



1 September 2023

NOTICE OF MEETING

A meeting of the **ARGYLL AND BUTE COMMUNITY PLANNING PARTNERSHIP - MANAGEMENT COMMITTEE** will be held **ON A HYBRID BASIS IN COUNCIL CHAMBERS, KILMORY AND BY MICROSOFT TEAMS** on **THURSDAY, 7 SEPTEMBER 2023 at 10:30 AM**, which you are requested to attend.

BUSINESS

- 1. WELCOME AND APOLOGIES (CHAIR)**
- 2. APPROVAL OF LAST MINUTES AND REVIEW OF ACTIONS (RONA GOLD/JOHN MCLUCKIE)** (Pages 3 - 48)
- 3. AREA COMMUNITY PLANNING GROUP UPDATE (SHONA BARTON)** (Pages 49 - 56)
- 4. CROSS CUTTING THEMES**
 - (a) Climate Change (Stan Philips) (Pages 57 - 60)
 - (b) Financial Inclusion (Fergus Walker) (Pages 61 - 64)
 - (c) Community Wealth Building (Takki Sulaiman)
 - (d) Digital Communities (Melissa Dundas/Alex Edmonstone/Rhona Grant) (Pages 65 - 68)
- 5. UPDATE ON THE ABOIP DEVELOPMENT (RONA GOLD)**
- 6. ABOIP STEERING GROUP (RONA GOLD)**
- 7. ARGYLL AND BUTE EMPLOYABILITY PARTNERSHIP DELIVERY PLAN (ISHABEL BREMNER)** (Pages 69 - 130)
- 8. UPDATE ON PRESENTATION OF THE DIRECTOR OF PUBLIC HEALTH REPORT ON PREVENTION TO THE IJB HIGHLIGHTS (SAMANTHA CAMPBELL)**

9. AOCB

Briefing paper from Public Health Scotland (John McLuckie)
[Working together to build climate-resilient, healthy and equitable places](#)

10. DATE OF NEXT MEETING

Thursday 20 December 2023

11. CLOSE

Argyll and Bute Community Planning Partnership - Management Committee

Contact: Joanne Gaughan, Admin Assistant, 01436658812

**Minutes of the
Argyll and Bute Community Planning Partnership Management Committee
held via MS Teams on Thursday 22th June 2023 at 1000**

Present:	
Joe McKay, Scottish Fire and Rescue Service (Chair)	Morag Goodfellow, Highland and Island Enterprise (HIE)
Fergus Walker, Argyll and Bute Council (ABC)	Takki Sulaiman, Argyll and Bute TSI
Cllr Robin Currie, Leader of Council	David Gibson, HSCP
Chief Superintendent Lynn Ratcliff, Police Scotland	Ryan MacIntyre, Member of the Scottish Youth Parliament (MSYP)
Shona Barton, ABC	Susan McRae, SDS
Ann Kennovin, LiveArgyll	Iain MacInnes, ABC
Kirsty Moyes, ABC	Rory Munro, NHS Highland
Stan Philips, NatureScot	John McLuckie, ABC
Lucy Dunbar, ABC	Graham Bell, NHS Highland Board
Alex Edmonstone, LiveArgyll	Laura Evans, Police Scotland
David Adams-McGillp, VisitScotland	Martin Jones, UHI
Cathy Craig, Argyll and the Isles Tourism Co-operative	Alex Wilde, Improvement Service
Kevin Champion, OLI ACPG	Nicola Reaney, ABC (Secretary)
Apologies	
Pippa Milne, Argyll and Bute Council (ABC)	Fergus Murray, Argyll and Bute Council
Kirsty Flanagan, ABC	Rona Gold, ABC
Fiona Davies, HSCP	Samantha Campbell, NHS Highland
Cllr Alistair Redman, Argyll and Bute Council	Anthony Standing, SDS

1. WELCOME AND APOLOGIES (CHAIR)

Joe welcomed everyone to the meeting and apologies were noted as above.

2. APPROVAL OF LAST MINUTES AND REVIEW OF ACTIONS (JOHN MCLUCKIE)

The [minutes](#) of the March meeting were accepted. John reviewed the outstanding actions as follows:

- There are two actions outstanding action following the OFCOM presentation to the December 2022 meeting, one for Kevin Allibone to raise within DWP the provision of an alternative provider to TalkTalk in Argyll and Bute and the other on Jonathon Ruff to share the Connect Nations Scotland report with the CPP MC once published. There is no update to provide on these at present however the CPP team will continue to seek a response on both of these actions.
- The action for Rona and Iain MacInnes to meet to discuss the wider communication of the link for residents to explore if / when full fibre is available, and information on the voucher scheme, is in progress.

- The action for Alex Edmonstone to provide a paper and update to June Community Planning Partnership Management Committee (CPP MC) meeting on the digital working group and how communities can be supported to access digital, in order to undertake Community Learning, will be completed at today's meeting.

3. MATTERS ARISING FROM AREA COMMUNITY PLANNING GROUPS (SHONA BARTON)

Shona gave an overview of [her report](#) and highlighted that there had been successful meetings across all areas in May. The utilisation of hybrid meeting equipment in Helensburgh and Lomond (HL), Oban Lorn and the Isles (OLI) and Mid Argyll, Kintyre and the Islands (MAKI) has proven successful. Variety of subjects covered at all of the meetings and Shona gave thanks to Rona and her teams for the assistance in delivering development sessions with the new Chairs and Vice Chairs.

One action for the Management Committee arose from the Bute and Cowal (BC) ACPG where they have asked the CPP MC to consider their concerns regarding the lack of a car ferry service to Dunoon, the detail of which is in the report. Joe commented that Transport Infrastructure is one of the top priorities highlighted by the recent Argyll and Bute Outcome Improvement Plan (ABOIP) consultation and this issue will likely be raised at the focus groups due later in the year. Shona also noted that OLI ACPG will be seeking a new Chair in August.

ACTION - All partners are invited to share comments relating to the lack of a car ferry to Dunoon to cppadmin@argyll-bute.gov.uk

Joe said there had been an excellent range of presentations, updates and discussions taking place at the latest Area Community Planning Group meetings and gave thanks to the partners who have provided updates to those meetings. He added that the ACPGs have also had a presentation on the NHS Highland Director of Public Health report and advised that there will be a presentation on that topic at the September CPP MC meeting.

4. CROSS CUTTING THEMES

(a) Climate Change (Stan Phillips)

Stan gave a presentation in addition to his [paper](#) on "Addressing the Climate Emergency in Argyll and Bute project by the Climate Change Working Group (CCWG)". Over the past year the CCWG been focused on producing a climate change plan for Argyll and Bute and proposed to recruit a Climate Change Manager to lead this process. £70k of the target £120k funding has been secured and further funding options are still being explored (including £15k from NatureScot with the Argyll and Bute Third Sector Interface (TSI) also assisting in identifying other funding opportunities). Once a memorandum of agreement has been finalised between the CPP MC and the Argyll and the Isles Coast and Countryside Trust (ACT), who will be hosting the post, recruitment can begin for the Manager position.

Stan asked for the thoughts from the CPP MC regarding who should sit on the Climate Change Steering Group (CCSG) which will manage the action plan project over the next two years. Current draft parties include Stan, a representative from the CPP team, Sara McLean (ACT), Angela Anderson (HL ACPG and Plastic Free Helensburgh) and Tom Warren (Sustainability Manager Construction Scotland and

Chair of Dunoon Community Council). Cllr Currie thought that, as the main funders, NHS Highland, Argyll and Bute Council (ABC) and NatureScot should be represented on the CCSG. Morag felt that there needs to be at least 2 or 3 representatives on the CCSG from the CPP MC but was aware that the challenging financial times may limit the available resource within each organisation. Joe and others highlighted the great work of chairing the CCWG to date by Stan, however Stan gave credit for the work to the members of the group.

ACTION – Community Planning team to circulate the job description for the Climate Change Manager position and asked for any nominations to the CCSG to be forwarded to cppadmin@argyll-bute.gov.uk by Friday 7 July 2023.

Stan advised that over the next 2 years, once the project is up and running, the CCWG will manage the function and support to the CCSG, continue to seek funding, monitor the action plan and continue to report progress to the CPP MC but he asked if the CPP MC had any other ideas on what they would like to see the CCWG do over that period (whilst not duplicating existing work at climate change hubs). Cllr Currie added that the Council has declared a climate emergency in Argyll and Bute and was open to suggestions on what else the Council could be doing to be more involved in this.

ACTION- Stan, Cllr Currie and Ross McLaughlin to meet to discuss climate change support that can be provided by the Council.

ACTION - Partners are invited to forward ideas on other CCWG activities to stan.phillips@nature.scot

Finally, Stan advised that he intends to step down as the Chair of the CCWG once the action plan project is established and asked the CPP MC for guidance on the process to appoint a new Chair. Joe said the new Chair needs to be from a strategic level and asked the CPP team to forward information to partners to consider taking up this post.

ACTION – Community Planning team to circulate information to partners regarding the CCWG Chair position.

(b) Financial Inclusion (Fergus Walker)

Fergus Walker provided a verbal update to his [paper](#) at the meeting. This included:

- Scottish Welfare Fund. From 1 April to 31 May 2023, £79k has been provided against £458k funding available for the year.
- Discretionary Housing Payment. Up to 31 May 2023, £751k has been spent, with funds remaining from the initial tranche 1 funding of £869k. Fergus expects to receive a further £192k from the Scottish government in tranche 2. This total £1.06m allocation will be split between mitigating the effects of the bedroom tax and those facing rent hardship due to benefit cap issues with ongoing work to maximise take up of these funds.
- Flexible Food Fund. Up to 31 March, 1800 households facing food and fuel insecurity in Argyll and Bute had benefitted from this fund with an average client gain of £1400 per household. £204k has been granted from the Shared Prosperity Funding that will allow the project to continue to 2025. Fergus advised the Flexible Food Fund has won a second national award from Assist FM Community Focus Awards (the management body for Facilities

Management professionals) and has been featured as a case study by the Scottish Government under the National Action Plan.

- School Clothing Project. This is live in BC, OLI and Kintyre and is being introduced to Mid-Argyll and the Isles. There is now a [live website](#) for this project. Fergus said this has been a great piece of work with community groups and there is more to do and he and Rona are discussing how the Community Development Officers can support this further by the end of Summer 2023.
- Scotland Loves Local cards. These have been given out to qualifying households in the area in receipt of council tax reduction. Funding for this was issued by the Scottish Government as part of the Local Authority Covid Economic Recovery and Islands Fund. He was unable to report on the activation rate and spend on these cards currently, but hopes to have that information by the end of June when he can circulate that to partners.

ACTION - Fergus Walker to provide information on activation and spend on Love Local cards to cppadmin to circulate to partners.

- £197k funding for islands has been used to trial a top up to the free school meal allowance by £1.60 in secondary schools and also used to support food banks on islands.

Fergus is looking to further enhance their data matching to better identify communities in particular need. He currently uses council tax reduction and arrears data in conjunction with information from the Scottish Welfare Fund Crisis Grants to do this, however, some of this data belongs to DWP and they may tighten up on the use of that data. Fergus will assess the impact of this once more guidance is available from DWP.

An exciting 2 year project is about to start in partnership with the Poverty Alliance and the Third Sector to evidence local and national factors that affect poverty. Fergus is keen to get the data from this project on the experience of those living in poverty in rural Scotland and how we can use that data to mitigate poverty, via policy changes, in Argyll and Bute. Takki advised that he had been contacted by the Poverty Alliance to assist in the recruitment of a Development Manager for this project that will map current efforts, build network capacity and concentrate on areas in most need.

ACTION - Fergus Walker to share the details of the project with the Poverty Alliance once available, via the Community Planning team.

Joe thanked Fergus and his team for the great work they are doing to support those in need across our area.

David noted that recent figures had shown a rise in child poverty in Argyll and Bute, but that rise was not as bad as other areas. He agreed there was a phenomenal amount of existing work to mitigate child poverty. He added that as the figures are post code based, this can affect the results for our rural and island communities where a single post code can contain extremes at both end of the wealth spectrum. Ryan asked what promotion there is currently for the available funds. Fergus advised that they are all promoted across social media, the Council webpage, via Bute advice centre and AliEnergy and press releases. Lucy also noted that the funds are promoted via the CPP Bulletin that is sent regularly to all partners.

(c) Community Wealth Building (CWB) (Takki Sulaiman)

Takki gave a [presentation](#) on the Community Wealth Building - Audit, Strategy and Business Plans. [CLES](#) have been appointed as the consultant to produce these plans that will look at the five pillars of CWB (plural ownership of the economy, making financial power work for local places, fair employment and just labour markets, progressive procurement of goods and service and socially just use of land and property). CLES are Manchester based and have partnered with a local collective to do work on the ground working with local communities.

The work CLES are being asked to do has been divided into lots:

- Lot 1 is an audit of existing best practice and a mapping exercise against each of the five pillars,
- Lot 2 is to identify case studies that can be replicated across Argyll and Bute and identify opportunities relevant to our local and strategic plans,
- Lot 3 is the development of a CWB strategy and action plan, and
- Lots 4 and 5 are the development of 2 business cases and models to move actions forward in two areas (proposed to explore a business model for Community Energy and a food hub but the final focus will be determined by the audit and mapping exercise).

The project will be managed by a steering group, the proposed members of which are Takki Sulaiman (TSI), Morag Goodfellow / Claire McMurchy (HIE), Chief Executive and Directors from Argyll and Bute Council (supported by John McLuckie), Anthony standing / Susan McRae (SDS) and Alison McGrory (NHS Highland). Terms of reference for the steering group will be discussed at the first meeting and will approve project activity before reporting back to the CPP MC for ratification in December 2023.

The project will include interviews with partners in July - August 2023 and there will be a dedicated CPP workshop in August / September 2023 which will give an opportunity for all partners to deepen their understanding of CWB and how we can use it meaningfully. Citizen led workshops will be held from August to October 2023 (one in each administrative area) and these will be used to feed into plan outcomes before business cases are selected in October 2023.

Joe thanked Takki for his update on this. Cllr Currie noted a good existing example of CWB is Scottish Power proposing an offshore windfarm near Colonsay and Islay and they are actively looking to the community on procurement servicing and community benefit funds. Takki agreed and added that there are various ways energy model partnerships can function be it direct community benefit or profit sharing / shareholding, however the initial set up costs can be high for the anchor institutions although the longer term social and community benefits would be valuable. Joe said the Fire Service were already using local tradesman on islands for fire station contracts. David also gave examples of how Comhairle nan Eilean Siar have used CWB to deliver school coach contracts, land buyouts and grave digging services to great effect.

ACTION - All partners are requested to make time available for CWB interviews with CLES.

Rory added a link in the meeting chat to [an article in the Lancet](#) on the mental health and wellbeing impact of a Community Wealth Building programme in England for information.

(d) Digital Communities (Iain MacInnes and Alex Edmonstone)

Alex Edmonstone provided an update on the CLD Partnership advising that Digital Skills is a key theme in the 3 year strategy and a digital work stream group has been created to look at digital inclusion and complete a mapping exercise, details of which are in [his paper](#). The recommendations by the consultants will be discussed at the next digital work stream meeting in July before reporting to the CLD Partnership and then to the September CPP MC. Alex advised that a Helensburgh pilot to provide free wifi access (dongles) to those with an identified learning need has gone well and it is hoped to roll this out across a wider area.

ACTION - Alex E to report to September CPP MC on the consultant recommendations for digital skills, digital inclusion and the results of the Helensburgh free wifi for learning pilot.

Iain MacInnes advised the R100 fibre roll out is still progressing in Argyll and Bute, currently installing at Ardfern. The roll out has experienced delays due to lack of accommodation available for the contractors. As part of the Shared Rural Network Infrastructure programme to install 4-5G in rural areas, the Argyll and Bute area is due to have 50 new mobile masts installed. This is a massive investment in the area targeting partial and not spots in network coverage. Three have already gone live and there are 18 more at the planning stages across the area. Digital Hubs are now installed and up and running on Iona and Islay and drop in sessions will be available to show residents how the hubs work. Digital hubs are also planned for Coll and Tiree but there have been some supply chain issues that have delayed the start of work at those sites.

Cllr Currie had received a letter from the Chief Network Officer at Vodafone stating that they are nervous regarding the number of planning applications in progress with Argyll and Bute Council for masts, given the deadline to install is fast approaching. Iain MacInnes advised that he was already in contact with Vodafone and is working closely with them on this.

(e) Building Back Better (Kirsty Moyes)

Kirsty spoke to [her report](#) which detailed the successful structures and ways of working with the community that have been developed since the start of the pandemic and gave an overview of the engagement undertaken with communities. This included regular meetings, peer to peer working, targeting funding to meet needs and the ABOIP consultation. The report also outlines what is already happening in partnership work on the identified themes with recommendations on how to progress on gaps and building this work with communities going forward, taking learning from the positives and challenges during that time. Community Development are also looking at how to support the wider Council to engage with communities.

ACTION - Partners are invited to consider the recommendations in the Building Back Better report and submit suggestions to cppadmin@argyll-bute.gov.uk on ways we can work together on those.

5. DEVELOPMENT OF NEW OUTCOME IMPROVEMENT PLAN (JOHN MCLUCKIE)

John provided an update on the ongoing work on the new Outcome Improvement Plan with a short presentation. The consultation results were presented at the March CPP MC and the top 3 themes were then discussed in more detail at the successful CPP MC Development Day in Arrochar on 18 May 2023. This was followed up with a survey which was circulated to all partners to complete to gather intelligence and insight on the top themes (Transport Infrastructure, Housing and Community Wellbeing). Susan McRae asked for the survey to be forwarded to her to complete on behalf of Skills Development Scotland.

ACTION - CPP team to send reminder to partners that have not completed the ABOIP survey. Partners to complete and return this by Friday 7 July 2023.

Output from the Development Day included the preference to meet in person for some CPP MCs and extend meetings as required to deep dive into topics and to create a steering group to direct the creation of the ABOIP over the next few months. The steering group would ideally look to be in place by July / August consisting of 3 - 4 members of the CPP MC, focus groups would happen in September / October and then the data will be analysed before the ABOIP is published in November / December. Ryan noted in the meeting chat that he was interested in joining the steering group.

ACTION - Partners that are interested in joining the ABOIP steering group can contact cppadmin@argyll-bute.gov.uk by Friday 7 July 2023.

ACTION - Partners planning community engagement over the next 3 months are requested to contact the CPP team at cppadmin@argyll-bute.gov.uk to discuss possible involvement or the inclusion of questions to help inform the next steps in the ABOIP process.

Joe felt the progress on the ABOIP plan was progressing really well and thanked the CPP team for the work on this.

6. UPDATE ON WIDER PARTNERSHIP WORK

(a) Children and Young People's Service Plan 2023-26 (John McLuckie)

John highlighted the report which includes the governance structure within the service. The Argyll and Bute Strategic Group incorporates senior offices from across the CPP and the connections between the Strategic Group and the CPP MC will ensure continued dialogue. The CPP MC will continue to receive an annual copy of their plans for oversight and comment.

Joe advised that MCR pathways to support young people with positive destination were now working across the area and this may need to be included as part of the corporate parenting plan.

(b) VisitScotland Update on 3 Year Action Plan, Scotland Outlook 2030 and principles of NSET (David Adams-McGill and Cathy Craig)

David Adams-McGilp, VisitScotland Regional Director, Argyll and the Isles, and Cathy Craig, CEO Argyll and the Isles Tourism Co-operative, gave a [presentation](#) to the CPP MC on the VisitScotland Action Plan and the current state of tourism in Argyll and Bute. David and Cathy sit on the Strategic Tourism Partnership for the area, with two other representatives from Argyll and Bute Council and Highland and Islands Enterprise.

David explained the outcomes of the national plan are across four strategic outcomes:

- SPREAD includes easing visitor number pressure in certain areas and encouraging/promoting visitors to areas with more capacity and looking at extending the tradition visitor season. There is work ongoing on how to measure how successful this strategy will be and David noted that Scottish tourism is still in a post Covid recovery and growth phase.
- SPEND covers public and private investment in our tourism facilities, destinations and experiences to improve visitor experience in Argyll and Bute.
- SUSTAINABILITY is a key part of the action plan and the current Scottish Government Tourism strategy and the National Strategy For Economic Transformation (NSET) both share a commitment to destination net zero.
- SATISFACTION looks at ensuring positive local attitudes to area tourism using community engagement, visitor management, the rural tourism infrastructure fund and industry / tourist satisfaction. It is important that communities do not have development imposed upon them but that they are part of the planning to make the most of local assets.

