

Item 13i.

**Single Outcome Agreement
Between the Highland Community Planning Partnership and the Scottish Government
2013/14 – 2018/19**

**Performance Report
Year 3: FY 2015-16**

Economic Regeneration and Recovery Plan

**Highland Community Planning Board
21st June 2016**

Introduction

Following the work of Glasgow University's Training and Research Unit (TERU) for HIE on CPP reporting, this report follows the same reporting format as Year 2.

SUMMARY of 2015/16

The High Level (HL) Indicators are summarised below:-

	Progress in Year 3 of Plan	Aggregate results to date (3 years)	Full 5-year Target (in aggregate)
Indicator	2015/16		2018/19
HL1: Number of jobs created or sustained through public sector interventions	281.75 ^❶	2,783 (56% of 5yr target)	5,000 (in total)
HL2: Number of Business Gateway volume start up clients who have begun trading	Data not supplied	-	1,250 (in total)
HL3: Number of existing businesses accessing advisory services through Business Gateway	Data not supplied	-	3,000 (in total)
HL4: Number of VAT/PAYE registered enterprises per 10,000 populations	March 2016 figures due for release Autumn 2016	n/a	Top 4 local authority
HL5: % of working age population (16-64) in employment	81.1	n/a	Top 3 local authority

^❶These figures have previously been aggregates of HIE, THC and Business Gateway but this year only figures from HIE have been available

HL1 shows only those jobs created and retained by HIE. Data from Business Gateway is still awaited. The level of 281.75 is substantially down on the previous year (Year 2) which saw 708 FTE created from HIE. This continued fall was in part due to fewer very large projects coming forward that year and challenging times in certain sectors and in key industries, and the continued effects related to this a change in State Aids (in June'14), which limits the assistance to larger companies. Indications are that 2016/17 levels will be closer to the norm for HIE of between 600 -700 jobs created per year.

HIE's focus continues to be on those businesses of growth potential, and to work with partners to mitigate the effects of the economic cycle in key sectors:-

- The energy sector started to show signs in the Cromarty Firth of the impact of the fall in oil prices at the start of 2014. In Scotland it is estimated that around 65,000 jobs have been lost in Oil and Gas since the start of 2014. Most of this impact has occurred outside the Highlands but the slow-down is now affecting communities in the Highland Council.
- In January 2106 Rio Tinto Alcan announced they were undertaking a Strategic Review of the Fort William smelter operation and that a range of options would be examined prior to any final decision being made the summer of 2016. The worst case scenario would be closure with the loss of over 150 well-paid jobs directly and

as many again in terms of contractors and supply chain activity. CPP partners, supported by Scottish Government, are working closely with RTA, to explore all possible outcomes; this may include attracting a new operator, introduction of new products and processes, redevelopment of site, community acquisition of the wider estate, (which at over 100 acres would be the largest community purchase to date), expansion of the hydroelectric system and other initiatives still in early stages of development.

- Marine Harvest Scotland has also unveiled future plans. In the short term they have shed 80 jobs across the West Highlands and Islands, as part of a business restructure. However, they have also announced that they will invest £80million in a new fish feed factory at Kyleakin on Skye creating 55 new jobs, and an expanded hatchery at Invergarry. They are looking to expand further in the medium term which will require investment in new processing facilities.
- Lochaber Chamber of Commerce and West Highland College have been successful in attracting approx. £480,000 in Scottish Government funding to develop a Developing Young Workforce programme covering the Lochaber Skye and Wester Ross area. This programme has significant private sector input which will help to influence the future skills agenda for the young people of the area over the next 3 years.
- The announcement of the final investment decision by SSE on behalf of the Beatrice Offshore Wind Limited will mean significant opportunity for local companies in and around Nigg for the construction phase and for Wick for the operations and maintenance phase. It is likely that this will mean a significant number of jobs coming to both of these areas with a real opportunity for local supply chain companies to benefit from this work.
- A significant development by the aquaculture company, Loch Duart Limited will continue to ensure excellent employment opportunities for the west coast of Sutherland. The company is developing its tailored methods for animal husbandry from its base in Scourie in north west Sutherland. They employ around 70 local people in this area.
- £675,000 was approved towards NSL establishing a contact centre in Dingwall, which will strengthen the finance and business services sector.
- HIE and the Highland Council assisted the University of the Highlands and Islands towards a £6.5m research, knowledge exchange and STEM/D promotion facility on the Inverness Campus, which was matched by approximately £2.4m of EU funds and creating up to 35 new jobs.
- There continues to be encouraging growth in the timber and forest products industry with HIE supporting a £1.2m investment by Munro Sawmills and value-added timber use by CLDB Ltd developing modular and pre-built housing.
- The Highland Council and HIE supported the first project which will transform Inverness Castle from its existing use as the Sherriff Court to a City Centre tourism attraction with the development of a viewing platform on the North Tower.
- In March 2016 the Heads of Terms for the City Region Deal were agreed between the Highland Council and its partners and the UK and Scottish Governments. This will herald an additional £315m of funds over the next 10 years in a number of key projects which will transform the economy of the City Region.

HL2 and HL3

Data concerning Business Gateway's performance has not yet been supplied for these measures.

HL4 figures for 2015/16 are not published yet. The results for the year ending March 2015, which were not available at the time of writing the last SQA report showed the number of

VAT registered enterprises as 484.4 per 10,000 of population, which was slightly up on 2013/14 levels, which were 481.5 per 10,000 of population.

HL5 shows a continuing improvement with 81.1% of the 16-64 year-olds being economically active against a result for 2014/15 of 77.2%.

In conclusion, at the end of Year 3 of a 5 year period **HL1** appears to be falling behind but the data is incomplete due to the absence of information about Business Gateway's performance. It is suggested that the targets are reviewed once this data becomes available. Indications for HIE are that job creation and retention may return closer to norms of 600 – 700 for 2016/17, but the first quarter is not yet complete.

As per the Scottish Government's Economic Strategy, the focus for 16/17 remains around:-

- Working as a partnership to mitigate as far as is possible the effects of the Oil and Gas sector down-turn;
- Making as rapid progress as possible to progress the projects funded by the City Region Deal;
- Internationalisation; both seeking to attract Foreign Direct Investment into Highland area, and encouraging and supporting businesses within Highland to pursue international trade;
- Innovation; seeking to support and encourage Highland businesses to undertake and commercialise research and development;
- Investment; both directly supporting businesses of growth potential with finance, and encouraging and supporting Highland businesses to be pursuing and attractive for external finance to support continued growth; and
- Inclusive Growth; seeking to ensure that every part of Highland can benefit from economic growth.

For completeness, the appendices below set out the detail of sub-headings within the Highland CPP SOA Economic Growth and Recovery strand. The Appendices are: (1) Enabling Infrastructure; (2) Support for Business; and (3) Creating Successful Places. The fuller table on the High Level Indicators is also set out – the main difference is on benchmark data.

Some of this data remains incomplete due to lack of availability at the time of writing.

Appendix 1 – Enabling Infrastructure

Short Term Outcome	Indicator	Baseline data						Progress in Year 1 of Plan			Target
		2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2018/19
1. Roll out of next generation broadband across the area	EI1: % of addresses which are within the coverage area of superfast broadband networks				0.00%	3.30%	3.60%	Not yet available	Awaiting data	Awaiting data	90%
	EI2: % of homes with broadband currently not achieving 2Mbit/s speeds				17.20%	16.00%	14.60%	Not yet available	4.54%	Awaiting data	<5%
2. Ensure that the region has access to 3G, 4G and mobile telephony services fit for the 21st century	EI3: % of area with no 2G signal						37.7		Awaiting data	Awaiting data	<25%
2. Ensure that the region has access to 3G, 4G and mobile telephony services fit for the 21st century	EI4: % of area with no 3G signal						69.9		Awaiting data	Awaiting data	<50%
3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	EI5: % roads rated 'red'										
	• A roads						3	-	-	-	Below Scottish average
	• B roads						8	-	-	-	Below Scottish average

	• C roads						12	-	-	-	Below Scottish average
	• Unclassified						10	-	-	-	Below Scottish average
3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	E16: % roads rated 'amber'										
	• A roads						22	-	-	-	Below Scottish average
	• B roads						28	-	-	-	Below Scottish average
	• C roads						30	-	-	-	Below Scottish average
	• Unclassified						28	-	-	-	Below Scottish average
3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	E17: Number of year-round scheduled cross-border/international routes	10	8	7	7	8	8	7	8	8	10
3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	E18: Weekly frequency of scheduled air services to London	33	33	33	33	33	33	21	22	29	33
3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	E19: Weekly frequency of scheduled air services to Manchester	13	13	13	13	13	13	13	20	19	15
3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	E110: Weekly frequency of scheduled air services to Amsterdam	0	0	0	0	7	7	7	7	7	14

3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	EI11: Business Connectivity Index	-	526	522	522	585	585	465	577	636	662
3. Ensure that the region has appropriate connectivity through road, sea, rail and air links	EI12: Hub Connectivity Index	-	92	92	92	162	162	138	189	193	236
4. Ensure that the supply of business/industrial land meets anticipated future demand levels	EI13: % of adopted Local Development Plans up to date (less than 5 years old)						100%	100%	100%	100%	100%
5. Ensure that the electricity grid infrastructure is fit for purpose to support ambitions for renewable power	EI14: Number of electricity grid upgrade projects completed								3	Awaiting data from SSE	8 projects to be completed by 2018/19
6. Ensure that the regions ports can play an appropriate role in the Energy sector	EI15: Number of port upgrade projects completed										5 projects to be completed by 2018/19
7. Ensure that there is sufficient housing stock to support the region's growth ambitions	EI16: Number of new homes completed	1,845	1,568	1,119	1,199	1,053	832	892	978	Awaiting data from Highland Council	5,000 new homes by 2017
	· Social housing (Council houses and other non-council) social housing)	375	403	368	526	304	214	182	178	Data not yet available	688 new homes by 2017
	· Private sector housing	1,470	1,065	831	673	749	577	662	803	Data not yet available	

Appendix 2 – Support for Business

	Indicator	Baseline data						Progress in Year 1 of Plan		Target
		2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2018/19
1. Attraction of new inward investment into the region	SB1: Number of inward investment projects (new)						4	11	8	20 (cumulative)
1. Attraction of new inward investment into the region	SB2: Value (£) of inward investments (new)						N/A	N/A	£15.3 million - Net GIA	No target – but track
1. Attraction of new inward investment into the region	SB3: Number of jobs supported FTEs in inward investors (both new and existing)						226 new jobs	158 new jobs	439 new jobs	750 (cumulative)
2. Implementation of sector route maps for key sectors	SB4: Number of jobs supported FTEs in HIE supported businesses by GES growth sector									No target – but track
	• Creative Industries					0	5	16	1	
	• Energy					160	50	1,401	25	
<input type="checkbox"/>	– Renewables					11	1	15	1	
<input type="checkbox"/>	– Non-renewables					149	49	1386	24	
	• Financial and Business Services					500	5	5	238	
	• Food and Drink					243	60	66	63.5	
	• Life Sciences					7		48	27	
	• Sustainable Tourism					10	40	28	61.5	
	• Universities					0	0	0	0	

2. Implementation of sector route maps for key sectors	SB5: Value of tourism sector							First data will be for 2014	Awaiting data	Increase value by 4% per annum and to exceed Scottish growth rate
2. Implementation of sector route maps for key sectors	SB6: Installed capacity of renewable energy		819	930	1,297	1,330	1,471	5,080	4,756	1,471
2. Implementation of sector route maps for key sectors	SB7: Wave and tidal projects implemented		0	0	0	0	0	0	0	3 projects to be fully implemented by 2017
3. Ensure suitable support to area's social enterprises	SB8: Number of social enterprises supported by HIE					47	35	50	50	55
3. Ensure suitable support to area's social enterprises	SB9: Number of jobs supported FTEs in supported social enterprises					29	14	24	25	100 (cumulative)
4. Ensure that strategy and action plan to support business start up in the area is current and fit for purpose	SB10: Number of Business Gateway volume start up clients who have begun trading			167	243	244	215	250	253	1,250 (cumulative)
5. Enhance access to finance for Highland businesses	SB11: Total value (£) of financial support provided by HIE to businesses					£6.8 million	£4.9 million	£17.4 million	£27.3 million	No target – but track
5. Enhance access to finance for Highland businesses	SB12: Number of Highland Opportunities loans issued						18	25	17	100
5. Enhance access to finance for Highland businesses	SB13: Value of Highland Opportunities loans issued						£326,400	£524,000	£511,785	No target – but track
5. Enhance access to finance for Highland businesses	SB14: % of Highland Council procurement spend with Highland	53.2%	46.7%	42.7%	46.9%	40.6%	42.9%	Not yet available	Awaiting data	Increase spend by 5% by 2017

