Comhairle nan Eilean Siar
Public Performance Report
2017-18

a confident council, effective partnerships and confident communities
Comhairle mhisneachail, com-pàirtichean èifeachdach agus coimhearsnachdan misneachail
Welcome to Comhairle nan Eilean Siar’s public performance report for 2019 which covers the 2017/18 period. This is one of the means we use to keep our communities informed and to invite comments on service delivery and other issues.

Further information can be provided on request or can be accessed at: www.cne-siar.gov.uk

The Comhairle adopted its Corporate Strategy in December 2017 and it sets out the Comhairle’s strategic priorities for the period 2017-21. This is in parallel with the Outer Hebrides Community Planning Partnership’s Local Outcomes Improvement Plan (LOIP). The common themes of both the Corporate Strategy and the LOIP are that the Western Isles should be an attractive place to invest, live, work and visit; that we must create and sustain the social and economic conditions which encourage our young people to remain on the islands; that we need to work together effectively to retain and maintain an economically active population; that a safe environment should be provided in which to pursue healthy and active lifestyles and that caring communities must be supported to look after the elderly and support independent living.

The overarching priorities of the Comhairle’s Corporate Strategy are: Economy and Jobs; Communities and Housing; Education; Skills and Training; and Quality of Life, Health and Wellbeing. The Corporate Strategy will be reviewed annually with progress to date reported publicly.

Work has continued throughout the 2017/18 period on the Our Islands Our Future (OIOF) campaign and the Comhairle was delighted to welcome the enactment of the Islands (Scotland) Act in July 2018 as a direct result of the work of the Comhairle and its partner authorities in Shetland and Orkney. This puts into legislation a requirement to ‘island proof’ future legislation and policies, strategies and service delivery; the creation of a National Islands Plan, statutory protection for the Na h-Eileanan an Iar Scottish Parliament constituency boundary; greater flexibility around councillor representation and extended powers to Islands Councils in relation to marine licensing. Work continues on the devolution of Crown Estate Assets and management to coastal communities. OIOF work is now focussed introduction on an Islands Deal, a major investment programme from the UK and Scottish Governments, comparable to City Deals elsewhere, aimed at economic transformational change in the Islands.

Capital works continue to provide much needed employment across the islands with road, pavement and school improvements. Major projects completed during the year include the Lewis War Memorial works, Creed Micro Grid, Town Hall window refurbishment, Sheilinish Culvert works. New projects progressed included works at Laxdale and Leverhulme Schools, Lewis Residential Care, Outer Hebrides Local Energy Hub, Lochmaddy Pier improvements and Ardsheileach Renewables project.

e-Sgoil continues to develop as an innovative on-line resource providing a wider and more equitable choice of subjects for pupils across all secondary schools in the Western Isles whilst supporting the expansion of Gaelic medium education and developing staff to deliver online learning in all subject areas throughout Scotland and internationally.

The Comhairle has committed to empower and support communities in shaping their own futures and to be involved in decisions affecting them, and looks forward to enhancing this support further following conclusion of Scottish Government’s Review of Local Governance in 2019. An example of this is the ‘Community Conversations’ taking place across the Islands in late 2018 as part of the budgetary process and service redesign.

Against an increasingly harsh economic background, The Comhairle, working together with our Community Planning Partners, continues to aim to provide the highest possible standard of services whilst providing leadership and external advocacy for the communities of the Outer Hebrides.

Cùram is Slàinte nan Eilean Siar / Western Isles Integration Joint Board (IJB) is focused on the delivery of its strategic plan, the development of locality planning arrangements to give a strong voice to our communities, to make transparent investment decisions and to support the operational integration of services. This should ensure better Health and Social Care service delivery for residents throughout the Outer Hebrides.

£119.4 million revenue budget

<table>
<thead>
<tr>
<th>Money In (£m)</th>
<th>Government and Other Grants</th>
<th>Council Tax</th>
<th>Non Domestic Rates</th>
<th>Fees and Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>87.8</td>
<td>13.4</td>
<td>8.0</td>
<td>10.2</td>
</tr>
</tbody>
</table>

Where the Comhairle’s money comes from
Fàitie gu aithisg dèanadas poblach Chomhairle nan Eilean Siar airson 2019 a’ gabhail a-steach a’ bhliadhna 2017/18.

Seo aon de na dòighlean a tha sinn a’ cleachadh airson fios a chumail ri ar coimhearsnachd agus a’ sìreachd bheachdan air líbhirgeadh sheirbheis agus cùisean eile. Gheibhbearr tuilleadh fiosrathaidh tro iarraidh no tron làrach-lin: www.cne-siar.gov.uk

Ghabh a’ Chomhairle ris an Ro-innleachd chorporan san Dùbhhlachd 2017 a’ mineachadach prionm-a-chasasan ro-innleachd chadh nan Eileanan 2017-21. Tha seo ann an loidhne ri Plana Leasa-chaidheil Builean Ionadail Compàirtreachas Deabhadh Chomhairean Innse Gall (LOIOP). ’S iad na custapaisear cumaint anns an Ro-innleachd Chorporan agus an LOIOP gum biodh na h-Eileanan an lar nan àite tarraingeach airson in-thasgaidh, fuireach is obair annta agus tadhall orra, agus feumaidh sin suidheachadh sòisealta agus eaconamaicheach a stèidheadhachd a bhrosnaicheas an r-nóighridh gu fuireach anns na h-Eileanan; gu feum sin obrachadh còmhla gu h-éifeachdach gu slaugha gniomhach a chumail; gum bu chòir àrainneachadh shàbhallt e bhith ann airson caiteamh-beatha fallainn a leantainn agus gu feum taic a chumail ri coimhearsnachd an thaobh cùram ann a bhith a’ coimhead às deidh seann daoine agus gu daoine a chumail neo-ei-seimeileach cho fad sa ghabhas. ’S iad prionm-a-chasasan thur chuideachan Ro-innleachd Chorporan na Chomhairle: Eaconamaidh agus Obraichean; Coimhearsnachd chadh na Còigheadh; Foghlam, Sgilean-an-Tréanadh; agus Inbhe Beatha, Slàinte agus Soirbhéas. Thèid ath-sgrùdadh bhliadhnail a dhèanamh air an Ro-innleachd Chorpora le adhartas a’ chumail gu poblach.

Lean an obair air iomairt Ar n-Eileanan Ri teadh tro 2017/18 agus bha a’ Chomhairle toilichte fàitie a chur air Achd Eileanan (Alba) san luchair 2018 mar thoradh air an obair a chaidh a dhèanamh leis a’ Chomhairle agus na h-ughdarrasan compàirtreachaidh ann an Seathain na h-Arcaidh. Tha seo a’ cur ann ri reacaidh feumalachd “dion eileanan” air reacaidh agus poileasaidhean, ro-innleachdachd agus uallaichd sheirbheis san t-am ri teadh; stèidheadhachd Plana Nàiseanta, dòn leumadh air crìoch Roinn Taghaidh Pàrlamaid na h-Alba airson poileasaidhean, ro-innleachdan agus ullachadh sheirbheis san a’ chloch; stèidheadh agus Arcaibh. Tha seo a’ phàisgadh “dòn eileanan” air ro-innleachdachd a’ chumail gu poblach nan Sealtainn chàit fàilte a chur air Achd Eileanan (Alba) san Iuchair 2018 mar thoradh air an obair a chaidh lean an obair air ro-innleachd tro 2017/18 agus bha a’ Chomhairle toilichte fàitie a chur air Achd Eileanan (Alba) san luchair 2018 mar thoradh air an obair a chaidh a dhèanamh leis a’ Chomhairle agus na h-ughdarrasan compàirtreachaidh ann an Seathain na h-Arcaidh.

£119.4 million revenue budget

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Amount (£m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education &amp; Children’s Services</td>
<td>45.9</td>
</tr>
<tr>
<td>Development</td>
<td>7.2</td>
</tr>
<tr>
<td>Health &amp; Social Care</td>
<td>24.1</td>
</tr>
<tr>
<td>Chief Executive’s</td>
<td>3.8</td>
</tr>
<tr>
<td>Finance &amp; Corporate Resources</td>
<td>5.2</td>
</tr>
<tr>
<td>Technical Services</td>
<td>20.1</td>
</tr>
<tr>
<td>Debt Servicing Costs</td>
<td>16.2</td>
</tr>
</tbody>
</table>

Where the Comhairle’s money was spent

www.cne-siar.gov.uk                                                   www.e-sgire.org
2017/18 at a glance

| Days | 7.31 sickness absence days per FTE Employee (Teachers) |
| Days | 11.22 sickness absence days per FTE Employee (exc. Teachers) |
| %   | 95.75 of income due from Council Tax received by the end of the year |
| %   | 94.61 of invoices sampled were paid within 30 days |
| £    | 27.02 the cost per dwelling of collection Council Tax |
| £    | 41.24 was the home care costs per hour for older persons (65+) |
| £    | 531.28 was the net cost of residential care services per week per older adult (65+) |
| %   | 23.95 of total waste arising that is recycled |
| £    | 66.36 is the net cost of waste collection per premise |
| £    | 162.91 is the net cost per waste disposal per premises |
| %    | 97.69 street cleanliness score |
| %    | 70.33 of Adults satisfied with street cleaning |
| %    | 91.0 of adults satisfied with refuse collection |

Bringing your Empty Home back into use

Within the Outer Hebrides there are a significant number of empty homes located throughout the islands. There are a variety of reasons for these houses lying empty including disrepair, the owner’s health or other family circumstances.