Cathy gave an overview of the current tourism industry in Argyll and Bute. The value of the local tourism market has not recovered post pandemic with visitor numbers down and continued negative effect to local businesses. The 2023 visitor survey is currently underway and although tourism is making good process, this year's market is looking to be more depressed than last year, with over half of business surveyed in the area saying they are struggling financially.

Local tourism opportunities include maritime and coastal tourism, activity and wellbeing outdoors, community focused experiences, online discoverability and bookability and green business development. In 2023 a new area tourism [website](#) was launched and there have been various marketing campaigns to attract visitors to the area, especially to boost low visitor numbers in Mid Argyll and Kintyre. Cathy also advise that visitor numbers to the area from North America is strong, they spend 2 - 3 times more per head in the area than UK travellers, but the day trip market is still down. Recruitment of staff within businesses in Argyll and Bute remains a critical challenge.

On positive note, interest in our area is high and funding from Highlands and Islands Enterprise has enabled the recruitment of a travel trade expert who has represented Argyll and Bute at national exhibitions and secured sign up by 21 new travel operators to add Argyll and Bute destinations to their itineraries.

David and Cathy said they would be happy to be contacted by any partners that would like more information on this matter. Joe thanked them for their presentation and agreed it is a very challenging time for local businesses.

Takki agreed tourism is a critical industry for Argyll and Bute and was keen to ensure that strategic planning around tourism included discussion with partners around

infrastructure, roads and emergency services etc. for the mainland and island destinations. David ensured him that was already the case and that local authorities, and aspirations of communities, play a key role in strategic tourism planning. Morag added that she was already working with David and Cathy to align tourism into developing economic strategy and that engagement with Fergus Murray and Isabel Bremner would be helpful to include a joined up approach to this in the ABOIP.

ACTION - CPP team to discuss inclusion of tourism strategy in the ABOIP.

(c) Partnership Approach to Water Safety (PAWS) Group

John advised that the PAWS Group for Argyll and Bute meets quarterly and is now chaired by Leigh Hamilton, Loch Lomond and the Trossachs National Park. Any work of the group will be reported to the CPP MC via the Community Safety Partnership.

(d) National Community Planning Network and Knowledge Hub

John highlighted the paper from the recent Scottish National Community Planning Network (SCPN) and asked partners to note the Scottish Government Information Review of CPP alongside a formal review of the Community Empowerment Act (Scotland) 2015. Discussions on this will be at a national level and the Local Government Empowerment and Planning Minister, Joe FitzPatrick, will be meeting with CP Managers across Scotland.

The Community Planning Improvement Board (CPIB), supported by the Improvement Service, discuss and share information with representatives from national level strategic partners and all Community Planning Partnerships are invited to comment on their strategic plan (includes climate, young people, financial security). The CPIB are also keen to talk to the CPP MC to discuss how we can link in to the CPIB and learn how we can input into the national agenda.

ACTION - CPP team to include a representative from the Scottish Community Planning Network to a future CPP MC at end 2023 / early 2024.

ACTION - Partners are invited to engage with, and promote, the [Community Planning Network Knowledge Hub](#).

7. AOCB

(a) Child Poverty (John McLuckie)

John advised that the CPP MC had been instrumental in setting up and chairing this group which has previously reported to the CPP on a quarterly basis. The work of this group is of continued interest to the CPP MC and it has been agreed with Fiona Davies and Mandy Sheridan that in future this item will report to the CPP MC annually in March.

(b) Review of National Outcomes - Call for Evidence

John asked attendees to note this paper that included the CPP MC response to this government survey on National Outcomes for CPP.

(c) Argyll and Bute Housing Emergency

Cllr Currie notified to committee that the Council has declared a housing emergency for Argyll and Bute and encouraged all partners to attend a Council housing summit that is due to be held in October / November to agree action on how this can be addressed. Morag added that as housing has been identified as a priority in the ABOIP consultation and this can be taken forward by the CPP MC in reference to the work of the Strategic Housing Forum, which Morag attends, for good practice examples on how other public sector partners are engaging on this subject.

Lynn noted she had had recent discussions with Pippa on the challenges associated with the area housing for employees. Police Scotland have existing housing estate that they may seek to sell but felt that needed to be approached as a collective to try to identify how any available housing stock from partner organisations can be reutilised by other partners, rather than falling into the private market. Joe gave an example of this and noted that the new fire station in Salen, Mull will be created from the refurbishment of a no longer required NHS building. Had that property gone to the open market it is unlikely the Fire Service would have been able to acquire it.

John advised that the scheduled timing of the housing summit dovetails well with the ABOIP timescale and welcomed input from the Strategic Housing Forum in advance of the summit.

ACTION - CPP team to meet with representative from Strategic Housing Forum to get input in advance of the Council housing summit.

Joe agreed radical ideas are need to solve the housing issues in the area to support people to stay and work here.

8. DATE OF NEXT MEETING AND CLOSE (CHAIR)

Joe thanked everyone for their attendance and contribution to the meeting and the preparation of papers.

The next meeting will be held in person, venue to be confirmed, on Thursday 7 September 2023 at 1000. The availability of hybrid facilities will be confirmed in due course.

CPP MANAGEMENT COMMITTEE MEETING ACTION GRID – from 22 June 2023

Complete	In Progress	Outstanding	<i>Please highlight actions as per traffic light system to show progress</i>
----------	-------------	-------------	--

Date Set	Action	Who	Required by Date
7/12/22	Kevin Allibone to raise within DWP the provision of an alternative provider to TalkTalk in Argyll and Bute due to accessibility issues in this area. Pick up outwith meeting.	Kevin Allibone	23 March 2023
7/12/22	Jonathon to share the Connect Nations Scotland report with the CPP MC once published and come back to CPP MC to talk more about what OFCOM are doing to help public fund investment in these areas.	Jonathan Ruff	23 March 2023
23/3/23	Rona and Iain to meet to discuss the wider communication of the link for residents to explore if / when full fibre is available and information on the voucher scheme .	Rona / Iain	May 2023
23/3/23	Alex Edmonstone to provide a paper and update to June CPP MC meeting on the digital working group and how communities can be supported to access digital in order to undertake Community Learning.	Alex Edmonstone	22 June 2023
22/6/23	All partners are invited to share comments relating to the lack of a car ferry to Dunoon to cppadmin@argyll-bute.gov.uk	All	7 July 2023
22/6/23	Community Planning team to circulate the job description for the Climate Change Manager position and asked for any nominations to the CCSG to be forwarded to cppadmin@argyll-bute.gov.uk by Friday 7 July 2023.	All	7 July 2023
22/6/23	Stan, Cllr Currie and Ross McLaughlin to meet to discuss climate change support that can be provided by the Council.	Stan, Cllr Currie and Ross M	End August 2023
22/6/23	Partners are invited to forward ideas on other CCWG activities to stan.phillips@nature.scot	All	7 September 2023
22/6/23	Community Planning team to circulate information to partners regarding the CCWG Chair position.	CPP team	30 June 2023
22/6/23	Fergus Walker to provide information on activation and spend on Love Local cards to cppadmin to circulate to partners.	Fergus Walker	7 July 2023

Date Set	Action	Who	Required by Date
22/6/23	Fergus Walker to share the details of the project with the Poverty Alliance once available, via the Community Planning team.	Fergus Walker	August 2023
22/6/23	All partners are requested to make time available for CWB interviews with CLES.	All	July - August 2023
22/6/23	Alex to report to September CPP MC on the consultant recommendations for digital skills, digital inclusion and the results of the Helensburgh free wifi for learning pilot.	Alex E	7 September 2023
22/6/23	Partners are invited to consider the recommendations in the Building Back Better report and submit suggestions to cppadmin@argyll-bute.gov.uk on ways we can work together on those.	All	End July 2023
22/6/23	CPP team to send reminder to partners that have not completed the ABOIP survey. Partners to complete and return this by Friday 7 July 2023.	All	7 July 2023
22/6/23	Partners that are interested in joining the ABOIP steering group can contact cppadmin@argyll-bute.gov.uk by Friday 7 July 2023.	All	7 July 2023
22/6/23	Partners planning community engagement over the next 3 months are requested to contact the CPP team at cppadmin@argyll-bute.gov.uk to discuss possible involvement or the inclusion of questions to help inform the next steps in the ABOIP process.	All	July - September 2023
22/6/23	CPP team to discuss inclusion of tourism strategy in the ABOIP.	CPP team	End July 2023
22/6/23	CPP team to include a representative from the Scottish Community Planning Network to a future CPP MC at end 2023 / early 2024.	CPP team	November 2023
22/6/23	CPP team to meet with representative from Strategic Housing Forum to get input in advance of the Council housing summit.	CPP team	End July 2023

CPP MANAGEMENT COMMITTEE MEETING ACTION GRID – from 22 June 2023

Complete	In Progress	Outstanding	<i>Please highlight actions as per traffic light system to show progress</i>
----------	-------------	-------------	--

Date Set	Action	Who	Required by Date
7/12/22	Kevin Allibone to raise within DWP the provision of an alternative provider to TalkTalk in Argyll and Bute due to accessibility issues in this area. Pick up outwith meeting.	Kevin Allibone	23 March 2023
7/12/22	Jonathon to share the Connect Nations Scotland report with the CPP MC once published and come back to CPP MC to talk more about what OFCOM are doing to help public fund investment in these areas.	Jonathan Ruff	23 March 2023
23/3/23	Rona and Iain to meet to discuss the wider communication of the link for residents to explore if / when full fibre is available and information on the voucher scheme .	Rona / Iain	May 2023
23/3/23	Alex Edmonstone to provide a paper and update to June CPP MC meeting on the digital working group and how communities can be supported to access digital in order to undertake Community Learning.	Alex Edmonstone	22 June 2023
22/6/23	All partners are invited to share comments relating to the lack of a car ferry to Dunoon to cppadmin@argyll-bute.gov.uk	All	7 July 2023
22/6/23	Community Planning team to circulate the job description for the Climate Change Manager position and asked for any nominations to the CCSG to be forwarded to cppadmin@argyll-bute.gov.uk by Friday 7 July 2023.	All	7 July 2023
22/6/23	Stan, Cllr Currie and Ross McLaughlin to meet to discuss climate change support that can be provided by the Council.	Stan, Cllr Currie and Ross M	End August 2023
22/6/23	Partners are invited to forward ideas on other CCWG activities to stan.phillips@nature.scot	All	7 September 2023
22/6/23	Community Planning team to circulate information to partners regarding the CCWG Chair position.	CPP team	30 June 2023
22/6/23	Fergus Walker to provide information on activation and spend on Love Local cards to cppadmin to circulate to partners.	Fergus Walker	7 July 2023

Date Set	Action	Who	Required by Date
22/6/23	Fergus Walker to share the details of the project with the Poverty Alliance once available, via the Community Planning team.	Fergus Walker	August 2023
22/6/23	All partners are requested to make time available for CWB interviews with CLES.	All	July - August 2023
22/6/23	Alex to report to September CPP MC on the consultant recommendations for digital skills, digital inclusion and the results of the Helensburgh free wifi for learning pilot.	Alex E	7 September 2023
22/6/23	Partners are invited to consider the recommendations in the Building Back Better report and submit suggestions to cppadmin@argyll-bute.gov.uk on ways we can work together on those.	All	End July 2023
22/6/23	CPP team to send reminder to partners that have not completed the ABOIP survey. Partners to complete and return this by Friday 7 July 2023.	All	7 July 2023
22/6/23	Partners that are interested in joining the ABOIP steering group can contact cppadmin@argyll-bute.gov.uk by Friday 7 July 2023.	All	7 July 2023
22/6/23	Partners planning community engagement over the next 3 months are requested to contact the CPP team at cppadmin@argyll-bute.gov.uk to discuss possible involvement or the inclusion of questions to help inform the next steps in the ABOIP process.	All	July - September 2023
22/6/23	CPP team to discuss inclusion of tourism strategy in the ABOIP.	CPP team	End July 2023
22/6/23	CPP team to include a representative from the Scottish Community Planning Network to a future CPP MC at end 2023 / early 2024.	CPP team	November 2023
22/6/23	CPP team to meet with representative from Strategic Housing Forum to get input in advance of the Council housing summit.	CPP team	End July 2023

Connected Nations 2022

Scotland report



Published 15 December 2022

Contents

Section

1. Overview	1
2. Fixed broadband and voice	7
3. Mobile, Data and Voice	17

1. Overview

Ofcom's objectives include delivering internet we can rely on through ensuring fast and reliable connections and services for everyone, everywhere. In this annual Connected Nations Scotland report, we measure progress in the availability of broadband and mobile services across Scotland and the UK, including the newest gigabit-capable, full fibre and 5G networks now being rolled out.

Alongside this Scotland report, we also publish separate reports on broadband and mobile availability for the [UK as a whole](#) and [each of its nations](#). [Our interactive dashboard](#) allows people to easily access data for specific types of services across Scotland and the UK. We are also releasing the [International Broadband Scorecard 2022](#), which compares the UK's recent position on broadband availability with a number of other European nations.

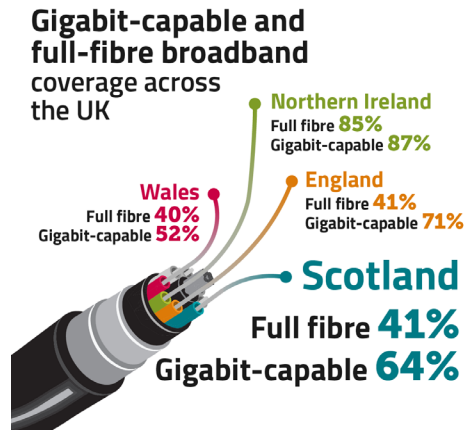
What we have found

- **Coverage of high-speed networks continues to grow.** Full fibre is now available to over 1 million homes in Scotland, with coverage now standing at 41%, (an increase of 14 percentage points from 2021 and one of the largest across the UK). Gigabit-capable broadband is now available at 1.7 million homes (64%). As well as delivering faster speeds, these services are more reliable than older broadband technologies.
- **There continues to be wide coverage of superfast broadband.** Speeds of 30 Mbit/s are available to 94% of homes in Scotland, an increase of over 62,000 premises since last year. We estimate that around 71% of Scottish premises that are able to get superfast broadband actually take a superfast or faster service.
- **The number of premises in Scotland without access to decent broadband continues to fall.**¹ Factoring in coverage from both fixed and fixed-wireless networks, we estimate that around 21,000 homes and businesses in Scotland are still without a decent broadband connection. We also estimate that around 8,000 premises in Scotland cannot access either a decent fixed broadband service or get good 4G coverage indoors. The increased availability of low earth orbit satellite services in Scotland may also offer a possible alternative option for these customers.
- **The availability of 5G services continues to grow.** The level of coverage provided outside of premises provided by individual Mobile Network Operators (MNO) in Scotland now ranges from 29-51% (based on our High Confidence level), the second highest of the four UK nations.
- **4G continues to underpin the mobile experience in Scotland.** 83% of Scotland's landmass has 4G geographic coverage from at least one of the mobile operators (up from 82% in 2021) but only 46% has coverage from all 4 operators (up from 45% in 2020).
- **There continues to be a high level of 4G outdoor premises coverage in Scotland.** Individual mobile operator coverage ranges between 97-99%, with a range of 89-97% for rural areas.
- **The storms last winter had a significant impact on communications services:** this was primarily because of lengthy power outages, which led to communications services becoming unavailable in impacted areas, particularly in the North East of Scotland, Dumfries and Galloway and the Borders. It initially took providers longer than expected to recover from these impacts, which has highlighted the need for better co-ordination across the communications and energy sectors. Improvements are already being made in this area and we urge industry and others to continue this progress.

¹ Unless otherwise specified, coverage figures for decent broadband count all premises (residential and commercial). Coverage for all other speed tiers counts residential premises only, unless otherwise specified.

Faster, better networks are increasingly available across Scotland

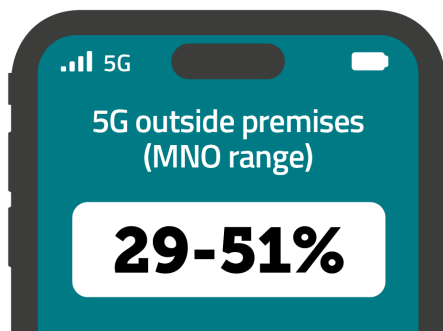
Full fibre and gigabit-capable broadband coverage continues to improve



Just over 1m (41%) of homes in Scotland now have access to full fibre connections – an increase of just under 367,000 premises in the past year. This is the largest year-on-year increase in full fibre coverage we have seen so far in Scotland and is a considerable increase from 17% in 2020.

Gigabit-capable broadband – able to provide broadband speeds of 1Gbit/s or higher – can be delivered over full fibre networks and the latest version of cable networks. Gigabit speeds are now available to around 1.7m (64%) homes. This has increased by 13 percentage points over the last year. Full fibre and gigabit-capable availability is lower in more rural areas of Scotland.

5G rollout is expanding

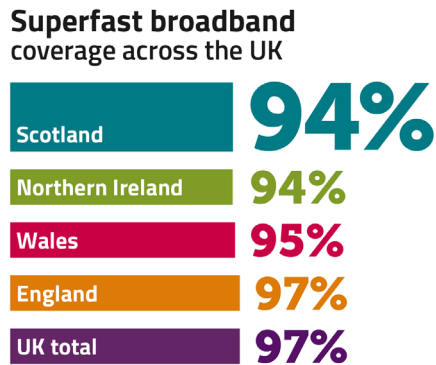


EE, Virgin Media O2, Three and Vodafone have continued to extend their 5G networks across the UK, and we are reporting individual mobile network operator coverage for the first time, based on the High to Very High Confidence range which we established in 2021.

Across the UK, we find that coverage outside premises from at least one operator has now reached around 77% at our High Confidence level, and 67% at our Very High Confidence level. For Scotland, 5G coverage outside of premises from at least one operator ranges from 68% at high confidence to 57% at very high confidence. Individual mobile operator coverage in Scotland ranges from 29-51% at High Confidence, with a range of 20-41% at our Very High Confidence level. Though most 5G sites are focused around busy urban areas, such as Glasgow and Edinburgh - providing additional capacity

to existing mobile data services - we're now seeing coverage extending into smaller towns and other high footfall locations. The distribution of this investment remains broadly similar to last year, with 86% of sites in England, 8% in Scotland, 4% in Wales and 2% in Northern Ireland.

Good connections are available to most people across Scotland



Superfast broadband (with speeds of at least 30Mbit/s) continues to be available to 94% of premises in Scotland (an increase of 62,000 premises from last year). We estimate that around 71% of premises in Scotland that are able to get superfast broadband actually take it. This highlights that some people are not choosing to take the fastest speeds available to them.

Mobile operators continue to provide a high level of 4G coverage outside of premises in Scotland, with coverage from individual operators ranging between 97-99% of premises. In addition, 96% of premises in Scotland have outdoor 4G coverage from all four operators, compared with 98% across the UK.

There continues to be a small number of premises in Scotland that cannot access decent broadband



Around 21,000 premises in Scotland cannot get a decent broadband service of at least 10Mbit/s download speed and 1Mbit/s upload speed from either fixed or fixed wireless networks. Some of these premises may be eligible to be connected under the universal broadband service.² Since its

² Where the costs to provide the connection are below the cost threshold set by the UK Parliament (£3,400), the customer can be provided a service at standard connection and rental charges without having to pay any additional installation charges. Where the cost of connection is above the cost threshold, these premises can still receive a service if the customer pays the additional costs.

launch in early 2020, there have been around 110 orders in Scotland. Each order may require network build that can serve multiple premises, and therefore will lead to full fibre connections being built that can serve just under 583 premises that do not have access to decent broadband.

We expect that many of the remaining premises will be in particularly remote areas, so households will have to contribute to the costs of building a connection. For a significant number of these, connection costs will be very high, which means they may need alternative solutions.

In some cases, rural addresses may be eligible to combine Scottish Government funding of up to £5,000 from the Scottish Broadband Voucher Scheme (SBVS)³ with funding from the UK Government's Gigabit Broadband Voucher Scheme (GBVS), which provides £1,500 for rural homes and £3,500 for rural businesses to provide a connection (from early next year this will be increased to £4,500 for all beneficiaries).⁴

The UK Government is also continuing to look at options for these very hard to reach premises and has recently launched a trial to see whether satellite can be used to deliver high speed connections in more than a dozen hard to reach locations across the UK.

We estimate that there are around 8,000 premises in Scotland that cannot access either a decent broadband service, or good 4G mobile coverage, compared with 30,000 across the UK.

The winter storms led to significant communication network outages across the UK, largely due to sustained power loss

The resilience and reliability of networks is critical. We rely on our connections at work, at home and on the move.

