

Agenda Item	14.
Report No	EDU/15/21

HIGHLAND COUNCIL

Committee: Education Committee

Date: 20 May 2021

Report Title: High Life Highland Progress Report

Report By: Executive Chief Officer, Education and Learning

1. Purpose/Executive Summary

1.1 This report is in three parts:

- **Part one** – normally presents information on the performance of High Life Highland (HLH) during the operating period to April 2021, providing information on HLH's contributions to The Highland Council Corporate Plan 2019-22. Due to the impact of the Pandemic, this report, presents information on the work of HLH during the previous year.
- **Part two** - provides general updates since the last report to The Highland Council's Education Committee in November 2020.
- **Part three** - provides information on one aspect of the work of HLH. This time on innovation, specifically the on-line virtual services delivery by HLH that were transformed and increased during the pandemic.

2. Recommendations

2.1 Members are asked to note:

- i. the services that were delivered by HLH during lockdown through the increased use of technology, including over 4 million online customer engagements in 2020/21;
- ii. the general updates, including those on HLH's recovery work; and
- iii. the opening plan for HLH services from 26 April 2021 at appendix A.

3. Implications

3.1 **Resource** – as this report relates to the work of High Life Highland (HLH), other than the notes at recommendations of this report, there are no resource implications for The Highland Council arising from the recommendations in this report.

3.2 **Legal** – similarly to the above, there are no legal implications for The Highland Council arising from the recommendations in this report.

- 3.3 **Community (Equality, Poverty, Rural and Island)** - there are no community implications for The Highland Council arising from the recommendations in this report.
- 3.4 **Climate Change / Carbon Clever** - there are no climate change/carbon clever implications for The Highland Council arising from the recommendations in this report.
- 3.5 **Risk** - there are no risk implications requiring an addition or amendment to The Highland Council's risk register arising from the recommendations in this report.
- 3.6 **Gaelic** - there are no Gaelic implications for The Highland Council arising from the recommendations in this report.

4. Background

- 4.1 HLH was established by The Highland Council (THC) in October 2011 as a charity, developing, promoting and inspiring opportunities in culture, learning, sport, leisure, health and wellbeing and to grow the business in a sustainable and innovative way by enabling and facilitating services that the public value and by being valued as a trusted and effective partner. THC has contracted with HLH to deliver its Public Services Obligations (PSO) through a Service Delivery Contract (SDC) to deliver the following areas of work: Adult Learning; Archives; Arts; Leisure Facilities; Libraries; Museums; Music Tuition; Outdoor Activities (including Countryside Rangers); Sports Development and Youth Work.

5. HLH Governance

- 5.1 HLH Directors are appointed by THC (eight independent Directors and four Councillor Directors). Independent Directors are recruited by open advert and the biennial recruitment took place at the end of last financial year. Following interviews and recommendations having been made by the Nominations Committee (made up of one THC and one Independent HLH Director plus the Executive Chief Officer, Education and Learning and the HLH Chief Executive) THC appointed Mr D Finlayson and Mr N Finnigan at its meeting held on 25 March 2021. The other HLH Directors can be seen on the HLH web site: <https://www.highlifehighland.com/about/board-directors/>.
- 5.2 The HLH Trading Board Directors are appointed by the HLH Board (five independent directors and four HLH Board Directors). The trading company Directors can be seen on the HLH web site: <https://www.highlifehighland.com/about/trading-company-directors/>
- 5.3 HLH Board and HLH Trading CIC meetings have continued virtually throughout the pandemic to ensure that the organisation continues to be properly governed. Board agendas have included performance management and monitoring, decision-making on the Coronavirus Job Retention Scheme and financial planning. Governance decisions have included agreement to hold special board meetings at short notice as required, to date this has been used to for decision-making on the government funding schemes, notably: Coronavirus Job Retention Scheme; and Job Support Scheme.
- 5.4 As a result of changes due to the United Kingdom leaving the European Union, amendments to the Board's Schedule of Matters Reserved to the Board and Scheme of Delegation to Officers were required. On the recommendation of the Company

Secretary the HLH Board amended its scheme of delegation to align with revised legislation.

6. Part One - Service Delivery Contract Monitoring

6.1 The Service Delivery Contract with HLH was made up of objectives from THC's Education Service Plan. At its meeting held on 5 December 2019 the Education Committee agreed that HLH reporting be changed to reflect THC's Corporate Plan 2019-22 which was approved by THC at its meeting held on 5 September 2019 and that the Service Delivery Contract with HLH be changed to reflect that. HLH reports twice yearly directly to the Education Committee, providing performance information, general updates and a spotlight on one area of its work per report.

