



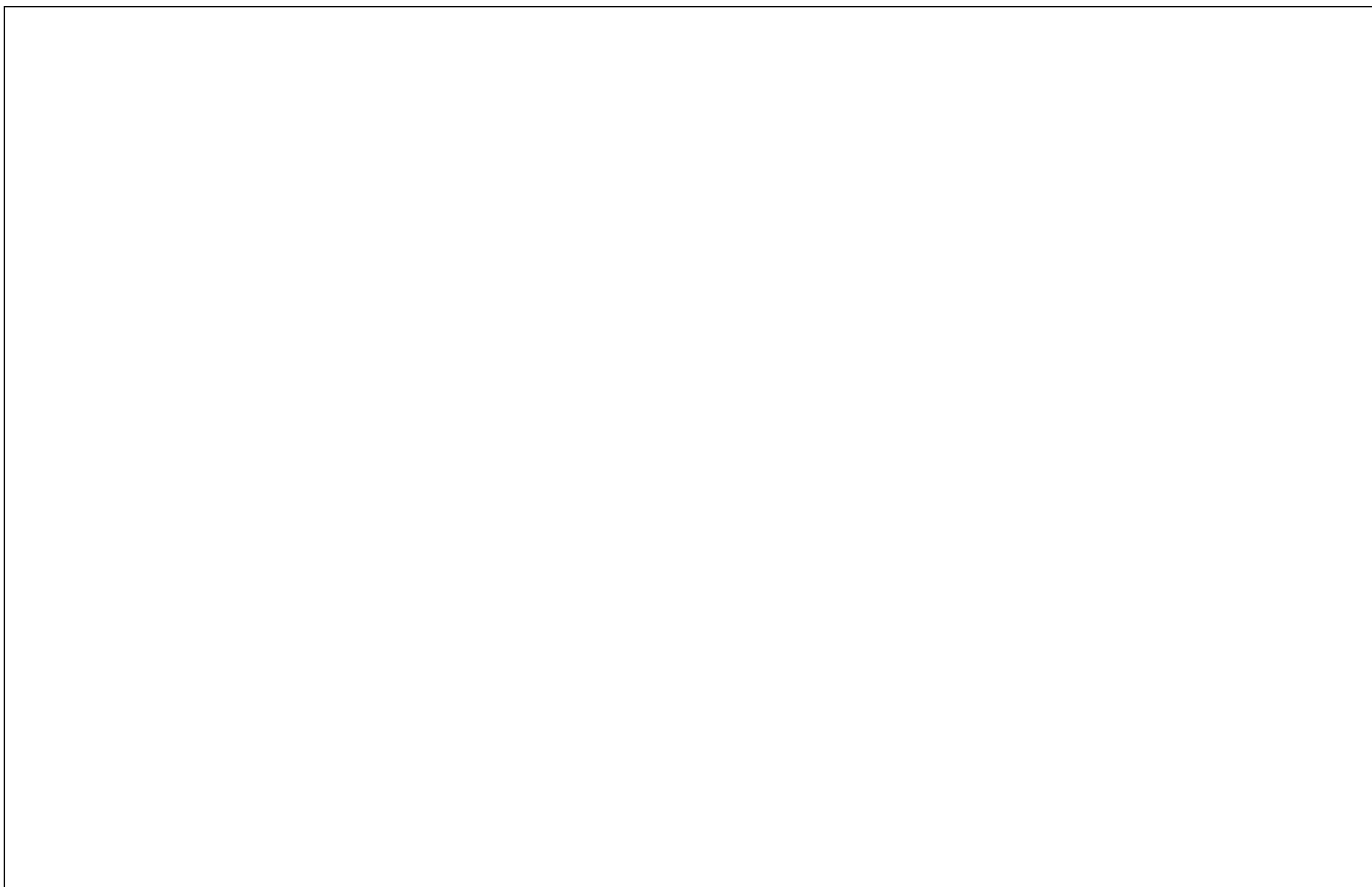
SERVICE ANNUAL PERFORMANCE REVIEW

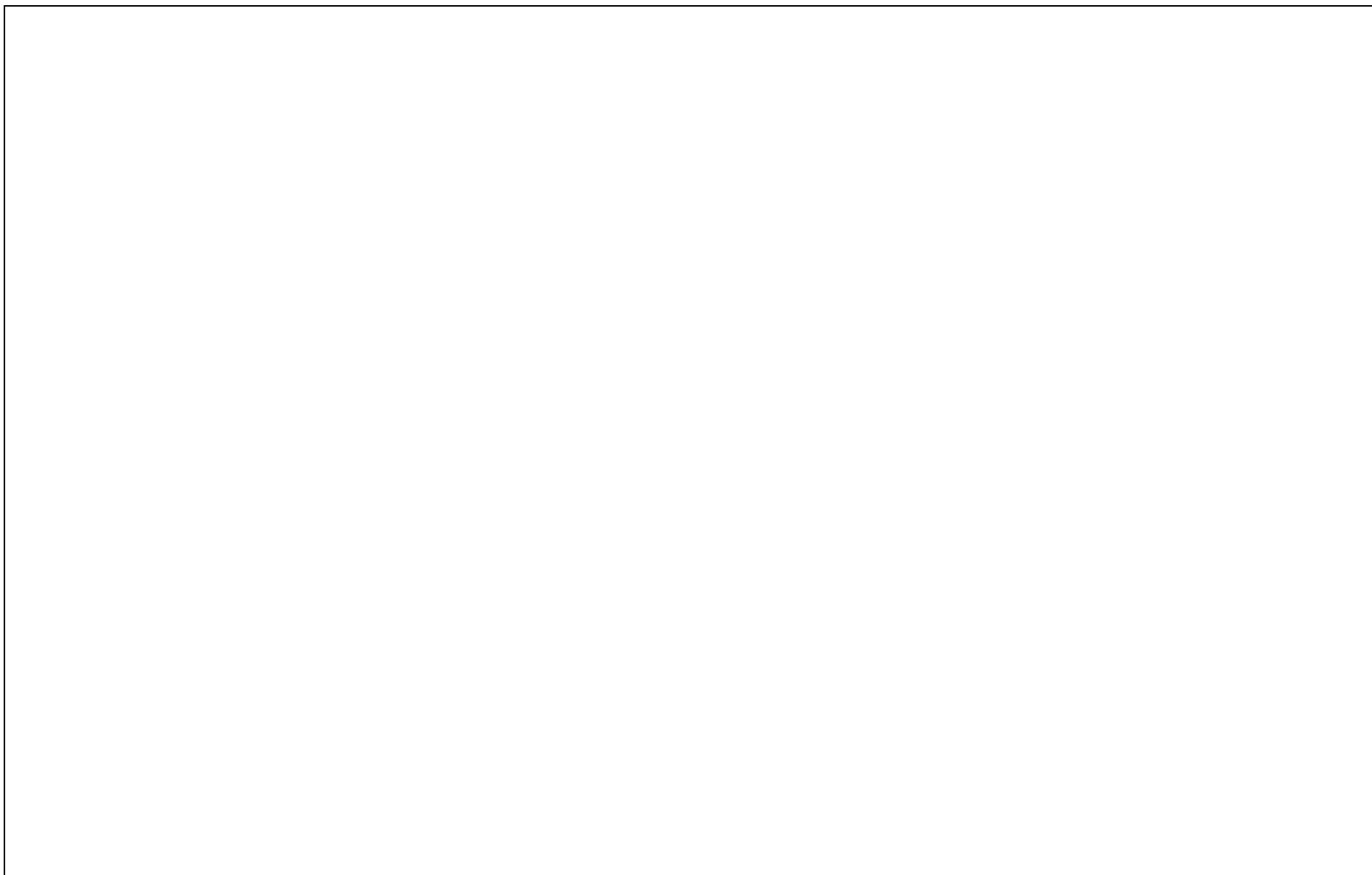
- **Ross of Mull and Iona Community Transport Scheme (RoMICTS):** [The] “Community Development Officer’s guidance and recommendations were integral to RoMICTS successful application for a Supporting Communities award received in April 2020, towards costs of employing a Coordinator, crucial to the efficient engagement of an increased number of volunteer drivers (20+) in lockdown operations”.
- **Mid Argyll Transport Volunteers:** “Being kept up to date with developments and new requirements has been very useful. Also awareness of issues faced by other groups in the area has been useful in helping us to develop and plan ahead”.

In addition to providing support for the Council’s response to the Covid-19 pandemic, the Community Development Team provided capacity building sessions for community groups, and the feedback has been very positive. Activities included providing a forum for information exchange, support with relevant regulations and help with defining committee roles.

The following are quotations from Group Evaluation Feedback -

- **Cardross Cares:** “The confirmation of legal status and exact regulations was very helpful. Reassuring to know that insuranc





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In terms of the geographical spread of respondents, the largest number were from Helensburgh closely followed by the Islands, Oban and Cowal. The most important action points from the Gaelic Gathering in 2019 were rated and the most popular among respondents was the establishment of 'Community Hubs' for Gaelic speakers. The feedback from the survey will contribute to planning future Gaelic Gatherings.

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The image is a screenshot of a performance review dashboard for the 'Community Planning & Development' unit. At the top, there is a dark blue header with the unit name and 'Scorecard 2019-23'. To the left, a yellow button says 'Click here for all Business Measures'. To the right, another yellow button says 'Click here for Chief'. Below the header, there are several performance metrics and scorecards. One prominent scorecard is for 'Success Measures' with a yellow background and a red arrow pointing right, showing data for fiscal years FY 16/17, FY 18/19, and FY 20/21. Another scorecard below it has a pink background and is titled 'All Our Adults Are Supported To Realize Their Potential'. The dashboard also includes a 'Unit Scorecard' and various other data points and charts, though they are partially obscured by overlapping elements and a large black redaction box at the bottom.

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