The Comhairle has started an Empty Homes Project, supported by the Scottish Empty Homes Partnership, to encourage the owners of these long term empty homes to bring them back in to use.

The Comhairle’s Empty Homes Officer can offer free advice on a range of topics including:

- house condition surveys
- empty property discounts
- VAT exemptions for renovating empty properties
- local company discounts
- advice on becoming a landlord and renting the property
- advice on selling your property

If you would like to take advantage of this service please contact:

Murdo Macleod
Empty Homes Officer
Communities Department
Comhairle Nan Eilean Siar
Sandwick Road
Stornoway
HS1 2BW
Telephone: 01851 822691
Email: murdoleo@cne-siar.gov.uk
Local Outcome 1: The populations of the Outer Hebrides are stable, with a better balance of age, gender and socio-economic groups.

Our aspiration: The Comhairle will encourage the creation of jobs, retention of population and a positive change in the demographic balance to increase the proportion of working age population.

Island Populations
The population estimate for the Outer Hebrides is 26,950, as at 30 June 2017. This represents an increase in the overall population of 50 persons (0.19%) from mid 2016 to mid 2017. This is the first year since the 2011 Census that the Outer Hebrides is estimated to have had an increase in population. Although deaths continue to exceed births, the Outer Hebrides is one of 21 council areas which have experienced a population increase. The population is estimated to have increased over the year primarily because of net migration, which was 155, a large increase in comparison to mid-2016 at -67.

Over the decade from 2007 to 2017 there was a population decrease of 160 persons (-1.0%), in comparison to a 4.9% increase nationally. Orkney had a 6.9% increase and Shetland had a 3.3% increase. Over the same period, deaths (4,849) in the Outer Hebrides exceeded births (3,732), resulting in negative natural change of -1,117. However, net migration was positive at 2,160. These figures highlight the importance of positive net migration which counteracts the negative natural change experienced in the Outer Hebrides.

The population of the Outer Hebrides continues to have a skewed age and sex profile. A higher percentage of the population are of ‘pensionable age’, which is currently 65 for men and approx. 63 for women, (Outer Hebrides 26%, Scotland 19%) and a lower percentage are of ‘working age’ (Outer Hebrides 58%, Scotland 64%). 28% of females in the Outer Hebrides are of pensionable age in comparison to 21% in Scotland and 23% of men in the Outer Hebrides are of pensionable age in comparison to 17% in Scotland. This is the second highest in Scotland for both men and women. Orkney and Shetland have a higher working age and lower pensionable age than the Outer Hebrides. The sex ratio (male population divided by the female population) for the Outer Hebrides is 0.98 which means that for every 100 females there are 98 males. There are more females than males in all council areas except the Shetland Islands. Age and sex composition is one of the most important aspects of the population. Changes in different age groups will have different social and economic impacts. The Outer Hebrides continues to have one of the highest percentages of those aged 65+ and increases in the elderly population are likely to place a greater demand on health and social services.

Provide employment, study and training opportunities for young people and women
The new two-year business start-up Outer Hebrides Youth Entrepreneurship Scheme (OHYES) was launched in 2017/18 and is aimed at young entrepreneurs up to aged 40, with 27 start-ups supported to date. The OHYES will help fill the gap for business start-up funding. The initiative will help support and further strengthen the local economy through the creation of opportunities for young people – helping to reverse the trend of out-migration. The Prince’s Trust programme continued to be delivered through Business Gateway, supporting young disadvantaged people to start their own business. Financial and/or advisory support was given to 11 businesses.

Going forward, the OHYES and The Prince’s Trust will work in partnership to ensure young entrepreneurs receive the optimum level of support, ensuring their business ideas achieve the best start possible.

The European Social Fund (ESF) supported Western Isles Employability Operations programme has provided employability training and work experience to young people and women throughout the year.

Prioritise Sectoral areas with job creation potential
The industry-led Oil and Gas group continued to support local partners to gain insight into the oil and gas and decommissioning sectors. The Comhairle, along with other members of the group, supported the Stornoway Port Authority in a successful application to the Scottish Government’s Decommissioning Challenge Fund, and input into the development of the Business Case for the Deep Water Port.

Discussions involving Stornoway Port Authority took place to identify where commercial opportunities involving Lews Castle and Museum nan Eilean can engage cruise visitors in large groups. Development of these opportunities will continue through 2018/19.

The Comhairle will also continue to support our key sectors to achieve the growth required to create jobs and opportunities. It will also aim to identify and explore new opportunities for growth, for example around floating offshore wind.

Provide a range of accessible services and infrastructure which meets the needs of the local population and makes the Outer Hebrides an attractive place to live and work.

The number of dwellings on the council’s valuation list increased by 7% from 2006 to 2018. During 2017/18, the delivery of new affordable houses was concluded through the Comhairle’s Strategic Housing Investment Plan (SHIP) 2015-2018. 117 houses were completed by the end of the SHIP period. A new SHIP was developed and approved by Scottish Government in October 2017, and will inform future phases of affordable housing delivery. The Comhairle will co-ordinate the delivery of new affordable houses as set out in the new SHIP 2018-2023.

The Mackenzie Lane development on the outskirts of Stornoway was officially opened by the Minister for Local Government and Housing on 10 July 2017 and a further 24 new affordable houses were built there during 2017/18.

Four more Syrian Families were successfully settled in the Outer Hebrides, with support provided by the Housing Team as part of a multi-disciplinary project & support team.

Consumer and Environmental Services were once again finalists in the “APSE Performance Networks Best and Most Improved Performer Awards” for Environmental Health. The Comhairle continues to co-ordinate the delivery of new affordable houses as set out in the new Strategic Housing Investment Plan 2018-2023.
Local Outcome 1: The populations of the Outer Hebrides are stable, with a better balance of age, gender and socio-economic groups. Our aspiration: The Comhairle will encourage the creation of jobs, retention of population and a positive change in the demographic balance to increase the proportion of working age population.

Population of Eilean Siar: 26,950

Age structure (%), mid-2017:
- Under 16: 16.2%
- 16-64: 58.7%
- 65+: 25.1%

Migration mid-2016 to mid-2017:
- Within Scotland: 49%
- Rest of UK: 37.8%
- Overseas: 13.2%

Origin of the 989 in-migrants (%):
- Within Scotland: 49%
- Rest of UK: 37.8%
- Overseas: 13.2%

Destination of the 834 out-migrants (%):
- Within Scotland: 49%
- Rest of UK: 37.8%
- Overseas: 13.2%

In 2017, the Registration Service registered:
- 215 births
- 347 deaths
- 117 Marriages; and no civil partnerships.

Percentage of Comhairle employees that are female: 77%
Percentage of employees in the highest 5% of earners that are female: 37.8%
Percentage of Elected Members that are female: 0%

Number of dwellings on the council's valuation list 2006-2018:
- 2006: 13,767
- 2018: 14,732
Maximise the potential benefits of renewable energy

There was proactive engagement with Scottish and UK Government, developers, and other stakeholders to progress the radial connector. There were significant breakthroughs during 2017/18 including UK Government’s announcement that ‘Remote Island Wind’ would be eligible to compete within the Contract for Difference (CFD) auction regime as a distinct technology. As part of this wider agenda, we contributed the Outer Hebrides perspective to a considerable number of government consultations, including the Crown Estate Bill, the Scottish Government’s new Fuel Poverty Strategy, and Remote Islands Wind within CFD. We funded Community Energy Scotland to deliver its Outer Hebrides Community Energy Support Scheme (OHCESS), giving advice and assistance to existing and emerging community generators.

Going forward, the Comhairle will continue to support the realisation of a new Grid connection to the Outer Hebrides, and maximisation of associated benefits for onshore wind (commercial and community), maximising local economic benefit. We also aim to identify and support new energy sector opportunities for the islands.

Improve broadband connectivity for domestic and commercial use

Superfast Broadband (SFB) at 30Mbit/s is the EU’s definition of SFB and it is the Scottish Government’s ambition for this to be available to all premises by the end of 2021 to allow businesses to use, analyse and drive data in competitive markets. Although the Western Isles had the fourth highest percentage of premises unable to access SFB in 2018 at 75.8%, the SLAED Indicators Framework Report 2017-18 advised that Eilean Siar showed the most significant improvement of all council areas over a 3 year period, from no premises able to access SFB in 2016 to 75.8% having access in 2018. This demonstrates significant improvement in access over the past 3 years.

The Comhairle undertook a redesign and implementation of a new Wi-Fi network within the main council office for managed mobile devices and public/guest access. There is ongoing work to improve the broadband infrastructure throughout the Western Isles.

Ensure that transport infrastructure is maintained at a standard that does not restrict economic growth

The transport infrastructure is an ongoing concern for the Western Isles. Comhairle nan Eilean Siar’s Cllr Uisdean Robertson met with the Cabinet Secretary for Transport, Infrastructure and Connectivity, Michael Matheson MSP, in October 2018 to discuss transport issues in the Western Isles including ferry services. Also present were representatives of Transport Scotland and HITRANS. The Cabinet Secretary and Transport Minister have confirmed that they and Transport Scotland are seeking to develop and implement a strategy which will focus on having a fleet of ferries that are more in keeping with what is both suitable for our waters whilst also recognising what is available worldwide. An aspiration for a greater level of standardisation across the network and fleet is included within this. It was confirmed that Scottish Government and its various agencies continue to explore options associated with the additional tonnage that all parties recognise is required. The meeting also provided a welcome opportunity to discuss aviation issues that are relevant to the Western Isles.

