

Comhairle nan Eilean Siar



Action and KPI Progress Report

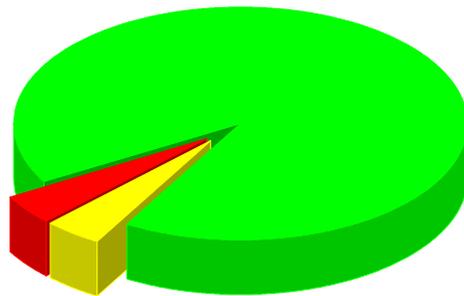
April 2024 - September 2024

*CHIEF EXECUTIVE'S DEPARTMENT: Economic and
Community Regeneration*

OVERALL PERFORMANCE - CHIEF EXECUTIVE'S DEPARTMENT: ECONOMIC AND COMMUNITY REGENERATION

Actions

On Track	91.7%
Monitoring Required	4.2%
Off Track	4.2%
No Targets Set/ Ongoing	0.0%
Total:	100.0%

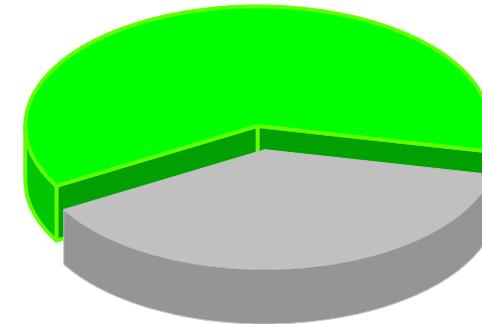


24 Actions reported on

- 22 Actions with at least 100% of target
- 1 Actions greater than 79 and less than 100% of target
- 1 Actions with less or equal to 79% of target
- 0 Actions with no target set / ongoing

KPIs

On Track	61.5%
Monitoring Required	0.0%
Off Track	0.0%
Annual	38.5%
Total:	100.0%



13 KPIs reported on

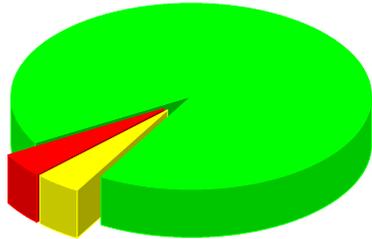
- 8 KPIs on track
- 0 KPIs monitoring required
- 0 KPIs off track
- 5 KPIs NA

Economic and Community Regeneration

Business Unit Overall Performance - Economic and Community Regeneration

Actions

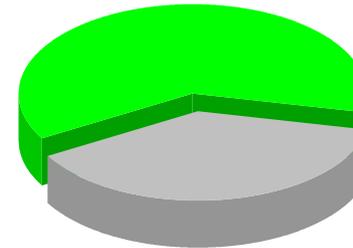
On Track	91.7%
Monitoring Required	4.2%
Off Track	4.2%
No Targets Set / Ongoing	0.0%
Total:	100.0%



24	Actions reported on
22	Actions with at least 100% of target
1	Actions greater than 79 and less than 100% of target
1	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

KPIs

On Track	61.5%
Monitoring Required	0.0%
Off Track	0.0%
Annual	38.5%
Total:	100.0%



13	KPIs reported on
8	KPIs on track
0	KPIs monitoring required
0	KPIs off track
5	KPIs NA

Comments - Economic and Community Regeneration

2024/25 Quarter 2 Progress Comment:

During Quarter 2, service activity continued to be delivered in line with statutory and business plan requirements. There were ongoing challenges due to loss of historical data and records in the cyber-attack. However, workarounds continued, and progress was made towards rebuilding systems to support Building Standards and Planning Services. Removal of external funding sources has also proved challenging to progress key projects.

Islands Deal projects currently in delivery include Calanais, which commenced in Q2. Spaceport match funding was confirmed in Q2 with contract awarded for enabling infrastructure works and site work due to commence in November. Outer Hebrides Campus Redevelopment completed as did Acarsaid Harbour. In the context of rising costs and match funding challenges, work began to review the deliverability of the remaining suite of Outer Hebrides projects.

Business Gateway continued to provide a range of support to businesses across the Outer Hebrides. Except for a 30% increase in business enquiries, activity levels for Q1 and Q2, although challenging, were similar when compared to the same period last year. The number of jobs supported was similar, resulting in almost 50 jobs created / safeguarded for the year to date. The number of business start-ups supported during the period (25) was similar to the same period last year. Business Gateway dealt with 238 business enquiries – i.e. 120 pre-start enquiries and 126 existing businesses, which was almost 30% higher than the same period last year. During the period Gateway also supported 25 full and part-time start-ups, which are expected to create 19.5 FTE jobs initially. In addition, 10 existing businesses, which is the same as last year, were supported to achieve modest levels of growth - which will help to create or safeguard 13 FTE jobs. During the first half of 2024-25 – 10 businesses were supported with grant funding totalling almost £22,212 and loan funding totalling £4,000. During this period, one investment was made in the fisheries sector.

Considerable focus in the period regarding the introduction of the Transient Visitor Levy. Comhairle will shortly be establishing a working group to develop proposals and carry out wider consultation with the sector on priorities for Transient Visitor Levy investments.

A consultation on the new Crofting Bill was released and officers attended consultation meetings held across the islands. The Comhairle's response to the consultation was submitted and reported to Members.

For 2024-25, the Scottish Government allocated an initial funding tranche of £6.7m to support CLLD across Scotland, of which an initial allocation of £219,077 (£120,555 revenue and £98,523 capital) has been made available to the Outer Hebrides Local Action Group (LAG). The 2024-25 CLLD Fund, which is expected to be used to allocate all the capital and possibly some of the available revenue, closed on 19th September 2024 and was significantly oversubscribed.

Tasglann nan Eilean's Forward Plan and suite of policies to guide the delivery and strategic objectives of the Comhairle's archive service was presented to and approved by the Comhairle in September. Heritage Service staff are planning the 2025 Emigration Exhibition 'Cianalas 's Dochas' which will be on display in both museum venues from end May – end Oct 2025. Discussions taking place with National Museums Scotland regarding temporary loans for both in conjunction with the emigration exhibition. Plans have also commenced for an Emigration Conference in early October 2025. Actions were progressed to enable full Museum accreditation to be regained following the impact of last year's cyber-attack.

Work continued in delivery of the Comhairle's Gaelic Language Plan. During the period, funding was secured from Bord na Gaidhlig to support a Gaelic Policy Officer post and the continuation of the Gaelic Student Placement scheme, both over a 3 year period.