6.2 There are three formal performance indicators which THC has asked HLH to report as an assessment of its overall performance:

- HLH customer engagements.
- HLH reliance of Council funding.
- Percentage of population with a High Life Highland card.

6.2.1 The indicators have been chosen as a balanced way of measuring effectiveness, efficiency and HLH's reach into the Highland population in recognition that it is important that HLH achieves a balance between meeting the social and financial objectives of THC.

6.3 Prior to the pandemic, since HLH was established its number of customer engagements has increased from 2.3m to 9m in financial year 2019/20 and reliance on THC funding has reduced from 79% to 50%. The percentage of the Highland population with an HLH card was a new indicator in 2019/20 and the number of HLH customers holding a leisure or library card (counting customers with both only once) and who have used it within the past year was 40% of THC area's population.

6.4 These performance indicators have been affected by the pandemic and lockdowns and have been shown in the table below to allow comparison.

Performance Indicator	2011/12	2019/20	2020/21
HLH customer engagements	2.3M	9M	4.8M
HLH reliance of THC funding	79%	50%	50%
Percentage of population with a High Life Highland card	NA	40%	19%

6.5 The reductions last year are as a result of much of the normal work of HLH having ceased during the two lockdowns, with services having been re-introduced in a limited way between September and December 2020, when capacity was limited to comply with Covid-19 management legislation and there was reduced demand for services.

6.6 While much of the normal work of HLH was necessarily suspended, the collaborative work in support of THC during the lockdown was an exemplar of a Council and its charitable ALEO working together to support the citizens and communities that they

jointly serve. HLH's support of THC's resilience work was reported to this committee in more detail at its November 2020 meeting with 538 staff having volunteered and 230 having been called on to volunteer in the ten community hubs and key worker childcare hubs. While they were closed as leisure centres, Inverness Leisure and Aviemore Community Centre were operated as two of THC's ten community hubs as bases for THC's resilience work and many HLH staff volunteered in them. Overall, it is estimated that the volunteer hours were at least 2,940 per month.

6.7 During the second half of the year HLH made 3 facilities available as vaccination centres in Beaulay, Aviemore and Kingussie. This has sometimes included stewarding support and there has been positive feedback on the HLH staff involved. HLH's Corporate Programme Manager has been working for the Ministry of Defence, THC and NHS Highland on larger vaccination centres. NHS is using Raigmore Community Centre to deliver its manual handling training.

7. Part Two – General updates and HLH Recovery

7.1 The Scottish Government started to ease restrictions on 15 March and at that stage HLH ran outdoor group exercise classes at leisure centres across the Highlands. The route map allowed facilities and some services to re-start on 26 April 2021 and at the time of writing it was anticipated that restrictions would further ease on 17 May 2021. Re-opening was conducted in compliance with government legislation and guidance which has been agreed between the Scottish Government and industry/governing bodies.

7.1.1 **Appendix A** contains further detail on HLH's recovery to date, which is being referred to as "Bounceback 2.0" for marketing purposes. Access to HLH facilities within the School estate has been a fundamental component of the return of services. THC's Education team has again been hugely supportive in facilitating access, without which, delivery of services to communities would simply not have been possible.

7.2 It is hoped that recovery this time round will be quicker than was seen in the latter half of last year, particularly as customer confidence increases and the vaccination programme is rolled out. Some of this confidence around recovery is based on customer feedback from last year's temporary re-opening.

7.2.1 Leisure centre customers were surveyed about their experience during bounceback 1.0 and survey responses indicate that the new arrangements are exceeding or meeting customer expectations. The results are summarised below:

- i. 91.5% rated their customer experience with the new Covid-19 arrangements as good, very good or excellent;
- ii. 94.6% rated cleaning provision as good, very good or excellent;
- iii. 87.6% said that it was easy or very easy to maintain social distancing;
- iv. 59.1 % said that compared with other places they had visited their safety experience was better than others, (with 39.7% saying it was about the same);
- v. 79% said that the changes to opening hours suited them; and
- vi. 89.6% said that the online booking system was good, very good or excellent

7.3 At the time of writing (late April 2020) there were 44 facilities which had re-opened, every service recovering incrementally as is required in the guidance mentioned above. The focus has been firmly on staff and customer safety, closely followed by strict monitoring of financial performance.