The delays to the delivery and availability of a new ferry for the Uig Tarbert Lochmaddy route remain a concern; not only does this have an adverse impact on the ability to accommodate the additional and growing demand during peak periods but also the poor levels of resilience within the existing fleet.

Support existing and new sustainable businesses

Business Gateway are committed to supporting new and existing businesses. They continue to support business start-up and growth through delivering a suite of funding schemes, information and advice and receive excellent customer feedback on the service provided. During 2017/18:

- 51 new Business start-ups were supported;
- 22 existing businesses with growth potential received support to develop their growth plans;
- 64 Business Skills workshops were held, an increase on the level of activity in the previous year;
- Feedback and level of attendance continued to be excellent; and
- 95.5 jobs were created or safeguarded as a result of our support.

Business Gateway launched a number of new products to local businesses, including a ‘Grants for Growth’ scheme and a new DigitalBoost programme supporting businesses of all sizes to access advanced digital advice. The new DigitalBoost Programme will strengthen the local business community’s knowledge and skills in digital technology supporting businesses to enter new markets, trade internationally and increase efficiencies and employment opportunities across the islands. The Grants for Growth scheme (part funded through ERDF) supported 11 businesses with their growth aspirations.

Develop new and creative industries

The Comhairle delivered another successful round of the Visual Artists/Craft-Maker Awards (in partnership with Creative Scotland) supporting 13 local artists and makers with grants to assist their creative development and supported key hubs within the arts sector in the form of funding agreements with Taigh Chearsabhagh, Ceolais, Feisean na Gaidheal, Hebridean Celtic Festival and An Lanntair, ensuring the delivery of high quality arts programmes, festivals and educational activities for local people and visitors to the islands, safeguarding and creating employment opportunities within the Creative Industries sector. They also supported An Lanntair and Taigh Chearsabhagh to secure three year Regular Funding agreements with Creative Scotland for the period 2018 – 2021 and extensively distributed the free cultural ‘Made in the Outer Hebrides’ guide booklet throughout the islands, at key entry points and online, providing information on a public art trail and 105 artists, makers, galleries, museums and festivals, located throughout the island chain.

Provide greater support to enable people of working age to gain employment

The Comhairle concluded another successful round of training to the Harris Tweed industry, including the award of the first ever self-employment Modern Apprenticeships to two new weaver entrants. The European Social Fund (ESF) supported Western Isles Employability Operations programme provided employability training and work experience to people facing barriers to employment.
Attract inward investment and maximise external funding.
The Comhairle continued to work in partnership with Highlands and Islands Enterprise (HIE) and private sector interests to develop the proposition for a ‘Spaceport’ in the Uists and successfully applied to the Scottish Government’s Regeneration Capital Grant Fund of £2.3m for Stornoway Regeneration Programme Phase 1.

Deliver efficient Planning and Building Services
The Comhairle’s Building Standards and Planning services continued to demonstrate excellent performance, remaining well above target across all its Performance Indicators, for example 89.13% of first reports were issued within 15 working days, compared to a target of 80%; the average time taken to deal with local planning applications increased from 7.63 to 9.17 weeks, but remained broadly in line with the target of 9 weeks. The Planning Service submitted its Annual Planning Performance Framework to Scottish Government in July 2017 and its feedback report allocated a GREEN RAG rating to 14 of the 15 Performance markers, with an AMBER around Legal Agreements. The service also consulted on a new Outer Hebrides Local Development Plan and submitted the Proposed Plan for Examination by Scottish Ministers

Continue to support the traditional industries such as crofting, agriculture, fisheries and other maritime business
The Comhairle supported new entrants within the Fisheries Sector, including vessel investment through Fisheries Investment Scheme (FIS) and Community Quota. The FIS had an exceptionally busy year with five loans drawn down (£189,500) and 17 fishing cases currently being progressed to a FIS loan value of nearly £650k. Support was also provided for fisheries communities through European Maritime and Fisheries Fund Community Led Local Development to develop new or diversified businesses.
The Comhairle is currently working with partners, including the Merchant Navy Training Board (MNTB) UK, Maritime Skills Agency UK, David Macbrayne Ltd, Scottish Salmon Company, Western Isles Fisherman’s Association, SQA, Harris Marina Hub, schools and colleges, to produce new Maritime Industry-standard qualifications to meet the needs of key sectors - merchant navy, aquaculture, fishing and marine leisure/port authorities. SQA certificated courses (SCQF4,5,6) are now offered in Rural Skills, Crofting and Local Food Production.

Modern Apprenticeship
Whether you’re thinking about the future, job hunting, or want to learn new skills, a Modern Apprenticeship could be for you.

With a Modern Apprenticeship you learn on the job, and get the experience you need. Plus, you work towards a qualification.

Your qualification is accredited by the Scottish Qualifications Authority.

Depending on the course, you could be completed and qualified within 1 year to 3 years.

Minimum age requirement is 16.

Did we mention you get paid?

FOR MORE INFORMATION:
Accredited Training and Skills
Comhairle nan Eilean Siar
Chief Executives Department
Stornoway Isle of Lewis
HS1 2BW
Tel: 01851 822794

Skills Development Scotland
30 Francis Street
Stornoway
Isle of Lewis
HS1 2ND
Tel: 01851 708900

Find Us On Facebook @
https://www.facebook.com/cnesapprenticeships/
Email: apprenticeships@cne-siar.gov.uk

Ag Obair Còmhla airson nan Eilean COMHAIRLE NAN EILEAN SIAR promotes and monitors equal opportunities in all its activities.

A Graduate Apprenticeship helps you build the skills and knowledge that Scottish industries need. You’ll work, get paid, and achieve a degree – even up to masters level.

You’ll spend most of your time learning on the job, but will also be a student at a university or college.

You’ll be putting your learning into practice right away, solving problems on real world projects.

Your work counts towards gaining your qualification, so you could gain your degree faster

Designed by and for industry. What you learn is relevant, and right for your role.

FOR MORE INFORMATION:
Accredited Training and Skills
Comhairle nan Eilean Siar
Chief Executives Department
Stornoway Isle of Lewis
HS1 2BW
Tel: 01851 822794

Skills Development Scotland
30 Francis Street
Stornoway
Isle of Lewis
HS1 2ND
Tel: 01851 708900

Find Us On Facebook @
https://www.facebook.com/cnesapprenticeships/
Email: apprenticeships@cne-siar.gov.uk

Ag Obair Còmhla airson nan Eilean COMHAIRLE NAN EILEAN SIAR promotes and monitors equal opportunities in all its activities.

A Graduate Apprenticeship helps you build the skills and knowledge that Scottish industries need. You’ll work, get paid, and achieve a degree – even up to masters level.

You’ll spend most of your time learning on the job, but will also be a student at a university or college.

You’ll be putting your learning into practice right away, solving problems on real world projects.

Your work counts towards gaining your qualification, so you could gain your degree faster

Designed by and for industry. What you learn is relevant, and right for your role.

FOR MORE INFORMATION:
Accredited Training and Skills
Comhairle nan Eilean Siar
Chief Executives Department
Stornoway Isle of Lewis
HS1 2BW
Tel: 01851 822794

Skills Development Scotland
30 Francis Street
Stornoway
Isle of Lewis
HS1 2ND
Tel: 01851 708900

Find Us On Facebook @
https://www.facebook.com/cnesapprenticeships/
Email: apprenticeships@cne-siar.gov.uk

Ag Obair Còmhla airson nan Eilean COMHAIRLE NAN EILEAN SIAR promotes and monitors equal opportunities in all its activities.

A Graduate Apprenticeship helps you build the skills and knowledge that Scottish industries need. You’ll work, get paid, and achieve a degree – even up to masters level.

You’ll spend most of your time learning on the job, but will also be a student at a university or college.

You’ll be putting your learning into practice right away, solving problems on real world projects.

Your work counts towards gaining your qualification, so you could gain your degree faster

Designed by and for industry. What you learn is relevant, and right for your role.
Local Outcome 2: The Economy of the Outer Hebrides and the economies within the Outer Hebrides are thriving.

Our Aspiration - The Comhairle will strive to create a thriving economy with support for key sectors, greater local independence and autonomy, working with the support of Scottish Government, UK Government and the European Union.

£4.4M allocated to Property and Schools commitments from the Comhairle’s Capital Investment

£3,464 is the cost per planning application, the 7th lowest in Scotland

351 planning applications, 2.5% less than 2016/17

9.12 Weeks is the average time per business and industry planning application, 6% longer than previous year

51 new business start-ups supported, up from 40 in previous year

5% of unemployed people assisted into work from council operated/funded employability programmes, down 2.3% on previous year

45% of procurement spend spent on local enterprises, up 12% on previous year

351
Local heritage groups received training, advice and support activities from the Heritage Service

182
Funding awards to community projects received support through the Economic Development service

181
New business start-ups

206
Jobs created/safeguarded

352

£242K is the cost of Economic Development & Tourism per 1,000 Population, the 2nd highest of the 32 Scottish Local Authorities

£242K

51

76%
of properties receiving superfast broadband, up 8% on previous year

Young people supported in business

59

5.5%
of unemployed people assisted into work from council operated/funded employability programmes, down 2.3% on previous year

59

Local heritage groups received training, advice and support activities from the Heritage Service

182

Funding awards to community projects received support through the Economic Development service

206

Jobs created/safeguarded

352
Local Outcome 2: The **Economy** of the Outer Hebrides and the economies within the Outer Hebrides are thriving.

The 32 Scottish Councils are grouped by their population density into Family Groups (FG) of eight. The Comhairle is in FG1.
Local Outcome 2: The **Economy** of the Outer Hebrides and the economies within the Outer Hebrides are thriving.