Despite the effects of the cyber-attack, work continued with the preparation of the new Local Development Plan. The annual programme of work (Development Plan Scheme) to maintain and deliver the Development Plan was consulted on and approved. Work on the new LDP, has included: stakeholder surveys (DM and Members); a series of further Key Agency Group workshops sessions covering Barra and South Uist; Planning training for Community Councils, engagement with various communities on the scope of Local Place Plans (LPPs); targeted groups' engagement; and the commissioning of an Infrastructure Capacity Study to inform the Evidence Report stage of the new Plan.

Affordable Housing Supply Programme: The Affordable Housing Programme continues to make steady progress. There are currently 84 units at different stages of development. These can be broken down as follows:

- 84 Units currently on site Leverburgh (12) and Blackwater (72)
- a further 38 units are going through assessment, financial appraisal, or Planning: South Lochs (4), Bernera (4), Scott Rd (24) and Leverburgh (6).
- In addition, since the start of the current funding programme in 2018, a further 260 units have been completed at: Tom na Ba (4), Stag Road (12), Cleascro Road (10), Back Care Unit (3), Corran Cismul (6), Horgabost (4), An Glib (2), Mackenzie Avenue (50), Breasclete (10), Tolsta (4), Garrabost Care Unit (2), Torlum (2), Winfield (1), Scotland Street (6), Edgemoor (2),

Garrynamonie (5), South Dell (6), Goathill (74), Shawbost (4), Tarbert (8), Howmore (4), Barvas (8), Balivanich (10), Crowlista (5), Cleit Barra (6) and Lochmaddy (12).

The average waiting times to being permanently housed in the Outer Hebrides increased by 5% to 268 days for the period 1 April to 30 September 2024. Lengths of stay in temporary accommodation for cases closed in the year increased by 13% to 215 days for the same period. Of the 83 households awaiting a permanent offer on 30 September 2024, 24 had been waiting for more than one year and seven for more than two years. Although this backlog has increased slightly from 2023/24, nine households have received a provisional offer for a Blackwater property which, if all accept, will reduce the backlog to its lowest level since 2012. The Comhairle has significantly reduced its overall usage of Bed and Breakfast for temporary accommodation. Only one household was accommodated by the Comhairle in this type of accommodation in the first six months of 2023/24 with a stay of six nights. This is a significant decrease from the nine households accommodated for an average length of stay of 32 weeks in 2019/20.

Building Standards maintained an effective service to customers despite the disruption caused by the loss of the Uniform case management system. Monitoring and reporting of performance continues to be affected but contingency systems have been put in place on a temporary basis and reporting to the Scottish Government against the Building Standards Performance Framework should recommence during quarter 3.

Comhairle agreed to participation in the ECO4 Energy Efficiency scheme and it is expected that a protocol for delivering the scheme will be developed during Q3. The Comhairle is also investigating the possibility of re-introducing an ECO-Flex programme.

Work on the Onshore Wind Shared Ownership Joint Venture between the Comhairle and The Stornoway Trust has been reactivated. An internal Major Oversight Board has been established to provide strategic and operational oversight to the renewable sector opportunities that are coming forward in the islands. The Comhairle / HIE: Innse Gall led Major Developments Forum is now operational and working well. There is full attendance at all meetings and good collaboration between developers emerging in areas like worker accommodation, peat management, freight logistics and combined project comms.

In the next quarter, priority will be given to development of a new Economic Strategy, regaining momentum on Housing areas such as the SHIP and the Local Housing Strategy following periods of key staff absences, and identifying mechanisms for adequate resourcing of the planning service in view of current and projected workload.

Anne Murray, Chief Officer, Economic & Community Regeneration, 6 November 2024

Action Progress - Economic and Community Regeneration

Strategic 1.1.1. Development projects associated with the Islands Deal are delivered.

Objective:

Service Profile

Planning and Building Standards

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.1.2. Identify and support new energy sector opportunities for the Outer Hebrides.	John Cunningham - Chief Planning Officer	In Progress	01/04/2022	31/03/2030	50%	50%	 GREEN

ACTION PROGRESS COMMENTS

The Comhairle continues to pursue future energy solutions, principally the production of Green Hydrogen for local demand and export. Funding of £11m from the Islands Growth Deal is in place for the proposed Outer Hebrides Energy Hub, to be delivered in two phases: Phase 1 (2025 to 2030) – production of Green Hydrogen for local industry, transport and conversion of the Stornoway Town Centre Gas Network; and, Phase 2 (2031 onwards) – production of Green Hydrogen and Hydrogen derivatives for large scale export, by ship initially and later by subsea pipeline. Discussions with a number of Hydrogen developers are ongoing with a view to Hydrogen Allocation Round 3 applications being submitted during 2025.

Service Profile

Business Gateway

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
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1.1.1.3.Deliver Primary Industries strand of Islands Deal Programme.	Domhnall MacDonald - Economic Development Manager	In Progress	01/04/2022	31/03/2027	50%	50%	
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ACTION PROGRESS COMMENTS
 Watersay Gear Storage - plans have been prepared and the project is expected to commence during Q3. This project will facilitate diversification of fishing activities in the area and help bolster a remote fishing fleet.

Work to identify where new Food Hub projects can be identified and developed - and to secure match-funding from a range of sources to enable existing projects to proceed as planned - continues. The Project Board met again in September.

Strategic Objective: 1.1.5.Growth in small and medium sized businesses demonstrated.

Service Profile

Business Gateway

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.5.1.Deliver Business Gateway services to support business start-up and growth.	Domhnall MacDonald - Economic Development Manager	In Progress	01/04/2022	31/03/2027	50%	50%	

ACTION PROGRESS COMMENTS
 Business enquiries were up on the same period last year, much of which was due to increased promotion via social media/ Facebook. At the mid-year position, the same number of start-ups and growth businesses were supported compared to 2023-24. A new Business Gateway funding programme - the 'Outer Hebrides Business Development Scheme' - was launched. 'OHBDS' replaced the previously successful 'CERGS' funding scheme, which had launched initially during the pandemic. Business Gateway also received additional funding from HIE, enabling the continuation of the 'OHYESS' joint initiative for a further two years. In addition, details of all Business Gateway services and funding were uploaded to the Comhairle website during Q1, following the Cyber-attack of 2023 - with an online application process also up-and-running again. A new digital support scheme will be launched in Q3, providing grants up to £5,000 and specialist 1-to-1 support.