Towards the end of 2021 and in early 2022 the UK was hit by several severe storms, starting with storm Arwen in November 2021 and further storms into early 2022. These storms had a significant impact on communications services. This was primarily because of lengthy power outages which caused communication services to become unavailable in impacted areas, such the North East of Scotland, Dumfries and Galloway and the Borders. The Scottish Government's review of the impact of storm Arwen found that at the peak of disruption, almost 200,000 energy customers were affected; 10,000 properties experienced water supply issues, telecommunications were unavailable in parts of the country, schools were closed, and train and ferry services were cancelled.

During storm Arwen, thousands of mobile cell sites were disrupted by power outages, and this affected all four mobile network operators. On the fixed networks, the largest impact was due to customers losing power to equipment in their homes (e.g., broadband routers).

The recovery process following the storms, particularly after storm Arwen, took longer than expected due to the volume and scale of the power outages. This highlighted the need for better co-ordination and information sharing between the communication and energy sectors. Improvements have already been made to these processes, which helped reduce recovery times during the later

³ Digital Scotland, [Vouchers](#).

⁴ UK Government, [Major broadband rollout](#).

storms in the year. We are continuing to work with industry and government to act on lessons learnt during the storms and help ensure improved resilience of the networks in future.

In October this year, residents of the Shetland Islands were cut off from their mobile and fixed line services for approximately 16 hours.⁵ This resulted from one of the Islands' subsea fibre link cables (which connects Shetland to Orkney and onto mainland Scotland) being damaged by a fishing trawler. A secondary fibre link subsea cable to the Island was already unavailable at that time due to damage sustained the previous week.

While the impact of this incident is still under investigation, we understand that Public Switched Telephone Network landlines for voice remained largely available due to the presence of legacy low bandwidth microwave backhaul. The damage to the south fibre cable meant that there was a loss of light through the fibres, and temporary restoration of the services was achieved by increasing power output at the source. Over the next ten days, repairs were carried out across both the primary and secondary fibre cables to the islands, leading to a permanent restoration of services.

As well as delivering faster speeds, full fibre and gigabit-capable broadband technologies are also more reliable than older technologies. As part of its R100 Programme, the Scottish Government has laid 16 new subsea cables⁶ which is connecting 15 Scottish islands to faster and more reliable broadband services.

Further information about new, strengthened security duties for public telecommunications operators under the Telecommunications (Security) Act 2021, network incidents reported to Ofcom and our network resilience work can be found in the [Connected Nations UK 2022 Report](#).

⁵ BBC News, [Damaged cable leaves Shetland cut off from mainland](#), 20 October 2022.

⁶ Digital Scotland, [R100 subsea deployment](#).

2. Fixed broadband and voice

Introduction

High-speed networks continue to expand, bringing fast and reliable voice and broadband services to homes and businesses across Scotland. In this section we provide an update on the roll-out of these networks over the last year, as well as the remaining numbers of premises that still do not have access to decent broadband.⁷ We also update on the deployment of fixed wireless and satellite networks that are delivering broadband connectivity in more rural parts of Scotland.

This section also covers the take-up of fixed broadband services and the migration away from traditional voice services. Further information on the data traffic trends across broadband networks can be found in our [Connected Nations UK Report](#).

Fixed broadband is available at a variety of speeds and is delivered over different technologies, including copper (ADSL), fibre to the cabinet (FTTC), hybrid fibre coaxial cable (HFC) and full fibre, or 'fibre to the premises' (FTTP). A detailed explanation of these technologies and speeds can be found in our [Connected Nations UK report](#).

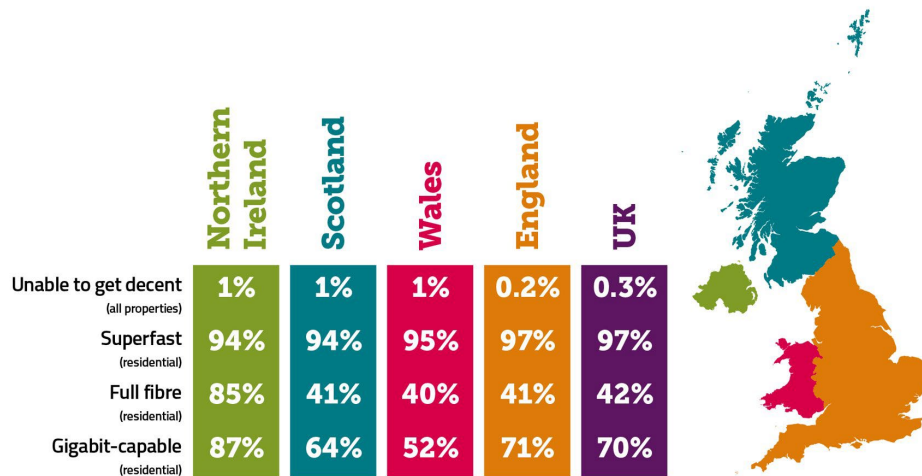
Key highlights

- **Coverage of high-speed networks continues to grow.** Full fibre is now available to over 1 million homes in Scotland, with coverage now standing at 41% (an increase of 14 percentage points from 2021). Gigabit-capable broadband is now available at 1.7 million homes (64%). As well as delivering faster speeds, these services are more reliable than older broadband technologies.
- **There continues to be wide coverage of superfast broadband.** Speeds of 30 Mbit/s are available to 94% of homes in Scotland, an increase of over 62,000 premises since last year.
- **The number of premises without access to decent broadband in Scotland continues to fall.** Factoring in coverage from both fixed and fixed-wireless networks, there are around 21,000 premises in Scotland that are still without a decent broadband connection. Some of these premises will be connected via publicly funded schemes over the next 12 months and beyond.
- **Customers are increasingly taking up the higher speed services that are now available to them.** Over 71% of consumers that have access to superfast broadband have upgraded to a superfast service. We estimate that around 23% of premises that are able to get full fibre are actually taking it.
- **Average monthly data use has grown this year** to 482 GB per connection compared to 446 GB last year.

⁷ We plan to report on the coverage of fixed broadband services to small and medium enterprises as part of our Spring 2023 update.

Summary of broadband coverage at a fixed location across the UK and Nations

Figure 2.1: Summary of broadband coverage at a fixed location across the UK and Nations



Source: Ofcom analysis of provider data (September 2022).

The availability of high-speed networks continues to grow

There has been continued investment in fixed networks in Scotland which has resulted in significant improvements in full fibre and gigabit-capable broadband services in recent years.

Our data shows that 41% (just over 1 million) homes in Scotland are now served by a full fibre connection, a considerable increase of 14 percentage points from last year – one of the largest in the UK. Gigabit-capable broadband has now increased to be available at 1.7 million homes (64%), up from 51% last year. These significant increases are largely due to the continued investment in the rollout of fibre networks by commercial providers. We expect the availability of full fibre and gigabit-capable networks to continue to increase over the next few years, with providers continuing to take different approaches to their business models for deployment.

Table 2.2 below highlights the availability of full fibre and gigabit-capable services across the four nations of the UK, with coverage in Scotland in line with broader trends in England and Wales. Northern Ireland continues to have the most widespread availability of full fibre services across the UK.

These increases are primarily driven by deployments from the larger fibre operators (Openreach, Virgin Media O2 and CityFibre) but supported by a number of smaller providers across the UK which are increasingly included within our data gathering programme.⁸ These new providers tend to be smaller and often target their rollout in underserved communities and regions. As such, they do not significantly alter the national figures, but they are important in providing full fibre coverage at the

⁸ This year we have included data from over 60 full fibre communications providers (compared to around 40 last year).

local level. For example, the Lothian Broadband Group are in the process of establishing their own network in rural or hard to reach areas of Scotland, e.g. Pencaitland and in the Highlands following cornerstone investment from the Scottish National Infrastructure Bank, with the aim of addressing inequality of access to digital infrastructure.⁹

Table 2.2: Residential gigabit-capable and full fibre coverage

	Gigabit	Full fibre
Scotland	64% (1.7m)	41% (1.1m)
England	71% (17.7m)	41% (10.1m)
Northern Ireland	87% (0.7m)	85% (0.7m)
Wales	52% (0.8m)	40% (0.6m)
UK	70% (21m)	42% (12.4m)

Source: Ofcom analysis of provider data (September 2022).

There are significant differences in coverage of full fibre and gigabit-capable services between urban and rural areas of Scotland, as shown in Table 2.3 below. Full fibre services are available at only 24% of homes in rural Scotland, compared with 35% across other rural areas of the UK. Similarly, gigabit-capable services are available at 26% of premises in rural Scotland, compared with 37% across rural parts of the UK.

Table 2.3: Residential gigabit-capable and full fibre coverage in Scotland by rurality

	Total	Urban	Rural
Gigabit-capable	64%	72%	26%
Full fibre	41%	44%	24%

Source: Ofcom analysis of operator data (September 2022).

Deploying these new networks requires significant investment and engineering resources. The UK Government has continued its work to ease the administrative burden required when agreeing access to private land for operators looking to roll-out gigabit-capable (and 5G) networks. The new Product Security and Telecommunications Infrastructure Act (PSTI),¹⁰ as well as addressing security issues, will include a number of telecommunications infrastructure measures. This will include making changes to the Electronic Communications Code¹¹ to support gigabit-capable and 5G network rollouts which will encourage collaborative negotiations between site owners and telecommunications operators, ensure expired agreements can be renewed more easily and enable telecoms providers to gain access to certain types of land more quickly in circumstances where a

⁹ The Scottish National Investment Bank, [Lothian Broadband Group](#).

¹⁰ UK Parliament, [Product Security and Telecommunications Infrastructure Act](#), December 2022.

¹¹ Ofcom, [Electronic Communications Code](#).

landowner repeatedly does not respond to access requests. We will be supporting this work through consulting on changes to the Electronic Communications Code of Practice.

Last month, the Scottish Government laid its Revised Draft National Planning Framework in the Scottish Parliament. The Revised NPF 4 sets out several measures intended to support the deployment of high-quality digital infrastructure across Scotland.¹²

Coverage of superfast broadband remains high

Superfast broadband is available to around 94% (2.5 million) of homes in Scotland, an increase of 62,000 premises compared to last year. Providers are more focused on deploying gigabit-capable networks and, in the future, will mainly deliver increased availability of full fibre. As such, we expect future increases in superfast broadband coverage to continue to be modest.

Table 2.4: Residential superfast coverage

	Superfast	Urban	Rural
Scotland	94%	99%	76%
England	97%	98%	88%
Northern Ireland	94%	99%	82%
Wales	95%	99%	84%
UK	97%	98%	86%

Source: Ofcom analysis of provider data (September 2022).

As with other technologies, there are significant differences in the availability of superfast broadband in urban and rural areas of Scotland. This is reflected in the varying levels of superfast coverage across Scotland's 32 local authority areas, which play a key role in driving improved digital connectivity.

Some of the lowest levels of superfast broadband coverage in Scotland are found in Orkney Islands, Shetland Islands, Na H-eileanan Siar.

Table 2.5: Lowest levels of residential superfast broadband coverage by selected Scottish local authority area

Scottish Local Authority	% of premises with speeds \geq 30 Mbit/s
Orkney Islands	65%
Shetland Islands	72%
Na H-eileanan Siar	77%

¹² Scottish Government, [National Planning Framework 4: Revised Draft](#), 8 November 2022.

Scottish Local Authority	% of premises with speeds \geq 30 Mbit/s
Argyll and Bute	82%
Highland	84%

Source: Ofcom analysis of provider data (September 2022).

As shown in Table 2.6 below, some of the highest levels of residential superfast broadband coverage tend to be found in more densely populated urban local authority areas.

Table 2.6: Highest levels of residential superfast broadband coverage by selected Scottish local authority area

Scottish Local Authority	% of premises with speeds \geq 30 Mbit/s
Dundee City	99%
North Lanarkshire	99%
West Dunbartonshire	99%
Clackmannanshire	99%
Glasgow City	98%

Source: Ofcom analysis of provider data (September 2022).

The Scottish Government is making substantial investments in Scotland's digital infrastructure. Building on the work of Digital Scotland Superfast Broadband, the Reaching 100% (R100) programme is made up of three strands of activity – the £600 million R100 contracts (North, Central, and South), the R100 Scottish Broadband Voucher Scheme (R100 SBVS) and ongoing commercial deployment.¹³ All three R100 contracts are delivering connections and going beyond the original superfast commitment by providing increased gigabit-capable and full fibre coverage. Over 14,300 premises have been connected through the R100 contracts with a further 2,600 connections delivered through the voucher scheme. Island communities in Scotland will also benefit from gigabit-capable broadband following the deployment of 16 R100 subsea cables that were laid during Summer 2022.¹⁴ In August 2022, a further £36 million of funding was jointly announced by the Scottish and UK Governments, which will see an additional 2,637 premises receive access to gigabit-capable speeds.¹⁵

Coverage of superfast in rural Scotland has increased significantly in recent years but remains considerably lower than in urban Scotland and the UK average for rural premises. In some cases, rural addresses may be eligible to combine Scottish Government funding of up to £5,000 from the Scottish Broadband Voucher Scheme (SBVS) with funding from the UK Government's Gigabit Broadband Voucher Scheme (GBVS), which provides £1,500 for rural homes and £3,500 for rural

¹³ Digital Scotland, [R100 - Access for all](#).

¹⁴ Digital Scotland, [R100 subsea deployment](#).

¹⁵ Digital Scotland, [Delivering faster internet](#), 19 August 2022.

businesses to provide a connection (and which will be increased to £4,500 for all beneficiaries from early next year).¹⁶

Broadband services using wireless networks are also available across large parts of Scotland

Broadband to fixed locations can also be delivered wirelessly, providing an alternative to fixed network connections.

Fixed wireless access (FWA) on mobile networks

Of the four mobile operators in the UK, only Virgin Media O2 does not offer fixed wireless access services. Based on information from the operators about their coverage levels, we estimate that 95% of premises in Scotland have access to a fixed wireless service from a mobile operator. This is an increase of two percentage points from last year.¹⁷

FWA services offered over the MNOs 4G and 5G networks, share the network capacity with mobile users, meaning that the capacity of the network has to be carefully managed between the demands of existing mobile users and FWA customers. This means that there may be areas of high mobile demand where a reliable FWA service cannot be offered.

We carried out research this year to better understand the performance of FWA services delivered over mobile networks. Our results show that FWA packages are offering similar capabilities to fixed connections, except in relation to latency (see the main UK report for further details). Further information about this can be found in the Connected Nations UK report.

Fixed wireless access via wireless ISPs (WISPs)

Fixed wireless services can also be delivered over networks that communicate via a wireless link between a provider's mast site and an external antenna fixed to a customer's premises. These mostly use licence-exempt or lightly licensed spectrum, and due to the range of frequencies being used to deliver this service, performance may sometimes be limited by line-of-sight issues. We are beginning to see some use of 5G technology, which alleviates some of these line-of-sight issues. We have further expanded our collection of WISP data this year to now include 26 providers. Based on estimates from these providers, around 2% of residential premises in Scotland have coverage from a WISP network.

¹⁶ Digital Scotland, [Vouchers](#). DCMS, [Broadband beamed from space to isolated areas under plans to boost countryside internet connections](#), 30 November 2022.

¹⁷ This estimated coverage figure is based on coverage data provided by EE and Three. While Vodafone provides an FWA service across its mobile network, we do not have data at the level of granularity needed to map its coverage to UK premises and so it is not included in this figure. More generally, coverage forecasts are determined by predictive modelling tools, localised issues may mean that particular premises may not be able to receive a service despite being predicted to do so.

Table 2.7: Coverage of MNO and WISP FWA networks with at least decent broadband (residential properties)

	MNO FWA	WISP FWA
Scotland	95%	2%
England	96%	7%
Northern Ireland	85%	0%
Wales	93%	32%
UK	95%	7%

Source: Ofcom analysis of provider data (September 2022).

There continues to be a small number of premises in Scotland that cannot access decent broadband

Excluding fixed wireless access coverage, 97% of homes and businesses in Scotland have access to at least decent broadband on a fixed line connection. This means around 90,000 premises do not have access to decent broadband via a fixed connection – a drop of around 10,000 premises since last year. Most of these premises are in rural areas of Scotland.

As discussed above, MNOs and WISPs can offer a decent broadband service and can provide an alternative network technology for the premises that cannot currently access decent broadband from a fixed connection. Based on the coverage estimates from FWA providers, we estimate that 21,000 premises in Scotland still do not have access to a decent broadband service via either a fixed or wireless network.

This figure continues to decrease year on year (down from 30,000 last year). This reduction is likely due to a combination of factors, including the increased number of smaller fibre network and FWA providers from which we have gathered data, and the ongoing roll-out of some publicly funded schemes, such as the Scottish Government's R100 Programme.

Table 2.8: Premises without access to a decent broadband service from either a fixed or wireless network

	Remaining premises without access to decent broadband
Scotland	21,000
England	40,000
Northern Ireland	9,000
Wales	10,000
UK	80,000

Source: Ofcom analysis of provider data (September 2022).

Broadband universal service obligation (USO)

The broadband USO provides everybody with the right to request a broadband connection with a download speed of at least 10 Mbit/s and an upload speed of 1 Mbit/s (as well as a number of other specific technical characteristics).¹⁸

Where an affordable service¹⁹ with these characteristics is not available, or due to become available in the next 12 months under a publicly funded scheme, the customer is eligible for the USO if the costs of providing the connection are below £3,400 or, where the costs are above £3,400, the customer agrees to pay the excess.²⁰ BT is the USP for the UK (excluding Hull), and KCOM for the Hull area. They are required to provide the USO and to report at six monthly intervals on delivery.²¹

As of October, this year, BT had received 110 orders in Scotland (compared with 1851 orders across the UK).²² Each order may require network build that can serve multiple premises, and therefore will lead to full fibre connections being built that can serve just under 583 premises in Scotland that do not have access to decent broadband.

Satellite services

Satellite broadband services have been available in the UK for some time, but take-up of these services has remained low compared to traditional broadband services.²³ The technology for

¹⁸ In particular these are: a contention ratio of no more than 50:1; latency which is capable of allowing the end user to make and receive voice calls effectively; and the capability to allow data usage of at least 100GB a month.

¹⁹ When the USO was launched (in March 2020), we specified in the USO conditions that an affordable service was one that costs £45 per month, rising annually by CPI. This has now risen to £48.90 per month in line with CPI.

²⁰ In calculating whether the costs are below or above £3,400, the universal service provider (USP) must take into account where costs could be shared by several USO eligible premises.

²¹ BT Group, [A Universal Service Obligation - Keeping the UK connected](#).

²² BT's public reporting shows a slightly lower number of total confirmed orders, this is because it only covers orders prior to, and during, network build, whereas the 1851 figure also includes orders made once build has completed.

²³ We report in the [2022 Communications Market Report](#) that there were 25,500 fixed broadband satellite connections at the end of 2021. This figure represents data collected from a non-exhaustive list of UK satellite service providers (excluding Starlink).

delivering satellite broadband has evolved significantly in recent years, and continues to do so, with an increasing number of satellite constellations now being launched.

Geostationary (GSO) satellites, which orbit the earth at about 36,000km, have traditionally been the primary way of delivering satellite communication services. However, Low Earth Orbit (LEO) satellite constellations, which can deliver lower latency services, are now also available offering residential and business broadband to UK customers. Starlink launched its LEO satellite broadband service in the UK last year and it now provides coverage across the UK (excluding the top two thirds of the Shetland Islands).²⁴

Further information about satellite services can be found in our [Connected Nations UK Report](#).

Planned network deployment

We recently published our first forward looking report about planned network deployments of full fibre.²⁵ This report is based on the stated deployment plans of network operators as of March 2022 up to three years in advance, and it includes plans that are privately funded as well as those that are supported through public funds/intervention (that were known at the time the data was collected in May 2022).²⁶

Using the same data, we have now also estimated how this expected deployment of full fibre broadband services is likely to reduce the number of properties that cannot get decent broadband from either a fixed or fixed wireless connection over the next three years. Specifically, our estimates indicate that, by March 2025, there will be 12,200 premises in Scotland which will continue to be without access to decent broadband, and which may therefore be eligible for the broadband USO.

More consumers are upgrading to higher speeds

It is important to understand whether consumers are benefiting from higher speed and more reliable broadband services when they are available.

We estimate that for those premises that are able to take superfast broadband or a higher speed (94% of all premises in Scotland), around 71% of them do so. This is an increase from around 68% last year. Furthermore, we estimate that the take-up of full fibre services in Scotland, where they are available, is around 23%. Our reporting of full fibre take-up may appear lower than expected, this is because, while networks are being deployed at pace, take-up is likely to lag coverage.