The 32 Scottish Councils are grouped by their population density into Family Groups (FG) of eight. The Comhairle is in FG1.

### Graphs

- **% Unemployed People Assisted into work from Council Funded/Operated Employability Programmes**
  - Eilean Siar
  - FG Median
  - Scotland

- **% procurement spend on Local enterprises**

- **Business Gateway Start up rate**

- **Cost of Economic Development & Tourism**
Local Outcome 3: The people of the Outer Hebrides are well educated, well trained and well skilled

Our aspiration: - The Comhairle aims to continue to provide excellent bilingual educational provision that prepares young people for life

Provide greater links between education and training and employment providers

Employment Rate is a measure of economic activity within council areas and is the number of people aged 16-64 that were in employment expressed as a percentage of the total 16-64 population. The Western Isles had the second highest employment rate in 2017/18 at 81.8%, the Scottish average was 74.3%.

The Participation Rate measures the percentage of 16-19 year olds participating in education, employment or training and is collated by Skills Development Scotland. In 2018, the proportion of 16-19 year olds participating for Comhairle nan Eilean Siar was 97.6%, a 0.7 percentage point (pp) rise from 96.9% in 2017 and 5.8pp higher than the national rate (91.8%). The lowest participation rate was in Dundee City at 88.7%.

Average Tariff is an overall measure of educational attainment which offers a wider measure of achievement to consider alongside breadth and depth measures. The tariff score is a summary measure calculated from the latest and best achievement of pupils during the senior phase (S4-S6) across a range of awards included in the benchmarking tool Insight. There is a considerable and widening level of variation between councils in relation to overall average tariff (686 to 1388). Eilean Siar is at 915, the highest tariff in the LGBF Family Group 4 of Scottish Local Authorities that are grouped by their level of deprivation.

Ensure that children and young people continue to grow in confidence and develop wide ranging abilities that prepare them for study, training or employment

97.8% of school leavers in 2016/17 were in a “Positive Destination” nine months after leaving school. This is one of the highest rates in Scotland where the average is 93.7%.

e-Sgoil continues to provide equity of experience for children and young people. The e-Sgoil Hub in Cairinis, North Uist, has been set up and is now operational.

The Educational Psychology Service has worked in partnership with the Principal Teachers of Learning Support to develop ‘Dyslexia: Guidance on Identification, Assessment and Intervention’. The Extended Learning Service delivers a resource to schools, children and families offering educational, social, emotional and employment support to young people. Activities, training and education with support are also offered depending on the young person’s needs.

Promote a renewed focus on vocational training and joint working with partners to deliver courses and training that meet local demand from students and employers

In 2017 35.1% of school leavers in the Western Isles attained one or more vocational qualifications at SCQF Level 5 or above. This was the highest level in Scotland where the average was 12.8%.

Capitalise on growth sectors with training and employment opportunities

Scotland’s Economic Strategy identifies those sectors where Scotland has a distinct comparative advantage. The Growth Sectors are defined using Standard Industrial Classification (SIC) 2007 codes to classify business establishments by the main type of economic activity in which they are engaged.

When compared to 2008, Na h-Eileanan Siar experienced a positive increase in the number of registered enterprises in all growth sectors in 2018 except Life Sciences, which remained the same. The highest increase was in Energy (including renewables), which saw a 300% increase, followed by Sustainable Tourism (Tourism related Industries) at 35%, Financial and Business Services at 27%, and Food & Drink (including agriculture & fisheries) and Creative Industries (including digital) both increased by 18%.

To ensure local businesses and young people are equipped with local market intelligence a series of events have been held over the past year including: Themed Business Breakfast (all based on local priorities); Career Events held in all Secondary Schools; and Direct Public Engagement Events in the Town Hall. Outcomes from these events are fed into the Accredited Training and Skills annual training plan. This ensures the training and accreditation delivered by the Comhairle is in line with the needs of the local community.

Ensure that government programmes benefit rural areas

The Comhairle’s direct involvement in the current EU Structural Funds programmes 2014-2020 extends to the Employability, Poverty and Social Inclusion (Enhanced Employability) and Business Gateway programmes, i.e. as Lead Partners. The Employability Programme is worth £1.54m to the region, 50% of which is ESF. The Comhairle is currently in dialogue with Scottish Government with a view to securing further funding and an extension of programme activity up to 2022. The outcome of these discussions is not yet known until Scottish Government’s Assessment Panel consider the case for extension. The Poverty and Social Inclusion programme is worth £480k, and as with Employability, a case has been made by the Comhairle to Scottish Government to secure more funding to extend the programme up to 2022. The programme contains childcare, financial inclusion and fuel poverty strands and the outcome of this bid to extend programme activity is not yet known. The Business Gateway programme is worth £225k and is ongoing to 2020. One of the most recent programmes to emerge is the ERDF funded Natural and Cultural Heritage Fund led by Scottish Natural Heritage (SNH). Bids can be submitted to this Fund before 22 April 2019, with decisions expected later in the year. It is anticipated that a bid will be submitted by the Comhairle, among others from the region.

The region has also benefited from an allocation of European Maritime and Fisheries Fund (EMFF) in the sum of £528k and LEADER funding of £3,178k up to 2020. These programmes are delivered locally through Fisheries Local Action Groups (FLAGs) and Local Action Groups (LAGs) respectively. Other Strategic Interventions (SIs) are being led by Scottish Government departments and other regional or national agencies such as Highlands and Islands Enterprise, Skills Development Scotland, Zero Waste Scotland, Transport Scotland and so on. The region could benefit from some, although not all, of these SIs. In terms of Brexit, Article 50 was triggered in March 2017 and the Brexit deadline is now imminent. However, irrespective of what decision is taken, the Treasury has given a commitment that the 2014-2020 EU Structural Funds programmes will see out their course.
Promote lifelong learning

The Community Learning & Development (CLD) Service promotes and provides opportunities throughout the Western Isles for community based learning and development services to adults and young people where local people are included, participating, achieving and progressing. As per the CLD Plan 2015 – 2018, a range of personal and social education sessions are delivered across schools and communities to increase confidence, skills and self-esteem in young people allowing them to embrace opportunities to further build their skillsets. Comhairle departments work together to support a wide range of apprenticeships and retraining of staff as teachers. The Sport & Health Team worked with partners in schools and in the voluntary sector to provide opportunities for young people to gain coaching experience in a range of activities.

In comparison to the previous year, the number of Community Based Adult Learners (CBAL) increased 89% from 157 in 2016/17 to 297 in 2017/18 and the number of ESOL (English as a second language) Learners increased 28% from 68 in 2016/17 to 87 in 2017/18.

Continue to deliver Gaelic Medium Education

All children have access to Gaelic Medium Education (GME) education in each island and in each learning community. GME is available in 22 out of 24 schools and GME subject delivery has increased from 2 to 6 in Sgoil Lionacleit. The National 5 and Higher SQA qualification is offered through e-Sgoil. Gaelic / Gaidhlig and Eachdraidh classes are being taught in several mainland schools, across a number of local authorities. Support staff are provided with opportunities to enhance their language skills through attendance at weekly classes. In February 2018 the Comhairle received an additional £330k from the Scottish Government through a Gaelic Specific Grant Application for 2018-19 to support development of Gaelic Medium Education. Cllr Angus McCormack, Chairman of the Education, Sport and Children’s Services Committee said: “The Comhairle submits an annual application for the Scheme of Gaelic Specific Grant for Gaelic Education and has been in receipt of Gaelic Funding since 1986. The Comhairle recently received an additional sum of £330k from the Scottish Government to support the development of Gaelic Medium Education and this will continue to support the establishment of Gaelic Schools, the extension of provision for Gaelic preschool education and the provision of an additional Gaelic teaching class in Tong School.”

Comhairle nan Eilean Sìar also receives £18,000 per annum to support the delivery of Gaelic Language in the Primary School. The Gaelic Advisory Group meets on a termly basis to monitor progress with the Departmental and Comhairle Gaelic Action Plans and to discuss new initiatives that might support the development of GME.