Service Profile

Business Gateway

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.5.2.Deliver internal and external business support funding programmes.	Domhnall MacDonald - Economic Development Manager	In Progress	01/04/2022	31/03/2027	50%	50%	

ACTION PROGRESS COMMENTS
 Six Business Gateway funding schemes are fully up and running currently: 'Micro Business Loan'; 'Business Loans'; 'Fisheries Investment Scheme'; 'OHBDS'; 'OHYESS'; and 'OHYEP'. Applications to these have been slow in coming through during the first half of the year - though a recent press - and an ongoing Facebook - campaign appeared to be generating more interest latterly, resulting in an increased number of enquiries. Eleven applications for funding were made in Q1/ Q2, which is lower than would normally be expected during this period. A new digital support scheme will also be launched in Q3 (October).

Service Profile

Business Gateway

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.5.3.Support growth and resilience within the fisheries and aquaculture sectors.	Domhnall MacDonald - Economic Development Manager	In Progress	01/04/2022	31/03/2027	50%	50%	

ACTION PROGRESS COMMENTS
 Watersay Gear Storage: planning consent has been granted and a Crown Estate lease is awaited, with the project anticipated to commence when a lease is granted. This project will facilitate diversification of fishing activities in the area and help bolster a remote fishing fleet.

Kallin Harbour Development: plans have been prepared for a new building - sited on an area which was cleared in 2023 - which will improve facilities at that Harbour.

The Comhairle is also in contact with Marine Scotland in order to ensure that a share of additional fishing quota is allocated to the Outer Hebrides through a locally-managed Community Quota Scheme.

Consultation with Marine Scotland around local fisheries management measures and related socio-economic impacts of Protected Marine Features (PMFs), in addition to PMAs, continued both online and in-person.

Scottish Government opened a consultation on the future management of Offshore Marine Protected Areas. The Comhairle will respond to this consultation and submit a report to the Sustainable Development committee during Q3.

Strategic 3.1.1. The Gaelic language, natural heritage and culture of our communities is supported and promoted.

Objective:

Service Profile

Economic and Community Development

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.1. Implement the Comhairle's Biodiversity Action Plan	Local Development Manager	In Progress	31/03/2021	31/03/2027	53%	50%	 GREEN

ACTION PROGRESS COMMENTS

Officers were working with Nature Scot to deliver projects through the Nature Restoration Fund, unfortunately that particular funding stream was withdrawn at short notice. On hold currently awaiting budget anticipated in future years.

Service Profile

Economic and Community Development

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.3. Support the local tourism industry develop a new visitor strategy up to 2030	Local Development Manager	In Progress	01/04/2022	31/03/2027	53%	50%	 GREEN

ACTION PROGRESS COMMENTS

Officers working with the Tourism Leadership Group on various visitor economy priorities.

Work ongoing with the sector through its representative body Outer Hebrides Tourism to support development and implementation of strategy.

Also work ongoing with regard to the introduction of the Transient Visitor Levy. OHT, HIE and other partners will be included in a working group to develop proposals and carry out wider consultation with the sector on priorities for TVL investments.

Service Profile

Economic and Community Development

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.4. Support the local Crofting and Agricultural sector through expected transition to new subsidy and net zero future schemes.	Local Development Manager	In Progress	01/04/2022	31/03/2027	50%	50%	 GREEN

ACTION PROGRESS COMMENTS

Utilising Scottish Government Community Led Local Development (CLLD) Programme 2023-24 funding, the Comhairle commissioned a study into Rural and Agricultural Development - as a



collaboration project - jointly with Orkney Islands Council, Shetland Islands Council, HIE and the three island areas' CLLD LAGs. The study focused on how the new Agricultural Bill would affect Orkney, Shetland and the Outer Hebrides uniquely, in order to maximise its potential across the three islands areas. The report was published and workshops held at the Comhairle subsequently to discuss its findings.

Comhairle representatives attend meetings of the Scottish Government Cross-Party Group on Crofting - which includes MSPs, Crofters Commission representatives and other relevant stakeholders/ agencies - in order to represent the views of the Outer Hebrides crofting sector at these meetings.

The Comhairle continues to work with partners - including SCF and HIASG (Highlands & Islands Agriculture Support Group) in order to ensure any emerging replacement schemes deliver benefits for the Outer Hebrides Crofting sector. A consultation on a new Crofting Bill was released and officers attended consultation meetings held across the islands, in addition to responding to the consultation. A report on the consultation was presented to the Primary Industries MOWG and Sustainable Development committee. The Comhairle recently formed an Abattoir Member Officer Working Group in order to support and improve the Stornoway abattoir operation and assist the wider crofting sector.

Service Profile

Gaelic, Heritage and Culture

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.8.Review Archive Accreditation Scheme guidance and ensure policies, procedures and plans are in place in preparation for application submission.	Colin George Morrison - Team Leader - Heritage and Culture	Completed	01/04/2022	30/09/2024	100%	50%	 GREEN

ACTION PROGRESS COMMENTS

A Report on Tasglann nan Eilean's Forward Plan and suite of policies to guide the delivery and strategic objectives of Tasglann nan Eilean (the archive service) over the next four years was submitted to the Sustainable Development Committee on 24 September 2024 and approved by Comhairle.

The report detailed that when Tasglann nan Eilean relaunched at Lews Castle in 2016 it had been an ambition to apply for Archive Service Accreditation, but due to the level of resource which has been available to the service in terms of budget and staffing, this is not currently a realistic aspiration. The detrimental effect of the cyber-attack on data and information systems also makes accreditation an unrealistic goal at present. As this SBP Action cannot be taken forward it has, therefore, been marked as complete.

Delivering the archive service is very labour intensive and includes:

- Taking in archives offered by members of the public or which are part of CnES archive, processing and accessioning these, listing, cataloguing and adding records to the database;
- Responding to archive enquiries from the public;
- Responding to requests for archive research visits from the public;
- Undertaking preservation and conservation measures on the collections;
- Assisting with museum exhibitions;
- Delivering externally-funded projects which have deadlines and therefore need to take precedence (e.g. Cinema Sgìre project).

Service Profile

Gaelic, Heritage and Culture

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.9.Retain and renew formal partnerships with British Museum and National Museums Scotland, including loan agreements, and seek opportunities for partnerships with other museums and archives (local and national).	Colin George Morrison - Team Leader - Heritage and Culture	In Progress	01/04/2022	31/03/2027	50%	50%	 GREEN

ACTION PROGRESS COMMENTS

No further update on the future loan agreements at this stage.

Discussions have taken place with NMS regarding temporary loans for 2025 for both Museum nan Eilean Stornoway and Benbecula in conjunction with our emigration themed exhibition

Homesickness & Hope. Discussions have also taken place with the Flemming Collection, the Scottish National Mining Museum and with the Scottish Diaspora Tapestry regarding loans for 2025.

Tasglann nan Eilean is working on a partnership project 'Following the Fish' with Highland Archive, Suffolk Archive and Norfolk Records Office to research the stories of the women who worked as Herring Girls, following their stories through their journeys. This will result in an online and travelling exhibition in 2025 which will open at Highland Archive Centre in Wick.