Appendix 3 – Creating Successful Places

	Indicator	Baseline data						Progress in Year 1 of Plan		2015/16	Target
		2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15		
1. Inverness and the wider region realise the benefits of the 'Seven Cities' strategy	CSP1: Number of projects completed										6 projects to be on site and/or completed
1. Inverness and the wider region realise the benefits of the 'Seven Cities' strategy	CSP2: Working age population (16-64)					44,828	44,676	44,598	44,592	Small area population data due to be released end August 2016	Growth of 5%
2. Existence of the right environment for Highlands towns, industrial and rural areas to prosper	CSP3: Working age population (16-64)									Small area population data due to be released end August 2016	
	• Dingwall					4,385	4,337	4,312	4,261	Small area population data due to be released end August 2016	Growth of 3%
	• Fort William					7,237	7,160	7,136	7,044	Small area population data due to be released end August 2016	Growth of 3%
	• Invergordon/AIness					7,442	7,360	7,268	7,145	Small area population data due to be released end	Growth of 3%

										August 2016	
	· Inverness					44,828	44,676	44,598	44,592	Small area population data due to be released end August 2016	Growth of 5%
	· Nairn					7,928	7,894	7,813	7,793	Small area population data due to be released end August 2016	Growth of 5%
	· Portree					1,905	1,941	1,927	1,939	Small area population data due to be released end August 2016	Growth of 5%
	· Thurso					5,226	5,111	5,033	4,964	Small area population data due to be released end August 2016	Growth of 3%
	· Wick					5,300	5,273	5,208	5,101	Small area population data due to be released end August 2016	Growth of 3%
2. Existence of the right environment for Highlands towns, industrial and rural areas to prosper	CSP4: % of working age population claiming Jobseekers Allowance										Return to pre-recession rates (i.e. 2007/08)
	· Dingwall	1.6	1.6	3.2	3.5	3.4	3.3	2.6	1.5	Small area population data due to be released end August 2016	1.6
	· Fort William	1.7	1.7	2.7	2.8	3.3	3.4	2.9	1.7	Small area population data due to be released end August 2016	1.7

										released end August 2016	
	· Invergordon/Alness	3	3.2	4.8	5.2	4.8	4.7	4	2.9	Small area population data due to be released end August 2016	3
	· Inverness	1.5	1.6	3	3	3.1	3.1	2.6	1.3	Small area population data due to be released end August 2016	1.5
	· Nairn	1.4	1.7	2.8	2.9	2.9	2.7	2.2	1.1	Small area population data due to be released end August 2016	1.4
	· Portree	2.3	2.7	3.6	3.4	4	4.5	4.3	2.0	Small area population data due to be released end August 2016	2.3
	· Thurso	2.4	2.3	3.2	3.9	4.3	3.8	3.4	2.8	Small area population data due to be released end August 2016	2.4
	· Wick	3.6	3.4	4.8	5.3	5.7	5.3	5.2	3.4	Small area population data due to be released end August 2016	3.6
3. Support large-scale employment growth opportunities	No indicator available										
4. Communities can participate in and benefit from the development of renewable	CSP5: Number of developments in Highland that pay community benefits from renewables							23	25	23	30

energy across the Highlands											
4. Communities can participate in and benefit from the development of renewable energy across the Highlands	CSP6: Number of communities receiving community benefits from renewables							34	36	37	40
5. Targeting regeneration and fragile areas	CSP7: Total population in the 34 data zones defined as 'fragile' by HIE				24,564	24,444	24,462	24,409	Small area population data due to be released end August 2016	(a) Overall population stable and (b) Increase in population in at least 20 data zones, stable in at least 10	
5. Targeting regeneration and fragile areas	CSP8: Number of data zones in worst 15% nationally (SIMD)			16 (SIMD 2009 Update)	-	17 (SIMD 2012)	-	-	2012 is currently most up-to-date SIMD. 2016 SIMD due for release end August 2016.	12	
6. Ensure Caithness and North Sutherland reap maximum social and community benefits from decommissioning	CSP9: Number of new jobs created in Caithness and North Sutherland	50.5	142	281.5	153.5	133.5	140.25	176.5	110.5	500 (100 per annum)	

Appendix 4 – High Level Indicators

Indicator	Baseline data						Progress in Year 1 of Plan			Target
	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2018/19
HL1: Number of jobs created or sustained through public sector interventions					1,010	387	1,793.30	708 - 544 (from HIE) and 164 (from HC/HOL)	281.75 (from HIE). Awaiting data from Highland Council.	5,000
HL2: Number of Business Gateway volume start up clients who have begun trading						215	250	253	Awaiting data form Business Gateway	1,250
HL3: Number of existing businesses accessing advisory services through Business Gateway						548	498	518	Awaiting data form Business Gateway	3,000
HL4: Number of VAT/PAYE registered enterprises per 10,000 populations			467.1	459.6	471.9	471.1	481.5	484.4	March 2016 figures due for release Autumn 2016	Top 4 local authority
HL5: % of working age population (16-64) in employment	80.8	79.2	80.9	77.8	79.9	75.4	74.2	77.2	81.1	Top 3 local authority

Highland Community Planning Partnership

Community Planning Board – 30 June 2016

Employability Progress Report

Report by Director of Development and Infrastructure

Summary

This Report presents a brief overview of the unemployment situation in Highland before offering a progress report of the ESF Programme 2014-2020, Scotland's Youth Employment Strategy and the Skills Investment Plan.

1. Overview

1.1 The Employment strand of the Single Outcome Agreement (SOA) has two long-term outcomes which partners work towards:

- to widen participation in the labour market across all client groups and across all Highland geographies; and
- to enable the regions' young people to have the opportunity to flourish and to contribute to the sustainable economic growth of the Highland economy.

1.2 As previously reported to the Community Planning Board, with the introduction of Universal Credit to Highland, statistical analysis of progress towards these long-term outcomes has proven exceptionally difficult. During November 2015 the situation improved with the UK Government/DWP starting to release at local (datazone) level certain information on not in work Universal Credit claimants.

In May 2016:

- 2,240 people claimed not in work benefits (Universal Credit and Job Seekers Allowance) equating to 1.5% unemployment rate (Scotland 2.2%). This is an increasing figure (up from 2,100 in October 2015).
- Of which 420 or 19% are aged 18-24. This is a reducing figure (down from 485 in October 2015)
- Across Highland there is a wide variation in the number of unemployed people in each ward claiming out of work benefits (highest Inverness Central 3.6%, lowest 0.8% in Inverness South).

The seasonality of employment in Highland makes interpretation over short periods difficult. However, with the more recent and complete figures now available, the figures suggest a trend of rising unemployment across Highland, particularly in Caithness and East Ross. It is also recognised that the client groups unemployed are increasingly the client groups who need high levels of support to overcome barriers which stop them from entering and remaining in the workforce.

2. Progress

- 2.1 Reports on progress to the Community Planning Board is based on three key areas:
- maximising and aligning activity generated by the new EU Structural Fund Programme 2014-2020;
 - delivering on Scotland's Youth Employment Strategy; and
 - Highlands and Islands (H&I) Skills Investment Plan and in particular, the Highland Action Plan.
- 2.2 ESF Programme 2014-2020
Approval was secured for the new Employability related projects at the end of March 2016. The Council has launched its activity and is currently concluding a procurement exercise to appoint providers to an Employability Framework. Allied to this, work is ongoing with partners to make best use of the Framework and while DWP and Skills Development Scotland were unable to accept the Council's invitation to become named purchasers on the Framework, in practice the Council will work with them to pull down provider services based on individual client needs.
- 2.3 As previously reported to the Community Planning Board, a key problem encountered relates to Third Sector provider provision of employability services and the accessing of ESF resources to match their own secured external funding. The Employability Framework named above has as a defined Lot, an opportunity for third sector providers to detail their offering, their secured match and pull down ESF resources. In the interim the Council has 'at risk' of being unable to reclaim from ESF, continued to provide match funding on an interim basis to enable local third sector providers ensure continuity of employability services.
- 2.4 Scotland's Youth Employment Strategy / H&I's Skills Investment Plan
In Highland, partner organisations (HC, HIE, NHS Highland, SDS, UHI Inverness College/North Highland College/West Highland College/Sabhal Mòr Ostaig, together with the Chambers of Commerce, SCDI and FSB) have developed a collaborative response to the Skills Investment Plan and to Developing the Young Workforce.
- 2.5 Highland Works is functioning as the strategic Programme Board, and individual lead partners for each of the strategic workstreams are working through their Action Plan (which is localising the defined collaborative actions from the Skills Investment Plan and from the Youth Employment Strategy). There is also complementary work being co-ordinated by Skills Development Scotland at a Highlands and Islands regional level, looking for example, to increase the uptake of Modern Apprenticeships.
- 2.6 Given that the delivery of skills and employability services is undertaken by a number of statutory organisations and a large number of contracted providers, and many of these services take their policy direction and design at either the Scottish or UK national levels, they are not always responsive to local needs

or aligned to best effect. In response to this challenge, the City Region Deal has a commitment to look at developing innovative approaches to delivering employability programmes across the Highlands. The proposed Highland approach builds on the existing and positive approach the partners have locally to working together; the use of the strategic skills pipeline as the planning framework around which all will plan and deliver their activity, and shared client management.

Recommendation

Note the unemployment situation across Highland and the progress and activity underway in response to the ESF Programme 2014-2020, Scotland's Youth Employment Strategy and the Skills Investment Plan.

Designation: Director of Development and Infrastructure

Date: 22 June 2016

Highland Community Planning Partnership

Improving Early Years Outcomes – June 2016

1. Early Years Outcomes – Performance Measures Update

Highland Council and NHS Highland have agreed a performance framework for children’s services as outlined in *For Highlands Children 4*. A number of Performance measures relate specifically to the Early Years.

Outcome: Children & Young People Experience Healthy Growth & Development

Performance Measure	Current Situation
<p>The percentage of children who reach their developmental milestones at their 27 – 30 month health review will increase year on year</p>	<p>The 27-30 month review aims to assess child wellbeing and to promote early child development (particularly social/emotional and language/cognitive development). Locally revised tools for undertaking this review have now been tested and are rolled out across all family teams.</p> <p>The Early Years Collaborative has set a stretch aim of 85% of children to reach all of their expected developmental milestones by December 2016. The developmental milestones cover a number of domains (social, emotional, behavioural, attention, speech, language and communication, gross motor skills, fine motor skills, vision and hearing). ISD (National Data for 2013/14) indicates that 72% of children who had a 27-30 month review had no concerns identified, Information provided by NHS Highland health intelligence team indicates that in 2014/15 75% of children reached their developmental milestones. In June 2015 this figure had risen to 78% and in December it had continued to rise to 79%.</p> <p>Draft stretch aims currently being considered by SG through the collaboratives indicate that this measure will be replaced by one which reads; “By 2019, 85% of children in each CPP will have no developmental concerns identified at the time of their 27 – 30</p>

	month child health review.”
The percentage of children who reach their developmental milestones at entry to Primary four will increase year on year	An assessment model has been agreed and developmental overviews have been trialled across Highland. The data shows that 85% of children met their developmental milestones in 2013/14 with 87% achieving in 2014/15. This is set against a national target of 85%.
There will be a reduction in the percentage gap between the most and least affluent parts of Highland for low birth weight babies	NHS Highland will produce an annual report to identify gap. The metrics have been agreed but the baseline figure has yet to be calculated.
Improve the uptake of 27-30 month surveillance contact from the baseline of 52% to 95% by March 2016	<p>Improvement work is underway to increase the uptake. National ISD data indicates that coverage has risen from 34% to 82% over the last year. An audit of health visitor records was undertaken for the cohort of 411 children born in August and September 2011 to determine a) if the review had been carried out b) if the review had been carried out within the 32 month timescale</p> <p>99 Child Health records were audited and 52 of the children a review carried out, but of these 25 were done after the 32 month period. Reasons for this vary but are mainly related to health visitor vacancies combined with competing parental priorities around engagement.</p> <p>Improvement work is ongoing to a) improve the timeliness of the review being carried out and to b) encourage parental engagement.</p> <p>The current agreement is that data will be provided by the NHS Child Health Surveillance team on a quarterly basis for children who are recorded as not having had a 27-30 month review. The first report will cover children born between 01.01.2013 and 30.06.2013, and the information is subject to review - therefore it's not possible to provide a detailed Delivery Plan and trajectories at</p>

	this stage. However this process will enable a greater understanding of why the reviews have not been undertaken and appropriate actions to be taken.
95% uptake of 6-8 week Child Health Surveillance contact showing no difference in the uptake between the general population and the least affluent parts of Highland.	NHS Highland carried out an analysis of the data and this indicates that there is a very small variation of 2.9% across income groups.
There will be a reduction in the percentage gap between the most and least affluent parts of Highland in the number of children exclusively breastfed at the 6-8 week review	The data shows that in 2014/15 there was a variation of 15.8% of children exclusively breastfed compared to 36.2% in the general population.