The Education and Children’s Services Gaelic Plan links closely to the National Gaelic Plan and to the Comhairle’s wider Gaelic Plan and the Comhairle’s wider Gaelic Plan. Specific Gaelic Grant money is used to pay Gaelic Medium Teachers’ Salaries. A specific focus for the current plan will be on the development of secondary education, e-sgoil and the Multimedia Unit. Some funding is also awarded to schools and groups, working within the authority, to support the growth of GME and the development of cultural and heritage initiatives.
Local Outcome 3: The people of the Outer Hebrides are **well educated, well trained and well skilled**

**Our aspiration:** - The Comhairle aims to continue to provide excellent bilingual educational provision that prepares young people for life

### 2017/18 LGBF Family Group 4

#### Cost per primary school pupil (£)

- **Eilean Siar (ES)**: £8,749
- **Dundee City (DC)**: £5,576
- **North Ayrshire (NA)**: £5,206
- **East Ayrshire (EA)**: £5,196
- **North Lanarkshire (NL)**: £5,080
- **West Dunbartonshire (WD)**: £5,005
- **Glasgow City (G)**: £5,005

#### Cost per secondary school pupil (£)

- **Eilean Siar (ES)**: £11,189
- **North Ayrshire (NA)**: £7,572
- **East Ayrshire (EA)**: £7,309
- **Dundee City (DC)**: £7,083
- **West Dunbartonshire (WD)**: £6,730
- **Glasgow City (G)**: £6,677
- **North Lanarkshire (NL)**: £6,677

#### Cost per pre-school education place (£)

- **East Ayrshire (EA)**: £6,874
- **West Dunbartonshire (WD)**: £6,751
- **Dundee City (DC)**: £6,649
- **North Lanarkshire (NL)**: £6,499
- **Eilean Siar (ES)**: £5,012
- **North Ayrshire (NA)**: £5,012
- **Glasgow City (G)**: £4,810
- **Glasgow City (G)**: £4,626

#### Percentage of pupils gaining 5+ awards at level 5 (%)

- **Eilean Siar (ES)**: 73%
- **Dundee City (DC)**: 62%
- **North Ayrshire (NA)**: 61%
- **East Ayrshire (EA)**: 60%
- **North Lanarkshire (NL)**: 59%
- **West Dunbartonshire (WD)**: 57%
- **Glasgow City (G)**: 52%
- **Glasgow City (G)**: 48%

#### Percentage of pupils gaining 5+ awards at level 6 (%)

- **Eilean Siar (ES)**: 32%
- **Dundee City (DC)**: 32%
- **North Ayrshire (NA)**: 32%
- **East Ayrshire (EA)**: 30%
- **North Lanarkshire (NL)**: 29%
- **West Dunbartonshire (WD)**: 29%
- **Glasgow City (G)**: 26%
- **Glasgow City (G)**: 24%

#### Percentage of adults satisfied with local schools (%)

- **West Dunbartonshire (WD)**: 88%
- **Dundee City (DC)**: 86%
- **East Ayrshire (EA)**: 80%
- **North Lanarkshire (NL)**: 79
- **Eilean Siar (ES)**: 78%
- **North Ayrshire (NA)**: 75%
- **Glasgow City (G)**: 63%
- **Glasgow City (G)**: 63%

#### Percentage of funded early years provision which is graded good/better (%)

- **East Ayrshire (EA)**: 91%
- **North Lanarkshire (NL)**: 91%
- **North Ayrshire (NA)**: 91%
- **West Dunbartonshire (WD)**: 91%
- **Glasgow City (G)**: 90%
- **Glasgow City (G)**: 89%
- **Glasgow City (G)**: 89%
- **North Lanarkshire (NL)**: 89%

#### Participation for 16-19 year olds (%)

- **East Ayrshire (EA)**: 98%
- **North Ayrshire (NA)**: 92%
- **North Lanarkshire (NL)**: 91%
- **West Dunbartonshire (WD)**: 90%
- **Glasgow City (G)**: 89%
- **Glasgow City (G)**: 89%
- **Glasgow City (G)**: 89%
- **Dundee City (DC)**: 89%

---

www.cne-siar.gov.uk

www.e-sgire.org
Plan according to the needs of local people and involve them in the design of services

The Outer Hebrides continues to have a high percentage of pensionable age and, along with Argyll & Bute and Dumfries & Galloway, had the highest percentage of those aged 65 and over at 26%. The Scottish average is 19%. In 2017, the median age (the age at which half the population is older and half the population is younger) in the Outer Hebrides was estimated to be 47 years for males and 49 years for females with the following age group breakdowns by sex - Males:17% under 16 years; 60% of working age; 23% of pensionable age; and Females: 15% under 16 years; 56% of working age; and 28% of pensionable age. The average age of residents in the Outer Hebrides was six years older than in Scotland (48 to 42 years).

During 2017/18 the Comhairle developed and introduced a new Child and Adult Protection Guidance for Community Groups in the Western Isles and a new Policy on Safeguarding Children and Young People at Risk of Child Sexual Exploitation. The Sport and Health team also worked with Community Sports Hub Officers and local partners with a view to increase access to indoor activity spaces at school facilities in Castlebay and Liniclate and a six month trial period will take place over the winter period 2018/19 to gauge uptake.

The Tripartite Conference “Improving Lives, Improving Life Chances” took place in September at An Lanntair Art and Exhibition Centre with over 130 delegates attending. Of the 121 children and young people referred to the Scottish Children's Reporter Administration (SCRA) during 2017/18, 86% had care and protection (non-offence) referrals.

Develop training and career pathways within Health and Social Care

The Comhairle is committed to ensuring effective, efficient and well planned training and an allocation from Scottish Government and has developed a track record in being able to spend and half the population is younger) in the Outer Hebrides was estimated to be 47 years for males and 49 years for females with the following age group breakdowns by sex - Males:17% under 16 years; 60% of working age; 23% of pensionable age; and Females: 15% under 16 years; 56% of working age; and 28% of pensionable age. The average age of residents in the Outer Hebrides was six years older than in Scotland (48 to 42 years).

During 2017/18 the Comhairle developed and introduced a new Child and Adult Protection Guidance for Community Groups in the Western Isles and a new Policy on Safeguarding Children and Young People at Risk of Child Sexual Exploitation. The Sport and Health team also worked with Community Sports Hub Officers and local partners with a view to increase access to indoor activity spaces at school facilities in Castlebay and Liniclate and a six month trial period will take place over the winter period 2018/19 to gauge uptake.

The Tripartite Conference “Improving Lives, Improving Life Chances” took place in September at An Lanntair Art and Exhibition Centre with over 130 delegates attending. Of the 121 children and young people referred to the Scottish Children's Reporter Administration (SCRA) during 2017/18, 86% had care and protection (non-offence) referrals.

Bespoke Apprenticeship Opportunities: Through workforce development the Comhairle continues to support specialist career pathways in Health and Social Care and are currently supporting Social Worker apprenticeship and 12 Education attainment apprentices that work across Health and Education.

Work with partners in the interests of better physical and mental health and wellbeing

Sport and Health section continue to work with a range of groups and organisations to enhance services; for example Autism Eilean Siar and Alzheimer Scotland.

The Educational Psychology Service has worked closely with Secondary and Primary schools to develop their awareness of social, emotional and behavioural needs and interventions. This has involved producing a policy, ‘Framework for the Principles and Practice of Nurture Rooms in the Western Isles’, and extensive training provision, and continuous mentoring for a number of Western Isles schools.

Provide community based care services, focusing particularly on the elderly, vulnerable people and family carers, including technology to improve communication and services

The Western Isles Health and Social Care Partnership (UB) are committed to reducing the length of time that older people wait in hospital despite being ready for discharge. They have been working hard to improve their performance through the implementation of a delayed discharge action plan. The action plan focuses on capacity issues, as well as issues around culture and practice. Delays in hospital discharges reduced over the 18 month period between October 2016 and March 2018 from 915 bed days to 513 bed days, which equates to a reduction in people from 31 down to 12 for the same period.

Remove households from fuel poverty and thus improve their health and wellbeing

Fuel Poverty is a significant issue for households across the Outer Hebrides, which experience some of the highest levels of Fuel Poverty in Scotland. The Comhairle has led on the development of an Outer Hebrides Fuel Poverty Strategy and Action Plan (2015-2025). A multi-agency Fuel Poverty Group supports the implementation of this Action Plan and meets annually in December to review progress and identify emerging issues and priorities, with a mid-year update also provided.

The Outer Hebrides remains successful at delivering the Home Energy Efficiency Programme allocation from Scottish Government and has developed a track record in being able to spend underspend from elsewhere and were offered an additional £100k in February 2018 for 2017/18, increasing the funding to £1.43m. Although fuel poverty levels in the Outer Hebrides still remain significantly above the Scottish average, the Scottish House Condition Survey again for the second consecutive year reported that levels fell from 59% to 56%.

www.cne-siar.gov.uk

www.e-sgire.org
Local Outcome 4: The physical and mental **health and wellbeing** of the people of the Outer Hebrides is improved.

**Our aspiration:** The Comhairle aims to promote healthier lifestyles and to support people to live in the community for as long as they can and to have a positive experience of health and social care when they need it.

---

**Rate (per 1000) of children referred to SCRA 2017/18**

<table>
<thead>
<tr>
<th>SCRA referrals (non-offence) LGBF FG4</th>
<th>0</th>
<th>5</th>
<th>10</th>
<th>15</th>
<th>20</th>
<th>25</th>
<th>30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dundee City</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glasgow City</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Lanarkshire</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>West Dunbartonshire</td>
<td>17</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Ayrshire</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eilean Siar</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inverclyde</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Ayrshire</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SCRA referrals (offence) LGBF FG4**

<table>
<thead>
<tr>
<th>Dundee City</th>
<th>Glasgow City</th>
<th>North Lanarkshire</th>
<th>West Dunbartonshire</th>
<th>East Ayrshire</th>
<th>Eilean Siar</th>
<th>Inverclyde</th>
<th>North Ayrshire</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>4</td>
<td>6</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>10</td>
<td>8</td>
<td>8</td>
<td>9</td>
<td>7</td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>

---

**Percentage of adults satisfied with leisure facilities and **

Cost of Attendance at Sports Facilities

- £2.50
- £2.70
- £2.90
- £3.10
- £3.30

---

**Percentage of adults satisfied with parks and open spaces**

Cost of Parks and Open Spaces (per 1,000 population)

- £2,500
- £2,000
- £1,500
- £1,000
- £500

---

**Percentage of adults satisfied with leisure facilities and**

Cost of Attendance at Sports Facilities

- £3.50
- £3.30
- £3.10
- £2.90
- £2.70
- £2.50

---

www.cne-siar.gov.uk

www.e-sgire.org
Local Outcome 5: The **communities** of the Outer Hebrides are stronger and more able to identify, articulate and take action and responsibility regarding their needs and aspirations

*Our aspiration:* - The Comhairle aims to strengthen social and economic development in the community of the Outer Hebrides

**Promote and support decentralisation and job creation where beneficial in rural areas.**

The current Structural Funds process is through Scottish Government allocations to Lead Partners. £630k is available for Employability activity and the Comhairle intends to apply for that later in the 2018/19 period.