- 7.4 Engagement between HLH and schools has been positive. Most shared school and community facilities have re-opened and HLH has access to most facilities with music tuition, youth work, active schools and library teams working collaboratively to deliver services. **highlife** subscriptions (April) were ahead of projections at 8,199 (39% of pre-Covid total).
- 7.5 During lockdown a number of projects were progressed which will further support HLH's recovery and these include:
- North Coast Visitor Centre. THC has asked HLH to operate the former Caithness Horizons building in Thurso. Work in the building has progressed during lockdown and it will re-open as North Coast Visitor centre in early Summer 2021.
 - Relocation of the café at Inverness Leisure to the leisure pool hall. The fitness suite at Inverness Leisure is too small to meet demand and there were plans to extend it into the adjacent café prior to lockdown. Physical distancing requirements meant that the fitness suite had to be extended into the café to make it viable during lockdown and it is anticipated that the new café will be opened at the end of May. When physical distancing rules are removed this will allow more fitness equipment to be installed in Inverness Leisure.
 - Bellfield Park. HLH has taken the facility in-house and it is expected to be operational, including extensive gardens/ path work and an improved outdoor café by mid-May.
 - The Inverness Leisure Floodlighting project completed in October 2020. The new development is a significant improvement that provides year-round athletics provision, with the full track available into the dark evenings.
 - The work to expand and re-equip the Inverness Leisure strength and conditioning suite is complete. The new suite is a world-class facility, fitted out with state-of-the-art equipment, supplied by **sportscotland**. The facility will expand usage to concurrently accommodate club groups and the Institute of Sport, whilst retaining continuous access for HLH customers. This improvement is expected to draw significant additional memberships. HLH will also use the facility to promote strength and conditioning training opportunities, with classes being planned for families, girls and women.
- 7.6 Nairn Leisure Centre.
There was a burst pipe in Nairn Leisure Centre on 14 February during extreme weather which caused an electrical fire. The fire damage was limited to a circuit breaker panel and cables with the water damage having affected the reception and fitness suite areas. THC has approved the repair work and appointed a project manager to oversee the work. The swimming pool re-opened on 26 April.
- 7.6.1 At the time of writing a strip out has commenced of the fitness room area and floors and walls are being tested for moisture content. Once confirmed as satisfactory a package of works will be put in place to fully refurbish the area.
- 7.7 Fingal Centre Swimming Pool, Portree.
On the Friday before it was scheduled to re-open following lockdown, the PPP Contractor, Mears FM identified three broken cables which support ventilation ducting above the swimming pool which meant that the swimming pool could not be re-opened. Repair work to replace all of the cabling which suspends the ducting is being planned and at the time of writing an opening date had not been identified. The rest of the facility opened as planned.

- 7.8 **Ullapool Emergency**
Leisure centres are used as emergency reception centres when required by THC and emergency services. Lochbroom Leisure Centre, Ullapool was opened early morning on Friday 5 February when 40 people in 20 vehicles were trapped on the A832 at Loch Droma. The leisure centre temporarily accommodated 21 people and staff supported the operation by providing hot food and drinks and arranging accommodation for eight people. All costs were covered by THC. The incident was over by mid-day on the same day.
- 7.9 Discussions continue between HLH and THC officers with respect to the Inverness City Events and Festivals Programme to determine a way forward, with the potential for HLH to engage with THC as a key delivery partner.
- 7.10 **Libraries Customer Service Excellence Accreditation.**
After a week-long assessment in December HLH Libraries have been successful in their reaccreditation for Customer Service Excellence. To achieve the standard, awarded on behalf of the Cabinet Office, services must demonstrate that they understand their customers' needs; that staff consistently focus on providing good customer service; and that services are of high quality and are easily accessed.
- 7.10.1 In addition to achieving full compliance against all 57 criteria the service has also been recognised as being sector leading 'Compliance Plus', in 21 criteria. A further 36 areas of good practice were also identified. The full report will be shared with customers on the HLH website.
- 7.11 Because of the importance of the summer programme to children and parents, and the importance of supporting community and individual recovery from the pandemic, HLH is planning to provide as normal a School's Out summer activity programme this year, which will have links to the HC "Summer of Play" Staff have done an excellent job on this with the programme having 90% of the activities that last year's programme had. The greatest challenge is activities which require transporting participants to activity venues and adjustments are being made to accommodate this. The bookings will go live on Monday 7th June 2021.
- 7.12 Recovery is critical to HLH's operation and future service delivery. A marketing campaign using social media, television and radio is planned as Scotland moves to tier 2 and more services are allowed to be delivered. Customer Covid-19 safety will be included as a focus in the campaign. As part of the strategy to encourage customers to return as quickly as possible, a six-month price freeze has been offered to customers who re-activate their leisure centre subscriptions or re-join before the end of May 2021. The customers who have continued to pay their subscriptions throughout the pandemic have made a significant difference to HLH's financial viability and they have been thanked for their generosity and given a price freeze for a year in recognition of their support.