Outcome: Children and young people make well-informed choices about health and safe lifestyles

Performance Measure	Current Situation
The number of early years providers who offer children healthy snack choices will increase	This measure has been met as all Early Learning and Childcare settings currently offer healthy snacks in accordance with national and local guidance.
The number of pre school aged children who have access to energetic physical play increases	This measure has been met as all Early Learning and Childcare settings are currently providing the required 20 minutes energetic physical play on a daily basis either indoors or outdoors.

Outcome: Families receive support, advice and guidance which is well-matched to their needs and available in ways which helps them to prepare for the various developmental stages

Performance Measure	Current Situation
The number of pregnant women screened for substance misuse who are offered support increases.	NHS Highland developing methodology and the performance measure is to be reviewed and possibly revised by the Child Health Commissioner.
The number of pregnant women who are at risk of poor mental health who are offered support increases	As above

<p>The number of staff trained in the use of approved parenting programmes increases</p>	<p>Approved parenting programmes include Baby massage, Solihull Approach, Incredible Years, Triple P and PEEP. Records currently exist and a baseline has now been established and progress reported on every 6 months.(March & September). The key area of focus in terms of improvement work is training staff in the Incredible Years parenting programme, which is aimed at parents / carers of 3-4 year old children with severely disruptive behaviour. Additional staff have been trained and parenting programmes have been established across the districts.</p>
<p>The number of areas producing an annual plan for delivering universal and targeted support to parents increases</p>	<p>All 4 areas are undertaking a mapping exercise to identify parenting support available in their area. This will inform the development of plans to support local needs and will be in place by May 2016. This measure has been further refined to now read; Every district in Highland is able to deliver a core suite of parenting interventions. A baseline is still to be established.</p>
<p>Increase the number of parents participating in a validated parenting course who have 3-4 year olds with severely disruptive behaviour</p>	<p>This measure is now included within the core suite of parenting interventions and will be reported as above.</p>
<p>The number of schools offering sessions and/or written information to parents about child development at transition to P1 increases</p>	<p>Audit methodology has been agreed and there is baseline data which tells us that all schools offer sessions to parents. Further work continues to consider the quality and consistency of the information offered.</p>

Outcome: Families are valued as important contributors and work as equal partners to ensure positive outcomes for their children and young people.

Performance Measure	Current Situation
<p>Family Nurse Partnership fidelity goals will be achieved</p>	<p>The detail of the Family Nurse Partnership fidelity goals are reported monthly to the Scottish Government and monitored through the Highland FNP Project Board. All goals having been</p>

	achieved. The annual review with the national team has been extremely positive and Scottish Government have requested plans to move towards a sustainable model.
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2. Early Years Collaborative

Work within the Early Years Collaborative (EYC) continues to develop a method and culture for delivering improvement. Frontline staff and managers across a range of services are using the 'Model for Improvement' to accelerate change. This model is consistent with the improvement framework outlined within For Highland's Children 4. The model for improvement is being used increasingly to support improvement within improvement groups and across family teams. This work is currently being promoted with the support of the Children's planning manager and the Health Improvement Policy Manager.

The model for improvement is consistent with the model outlined in the Raising Attainment for All initiative (RAFA) and both collaboratives are increasingly working together to support improvement across children's services. A quality Improvement learning network has been established and the programme is currently underway with eight participants being supported by four mentors. This ten month learning programme provides an opportunity to develop the skill set of key staff and groups to support the use of improvement methodology and build capacity within services.

The EYC Strategy Group has now been replaced by the Supporting Improvement Co-ordination Group and this group continues to have a key role in leading and driving forward improvement.

Scottish government are working jointly to align the 'stretch aims' of EYC and RAFA. It is anticipated that the pre-existing stretch aims of both collaboratives will be replaced by seven refreshed aims across the child's journey from pre-birth to post school. The aims will be centred on developmental concerns in the early years and achievement and attainment for school aged children and Young people. There will be a new emphasis on bridging the attainment gap across each SIMD decile.

**Safer and Stronger Communities Update
Report by the Chief Superintendent Highland and Islands Division- Police
Scotland.**

Summary

To provide an update on the crime position and overview of Safer Highland for the last quarter, 2015/ 2016. Safer Highland updates from meeting held 15th June 2016 are also included.

Crime

The table below provides information on the recorded crimes (1 January 2016- 31 March 2016) and detection rates for Highland. Recorded crimes for the same period in the previous year are also shown.

CRIME GROUP	2014/15	2015/16	Variation
Group 1- Crimes Of Violence	49	58	+ 9
Group 1-Detection Rate		98.3%	
Group 2- Crimes of Indecency	114	116	+ 2
Group 2- Detection Rate		56.0%	
Group 3- Crimes of Dishonesty	615	607	- 8
Group 3- Detection Rate		46.6%	
Group 4- Fire-raising, Malicious Mischief	338	419	+ 81
Group 4- Detection Rate		32.7%	
Group 5- Other Crimes	484	553	+ 69
Group 5- Detection Rate		110.1%	
Group 6- Antisocial Behaviour	1285	1274	- 11
Group 6- Detection Rate		88.0%	

Please note: All statistics are provisional and should be treated as management information.

Safer Highland Overview

The most recent Safer Highland meeting took place on 15th June 2016. Updates from this meeting have been included in this report.

The updates from the previous Safer Highland meeting on 16th February 2016 which covered the last quarter of 2015/16 are also noted below.

Crime Update for last quarter 2015/16 and current

- There has been an increase in violence on the streets of the Highlands in the 2015/16 year compared to the previous year. More incidents occurred where weapons had been used, including bottles to assault individuals. 50–60% of these incidents took place behind closed doors
- Anti-social behaviour has been a focus within Highland and Islands for some considerable time now
- Continued focus has been put on the Inverness Response Team and the implementation of the Safer Caithness model on prevention and intervention of repeat low level anti-social behaviour. This involves joint working between the police and external partner agencies with no agency working in isolation.
- The sharing of information, early interventions, and the prevention of incidents have resulted in a significant demand reduction to the Police Service and other organisations
- The Highlands was now a safer place
- Preventative work around domestic incidents was undertaken prior to the festive period. This will be reviewed with a view to expanding this work in respect of subjects known to police for anti-social behaviour and those who have committed an act of violence
- Crime increased by 4 to 5% in the 2015/16 year. Most of the increase related to sexual offending with the biggest increase relating to the reporting of historical sexual offences. This can be seen as positive with more members of the public having confidence and trust in the police to disclose to the service
- There has been a decrease in crimes of dishonesty during the 2015/16 year compared to the previous year. Operation Monarda focused on targeting Bogus Tradesmen and raising awareness about doorstep crime.
- Construction Watch was launched at Divisional Headquarters on 28th April 2016. A joint working initiative with police and construction companies in targeting thefts from building sites with the aim of reducing crime in the industry through information sharing, the use of crime prevention techniques and forensic marking of equipment
- There will be a continued focus on crimes of dishonesty for the coming year. This is a priority set out by the new Chief Constable.
- An emerging theme has become apparent for 2016/17 relating to the sending of indecent images across the social media network particularly amongst youths/young adults
- Good work has been carried out in relation to the management of domestic abuse and victim support across the Highlands. There has

been an increase in domestic abuse cases, however it is believed that domestic abuse is still vastly under reported

- There has been an increase in the amount of incidents across the Division involving vulnerable people
- To assist in helping vulnerable people, a social worker was seconded to the Risk and Concern Hub. This has been commented on positively by the department and has been a fantastic partnership which has been a benefit to operational investigations. It has removed bureaucracy and speeded up the flow of information between agencies, e.g. linking into the Mental Health Huddle through the social work contact for sharing information to assist early intervention with those who self-harm and those with suicidal thoughts. This has ensured that those coming into contact with the police with such concerns are having consultation with a mental health professional with 24 hours (previously could have taken up to a week)
- The current crime context has been presented to the Communities Committee for Scrutiny and Partnership.
- Road Safety – Community Councils are being consulted with to ensure tasking's for roads policing are addressing local issues.
- In relation to Alcohol and Drug Abuse/Misuse – There was a substantial increase in licensed premises checks in the 2015/16 year. Highland and Islands have 9% of the licensed premises in the country and nationally N Division account for over 26% of the licensed premises checks. There is generally good relationships with all of the licensed premises in the area.
- In relation to hate crime there was a decrease in reported incidents in the year 2015/16 and detection rates remain high.

Adult Support & Protection Committee for last quarter 2015/16

- A development session will be held in April 2016 to review the priorities for the programme for the next year.
- A Social Worker is now co-located within the Public Protection Unit within Divisional Police Headquarters, Inverness. This is for a period of six months to work with the police in relation to the referrals that are received for Adult Support and Protection
- The next Bi-annual Report is now due to be released soon.

Adult Support & Protection Committee from last meeting, 15th June 2016

- A new Lead Advisor for Adult Support and Protection is now in post following retiral of the previous incumbent.
- A development session is being held on 27th June to review priorities and highlight key activities across Highland.
- A Social Worker is now co-located within the Public Protection Unit within Divisional Police Headquarters, Inverness. This was for a period of six months to the end of July to work with the police in relation to the referrals that are received for Adult Support and Protection.

- The biennial report for 2014-2016 is being prepared. It goes to the Scottish Government in October.

Multi-Agency Public Protection Arrangements (HIMM) for last quarter 2015/16

- A new MAPPA extension is to be introduced to include Category 1 - Sex Offenders, Category 2 - Violent Offenders, Category 3 - Other Offenders
- An Implementation Plan has been produced in relation to the new MAPPA Templates. Following a successful pilot in Grampian this will be rolled out nationally from April 2016
- HMICS and the Care Inspectorate review of MAPPA has been carried out. Ten recommendations have been made at a national level and seventeen local areas have been identified for improvement
- A National Strategic Group meeting took place on 18 February 2016 chaired by the Scottish Government for the purpose of reviewing the adoption of the 10 recommendations at a national level.
- Initial and significant case reviews are carried out on a regular basis and areas of best practice are shared
- A quality assurance plan has been put in place around the 17 local areas of improvement. A Quality Assurance Sub Group is also in place

Multi-Agency Public Protection Arrangements (HIMM) from last meeting, 15th June 2016

- In conjunction with the forthcoming Community Justice re-design to be implemented in April 2017 there is a plan to streamline the MAPPA Strategic Oversight Group. This will result in two MAPPA groups, one for the Highlands and Islands with the other covering the Grampian area. It is anticipated that this will lead to a more efficient and effective process with less bureaucracy.
- The joint HMICS and Care Inspectorate review identified 17 areas for improvement from a local perspective. The HIMM will be pivotal to the implementation of these to ensure effective management of MAPPA across the north area.
- In addition a quality assurance process for monitoring all aspects of MAPPA across the NCJA area to ensure public safety is maintained through the reduction of serious harm within the communities. The HIMM will lead on this also.

Highland Child Protection Committee for last quarter 2015/16

- A Development Day is being planned for March 2016
- There are significant issues for Child Protection in Scotland on a national level and it is anticipated that the Minister for Children will be

announcing a reform of Child Protection Committees later this month.