**Ensure that the Local Housing Strategy is responsive to needs for affordable housing**

Comhairle Nan Eilean Siar has a statutory responsibility as the strategic housing authority for the Outer Hebrides to produce a Local Housing Strategy. The new Outer Hebrides Local Housing Strategy 2017-2022 details the housing outcomes, objectives, and actions that the Comhairle and our local partners believe will best address the issues affecting our distinctive local housing system during the lifespan of the Strategy. It provides a framework that will allow us to work together to use our resources and expertise to improve the housing outcomes for residents of the Outer Hebrides. Our vision is that housing provision and services in the Outer Hebrides should make a strong contribution to health and well-being, encourage population retention, and support the sustainability of our communities.

The Comhairle is working closely with Hebridean Housing Partnership (HHP) to deliver an ambitious programme to provide new affordable homes throughout the Outer Hebrides due to enhanced funding from the Scottish Government. This funding is only available until the end of 2020/21, so we are keen to progress more housing opportunities as quickly as possible. New housing opportunities can have a beneficial impact on a community in terms of population growth, employment opportunities and economic growth. Many of our rural communities are suffering from a declining and aging population and it is becoming harder to keep these communities sustainable. One of our specific aims is retaining young people on the islands and encouraging young families to move to the area to strengthen rural communities. New affordable housing will be a key aspect in achieving this aim.

**Provide training and employment opportunities for young people**

The European Social Fund (ESF) supported Western Isles Employability Operations programme has provided employability training and work experience to young people.

The Comhairle's strategy of Develop the Young Workforce (DYW) exists to improve the employability and broader life-chances of all young people in school. Ensuring young people have relevant skills for work and enterprise is critical. The Outer Hebrides is as much an economic and cultural imperative as it is educational. Schools are working with young people to develop their self-confidence and enhance local work-based skills required by the economy and with the capacity to maximise the islands’ linguistic and cultural opportunities.

All pupils work towards the development of their knowledge, skills, experiences and certification required of a young workforce and locally this is progressed through a Comhairle education / economic skills strategy. This data-driven strategy reflects both labour-market demand and the stated aspirations of young people - and has contributed to among the highest vocational attainment and positive/sustained destinations rates nationally.

**Increase the level of youth engagement in decision making**

The Comhairle embraced 2018 as the Year of Young People and supported the activity of the four active Youth Councils across Lewis, Harris, Uist and Barra who are involved in a wide variety of youth events and consultations across the Western Isles. Each Youth Council representative is encouraged to become involved in the Children and Young People’s Participation Plan.

In December 2017, The Outer Hebrides LEADER 2014-2020 Programme announced the launch of their unique fund, specifically designed to support Young People. The fund is designed to support projects aimed at supporting young people and youth initiatives. What is unique about this fund is that all decisions on applications are fundamentally decided upon by young people, through LEADER’s newly established Youth Local Action Group (Youth LAG). The Youth LAG is a group of young people aged between 14 – 25 years, with responsibility for allocating the £100k Youth Fund.

The Scottish Youth Parliament (SYP) is a non-political, youth-led organisation that seeks to represent and be representative of Scotland’s young people aged 14-25. The SYP is designed by young people, led by young people, for the benefit of young people. Eilean Siar has 2 seats at the SYP. Our current Members of the SYP are Angel Newlands and Sandy Morrison who both attend the national sittings. Elections are held every two years, in which young people from all across Scotland stand as candidates to become MSYPs. The next elections will take place in March 2019 and expressions of interest have been received from six young people keen to represent the Western Isles at the SYP.

**Support the Third Sector throughout the Outer Hebrides**

The Comhairle supports communities and the third sector in developing new ways to help people overcome disadvantage. A significant area of support in 2017 was to grant free ‘Slàinte Mhath’ sports facility access to appropriate agencies, charities and third sector organisations working with ‘at risk’ and vulnerable young people.

**Strengthen community infrastructure and facilities**

The Regeneration team continues to support the delivery of community economic development capital projects through the Comhairle’s Community Capital Grant Fund (CCGF) 2013-18, which complements the Scottish Government’s Regeneration Capital Grant Fund (SGRCCF). Leverage for external funding is significant at a ratio of 1:10.3. The Team has made successful applications to each of the last four rounds since its inception in 2013. SGRCCF grants totalling £3.5m have been secured to-date, securing a combined project cost of over £11m. These projects have been crucial in delivering significant levels of community economic development, with a total of 49 new jobs created and 22 jobs safeguarded to date. Success in supporting local projects to bid for the SGRCCF continued. In Round 5, the Stornoway Regeneration Programme was awarded £2.3m, the 2nd highest award in Scotland to date.

A further 25 projects received support through the Outer Hebrides LEADER & European Maritime and Fisheries Fund (EMFF) Programme 2014-2020.

Work continues to progress on the suite of projects receiving investment through these funding streams, with Harris Marina Hub, Balivanich Business Units and Castlebay Harbour all completed.
Local Outcome 5: The communities of the Outer Hebrides are stronger and more able to identify, articulate and take action and responsibility regarding their needs and aspirations.

Our aspiration: The Comhairle aims to strengthen social and economic development in the community of the Outer Hebrides.

What do Members of the Scottish Youth Parliament (SYP) do?

Building Relationships
MSYPs meet with officials and organisations that can affect change to represent young people's views and communicate the work.

Social Media
MSYPs use social media to promote SYP and raise awareness of young people's issues.

Consulting
MSYPs consult with young people in their constituency or voluntary organisation about issues that are important to them.

Engagement
MSYPs engage with young people through consultation, and by delivering sessions on campaign issues.

Sittings
MSYPs attend 3 national sittings a year to discuss local issues, and campaign work.

Number of new affordable houses delivered through the 2015-18 Strategic Local Programme

Population: 26,950
Area: 1,181 square miles
CnES Workforce: 1,662
Total number of FTE staff: 75
31 elected members
2017/18 budget: £119.4 million
23 SNP
1 Conservative
7 Independent

How satisfied are residents with local services?

Percentage of adults supported at home who agree that their services and support had an impact on their quality of life?

How satisfied (%) are adults with their care or support?
Local Outcome 6: The people of the Outer Hebrides derive maximum benefit from the **natural and cultural resources** of the area, whilst at the same time safeguarding those resources to benefit future generations.

**Our aspiration:** The Comhairle aims to maximise benefits from the Outer Hebrides' natural, cultural, environmental and historic resources.

---

**Level of funding secured from Bòrd na Gàidhlig 2012 - 2017**

<table>
<thead>
<tr>
<th>Year</th>
<th>Funding (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012/13</td>
<td>£91,951</td>
</tr>
<tr>
<td>2013/14</td>
<td>£151,000</td>
</tr>
<tr>
<td>2014/15</td>
<td>£109,900</td>
</tr>
<tr>
<td>2015/16</td>
<td>£260,800</td>
</tr>
<tr>
<td>2016/17</td>
<td>£340,924</td>
</tr>
<tr>
<td>2017/18</td>
<td>£309,498</td>
</tr>
</tbody>
</table>

---

-Sgoil responds creatively to demand, delivering a wide range of subjects as and when required. In order to exemplify some options, here are five examples of recent or current provision:

**Advanced Higher Maths**
- 5 periods per week
  (inter-island, Western Isles)

**Higher Modern Studies**
- 4 weeks emergency cover
  (inter-authority, Western Isles / Aberdeenshire)

**Primary 1 Gaelic Medium**
- 40 minutes every morning
  (inter-island, Argyll & Bute)

**National 5 Physics**
- Support for Learning
  (inter-authority, Highland & Aberdeenshire, Isles / Aberdeenshire)

**Fiddle and Chanter Tuition**
- On a 3 three weekly cycle with the tutor visiting and teaching from each school in turn (schools cluster, Lewis)

---

**Cost of Economic Development & Tourism per 1,000 Population**

- **2010/11:** £288,660
- **2017/18:** £242,263

**Down by 16%**

Compared to a national decrease of 30%.

---

**Comhairle’s Carbon Footprint tonnes of carbon dioxide equivalent (tCO2e)**

- 2009: 26,831
- 2017: 18,028

**33% Reduction**

---

**Recyclates:**
- Glass: 709 T
- Cans/Plastics: 623 T
- Paper/Card: 672 T

---

**Cost per library visit:** £5.14

**Cost per museum visit:** £5.33

---

**Cost of parks & open spaces per 1,000 population:** £891
In 2017/18 the Heritage Service:

- Exhibited the Indian collections of Stornoway native Colin Mackenzie, on loan from the British Museum, British Library and V&A, working in partnership with An Lanntair;
- Collaborated with National Museums Scotland to display significant Scottish fossil discoveries and recent research which has changed scientific knowledge of evolution;
- Secured a funding award of £200k from the Heritage Lottery Fund, in partnership with HIE and local arts and heritage organisations, to create a ten-year strategy for economic development through heritage, arts and tourism;
- Welcomed 43,925 visitors to Museum nan Eilean (Lews Castle and Uist & Barra) against a target of 42,729, with 73% of visitors resporting a ‘very enjoyable’ visit;
- Achieved Accredited Museum status for Museum nan Eilean;
- Received, catalogued and publicised the Harris Tweed Authority archive through a National Archives Cataloguing Grant; and
- Provided learning or outreach activities to 2,614 people, dealt with 1,495 enquiries, and arranged 182 training, advice and support activities for heritage groups.