8. Part Three – Development of Online and Digital Services

- 8.1 High Life Highland adapted its services soon after the first lockdown, in some cases developing new on-line or digital services and in others, building on existing services. On-line customer engagements increased by 50% from 2.9m in the year prior to lockdown, to 4.4m in 2020/21.
- 8.1.1 The table below provides a summary which compares on-line and digital services delivered in 2019/20 and 2020/21.

		2019/20	2020/21	Difference	% Change
Adult Learning	No formal Service		3,627	3,627	
Archives		1,293,321	1,957,762	664,441	+51%
Leisure	No formal Service		117,102	117,102	
Libraries		1,540,789	2,188,214	647,425	+42%
Museums		109,373	76,952	- 32,421	-30%
Music Tuition	No formal Service		40,654	40,654	
Youth Work	No formal Service		23,820	23,820	
		2,943,483	4,408,131	1,464,648	+50%

8.2 Adult learning and youth work provide services to some of the most vulnerable and marginalised people in Highland communities. With the introduction of lockdown delivery immediately switched to introducing remote services through a variety of mediums including; video, learning packs, telephone, email. Although the numbers quoted above are mostly remote / digital engagements, some in-person engagements were allowed when restrictions were eased last summer. As a result of the accelerated development of digital delivery methods, adult learning and youth services are now in a position to offer blended learning-based programmes in the future. There has been positive customer feedback on the adult learning and youth work programmes and for the teams' efforts in successfully securing funding for devices and internet connection for young people and families.

"I am now able to have google meets and stay connected to my teachers and friends safely online from home"; young person from an Inverness based family on receiving a funded internet connection and support through HLH Youth Development Officer and Connecting Scotland grant.

8.3 Archives delivered the greatest increase in on-line engagements of all HLH services. The figure in the table above includes visits to the Am Baile Gaelic language and culture web site (which decreased slightly last year). Am Baile social media engaged customers, remote enquiries and social media uses. During lockdown as much as possible of the Archives offering (classes, exhibitions, talks and family history consultations) was moved from in-person to online platforms. This resulted in the delivery of:

- 31 Family History and Archives for Beginners classes, all of which were fully subscribed;
- 57 individual family history consultations;
- 6 online exhibitions and blogs, including the very popular 'Dounreay & the Atomic Housing', which has attracted 4196 views to date;
- 52 editions of the hugely popular, weekly "Learn with Lorna" themed, live talk, viewed by 158,562 people to date; and
- 8 online talks to Scottish Indexes conferences, UHI students and local history groups with 12,482 attendees.

8.4 The Leisure team provided on-line exercise classes free during the first lockdown and then developed a suite of live and pre-recorded classes which can be accessed through the **highlife** leisure card. The range of available classes can be seen on the

HLH web site: <https://onlineclasses.higlifhighland.com/> and they will continue to be developed post lock-down to assess whether there is long-term demand. Customer feedback on the on-line classes has been very encouraging with this being a recent example: *"... it would be great if these became a permanent feature... I can login at any time and choose to do a class in my living room at a time that suits me... there are many HLH customers who live in rural locations where it's not always practical to get to a leisure centre for a specific time... I appreciate that significant time and effort goes into recording fitness classes ... Nothing beats a face to face class and I can't wait to get back ... but I do hope that I can continue to do classes at home too."*