- There is a national Child Sexual Exploitation media campaign
- There has been 7 initial case reviews within the last 18 months. Two of these have been progressed to significant case reviews. Action plans have been produced for the initial case reviews which did not progress to significant case review

Highland Child Protection Committee from last meeting, 15th June 2016

- The Scottish Government have now announced the national Child protection Improvement Programme (CPIP); this was launched by John Swinney, Deputy First Minister and Education Secretary at the National Strategic Leadership Summit on Child Protection on Friday 3rd June 2016 at Perth which was attended by the HCPC Chair and the Highland Council Director of Care & Learning Bill Alexander.
- The CPIP has 9 key areas of focus:
- Systems Review Group – to be chaired by Catherine Dyer (formerly Crown Office Lead) – and will review CPCs, Initial case Reviews, Significant Case Reviews and the Child Protection Register. To report to Scottish Government by end of 2016.
- Children’s Hearings – led by the Children’s Hearing Improvement Partnership (CHIP).
- Leadership & Workforce Development
- Inspections – piece of work to review and evaluate the efficacy of the current inspections process.
- Neglect – to examine the existing legislative frameworks of neglect for fitness of purpose.
- Data & Evidence – mapping of the current varied landscape of data capture across child protection to explore how a holistic data and evidence base can be developed.
- Child Sexual Exploitation – continued implementation of the National Action Plan.
- Internet Safety – to refresh the national internet safety action plan.
- Trafficking – to focus on the provisions of the Human Trafficking & Exploitation (Scotland) Act 2015 specifically as it relates to child protection.
- HCPC held a development day on 16th March 2016 which was well attended by CPC members and other Safer Highland work stream representatives. Feedback for the day was positive and attendees took part in a self-evaluation exercise to refresh the CPC priorities in light of national and local drivers. These priorities were further discussed at the May ’16 CPC and will now be included within the HCPC Improvement Plan for progression; areas of focus will include – Safe & Together, Neglect, and Child Sexual Exploitation.
- A Child Sexual Exploitation CPC sub-group was held on 14th June 2016 and was well attended by both statutory and 3rd sector organisations with a refreshed remit to continue to develop and progress a local plan to raise awareness among professionals, night-time economy workers and the wider community on CSE—

related issues.

- The national CSE media campaign was launched in Jan 2016 and involved a multimedia awareness raising focus.
- There are currently three SCRs being progressed at various stages within the SCR National process through the HCPC.
- The HCPC Safer Highland priority is: "Signs of child sexual abuse and exploitation are recognised and responded to." This is a key area of continuous improvement and development for the HCPC.

Violence Against Women Partnership for last quarter 2015/16

- Two new partnership training courses have been developed and are being offered to multi-agency staff
- There was a poor response in relation to the Prostitution survey. This work will be taken forward into 2016/17 using a different approach
- Work is ongoing in relation to the sexual assault referral network
- Work is ongoing in relation to developing a pathway for women who have undergone Female Genital Mutilation
- Work is being undertaken in relation to domestic abuse and this will be a priority for the coming year
- Work is ongoing in respect of supporting all individuals involved in domestic abuse in particular women and children

Violence Against Women Partnership from last meeting, 15th June 2016

There was no update provided.

Highland Alcohol & Drugs Partnership (ADP) for last quarter 2015/16

- Scottish Government funding for the Alcohol and Drugs Partnerships will be reduced this year. The impact of this reduction was unclear at present
- The "Meet the MacPherson's" adverts were advertised on Moray Firth Radio prior to the festive period. This was aimed at reducing alcoholic consumption over the period as well as sign posting information for parents, carers and families
- A report to the Scottish Government has been completed

Highland Alcohol & Drugs Partnership (ADP) from last meeting, 15th June 2016

- Last HADP meeting was held on 3/5/2016 and was chaired by Chief Superintendent Julian Innes. This was his last meeting as chair. Nominations for a new chair were held and Natalie Beal Governor in Charge HMP Inverness has now taken over the role. James Maybee Criminal Justice Service nominated Natalie and this was seconded by Councillor Isabelle Campbell. The vote was unanimous and agreed by Police, NHS, Third Sector, and Criminal Justice. Natalie

Beal is now the new chair forthwith.

- SG produced a letter advising that there would be a 20% cut in the previously earmarked drug and alcohol monies for 2016/2017. The monies will now be paid along with the NHS baseline budget. This means they may be subject to an element of uplift. The letter also stated that there was an expectation that NHS Highland would make up the 20% shortfall. NHS Highland has confirmed that they will do so.
- A comprehensive strategic needs assessment has been compiled that includes both quantitative and qualitative data including feedback from local consultations. Work will commence to review this and the relevant recommendations to inform an updated strategy. A small subgroup will be initiated to drive this forward.
- SG has commissioned the Care Inspectorate to complete a validated self-assessment exercise for Alcohol and Drugs Services. Various surveys are underway and a meeting is planned on June 28th with service users, workers and those involved in the partnership. After which a report will be provided to SG and HADP.
- The substance misuse toolkit is proving popular with almost 2000 hits. Discussions underway on how to increase interest and to modernise the look and feel of the site.
- The Rock Challenge was a huge success. Over 20 schools and over 1000 pupils took part. This year's event took part in Eden Court from the 19th to the 21st April to a sell-out audience. An evaluation of the event and its impact is currently underway.
- Children affected by Parental Substance Misuse (CAPSM) has been up and running for a few months now and there has been 3 meetings to date. There is a need to widen membership of the group and to encourage new members.
- In a breakdown of the types of drugs that featured in drugs related deaths Benzodiazepines were in the top 10 types of drugs. Substantial quantities are being sourced online. A protocol has been put in place between Royal Mail and the Police. Inverness has the highest numbers as expected as the largest centre of population. Wick is higher than all the rest of the towns per 10,000 population. There was a prevalence of Valium and Benzodiazepines in Caithness.
- HADP stakeholder event was held on 31st May 2016 at the Centre for Health Sciences. Several speakers included Cathy Steer, Khuldarini, Natalie Beal and Patricia Compston. There was a real focus on recovery. The event was well attended and has received positive feedback to date.
- Carolyn Hunter- Rowe has been appointed to the post of Research and Information Specialist with HADP and takes up post on 4th July 2016.
- Recovery Conversation Cafes are planned at HMP Inverness on 13th July in a collaborative project with Social Work, HADP and SPS.

CONTEST/Serious Organised Crime (SOC) Group for last quarter 2015/16

- The threat level from international terrorism remained at severe
- There are ongoing discussions between the UK and Scottish Government in relation to an increase in the threat level from severe to critical
- There is a continued threat from ISIS
- Key messages are being issued to staff
- Work is ongoing in relation to the UK CONTEST Strategy
- Exercises are taking place across Scotland, the most recent being a joint police and military operation that took place at the Braehead Shopping Centre

North Division CONTEST Board from last meeting, 15th June 2016

- The threat level from international terrorism remains at SEVERE
- The threat level in the UK from Northern Ireland related terrorism recently rose from MODERATE to SUBSTANTIAL
- There is a continued threat from ISIL / Daesh
- Key messages continue being issued to staff
- Work is ongoing in relation to the UK CONTEST Strategy with statutory partners addressing the Prevent duty which looks at all forms of extremism and radicalisation
- Exercises are taking place across Scotland, the most recent being a stadia event held at Hampden Park, Glasgow.

Serious Organised Crime (SOC) Group from last meeting, 15th June 2016

- Serious and Organised Crime continues to be a threat to the communities in the Highlands and Islands
- H & I are affected by OCG's operating from Aberdeen, Liverpool, Manchester, Sheffield, the central belt of Scotland and Eastern European groups
- Operational activity continues to focus on persons dealing heroin/cocaine/MDMA/NPS/Cannabis/ Amphetamine/travelling criminals committing dishonesties/bogus workmen/human trafficking and prostitution
- We currently have three OCG which are operating in the area which are actively being targeted
- We continue to build relationships with partners with a particular focus on keeping them updated on the threat and providing a mechanism for reporting intelligence back into Police organisation for assessment and action

Anti-Social Behaviour (ASB) for last quarter 2015/16

- The Inverness Response Team gave a presentation of their work to

the Communities and Partnerships Committee meetings prior to Christmas

- Historically there had been 6 ASB Partnership Group meetings. The Inverness and Nairn ASB Partnership Group meetings had now migrated to the Inverness Response Team
- The Inverness Response team now have a clear referral pathway to all partner agencies for any issues
- There are two Anti-Social Behaviour Orders in the Inverness area
- Safer Caithness has now been in existence for approximately six to seven months and positive feedback had been received

Anti-Social Behaviour (ASB) from last meeting, 15th June 2016

- The Anti-Social Behaviour Group is now embedded and mature within the wider Safer Highland group
- Following the success of the Inverness Response Team and safer Caithness initiatives, the plan is now to roll this out across the Highland area which will see a total of 6 groups/partnerships which will align with the Police Scotland Inspector led teams. All partners are fully supportive of the approach and will commit resources as necessary.
- The existing Inverness Response Team and safer Caithness approach has delivered a continued reduction in reported Anti-Social Behaviour and of the incidents that are reported, they are dealt with as close to source and as quickly as possible thereby ensuring that the events do not escalate.
- Ongoing work includes a refresh of the Highland Anti-Social Behaviour Strategy as well as the Anti-Social Behaviour Term of Reference and Information Sharing Protocol.
- Detailed analysis of cross cutting themes is currently ongoing for all thematic groups within the Safer Highland group, particularly those that focus or impact on Anti-Social Behaviour.

Highland Road Safety Group for last quarter 2015/16

- A Road Safety Group meeting took place on Tuesday, 3 November 2015 during which time the Action Plan was updated for next year
- Work is ongoing in relation to education
- Physical interventions have been delivered through the Safer Roads to Schools project
- A members Road Safety Conference is to be held in early 2016
- Promotion work for Winter Driving was undertaken with Inspector Lumsden
- Measures are being put in place in respect of 20 scheme speed reductions for new developments
- There is a new Inverness Design View Panel

Highland Road Safety Group from last meeting, 15th June 2016

- The last meeting of the Highland Road Safety Group (HRSG) partners was 3 May 16
- Partners are working towards achieving the targets of the Scottish Governments Road Safety Framework and Highland Single Outcome Agreement through delivering the commitments of the [HRSG Action Plan](#) that was last updated 2 Dec 15
- Annual road safety education events are ongoing across Highland Schools and Colleges with recent events in Apr-June 16 including Driving Ambition, Safe Highlander and Junior Road Safety Officer Conferences
- Physical interventions and sustainable travel initiatives are ongoing at Highland schools through 'Safer Routes to School' with recent projects being completed in May 16 at Muirtown, Milton of Leys, Duncan Forbes and Dornoch Primary Schools
- 20 mph schemes are being prepared for Muir of Ord, Merkinch and Nairn to be delivered within the financial year 16/17
- Accidents are continually being assessed across Highland and partners are working together to prevent further occurrences

Youth Justice Strategy Group for last quarter 2015/16

There was no update provided.

Youth Justice Strategy Group from last meeting, 15th June 2016

- A Youth Action Service Team Day was held in April to review progress of the Improvement Plan.
- Improvement plan was updated and new actions identified.
- Focus remains on Early and Effective Intervention with young people who are offending and/or misusing substances.
- It was acknowledged that the number of persistent offenders continues to fall.
- A new training programme was identified and actioned.
- New processes for engaging young people in the design of services are being looked at, particularly the use of technology.

Hate Incident Steering Group for last quarter 2015/16

- There has been a decrease in the reporting of both hate crimes and hate incidents
- There remains an under reporting of hate crime and hate incidents
- Nationally there has been an increase in disability related incidents
- There has been a spike in incidents relating to either race or religion in Scotland following the attacks in Paris. However this had not been reflected locally.