Since the criminal cyber-attack in mid Q3 regular updates have been sent to our lenders to keep them informed and to reassure them that it has not affected our ability to meet the loan conditions around building security and environmental monitoring.

The Heritage Service worked in partnership with the National Library of Scotland and the National Library of Wales to preserve and digitise the historically important Chapman Gibbs 1817 'Plan of the Island of Lewis', which is part of the collections of Western Isles Libraries.

Service Profile

Gaelic, Heritage and Culture

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.10.Review Museums Accreditation Scheme guidance and ensure policies, procedures and plans are in place in preparation for re-accreditation application submission for Museum nan Eilean Lews Castle and Lionacleit.	Colin George Morrison - Team Leader - Heritage and Culture	In Progress	01/04/2022	31/03/2025	50%	50%	

ACTION PROGRESS COMMENTS

Due to the impact of the criminal cyber incident experienced by the Comhairle in November 2023, we were required to alert our Accreditation body due to our collections data being inaccessible. The Accreditation Panel's decision was to reduce our accreditation level from Full Accreditation to Provisional Accreditation (for 12 months). As detailed below, seven Required Actions and two Areas of Development were identified by Museums Galleries Scotland (MGS) that require us to report back on within the 12 months in order to regain full accreditation. The completion date of this action is, therefore, extended from 31/03/2024 to 31/03/2025.

Required Actions

1.3 Workforce: Provide an update on progress towards recruiting for the Heritage Manager and the two Heritage Officer roles.
 - Progress update: This will be looked at in Q4.

2.1 Forward Planning: Provide an updated Forward Plan which includes the museum's approach to the recent data breach, with accompanying signed and dated approval evidence. In addition, confirm all policies for workforce, Collections Development, Documentation, Care and Conservation, and Access are up to date.
 - Progress update: The Forward Plan will be updated at end Q3 to ensure that the latest update is included before re-submission to MGS for Accreditation return update

3.2 Security: Confirm an updated security review and risk assessment has taken place in light of the data breach. Provide the date of the assessment and confirm that a plan is in place to implement the recommendations made.
 - Progress update: This is planned for Q2 and to be complete in Q3. Ongoing.

3.3 Emergency Planning: Provide an updated Emergency Plan with signed and dated approval evidence.
 - Progress update: This is progressing well and is due to be complete in Q2. The Heritage Service Emergency Plan has been updated and in Q3 will be passed to the CnES Resilience Team for consultation. Following their recommendations final amendments will be added and it is hoped to present for approval in Q4.

5.2 Documentation Plan:

5.2a Provide a revised Documentation Plan in response to the data breach, with accompanying signed and dated approval evidence.
 - Progress update: Planned for Q3 so it reflects the most up to date information before resubmission

5.2b Confirm the museum has access to its collections management systems, and provide an update on how much collection information has been affected from the data breach.
 - Progress update: Discussions between Axiell and CnES IT Dept have taken place throughout Q1 regarding the collections data and a meeting is planned with the Heritage Team in early Q2. It is hoped to make progress in Q2 on getting a new system commissioned. In Q2 a report was presented to IMT detailing the additional work and fees required to progress this recovery project. Additional funding was secured and the work has progressed. It is hoped that initial testing of the data will take place in Q3 to ensure the data is in correct format for transfer to the new system.

5.2c Provide an update on completing a full inventory of the collection and any documentation backlogs which have been identified.
 - Progress update: Location inventory started in Q1 for 2020-24 accessions to be complete by Q3 ongoing.

8.1: Confirm opening hours for the museum
 - Progress update: Museum nan Eilean Stornoway moved to high season hours in early Q1. Museum nan Eilean Lionacleit hours remain the same all year round. Hours remained on high season hours throughout Q2. In Q3 we will move to low season hours.

9.1: Provide an update on the museum's learning and engagement activities, including exhibitions, evidencing both formal and informal programmes.
 - Progress update: Hebridean Life and Archaeology exhibition opened at the end Q1 in Museum nan Eilean Lionacleit. Cry of the Curlew planned for mid Q2 – mid Q3 and Seinn Spioradail planned for mid Q3 – Q4. Work continuing for in-house curated Emigration exhibition that will be in both venues in 2025. Workshops for children, young people and adults in MnE Lionacleit in Q1 & Q2 – model making for immigration exhibition. Hebridean Life and Archaeology exhibition closed on 24 August. The Cry of the Curlew Exhibition opened in Museum nan Eilean Lionacleit on 6 September with one of the artists present for the preview event. In-house curation for Emigration exhibition continues for 2025.

Areas of Development

6.2 Care and conservation plan: At next return, provide an update on plans to improve the museum stores.
 - Progress update: See 3.1.1.6 for progress report.

7.1 Access: Confirm the date of your last access assessment (within the last five years). At next review, include within your access policy information about the range of interpretative methods you use to exhibit the collections.
 - Progress update: To be progressed in Q3.

Service Profile

Gaelic, Heritage and Culture

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.11.Support the delivery of the Hebridean Homecoming 2023/24 Project in partnership with key heritage stakeholders.	Colin George Morrison - Team Leader - Heritage and Culture	In Progress	01/04/2022	31/03/2025	50%	50%	

ACTION PROGRESS COMMENTS

Heritage Service staff continue to research and plan the 2025 Emigration Exhibition 'Cianalas 's Dochas' which will be on display in both our museum venues from end may – end Oct 2025. They are also planning the Emigration Conference in early Oct 2025.

Loan requests from other museums were submitted in Q1.

A loan request to the Scottish Diaspora Tapestry has now also been made in addition to the loan requests from NMS and the Fleming Collection. Research and text writing continues alongside gallery plans and case layouts.

Service Profile

Gaelic, Heritage and Culture

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
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3.1.1.12.Support the implementation of relevant actions from the Great Place Strategy Action Plan in partnership with the Great Place Steering Group and the Heritage Forum.	Colin George Morrison - Team Leader - Heritage and Culture	In Progress	01/04/2022	31/03/2025	50%	50%	
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ACTION PROGRESS COMMENTS

The Heritage Service continue to support the Heritage Forum and have been feeding into meetings/ applications. The Heritage Forum have proposed that the Great Place Steering Group becomes the GP Forum, to reduce commitments for partners to have to sit on a formal steering group. This new structure should also increase the Heritage Forum's ability to drive forward with strategy priorities. This was agreed with lead partners CnES, NLHF and HIE in Q1 and all other partners were consulted. No further update.