Develop nature, culture and heritage tourism

The official opening of the Museum & Tasglann nan Eilean Lews Castle took place in March 2017. It was attended by First Minister Nicola Sturgeon and MSP Alasdair Allan and Heritage Manager Nick Smith and Museum Development Officer Caithiriona MacCuirish inducted them in to the new museum.

Family Fun Days were successful throughout the year with themes of Chinese New Year, National Fairy Tale Day and all things castles proving to be big hits. Since the childhood exhibition opened we have also been welcoming many schools and groups.

Museum nan Eilean, Benbecula also hosted various workshops for children with arts and crafts activities related to their exhibition themes and, for adults, pottery classes, landscape art classes with local artist Bill Neill as well as talks from Dr Sarah Thomas from the University of Hull on the medieval bishops of the isles, plus photographer Gus Wylie talking about what inspired him to photograph the islands. We were delighted to host the Heritage Conference for Na h-Eileannan an Iar in the Uists and Benbecula for the first time. This 2-day event was the third conference for Comann Eachdraidh, accredited museums, and other heritage groups from across the islands. It provided a visit to Taigh Chearsabhagh before an opportunity to hear from inspiring local projects. The conference day featured a full schedule of presentations and workshops and focussed on collaboratively developing a Heritage Strategy for the Outer Hebrides.

Develop industries that maximise benefits from the Outer Hebrides’ natural environment and resources in a sustainable way

Strategy development has identified four main Outer Hebrides marine tourism target markets and growth sectors – Cruise Ship Visitors, Yacht and Boat Visitors, Boat Trip Excursions and Water Sports and Activities. The strategy aims to increase the value of marine tourism from an existing value of £2.7m to £5.9m in 2025.

The Comhairle’s Economic Development and Regeneration service continues to work with the Tourism Outer Hebrides 2020 Steering Group to maximise the benefits arising from the Hebridean Way (HebWay) walking and cycling routes. The service have progressed the next phase of the HebWay Project, with a funding package being secured to employ staff to develop the HebWay and establish the proposed Outer Hebrides Countryside Trust.

Achieve a balance between economic development and environmental concerns that strengthens the community

The Outer Hebrides are highly dependent on marine resources and the quality of the marine and coastal environment and the Comhairle is committed to their sustainable economic development. There are many users of the marine environment, including those involved in economic activities such as fishing, aquaculture and mariculture, and users of marine space such as for harbours, shipping, tourism and recreation, renewable energy generation and military training.

The Planning Service aspire to develop a Regional Marine Plan. However, background work is ongoing but slower than expected due to the need to prioritise Local Development Plan work and support Development Management service delivery.

Work towards a marketing strategy which promotes awareness of the Outer Hebrides in the commercial and tourist interest

The Comhairle, in partnership with VisitScotland, commissioned market research company ‘Progressive’ to undertake an in-depth survey of tourism activity in the Outer Hebrides during 2017. Carried out jointly with Orkney and Shetland Island Councils, the aim of the research was to collate up-to-date information on the volume and value of the sector to each island area, whilst collating feedback on visitor expectations, perceptions and experiences. The Outer Hebrides Survey reveals that whilst overall visitor numbers to the islands are largely unchanged since the last survey, the number of leisure visitors to the islands has increased by 15% to 147,536 (from 128,316 in 2013). In the same period, the overall value the tourism economy has increased from £53.5m to £64.5m per-annum. The most significant area of dissatisfaction was the poor extent and quality of digital connectivity (mobile networks, Wi-Fi, 3/4G). Of all leisure visitors, 82% stated that they were ‘very satisfied’ with their trip to the Outer Hebrides. The quality and value for money of visitor attractions was commended and the quality of local food produce, arts and crafts also received praise.

The findings of the Outer Hebrides Visitor Survey 2017 are extremely welcome and encouraging, demonstrating that the region is on-course to achieve the ambitious sectoral targets outlined in the TOH 2020 Strategy. It is proposed to allocate Economic Development’s £70,000 Tourism Marketing Budget in its entirety to tourism marketing and promotion, and specifically to the development of locally influenced and produced content as far as possible.

Local Outcome 6 : The people of the Outer Hebrides derive maximum benefit from the natural and cultural resources of the area, whilst at the same time safeguarding those resources to benefit future generations

Our aspiration : - The Comhairle aims to maximise benefits from the Outer Hebrides' natural, cultural, environmental and historic resources
Minimise the effects on the environment from waste management and energy consumption

The Comhairle signed up to the Scottish Government Climate Change Declaration in 2007 and is obliged to address the specific aspects of the declaration for development and application across the Comhairle’s activities. Carbon emission reduction is an obligation in the Declaration and the Comhairle has used the Carbon Management Plan to achieve these objectives in the past few years. The Carbon Management Plan is a driver for change across all of the authorities operations and activities. Governance and performance measurement has been given a high priority to make sure that our reduction target is achieved by 2023. Strategic developments in Asset, Estate, Fleet and Waste Management continue to make a significant contribution to reducing emissions. Through this year’s introduction of new carbon saving projects, the Comhairle carbon footprint was calculated to be 18,028 tonnes of carbon dioxide equivalent (tCO2e) which covered electricity, gas/LPG, gas oil consumption, transport (fleets), staff mileage, water, wastewater consumption and waste. Although a slight increase on the previous year, this continues the aspiration of a 42% reduction, based upon our 2009 footprint of 26,831 tCO2e.

The Comhairle continue to operate and manage all waste management facilities to ensure that they are compliant with their Licence or Permit and minimise the impact on the local environment. We continue to encourage the disposal of all food and garden wastes generated in Lewis and Harris to the Anaerobic Digestion facility at Creed Park Waste Management Facility.

The Comhairle has recently significantly increased its fleet of ultra-low carbon vehicles and has commissioned a Refuse Collection Vehicle that can be fuelled using hydrogen generated from the biogas produced by the anaerobic digestion process or from the wind turbine located at the Creed Park Waste Management Facility.

Develop nature and built heritage initiatives which meet local priorities

The Balivanich Coastal protection Scheme was completed in February 2016 under the 2013-18 Capital Programme ICZM/FRM projects. However, budgetary constraints meant that the scheme proposed at Pol Na Cran could not be progressed in the current capital programme. A high level review was recently carried out by an independent coastal expert to look at the proposed engineering options with respect to management of the Liniclate dunes and the possible benefits and need for reinforcing the central section of Gualan Island. Associated with this, the review also considers the change at the south of Gualan Island and the potential implications this may have on drainage to Loch Bi. The review also looks again at the results of the South Ford Study, reconsidering some of the implications and influence such work might have on the area.

The Comhairle has approved the submission of a £2m project proposal to the national prioritisation process. This submission has been prioritised at 14 out of 42 projects and approval is being sought to proceed to detailed design. Over and above this project proposal the Comhairle has been working with the local community in approaching Scottish Government for assistance in developing a larger project aspiration for a bridged section of the causeway.
Deliver Best Value services to meet the needs of the community

Performance across statutory and regulatory services within the Development Department such as Planning, Building Standards, Homelessness, Trading Standards and Environmental Health remained at an excellent level and continue to evidence high levels of customer satisfaction. The Consumer & Environmental Health focus remained on service priorities including food safety, health and safety, trading standards and licensing. Meeting targets in the Southern Isles continued to be challenging again in 2017/18 due to a lack of qualified food inspectors. The service aims to train up additional staff qualified to undertake food inspections.

Library visits dropped in 2017/18 by around 25,000, which is largely attributed to by the closure of the Daliburgh Branch Library, changes in mobile library schedules, and a reduction in opening hours at Castlebay and Tarbert libraries. The Library and Information Service digital offer expanded to include 3D printing and VR workshops, along with code clubs for children. School Library Improvement funding was awarded by the Scottish Government to support the development of school library services and an additional grant to develop a MakerSpace community area in the former Stornoway Library coffee shop was also received.

Engage regularly with the community to plan and prioritise the delivery of Comhairle services

The Comhairle is committed to work with communities and others to find new ways to protect public services. During November and December 2018 we hosted a series of community engagement events across the islands. The ‘Community Conversations’ focused on a radical programme of Service Redesign. This process of community engagement and empowerment was aimed at identifying those issues that are important to local communities, in addition to investigating ways that could reduce the demand for some services, identify other services that could be more efficiently provided by communities, and agree which services could be changed.

Have in place a programme of continuous improvement

To ensure continuous improvement the Comhairle adopted the PSIF Self Evaluation model. This supports national benchmarking activity including closer comparison through family group benchmarking forums. This supports national benchmarking activity including closer comparison through family group benchmarking forums. This information is made available to the public through the Comhairle’s thematic public performance webpages. Human Resources leads the corporate programme. Following self-assessment activity there are recommendations for improvement. To date, the Comhairle has implemented 6 key corporate improvements resulting from self-assessment analysis, including:

- revising how consultation feedback is reported;
- improving how equality information from consultations is monitored;
- providing a new format for capturing exit interview data;
- integrating operational risk management into business reporting;
- the development of outcome reporting for the new business plans; and
- capturing better information to explain Key Performance Indicator (KPI) data.

Report regularly and publicly the performance of services

The Comhairle considers performance against its Business Plans and budgets at each series of meetings. The Chief Executive and Directors present a detailed update to each of the Comhairle’s principal committees using information drawn from Interplan, the Comhairle’s performance management system.