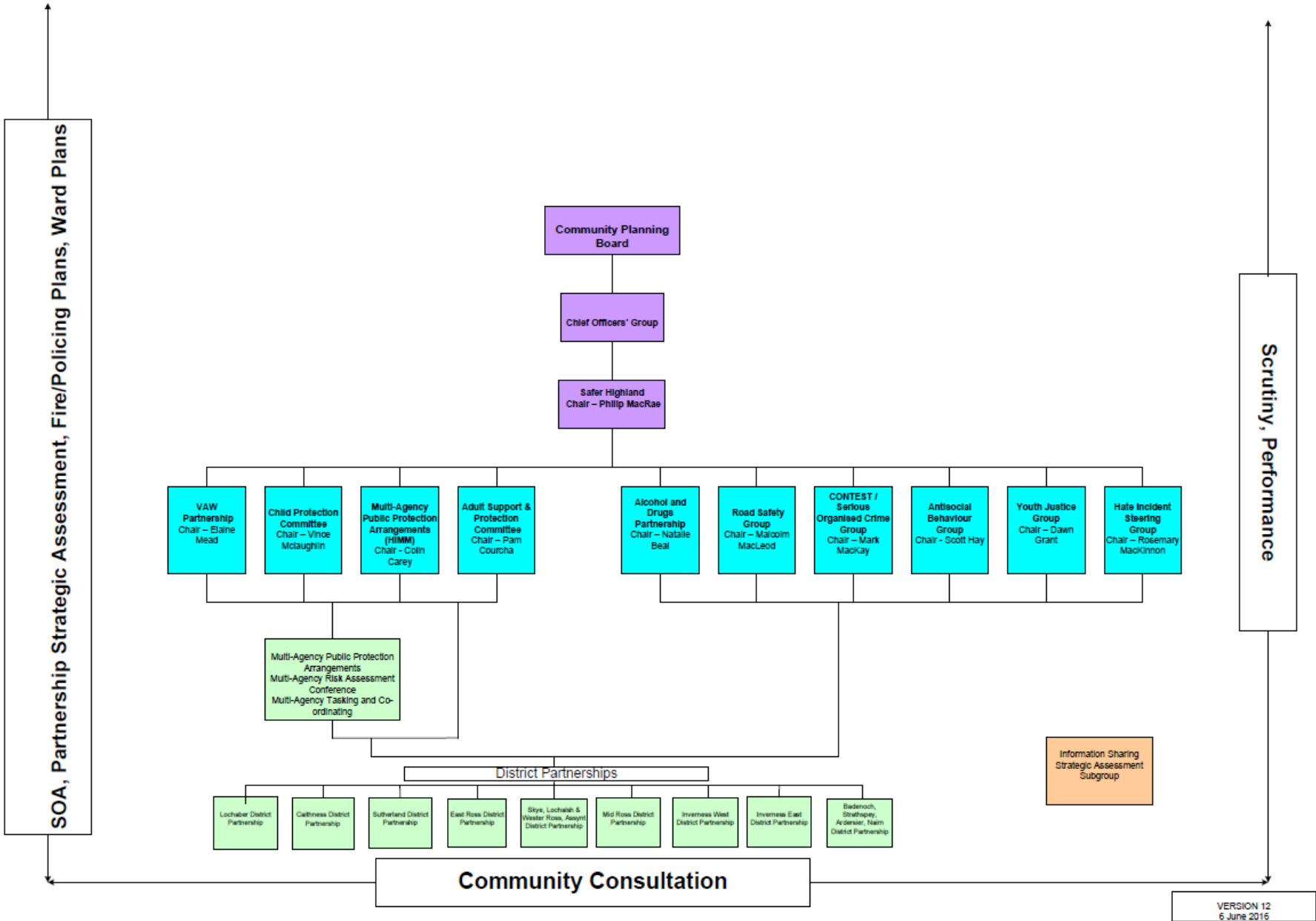
Hate Incident Steering Group from last meeting, 15th June 2016

- There has been a slight decrease in the Year-to-Date reporting of hate crime in Highland.
- Since January 2015, a hate crime survey is now being sent to all victims of hate crime. During 2015, over 140 surveys were sent out in Highland with a 21.5% return. Analysis of responses for the first year of the survey is now available.
- Nationally, there is a slight increase in incidents of hate crime reported to Scotland's prosecution service in 2015-16, compared to the previous year.^[ii] Racial incidents remain the most commonly reported although there has been a decrease on the previous year. Charges reported with an aggravation of prejudice relating to sexual orientation were up 20% on the previous year, and those relating to disability up by 14%.
- There had been a spike in incidents relating to either race or religion in Scotland following the attacks in Paris in November 2015. However this had not been reflected locally.
- Partners are mindful of the recent events in Orlando, and that Highland has welcomed its first refugee families to the area under the Home Office protection of vulnerable person's scheme.
- There remains an under reporting of hate crime and hate incidents.

Recommendation:

The board notes the above updates.

**T/Chief Superintendent Philip MacRae
Highland & Islands Divisional Commander
22 June 2016**



Highland CPP Health Inequalities Theme Group Update

June 2016

The Highland CPP Board are asked to note progress in:

- completing a self assessment for the theme group
- commissioning research to help inform development of an anti poverty strategy to reduce inequalities
- work on fuel poverty
- work on the Active Highland strategy

1. Self assessment:

The Board had previously requested that three of the CPP theme groups undertake a self assessment exercise, including the health inequalities theme group. The group reviewed a number of self assessment tools, including the Public Sector Improvement Framework and developed a bespoke tool which the group agreed best met the aims of the self assessment.

The research phase of the self assessment took place in January and February 2016, and the self assessment has now been completed. The outcome of the self assessment will form the basis of an improvement plan for the theme group. The assessment was very positive but one or two areas for improvement have been identified including; developing communication channels with other theme groups and encouraging all members to develop internal channels of communication within their agency; review the agenda and work plan to increase engagement from all agencies; develop training/awareness raising sessions for staff within partner organisations.

2. Research to inform development of an anti poverty strategy

Work is underway to undertake research to support the CPP to develop strategies for addressing inequalities through measures to reduce poverty in Highland. The research is being designed to help partners consider:

- What they could do differently
- What communities are able to do themselves
- What opportunities there might be for agencies and communities to work together to address inequalities and reduce poverty
- Understand the differences (or similarities) between local priorities

The aim of the research will be to:

- Explore individual and community views on living in areas of deprivation/fragility (areas will be identified using the Highland SEP index)
- Identify strategies to address issues relating to quality of living standards
- Understand policy gaps at a local level

The research will explore views of a sample of communities, identified through the Highland SEP index, on what 'fragility' means; identify what it is like to be living in a particular place/community; identify what is in place to help address particular challenges and explore suggestions for addressing these challenges. It is hoped that the research will be completed by the end of June 2016.

3. Fuel poverty

The partnership fuel poverty group continues to meet regularly to take forward a programme of work to help reduce fuel poverty in Highland. Fuel poverty is still a major concern in Highland. In 2013 50% of Highland households were considered to be in fuel poverty compared to 35% in Scotland. 2014 figures are due shortly and will be reported to the health inequalities theme group.

The Scottish Government have pledged to ensure that by November 2016, so far as is reasonably practicable, people are not living in fuel poverty in Scotland. Work is on going to develop a revised target and/or means of re-evaluating fuel poverty.

The attached report (Appendix 1) provides an update on current activity in relation to fuel poverty.

4. Active Highland strategy

The expiry of Highland Council's Physical Activity and Sport Strategy has provided the opportunity to create a new outcomes framework for development and delivery of inclusive, appropriate, physical activity and sporting opportunities for all.

Based closely on the national Active Scotland outcomes framework, it brings all aspects of physical activity and sport together, in a strategy developed by a broad range of Community Planning Partners and other key stakeholders from the voluntary and statutory sectors.

Development of this strategy has been undertaken by the Active Highland strategy development group. An initial workshop identified clear priorities, areas of overlap and gaps to allow delivery of the agreed outcomes. Different partners have taken the lead in developing different aspects of the strategy. The CPP priority themes underpin the development of the strategy and the draft outcomes and actions have been mapped against the CPP priorities within the strategy framework.

The strategy has a strong focus on reducing inequalities and improving health and wellbeing, is underpinned by capacity building at all levels for individuals and communities, and encourages progression, skills improvement and achievement in chosen physical activity or sport.

The role of the natural and built environment and of established and new facilities forms a core part of the strategy. This includes making the best use of the natural assets of the Highlands and ensuring access for all; utilising our planning processes, regulations and guidelines to create built environments that encourage physical activity, improve health and increase connectivity.

A fuller report and a final draft of the Active Highland strategy are presented to the Board elsewhere on the agenda.

Cathy Steer, Head of Health Improvement, Public Health, NHS Highland

21 June 2016

Fuel poverty in Highland, HCPP Board – 30 June 2016

Report by: Highland Affordable Warmth Partners Group (HAWPG)

Summary

Members of the Highland Affordable Warmth Partners Group (HAWPG) have prepared this report to highlight: levels of fuel poverty in Highland; Highland contribution to national and local initiatives and consultations; local implementation of national schemes; examples of local action.

1	Levels of fuel poverty in Highland																								
1.1	<p>Background</p> <p>Fuel poverty is defined as a household having to spend more than 10% of its income on all household fuel use to maintain satisfactory heating. “Extreme fuel poverty” is when a household has to spend more than 20% of household income.</p> <p>Fuel poverty rates in Highland are high, as can be seen from the map in Appendix 1. The most recent statistics from the rolling Scottish House Condition Survey show:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="text-align: center;">Households in fuel poverty (brackets = extreme fuel poverty)</th> </tr> <tr> <th></th> <th style="text-align: center;">Highland Council area</th> <th style="text-align: center;">Scotland</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2011-13</td> <td style="text-align: center;">50% (18%)</td> <td style="text-align: center;">36% (10%)</td> </tr> <tr> <td style="text-align: center;">2012-14</td> <td style="text-align: center;">55% (23%)</td> <td style="text-align: center;">35% (10%)</td> </tr> </tbody> </table> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="text-align: center;">Pensioner households in fuel poverty (brackets = extreme fuel poverty)</th> </tr> <tr> <th></th> <th style="text-align: center;">Highland Council area</th> <th style="text-align: center;">Scotland</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2011-13</td> <td style="text-align: center;">69% (28%)</td> <td style="text-align: center;">54% (15%)</td> </tr> <tr> <td style="text-align: center;">2012-14</td> <td style="text-align: center;">72% (36%)</td> <td style="text-align: center;">51% (15%)</td> </tr> </tbody> </table> <p style="text-align: center;">Sources: http://www.gov.scot/Topics/Statistics/SHCS/keyanalyses/LAtables2013 http://www.gov.scot/Topics/Statistics/SHCS/keyanalyses/LAtables2014</p>	Households in fuel poverty (brackets = extreme fuel poverty)				Highland Council area	Scotland	2011-13	50% (18%)	36% (10%)	2012-14	55% (23%)	35% (10%)	Pensioner households in fuel poverty (brackets = extreme fuel poverty)				Highland Council area	Scotland	2011-13	69% (28%)	54% (15%)	2012-14	72% (36%)	51% (15%)
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2	<p>Highland contribution to national and local initiatives and consultations</p>
2.1	<p>Scottish Rural Fuel Poverty Task Force:</p> <p>The Task Force is a Scottish Government initiative to develop actions relevant to rural and remote properties to enable these to feed into the development of fuel poverty policy and inform new energy efficiency programmes which will make use of devolved powers. It is a 'short life' group which will last for no more than one year. The remit of the Task Force is to develop a set of actions which (1) would make it significantly easier and more affordable for people living in rural and remote Scotland to keep their homes warm; and (2) will be fed into the further development of fuel poverty policy and energy efficiency programmes.</p> <p>The organisations represented on the Task Force have extensive knowledge of the issues facing the fuel-poor in rural and remote rural Scotland both at a strategic level, and also on-the-ground practical experience of working with households to improve the energy efficiency of their homes. Highland & Islands-based individuals are well represented on the Task Force, which is chaired by Di Alexander (Lochaber Housing Association) who brings a wealth of experience in rural housing and related issues.</p> <p>The Task Force is currently developing an action-oriented plan that they believe will address the unique factors that contribute to such high levels of fuel poverty which exist in rural Scotland. The plan will be presented to the Cabinet Secretary for communities, social security and equalities in late September 2016.</p> <p style="text-align: right;"><u>Update by Bob Grant, Centre Manager, Home Energy Scotland, (Inverness office)</u></p>
2.2	<p>CAS</p> <p>Citizens Advice Scotland (CAS) is planning to carry out research into the advice needs of off-gas-grid consumers in the Highlands later in 2016. CAS will engage with key agencies, including community planning partners, as part of the research and will share the results once they are published.</p> <p>The Citizens Advice Bureaux in Highland continue to provide fuel poverty and energy efficiency advice in a number of areas, funded by SSE, using monies distributed via CAS</p> <p style="text-align: right;"><u>Update by Carol Greer, Development Officer, Citizens Advice Scotland (Inverness)</u></p>
2.3	<p>Competition & Markets Authority (CMA) investigation into the UK energy market</p> <p>HAWPG responded to the CMA investigation into the UK Energy Market in 2015 by highlighting issues faced by many Highland customers. The CMA's interim findings were published in March 2016. The report has made some significant recommendations in addressing the UK energy market with specific recommendations, including:</p> <ul style="list-style-type: none"> • A requirement that the approximate 700,000 households across the UK who are on non-Economy 7 restricted meters are allowed to switch to cheaper single-rate tariffs without requiring a meter replacement • A transitional price control for the 4 million households who are on prepayment meters • An Ofgem-controlled database which will allow rival suppliers to contact – by letter only – domestic