Under Action 4.3 Resourcing the Heritage Network: the Heritage Forum Coordinator has submitted a bid to NHLF in Q1. Heritage Forum have identified priorities from the GPS strategy to take forward including retaining the Heritage Forum Coordinator and two new posts to support them. Q2 Bid to NLHF for £249,900 successful. CDIG had previously secured £93,600 from CnES, therefore total funding secured for this project at 19th Aug 2024: 343,500. Total project costs are 434,091, meaning 90,591 is still to be secured. CDIG are seeking £60,000 from HIE and £30,591 from land trusts and Bord na Gàidhlig.

Action 4.2: Partnership Project1 – Hebridean Homecoming. Work is continuing in planning events/ exhibition for 2025. Ongoing

A medium-term Action under Networked Community Heritage are Themed Heritage Trails. The Heritage Trails post (funded by Scottish Government / hosted by CnES within Heritage Team) submitted an application to MGS in partnership with the Outer Hebrides Heritage Forum in Q2 which will pilot a mini trail between Heritage Forum venues and look to raise their profile through publicity at ferry terminal unmanned buildings. Results of submission will be known in Q2. Comann Dualchas Innse Gall in collaboration with CnES was successful in its bid to the Museums Galleries Scotland Museums Development Fund in relation to the project , 'A'togail suas an Dualchais tro na h-Eileanan an Iar | Heritage Building in the Outer Hebrides'. £57,400 awarded be used to advance key aims of the Outer Hebrides Great Place Strategy ('Dualchas do Dhaoine', GPS strategy). Through research, training and skills development, the project will support museums and heritage organisations with digital development such as marketing, social media and outreach, and will improve access to and quality of information on heritage sites and museums in the area in a collaborative and networked manner.

Service Profile

Gaelic, Heritage and Culture

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.13.Review and deliver the Gaelic Language Plan	Comhairle's Dr Donald Weir - Gaelic Support Officer	In Progress	01/04/2022	31/03/2027	50%	50%	

ACTION PROGRESS COMMENTS

In Summer 2024, 12 Gaelic speaking students were placed with 11 organisations for ten weeks (between June and September) while participating in the Gaelic Student Placement Scheme, run in conjunction with Bòrd na Gàidhlig. The scheme works as follows: students must be on a university/college course, (with the expectation that they will return to the university/college in autumn), and they must be based in the Western Isles for the duration of the summer; with funding from Bòrd na Gàidhlig, (up to 80% of total costs of the project), 50% of the costs of the students are paid under the scheme, and the organisations themselves pay the other 50%; and the organisations must pay the Real Living Wage (£12.00 per hour) to the students for the ten weeks. In employing a student, each organisation offering a work placement were required to compile a list of tasks and duties which students were expected to complete during the ten weeks. This provided a framework and work targets for the student. This Gaelic “work-plan”, which was completed by each organisation and returned to Sgioba na Gàidhlig, was introduced as a means to ensure that placements were well-structured and that Gaelic was the medium through which tasks were carried out. All work-plans that were returned were detailed and demonstrated the commitment to ensuring students carried out their work through the medium of Gaelic. Both students and organisations were also required to fill in a detailed Microsoft Forms survey about their experience of the placement once it was completed. The results of this survey demonstrated that the 2024 Scheme was very successful.

As a result of the success of the Gaelic Student Placement Scheme, representatives of the ARFOR / Llwyddo'n Lleol 2050” (“Succeed Locally 2050”) programme in Wales got in touch with the Comhairle in August. This programme operates in Carmarthenshire, Ceredigion, Gwynedd and Anglesey, (the four counties with the highest numbers of Welsh speakers), and funds projects and initiatives which create economic opportunities for young Welsh speakers that allow them to continue to live and work in their communities, without needing to leave and seek work in cities like Cardiff and Swansea. ARFOR officers are keen to learn more about the Gaelic Student Placement Scheme, and the organising of fully-funded exchange visits began in September. The visits will take place in November and December in Gwynedd and Stornoway involving a student who was on the Gaelic Student Placement Scheme and a Welsh student who was on a similar scheme in Wales. ARFOR officers will meet Comhairle Officers to discuss economic strategies rooted in language use, and examples of best practice will be shared. This will also involve filmed interviews with the students and officers, and the exchange visits will be publicised widely on social media.



Following on from the success of the 2023 Dileab project, commemorating the centenary of the sailing of the Metagama, the Dileab 2024: Leverhulme project took place across Lewis & Harris in March and May 2024, and involved Sir E Scott, Leverhulme Memorial School, Stornoway Primary, The Nicolson Institute and Sgoil an Rubha. The events were all sold out and approximately 800 people attended the four events. Over 1,500 pupils were engaged in the project. It featured additional support from local historians, storytellers and a team of support for stage management, costume, directions and multimedia. Sgioba na Gàidhlig were engaged in carrying out qualitative and quantitative research on the success of the project in July/August, based on the return of 268 feedback forms. The results showed that the event was highly successful and the feedback will be used as part of future funding bids for similar community events. For example, the average scores out of 5 on a Lickert scale for the following questions were:

- a) How did you enjoy the event? Average score: 4.95
- b) How effective is Dileab in developing pupils' language skills? Average score: 4.84
- c) How effective is Dileab in gaining a greater understanding of local history? Average score: 4.90
- d) How effective is Dileab in creating and developing intergenerational opportunities? Average score: 4.85

Turas and Tog 'train-the-trainer' classes, run by Sgioba na Gàidhlig in conjunction with Education Scotland, were organised over four weeks in August/September. These free classes were based on the principles of co-operative learning, and targeted Gaelic speakers who wished to develop their Gaelic teaching skills, in order to allow them to become community Gaelic tutors. The classes taught participants, some of whom were Comhairle officers, about effective teaching methodologies and the ways in which confidence, fluency and language skills could be developed in Gaelic language learners. Currently, there is a shortage of Gaelic community tutors, and it is hoped that running these classes will help to address this shortage. Going forward, it is intended to set up a network to provide continued help and support for those who have completed the Turas and Tog courses.

