work from home due to Covid restrictions. Using mobile video technology, the team were able to issue completion certificates using remote verification inspections, where the site and works were videoed in real time with the officer. This technology has worked well and will become part of range of options for future work. In some cases, this will reduce the need for onsite inspections, travel and provide a better service to customers in rural areas.



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b) Retaining the Customer Standards Excellence award. In 2020/21

The Council Building Standard's service retained the national Customer Service Excellence (CSE) accreditation relating to customer focus with the number of compliance plus increased from 18 to 20 which is considered excellent for a council service. Key points raised during the audit and summarists-.5 (s)-8 (e)-3 (d)2 (s)-1.4 2hel.2 (e)-.8 (f)1tliaing0.5 (s)-1.4 2hit1 (lia)0..3 (o)b2 (s)y.6 (7in)2.2 (g)2

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Using this grant, Hazel was able to expand production from her kitchen to larger premises, with the aim to provide further employment opportunities on the island long term.

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Business Gateway was also able to signpost funding opportunities, and the Wee Kelpie secured funding through the Business Gateway Local Growth Accelerator Programme, towards their new website and the necessary equipment needed to adapt their operations. The Business Gateway Local Growth Accelerator Programme is funded by Argyll and Bute Council and the European Regional Development Fund 2014-20 Structural Funds Programme.

Nicola said: "Before the pandemic, we relied on footfall and word of mouth to drive sales. After deciding to close, we knew we had to explore other ways of operating and Business Gateway was there to help take us through this process.

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d) Fair Start Scotland (FSS)

A participant signed up for FSS after making contact with the Employability Team's Key Worker to discuss what help was available, participant had heard about the service through a post on the Argyll & Bute Council web page. He signed up straightaway as he was keen to have the support as soon as possible

The participant had been on Universal Credit since losing his job about a year before, he had also suffered family bereavement which was impacting on his health and he was missing a daily routine and contact with others.

Induction, Employment Diagnostic Assessment (EDQ) and Better Off Calculator (BOC) were all completed and discussed with participant, he was job ready and keen to make applications to any suitable local job. The Key Worker agreed to pay for his CSCS (construction) card test to be completed and set up a date for the test with Argyll College as he felt this would open doors to the Wind Farm sites.

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Business Outcome BO112: Argyll And Bute Is Promoted To Everyone

a) Lochgilphead Public Realm Project

£540,000 project delivered on time and within budget from January to May 2021. This project has delivered:

- Widened and resurfaced footways using natural stone from a local quarry
- Improved pedestrian road crossings
- New cycle parking and street furniture in the town centre
- More space for pedestrians
- Improved surfaces for anyone with mobility challenges, wheelchair users and prams.

An image of the completed works can be found below at Colchester Square:

The project was managed and delivered by Council and their locally sourced sub-contractors supporting local jobs.

Fully funded by The Scottish Government's Cycling, Walking and Safer Routes Fund (CWSR), Highlands and Islands Transport Partnership (HITRANS) and

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Dunoon

- The Dunoon

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c) Shop Local

- Argyll and Bute Council is encouraging people to support towns and high streets by shopping locally and working alongside the nation-wide, Scotland Loves Local campaign by offering support to local business owners to help enhance both the online and physical presence of their businesses.
- In 2020, Argyll and Bute Council undertook a community engagement exercise in eight towns, which resulted in the commissioning of locally bespoke messaging for each town or community.
- Images have been produced for each of the region's main towns or key s

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The significant challenges faced by the Service during 2020/21. These challenges either created specific pressures on the Success Measures or impacted on delivery. Specific additional activity or mitigating actions were carried out to reduce the negative impact on service delivery.

Corporate Outcome - People Live Active, Healthier and Independent Lives

Business Outcome BO103: We Enable A Choice Of Suitable Housing Options.

a) Throughout 2020/21 very significant pressure has been placed on the Council's Homelessness Service as a result of a variety of lockdown measures and implications. Most acutely the Registered Social Landlords (RSLs) were unable to create new tenancies through much of the early lockdown period. This meant people presenting as homeless has no route into RSL stock and required the Council to increase its stock of temporary tenancies. In addition direct effect of Covid relating to places to self-isolate, inability to travel and loss of hospitality related accommodation created an increased demand on the need for temporary accommodation. At the same time lockdown conditions made it demanding on the Council to procure additional temporary accommodation, and the administration of the whole process had to be carried out in a virtual manner. At one stage there were 51 additional rooms in use and this has created an approximate £700k cost to the Council. Despite this extreme circumstances, at no stage has the Council been unable to find accommodation for those in need.