	<p>and micro-business customers who have been stuck on their supplier's default tariff for 3 years or more, to offer them better deals.</p> <p>Taken together, if fully implemented, these changes will result in significant reduction in energy costs for households in Highland who are currently restricted on the tariffs available to them. The final report is due to be published in June 2016.</p> <p style="text-align: right;"><u>Update by Bob Grant, Centre Manager, Home Energy Scotland, (Inverness office)</u></p>
<p>2.4</p>	<p>Ofgem: consultation on operation of the Voluntary Redress Scheme</p> <p>Energy companies are licensed by Ofgem who can impose a financial penalty if a licensee is found to have breached Ofgem rules. In such instances, the licensee can make a proposal to Ofgem for making "voluntary redress" (via payment to third sector organisations) so as to avoid further formal procedures. Considerable amounts of funding can be made available via voluntary redress to some third sector organisations across the UK.</p> <p>Ofgem have notified HAWPG that they expect to consult during summer 2016 on new options for the future voluntary redress policy, in particular how funding available through voluntary redress is managed and distributed across the UK. Members of HAWPG will respond to this consultation with the aim of increasing the impact of funding on addressing fuel poverty, making the system fairer, more transparent and accessible so that more charities of all sizes can benefit. This approach would benefit those addressing fuel poverty in Highland.</p> <p style="text-align: right;"><u>update by Alison Craig, Operations Manager, Home Energy Scotland (Inverness office)</u></p>
<p>2.5</p>	<p>Horizon-scanning: possible implications for energy bills:</p> <p><u>Scotland's National Marine Plan</u></p> <p>HAWPG members are aware of potential cost implications for energy consumers in northern Scotland and the islands arising from the National Marine Plan's section on submarine cables. The cost of investment in the distribution network to protect existing submarine electricity cables would be met by consumers in the distribution area. This further underlines the need for all agencies to consider how they can best tackle fuel poverty across Highland. Consultation on the Marine Plan took place during 2015 and early 2016 and the following links give further background.</p> <ul style="list-style-type: none"> • Q <i>How much will electricity bills increase by due to the policies detailed in Chapter 14 of Scotland's National Marine Plan?</i> http://news.ssepd.co.uk/media/146852/faq-submarine-cable-final.pdf (pages 4-5) • Scotland's Marine Plan: http://www.gov.scot/Resource/0047/00475466.pdf (chapter 14 refers) • http://news.ssepd.co.uk/submarine-cables/information/ <p style="text-align: right;"><u>update by Margaret Brown, NHS Highland</u></p>

3 Local implementation of national schemes

3.1 Home Energy Efficiency Programme Scotland (HEEPS)

HEEPS is the Scottish Government initiative to tackle fuel poverty and increase energy efficiency in homes. It is a cluster of programmes including:

1. Area-based schemes, administered by local authorities
2. Scottish Energy Efficiency Programme (partnership with local authorities)
3. *Warmer Homes Scotland*. Initial contact/referral through Home Energy Scotland.

HEEPS in Highland

1. Area-Based Schemes (ABS)

Highland Council has a partnering contract in place with E-On to provide Energy Company Obligation (ECO) contribution to the Council's HEEP-ABS fund and to plan, manage and undertake all suitable works in connection with the programme. (NB ECO is a UK government **energy** efficiency obligation placed on large energy companies to help reduce carbon emissions and tackle fuel poverty). Funding is limited and there are criteria for acceptance. The property must be: of solid wall construction; heated by oil, solid fuel or electricity; privately owned or rented (holiday homes excluded); within council tax bands A, B or C; subject to successful assessment survey. Remote and rural areas with off-gas properties are being prioritised.

There have been challenges in gaining properties that comply with the scheme conditions and a lot of effort has been made to ensure that properties can be included. The scheme has included properties from areas across Highland.

Year	No of properties received external wall insulation	No of properties received cavity wall insulation
2013-14	300	0
2014-15	506	50
2015-16	345	0
2016-17	246 programmed	0

2. Scottish Energy Efficiency Programme (SEEP)

In 2018, the Area Based Scheme is to be replaced with a new Scottish Energy Efficiency Programme (SEEP). This will be a partnership with local government to take a more holistic approach to area building emissions and will include both domestic and non-domestic properties. The SEEP programme will commence in 2018 and run over 15-20 years.

The Scottish Government have called for pilot projects to help determine the scope of the SEEP programme. Highland Council have submitted a proposal for Gairloch that builds around the heating replacement for the school and includes a small district heating scheme for the sheltered housing around Seaforth House, along with energy monitoring and insulation measures to homes in the area. The value is expected to be in the region of £100m to £200m per year and draw in funding from the new Scottish

energy company obligation, taking the full scheme value to the region of £4-8bn.

Updates by Karen Maclean, Energy & Sustainability, Highland Council

3. Warmer Homes Scotland:

In September 2015, the Scottish Government launched this new fuel poverty scheme which is being delivered by 'Warmworks' – a joint venture between Changeworks, the Energy Saving Trust, and Everwarm. Eligibility criteria apply.

Data from Warmworks for Highland indicate that customer satisfaction measures are above 97%.

Highland statistics to 14 June 16:

1. 551 completed surveys
2. 210 completed measures
3. 256 cancelled referrals
4. 198 in progress referrals

Main cancellation reasons are related to timescales or that the householder did not qualify, didn't want the upheaval or did not want to make a financial contribution. Main challenges with delivering in rural Highland are: delivery timescales (materials to site); low volume of referrals; high volume of cancellations.

The Scottish Government now permit Warmworks to proceed with the installation of a new oil boiler in situations when the oil tank and base does not meet OFTEC regulations in cases where there is not an immediate health and safety risk. This should reduce cancellations as prior to this, customers had to pay to replace their oil tank and base, prior to install, if it did not meet OFTEC regulations, or else their application was cancelled. In Highland, a total of 12 companies are installing measures under the scheme: three of these have permanent workforce/base in the Highland region.

update by Alison Craig, Operations Manager, Home Energy Scotland (Inverness office)
and Nicola Mcleod, (Warmworks)

3.2 Home Energy Scotland

During the year ended 31 March 2016, Home Energy Scotland advisors provided energy advice to a significant number of Highland households who struggled to heat their home and /or who worried about their fuel bills. Advice is given on a range of ways to save money including installing insulation, upgrading a boiler, advice on how to use the heating system and controls, buying and using appliances and other ways to reduce wasting energy. Most advice is provided by telephone, is impartial and up-to-date with a high focus on quality whereby all calls are recorded and a selection are quality monitored with feedback.

Advisors refer households for income maximisation checks; tariff checks; *Warmer Homes Scotland* national fuel poverty scheme; and to specialist energy advisors for advice on suitability of their home for the Highland Area-based scheme for external wall insulation; and for those interested in renewable systems if appropriate. Advice is provided on finding installers and assessors. Highland tenants of Registered Social Landlords are also offered a supplier-switching service provided by Citrus Energy.

Home Energy Scotland delivered a successful 'Keeping Warm in Older Homes' event aimed at people living in older properties in partnership with Inverness Civic Trust and which was oversubscribed after 2 days promotion. It informed householders living in traditional buildings about a range of measures they

	<p>can make and help them make informed decisions, particularly when they are offered external or internal wall insulation, so that they protect the structural integrity of their home for the future.</p> <p>Home Energy Scotland also delivers affordable warmth visits for the most vulnerable or refers these households to local partners such as Lochalsh and Skye Energy Advice, particularly to assist with progressing through the <i>Warmer Homes Scotland</i> scheme.</p> <p>Home Energy Scotland works with a range of local partners to reach the most vulnerable households including:</p> <ul style="list-style-type: none"> • Highland community groups: including Stratherrick and Foyers Community Development Trust; Greening Kyle; Arisaig Community Trust; Melness and Tongue Community Development Trust; Garve and District project; a joint Calman / Changeworks project delivering affordable warmth visits. We support community groups to access additional funding for fuel poverty work e.g through Climate Challenge Fund, Ofgem voluntary redress funding to increase capacity. • NHS Highland, Highland Council, Scottish Fire and Rescue and Citizens Advice under the <i>Healthy Homes for Highland Partnership</i> (see below). <p>Home Energy Scotland is now promoting a Referral Portal to partners to allow third sector and statutory partners to refer their clients to Home Energy Scotland. This portal will provide feedback on referrals made and outcomes achieved for partners' clients.</p> <p>Home Energy Scotland has developed a facility which makes it easier for energy advisors to refer to affordable warmth services provided by local partners.</p> <p><u>*Provisional statistics for Home Energy Scotland activity in Highland for year ended 31 March 2016:</u></p> <ul style="list-style-type: none"> • Highland households enquiring about HEEPS: 2,750 • Highland households taking up HEEPS: 2,578 <ul style="list-style-type: none"> ○ Those receiving energy advice: 2,425 ○ Income maximisation referral: 706 ○ Tariff check referrals: 485 ○ Area-based scheme referrals: 39 ○ Warmer Homes Scotland referrals: 410 <p>Note *Provisional indicates these statistics have been approved by Scottish Government but are not as yet published.</p> <p style="text-align: right;"><u>update by Alison Craig, Operations Manager, Home Energy Scotland (Inverness office)</u></p>
4	Examples of local action
4.1	<p><i>Healthy Homes for Highland (HHH) referral scheme</i></p> <p>HHH brings a number of key Highland partners together with the aim of reaching Highland's most vulnerable households. A specialist from Home Energy Scotland and an NHS Health Improvement Policy Officer have been working together to promote HHH to NHS Highland staff (including allied health professionals, district nurses, midwifery teams) to encourage them to refer vulnerable clients to HHH services. Clients referred to HHH are offered home fire safety visits, energy advice and money advice. Home Energy Scotland have also promoted HHH to District Partnerships across Highland. In 2015, Citizens Advice Scotland and Changeworks developed an e-learning module for HHH which can be accessed from the Changeworks website and from the 'learnpro' section of NHS Highland's website.</p>

	<p>However, referrals to date have been low. In future, it is planned to place more focus on offering affordable warmth visits for the most vulnerable, in order to ensure these affordable warmth visits are offered where they are most needed. It is planned to do this by:-</p> <ul style="list-style-type: none"> • developing a pilot with a small number of GP Practices to encourage them to refer their most vulnerable clients for an affordable warmth visit; as well as refer more able patients for Home Energy Scotland advice; and • working with Scottish Fire and Rescue ‘community safety advocates’ who deliver home safety visits to the most vulnerable. <p>The commitment of partners to Healthy Homes for Highland is strong, however using HHH branding to promote partners’ services is now under review.</p> <p style="text-align: right;"><u>Update by Margaret Brown, NHS Highland; Alison Craig, Home Energy Scotland</u></p>
<p>4.2 Sutherland</p>	<p>Sutherland has the highest levels of fuel poverty in the Highland Council area. Local actions include:</p> <ul style="list-style-type: none"> • Sutherland District Partnership set up a Fuel Poverty Task Group in October 2015. Early actions were to raise awareness and train frontline NHS and Local Authority staff. Training was provided by Home Energy Scotland, and SSE provided room temperature cards for distribution via frontline staff such as home carers. • Staff from NHS Highland, Home Energy Scotland and the Chair of Sutherland District Partnership met in June 2016 to plan an innovative project in East Sutherland where inpatients at Migdale and Lawson Memorial hospitals will be referred to Home Energy Scotland at point of discharge. Planning is current at an early stage, but it is intended to implement this during summer 2016, evaluate progress in the autumn and consider rolling out across other parts of Sutherland thereafter. <p><u>Update by Deirdre Mackay, Sutherland District Partnership; Lorraine Coe, District Manager NHS Highland</u></p>
<p>4.4 Lochalsh & Skye</p>	<p>Lochalsh & Skye Energy Advice Service (LSEAS) has been engaged in both local and national activity over the past year. Donnie MacKay, Energy Advice Manager, is on the Scottish Rural Fuel Poverty Task Force and this has been a significant area of work. LSEAS have been able to bring to the task force extensive, practical experience of working with people in fuel poverty in their homes and finding solutions that are specific to their situation.</p> <p>LSEAS has also increased the level of third party support that it provides to people going through the <i>Warmer Homes Scotland</i> scheme. In an off-gas area, particularly where oil tanks and meter changes are a potential sticking point, this can involve arranging and attending multiple visits by energy suppliers, electricians, plumbers and surveyors. By providing advice, support and a point of contact for all the organisations and contractors involved in each case, every client has completed the process. This is a significant achievement and illustrates the level of support that some clients need, but in most other areas do not receive.</p> <p>The service was also successful in securing funding from Energy Action Scotland for a programme of activity that will take place later in the year. It will be aimed specifically at households that are affected by damp and involve monitoring temperature levels, humidity levels, energy use, household practice and</p>

	<p>running costs. By closely observing and intervening to make changes in a property's regime, we hope to develop our skills in assessment and identify workable solutions.</p> <p style="text-align: right;"><u>Update by Moira Scobbie, Energy Advisor, LSEAS</u></p>
<p>4.5</p>	<p>Energy Action Scotland (EAS) – training events across Highland 2015-16</p> <p>EAS, a national charity which campaigns to end fuel poverty, obtained funding to deliver <i>Stay Warm Stay Well</i> training across Scotland during 2015-16. In Highland, 72 frontline staff attended courses in Inverness, Wick, Brora, Easter Ross and Fort William between November 2015 and January 2016. Members of Highland Affordable Warmth Group promoted these courses widely and supported delivery. EAS are currently seeking funding to deliver more courses and some of these will be Highland.</p> <p style="text-align: right;"><u>Update by Barbara Atterson, Development Manager, Energy Action Scotland</u></p>

Recommendations :

1. Highland Community Planning Partnership Board notes the issues raised and the activity reported by various HAWPG members.
2. It is recommended that the Highland Community Planning Partnership incorporates actions to address fuel poverty into its Local Outcomes Improvement Plan and its Locality Plans for areas with significantly poorer outcomes/disadvantage and liaises with HAWPG when it does so.

