

Performance Examples and Case Studies Report 2021/22 - Supplement

This report is a supplement to the main Qualitative Report 2021-22 [available on our website](#) which incorrectly referred to the Publication of Information (Standards of Performance) Direction 2021 which covers the reporting year 2022/23 onwards. The purpose of the report is to gather examples of qualitative evidence in one place to make it easier for examination and as evidence of our compliance with the Direction. The Direction 2018 should have been used for the 2021/22 report. The two Directions are very similar except for the emphasis in SPI 2; 2018 focuses on responding to diverse communities whereas 2021 focuses more on responding to self-assessments, scrutiny and inspections.

The information below demonstrates how we fulfilled the requirement of the Direction 2018's SPI2 (engaging with and responding to diverse communities).

In particular, how the Council (in conjunction with its partners as appropriate) has engaged with and responded to its diverse communities.

These examples highlight performance in improving local public services provided by the Council during 2021/22:

New Connections mental wellbeing project awarded place based investment funds

Members of the Lochaber Area Committee approved £15,000 of funding from the Place Based Investment Fund (PBIF) to Lochaber Hope for a 'New Connections' mental wellbeing hub to help mitigate the harms caused by the COVID-19 pandemic. This fund was set up to enable a flexible local response to address the four harms of COVID-19, which were identified as direct health harms; health impacts not directly related to COVID; societal impacts and economic impacts. The new project provides a physical hub for a wide variety of partners in Fort William Town Centre. It expands opportunities for community inclusion and directly delivers an opportunity for people to communicate with a wide range of service providers, or just between each other over afternoon tea.

Wellbeing packs to support young people in the wake of the COVID-19 pandemic have been given to pupils in Inverness

The High Life Highland pilot scheme follows a survey carried out in March by the Community Planning Partnership's Mental Health Delivery Group, asking young people how their lives had been impacted by COVID-19 and what would help them in the future. The packs, funded by the Inverness Common Good Fund and Skills Development Scotland, include items suggested by youngsters, including a mindfulness colouring book, pencil case and pencils, baking goods, a water bottle, stress toys, along with craft kits and invites to holiday activities.

Dial-a-Bus Service

Wheels in Nairnshire (WiN) and Highland Council's Transport Co-ordination Unit have worked in partnership to create a visionary project to deliver demand responsive transport to Nairnshire communities, with the reintroduction of the Dial-a-Bus service to the area. The Highland Council is understood to be one of the first local authorities in the UK to have a fully electric, wheelchair accessible vehicle MPV (Nissan e-NV200) which will be used by WiN to deliver the service.

New Active Travel Link Opened

A new walking, cycling and wheeling link from Raigmore Interchange and the Golden Bridge was officially opened to enable a safe, traffic free option for those wishing to access Raigmore Estate, Inverness Campus and the Eastfield Way Retail Park.

Comprehensive Tenant Satisfaction Survey Results

Every three years the Highland Council carries out a comprehensive tenant satisfaction survey. This is a questionnaire focussing on the key indicators from the Scottish Social Housing Charter. This was due to be carried out in 2021 and was completed in May. A telephone interview was conducted on our behalf by an independent market research company, and their full report can be viewed on the Highland Council web site https://www.highland.gov.uk/downloads/file/23939/tenant_satisfaction_survey_2021

The results from the Scottish Housing Regulator indicators for Highland Council show considerable improvement compared to the Council's previous tenant satisfaction survey undertaken in 2018:

- Overall satisfaction with the services provided by Highland Council has increased, from **78% to 86%**
- The proportion of tenants who were of the opinion the Council were good at keeping them informed has increased, from **69% to 93%**
- Satisfaction with opportunities to participate has increased from **56% to 94%**,
- Satisfaction with the quality of the home has not changed significantly, rising slightly from **75% to 77%**
- Satisfaction with Highland Council's contribution to the management of the neighbourhood has increased, from **68% to 88%**
- The proportion of tenants who were of the opinion the rent for their property represents good value for money has not changed significantly, rising slightly from **88% to 89%**

Highland Council's 2021 survey results were also compared with the ARC 2019/2020 Local Authority average, showing that Highland Council are performing above the LA average across five indicators, most significantly with regards to satisfaction with opportunities to participate (14% points above average) and are underperforming with regard to just one indicator, the quality of the home, where Highland Council's satisfaction level is 77% compared to a LA average of 81%.

Gaelic

The Highland Council is a leader in terms of the Gaelic Learner curriculum. Nationally, 61% of Gaelic Learners in secondary schools are in Highland Schools and this number has grown faster than the national rate in the last three years. Attainment has likewise improved at a fast rate across the board over the same period. There are 20 GME primary schools located in The Highland Council area, accounting for one third of all GME primary school provisions in Scotland. Within this primary GME provision, the Highland Council has 3 standalone GME schools and 2 Gaelic schools with English Medium provision. Additionally, Highland has 20 secondary schools in total which are currently providing Gàidhlig for fluent and/ or Gaelic learners.

Transformation The Old Man of Storr

'The Old Man of Storr' project is "for the community, in the community, by the community" working closely with communities and with continual local Member involvement, to celebrate Gaelic and to demonstrate engagement and partnership working, with a direct link to the place-based plan, Skye and Raasay Future (SARF). The developments at the Storr are an excellent example of supporting key Council's aims in the Future Highlands – Health and Prosperity Strategic Partnership Plan.

Achievements and progress include:

- Appointment of 2 full time equivalent posts for improved visitor experience and site management
- Installation of welfare facilities for the on-site staff
- Development of digital solutions including a logo, website, and social media, with prominent Gaelic throughout
- Successful funding application of £440k to the IIF approved for the installation of a retail unit (awaiting planning permission approval) and EV chargers on site.

The focus on Community Wealth Building is strong, as the community will benefit from economic development both directly and indirectly. The retail unit plans to showcase local suppliers by selling products made in Skye and to create employment opportunities, both in the shop and with local contractors and suppliers.

Teacher recruitment and probationer teachers

The DLITE (Distance Learning Initial Teacher Education) and RLTT (Rural Learn to Teach) PGDE graduates worked hard for eighteen months, with the added pressure of working through a global pandemic, including during lockdown which caused schools across the country to close. This made a challenging programme of study even more demanding. Completion of this programme meant that each of the four areas in Highland now have sixteen new 'home grown' local teachers, alleviating Highland's teacher recruitment challenges.

Community Learning and Development Plan 2021-24

The development of this plan evidenced that the council was improving at being community led from young to old, ensuring better links with the Community Planning Partnership and being embedded across relevant teams. This plan has been designed to be dynamic and evidence achievement. The impact evidence base is being gathered by sharing a pro-forma across partners – a joined-up approach to gather information for future reporting and committees, and the team are also doing an annual feedback survey. Actions supporting this Plan, and the NIF annual reporting (below), are included in the Directorate's Service Plan, ensuring it continues to be embedded within Education.