²⁴ See Starlink's [online coverage map](#). In September, Starlink expanded its coverage further north, reaching up to around the bottom third of the Shetland Islands, with the rest planned to follow in the first quarter of 2023. ISPreview, [Starlink Expand UK Coverage to Include Part of Shetland Islands](#), 27 September 2022.

²⁵ Ofcom, [Planned Network Deployment](#), November 2022.

²⁶ The report only takes account of communications providers planned deployments (whether privately or publicly funded), and therefore does not account for any aspirations or plans by public authorities, whether national or local, to roll out networks in their geographical areas.

Table 2.9: Take-up of broadband service by speed (as a percentage of premises where those services are available)

Nation	Superfast and above	Full fibre
Scotland	71%	23%
Wales	71%	28%
Northern Ireland	73%	25%
England	73%	25%
UK	73%	25%

Source: Ofcom analysis of provider data (May 2022).

Data usage over fixed networks continues to grow

Consumers in Scotland continue to use more data over their fixed connections as more people use broadband for data-heavy activities such as streaming. The average monthly data usage now stands at 482 GB per connection, up from 446 GB last year and 433 GB in 2020. This is the second highest of all the nations with only Wales (501 GB) having a higher average monthly data usage.

3. Mobile, Data and Voice

Introduction

Mobile services continue to play an ever more central role in people's lives, from on-the-go calls and internet access to wireless connectivity for smart meters. In this chapter, we provide an update on the progress operators are making with their 5G rollout plans, while continuing to report on the broader availability of mobile coverage across Scotland, both outside and inside premises, across its landmass and along major roads.

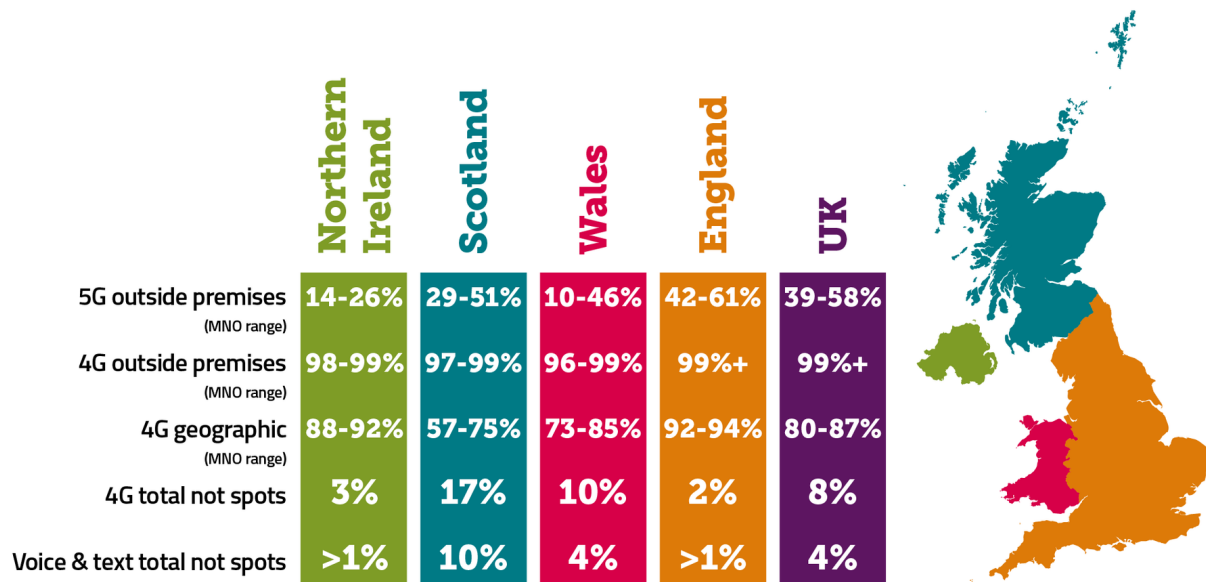
We provide early insights from our work on the quality of mobile network performance, alongside additional information about investment in networks and the continuing growth of mobile traffic in our [Connected Nations UK Report](#). The UK report also includes an update on the availability and use of Internet of Things (IoT) devices and services as well as plans for 2G and 3G switch off.

Key highlights

- **The availability of 5G services continues to grow.** The level of coverage provided outside of premises from individual Mobile Network Operators (MNO) in Scotland now stands at 29-51% (based on our High Confidence level), the second highest of the four UK nations.
- **4G continues to underpin the mobile experience in Scotland.** 83% of Scotland's landmass has 4G geographic coverage from at least one of the mobile operators (up from 82% in 2021) but only 46% has coverage from all 4 operators (up from 45% in 2021).
- **There continues to be a high level of 4G outdoor premises coverage in Scotland.** Individual mobile operator coverage ranges between 97-99%, with a range of 89-97% for rural areas.
- **Over half of Scotland's major roads now have in-vehicle 4G coverage from all four mobile operators.** Coverage now stands at 53%, an increase of 2% from 2021.

Summary of mobile coverage

Figure 3.1: Overview of voice and data coverage across the UK²⁷



Source: Ofcom analysis of operator data (September 2022).

5G coverage continues to grow

5G is now within reach of a growing number of consumers, with around 20% of mobile handsets now 5G capable (up from around 10% in 2021) and coverage increasing significantly across the UK.²⁸

The mobile coverage data in this report is based on predictions provided to us by the MNOs. To evaluate the accuracy of the information provided to us, we undertake regular testing to ensure the predictions provided are suitable for national and regional reporting. The development of 5G predictions has required new approaches from the mobile network operators, and in many cases relies upon new iterations of their modelling tools. We have therefore undertaken a 5G-focused monitoring exercise before publishing these predictions, and we will continue to engage with MNOs, and undertake further monitoring, as networks are rolled out and models are updated.

We report on 5G availability across a confidence range of “High Confidence” and “Very High Confidence”, which reflects the likelihood of coverage predicted by the mobile operators matching up to the coverage on the ground for consumers.

Our approach to reporting on 5G coverage is set out in more detail in our [Connected Nations UK Report](#).

²⁷ Note that the MNO range for 5G outside premises presented here is based on our ‘High Confidence’ measure.

²⁸ We note that not all 5G capable devices may be enabled with 5G subscriptions.

Outdoor premise coverage of 5G

Across the UK, we find that coverage outside premises from at least one operator has now reached around 77% at our High Confidence level, and 67% at our Very High Confidence level. For Scotland, 5G coverage outside of premises from at least one operator ranges from 68% at high confidence to 57% at very high confidence. This represents a considerable increase from 2021. Table 3.2 below, shows the range of outside premise 5G coverage across individual MNOs in Scotland, which, based on our High Confidence level, is 29% to 51% - the second highest of the four UK nations. The range of coverage across the UK varies considerably with England at 42-61%, Wales at 10-46% and in Northern Ireland at 14-26%.

Table 3.2: Range of 5G coverage outside of premises in Scotland across individual mobile network operators, by year

	2022	2021
High Confidence	29-51%	8-37%
Very High Confidence	20-41%	8%-28%

Source: Ofcom analysis of operator data (September 2021 and September 2022).

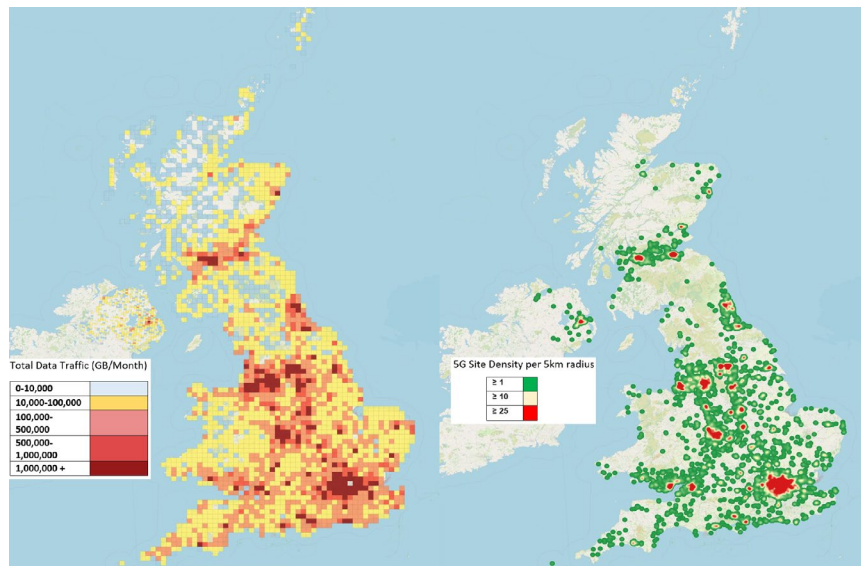
These increases have been driven by additional 5G deployments, with over 12,000 MNO 5G deployments across the UK, up from the 6,500 we reported in 2021.²⁹ Of these, 86% of sites are located in England, 8% in Scotland, 4% in Wales and 2% in Northern Ireland.

Whilst 5G deployments continue to be focussed around more densely populated areas, including across the Central Belt of Scotland, it is increasingly available beyond city centres and can be found in smaller towns and along busy transport routes. The total 5G capacity provided in these areas will vary and is a product of both the site density shown on the right-hand side of Figure 3.3 below, and the available bandwidth.³⁰

²⁹ It should be noted that these deployments do not necessarily equate to a total of individual sites across all MNOs. For example, 2 MNOs may be offering coverage from the same site.

³⁰ We note that where 5G and 4G are sharing the same spectrum, 5G is currently accounting for less than 4% of the total traffic in these shared bands.

Figure 3.3: Intensity of mobile traffic per 10 km² (left) and density of 5G site deployments (right)



Source: Ofcom analysis of provider data (May 2022).

These differences in deployment strategies are reflected in the different coverage levels across the UK nations reported in the coverage ranges set out above. In Table 3.4 below we highlight the coverage levels of individual MNOs within those ranges for premises in Scotland.

Table 3.4: 5G outdoor premises coverage in Scotland by mobile operator

	Very High Confidence	High Confidence
EE	41%	51%
Three	26%	50%
Virgin Media O2	28%	29%
Vodafone	20%	32%

Source: Ofcom analysis of provider predictions (September 2022).

Scotland 5G Centre

As well as commercial MNO 5G rollout, we are also seeing new initiatives spearheaded by industry and government aimed at developing, and providing insights into, different 5G use cases. The Scotland 5G Centre (S5GC) is the national centre for accelerating the deployment and adoption of 5G connectivity in Scotland's Industry and Public Sectors. Funded by the Scottish Government, the Centre works with industry, communications providers and academia.

The S5GC Connect Programme is delivering a national network of 5G Innovation Hubs which are working with SMEs to embrace 5G, develop use cases on a private 5G testbed network, and give them the skills they need to use 5G technology as business enabler. The Hubs will work closely with key local sectors, communities and businesses to help develop skills needed to use 5G technology as

a business enabler. Hubs are now active in Dumfries, Dundee, Forth Valley, Kilmarnock and Aberdeen, with others in development.³¹

Other projects, such as the 5G New Thinking project continue to work with rural communities, including the Orkney Islands, to aid local communities and businesses to build and operate their own local mobile and wireless networks.³²

5G and private networks

Private networks are playing an increasing role in the mobile market due to their potential to provide tailored connectivity solutions. These networks can take advantage of additional 5G capabilities and play an important role enabling digital transformation in the wider economy, including in the agricultural sector.

We have issued around 900 shared access licences since new rules were introduced in 2019, up from the 550 we reported in 2021.³³ We continue to estimate that around half of this increased number can be considered as supporting private network type solutions. Around 91% of shared access licences are found in England, 4.5% in Wales, 3.5% in Scotland and 1% in Northern Ireland. We expect to hold a wireless innovation event in Scotland in the coming year.

Geographic coverage

Geographic 4G coverage

As shown in Table 3.5 below, there remain significant differences in geographic 4G coverage across the four nations of the UK. Individual operator coverage across Scotland's landmass ranges from 57% to 75%, an increase of 2% to the top range compared with 2021.

Table 3.5: 4G geographic coverage ranges by UK nation

	Range of 4G geographic coverage
Scotland	57% to 75%
England	92% to 94%
Northern Ireland	88% to 92%
Wales	73% to 85%
UK	80% to 87%

Source: Ofcom analysis of MNO predictions (September 2022).

Most mobile operators have made small but notable improvements in their geographic coverage this year. EE has the highest levels of 4G coverage across Scotland's landmass at 75% (up by around

³¹ [Scotland 5G Centre](#).

³² The [5G New Thinking project](#) is part funded by the Department for Digital, Media, Culture and Sport.

³³ Including legacy licences, there are over 1,600 active licences in the shared access bands.

2% from last year), whilst Virgin Media O2 has increased its coverage by around 3% to 66% (up from 63% last year).

Table 3.6: 4G geographic coverage in Scotland by MNO

	2022	2021
EE	75%	73%
Virgin Media O2	66%	63%
Three	57%	57%
Vodafone	67%	66%

Source: Ofcom analysis of MNO predictions (September 2022).

Table 3.7 below highlights the differences in 4G geographic coverage from all operators across the UK. It shows that 4G geographic coverage across Scotland from all mobile operators slightly increased this year to 46%, up from 45% in 2021, in line with broader trends across the UK.

Table 3.7: 4G geographic coverage from all MNOs by UK nation

	% of landmass served by all operators (2022)	% of landmass served by all operators (2021)	Percentage points (ppt) change
Scotland	46%	45%	+1%
England	85%	84%	+1%
Northern Ireland	81%	79%	+2%
Wales	62%	61%	+1%
UK	70%	69%	+1%

Source: Ofcom analysis of MNO predictions (September 2022).

Geographic coverage from all operators therefore remains poor in many places across Scotland. Urban areas of Scotland are relatively well served by 4G networks but those in rural areas, particularly in the Western Highlands and Islands, experience much lower levels of 4G geographic coverage.

Table 3.8: 4G geographic coverage from all MNOs by Urban/Rural

Nation	Total	Urban	Rural
Scotland	46%	97%	45%

Source: Ofcom analysis of MNO predictions (September 2022).

People and businesses in rural areas may still have a number of options for accessing 4G geographic coverage when considering that 83% of Scotland's landmass is covered by at least one mobile operator.

Table 3.9: 4G Geographic coverage from at least one operator by UK nation and rurality

Nation	Total	Urban	Rural
Scotland	83%	99%+	83%
England	98%	99%+	97%
Northern Ireland	97%	99%	97%
Wales	90%	99%	89%
UK	92%	99%+	91%

Source: Ofcom analysis of MNO predictions (September 2022).

Table 3.10 below shows the availability of 4G services across Scotland's landmass by individual mobile operator, with EE having the highest level at 74% (an increase of 1% from 2021).

Table 3.10: 4G geographic coverage change in rural Scotland by MNO

MNO	4G geographic coverage in rural areas (2022)	4G geographic coverage in rural areas (2021)
EE	74%	73%
Virgin Media O2	65%	62%
Three	56%	56%
Vodafone	66%	65%

Source: Ofcom analysis of MNO predictions (September 2022)

As shown in Table 3.11 below, around 17% of Scotland's landmass has no 4G coverage from any mobile operator, down 1% from 2021. This compares to 8% of the overall UK geographic area. It should be noted that some areas in Scotland without coverage are very sparsely populated and feature rugged terrain.³⁴

This terrain presents challenges for mobile operators who must consider a range of factors when deploying infrastructure, such as proximity to power sources and backhaul or radio links to connect masts to the main network. It can also be difficult to obtain the relevant permissions to access private land and the low population density in rural areas can limit the commercial attractiveness of some of these more remote areas.

Table 3.11: Complete 4G not-spots by UK nation

Nation	% of 4G not-spots
Scotland	17%

³⁴ NatureScot, [Landscape policy: wild land](#).

Nation	% of 4G not-spots
Wales	10%
Northern Ireland	3%
England	2%
UK	8%

Source: Ofcom analysis of MNO predictions (September 2022).

Geographic voice coverage

As with last year, mobile voice services from all four operators are available across 60% of Scotland's geographic area. The difference between urban coverage (99%) and rural coverage (59%) is consistent with broader trends and gaps in coverage between urban and rural areas of Scotland. However, 90% of Scotland's geographic area can receive voice coverage from at least one operator, equating to 99%+ of urban and 90% of rural Scotland (up 1 percentage point from last year).

Improving geographic coverage

Both the Scottish Government and UK Government have introduced initiatives which should see significant investment in networks and therefore improved geographic coverage over the coming years.

Shared Rural Network

The Shared Rural Network (SRN) was agreed between the UK Government and the mobile operators in March 2020. Work has continued throughout 2022 towards the delivery of the SRN, with operators' licence obligations to achieve good quality coverage across 88% of the landmass falling due in June 2024, and 90% of the landmass to be covered by January 2027. The UK Government also expects that as a result of this activity there will be good 4G coverage available across 95% of the UK landmass by the end of 2025 (from at least one mobile operator). Coverage in Scotland is expected to rise to 91% from at least one operator and reach 74% from all four operators.³⁵

³⁵ UK Government, [Shared Rural Network](#).

Figure 3.12: Changes in partial and full coverage over time, and as represented in UK coverage today

	2019	2021	2022
Complete Not Spot	9%	8%	8%
Partial Coverage	25%	22%	22%
Full Coverage (All 4 MNOs)	66%	69%	70%



Source: Ofcom analysis of MNO predictions (September 2022).

Scottish 4G Infill Programme

Alongside the SRN, the Scottish Government is also investing up to £28.75 million to deliver 4G mobile infrastructure to up to 55 mobile ‘not-spots’ through the Scottish 4G Infill programme (S4GI). The first site in the programme – at New Luce in Wigtownshire – went live in February 2020 and is now delivering 4G services. As of the time of writing in November 2022, 30 sites are currently live with a pipeline of sites to be built and activated through to March 2023. Updates – including timescales for 4G service availability – are being published on the Scottish Government’s website.³⁶

Case study: Building 4G masts in Clova, Angus

The S4GI programme is delivering mobile services across some of the most challenging terrain in Scotland. S4GI infrastructure provider WHP Telecoms delivered a new 4G mast in Clova, Angus which is located in the Cairngorms National Park. This involved extensive consultation and discussion with Angus Council throughout the planning process. Once activated, the mast will provide over 425 sq. km of 4G coverage to the local community and wider area. In order to minimise the impact to both the existing peatland and existing landscape, and improve sustainability, specialist materials were used, and a new access track (over 1,200 meters in length) was built.

³⁶ Scottish Government, [Scottish 4G infill programme: progress update](#), 23 November 2022.

Premises coverage

Outdoor premises 4G coverage

Individual operators continue to provide a high level of 4G coverage outside of premises in Scotland, with coverage ranging between 97-99% of premises. In addition, 96% of premises have outdoor 4G coverage from all four operators, compared with 98% across the UK.

Table 3.13: Outdoor premises 4G coverage by UK nation (all operators)

Nation	Total
Scotland	96%
England	98%
Northern Ireland	96%
Wales	93%
UK	98%

Source: Ofcom analysis of MNO predictions (September 2022).

There continues to be a significant difference between coverage in urban and rural areas of Scotland. Individual operators' 4G coverage outside rural premises ranges from 89-97% (up from 88-96% in 2021), with coverage from all operators up to 84% (up 1% from last year). Individual operators each provide outside coverage of 99+% of urban premises in Scotland.

Table 3.14: Outdoor premise 4G coverage in rural Scotland (by operator)

MNO	% of rural premises with outdoor 4G coverage
EE	97%
Virgin Media O2	94%
Three	89%
Vodafone	94%

Source: Ofcom analysis of MNO predictions (September 2022).

Outdoor premises voice coverage

As with last year, around 99% of premises in Scotland have voice coverage outside from all four operators. This drops to 92% for premises in rural Scotland. Again, almost every premises in Scotland (whether urban or rural) has outdoor voice coverage from at least one operator.

Indoor premises 4G coverage

Several factors can affect the coverage people receive indoors. These include the thickness of the walls, the building materials used in construction, and where in a building people are using their phone.³⁷ As a result, some premises may see differences between the operators' predicted indoor coverage data and the actual coverage experience.³⁸

Indoor 4G coverage from individual operators ranges between 91% and 95% of all premises in Scotland. As can be seen from Table 3.15 below, 85% of premises in Scotland can receive 4G coverage indoors from all four operators, up 3% from 2021. This is 1% higher than the UK average of 84%.

Table 3.15: Indoor premises 4G coverage by UK nation (all operators)

Nation	Total
Scotland	85%
England	85%
Northern Ireland	72%
Wales	76%
UK	84%

Source: Ofcom analysis of MNO predictions (September 2022).