In May, the Comhairle applied to Bòrd na Gàidhlig's new Strategic Stream fund for local authorities. This fund provides funding as a three-year package in order to allow for the development of strategically significant projects which will help implement organisational Gaelic Plans. This funding replaces Bòrd na Gàidhlig's annual Gaelic Plans Fund. Therefore, the Comhairle submitted an application which sought support for the following: 1) a new Gaelic Communications Officer post, which would support the increased use of Gaelic in all Comhairle communications, internally, and in press releases and on all social media platforms; 2) a new Gaelic Policy Implementation Officer post (0.4 fte), to assist in the implementation of the Gaelic Language Plan and Gaelic First Policy, liaising with section heads, setting targets, and reporting on progress, and; 3) the Gaelic Student Placement Scheme. In August, Bòrd na Gàidhlig informed the Comhairle that they could not support the applications for support for projects 1) and 2). The Comhairle therefore re-drafted the application in September, and a Gaelic Communities Officer post, which builds on the duties of the Gaelic Policy Implementation Officer post, will now be funded. All funding is as follows:

Gaelic Communities Officer
 October-March 2024/25 - £40,000
 2025/26 - £30,000
 2026/27 - £30,000
 April-September 2027/28 - £20,000

Gaelic Student Placement Scheme
 October-March 2024/25 - £6,250
 2025/26 - £12,500
 2026/27 - £12,500
 April-September 2027/28 - £6,250

Strategic 3.1.3.Planning and infrastructure meet the needs of our communities.

Objective:

Service Profile

Planning and Building Standards

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.3.1.Prepare new and updated Supplementary Guidance to support the Development Plan.	Mairi MacIver - DS - Development Plan Manager	In Progress	01/04/2022	31/03/2027	50%	50%	 GREEN
ACTION PROGRESS COMMENTS							



Work on new Mineral SG resumed with review of 2023 Mineral audit.

Marine Fish Farming - largely complete - awaiting policy update from Marine Scotland, who advise to draft policy is held currently.
Conservation Areas - brief for CACA drafted.

Service Profile

Housing

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.3.3. Develop, monitor and review the Comhairle's Local Housing Strategy (LHS) 2024-29	Iain Watson - Housing Services Manager	In Progress	01/04/2022	31/03/2029	25%	50%	 RED

ACTION PROGRESS COMMENTS

The Local Housing Strategy 2024-2029 (LHS) is underway. The Housing Need and Demand Assessment which underpins the LHS was assessed as “robust and credible” by Scottish Government in October 2023. An Early Engagement Survey took place between December 2023 and January 2024 and the results were presented to Committee in April 2024. A Housing Supply Target was prepared and approved by Sustainable Development Committee in April 2024. In-person engagement commenced in Uist and Barra in May 2024, and a further engagement event was held with students and staff in UHI in May 2024. Two online engagement events were held with Uist/Barra and Lewis/Harris Community Councils in June 2024. Work is underway with Public Health Scotland in respect of preparing a Health Inequalities Impact Assessment, and with Health & Social Care colleagues in respect of preparing a Housing Contribution Statement. The Local Housing Strategy Steering Group meets roughly every six weeks to discuss and direct LHS work.

As of July 2024, LHS work has slowed owing to long-term absences within the Housing Services Team, though we anticipate that once the Team is back to full strength, pace will pick up again. Two months' slippage has been programmed into the LHS Project Plan, though this may need to be revised depending on circumstance.

As at October 2024, staff sickness absence is still having an impact on the over all timescale for completing the LHS. The overall timetable will be reviewed once the Housing Services Team is back to full strength.

Service Profile

Planning and Building Standards

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.3.7. Undertake preparatory work for new Local Development Plan.	Mairi MacIver - DS - Development Plan Manager	In Progress	01/04/2023	31/03/2027	50%	50%	 GREEN

ACTION PROGRESS COMMENTS

Infrastructure Capacity Study commissioned, and work on Strategic Flood Risk Assessment initiated.
Engagement with KAG group continues.
Policy review work underway.

Second area based workshop held covering Barra and South Uist,
Surveys issued to DM staff and Members.
LDP Monitoring progressed and data collation progressing.
Place workshop held with senior managers and key agency stakeholders.

Strategic 3.1.4. Our communities are safe, inclusive, and resilient.

Objective:

Service Profile

Planning and Building Standards

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
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3.1.4.17.Support safe, inclusive, and resilient local communities by the maintenance of an effective building standards service as set out in the Scottish Government Verification Performance Framework and the Verification Operating Framework.	John A Gillies - Building Standards Manager	In Progress	01/04/2023	31/03/2027	50%	50%	
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ACTION PROGRESS COMMENTS

The November 2023 cyber incident has severely disrupted monitoring and reporting due to the loss of the Uniform system. The loss of the building standards webpages has also impacted on our ability to provide the level of e-building standards and KPI reporting and publishing required by the Scottish Government. However, despite this, we are continuing to deliver an effective Building Standards Service in accordance with the Scottish Government Framework documents.

The Scottish Government Building Standards Division has been made aware of the situation and are we are holding regular meetings to keep them updated.

Strategic 3.1.5.Reduce inequality and poverty and promote social mobility.

Objective:

Service Profile

Economic and Community Development

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.5.2.Support the delivery of the Outer Hebrides Fuel Poverty Strategy and explore the concept of a Local Energy Economy for the Outer Hebrides.	John Cunningham - Chief Planning Officer	In Progress	01/04/2022	31/03/2030	50%	50%	

ACTION PROGRESS COMMENTS

The concept of a Local Energy Economy where local (renewable) generation supplies local demand is under consideration. Direct supply from turbine to home / business is not possible because the island electricity network cannot accept intermittent generation from wind turbines. The solution therefore may be for a locally-owned, not-for-profit Energy Supply Company to purchase, through the medium of the wholesale electricity market, electricity from a local (renewable) generator for onward sale at discount to local consumers. A detailed study of this opportunity is about to be tendered. Wider work around Fuel Poverty continues with the Comhairle fully engaged with Orkney and Shetland Island Councils in the 'Island Councils Affordable Energy Group' where initiatives like a discounted Island Tariff or VAT exemption for island fuels are under consideration.

Strategic 4.1.1.Communities are empowered and continue to be at the heart of our decision making.

Objective:

Service Profile

Planning and Building Standards

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.1.5.Undertake phased preparation of a Regional Marine Plan for the Outer Hebrides marine region.	Mairi MacIver - DS - Development Plan Manager	In Progress	01/04/2022	31/03/2027	40%	50%	

ACTION PROGRESS COMMENTS

Work on Marine Planning not progressed further currently due to priority of progressing new LDP and wider pressure on Planning Service. Staff continue to engage on work to prepare National Marine Plan 2.

Liaison with other Marine Planning teams undertaken to inform Comhairle's approach.

Assess crossover with CE Seabed Pilot.

Preparatory work on recruitment initiated - this is primary action to progress RMP.