The Comhairle produces an annual Public Performance Report which is available on its website, at: https://www.cne-siar.gov.uk/strategy-performance-and-research/performance/annual-performance-information/. Services also provide more comprehensive Business Plan Progress Reports throughout the year that are made available to the public on its website, including the Statutory Performance Indicators (SPIs) that have been defined by the Accounts Commission.

In 2017/18, the Comhairle’s five departments reported on 252 actions and 88% of these were completed, 6% were largely completed and 6% were not completed. The Comhairle also reported on 223 Key Performance Indicators (KPIs) and 55% of these were on target, 14% were close to their target and 31% were off-track.

Work with partners to provide shared and integrated services

The Sport and Health team have been working in 2017/18 with a range of partners including NHS Western Isles, SNH, sportscotland etc. to develop a Physical Activity Strategy and it is proposed to have a draft ready for consultation in 2018/19.

In partnership with the Integration Joint Board (IJB), achievements during 2017/18 also included:-

- A new intermediate care service, which is now operational and supporting reablement in Stornoway and Broadbay;
- Mental health redesign has been progressed, with a new model of care being developed and long-stay hospital wards earmarked for closure;
- The successful roll-out of a new deal for homecare workers across the Western Isles, delivering a more stable and productive workforce;
- More people with disabilities being supported back from mainland placements to live in their own communities;
- The development of a £25m capital development project which will transform residential care in Lewis;
- The development of an integrated model of care in Barra, in support of a potential £18m integrated health and social care hub; and
- Support and funding delivered to the Community Justice Partnership and the Alcohol and Drugs Partnership.
Local Outcome 7: The services of the Outer Hebrides are of high quality, continuously improving and reflective of local needs.

Our aspiration: The Comhairle will provide good quality and efficient services to meet the needs of the community.
The Public Bodies (Joint Working) (Scotland) Act 2014 provides the legislative framework for the integration of health and social care services in Scotland. It requires local authorities and health boards to integrate adult health and social care services — including some hospital services. The legislation requires Health Boards and Local Authorities to establish formal partnership arrangements to oversee the integration of services. Like most partnership areas, this has been done in the Western Isles through the creation of an Integration Joint Board (IJB), which is a partnership body designed to take decisions about how to invest resources and deliver services. The Scheme of Integration for the Western Isles Integration Joint Board (IJB) was approved by the Scottish Government on 16 June 2015 and the IJB became responsible for financial and strategic oversight of the services that fall within its remit on 1 April 2016. For the Comhairle this encompasses all adult social work and community care services, criminal justice and some housing adaptation works.

The Comhairle’s contribution to the IJB in 2017/18 was £19.9m. Each IJB is required to publish an annual review of its performance. The Annual Report of Cùram Is Slàinte for 2017/18 can be viewed within the IJB Board Meetings section of its website, at: https://ijbwesternisles.scot/.

The IJB has a statutory obligation to agree and implement a strategic plan. Having met a number of the objectives set out in their inaugural strategic plan, the IJB agreed a Strategic Plan Refresh in March 2017. This was written as a companion document to the original plan, and highlights a range of new areas of work for the IJB including the reform of primary care and the implementation of the Carers Act. As part of the refresh of the strategic plan, the IJB outlined a number of new areas of work:

- Comprehensive reform of Primary Care, in line with the new GP Contract. This will include reforms around improved multi-disciplinary teams operating in and with local practices to deliver continuity of care and avoiding unnecessary hospital admission;
- Enhanced support and coordination in the community for people with palliative care needs and/or who are nearing end-of-life;
- Additional clinical support to people in care homes, with better integrated arrangements between community care and nursing staff;
- A package of reforms focused on prevention, streamlining assessment processes, building on community assets and improving inter-agency working;
- Focused work undertaken on high resource individuals and high cost packages of care to ensure a focus on fair access to resources;
- The development of a Digital Strategy for health and social care;
- The development of a local carers strategy;
- Analysis of variation in respect of hospital activity to ensure we maintain appropriate bed numbers, define appropriate on-island services and identify new opportunities to shift the balance of care, through the application of marginal analysis; and
- A review of governance arrangements to ensure that the model of integration and the range of delegated services meets the requirements of NHS Western Isles and Comhairle nan Eilean Siar.

Audit Scotland’s 2017/18 audit of the Western Isles Integration Joint Board found that:

The IJB has reviewed its governance arrangements and has actions to ensure continuous improvement; the annual performance report covers all expected areas and highlights how achievements align to the IJB’s four Strategic Objectives. It also supports the IJB in demonstrating Best Value; and recent reports by inspectorates have been positive.

**Strategic Objectives**

- Changing our services through the Strategic Plan
- Effective investment of resources
- Supporting robust Locality Planning
- Operational integration of services

**2017/18: A Year in Review**

- The IJB met five ties and its Audit Sub-Committee met twice;
- The full IJB membership across the year was 40% female and 60% male;
- The IJB membership includes representatives of carers, service users, trades unions, the voluntary sector, health & social care professionals, local councillors and Health Board Directors, drawn from all of the five localities in the Western Isles;
- One development session was held for all IJB members and one performance review seminar was delivered to a joint meeting of NHS Western Isles and Comhairle nan Eilean Siar;
- Each of the five Locality Planning Groups has a community representative as chair and each group met at least four times;
- The IJB fulfilled its best value and wider statutory obligations by agreeing a balanced budget, delivering a strategic plan and providing directions to the parent bodies; and
- The IJB fulfilled its policy obligations in respect of the implementation of a workforce strategy; a participation and engagement strategy; a risk management strategy; a communications strategy and website; and a performance management strategy.
In terms of system measures, the IJB have performed well against national benchmarks and see an improving picture in relation to discharge from hospital. However, in line with national trends, the IJB are seeing a greater rate of emergency admissions and emergency bed days.

### National Outcome Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Current Performance</th>
<th>RAG v. 2016/17</th>
<th>Baseline (2016)</th>
<th>Scotland Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premature mortality rate (per 100,000)</td>
<td>463</td>
<td>↑</td>
<td>441</td>
<td>440 (2016)</td>
</tr>
<tr>
<td>Rate of emergency admissions for adults (per 100,000)*</td>
<td>14,576</td>
<td>↑</td>
<td>12,896</td>
<td>11,959</td>
</tr>
<tr>
<td>Rate of emergency bed days for adults (per 100,000)*</td>
<td>140,024</td>
<td>↓</td>
<td>140,211</td>
<td>115,518</td>
</tr>
<tr>
<td>Readmissions to hospital within 28 days of discharge (per 1000)*</td>
<td>88</td>
<td>↑</td>
<td>86</td>
<td>97</td>
</tr>
<tr>
<td>Rate of emergency admissions for adults (per 100,000)*</td>
<td>14,576</td>
<td>↑</td>
<td>12,896</td>
<td>11,959</td>
</tr>
<tr>
<td>Rate of emergency bed days for adults (per 100,000)*</td>
<td>140,024</td>
<td>↓</td>
<td>140,211</td>
<td>115,518</td>
</tr>
<tr>
<td>Proportion of last 6 months of life spent at home or in community setting (%)</td>
<td>89</td>
<td>↑</td>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>Falls rate per 1,000 population in over 65s*</td>
<td>24</td>
<td>↑</td>
<td>18</td>
<td>22</td>
</tr>
<tr>
<td>Proportion of care services graded ‘good’ (4) or better in Care Inspectorate inspections (%)</td>
<td>88</td>
<td>↑</td>
<td>82</td>
<td>85</td>
</tr>
<tr>
<td>Percentage of adults with intensive needs receiving care at home (%)</td>
<td>71</td>
<td>↔</td>
<td>70</td>
<td>62</td>
</tr>
<tr>
<td>Number of days people (75+) spend in hospital when they are ready to be discharged (rate per 1000)</td>
<td>1,572</td>
<td>↓</td>
<td>2,540</td>
<td>772</td>
</tr>
<tr>
<td>Percentage of total health and care spend on hospital stays where the patient was admitted in an emergency (%)</td>
<td>21</td>
<td>↓</td>
<td>21</td>
<td>23</td>
</tr>
</tbody>
</table>

The Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Authorities to report against the National Health and Well-being measures, which draw on a mix of qualitative and quantitative measures. The qualitative measures come from the annual Care Experience and Staff survey administered by the Scottish Government. Of these, the majority are positive for the Western Isles compared to Scottish levels, with three indicators significantly lower than national levels. It suggests that the partnership needs to do more to support unpaid carers, improve our coordination of care, and give people more choice over the services they receive.
ENQUIRES, COMMENTS AND SUGGESTIONS

Please contact the Comhairle if you would like to request more information about a particular service we provide, or make any comments or suggestions about the content of this report. The report can be provided in alternative formats or languages upon request.

Council Offices
Open 9:00am - 5:00pm Monday to Friday. e-mail: enquiries@cne-siar.gov.uk

Stornoway
Comhairle nan Eilean Siar
Sandwick Road
Stornoway
Isle of Lewis
HS1 2BW
Tel: 01851 600501
Fax: 01851 705349

Balivanich
Comhairle nan Eilean Siar
Council Offices
Balivanich
Isle of Benbecula
HS7 5LA
Tel: 01870 602425
Fax: 01870 602332

Tarbert
Comhairle nan Eilean Siar
Council Offices
Tarbert
Isle of Harris
HS3 3DF
Tel: 01859 502367
Fax: 01859 502283

Castlebay
Comhairle nan Eilean Siar
Council Offices
Castlebay
Isle of Barra
HS9 5XD
Tel: 01871 810431
Fax: 01871 810254