Table 3.16 below shows that indoor premises 4G coverage from individual operators ranges between 72% and 83% in rural areas of Scotland (up from 71% and 81% in 2021). In addition, only 55% of rural premises receive indoor 4G coverage from all four operators (up from 53% in 2021). In urban areas of Scotland, 92% of premises can access a 4G service from all four operators.

Table 3.16: Indoor premises 4G coverage in rural Scotland (by operator)

MNO	% of premises with indoor 4G coverage (2022)	% of premises with indoor 4G coverage (2021)
EE	83%	81%
Virgin Media O2	82%	82%
Three	72%	71%
Vodafone	82%	82%

³⁷ Ofcom's Mobile Coverage Checker provides information on the likelihood of there being indoor coverage in buildings at different locations and explains more about the factors that affect mobile signal indoors.

³⁸ Ofcom determines indoor coverage by applying an average building entry loss of 10dB across buildings. We acknowledge this approach provides only a simplified view of indoor coverage and that the real experience depends heavily on the types of building material and insulation in a specific building.

Source: Ofcom analysis of MNO predictions (September 2022).

However, 4G coverage is available from least one operator in 99% of rural premises and to 99%+ in urban areas of Scotland.

Indoor premises voice coverage

Mobile voice services from all four operators are available to 94% of premises in Scotland (up 1% from last year). Again, urban areas of Scotland are better served with 98% indoor coverage compared to 74% in rural areas. This is illustrated by the difference in all-operator coverage between urban areas, such as Glasgow City (99%+) and more rural areas like Orkney Islands (41%) or Shetland Islands (60%). However, almost every premises in Scotland (whether urban or rural) has indoor voice coverage from at least one operator.

Coverage on roads

The road network in Scotland is hugely diverse, spanning the ten-lane M8 in Glasgow city centre to single carriageway sections in the Highlands. Good coverage is important along this road network to assist with vehicle communications, navigation, infotainment and safety aids. This section focuses on coverage along Scotland's major roads but a detailed breakdown of coverage along A and B roads can be found via our [interactive dashboard](#).

As shown in Table 3.17 below, in-vehicle 4G coverage from all operators along major roads in Scotland now stands at 53%. Whilst this represents a small increase of 2% from last year, coverage has risen from 48% in January 2019. Four per cent of Scotland's major roads are unable to receive in-vehicle 4G coverage. The table below highlights the range of in-vehicle 4G coverage along major roads in Scotland, by individual operator. In-vehicle voice coverage from all operators on major roads in Scotland, stands at 71%, with around 1% of major roads without voice coverage from any operator.

Table 3.17: In-vehicle 4G and voice coverage on major roads in Scotland, by operator

	4G	Voice
EE	83%	86%
Virgin Media O2	79%	93%
Three	68%	82%
Vodafone	81%	92%
All operators	53%	71%
At least one operator	96%	99%

Source: Ofcom analysis of MNO predictions (September 2022).

Mobile traffic

Mobile traffic in the UK grew fastest in Scotland, with significant growth year-on-year. Our monthly sample indicates data growth increased to c62,000 TB, up from c48,000 TB in 2021. Most of this data is from 4G traffic, which accounts for c56,000 TB of this year's total data traffic in Scotland.

Further information about these trends can be found the [Connected Nations UK Report](#).

This page is intentionally left blank

Management Committee

Date: 7 September 2023

Agenda Item: 3



Area Community Planning Groups – August 2023 Meetings

1. Purpose

This paper presents key matters arising during the Area Community Planning Group meetings that were held virtually in August 2023.

2. Recommendations

The Management Committee is asked to:

- a) note the highlights detailed at section 4 of the report.
- b) note that Ryan Macintyre (Member of the Scottish Youth Parliament) was appointed to the position of Chair of the Oban, Lorn and the Isles Area Community Planning Group.
- c) note that the Oban, Lorn and the Isles Area Community Planning Group will seek to appoint a Vice-Chair at the meeting scheduled for November.
- d) note that Councillor John Armour was appointed to the position of Chair of the Mid Argyll, Kintyre and the Islands Area Community Planning Group and Iain Brodie, East Kintyre Community Council, was appointed as Vice-Chair.
- e) note that the Bute and Cowal Area Community Planning Group agreed to the Community Planning Teams proposal to facilitate a discussion between the Chair of the CPP Management Committee, the Chair of the Area Community Planning Group and the Chair of the Dunoon Gourock Ferry Action Group.

3. Background

There are four Area Community Planning Groups, one in each of the Council's administrative areas (Bute and Cowal; Mid Argyll, Kintyre and the Islands; Helensburgh and Lomond; and Oban, Lorn and the Isles).

Meetings were held on a variety of platforms, including purely virtual and on a hybrid basis using Microsoft Teams. Prior to the meetings discussion took place with the Area Chairs and Vice Chairs and a standard agenda template was agreed. All 4 meetings were well attended by a variety of partners.

4. Highlights

All Groups considered:

- Community Planning

Antonia Baird, Community Development Officer Argyll and Bute Council, provided each Group with an overview of Community Planning in Argyll and Bute. The presentation included information on the Community Empowerment (Scotland) Act 2015; the roles and responsibilities of the Community Planning Team; where the Area Community Planning Groups fit into the partnership and their relationship with the Management Committee; cross cutting themes and principles of effective community planning.

The presentation also included information on the development day which is held once a year; action plans for each of the Area Community Planning Groups as well as the Argyll and Bute Outcome Improvement Plan.

- Access to Argyll and Bute (A83)

Transport Scotland and Atkins WSP Joint Ventures delivered a presentation on the permanent solution for the A83. The presentation included information that had been delivered at both virtual and in person public exhibitions within the locality, specifically key features and benefits of the preferred route; the preferred route plan; the scheme assessment process and the next stages of the assessment and construction phases.

- Centre for Local Economic Strategies - Community Wealth Building

All Groups gave consideration to a presentation on Community Wealth Building from Charlie Murphy from CLES (Centre for Local Economic Strategies). Charlie highlighted that the CLES mission is to develop local economies which work for people, planet and place and that it is the lead organisation for Community Wealth Building in the UK. Charlie advised that CLES had been commissioned by the TSI on behalf of the CPP to conduct research on Community Wealth Building in Argyll and Bute.

- Climate Change Working Group

Stan Philips, Chair of the Climate Change Working Group, submitted an update report that highlighted the ongoing work of the Climate Change Working Group. The report outlined the proposal to produce a strategic Action Plan as a means to address the climate emergency in Argyll and Bute; the approved governance arrangements to support the Climate Change Project Manager post and the ongoing work on the recruitment of the Project Manager.

- Police Scotland

Consideration was given to updates which included information on the ongoing work of the Service and provided information on the expansion of the Partners intelligence portal; the emergency services day held in Dunoon; youth engagement activities; the 'Move in May'

challenge which Police Scotland staff took part in; Progress Pride flag's journey around Argyll and West Dunbartonshire Division and the Keep Safe scheme.

- Scottish Fire and Rescue Service

The Scottish Fire and Rescue Service presented reports highlighting the Service's 2023-24 FQ1 review of local performance across the locality. The report included information on local firefighter training plans; incidents during this time period; unwanted fire alarm signals; road and water safety campaigns and community engagement activities.

- Live Argyll

Live Argyll provided information relating to youth work across the locality such as the GIVE summer programme; the Police Scotland Youth Volunteers; the work with Developing Young Work Force and the summer exchange programme.

- Argyll and Bute TSI Update

The Groups gave consideration to a report from the Argyll and Bute TSI which highlighted that at the June 2023 Community Planning Partnership, the Argyll and Bute TSI Chief Executive Officer presented a fourth paper on moving the local Community Wealth Building agenda further forward and that at the end of June, TSI commissioned a three day Combined First Aid at Work and Paediatric First Aid course at Atlantis Leisure Centre in Oban for Third Sector organisations.

- Progress on Argyll and Bute Climate Hub

Consideration was also given to a TSI authored report which sought to update Partners on actions being taken to draw together a range of community actors to coordinate, map and network build for the purposes of increasing community awareness concerning climate action.

- UHI Argyll

UHI Argyll advised that all centres held an open day on the 14th June in which people were encouraged to drop into their local centres to enquire about courses and find out what support is available to them. It was noted that UHI Argyll staff have been attending some local events during the summer months and are currently preparing for the new academic year and the intake of new students.

- Skills Development Scotland Update

Susan MacRae, Skills Development Scotland advised that career advisors have been visiting centres across the locality and that they continue to support school leavers. Susan added that the Partnership Action for Continuing Employment initiative and the annual participation measures are due to be published on 31st August.

- Citizens Advice Bureau

Jen Broadhurst advised that the Citizens Advice Bureau have been busy and have supported around 800 clients in the last 3 months with 370 of those being new to the bureau with the majority being in relation to welfare rights. The Groups noted that the overall client financial gain, generated from the advice provided was just under £360,000. Jen also provided information on other areas such as the new data hub which provides statistical data on the range of clients that they support across the region; debt advice; the Armed Services advice project; energy advice and the adviser training programme.

- Argyll and Bute Health and Social Care Partnership - Public Health Update

Each Group considered a public health update from Angela Coll, Argyll and Bute Health and Social Care Partnership on the ongoing wellbeing and prevention activities overseen and delivered by the HSCP Public Health Team in Argyll and Bute. The update highlighted information on the Public Health Intelligence Team; the Money Counts Level 1 awareness raising sessions; the Living Well Networks and the merge of the Living Well Strategy and Prevention Board.

Bute & Cowal (Meeting Papers - [LINK](#))

Gordon Ross of Western Ferries provided the Group with an overview of the service provided. Gordon advised that in June 2023 Western Ferries celebrated 50 years of service and that they were currently celebrating the 10th anniversary of the naming ceremony of their boats, the Sound of Seil and the Sound of Soay. Mr Ross advised that Western Ferries provide approximately 32,000 sailings a year from 6am until midnight, 365 days a year. It was also highlighted that Western Ferries provide a free out of hour's service for emergency services in Dunoon and have a stand by crew permanently on call.

Ann Campbell highlighted that Dunoon Community Development Trust has just completed a recruitment phase following a successful grant application and advised that she had been appointed as Partnership and Development Manager.

Alex Wilde and Becky Hothersall, Shaping Places for Wellbeing Dunoon, provided information on their recent activities, with it being highlighted that they can support organisations create their own Place and Wellbeing Assessment and that they are also planning to work with local partners on exploring active travel plans for Dunoon.

Jim Osborne provided the Group with an update on the consultation exercise currently being undertaken by Bute Community Council. Jim advised that the new Community Council agreed last year to revisit a conversation that took place in 2015 on how the Community Council can improve Bute. Consequently, the Community Council has organised a public meeting with 7 main themes emerging, the top 3 being, facilities for visitors, town regeneration and facilities for young people. It was also highlighted that the Community Council are still in the process of community engagement with further events planned.

The Group considered a presentation by John Park, Director of Sandbank Community Development Trust which was established in 2002 to provide social and community facilities, environmental improvements, preservation of local heritage and support for local businesses. Mr Park provided information on the recently prepared Community Action Plan

and the ongoing activities of the Trust such as the Ardnadam Community Park and Holy Loch Nature Reserve.

Consideration was given to a presentation by Robin Webster of Friends of Glenan Wood. Robin highlighted that the woods were acquired by the local community from Forestry Scotland via the Scottish Land Act in 2019. The presentation also included information on what visitors can expect to find in the woodlands; grants that they had received; work parties for volunteers; the weekly 'brew and blether' and the challenges they are facing.

Helensburgh & Lomond (Meeting Papers - [LINK](#))

The Group gave consideration to a written update by PC Drew Omand, Ministry of Defence Police. The update included information on the A814 roadworks at His Majesty's Naval Base Clyde; community drop in's which had been introduced for local residents and base employees to discuss any issues or concerns; the Police Scotland Youth Volunteers and the summer football which was held.

Sarah Davies provided an overview of Helensburgh Community Council's activities as well as providing information on the 2 major projects affecting Helensburgh, specifically the Waterfront development and the Taylor Wimpey golf course housing development. Sarah also advised that Fun First ran throughout the summer holidays which was very successful.

Consideration was given to an update from David Haggerty, Community Development Officer, Argyll and Bute Council. The update included information on the recent Supporting Communities Fund cycle of awards with Community Development Officers supporting both successful and unsuccessful applicants. The update also provided information on the development of Groups supported by the team such as the Princess Louise Hall Committee, the Welcome In Recovery Café, the Kirkmichael Community Development Group and the Climate Action Plan – Working group.

Gill Simpson from Helensburgh Community Hub advised that the #essential sector campaign would be launched in November; the volunteer recognition event held in June was a great success.. Gill highlighted that the Hub had now been open for 2 years and an open day is planned for 16 September to celebrate.

Morevain Martin advised that Garelochhead Station Trust are currently in negotiations with Network Rail for the lease of the station building and hope to have the lease secured by the end of the year. Morevain also highlighted that they have been working with the UHI to explore how well the Station Trust are delivering services and that they were the only organisation in Argyll and Bute and 1 of 7 organisations in Scotland to be chosen to be part of The Ideas Fund.

Angela Anderson advised that Plastic Free Helensburgh had secured money through the Council's Supporting Communities Fund to get skips for beach cleans and for litter picking stations with 40-50 volunteers regularly attending.

Fiona Baker, on behalf of Destination Helensburgh, highlighted that there had been a 30-50% increase in footfall. Fiona also highlighted that the first cruise ship, the Silver Seas Endeavour, arrived in May with Destination Helensburgh organising excursions, the most popular being the walking tours to Rhu and Glenarn.

Mid Argyll, Kintyre and the Islands (Meeting Papers - [LINK](#))

The Group gave consideration to a presentation from the Scottish Ambulance Area Service Manager for the West Region. Mr Benton provided an overview of the increasing demand for the Scottish Ambulance Service and the different services provided and gave a breakdown of calls received in 2021 which were dealt with by 7,000 staff and 1,200 volunteers. Mr Benton outlined the new triage system in place for responding to calls, together with hospital turnaround times. He advised the next steps in ensuring investment in staff to improve wellbeing; enabling people to receive the highest quality of care; working alongside communities to improve population health; making shared decisions with people to support self-management and embracing data and technology to add value to the services already provided.

Consideration was given to a report and a short presentation by Tarbert Arts and Leisure Centre (TALC) on their Creative Arts, Technology and Education Programme, which was founded in 2014. Anna Dawton and Nicole Heidtke provided an overview of the timeline of the programme and advised that TALC delivers workshops in areas of art, design, technology, media and interdisciplinary projects, which are not offered at school and they also deliver CPD training for teachers. It was noted that TALC is the only organisation who is not a top-ranked Art School who was invited to send young people to the Professional Development Programme of Scotland and Venice.

Oban, Lorn and the Isles (Meeting Papers - [LINK](#))

The Group gave consideration to a report and general introduction to the Connecting Communities Collective, which is a new partnership involving Hope Kitchen, Atlantis Leisure, Lorn Health Options, Allenergy and the Youth Café. Catriona Petit advised that the Collective secured funding from the Community-Led Local Development Fund and Investing in Communities Fund to develop health and wellbeing programmes and events for community members, especially those experiencing hardship associated with access to food, fuel poverty and mental health.

Judith Hawcroft, on behalf of North Argyll Carers, highlighted that they are currently supporting 817 unpaid carers, 150 of which are young carers and that referrals were constant. Judith advised that the carer vacancy on Tiree had been filled, but that the post on Coll remains vacant. It was also noted that during the summer 22 young carers were taken to the Young Carers Festival, where they had the opportunity to relax and enjoy being children and shrug off their careering responsibilities.

The Group considered a presentation by Maurice Wilkins of Keep Oban Beautiful which provided information on how the Group was started. Maurice also highlighted some of the projects the Group had been involved in such as the removal of invasive plants, tree planting and providing a seating area overlooking the burn and the Oban Spring Clean. Future plans for the Group include a waterfall walk on wasteland adjacent to Oban High School and McCaig's Tower, planters and boxes within the town and campaigning for better protection of Oban's green spaces.

4.1 Further Actions

It is requested that the Management Committee note the report and the successful meetings held in August 2023.

5.0 Implications

Strategic Implications	Meetings of the Area Community Planning Group held in May covered various Outcomes.
Consultations	No prior circulation of this report.
Resources	No direct resource implications however consideration of the issues raised and following courses of action may have a knock on effect on finance and/or staff resource
Prevention	Contributes to the prevention agenda
Equalities	Contributes toward reducing inequalities

For More Information:

Stuart McLean, Committee Manager, stuart.mclean@argyll-bute.gov.uk

This page is intentionally left blank

Management Committee

Date: 7 September 2023



Addressing the Climate Emergency in Argyll and Bute

1.0 Purpose

The purpose of this report is to provide the CPP Management Committee with an update of the Climate Change Working Group.

2.0 Recommendations

The CPP Management Committee are asked to:

- Note the approach and status of the project outlined in the report.

3.0 Background

Over the past year and a half, the Climate Change Short Life Working Group has been revived as a CPP sub-group, known as the Climate Change Working Group. It took a fresh look at its remit and potential outputs, which have ultimately centred on producing a Climate Change Action Plan for Argyll and Bute.

The Action Plan is proposed to be produced by employing a Climate Change Project Manager to lead on the process.

The Climate Change Working Group has been exploring funding options for such a post.

This update sets out our current position.

4.0 Detail

4.1 Funding update

The Climate Change Working Group are still pulling together a funding package to support the post of the Climate Change Project Manager.

The cost of a Project Manager post is estimated to be in the region of £120,000 over two years, which would include the salary of an appropriately qualified climate leader, associated employer costs, T&S costs, etc.

Subsequent to previous calls for funding contributions, we had two firm contributions from partners:

£20,000 NHS Highland - Argyll & Bute Health and Social Care Partnership
£50,000 Argyll and Bute Council

We have also the following bids in with the following organisations and are awaiting news on the success or otherwise of these bids:

£15,000 NatureScot

Argyll and Bute Third Sector Interface (TSI) are also supportive of the proposal in principle and are exploring funding opportunities.

4.2 Progress

The Climate Change Working Group decided to start the project with the budget we currently have.

The finalisation of the Memorandum of Agreement between the CPP and the hosting body (Argyll Countryside Trust) is now complete, which was required to establish the governance arrangements.

The Project Manager post has been advertised, and the closing date has passed. Interviews are due to be held on the 5th and 6th September, so will have taken place by the time of this CPP Management Committee meeting.

4.3 Governance

Background

At the last CPP Management Committee meeting the Climate Change working Group requested views on the following:

- Membership of Climate Change Project Manager Steering Group.
- Future work of the CCWG
- Climate Change Working Group Chair

Reminders were sent out around the CPP after the meeting, but, as things currently stand, I have received no thoughts or suggestions on the topics.

5.0 Summary

1. We propose producing a strategic Action Plan process as the building block to addressing the climate emergency in Argyll and Bute.
2. We have an approved governance arrangement for the Climate Change Project Manager post.
3. We are actively pursuing the recruitment of a Project Manager to start this Action Plan work and hope to have someone in post within the next two months.
4. MC advice on the questions posed in this paper is still required.

6.0 Implications

Strategic Implications	
Consultations, Previous considerations	
Resources	
Prevention	
Equalities	

Stan Phillips, Chair, CPP Climate Change Working Group

For more information, please contact:
 Stan Phillips, Operations Manager, NatureScot
stan.phillips@nature.scot

Nicola Reaney, Administrative Officer, Community Planning
Nicola.Reaney@argyll-bute.gov.uk

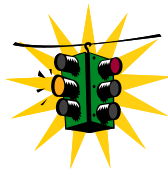
References

Appendices

This page is intentionally left blank



Benefits Highlight Report

Name of Document:	Highlight Report - <i>Benefits Highlight Report</i>	Overall Project Status  GREEN
Author:	<i>Fergus Walker</i>	
Description of Content:	To 31 July 2023	
Distribution:	<i>Financial Inclusion and Advice Group</i>	

Headlines

CRISIS GRANTS

- In the period 1 April 2023 to 31 July 2023 there were 422 applications received in SWF for Crisis Grant support. 224 awards have been made to the value of £23,219. This is a still a slight reduction on applications for this time last year however spend is up by 5%. We are continuing to closely monitor application numbers.

COMMUNITY CARE GRANTS

- In the period 1 April 2023 to 31 July 23 there was 270 applications for Community Care Grants. 132 awards have been made to the value of £173,293. Again this represents a slight decrease in applications but spend is up by 27%. At the end of July 40 CCG applications were outstanding.
- Scottish Government have advised that the Council will receive £458,284 of programme funding for SWF in 2023/2043.

