

ROAD AND INFRASTRUCTURE SERVICES

– Our case studies help illustrate the positive contribution the Service has made to our communities and provides examples of good service delivery.

Corporate Outcome We Have An Infrastructure That Supports Sustainable Growth

Business Outcome BO1 Our Infrastructure Is Safe And Fit For The Future

b)

d) Roadreconstruction

f) Bute seawall

In December 2021 a combination of high tide and unusual easterly wind direction resulted in significant damage occurring to the seawall on the A886 at Ardbeg on Bute.

The damage was so severe that utility pipes cables and conduits were left exposed. With the wall having washed away significant further damage to the carriageway and highly probably private land beyond would have been caused. This is a key route into Rothesay and as such the mobilised working

h) Oban Bay

The council's harbour board in December 2021 took a decision to progress the municipal port for Oban. This means the council will become responsible for the wider waters of Oban Bay and through a statutory process which includes a Harbour Revision Order which will provide the council which will ensure that vessel movement within the bay can be safely managed



i) Winter maintenance

The council is responsible for carrying out winter maintenance, removal of ice and snow, to its 2,300km of road. The network of roadside weather stations which together with specialist forecasting surveys provide bespoke treatments across the council area utilising 32 separate routes

Key facts from this winter season:

- x 65 full fleet runs
- x 2,049 individual vehicle runs
- x Highest turned out route A819 Inveraray to Dalmally
- x Total distance travelled 105,024 miles
- x Salt used 11,303 tonnes
- x Total spend £2,258,228.59



Business Outcome BO1 Our Communities Are Cleaner And Greener

a) Island landfill cells

Circa £1million investment in sustainable waste disposal and Gartbreck on Islay which is currently underway.

Over the course of the previous year the Mull scheme was progressed to ensure suitable landfill capacity for the island's general waste, ensuring that waste services can continue up until December 2025. Similar works commenced in this current year for Gartbreck and Islay which will provide landfill capacity for Islay and Jura's general waste up until December 2025.

Some landfill capacity will be required beyond the end of 2025 for items such as arisings from abattoirs and some building such as plaster board etc.



b) Preparing for 2025 Biodegradable Municipal Waste Landfill Ban

Collaborative work has continued with West Dunbartonshire Council regarding joint procurement for waste solutions post December 2025. This is likely to mean a joint contract for some of Argyll and Bute's waste material which would bring efficiencies due to economies of scale. It is likely however that Argyll and Bute will need additional transfer stations particularly in the Helensburgh and Lomond area to help create logistical efficiency.

c) Street cleansing

We continue to deliver our commitments under the Environmental Protection Act and have also been consistently achieving high marks in the street

e) Decarbonisation projects

Over the course of 2021/2022 we have progressed a number of schemes which will contribute to the Council's corporate goals to reduce our carbon footprint and provide for cleaner, greener transport options this includes:

Additional electric and hybrid vehicles, additional EV charging points, LED lighting replacements as well as carrying out low carbon roads repair techniques, such as surface dressing which has a significant reduction in carbon emission compared to traditional surfacing methods. In many

SIGNIFICANT CHALLENGES These are the significant challenges faced by the Service during 2021/22. These challenges created pressures on the Success Measures or impacted on delivery. Specific additional activity or mitigating actions were taken to reduce the negative impact on service delivery.

Corporate Outcome People Live Active Healthier And Independent Lives

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

a) Customer contact versus reducing capital

Although significant progress has been made in this area of our work over the past few years, with increasing automation, proactive information to reduce avoidable contact; improved business processes; and service redesign there is still a huge pressure in terms of correspondence. Although further resources have been committed to this area of work, it may be the case that should significant improvement in customer service and engagement be desired, that further investment is required. The pressure on back office teams to juggle a range of work streams continues to be a challenge.

Ultimately our goal is to continue with the process of channels shift, encouraging all customers to self-serve. This requires to be supported with appropriate resources, information and expertise to provide an enhanced data set to allow for self-serve.

Corporate Outcome We Have An Infrastructure That Supports Sustainable Growth

Business Outcome BO113 Our infrastructure is safe and fit for the future

a) Continuing the trend of improvement/arresting the decline in our road network

Our Annual Status and Options Report sets out the benefits of continued investment in our road network and highlights the risk of underinvestment. Although our network has seen a welcome improvement in recent years, we would need to spend in the order of £10million annually to maintain a 'standstill' position, and significantly more to see continued improvements.

economic, financial and reputational risks for the Council. We continue to deliver a range of different technical solutions that are designed to be proportionate for the use of the road and take into consideration the island and rural geography of Argyll and Bute. As an example, we have made extensive use of in situ recycling which is where the existing road surface is excavated and replaced at a new level - this has both environmental benefits and also helps us overcome some of the logistical challenges in getting new materials to some of our harder to reach areas.

b) The sustainability of our current cemetery provision

There are significant ongoing pressures on the Council's cemeteries, with some critical sites in Kintyre and on Mulling their capacity. The Council will require to take a view on potential future reductions in cemetery availability and options for our customers or make a significant [likely to be in the tens of millions] financial allocation to allow for significant expansion, environmental compliance, future proofing etc. of the current provision.

This is the subject of an ongoing consultation and review exercise, which will be reported to EDI over the course of this financial year.

c) Delivering the Caignure and Iona/Fionnphort marine infrastructure schemes

Financing and delivering these once-in-a-generation marine engineering schemes will pose significant resource challenges over the course of the next financial year.

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While we are advanced in our planning for a future EVC network it is expected that the pace of delivery of schemes will need

Of particular concern though is the age profile of our operational squads and within our middle management positions which are increasing challenges relating to recruitment and retention of staff due in part to more attractive remuneration packages being offered by competitors.

CONSULTATION AND ENGAGEMENT - WE ASKED, YOU SAID, WE DID....The following are all the consultations and resulting actions that the Service has carried out during this period.

- a) During this period the council through its EDI committee agreed to carry out a consultation exercise relating to EV chargers, consultation is due to commence during 2022.
- b) Craignure Pier we consulted on both the short and long term options earlier this year. As a result of feedback we are developing further 3D projections of the possible options to allow communities to better understand the proposals.
- c) We Asked. Traffic Regulation Orders often result in significant representation given by the Council. This brings with it a level of demand that needs to