Initial assessment of data deficit

Service Profile

Business Gateway

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.1.6.Oversee the delivery of the Community-Led Local Development (CLLD) Programme in accordance with grant obligations with the Scottish Government and the Memorandum of Understanding with the Local Action Group.	Domhnall MacDonald - Economic Development Manager	In Progress	01/06/2022	31/03/2025	50%	50%	 GREEN
ACTION PROGRESS COMMENTS							
<p>The 2024-25 CLLD programme is being implemented and a progress report was presented at Sustainable Development Committee in September.</p> <p>The main progress is:</p> <ul style="list-style-type: none"> The LAG have formed subcommittees/ subgroups to implement each project strand - an approach that seems to be working well; The 2024-25 CLLD Fund was advertised and has now closed, with total of 38 applications, requesting almost £375k, received. The LAG hopes to take decisions and inform applicants of the outcome in October; The YLAG held a residential in August, during which it agreed its 2024-25 programme; The 2024-25 YLAG Fund was launched recently and due to close in October, with funding decisions are anticipated early in November; Both LAG and YLAG (separately) met with Alasdair Allan MSP during Q2 to appraise him of their work and draw his attention to the positive impact CLLD is having on communities across the islands. <p>As yet there has been no update from Scottish Government as to whether additional CLLD budget will be made available through further tranches of funding.</p>							

Strategic Objective: 4.1.2.Reduction in our carbon footprint and development of an island route map to net zero.

Service Profile

Economic and Community Development

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.2.3.Support renewable energy development, maximising local socio-economic benefit.	John Cunningham - Chief Planning Officer	In Progress	01/04/2022	31/03/2030	50%	50%	 GREEN
ACTION PROGRESS COMMENTS							
<p>SSEN Transmission are now committed to construction of the new 1.8GW Transmission Link for delivery by 2030. Work starts on site in Spring 2026 and the Major Developments Forum is now meeting in plenary and through sub-groups on Worker Accommodation, Supply Chain, Skills, Freight / Logistics and Project Comms. Onshore Wind Farm developers will commence construction in 2027 and Offshore Wind developers will follow in 2028. Shared Ownership and Community Benefit agreements are being taken forward at pace.</p>							

Strategic Objective: 4.1.5.Effective governance of the Comhairle is in place.

Service Profile

Planning and Building Standards

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.36.(4.1.1.113) CIAP: Implement the Planning Applications Internal Audit Follow Up Review (FU04-20/21) recommendations	Morag Ferguson - Planning Manager (Development Management)	Completed	17/08/2020	31/03/2025	100%	100%	 GREEN
ACTION PROGRESS COMMENTS							



The Planning Applications internal audit (Aug'20) made five recommendations to be implemented by March 2021. The Follow-up review (Sep'21) found four still outstanding and management confirmed that, subject to the Scottish Government work programme being rescheduled that affect the completion of two of the four recommendations (2.1a and 2.1b), they would be implemented by March 2023. Two of the five recommendations were still outstanding at 31 March 2024 as the rescheduling of the Scottish Government (SG) work programme impacted on the completion of these and they were carried forward to the 2024/25 business plan for implementation. In October 2024, the Planning Manager (Development Management) confirmed that the Internal audit recommendations are now completed.

Recommendation 2.1b (Under the new Planning Act each planning authority will be required to establish a Chief Planning Officer post. Recommendation 2.1b required the Director for Communities to consider the guidance issued on the role of the Chief Planning Officer as well as any financial implications in good time ahead of making the required changes) remains outstanding. The National Guidance on the role and responsibilities of a Chief Planner initially expected towards the end of 2022, revised to Autumn 2023 has still not been published by the Scottish Government. It remains the case that the Comhairle Organisational Review has acknowledged the requirements to make provision for the role within the structure and the Depute Chief Executive will take forward the action once the National Guidance is available.

Update Q1 24/25 - The National Guidance on Chief Planning Officers was issued in March 2024. It contains statutory guidance. The appointment and role of the Chief Planning Officer became a statutory requirement in April 2024, to advise authorities on planning and other functions relating to development.

The Chief Planning Officer: Duties and Responsibilities

Professional Adviser

The Chief Planning Officer should play a key role in the leadership, vision and strategic direction of the planning authority, carrying out a strategic role that works to raise the profile of planning in authority decisions. The Chief Planning Officer is to be an ambassador for the profession of planning, advising the authority about the carrying out of the functions conferred on them by virtue of the planning Acts, and any function conferred on them by any other enactment related to development.

They will be the professional adviser to the local authority as a whole on the spatial and place-based implications of decisions and investments in the short, medium, and longer term. This entails providing relevant professional planning advice and support to the authority's senior management team and elected members and assisting in developing corporate objectives and translating these into place based strategies.

Delivering National Planning Priorities

The Chief Planning Officer will work to deliver the current national priorities, policies or strategies, ensuring that local and national park authorities are aligned with national-level planning principles. They should contribute to the development and maintenance of plans and strategies which support the achievement of national planning priorities, promoting economic, environmental and social issues and ensuring the delivery of an inclusive and accessible planning system.

Champion of Place

The role will support place making ambitions within the authority. Acting as the authority's placemaking champion would support this and the ability to work collaboratively with other officers and members who share these championing responsibilities, developing and maintaining working relationships.

Head of Profession

The Chief Planning Officer will be the head of profession in the organisation, and the senior responsible officer for the organisation's planning service. This entails being a point of contact for key stakeholders of the organisation on planning and place, representing the planning authority externally as a respected ambassador of the profession, and leading the effective management and development of employees across the planning authority and ensuring they are consulted, empowered, skilled, valued and motivated to deliver a modern and effective planning service.

Performance and Improvement

The Chief Planning Officer will lead on ensuring that the planning authority embeds continuous improvement. In doing so they will ensure that the planning authority undertakes its obligations to publish an annual report on the performance of its functions and that this is submitted to Scottish Ministers and the National Planning Improvement Champion.

They will engage with the National Planning Improvement Champion to agree any areas of improvement and what steps might be taken to tackle them.

Update Q2 - 24/25

The post of Chief Planning Officer was advertised internally on 6 June 2024 with a closing date of 17 June 2024. An appointment has been made, with the post commencing on 1 August 2024.

Update Q3 - 24/25

A Chief Planning Officer has been appointed and is now in post

Recommendation 2.1b is therefore fully addressed

Update Q1 24/25 - consultation analysis on mandatory training for elected members was published on 4 April 2024
<https://www.gov.scot/publications/planning-system-mandatory-training-elected-members-consultation-analysis/pages/2/>

Recommendation 2.1a required the Planning Manager to develop a structured plan as to how required changes introduced through the Planning Scotland Act 2019 will be implemented. The Scottish Government 'Transforming Planning in Practice: updated planning reform implementation programme', available at: <https://www.gov.scot/publications/transforming-planning-practice-updated-planning-reform-implementation-programme/pages/6/>, was refreshed on 29 October 2021 and has not been updated since. Scottish Government are currently publishing implementation of isolated work packages as they are moving them forward. These are advised to Planning Authorities Heads of Planning Scotland (HOPS). The planning managers maintain a close eye on Chief Planner letters, the Transforming Planning: Work Packages website: <https://www.transformingplanning.scot/planning-reform/work-packages/> and social media for updates.