Date: 16 June 2016

Author: various HAWPG members as listed throughout. Collated on behalf of the HAWPG by Margaret Brown, Policy Officer, Health Improvement Team, NHS Highland

Highland Affordable Warmth Partners Group HAWPG is chaired by Highland Council or Home Energy Scotland. Partners include: Citizens Advice Scotland; Energy Action Scotland; Energy Saving Trust; Highland Council; Home Energy Scotland; Lochalsh & Skye Housing Association; NHS Highland.

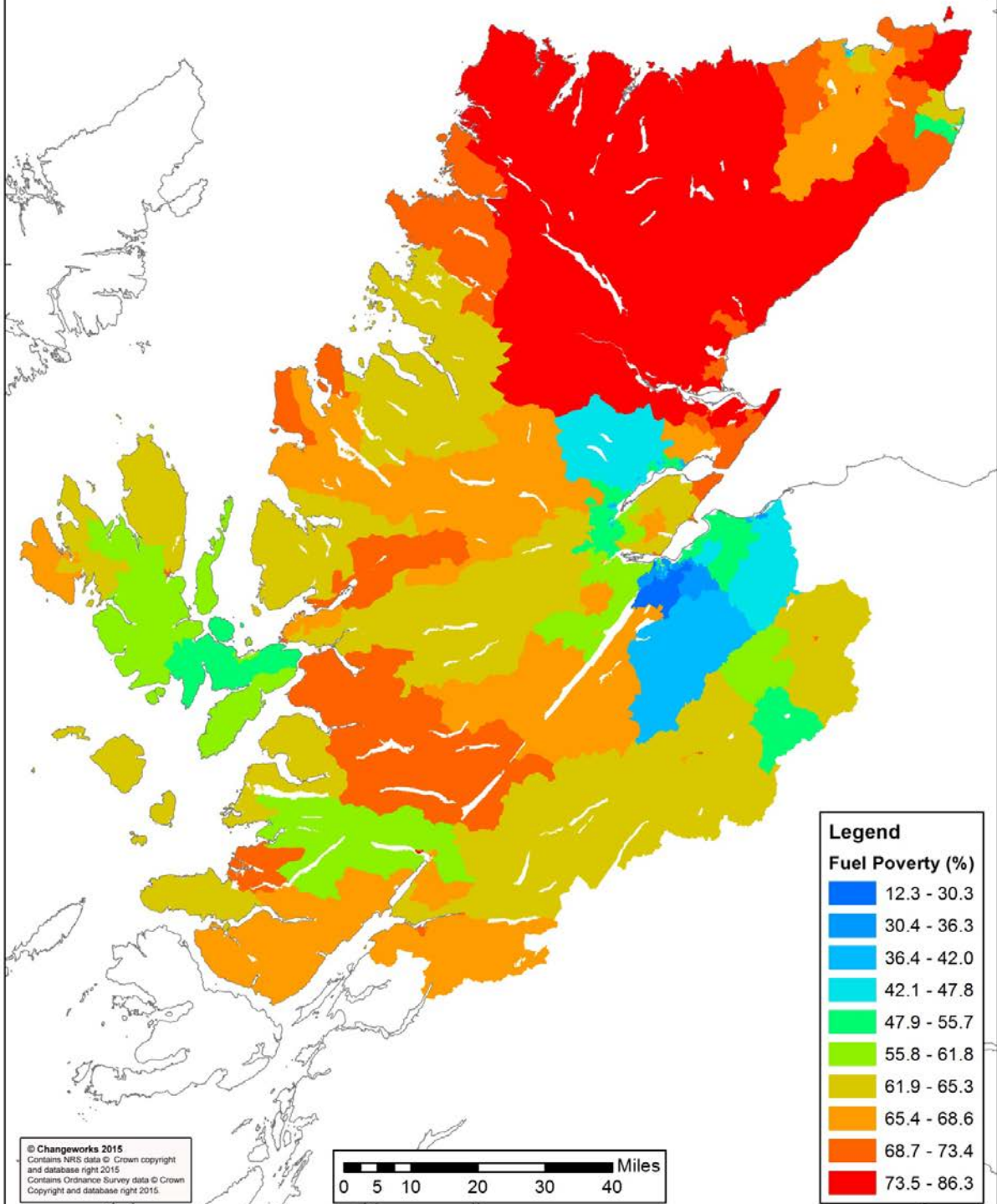
Useful links

- Scottish Rural Fuel Poverty Task Force: <http://www.gov.scot/Topics/Built-Environment/Housing/warmhomes/fuelpoverty/fuel-poverty-task-force>
- Citizens Advice Scotland <http://www.cas.org.uk/about-us>
- Competition and Markets Authority <https://www.gov.uk/cma-cases/energy-market-investigation>
- Ofgem - Voluntary Redress Scheme <https://www.ofgem.gov.uk/publications-and-updates/allocation-voluntary-redress-payments-context-enforcement-cases>
- HEEPS: <http://www.gov.scot/Topics/Built-Environment/Housing/warmhomes/eap>

- Highland Council energy & sustainability http://www.highland.gov.uk/info/1034/land_and_property/279/the_property_service/4
- Home Energy Scotland <http://www.energysavingtrust.org.uk/scotland/home-energy-scotland>
- HHH http://www.highland.gov.uk/info/997/housing_advice/529/healthy_homes_for_highland e-learning module <http://www.changeworks.org.uk/healthy-homes/>
- Sutherland District Partnership http://www.highland.gov.uk/meetings/committee/110/district_partnership_-_sutherland
- Lochalsh & Skye Energy Advice Service <http://www.lsha.co.uk/energy-advice>
- Energy Action Scotland <http://www.eas.org.uk/>

Changeworks' fuel poverty map of Highland:

Estimated Households (%) in Fuel Poverty by Data Zone in Highland Council



**Highland Public Sector Partnership
Community Planning Arrangements – Older People**

Update Report June 2016

Housing based models of care – the Improvement Group is supporting the exploration and testing of new models of care delivery and in particular, innovative ways of meeting the housing needs of our aging population. Working with colleagues in the Housing Department and with Housing Associations, the aim is to source readily available accommodation that can be future proofed and will utilise all modern technology to enable older people to live independently. It is hoped this initiative can be tested on a small scale to demonstrate it's effectiveness.

TEC Service – The Highland Partnership has been successful in securing further funds to develop home health monitoring and Telecare across the Highland area. This will build on the successes of the past year where small tests of the emerging technology were take forward with clear clinical protocols and supported by a clinical reference group. The initial feedback was very positive with patients and carers feeling more empowered to manage their condition whilst being able to access clinical support as and when they needed it. The next round of funding will enable us to build on this work, expand the use of Living it Up to support self management and peer support and explore options for further use of Telecare.

The development of technological solutions does cause some concern to the older population but it must be seen as assistive technology and not a replacement for face to face contact. The TEC team have been liaising with the Senior Citizen's network and community groups across Highland to reassure and allay any fears.

The Telecare Operational service has now been separated from the development arm allowing a focus on sustainability and growth of this service and ensuring TEC development can access full support from other research, Innovation and Development functions.

Dementia – Although this condition is considered within the Mental Health Improvement Group, it has long been considered significant within the Older People's agenda. The OP Improvement group have made a recommendation that given the rising prevalence of this condition and the specific needs that arise as a result, that a specific Dementia Improvement Group should be developed. It is anticipated that this group will link to the OP Improvement group but will report directly to the Adult Services Commissioning Group. One of the initial key roles will be to develop a strategy for Highland and clear Implementation plan.

Strategic Plan - The Highland Partnership Strategic Plan which is a requirement of the Public Bodies(Joint Working)(Scotland) Act 2014 is now available on the Council and NHS Highland websites.

Community Transport – The Third Sector Interface have hosted a successful event bringing together transport providers, communities and wider services to share

experiences and look to widen the availability of involvement across communities. Although some of the gaps currently experienced may be filled by alternative means e.g. video conferencing of group activities etc., the main focus was on exploring transportation opportunities and the event was much appreciated by all. A further event is planned for the end of June and the Interface will then report back to the Older People's Improvement Group.

Reach Out – NHS Highland have launched it's Reach Out campaign to raise awareness of loneliness amongst the older population and encourage communities and individuals to pledge to combat it. All Improvement Groups are considering how they can contribute and the Community Planning Partnership are asked to consider this also. This initiative has engendered some significant intergenerational work engaging schools, communities and care homes across Highland. Highland Home Carers reported on telephone contacts they make as a matter of course with clients by way of ensuring regular communication. This is much welcomed by clients and carers and provides a vital link which has proved to build confidence for those living alone.

Integrated Care Fund- Developed by the Scottish Government to follow on from the Change fund, this pot of money was intended to enable change and innovation in the short term and so enable the transformation of service delivery over the longer term. However, it has shown how challenging it is to consider new ways of working and what in fact has to stop in order to sustain these new ways. The Adult Services Commissioning Group works closely across the sectors to monitor this spend and maintain the flexibility of this resource. It will be important to capture where this has worked well and what has been effective so that further transformation can build on this approach. Work continues to capture this learning.

Jan Baird, Director of Adult Care, NHS Highland.

June 2016

Highland Community Planning Board

Board Meeting of Thursday 30th June 2016

Highlight Report in relation to delivery of SOA Environmental Outcomes Delivery Plan for the period from February 2016 to June 2016

In general progress is being made in delivery across the range of identified environmental outcomes. However the effect of voluntary severance/budget cuts has had an immediate impact on the Council's ability to lead on, support others and deliver the biodiversity actions within the HBAP and the SOA. HC and SNH have agreed to extend the HEF administration and co-ordination contract for a further year (to 31st May 2017) to support the work of the BAP steering group. This will enable priority actions to be taken forward and identification of key actions which could be delivered either directly through the wider partners or with the support from this post.

More positively, many Board members will be aware of the major four part BBC series "Highlands – Scotland's Wild Heart" that was screened in May. This showcased the wildlife, habitats and landscapes of the Highlands through the seasons. Filming locations for the series included the Cairngorms, the northern seascapes, the ancient Caledonian pine forests, the Flow Country, the granite cliffs of Handa Island, Loch Ness and the Moray Firth.

During this highlight reporting period a public consultation to designate the Inner Hebrides and the Minches as a Special Area of Conservation for harbour porpoise was carried out. The consultation is now closed and all responses will be carefully considered and the results presented in a publically available report.

In terms of specific highlights on the environmental outcomes:

The environment will be managed sustainably in order to optimise economic, health, natural heritage and learning benefits

- The status of natural features on designated sites within the Highland area that are in favourable or recovering condition is *unchanged at 80.6%*.
- The Highland PAW group is active and has had its first meeting. Stakeholder events are being planned jointly with Grampian and Tayside groups. Training and information sharing is being organised for key stakeholders such as the fishery board bailiffs and SEPA staff. Highland PAW is raising awareness of wildlife crime and encouraging the reporting of wildlife crime. In part this is being undertaken through increased, positive press coverage. A Corporate Wildlife Presentation will be launched in July and there will be a wildlife crime 'Sharing Good Practice' event in September.
- Following a significant fire in the Lochaber area in May, the importance of wildfire action plans, good land management and compliance with the muirburn code has been highlighted. The SFRS has written to landowners to raise awareness and ask for their continued support to avoid and deal with accidental fires, for example in areas where wild camping takes place or within popular picnic points. Local SFRS officers are forming links with landowners and their staff to map problem areas that will help to prevent/reduce the number of destructive wildfires.

