

## The Highland Council

Minutes of Meeting of the **Redesign Board of the Highland Council** held in Committee Rooms 1 & 2, Council Headquarters, Glenurquhart Road, Inverness on 20 November 2024 at 2pm.

### Members present:

Mr M Baird (remote)  
Mr B Boyd (remote)  
Mr R Bremner (remote)  
Mr A Christie  
Mrs M Cockburn (remote)  
Mr M Green (remote)  
Mrs J Hendry  
Ms B Jarvie (remote)

Mr B Lobban  
Mr G MacKenzie (remote)  
Mr A MacKintosh  
Mrs T Robertson (remote)  
Ms L Saggars (remote)  
Mr J Gibson, UNISON  
Ms C A Stewart, GMB (remote)

### Non-Members present:

Dr C Birt (remote)  
Mr S Coghill (remote)  
Mr L Fraser  
Mr R Gale (remote)  
Mr J Grafton

Mr S Kennedy  
Mrs K MacLean (remote)  
Mrs A MacLean (remote)  
Mr P Oldham (remote)  
Mrs M Ross (remote)

### Participating Officials:

Mr A Gunn, Assistant Chief Executive, Corporate  
Ms A Clark, Chief Officer, Housing and Communities  
Mr J Shepherd, Chief Officer, Business Solutions  
Ms A Brown, Principal Project Manager, Strategic Improvement  
Ms F MacBain, Senior Committee Officer

## 1. Apologies for Absence

### Leisgeulan

Apologies were intimated on behalf of Mrs G Campbell-Sinclair, Mr D Fraser, Mr R Jones, and Mr D Macpherson.

## 2. Declarations of Interest

### Foillseachaidhean Com-pàirt

There were none.

## 3. Minutes

### Geàrr-chunntas

The Board **NOTED** the minutes of the meeting held on 2 October 2024, which had been approved by the Council on 31 October 2024.

## 4. Redesign of Highland Council – Work Programme Update

### Ath-dhealbhadh Chomhairle na Gàidhealtachd – Cunntas às Ùr mun Phrògram Obrach

There had been circulated Report No RDB/09/24 by the Chief Officer, Business Solutions.

During discussion, a summary was provided of efforts to include some senior pupils in the work of the Food in Schools working group, with Head Teacher support as required. It was clarified that engagement would be undertaken with all services users, including all pupils and parents. The importance of engaging with smaller schools without on-site cooking facilities was emphasised, as was the need to engage on local school initiatives that had already been tried and tested.

The Board:

- i. **NOTED** the Work Programme Update;
- ii. **AGREED** that phase 1 of the Roads Redesign project is brought to closure and phase 2 is progressed; and
- iii. **AGREED** that In-House Bus Operations is now a “business as usual” service and will no longer be reported to the Redesign Board until the appropriate time for discussion of options for expansion and review of the operating model.

## **5. My Council Programme Update Cunntas à Ùr mu Phrògram na Comhairle Agam**

There had been circulated Report No RDB/10/24 by the Assistant Chief Executive, Corporate.

During discussion, the following issues were raised:

- Specific areas of feedback on the website design included the following:
  - a preference not to have text over images;
  - to take into consideration the challenges images could present to screen readers;
  - a preference was expressed for Concept 3, and for the font on Concept 2;
  - the categorisation tabs should be as simple as possible;
  - links should be clearly indicated;
  - age 55+ clubs might be a useful place to consult on the website;
  - consultation on the website design should take place with neuro-diverse people, with older people, and with people sight related disabilities. A brief summary was provided of the engagement, including with access panels;
  - the website design should be similar to the design of other governmental websites;
  - advice should be taken on the use of colours and patterns, and it was clarified that the website would comply with accessibility legislation;
  - the importance and prominence of Gaelic was emphasised;
  - other languages used in the Highlands should be incorporated or signposted as appropriate and it was highlighted that a translation function was being explored and improved BSL content was being progressed; and
  - attention was drawn to challenges searching on the current website where items were in alphabetical order but incorrectly named.
- Ms Stewart sought information on the total number of people surveyed about CRM, noting that 100 responses had been received, and this information would be provided outwith the meeting; and
- it was queried why the ability to indicate challenging customers on CRM was no longer functional, and it was clarified that a system for this, and for sharing information on customers across services, was being worked on to support

the revised Customer Relationship Policy The importance of this from a safety perspective for staff and members conducting home visits was emphasised.

The Assistant Chief Executive – Corporate indicated that the views of the Redesign Board would be sought on the final website design, possibly via email due to time constraints, and the Convenor suggested that a workshop would be a good format for this.

The Board **NOTED**:

- i. the updates provided for all the My Council Programme projects within the Delivery Plan;
- ii. **NOTED** the design ideas for the Website, seen in Appendix 1; and
- iii. **NOTED** the suggestions made during discussion.

## **6. Asset Rationalisation Rianachd So-mhaoin**

There had been circulated Report No RDB/11/24 by the Assistant Chief Executive, Place.

During discussion, the following issues were raised:

- information was sought on an office building that had been for sale in Nairn, and further updates on this would be provided to Mr L Fraser outwith the meeting;
- assurance was provided that the Community POD project would not delay the school project at Tornagraim;
- attention was drawn to the importance and value of staff welfare areas and it was requested that this be brought back to the next meeting;
- Milestones and timescales / gantt charts for the various projects were requested for future reports;
- confirmation was provided that discussions were being undertaken with the Scottish Fire and Rescue Service in relation to their asset rationalisation project and the possibility of shared facilities; and
- assurance was sought that if office facilities were to be rented out, there would not be different standards for those rented and for Council staff.

The Board:

- i. **NOTED** the progress on the asset rationalisation workstreams;
- ii. **NOTED** the brief update on progress with the New Trades Framework; and
- iii. **AGREED** to incorporate timescales and to report on the provision of staff welfare areas in the next report.

**The meeting ended at 2.50pm**