Update Q2 - 24/25

Recent strands of work emanating from the Planning Scotland Act 2019 are primarily focussed upon Development Planning - upon supporting interpretation and delivery of NPF4 (improving Biodiversity) and the early stages of preparation of delivery of new Place Based Local Development Plans.

The Scottish Government Programme for Government 2023 to 2024 (Sep'23), available at: <https://www.gov.scot/publications/programme-government-2023-24/>, makes reference to only one strand flowing from the 2019 Act. Establishing an infrastructure levy per the powers contained in the Planning (Scotland) Act 2019. It proposed establishing a new Planning Infrastructure and Place Advisory Group and the Scottish Government are currently preparing a discussion paper setting out options for the levy. This paper will inform the basis for engagement with stakeholders. The Scottish Government's aspiration is to implement the new infrastructure levy regulations by spring 2026. HoPS has set up a workshop for 28 August 2024 to seek input from planning authorities as to how a Levy could work.

The Scottish Government Digital Planning Programme is to be discontinued and a smaller revised programme and format established on account of the Scottish Government budget resetting.

Update Q3 - 24/25

The Scottish Government has closed the Transforming Planning Website on the basis that the key 'work packages' flowing from the 2019 Act have been completed. A Chief Planner letter 'Planning – work programme update: Chief Planner and Ministerial letter - September 2024' sets out the future plans and it is anticipated that a similar letter will form the basis of future updates on priorities.

The Digital [Planning] Programme has been closed in its original format and the Digital agenda transferred for development as part of the Scottish Government's wider Digital Strategy/delivery arm in partnership with other stakeholders.

Recommendation 2.1b is therefore addressed (as far as was possible within the constraints of Scottish Government project planning for 2019 Act implementation).

This Recommendation has been met

Service Profile

Housing

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.69.CIAP: Implement the Homelessness Internal Audit Follow Up Review (FU08-23/24) recommendations.	Lorraine Graham - Homeless Services Manager	In Progress	22/09/2023	31/03/2025	70%	50%	 GREEN

ACTION PROGRESS COMMENTS

As per the Internal Audit Follow Up Review Homelessness Final Report – FU08-23/24 5 June 2024, Internal Audit note that out of the six follow up recommendations made in the original report four appear to have been fully implemented, and management have confirmed that the remaining two recommendations listed below will be implemented.

- Action 2.1 recommended that the Homeless Services Manager ensure that all cash received must be posted to the service user accounts at the end of each month and a reconciliation undertaken to identify any discrepancies that may not have been identified. The follow-up review (Jun'24) found that this action was initiated but has been hampered by a lack of debtor information since the cyber-attack. It will be resumed once systems are restored. As at 1 October 2024, no further progress until the debtors system is restored.

- Action (2.5) recommended that the Homeless Services Manager proceed to follow up the issue of the emergency lighting that has been outstanding over a number of years and ensure that it is resolved. The follow-up review (Jun'24) found that this issue has been followed up with Assets and Infrastructure several times. The emergency lighting has been tested for compliance and there are issues with the fittings which require a resolution. Options are currently being explored by the Assets and Infrastructure service and were to be presented to the Homeless Services Manager shortly. As at 1 October 2024, this action is still outstanding as no resolution has been found.

Scorecard - Economic and Community Regeneration

2024/25 SBP PIs - Economic and Community Regeneration	Unit	Target	Actual	Indicator	Comments
1.1.1. - CD028 Proportion of Island's Deal projects delivered. Responsible Officer: Anne M Murray	%	10.00	Annual		The service have set milestone targets increasing year on year towards a target of 18 by 2030.
1.1.4.CD019 (DD018): Number of Business Enterprise Skills Workshops delivered. Responsible Officer: Domhnall MacDonald	#	2.00	2.00	 GREEN	Demand for in-person Workshops is low due to increasing availability of online Webinars.
1.1.5 - CD007: Business Gateway: Number of new business enquiries dealt with. Responsible Officer: Domhnall MacDonald	#	140.00	246.00	 GREEN	Enquiry numbers increased in comparison with Q1 and from the same period in 2023-24. 54 enquiries were pre-start, with 79 from existing businesses.
1.1.5 - CD014 (DD020): Number of jobs created/safeguarded. Responsible Officer: Domhnall MacDonald	#	22.50	35.00	 GREEN	A similar level of job-creation supported during Q2 compared with the same period in 2023-24.
1.1.5 - CD015 (DD019): Number of existing businesses supported to achieve growth. Responsible Officer: Domhnall MacDonald	#	2.50	10.00	 GREEN	Only small scale investment proposals with limited potential for growth received during Q2.
1.1.5 - CD016 (DD021): Number of young people supported in business. Responsible Officer: Domhnall MacDonald	#	20.00	42.00	 GREEN	Two start-ups, 21 existing business enquiries and one business supported with specialist support.
1.1.5 - CD017 (DD022): Number of new business start-ups. Responsible Officer: Domhnall MacDonald	#	17.50	24.00	 GREEN	The number of start ups supported to this point (Q1 and Q2) were exactly the same as in 2023-24.
3.1.3.CD010A (DD065A): Percentage of building warrants and amendments to building warrant issued (following a first or subsequent report) within 10 working days (Annual). Responsible Officer: John A Gillies	%	90.00	Annual		
3.1.3.CD011A (DD067A): Percentage of first reports issued within 20 working days. (Annual). Responsible Officer: John A Gillies	%	95.00	Annual		
4.1.1.CD008 (DD079): The average time (weeks) to deal with major planning applications determined during the year. Responsible Officer: Morag Ferguson.	Weeks	17.33	Annual		Target set (17.33 avg. weeks) is the statutory timescale.
4.1.1.CD009 (DD080): The average time (weeks) to deal with local planning applications determined during the year, excluding EIAs. Responsible Officer: Morag Ferguson.	Weeks	8.67	Annual		Statutory target 8.67 weeks.
3.1.1 - CE032b: Level of funding secured from Bòrd na Gàidhlig, excluding the "Clasaichean Coimhearsnachd" project. Responsible Officer: Donald Weir	£	0.00	46,250.00	 GREEN	

2024/25 SBP PIs - Economic and Community Regeneration	Unit	Target	Actual	Indicator	Comments
3.1.1. - CE028: Number of Organisations receiving financial assistance from the Sgioba na Gàidhlig Small Grants Budget (Trend KPI). Responsible Officer: Dr. Donald Weir.	#	10.00	11.00	 GREEN	