- 8.5 Libraries had well established on-line services prior to the lockdowns, these included on-line newspapers, books, magazines and comics. The use of digital resources increased during lockdown resulting in an overall 42% rise in virtual visits across 2020/21. Libraries also introduced live virtual activities such as Book Bug sessions for pre-school children and their parents. These were hugely popular, one parent. For example, commented *"As you imagine this has been a difficult time trying to provide home schooling and nursery care for children at different stages of learning, Bookbug sessions online help to bridge that gap and provide relief and enjoyment for all of us in our household"*. Online Bookbug sessions received over 70,000 views via our Facebook Live pages across 2020/21.
- 8.6 Museums "uses other than in-person" includes contact on-line, by email and telephone. This reduced because much of this relies on staff to be present to respond to research and academic enquiries. As with the archive service, however, museums increased their on-line activity, offering collections-based engagement opportunities. These included promotion of HLH's own online resources and signposting to those of partners. Both museums also collaborated with twelve other Highland museums to create the highly innovative and very well received, bespoke online exhibition 'Highland Threads'.
- 8.7 The Highland music tuition team was the only music service in Scotland that continued to deliver services during the first lock-down and switched entirely to on-line delivery during April 2020. As restrictions eased, a blended approach was taken where there was a mix of on-line and in person tuition and this will continue this year. Customer feedback was particularly good with parents and pupils seeing the provision as a semblance of normality amidst the change and in some cases, parents were able to be actively involved in their children's music lessons.
- 8.8 The sports team has continued to provide activities and challenges on-line including live activities in primary schools and on-line activities and video challenges. The "Wake Up Shake Up" dance class on google meet for schools has proven popular and the on-line challenges set by the Active Schools team have been particularly noted by sportscotland and shared with Active Schools teams operating in other local authority areas.
- 8.8.1 On-line activities by the sports team has been an area where staff have worked well with THC which has promoted the activities to schools and directly to parents. Activities were made available during school holidays as well as term time. The active schools on-line running challenge which took place at the end of financial year 2020/21 had 5,000 participants. (Note, there is work underway to collect the information on on-line engagements delivered by the sports team as its recording mechanism through sportscotland is designed to capture the specific work that is normally funded by sportscotland).

8.9 The many, varied and creative on-line activities, classes and challenges which were provided by HLH last year can be seen on the [HLH YouTube Channel](#). They will continue to be important in the short-term and will continue as the country emerges from the pandemic. HLH expects that the changes in how customers have accessed services in the lockdowns will continue and that its on-line activity will continue to be a key component of its service delivery in future.

Designation: Executive Chief Officer, Education and Learning

Date: 28 April 2021

Author: Steve Walsh, Chief Executive - High Life Highland

Appendices: Appendix 1 – High Life Highland Recovery Action Plan

APPENDIX 1

HIGH LIFE HIGHLAND – Recovery Action Plan (RAP)

Back to Business – In December 2020, the First Minister announced that mainland Scotland would move to Tier 4 Measures effective from Boxing Day. As a result HLH was no longer be able to provide many of its services and therefore moved to only essential staff being working from 26 December and until further notice.

The tier 4 restrictions were lifted on 26 Apr 2021 with the majority of HLH Leisure and Library sites reopening and services recommencing, including those within the school estate in line with THC's schools Position Statement. A list of the HLH facilities opening dates as at the time of this report is in the table below.

Learning from the initial phases demonstrated that the main challenges for HLH within its '*BounceBack*' campaign were staff and customer confidence.

Customer confidence is being addressed through the COVID-19 management arrangements which HLH has in place and through the HLH marketing campaign as referred to un the report above.

Staff welfare issues around easing of restrictions, returning to work and fatigue were considered when HLH reopened its estate and managers and staff continued to work together, and where necessary, identify where preventative assistance and or early engagement with individuals was required to help mitigate any such occurrences. Managers were trained to assist them with issues arising as a result of staff being asked to return to work, with particular focus on supporting colleagues who may not wish to return to work or have particular concerns or issues that prevent them returning to work e.g. caring responsibilities or changes to shift patterns.