DISCRETIONARY HOUSING PAYMENTS (DHP)

- As at 30 July 2023 our spent and committed amount on the Discretionary Housing Payment (DHP) fund is £767,472.
- Initial DHP Tranche 1 funding allocation for 2023/24 in Argyll and Bute is £869,638. With expected Tranche 2 funding of £192,259 due later in the year. This brings our total DHP allocation to £1,061,897 for the year.
- Allocations are split into Bedroom Tax - £721,265, Other DHPs - £100,602 and Benefit Cap - £47,771

ARGYLL AND BUTE FLEXIBLE FOOD and FUEL FUND (ABFFFF)

- Since January 2021 the project has supported 1,994 households who are suffering from food and fuel insecurities in Argyll and Bute, with a combined client gain of £2,725,957 which is an average gain of £1,367 per household.
- The biggest support continues to be with disability related benefits PIP/DLA that have gone unclaimed. With UC, HB, DHP and Scottish Government Grants making up a significant amount. Everyone seen by an Adviser at BAC is offered a referral to Alienergy. They have supported clients in Debt Relief, Fuel Vouchers, Appliances and Efficiency Measures.



Benefits Highlight Report

- The project has recently been gained national acclaim winning an award in the Community Focus Award at the annual ASSISTFM conference in Glasgow.
- The project features as a case study/exemplar in the Scottish Government's national Action Plan 'Cash-First: Towards Ending the Need for Food Banks in Scotland' which was published in May 2023.
- Work is underway to expand the project to offer more support to the gypsy traveller community and we are also looking at the possibility of outreach.

Case Study

- *A travelling community family who are being supported by MECOPP were offered support under the Flexible Food and Fuel Fund. The family have been given a full benefits check to ensure that all benefits are claimed. A third trench of FFFF is being awarded alongside the Laser funding of £200. This funding will really help over the summer holidays as this is a particularly challenging time for families on a restricted income. This will allow for some family day trips.*

SCHOOL CLOTHING BANKS

- The project is now live in the Kintyre area, Dunoon and Cowal, Bute and Oban Lorn and the Islands. Work continues to introduce the project in Mid Argyll and the Islands. Many schools in the area have a supply of preloved uniforms or are working with other organisations who can support families in need of uniforms. We are trying to work with community development officer and the schools to find a way to bring everything together and make requests for uniforms as easy as possible for families.
- [School uniform scheme \(argyll-bute.gov.uk\)](http://argyll-bute.gov.uk)

EBSS and APF Grants

- The Council Tax team are currently processing applications from customers for the Energy Bill Support Scheme (EBSS) and Alternative Payment Fund (APF) on behalf of the UK government. These schemes have now closed, they were aimed at people who do not have a direct relationship with an energy supplier and therefore hadn't benefitted from the £400 grant that reduces energy bills or the £200 for those using oil or gas central heating. As volumes of applications had not been as high as expected across the UK and we had experience the same here in Argyll and Bute, we contacted all care homes in our area to encourage take up of the scheme. This resulted in a good number of extra applications before the scheme closed on 31st May 2023. Any final applications will be sent to local authorities by Friday 18th August, payments must be made by 23rd August and the scheme ends on 31st August 2023.
- The table below shows the current position with both schemes;

SCHEME	NO. OF APPS	AWARDS		REJECTIONS	TO BE PROCESSED
		No.	Value (£)		
EBSS(£400)	221	213	85,200	8	0
EPG(£200)	357	349	69,800	8	0
	578	562	155,000	16	0



Benefits Highlight Report

Current Issues/Risks (in your area and across partners)

CURRENT ISSUES / RISKS					
ID	Description	Prob	Imp	Action / Progress / Timeline	Trend
1					

Current Initiatives/developments (in your area and across partners)

ID	Description	Action / Progress / Timeline
1	School Clothing Banks	Complete by December 2023

Horizon scanning (e.g. future legislative changes / opportunities or developments)

- Possible partnership working with the Poverty Alliance on the rural poverty premium

Key actions – 3 month horizon

- Continue to monitor progress with AB FFFF and other schemes.
- Monitor DHP and CCG spend against budget.
- Continue progressing our School Clothing Banks project.

FERGUS WALKER

15 August 2023

This page is intentionally left blank



Update- Digital Inclusion Community Learning Services

One of our main focus areas is digital inclusion and we currently offer a variety of basic digital skills courses and digital drop in sessions for a wide group of learners across Argyll and Bute in particular the Helensburgh and Lomond area. Many of our learners are facing economic challenges and cannot afford Data and/or devices to allow them to connect digitally with the wider world. We support job seekers, elderly, families and a variety of groups including those seeking support for addictions and those struggling with mental health issues.

Device Bank and access to free Devices Laptops and iPad/tablets.

In Helensburgh - Adult Learning -Community Learning Services Live Argyll has been successful in two recent bids to the Good Things Foundation's network of Community Partners for both free Data Access through the Data Bank and for free Digital Devices through the Device Bank. We have received 25 Devices mixture of Laptops/IPads/free Wi-Fi access.

Over recent years we have seen the demand for devices from our learners increase as more access to welfare related benefits and advice has moved online and our learners simply cannot afford to purchase devices themselves. The recent cost of the living crisis has only compounded this further. The Device Bank will enable us to provide our learners with the appropriate equipment to connect and learn online. As you are aware we have a large rural community, and these devices will enable remote learners to work without the expense of traveling a long distance and Community Learning we will be able to work with them via MS Teams and Zoom. This will be highly beneficial and will help reduce the number of learners who stop attending due to distance and lack of devices.

Impact and assessment

We plan to distribute the devices in a number of ways. We will make our learners currently attending our digital sessions aware of the offer and invite them to make us aware of their requirements. This will be done in person during our group delivery sessions. Additionally we will contact our remote learners and make them aware of the offer. At this point we would have a discussion to ensure the learners meet the criteria of the Device Bank. Once the criteria is agreed we would meet with the individual learner, either in our own or partner organisation setting to hand over and set up the device. At this time we will explain all the relevant aspects of how the device and data will work. We will also sign the learner up for Learn my Way at this point, if they have not already done so. At this time we will arrange a programme of contact and support for each individual to ensure they have ongoing access to either a member of the Community Learning Team or one of our volunteers for at least 6 months, to ensure they are able to make the most of the device they have been gifted.

DATA Bank MIFIs and free data

In addition to the Devices and free data that goes with the Digital Devices we have also been successful in our application for up to 5 learners per month to receive through Helensburgh Adult Learning, Community Learning/LiveArgyll (subject to criteria) free data for Wifi access to the internet and in some cases free calls to. This will give learners free access with no end date restrictions and

they will receive free wifi access continuously. Learners receive vouchers or a sim if it is via data card or mifi.

Many learners have no access to data via WIFI or similar. We carry out the learning in a variety of environments, public library, community centres and other local provider's premises. We would like to be able to offer learners the opportunity to access the internet out with the learning sessions. For many of them the financial barriers prevent them from being able to do so.

Access to data has a profound impact on learners. For some it will enable them to successfully search for jobs and interact with Job Centre Plus fully as this is extremely difficult without access to the internet. For older learners access to this data will enable them to communicate with their families and also interact with local services and organisations. It will enable family learners to interact fully with their children's education and school. As an email is an essential item for most services today, access to the internet is the only way to fully interact with one. As we are all aware in a rural area such as Argyll and Bute more and more services have moved online and having no access to the internet causes major barriers to learners, especially for learners who have English as a second language or suffer from mental health issues. We will be distributing this data through the Community Learning sessions and through my partner organisations, who have more specific remits such as addiction recovery and mental health wellbeing.

Process and Links to become an Online Learning Centre and Application to the National Data Bank and National Device Bank

The Data Bank and Device Bank provides free Data and Devices to people in need via the Good Things Foundation's network of local Community Partners. Community organisations can apply to access both the Data Bank and the Device Bank enabling them to provide Digital access and devices to people in their communities who need them. You can apply to both the Data Bank and the Device Bank separately and funding bids need to be submitted to the Good Foundation Network.

The National Data and Device Banks are co-ordinated by the Good Things Foundation [Good Things Foundation - Improving lives through digital](#), a charity organisation, whose aim is to reduce the digital divide across the UK. They have a number of initiatives in place to work towards achieving this goal, including the Data and Device Banks.

National Data Bank

This initiative provide free data to those in need via the gifting of sim cards and vouchers which have been donated from Vodafone, O2 and 3 networks. These Sims and vouchers contain varying amounts of free data, texts and calls, for up to 12 months, for anyone who cannot access data elsewhere, and are facing data poverty, either through financial or other circumstances. This enables people to have access to online services and experiences they may otherwise be unable to connect with. The Data Bank is normally open for applications each month and once the funding has been granted, you are able to reapply for additional Sims and vouchers as and when you require them. Full details about the Data Bank can be found here [National Databank - Good Things Foundation](#)

National Device Bank

This initiative provides free refurbished devices, including laptops, tablets and smart phones, to people who are unable to access a device elsewhere, either through financial or other circumstances. Recipients must come from a low income household. The devise have been donated by a number of Good Things Foundation partners and professionally reset and refurbished. They are modern, up to date devices with the latest operating systems. They are gifted along with a mobile

Wi-Fi device and a sim card containing 12 months' worth of data. The Device Bank is open for applications at various time throughout the year and notification is made via the newsletter so it is important to sign up to receive these. Full details on the Device Bank can be found here [National Device Bank | Donate Unused Corporate IT equipment \(goodthingsfoundation.org\)](#)

In order to access these initiatives, it is essential that your organisation becomes an Online Learning Centre. Once registered as a centre you will have access to all of the funding and initiatives that Good Things Foundation offers, including the Data and Device banks. Registration is straightforward and full details of how to register can be found here [Join the network | Online Centres Network](#)

Update- Consultant's recommendations

The Community Learning and Development (CLD) Partnership will include the consultant's recommendations as part of their wider "digital skills" plan, with the aim of minimising barriers for those looking to develop their digital skills. The focus will be ensuring the CLD offering is accessible to those who experience various barriers.

Access to devices / Training	Consultant Recommendations
Access to devices	Have a digi-bank (like a foodbank but where devices can be distributed to referred people).
Access to connectivity	<p>Provide mobile WiFi with 24 months unlimited data.</p> <p>Make more public spaces or schools more available at specific times.</p> <p>Inclusion of Essential Digital Skills support into the TSI directory under digital support services.</p>
Gaining and developing digital skills	<p>Build skills and capacity of those in organisations including those who are in remote areas.</p> <p>Have peripatetic workers/volunteers to conduct initial training in remote or island communities.</p> <p>Use EDS check-up, guides and tools available through SCVO</p>
Confidence and understanding (relevance)	<p>Stimulate peer to peer support and mentoring groups using young people undertaking social action.</p> <p>Digital Champions available.</p>
Access to online support and services	Digital Champions and support/IT helpline Advice on how to be a digital champion is available through Connecting Scotland website. https://connecting.scot/digital-champions
Disabilities (Visually impaired, Dyslexia, ADHD etc,)	Digital Champions and helpline specific to their needs Disability specific devices
Language Barrier to support	Translated training programmes and guides Digital Champions and helpline specific to their needs

Management Committee

Date: 7th September 2023

argyll and bute

communityplanningpartnership



Argyll and Bute Employability Partnership Delivery Plan Annual Update

1.0 Purpose

1.1 The purpose of this report is to seek endorsement from the Community Planning Partnership (CPP) Management Committee with regard to the Argyll and Bute Employability Partnership (ABEP) Delivery Plan Annual Update.

2.0 Recommendations

2.1 The CPP Management Committee are asked to:

- Note the content of this paper.
- Endorse the ABEP Delivery Plan Annual Update.
- Endorse a revision to the bi-annual updates on the delivery of the ABEP Delivery Plan, 2022-25, agreed by the committee on 22nd June 2022, to become annual updates, aligned with annual grant funding secured from the Scottish Government.

3.0 Background

- 3.1 The ABEP has been in existence as a discussion forum on employability issues and opportunities for a number of years. However, further to the signing of a partnership agreement between the Scottish Government and Local Government on 5th December 2018, there has been a stronger focus on delivering the shared ambition of the Scottish Government's No One Left Behind (NOLB) policy agenda through all 32 of Scotland's Local Employability Partnerships (LEPs).
- 3.2 The employability system in Scotland has undergone a transformation, since the publication of the NOLB documents which outlined the need for a better aligned and integrated employability support system. Transforming the system has required collaborative working across all partners and a culture change in how services are designed, delivered and funded, in particular the move from national to increased local governance arrangements through LEPs.
- 3.3 A key focus of the Scottish Government's NOLB Delivery Plan¹ has been an increasing shift towards strengthening partnership working between the public, third and private sectors at the national and local level, user engagement, collaborative service design, shared measurement and a common approach to inclusive communications.
- 3.4 Recognising the degree of variability of LEPs across Scotland, the Scottish Government noted the need for some consensus around structure and remit of employability partnerships, whilst allowing flexibility reflective of local circumstances. Therefore, in 2022 the Scottish Government requested that all 32 LEPs were strengthened with the requirement to put in place a detailed Delivery Plan, 2022-25.

¹ <https://www.gov.scot/publications/no-one-left-behind-delivery-plan/pages/2/>

4.0 Detail

- 4.1 The ABEP recognises that through stronger and more collaborative partnership working, focused on a place-based person-centred approach, will help to ensure suitable opportunities for individuals of all ages and capabilities through tackling socio-economic disadvantage, inequalities and removing multiple barriers to securing sustainable employment. On this basis, and as mandated by the Scottish Government, the ABEP developed a Delivery Plan, 2022-25 which was endorsed by the Argyll and Bute Community Planning Partnership Management Committee on 22nd June 2022.
- 4.2 An annual update of the Delivery Plan is presented in **Appendix 1**. A revised **Table 3a** in the appended Delivery Plan outlines the improvement actions that have been addressed, those that are ongoing and those that are still outstanding. The ABEP will always focus on continuous improvements through ongoing partner discussions, collaborative delivery and feedback from service users.
- 4.3 The ABEP Delivery Plan Annual Update also includes a new requirement from the Scottish Government to prepare an Annual Investment Plan, 2023/24, where its component parts are presented in **Tables 3b, 3c, 3d and 3e**. In particular the funding is focused on two distinct areas, **All-Age Employability Support** and **Tackling Child Poverty**; total grant funding of £986k. The **Table 3c** provides the detail as follows:
- whether the activity is under All-Age Employability Support or Tackling Child Poverty;
 - target group supported;
 - rationale for the intervention;
 - delivery partner(s);
 - budget;
 - source of investment – i.e. which of the two areas of NOLB funding;
 - volumes;
 - delivery method; and
 - outcome expected.
- 4.4 The Scottish Government has advised that there are more detailed monitoring information requirements for 2023/24, with progress on outcomes achieved to be reported on a monthly basis. As Argyll and Bute Council is the Accountable Body for the NOLB grant funding, this monitoring activity will be co-ordinated by the Senior Employability Officer, Employability Team within Economic Growth.
- 4.5 This annual review of the Delivery Plan has captured feedback from all ABEP partners with the inclusion of:
- a revised SWOT analysis, **Section 3.1**;
 - an updated Argyll and Bute Employability Pipeline, **Section 4.1**;
 - a revised focus on key priority groups, **Table 2, Section 4.2**; and
 - an updated Equality and Socio-Economic Impact Assessment, signed by the Executive Director, **Appendix 3** of the **Delivery Plan**.
- 4.6 Annual reviews of this nature will ensure that the ABEP is collectively meeting the employability needs of our local vulnerable residents and priority groups.

5.0 Conclusions

- 5.1 The ABEP Delivery Plan Annual Update, provides a platform for partners and stakeholders delivering employability services across Argyll and Bute to work together to identify opportunities, align priorities, learn from each other, develop valued services and ultimately add value to every engagement with supported individuals.
- 5.2 The Argyll and Bute CPP Management Committee is being asked to endorse the content of the ABEP Delivery Plan Update, as attached in **Appendix 1**, to ensure suitable opportunities for individuals of all ages and capabilities based on tackling socio-economic disadvantage, inequalities and removing multiple barriers to securing sustainable employment. Inclusive growth lies at the heart of this Delivery Plan where partner activity will contribute to the Scottish Government's No One Left Behind policy direction, with a focus in Argyll and Bute on ensuring 'No Business Left Behind' and 'No Community Left Behind'.

6.0 Implications

Strategic Implications	<p>As well as responding to the Scottish Government's No One Left Behind policy direction, the ABEP Delivery Plan Annual Update aligns and contributes in the main to <i>Outcome 3 in the Argyll and Bute Outcome Improvement Plan, 2013-23</i>, as to what partners can offer to support individuals to participate in education, skills development and training. Strong partnership working with employers (public, private and third sector) is essential to provide opportunities for work experience to directly help individuals make informed choices on the training and employment options open to them and by doing so allow individuals to gain their first critical experience of the world of work.</p> <p>It is noted that at present these outcomes are being revised during 2023 to update the LOIP for the next 10 years.</p> <p>The ABEP Delivery Plan is also represented on a number of other partnership groups aligned to CPP activity, ensuring links to other local strategies and plans, including:</p> <ul style="list-style-type: none"> • Argyll and Bute Child Poverty Action Plan Group • Argyll and Bute Community Learning and Development Strategic Partnership • Financial Inclusion and Advice Group agenda.
Consultations, Previous considerations	The ABEP Delivery Plan Annual Update, was developed and prepared incorporating actions derived from an initial Improvement Action Plan, 2021-22.
Resources	The resources required to deliver the NOLB funding agenda for 2023/24 with a focus on All-Age Employability Support and Tackling Child Poverty is outlined in Table 3c and summarised in Table 3e ; which incorporates the 2023-24 allocation with regard to the People and Skills agenda funded by the UK Shared Prosperity Fund hosted by the UK Government.
Prevention	None

Equalities	All ABEP activities will comply with all Equal Opportunities/Fairer Scotland Duty policies and obligations.
------------	---

For more information, contact:

Ishabel Bremner, Economic Growth Manager, Argyll and Bute Council / Chair of the ABEP
Tel: 01546 604375 and e-mail: ishabel.bremner@argyll-bute.gov.uk

Appendix 1: Argyll and Bute Employability Partnership Delivery Plan Annual Update



Argyll and Bute Employability Partnership Delivery Plan 2022-2025

Updated July 2023

no  one
left behind



CONTENTS	Page No
1.0 Introduction	3
2.0 Vision, Mission, Aims, Objectives and Impacts	7
3.0 Economic, Policy and Operational Context	11
4.0 Service Delivery	15
5.0 Performance Management and Reporting	46
 Appendices:	
Appendix 1: Argyll and Bute Employability Partnership Terms of Reference	49
Appendix 2: National Performance Framework	51
Appendix 3: Equality and Socio-Economic Impact Assessment	52

1.0 Introduction

This **Delivery Plan** presents an outline of the planned employability infrastructure and provision over the next three years across Argyll and Bute on behalf of the Argyll and Bute Employability Partnership (ABEP). The ABEP Delivery Plan is a working document and this annual version was updated by the ABEP Chair in July 2023 and endorsed by the ABEP on 16th August 2023.

The updated plan leads on from the ABEP Improvement Action Plan, 2021/22, the employability interventions delivered during 2022/23 and that for the current financial year 2023/24; noting that the grant offer letter was delayed so provision will be for the remaining three quarters of 2023/24, although resources have been split across all four quarters of 2023/24 as requested by the Scottish Government in the Argyll and Bute Annual Investment Plan as outlined in **Section 4.3, Tables 3b, 3c, 3d and 3e**.

The ABEP Delivery Plan is updated annually to reflect local need coupled with the ongoing economic and social recovery agenda. It is the responsibility of the ABEP to produce, review and report on the Delivery Plan's progress and performance.

1.1 Background Information about the Argyll and Bute Employability Partnership

The ABEP has been in existence as a discussion forum on employability issues and opportunities for a number of years. However, further to the signing of a partnership agreement between the Scottish Government and Local Government on 5th December 2018, there has been a stronger focus on delivering the shared ambition of the Scottish Government's No One Left Behind (**NOLB**) policy agenda through all 32 of Scotland's Local Employability Partnerships (LEPs).

The role of the ABEP is to provide local strategic direction and a strong collaborative partnership approach to the delivery of the Scottish Government's NOLB Employability agenda across Argyll and Bute. The implementation of the ABEP Improvement Action Plan (September 2021) has ensured that the ABEP is collectively meeting the employability needs of our local vulnerable residents and priority groups, particularly post the impact of the COVID-19 pandemic. Key improvement actions were addressed with third party consultancy support and this work was concluded at the end of March 2022. Initial improvements highlighted in the ABEP Improvement Action Plan report and recommendations from the consultancy work on the Improvement Action Plan were factored into the content and actions for this Delivery Plan. Many of these actions have now been achieved and presented in **Section 4.3, Table 3a**.

