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| **Date** | 10th November 2021 |
| **Time** | 19.00hrs |
| **Venue** | Zoom Video Conference |
| **Present** | **Councillors Present**: John Holliday (Chair, JH), Phyl Meyer (PM), John Patience (JP), Gerard McGoogan (GMG), Iona Campbell (IC)  Translator – Iain MacIlleChiar (IMC)  CalMac – Marc Stevenson (MS)  Minute Taker: Kate Bauen (KB) |

# Welcome

The Chair welcomed all present to the meeting.

It was noted that:

* the meeting was being recorded for minute taking purposes. Some basic Zoom etiquette was explained. The meeting was recorded for minute taking purposes.
* the meeting was being simultaneously translated in Gaelic, JH introduced the translator, Iain MacIlleChiar (IMC). The simultaneous translation is provided thanks to Teangan Earra-Ghàidheal – a pioneering partnership project with CHARTS, the culture, heritage and arts network for Argyll and Isles. This enables simultaneous Gaelic-English translation to online meetings and is made possible with funding from the Argyll and Bute Council Supporting Communities Fund. JH conveyed the councils thanks to Kathleen O’Neil and James Coutts for their support.
* JH welcomed Marc Stevenson (MS) to talk about CalMac Ticketing System.
* Instructions on switching language were given by PM.

# 2. Apologies

No apologies were received.

# 3. Declarations of Conflict of Interest

No conflicts were declared.

# 4. Minutes of Last Meeting 20th October 2021

**Matters Arising**

1. **Baugh Phone Box**: JH and GMG have both written to Angela Pritchard at BT. The response indicates a delay in services due to the current Covid situation. JH will follow up through political channels.
2. **Public Bins**: no feedback from Mary Jean Devon at this time
3. **Scottish Boundary Commission**: the proposals made to the Scottish Parliamentary committee, for Argyll & Bute and Highland Council, were rejected. The Boundary commission will be asked to review and resubmit an alternative proposal which means the boundaries we currently have will still be in place for the election next year.
4. **CalMac Socio Economic Survey**: JH met with Robert Beauchamp from the Centre for Economics and Business Research, representing CalMac, on 26th October to discuss aims and objectives and Tiree’s needs.
5. **Tiree Harbours Users Consultative Forum on 22nd November**: Councillors will attend
6. **Human Waste on Ballevulin Beach**: PM informed those present that discussion had taken place with key stakeholders about organising a meeting however this is not likely to progress much over winter.
7. [**A National Care Service for Scotland**](https://www.gov.scot/publications/national-care-service-scotland-consultation/) **Consultation:** This consultation sets out proposals to improve the way social care in Scotland is delivered, following the recommendations of the Independent Review of Adult Social Care. JH spoke to Dr Mike MacIver to get the practice view and completed the consultation. JH informed those present that Argyll & Bute councillors voted against the proposal as they thought it would not give good care for the islands.
8. [**The Islands Bond**](https://www.gov.scot/publications/islands-bond-consultation/) **Consultation:** IC gave a brief background to the consultation - the Scottish Government has made a commitment to developing an Islands Bond - offering 100 bonds of up to £50,000 to young people and families to stay in or to move to islands currently threatened by depopulation. This consultation is inviting comments to inform the development of this policy and closed on 25th October. The consultation response was completed by Councillor Iona Campbell on behalf of TCC.
9. **Broadband, Cornaigmore Mast Commissioning**: The 4G mast at Cornaigbeg is still not working due to delay caused by transport. New fix date has been given for 3 weeks’ time. GMG and Mark Vale (Tiree Broadband) met with Duncan Nisbet from R100 scheme. One point arising from the meeting indicated a larger number than expected will not be helped by the R100 scheme on Tiree including several business premises and the Medical Surgery.
10. **Consultation: Remote or Hybrid Community Council Meetings:** JH informed those present that the public consultation is now live regarding proposals to amend the existing 2018 [Scheme for the Establishment of Community Councils](https://www.argyll-bute.gov.uk/council-and-government/community-councils#review) in Argyll and Bute.

Argyll and Bute Council have two options tabled for those who wish to comment:

1. Meetings to be held by remote means. (For TCC this means ZOOM)

2. Meetings to be held by combination of remote and in person attendance. (Hybrid meeting)

Councillors unanimously voted for option 1. Meetings to be held by remote means. JH will follow up with the Council accordingly.

1. **Heating at Pier View**: There has been no follow up by West Highland Housing Association on this matter. GMG will contact Mary Jean Devon.