The effects of climate change in the Highlands will be minimised and managed

- Work on Supplementary Guidance for Onshore Wind Energy continues, with revised Guidance due to be considered by Committee in August for adoption.
- As indicated in the Annual Report in September, consented capacity for renewable energy (as at 31 March 2015) well exceeds the Council's target, with contributions from a range of renewables types. The annual reporting on renewable energy targets as at 31 March 2016 is awaited.
- The first phase of the tidal scheme for the Inner Sound is under construction with some good progress continuing to be made, and the owners of that project have made announcements that are promising for the future, but it is increasingly challenging for three schemes to be delivered within the target timeframe.
- The Council has a partnering contract in place with E-On to provide ECO funding contribution to the Council's HEEP-ABS fund and to plan, manage and undertake all suitable works in connection with the programme. The funding is limited and there are eligibility criteria for householders to meet; with remote and rural off-gas properties being prioritised. During the years 2013 to 2016, 1,151 properties received external wall insulation (EWI) and 50 properties received cavity wall insulation. A further 246 properties are scheduled to receive EWI during 2016-17.
- On 31st March 2016, 91% of the Highland Council domestic housing stock passed the Scottish Housing Quality Standard (SHQS). The remaining stock was defined as in abeyance from SHQS (i.e. tenants had opted out of works). A 2016-17 Capital Programme has been approved which will target further energy efficiency measures in Council stock as part of Home Energy Scotland's commitment to improve houses in line with the Energy Efficiency Standard for Social Housing.
- A 'Green Homes Expo' took place on 18th June, an event organised by Scottish Provincial Press and sponsored by Home Energy Scotland. It showcased the latest technologies available in the world of energy saving, home improvements, renewables and sustainable transport. Inspiring Green Home owners living in Highland also took part, sharing their experience about how they have improved their home.
- Home Energy Scotland delivered a successful 'Keeping Warm in Older Homes' event aimed at people living in older properties in partnership with Inverness Civic Trust. The event was oversubscribed after 2 days promotion. It informed householders living in traditional buildings about a range of measures they can make to improve the warmth of their homes.

People will have greater outdoor access and volunteering opportunities across Highland

- The actions relating to access and ranger support in the 4 most deprived areas will need to be reviewed in light of budget saving and availability of ranger staff to implement actions. The reduction in ranger number inevitably means that workloads will need to be prioritised. The HC are keen to target effort to the deprived areas and they will look to redirect work accordingly.
- Due to Council budget cuts, the funding for the Community Health Co-ordinator posts was withdrawn in April 2016 and the NHS has now confirmed it will not be able to fund the roles either. This is a significant barrier to the delivery of green health outcomes in the SOA as well as projects being taken forward by Merkinch Network - which was led by the Community Health Co-ordinator.
- The green infrastructure project is a European funding stream that is seeking to deliver green infrastructure projects throughout Scotland, linked to areas of multiple deprivation. The Highland Council hope to submit an application for

the Merkinch area of Inverness, however on-going changes to deadlines and requirements combined with budgetary issues have made this challenging. In order to support the Council in preparing the application, SNH, NHS and HIE have agreed to form a project group – still led by the Council – to deliver the project. We hope that this collaborative approach will mean that we are able to proceed to the application submission stage.

- In April the first Highland Wildlife fair, organised under the auspices of the Highland Environment Forum, was held in Inverness College. The fair attracted a diverse audience of all ages, who came to look at the many information stalls run by wildlife organisations from across the Highlands and to listen to speakers describing their work with different Highland species and explaining how people can get involved. The feedback from the day, both anecdotally and on the evaluation forms, showed that the event was valued by visitors and contributors alike for the opportunities to network, and to gain new information about wildlife related activity across the Highlands. The hope is to run a similar event in 2017.
- From January to June 2016, Trees for Life offered 310 volunteering opportunities, of which 304 have been taken up by volunteers working on various outdoor projects in places like Glenmoriston, Glen Affric and Glen Strathfarrar. 16 of these places were used by people from deprived areas.
- Scottish Waterways Trust continues to run Nature Walks for Wellbeing every Thursday; these average 15 participants per event. Research is underway to evaluate the efficacy of this scheme. The canal college stage two work is well underway and the programme is now clearly defined and almost ready for final submission.

For further information or to discuss any issues raised in this highlight report please contact:

George Hogg
Scottish Natural Heritage

Highland CPP Development Plan 2016: Update for CPP Board June 2016

Area for improvement	Source	Improvement Activity	Timescale
<p>Partnership Performance Management and reporting</p>	<p>Quality Assurance Panel 2013</p> <p>CPP Board self-assessment 2014</p> <p>Audit Scotland 2014</p>	<ol style="list-style-type: none"> 1. Continue quarterly performance reports to Board 2. Self- assessment followed up in theme groups for: <ul style="list-style-type: none"> • economic growth • health inequalities & physical activity • environment • the Highland Third Sector Interface 3. Await statutory guidance and timescale for the new Local Outcomes Improvement Plan 4. Evidence provided to Audit Scotland on the CPP approach to readiness to implement the Community Empowerment Act Nov 2015. Any audit activity arising for 2016/17 to be reported to the Board. 	<ol style="list-style-type: none"> 1. Quarterly 2. Work on health inequalities self-assessment completed. Further discussion required on an action plan. Feedback on HTSI self-assessment for June 2016. Environment forum self-assessment also complete. Economic growth TBC. 3. First LOIP due October 2017. Final statutory guidance expected by Autumn 2016 4. TBC
<p>Comments</p> <p>The PSIF approach to self-assessment has been completed in the environment and health inequalities and physical activity group. Further discussion is required on an action plan for the health inequalities group. No action is yet planned for the Economic Development group (the lead officer role in HIE has been vacant). The new area for self-assessment is for the Highland Third Sector Interface which was a national programme led by the Improvement Service. A report will be considered by the June Board meeting.</p> <p>Feedback from Audit Scotland is awaited on whether any new audit activity affecting partners and the partnership is awaited.</p>			

<p>Maximise the use of collective resources to achieve best outcomes, demonstrating a shift to prevention and the re-allocation of resources between CPP members where this represents best value.</p>	<p>CPP review of process priorities</p> <p>CPP Board self-assessment 2014</p> <p>National Community Planning Group</p> <p>Audit Scotland</p>	<ol style="list-style-type: none"> 1. Partnership engagement on proposed budget reductions 2016/17 to understand the implications for partners and SOA outcomes; 2. Progress reports on areas explored: <ul style="list-style-type: none"> • Merkinch • Alcohol and drugs • Culture board projects 	<ol style="list-style-type: none"> 1. Discussed at the COG February 2016 2. Dates TBC
<p>Comments</p> <p>The CPP's original plan was to develop better preventative approaches by understanding how partners were collaborating, what difference it was making and what was needed for improvement. This has been set back by budget reductions, particularly in the Council for 2016/17 onwards. It is recommended that the COG reviews how this can be taken forward in 2016/17 for the areas identified when the impact of budget and staff reductions is clearer. This could also link with the approach proposed below on rural poverty.</p>			
<p>Engage in dialogue with communities in order to empower them to participate in service planning and delivery</p>	<p>CPP review of process priorities</p> <p>Quality Assurance Panel 2013</p> <p>Community Empowerment Act.</p> <p>Other legislation, statutory instruments and guidance relating to Community Learning and Development, health and social care integration and the national Economic strategy all support localised decision-making with communities participating.</p>	<ol style="list-style-type: none"> 1. Progress with local community planning arrangements to be reported to each Board meeting. 2. Readiness for implementing the Community Empowerment Act to be considered by the Board: <ul style="list-style-type: none"> • Process for sharing the duty to facilitate community planning across 5 partners • Process for producing locality plans for areas with poorest outcomes agreed • Process for supporting community bodies to engage in community planning partnerships agreed • Partnership approach to supporting participation request from community bodies agreed • Partnership approach to supporting asset transfers agreed • Supporting participation in decision-making including allocation of resources 	<p>From March 2016</p> <p>By June 2016</p> <p>October 2016 - date dependent on publication of statutory guidance</p>

		<ol style="list-style-type: none"> 3. Up-date on the Council's use of participatory budgeting in localities to be provided 4. Third sector Compact to be revisited and lessons shared on successful community action. 	<p>October 2016</p> <p>June 2016</p>
<p>Comments</p> <p><u>Local community planning</u></p> <p>The CPP has considered a new approach to local community planning at each meeting of the COG and Board since December 2014. This has led to agreement in March 2015 that several local experiments are to be supported by March 2017. The Board approved a set of principles to guide this work in June 2015. At that point all partners agreed to participate, with NESH waiting until following consideration at the NESH Board Development Day in November 2015. At the COG in April and May 2016, discussions on progressing local community planning have taken place with a paper to be considered by the June Board meeting.</p> <p>Community Empowerment Act: Consultations on the statutory guidance have recently closed and final guidance not expected until Autumn 2016. In advance of that actions have included:</p> <ol style="list-style-type: none"> 1. Developing local community planning as above and contained within the report to the June Board. 2. Self- assessment tool developed to enable local partnerships to identify their development and support needs. 3. The HTSI ran local roadshows on the implications of the Act in Summer 2015 focusing on the new rights for community bodies. CPP partners participated in these events. 4. The Board agreed in December 2014, when the Bill was reported, that a partnership approach should be developed to support asset transfers and participation requests from Community bodies. A verbal up-date was provided in September 2015 and this work is progressing through a partnership sub-group. 5. In March 2015 the Board considered participatory budgeting as a new way of involving local people in decision-making about resources. Since then it has been trialled in Lochaber, Caithness, Nairn, Skye, Sutherland and Inverness West with proposals for developing it in Inverness South, Aird and Loch Ness and Badenoch and Strathspey later in 2016. A review process will take place over the summer and an update provided to the October Board meeting. <p>In November 2015 the COG held its first session as part of the Scottish Government's Collaborative Leadership Programme. The theme for our engagement in the programme is localism and community empowerment. The COG has decided to seek external challenge / mentoring arrangement rather than support with reflective practice from the Programme. We are awaiting feedback on whether the Programme can assist with this preferred approach and have been invited to share our involvement to date at a peer review session with other CPPs in the Programme in June.</p>			
Collaborate on workforce planning and skills development to meet	CPP review of process priorities	<ol style="list-style-type: none"> 1. Review extent to which the CPP promotes collaboration – does the CPP encourage, support, 	<ol style="list-style-type: none"> 1. From June 2015

Highland needs, in the context of the Highlands and Islands Skills Investment Plan and our roles as major employers	Audit Scotland	and reward collaborative behaviour amongst staff? New actions agreed Dec 2015 <ul style="list-style-type: none"> • Collaborative leadership challenge • Joint training on Prevent duty • Joint training on local community planning 2. Breakthrough achievements <ul style="list-style-type: none"> • Every care leaver employed through CPP partners (Council lead) • CPP staff enabled to be retained fire fighters (SFRS lead) 	<ul style="list-style-type: none"> • Attend peer event June 2016 • In place from Feb 2016 • By March 2017 2. Annual reports <ul style="list-style-type: none"> • June 2016 • Oct 2016
Comments SDS made a presentation to the Board in December 2014 and was subsequently invited to participate in the Board meetings. An up-date on joint work on workforce planning was provided as part of the employability quarterly update in March 2015. The first joint training sessions on the Prevent duty start 26.2.16 in Inverness and then in localities from March 2016. Joint training for officers, Elected and Board members and local Chairs will be developed to support the new local community planning arrangements. Self- assessment tool developed to enable local partnerships to identify their development and support needs. A further breakthrough challenge led by NHH will be proposed at the June 2016 meeting of the Board on social isolation and loneliness.			
Tackle deprivation and inequalities including by improving access and connectedness for communities	CPP review of process priorities	1. New process for producing locality plans for areas with poorest outcomes agreed 2. Work with UHI on poverty reduction, first report to Board	1. June or September 2016 2. October 2016
Comments The Board agreed to use the Socio Economic Performance (SEP) index to be used for targeted CPP activities or rural areas alongside SIMD for urban areas. This will assist in taking forward the new legal duties on the CPP to reduce socio-economic inequality through locality plans, the Local Outcomes Improvement Plan and in the processes for asset transfers, participation requests and supporting community bodies to participate in community planning. The June Board meeting will be asked to use the SEP and SIMD indices as a way of identifying the initial communities for targeting Locality planning.			

New CPP action is proposed to understand the experience of people living in poverty and how the CPP can work differently with people and communities to improve living conditions and opportunities. The proposal is to work with the UHI to gather views and to engage practitioners.

<p>Value and be positive about Highland life to attract people, jobs and investment.</p>	<p>CPP review of process priorities</p>	<ol style="list-style-type: none"> 1. To be woven through CPP activity, events and promotions. 2. Communications officers from across the CPP liaise on publicity 	<p>Ongoing activity</p>
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