The ABEP recognises that through stronger and more collaborative partnership working, focused on a place-based person-centred approach, will help to ensure suitable opportunities for individuals of all ages and capabilities through tackling socio-economic disadvantage, inequalities and removing multiple barriers to securing sustainable employment.

1.2 Membership

Currently the membership of the ABEP includes representatives from the following organisations:

- Argyll and Bute Council services including: Economic Growth (includes the Employability Team), Growing Our Own, Education and Developing Young Workforce (DYW) Argyll;
- Live Argyll;
- Argyll and Bute Health and Social Care Partnership;
- NHS Highland;
- Skills Development Scotland;
- Department for Work and Pensions (DWP);

- UHI Argyll;
- Argyll and Bute Third Sector Interface (TSI);
- Highlands and Islands Enterprise (HIE);
- Scottish Qualifications Authority (SQA);
- WorkingRite;
- Fyne Futures Ltd;
- Clyde Fishermen's Association/Trust; and
- InspirAlba.

Members will expect:

- That each member will provide information in a timely manner for discussion at ABEP meetings;
- A reasonable time to make decisions;
- To be alerted to potential risks and issues identified by members that could impact the delivery and implementation of the ABEP Delivery Plan as they arise; and
- Open and honest discussions without resort to any misleading assertions.

ABEP Membership Structure

Increasingly the organisations listed are becoming involved in the delivery of NOLB, directly or as a referral organisation, and other funded employability interventions, such as that supported by the UK Shared Prosperity Fund hosted by the UK Government. Therefore as of July 2023, the ABEP would rather remain as one collegiate group rather than developing a partnership model to provide a clear distinction between organisations who have a strategic focus and those with an operational/tactical role. The ABEP has agreed that separate short-life groups could be established as and when to take forward specific strategic or operational issues.

1.3 Governance

The Terms of Reference presented in **Appendix 1** was intentionally prepared as a concise document to outline the clear purpose of the ABEP and importantly the roles and responsibilities of ABEP members going forward. Specifically, there is still a requirement to build an ongoing relationship with the Argyll and Bute Community Planning Partnership (CPP) Management Committee, with a particular focus on a **strong governance** approach.

This is particularly pertinent due to the changing landscape of employability service delivery, focused on a place-based person-centred approach, set within a wellbeing economy, to be enabled through stronger and more collaborative partnership working at the local level, involving public, private and third sector stakeholders.

This Delivery Plan will contribute to the current six longer-term outcomes outlined in the Argyll and Bute CPP, Local Outcome Improvement Plan (LOIP), 2013-23, as follows:

1. The economy is diverse and thriving.
2. We have infrastructure that supports sustainable growth.
3. Education, skills and training maximises opportunities for all.
4. Children and young people have the best possible start.
5. People live active, healthier and independent lives.
6. People live in safer and stronger communities.

These outcomes will support the overall CPP objective of "Argyll and Bute's economic success is built on a growing population" and national policy priorities. **At present these outcomes are being revised during 2023 to update the LOIP for the next 10 years.**

For the current Delivery Plan, particular focus is given to Outcome 3 as to what partners can offer to support individuals to participate in education, skills development and training. Strong partnership working with employers (public, private and third sector) is essential to provide opportunities for work experience to directly help individuals make informed choices on the training and employment options open to them and by doing so allow individuals to gain their first critical experience of the world of work.

ABEP is also represented on a number of other partnership groups aligned to CPP activity, ensuring links to other local strategies and plans, including:

- Argyll and Bute Child Poverty Action Plan Group
- Argyll and Bute Community Learning and Development Strategic Partnership
- Financial Inclusion and Advice Group agenda.

1.4 Reporting Arrangements

Regular reporting to the CPP Management Committee on the progress of the Delivery Plan, along with appropriate updates on employability issues and opportunities, has put in place efficient and effective governance arrangements and accountability for the ABEP.

Employability information is captured in the Argyll and Bute Child Poverty Action Plan, the CLD Strategic Partnership Action Plan, 2021-2024 and will also be considered during the preparation of the Council's Economic Strategy Refresh, 2024-2029; where close working will continue throughout 2023 with the consultation and engagement required for the update of the LOIP.

The whole people and skills agenda is a key focus to enable the economic and social recovery of Argyll and Bute to be able to retain and retrain, reskill and upskill its population across its many remote rural and island communities.

1.5 Strengthening Local Partnership Actions/Self-Assessment

ABEP's role over the years has developed with the most notable changes coming in to effect following the publication of the NOLB policy direction and reports, which included a [Local Employability Partnership Framework](#) to ensure consistency across all areas of Scotland. Therefore, on recognising the degree of variability of Local Employability Partnerships (LEPs) across Scotland, the Scottish Government noted the need for some consensus around structure and remit of employability partnerships, whilst allowing flexibility reflective of local circumstances. Therefore, the Scottish Government requested that all 32 LEPs were strengthened with the requirement to put in place Local Improvement Action Plans in the first instance. To enable this work, a self-assessment survey was undertaken with all LEPs during May 2021, using separate returns from all LEP members, in order to strengthen the work of the partners at a local level. On the back of this work a LEP Checklist was developed to cover the following nine areas:

1. Leadership and relationships.
2. Governance.
3. Use of Evidence.
4. Community Engagement and Participation.
5. Focus on Outcomes.
6. Use of Resources.
7. Accountability.
8. Performance Management and Reporting.
9. Impact.

This enhanced role brings new co-commissioning responsibilities and an expectation of making better use of data and intelligence to inform our local plans and services.

Considering the above responsibilities, the ABEP Improvement Action Plan (outlined in Appendix 2 in the original Delivery Plan) was developed based on collective feedback (collated by the Improvement Service) from the self-assessment reviews undertaken by ABEP members. This was followed by a 'Consensus Session on Actions for Improvement' on 16th June 2021 and an 'Action Planning Workshop' on 28th July 2021, both of which were facilitated by Scottish Government officials. The ABEP Improvement Action Plan, aligned to the nine areas noted above, was then finalised by ABEP members at the partnership meeting on 1st September 2021. The ABEP Improvement Action Plan was endorsed by the Argyll and Bute Community Planning Partnership on 29th September 2021.

Argyll and Bute Council, acting as the Accountable Body for ABEP, commissioned an external consultant to assist in the facilitation and delivery of the actions outlined in the ABEP Improvement Action Plan which concluded at the end of March 2022. The outcome of this work informed the content and associated actions (some outstanding from the original Improvement Plan) included in the ABEP Delivery Plan.

As of July 2023, many of the actions to improve and strengthen the ABEP have been concluded, as depicted **Section 4.3, Table 3a**.

2.0 Vision, Mission, Aims, Objectives and Impacts

2.1 ABEP's Vision

Employability services in Argyll and Bute brings together partners and organisations to identify opportunities, align priorities, learn from each other, develop valued services and ultimately add value to every engagement with supported individuals.

2.2 Aims & Objectives

The overarching objective is to ensure suitable opportunities for individuals of all ages and capabilities based on tackling socio-economic disadvantage, inequalities and removing multiple barriers to securing sustainable employment. Inclusive growth lies at the heart of this Delivery Plan where partner activity will contribute to the Scottish Government's NOLB policy direction, with a focus in Argyll and Bute on ensuring 'No Business Left Behind' and 'No Community Left Behind'.

The ABEP will:

- Continue to build a strong governance relationship with the Argyll and Bute Community Planning Partnership Management Committee;
- Utilise and analyse data and stakeholder feedback to identify priorities and support the co-design of services that improve opportunities and outcomes;
- Work together, utilising the Scottish Approach to Service Design to plan, commission and implement, flexible and responsive all age, employability support services, that meets the needs of individuals in Argyll and Bute;
- Monitor performance and impact to review the effectiveness of employability support services, acting on information to ensure continuous improvement; and
- Support capacity building across employability support services, strengthening local skills and the co-ordination of resources.

In terms of what success will look like in Argyll and Bute, the work of the ABEP will be reflected in reducing unemployment in the area.

In addition, an equalities and socio-economic impact assessment is outlined in **Appendix 3**.

2.3 Developing and Delivering the Plan

ABEP has produced this Delivery Plan through feedback from the primary research undertaken during the commissioned work to address the actions outlined in the ABEP Improvement Action Plan and current funding provision by the Scottish Government where the NOLB agenda focuses on **All-age Employability Support** and **Tackling Child Poverty**. There is an ongoing requirement to factor in service user evidence to inform the design and delivery of employability interventions going forward, particularly at the local level.

2.4 Our Approach to Delivery

The employability system in Scotland has undergone a transformation, since the publication of the NOLB documents which outlined the need for a better aligned and integrated employability support system. Set in the context of treating people with dignity, respect, fairness and equality and continuous improvement, six initial key principles, informed by stakeholders, were agreed to guide the this transformational change:

- A system that provides flexible and **person-centred support**;
- is more **straightforward** for people to navigate;
- is better **integrated and aligned** with other services, in particular, although not exclusively with health provision;
- provides pathways into **sustainable and fair work**;
- is **driven by evidence**, including data and the experience of users; and
- that supports more people – particularly those facing multiple barriers – to move into the **right job, at the right time**

Since then, a number of tools and frameworks have been developed nationally to support LEPs and partners across Scotland to ensure employability services are of a consistently high quality and meet the needs and expectations of service users and other stakeholders.

These tools and framework are as follows:

1. An [Employability Service Standards](#)



2. An [Employability Customer Charter](#)

3. Tools to support service user involvement in line with the [Scottish Approach to Service Design](#)

4. A [Continuous Improvement Toolkit](#).

5. A [NOLB Data Toolkit](#)

ABEP’s goal is that all organisations providing employability support in Argyll and Bute will sign up to these standards, promote and support the customer charter and use these toolkits. In addition the **Fair Work Framework** will be implemented on 1st July 2023 where organisations are being asked to commit to the following Fair Work First criteria in a way that is relevant and proportionate for the organisation and promote this with employers with whom you engage in the course of delivering the project:

- Support and promote appropriate channels for effective voice, such as trade union recognition for Employer Recruitment Incentive participants;
- Encourage employers to invest in workforce development;
- Encourage employers not to have inappropriate use of zero hours contracts;
- Support and encourage employers to take action to tackle the gender pay gap and create a more diverse and inclusive workplace; and
- Promote the payment of the real Living Wage.

As the grant offer letter for NOLB hard stop support at the end of March 2024 was received prior to 1st July 2023, it has been advised by the Scottish Government that the Fair Work First criteria will come into effect for grant funding for 2024/25 onwards.

2.5 Delivery Infrastructure

At present, members of the ABEP are providing key employability intervention activity across the whole of the Argyll and Bute area. This includes partners and stakeholders from across the public and third sectors.

In addition to the Terms of Reference outlined in **Appendix 1** there is a requirement for all partners and stakeholders to be clear on how their activity under the employability agenda complements and adds value to other provision. This will enable a true person-centred approach to assist vulnerable residents of all ages throughout Argyll and Bute.

To formalise this requirement, all ABEP partners have signed tailored Service Level Agreements that outlines the expectation of partner organisation involved in the partnership and clarifies whether they are an active participant or information provider.

Explicit Service Level Agreements are also in place for partners that are delivering NOLB provision with Argyll and Bute Council as the Accountable Body.

Co-Commissioning in Argyll and Bute

The process by which employability service provision is commissioned and funded has changed from March 2022 with a significant proportion of budgets to LEPs to co-commission locally instead of nationally.

Information on the service provision and current offers of grant have been circulated to all ABEP members throughout 2022/23 and 2023/24 with a focus on sharing this information with other providers who do not sit on the ABEP.

Recognising the need to have a co-commissioning process in place to enable delivery of provision for the remainder of 2023/24, Argyll and Bute Council, as the Accountable Body for the ABEP, worked at pace with the Council's Procurement Team to support a competitive, offer of grant process with a particular focus on **All-Age Employability Support** and **Tackling Child Poverty** under the NOLB funding.

Future Co-commissioning in Argyll and Bute

At present gaps in provision and commissioning for future years beyond will be based on two available options available, determined by the cost, scope, scale and urgency of the provision required. These are as follows:

1. Further rounds of Argyll and Bute employability grants using the processes and management infrastructure that has been put in place.

2.6 Local Alignment and Integration

At a time when all parts of the collective ABEP stakeholders face diminishing resources, greater collaboration is critical to a successful future. Only by coming together and aligning local services, can the ABEP address the delivery challenges in all local areas pan Argyll and Bute, and truly be greater than the sum of our parts. The ABEP will strive to better align and integrate support through:

- Reviewing ABEP membership annually and considering any gaps regarding local service representation;
- Representation on local thematic/service/sector planning and working groups;
- Representation at local and national consultations;
- Continue to development and delivery of ABEP Delivery Plan, including a comprehensive communication and engagement plan; and
- Utilising community engagement insight and service user.

3.0 Economic, Policy and Operational Context

3.1 Local Economic/Labour Market Profile

Local Challenges and Opportunities

Addressing our **population challenges** is a top priority for Argyll and Bute. The situation is highly complex. However, members of the ABEP have been taking forward a series of actions to help address this issue. For instance, Argyll and Bute Council has been actively addressing these depopulation issues by working with other Local Authorities and Highlands and the Islands Enterprise, including the temporary (two year) appointment of a Settlement Project Support Officer, who is taking forward current work on focusing on repopulation zones across Argyll and Bute, namely, Coll & Tiree, the Kintyre peninsula, Bute and the Rosneath peninsula. In addition, housing issues pan-Argyll and Bute will also be considered.

The SWOT analysis below focuses on the current Argyll and Bute labour market and economic context, including information extracted from NOMIS and the NOLB Data Toolkit developed on behalf of LEPs by the Improvement Service, Scottish Local Authorities Economic Development (SLAED) groups and the Glasgow City Region Intelligence Hub.

This analysis is set within an uncertain environment where local impacts from EU Exit, entwined with the impacts of the COVID-19 pandemic, need to be factored into subsequent actions and opportunities to support economic and social recovery.

The SWOT analysis below was revised by the ABEP at a face-to-face meeting on 27th April 2023.

Summary of ABEP SWOT	
<p>Strengths:</p> <ul style="list-style-type: none"> • Strong partnership ethos • Honesty and integrity • Care about our area: unique features of rurality • Wide geographic reach and expertise • Inclusive approach • Place based knowledge and expertise • Synergies and linkages to service provision • Nothing off the table 	<p>Weaknesses:</p> <ul style="list-style-type: none"> • ABEP engagement and capacity challenging • Accessibility of employability services • Lack of general visibility in the community • Resource challenges • Funding (revenue) - timing • Rurality • Data sharing across partners • No multi-annual funding • Access specific training – travel to train • Parity of opportunity to sector-based engagement across the whole of Argyll and Bute
<p>Opportunities:</p> <ul style="list-style-type: none"> • Raise awareness of sectoral job opportunities across priority groups involving employers • Large no. of engaged SMEs – ABC, HIE, NHS, etc. • • Homeworking opportunities for those who would normally struggle to work • Communication – single point of contact • Use of case studies to promote services • Close working between delivery programmes • Skills shortages – sustainable employment (50+ too) 	<p>Threats:</p> <ul style="list-style-type: none"> • Mismatch between opportunities and available skills • More customers with barriers/further away from the labour market • Employers may disengage if we can't meet their demands • Expectations from employers – ABEP can't solve all issues

Summary of Argyll and Bute Labour Market SWOT – Update 29 th June 2023	
<p>Strengths:</p> <ul style="list-style-type: none"> • Unemployment May 2023, 2.7%, lower than Scotland, 3.2% • High employment: Dec 2022, 74.7% compared with Scotland, 74.4% • Sectoral employment opportunities in growth sectors: tourism/hospitality, marine, food & drink, aquaculture and construction • Higher education and further education institutions (UHI and UHI Argyll) • High level of self-employment at 10%, compared with 7.6% for Scotland (December 2022) 	<p>Weaknesses:</p> <ul style="list-style-type: none"> • Declining and ageing population • 75.7% of the working age population are economically active compared with Scotland 77.1% (December 2022) • High level of low pay sector employment, 32.5% compared with Scotland, 28.7% (2020) • Gender employment gap (% difference between male and female employment) rates: -4.9% compared with Scotland, 3.5% (2022) • Geographic challenges, including poor transport infrastructure • Low levels of GVA per hours worked (£): 31.2 compared with Scotland, 36.9 (2020) • Low levels of median earnings • Rapidly rising house prices • High dependency on local authority jobs
<p>Opportunities:</p> <ul style="list-style-type: none"> • New vacancies in private sector and technology/science • Business Start-up opportunities • Attract new residents/businesses to the area • Inward investment in growth sectors • Bring families out of poverty/increased financial security • Developing sectors (seaweed/hydrogen/spaceport) • Increased interest in distillery development • Working closely with other agencies for a combined approach • Strengthening of the digital agenda 	<p>Threats:</p> <ul style="list-style-type: none"> • Forecast population loss of 9% from 2018 to 2033 = 7,739 • Lack of engagement with services • Geographic issues with access to services • High levels of underemployment at 8.1% (4.7% higher than the top performing Scottish LA) • Skills gap – cannot supply labour for growth sectors • Access to employment opportunities • Pressure on Health, Housing, Social & Justice Services • Lack of affordable housing for growth sector staff – especially in more remote areas. High level of second homes. • Low percentage of procurement spend on local SMEs

3.2 Place Plan Priorities

The focus for Argyll and Bute is to develop a place-based, person-centred, inclusive economies and communities. In particular, such a focus aligns with the Argyll and Bute Local Outcome Improvement Plan, 2013/2023 (currently being revised).

With regard to place, one of the key challenges for Argyll and Bute is the highly rural area with many small remote rural and island communities (23 inhabited islands). Many of these communities have individuals who are very isolated with pockets of deprivation, hardship and inequalities. The projected decline in population for the region is a real threat to the viability of the area with a potential to adversely impact on the economy/wealth creation, workforce availability and efficient service delivery. Over recent years, this has been exacerbated by EU Exit and the COVID-19 pandemic.

However, as noted above, work is being advanced by Argyll and Bute Council and partner organisations to stem this decline in population and level up the playing field for Argyll and Bute.

Links to local place plan priorities contained in existing strategic documents and plans are as follows:

- Argyll and Bute Council Economic Strategy, 2019-2023: [Economic Strategy \(argyll-bute.gov.uk\)](http://argyll-bute.gov.uk) – **currently being refreshed.**
- Argyll and Bute Outcome Improvement Plan 2013 – 2023: [Outcome Improvement Plan \(argyll-bute.gov.uk\)](http://argyll-bute.gov.uk) - **currently being revised**
- The National Plans for Scotland’s Islands: <https://www.gov.scot/publications/national-plan-scotlands-islands/pages/3/>
- National Performance Framework: <https://nationalperformance.gov.scot/>
- SDS Regional Skills Assessments: [Regional Skills Assessments | Skills Development Scotland](#) and [Making Skills Work: Argyll & Bute | Skills Development Scotland](#)

3.3 Evidence Led

Evidence is provided from a variety of public sources. This information will be collated and presented to the ABEP on an ongoing basis to assist with community engagement, planning, commissioning, implementation, performance monitoring and continuous improvement. Additional information will also be provided at a service level where appropriate.

Current data sources include:

- Office of National Statistics: NOMIS – official labour market statistics (one month in arrears)
- DWP - real-time unemployment statistics -
- Local Authority NOLB Data Toolkit (see **Table 1**)
- Skills Development Scotland: Participation Measurement, 16+ Data Hub & Regional Skills Assessment
- Argyll and Bute Council Research Group, which includes external stakeholders such as representative from the NHS and Highlands and Islands Enterprise (HIE)
- UHI Argyll.

This information in **Table 1** below, extracted from the NOLB Data Toolkit, summarises economic indicators relating to the Economy, Labour Market, Education, Poverty and Child Poverty. It provides the opportunity to analyse Local Authority areas, Local Government Benchmarking Families, Regions, City / Growth Deal Areas, Scotland and the UK as a whole.

Table 1 summarises some indicators where there is a variance in Argyll and Bute’s performance against the Scottish average. It also provides an approximation, to the nearest hundred, of the improvement in volume required to bridge the gap between Argyll and Bute’s performance and the average performance across Scotland.