**The minutes of the meeting 20th October were approved.**

Proposer PM, Seconded by JP

# 5. Correspondence:

1. **Access Road to Ben Hynish Water Tank:** A new road will be built to allow repair work and will start quite soon.
2. **Delays in Health Board Payments** (patient travel scheme): JH received a letter about repayments related to patient travel scheme – it can take 7 or 8 weeks to get a refund. JH will follow up.
3. **Island Cider**: JH indicated a letter received from Neil Catterton from Social Juice in Aberdeen, set up by the Zero Waste arm of the Council, to ask if anyone on Tiree would be interested in establishing an apple orchard? JH requested members of the public to get in touch.
4. **Councillors Conflict of Interest**: Argyll & Bute Council have sent guidance on when a COI should be raised by councillors. This will be put on the TCC Website
5. **Education Change Program**: A letter was received from the Education Change Program regarding all schools in Argyll coming under a hub and spoke model. There will be an opportunity for the Community Council to make representation. The model is already implemented in Tiree, and much discussion will take place around the topic.
6. **Shopfront Improvement Scheme** – A&B Council have been in touch to indicate there is a fund available. JH will post on website.
7. **Remembrance Day Service** – correspondence was received about this event. This may be run by the Churches in future or on an alternate basis with TCC. Opinions were requested. JH will discuss with the churches about the way forward.
8. **Police Report** – there was another burglary recently. Timber fencing rails were taken from Skinners on the evening of 31st October. Police are looking for information and advise all residents to remain vigilant.
9. **Oban Harbour Consultation** – correspondence was received from Martin Finnigan (MF) regarding Oban Harbour, there is currently a consultation being done to look at combining management of the water in Oban Bay under a single harbour authority. There are currently two management authorities – CMAL and A&B Council – but the whole of the bay is not covered posing a safety risk. There are a number of issues associated with this as it affects the North Pier and commercial enterprises there. Oban CC would like to set up a Community Trust for this and any monies being retained and used within the port. TCC have been asked if we have a view and what issues do we see? PM will respond to MF indicating that we support the venture contingent on no impact on ferry reliability and timetables.
10. **A New Aviation Strategy for Scotland Consultation** – open until 21st January. A&B council currently pays £2M over 4 years for a weekly plane to Coll and Tiree from Oban. Tiree CC will take time over formulating a response if any.

# 6. New CalMac Ticketing System

JH introduced Marc Stevenson (MS), Customer Experience Lead at CalMac on the new Ticketing System Program - ar turas.

MS presented information about the program. Some points raised included:

* Current Ticketing system has now been in place for 28 years.
* New program will deliver a modern booking system using market leading software to simplify the process in line with best practice.
* The new system will maximise available bookable space on ferries and provide better travel information and a deeper customer insight
* CalMac are working with eDea Transport Technology the leading provider in the Ferry Industry to the world’s largest ferry operators.

MS presented some of the customer benefits which included:

* App Booking Capability with eTicket
* Concession and Pet Tickets available digitally
* Self-service amendments
* Up to the minute ticket availability
* Combined car & driver ticket as standard
* Basket functionality – book several products at once
* Greater disruption management
* Automated emails to customers during disruption

MS state that the program is at the stage of User Acceptance Testing with Training and an Independent Assurance Review coming up in the next months with a view to going live in time for the summer timetable around 1st March.

MS took questions from those present:

**Q. The current site is designed with the assumption that a tourist is visiting an island**. When booking as an islander on the website your starting point is the Oban -Tiree route even though you are travelling from Tiree. Will this be corrected in the new system?

A. MS indicated that this will be corrected and customers will have the ability to save a favourite route.

**Q. How soon in the booking process will you be able to see if / when the ferry is full?**

A. MS will come back on which booking step this is on – however this is difficult to predict based on type of traveller and types, sizes of vehicles. CalMac are willing to work on this in the future but it is not a standard out of the box solution.

**Q. Do you anticipate change to the fares as a result of the new booking system?**

A. We are currently getting more value for money with the new system. Fares will not be affected by the procurement and installation of the new software.

**Q. Will the new system have the possibility to change bookings?**

A. Yes, this can still be done in the usual ways but also though the website and app

**Q. Does the new system allow for variable pricing? Will discounts for multiple bookings on the same route be possible?**

A. This model hasn’t been discussed and out with the scope of the ar turas program to look at fare structure etc.

**Q. Will Strathclyde senior citizens travel cards (SPT) be usable on new system?**

A. MS will get back to TCC on this. He has met with SPT and planning is in progress regarding acceptance of using their cards.

**Q. Availability: Could you do a basic traffic light system based on the meterage free on the boat** as a % of total capacity giving users have a rough idea of how worried we need to be/how soon we need to decide

A. This is already being implemented in the booking process – he will look into what the definition of High Availability and Low Availability is in relation to red or green traffic lights.

**Q. Will it be at all possible to just be able to telephone the local Pier Office to get a question answered –** with everything going digital its impossible to do this currently and means having to go to the ferry office?

A. Other communities have expressed the same frustration. This is not part of the brief at the moment – we are aware that digital does not suit everyone.

**Q. How are access requests going to work for new system? Will it be more developed particularly for those with hearing issues?**

A. This will be more developed and granular in the new system, with a dedicated assistance mailbox and it will be continually assessed over time to improve on.

# 7. Report from Mull Community Council November meeting

JH attended the Mull CC meeting. The Community on Mull are extremely unhappy with COOP in Tobermory, JH was asked about situation on Tiree. There has recently been a change to ordering and delivery systems meaning low supplies at the store.

# 8. Planning applications

Since the last TCC Meeting in October, there has only been one application in the last three weeks, and this is not a matter for TCC to discuss.

# 9. AOCB

* Minute Taking: Feedback from TCDT requested a summary at the end of each agenda item and that the actions are clearly outlined. Councillors agreed to make sure this happens at future meetings.
* Tiree Transport Forum: JH proposed that TCDT run the Tiree Transport Forum. Continuity in TCDT is much more stable than TCC and the importance of the forum means it needs to be managed formally. JH will write to PM as TCDT General Manager to start discussion with Trust directors.
* JH thanked IMC for translation and indicate that feedback would be solicited on how the translation sessions could be improved.

# 10. Date of next meeting

Not indicated

There being no further business, the meeting concluded at 8.35pm.