List of HLH Properties and their scheduled reopening dates

Facility name	Status	Offering/Notes	Service
Achiltibuie Library	OPEN	TBC	Libraries
Alness Library	OPEN	TBC	Libraries
Alness Sports Centre - New TBC	OPEN	Restricted Numbers with a booking system	Leisure
Averon Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Aviemore Community Centre	OPEN	Restricted Numbers with a booking system	Leisure
Aviemore Library	OPEN	TBC	Libraries
Badenoch Centre	OPEN	Restricted Numbers with a booking system	Leisure
Badenoch Library	OPEN	TBC	Libraries
Ben Nevis Visitor Centre	OPEN	Restricted Numbers	Leisure
Bettyhill Library	OPEN	TBC	Libraries
Black Isle Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Broadford Library	OPEN	TBC	Libraries
CaféBotanics	OPEN	Restricted Numbers with a booking system	Leisure
Craig MacLean Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Cromarty Library	OPEN	TBC	Libraries
Culloden Academy Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Dingwall Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
East Caithness Community Complex - (Wick Library)	OPEN	Upper floor gym expansion into library requested	Libraries
East Caithness Community Complex - Wick High School - Leisure	OPEN	Restricted Numbers with a booking system	Leisure
Fingal Centre	OPEN	Restricted Numbers with a booking system	Leisure
Fort William Library	OPEN	Click & Collect	Libraries
Gairloch Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Highland Archive and Registration Centre	OPEN	Restricted Numbers with a booking system	Archives
Invergordon Leisure Centre & Public Toilets	OPEN	Restricted Numbers with a booking system - Creche to be used for Park Primary School	Leisure
Inverness Museum and Art Gallery	OPEN	Restricted Numbers with a booking system	Museums

Facility name	Status	Offering/Notes	Service
Inverness Botanic Gardens and Nursery	OPEN	Restricted Numbers with a booking system	Leisure
Inverness Leisure	OPEN	Restricted Numbers with a booking system	Leisure
Inverness Library	OPEN	Click & Collect	Libraries
Inverness Royal Academy Sports Centre	OPEN	Restricted Numbers with a booking system and Education expansion	Leisure
Lochaber Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Lochaber Archive Centre	OPEN	Restricted Numbers with a booking system	Archives
Lochbroom Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Lochcarron Library	OPEN	TBC	Libraries
Nairn Leisure Centre	OPEN	Restricted Numbers with a booking system. Pool reopen now but dry side having insurance works carried out due to a burst pipe. Currently waiting for confirmation of a completion date for these works.	Leisure
Nairn Library	OPEN	Click & Collect	Libraries
Poolewe swimming pool	OPEN	Restricted Numbers with a booking system	Leisure
Tain Royal Academy Community Complex (TRACC)	OPEN	Restricted Numbers with a booking system and Education expansion	Leisure
Thurso Leisure Centre	OPEN	Restricted Numbers with a booking system	Leisure
Thurso Library	OPEN	Click & Collect	Libraries
Wick Assembly Rooms	OPEN	Restricted Numbers with a booking system	Leisure
Nairn Splash Pad	26 Apr 21		Leisure
Torrin Outdoor Centre	Open	Single household bookings only	Outdoor Activities
All external pitches and playing fields within the Highlands	OPEN	U-18 March 2021 - Adult 17th May 2021 Usage and capacities to increase as restrictions are lifted	Leisure
Skye and Lochalsh Archive Centre	OPEN	Restricted Numbers with a booking system	Archives
Brora Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Far North Mobile Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Fort William Mobile Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Glenurquhart Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries

Facility name	Status	Offering/Notes	Service
Kinlochleven Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Lairg Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Muir of Ord Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Portree Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Tain Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Ullapool Library	03-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Ardnamurchan Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Brora Mobile Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Culloden Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Dornoch Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Fortrose Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Golspie Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Grantown Library/ Not Service Point	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Helmsdale Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Inshes Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Invergordon Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Skye and Lochalsh Mobile Library	10-May-21	Click & Collect- Browsing fm 17 May 21	Libraries
Ardersier Library	17 May 21	Browsing fm 17 May 21	Libraries
Bonar Bridge Library	17 May 21	Browsing fm 17 May 21	Libraries
Dingwall Community Library	17 May 21	Browsing fm 17 May 21	Libraries
Dingwall Mobile Library	17 May 21	Browsing fm 17 May 21	Libraries
Gairloch Community Library	17 May 21	Browsing fm 17 May 21	Libraries
Invergordon Mobile Library	17 May 21	Browsing fm 17 May 21	Libraries
Knoydart Library	17 May 21	Browsing fm 17 May 21	Libraries
Library Support Unit	17 May 21	Browsing fm 17 May 21	Libraries
Mallaig Library	17 May 21	Browsing fm 17 May 21	Libraries
Moray Firth Mobile Library	17 May 21	Browsing fm 17 May 21	Libraries
Plockton Library	17 May 21	Browsing fm 17 May 21	Libraries
West Ross Mobile	17 May 21	Browsing fm 17 May 21	Libraries