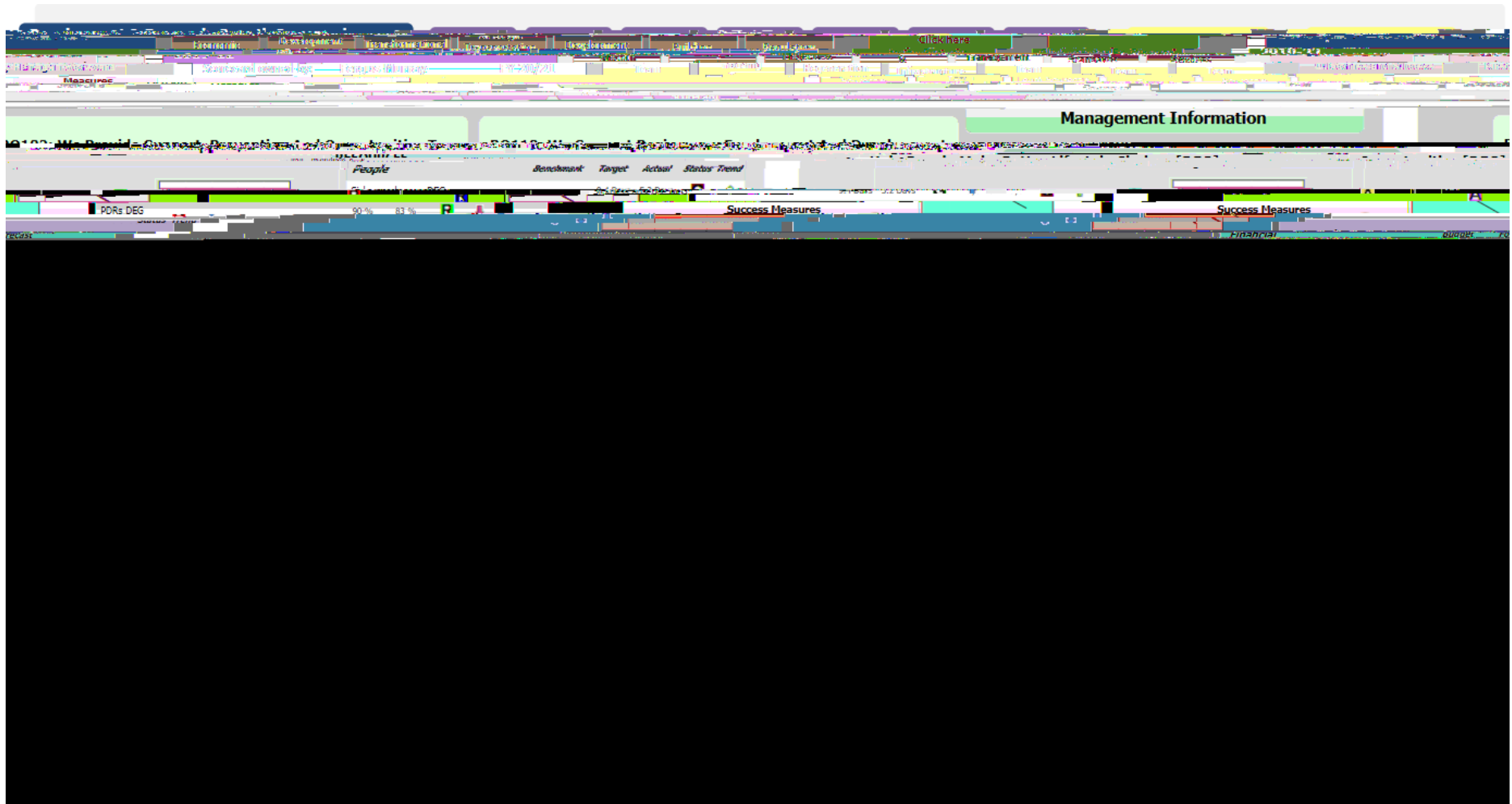
Corporate Outcome - People Will Live In Safer and Stronger Communities

Business Outcome BO104: Our Communities And Supported And Protected.

a) There is considerable work and resources required to restart the official food safety programme in Argyll and Bute. This involves the reassessment of all food businesses, introduction of a new statutory Code of Practice, new requirements relating to food standards and allergens and the introduction of new ICT systems. This will be a challenge to the environmental health team as there will be a requirement for additional resources at a time when there is a national shortage of qualified environmental health and food safety officers.

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DEVELOPMENT & ECONOMIC GROWTH – ANNUAL SCORECARD 2020/21



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