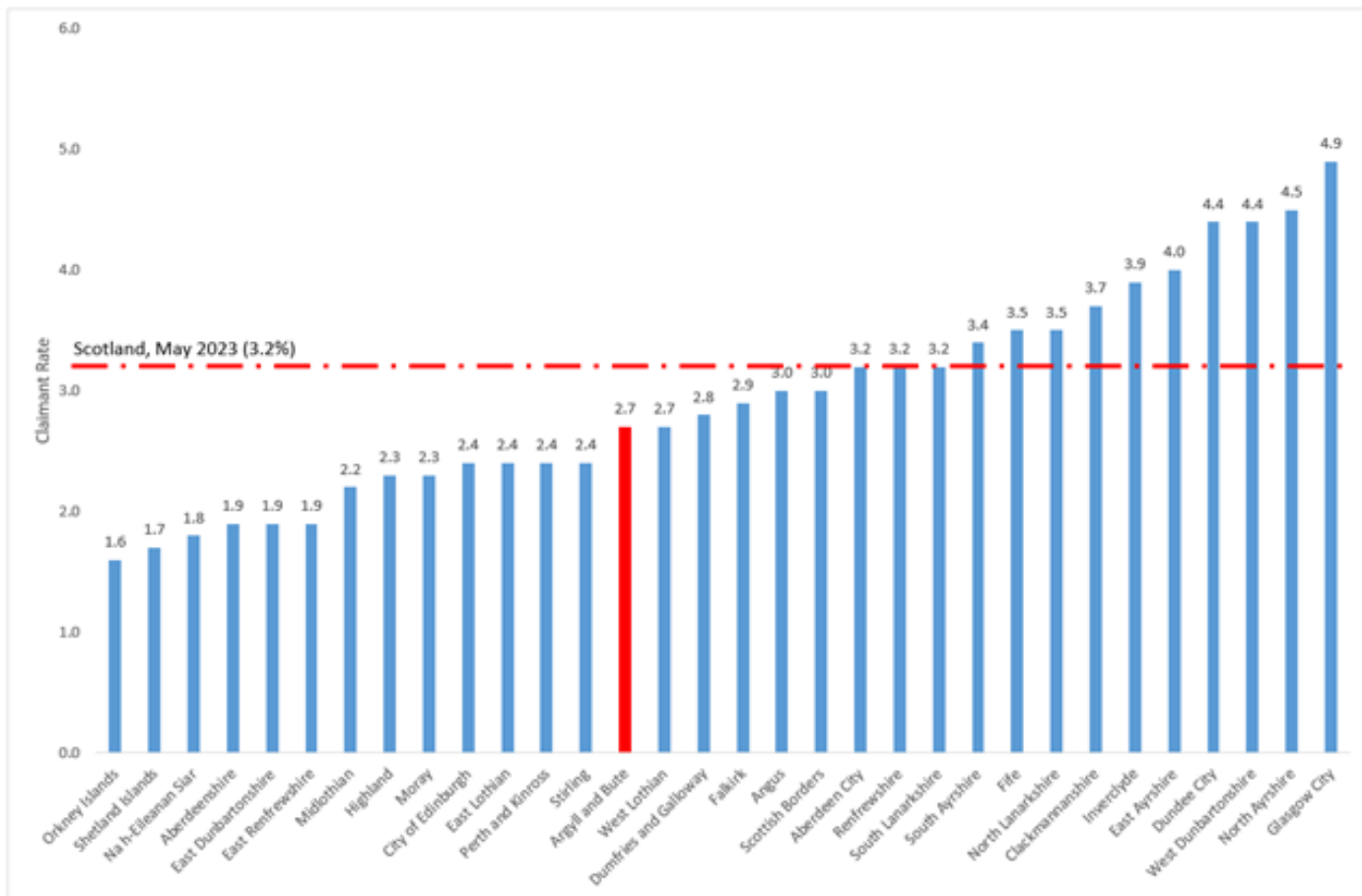
Table 1: Argyll and Bute Economic Indicators (NOLB)					
Economic indicator	Date	Argyll & Bute	Scotland	% pt gap	Approx. volume gap
% children in childcare	2020	21.6	23.3	-1.7	-571
% of households that are workless	2021	13.5	18.6	-5.1	-700
Employment in low pay sectors (%)	2020	32.5	28.7	+3.8	-500
Gender employment rate gap (%)	2022	-4.9	3.5	n/a	n/a
GVA per hours worked (£)	2020	31.2	36.9	-5.7	2.3

Source: NOLB Data Toolkit, 2023

With reference to the May 2023 Claimant Count figures, the number of people claiming [unemployment benefits](#) has decreased across some wards since April 2023, this is likely due to seasonal hospitality and leisure employment and other summer work. The percentage of the working age population who are

claiming unemployment benefits is **2.7%** for Argyll and Bute, which is lower than Scotland as a whole (**3.2%**). **Figure 1**, shows the position of Argyll and Bute in terms of the claimant rate for 16-64 year olds, compared with the other Local Authorities in Scotland.

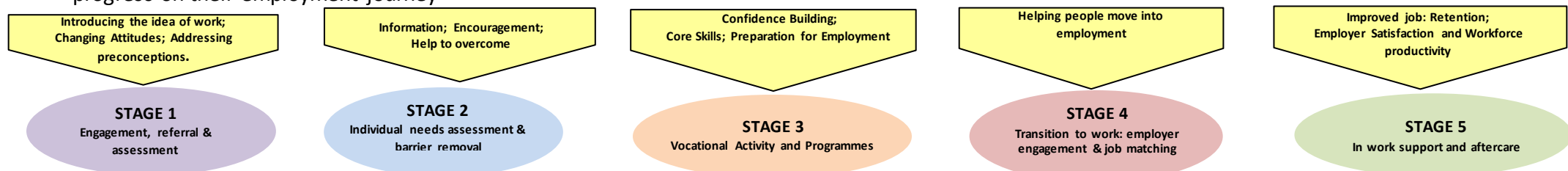
Figure 1: Claimants as a percentage of residents aged 16-64 April 2023 for each Local Authority, including a comparison with Scotland.



4.0 Service Delivery

4.1 Supply & Demand Mapping

Argyll and Bute Employability Pipeline: Delivering the right provision at the right time to the right individual by the right provider to enable them to progress on their employment journey



Provision

- All Age Pre-Employment Support (Spark Your Purpose) <https://www.InspirAlba.org.uk/employability-support/>
- All Age Pre-Employment Support <https://workingrite.co.uk/>
- All Age Pre-Employability Training Courses <https://www.clydefishermenstrust.co.m/projects/training/>
- ASDAN <https://www.asdan.org.uk/about-us/>
- Career Management Skills/ MyWorldofWork <http://www.myworldofwork.co.uk/>
- Employability social enterprises providing volunteering and placement opportunities <https://www.fynefutures.org.uk/>
- Fair Start Scotland (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/fair-start>
- Flexible Support Fund (DWP) <https://www.whatdotheyknow.com/request/78221/response/194315/attach/3/FOI%201812%20Guidance.pdf>
- Parental Employability Support Fund <https://www.InspirAlba.org.uk/employability-support/>
- Parental Employability Support Fund (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- Saltire Awards <https://saltireawards.org.uk>
- SQA Employability Awards <https://www.sqa.org.uk/awards>
- The Prince's Trust <https://www.princes-trust.org.uk/about-the-trust/where-we-work/scotland>

- Adult Literacy and Numeracy Support communitylearning@liveargyll.co.uk
- All Age Pre-Employment Support (Spark Your Purpose) <https://www.InspirAlba.org.uk/employability-support/>
- All Age Pre-Employment Support <https://workingrite.co.uk/>
- All Age Employability Training Courses <https://www.clydefishermenstrust.co.m/projects/training/>
- Career Management Skills/ MyWorldofWork <http://www.myworldofwork.co.uk/>
- Employability social enterprises providing volunteering and placement opportunities <https://www.fynefutures.org.uk/>
- Fair Start Scotland (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/fair-start>
- Flexible Support Fund (DWP) <https://www.whatdotheyknow.com/request/78221/response/194315/attach/3/FOI%201812%20Guidance.pdf>
- JCP work experience <https://www.gov.uk/moving-from-benefits-to-work/work-experience-and-volunteering>
- Parental Employability Support Fund <https://www.InspirAlba.org.uk/employability-support/>
- Parental Employability Support Fund (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- SQA Employability Awards <https://www.sqa.org.uk/awards>
- UHI Argyll <https://www.argyll.uhi.ac.uk/>
- Volunteering <https://www.argylltsi.org/volunteering.html>
- West College Scotland <https://www.westcollegescotland.ac.uk>

- Adult Literacy and Numeracy Support communitylearning@liveargyll.co.uk
- All Age Pre-Employment Support (Spark Your Purpose) <https://www.InspirAlba.org.uk/employability-support/>
- All Age Pre-Employment Support <https://workingrite.co.uk/>
- All Age Employability Training Courses <https://www.clydefishermenstrust.co.m/projects/training/>
- Career Management Skills/ MyWorldofWork <http://www.myworldofwork.co.uk/>
- Employability Social enterprises providing training and placement opportunities www.fynefutures.org.uk
- Fair Start Scotland (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/fair-start>
- Flexible Support Fund (DWP) <https://www.whatdotheyknow.com/request/78221/response/194315/attach/3/FOI%201812%20Guidance.pdf>
- JCP work experience <https://www.gov.uk/moving-from-benefits-to-work/work-experience-and-volunteering>
- Parental Employability Support Fund <https://www.InspirAlba.org.uk/employability-support/>
- Parental Employability Support Fund (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- Sector Based Work Academies <https://www.gov.uk/government/publications/sector-based-work-academies-employer-guide>
- SQA Employability Awards <https://www.sqa.org.uk/awards>
- The HELP Project <http://www.helpitd.org.uk/employment.php>
- The UK Shared Prosperity Fund Training <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- The UK Shared Prosperity Fund – Work Placements (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- UHI Argyll <https://www.argyll.uhi.ac.uk/>
- Volunteering <https://www.argylltsi.org.uk/>
- West College Scotland <https://www.westcollegescotland.ac.uk>

- Access to Work <https://www.gov.uk/access-to-work>
- All Age Pre-Employment Support (Spark Your Purpose) <https://www.InspirAlba.org.uk/employability-support/>
- All Age Pre-Employment Support <https://workingrite.co.uk/>
- All Age Employability Training Courses <https://www.clydefishermenstrust.co.m/projects/training/>
- Business support and advice (Council's Business Gateway) <https://www.argyll-bute.gov.uk/business-and-trade/business-gateway-service>
- Career Management Skills/ MyWorldofWork <http://www.myworldofwork.co.uk/>
- DYW Argyll <https://www.dyw.scot/argyll-bute.html>
- Employability social enterprises providing training and placement opportunities www.fynefutures.org.uk
- Fair Start Scotland (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/fair-start>
- Flexible Support Fund (DWP) <https://www.whatdotheyknow.com/request/78221/response/194315/attach/3/FOI%201812%20Guidance.pdf>
- Parental Employability Support Fund <https://www.InspirAlba.org.uk/employability-support/>
- Parental Employability Support Fund (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- Sector Based Work Academies <https://www.gov.uk/government/publications/sector-based-work-academies-employer-guide>
- SQA Awards <https://www.sqa.org.uk/awards>
- The HELP Project <http://www.helpitd.org.uk/employment.php>
- The UK Shared Prosperity Fund – Work Placements (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- UHI Argyll <https://www.argyll.uhi.ac.uk/>
- West College Scotland <https://www.westcollegescotland.ac.uk>
- Youth Business Scotland Prince's Trust <https://www.princes-trust.org.uk/about-the-trust/where-we-work/scotland>

- Access to Work <https://www.gov.uk/access-to-work>
- All Age Pre-Employment Support (Spark Your Purpose) <https://www.InspirAlba.org.uk/employability-support/>
- All Age Pre-Employment Support <https://workingrite.co.uk/>
- All Age Employability Training Courses <https://www.clydefishermenstrust.co.m/projects/training/>
- Business support and advice (Council's Business Gateway) <https://www.argyll-bute.gov.uk/business-and-trade/business-gateway-service>
- Career Management Skills/ MyWorldofWork <http://www.myworldofwork.co.uk/>
- Fair Start Scotland (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/fair-start>
- Parental Employability Support Fund <https://www.InspirAlba.org.uk/employability-support/>
- Parental Employability Support Fund (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- Parental Welfare Fund <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- MAS <https://www.skillsdevelopmentscotland.co.uk/what-we-do/apprenticeships/modern-apprenticeships/>
- The Help Project <http://www.helpitd.org.uk/employment.php>
- The UK Shared Prosperity Fund – Work Placements (Argyll & Bute Employability Team) <https://www.argyll-bute.gov.uk/business-and-licensing/jobs-and-training/helping-people-work>
- West College Scotland <https://www.westcollegescotland.ac.uk>
- Youth Business Scotland Prince's Trust <https://www.princes-trust.org.uk/about-the-trust/where-we-work/scotland>

Argyll and Bute Employability Pipeline

Barriers

<ul style="list-style-type: none"> ➤ Difficulty accessing mainstream services ➤ No Internet access ➤ Unable to create a CV ➤ No Work History ➤ Lack of interview skills ➤ Social Isolation ➤ Lack of direction ➤ Lack of motivation ➤ Requires Legal advice ➤ Homelessness ➤ Help with financial problems 	<ul style="list-style-type: none"> ➤ Substance misuse ➤ Disadvantaged ➤ Homelessness ➤ Lack of confidence ➤ Unable to create a CV ➤ Ex-offenders ➤ Physical violence ➤ Literacy and numeracy issues ➤ Difficulty in understanding the English language ➤ Mental Health Difficulties ➤ Rural and remote isolation ➤ Transport links 	<ul style="list-style-type: none"> ➤ Lack of skills to apply for jobs ➤ Lack of vocational skills ➤ Lack of IT access ➤ Lack of Work Experience ➤ Lack of interview skills ➤ Cost of training courses ➤ How to access training/ College ➤ Lack of qualifications ➤ Unable to create a CV ➤ Lack of confidence ➤ Rural and remote isolation ➤ Transport links 	<ul style="list-style-type: none"> ➤ Lack of skills to apply for jobs ➤ Lack of vocational skills ➤ Lack of IT access ➤ Lack of Work Experience ➤ Lack of interview skills ➤ Cost of training courses ➤ How to access training/ College ➤ Lack of qualifications ➤ Unable to create a CV ➤ Lack of confidence ➤ Rural and remote isolation ➤ Transport links 	<ul style="list-style-type: none"> ➤ Unable to sustain employment ➤ Training costs for new/ existing employees ➤ Childcare/ after school clubs ➤ Recognised qualifications ➤ Physical + health disability at work ➤ Training courses for employers e.g. tax, book keeping, employing first employee, health and safety
--	--	--	--	--

4.2 Service Delivery Priorities

Details of agreed priorities/positive targeting for priority groups is as outlined in **Table 2** below.

Table 2: Targeting Key Priority Groups	
15-67 year olds	Main objectives/expected outcomes
Individuals between the ages of 16 and 67 years who are facing barriers in moving towards and into employment	To reduce levels of child poverty by supporting parents from the priority family groups to increase their income from employment
Young people over the age of 15 within 6 months of the school leaving date and who are identified as being at risk of not moving onto a positive destination.	To reduce inequality in the labour market by supporting those further from the labour market to increase their income from employment.
Parents from the priority family group who require support to move towards, into or to increase their income in work. The priority family groups are defined as: <ul style="list-style-type: none"> ➤ Lone parents ➤ Parents or children with a disability ➤ Parents with 3 or more children ➤ Parents from a minority ethnic background ➤ Parents with a youngest child under 1 ➤ Families with a parent under 25 year ➤ Other low income parents, e.g. kinship carers 	To maximise the role that employability plays in delivering national and local aims of tackling poverty, promoting inclusion and social justice and creating a fair and prosperous Scotland.

4.3 Service Delivery Requirements and Approach

With a focus on the current Argyll and Bute Employability Pipeline the proposed service delivery requirements and approach, particularly to act on identified needs/gaps are outlined in **Tables 3a** (progress on improvements to the ABEF itself) and **Tables 3b, 3c, 3d and 3e** (full Annual Investment Plan, 2023/24) below.

Table 3a: ABEP Service Delivery Requirements and Approach								
Action No	Action	Rationale for Intervention & Delivery	Delivery Partners	Budget	Source of Investment and Volume	Outcomes Expected	Timescale	Status
1	To develop a partnership model to provide a clear distinction between those organisations who have a strategic focus and those with an operational/tactical role.	Define roles, responsibilities and accountabilities of the Strategy group, Delivery Group, Core team and Short life project groups.	Argyll & Bute Council (ABC Senior Employability Officer with support from a Modern Apprentice (MA) – to be recruited).	Salary of MA estimated at £24k	NOLB and management fee. YPG may provide source of investment for MA.	Effective partnership working. Efficient use of resource and time. Enhanced targeted engagement. Enhanced communications.	Short November 2022	Parked at present
2	Create an Argyll and Bute Employability brand to be used by all partners working in this space.	Provide a discrete entity which can offer partnership buy-in. Provide a discrete entity which can offer partnership buy-in.	Potential Delivery 1 - Follow a procurement route. Identify appropriate supplier. Potential Delivery 2 –UHI Argyll to potentially commission a live brief to students. Potential Delivery 3 - Utilise in-house resource specifically looking at young people – InspirAlba and Fyne Futures	£5k if following procurement route	In-house or management fees	Branded Employability Partnership logo. Imagery, content and values to be used on website and included in communications plan.	Short September 2022	Complete

Table 3a: ABEP Service Delivery Requirements and Approach (continued)

Action No	Action	Rationale for Intervention & Delivery	Delivery Partners	Budget	Source of Investment and Volume	Outcomes Expected	Timescale	Status
3	Develop and implement a comprehensive communication and engagement plan going forward.	Make people aware of the availability of services and where and how to access them.	Development led by SDS, all partnership organisations to reach out to appropriate teams within their organisations to assist – align to national NOLB Communications Plan Framework. Implementation by Core Employability Team.	n/a	In-house	A Clear communications plan that can be maintained and implemented by the partnership to enhance service user experience.	Short December 2022	Ongoing
4	It is proposed to develop an ABEP website/portal that will be a one-stop shop which will contain such information relevant to service users, employers, stakeholder and service providers.	A point of truth for users, employers and delivery organisations. An entity distinct and separate from Argyll and Bute council.	Managed by Core Employability Team, Procured Supplier.	£5,000 - £10,000	Explore where this funding comes from - contribution from wider partnership or management fees.	Branded ABEP website that signposts and displays relevant information for stakeholders.	Medium/Long To commence after branding action	Parked at present – MS Teams space created

Table 3a: ABEP Service Delivery Requirements and Approach (continued)

Action No	Action	Rationale for Intervention & Delivery	Delivery Partners	Budget	Source of Investment and Volume	Outcomes Expected	Timescale	Status
5	ABEP members advocate a 'no wrong door' approach and the partnership is keen to further review the accessibility of employability support and how this can be further simplified to improve engagement.	Ensuring that there are no gaps in service provision. Regardless of point of entry service users can be guided towards the appropriate service	Core Employability Team (MA to provide support), Whole partnership buy-in needed.	n/a	YPG for MA	Strong internal communications which interlink effectively. All partnership members to have access to one another's contact details to ensure signposting.	Short October 2022	Ongoing – key focus of ABEP
6	Introduce Service Level Agreements that describe the expectations of all organisations involved in the partnership and clarify whether they are an active participation or information provider.	Developing an understanding of commitments organisations are making to the partnership and their role.	DWP	n/a	n/a	Signed service level agreements demonstrating commitments of all partnership members building on existing Terms of Reference	Short October 2022	Complete
7	Develop a local co-commissioning framework for the delivery of funded interventions by ABEP partners.	Enable the facilitation of activity on the ground including the NOLB framework.	ABC, SLAED	n/a	n/a		Short	Complete – grant offer letter process
8	To set up an operative space on MS Teams for all ABEP members to access. Relevant information could then be shared on the proposed ABEP standalone website.	Ensure ease of access to information for all members.	ABC	n/a	n/a	Established information bank that is accessible by all partnership members. Partners to share details of the current engagement with stakeholders including users, employers, delivery organisation and communities and share details of information available to limit additional engagement Enable identification and dissemination of relevant information	Short	Complete

Table 3a: ABEP Service Delivery Requirements and Approach (continued)

Action No	Action	Rationale for Intervention & Delivery	Delivery Partners	Budget	Source of Investment and Volume	Outcomes Expected	Timescale	Status
9	ABEP to trial a standardised solution (with additional support as required) to the sharing of individual data through the introduction of "Information Passports" to record all key activities, interventions and qualifications attained; where the ownership resides with the individual.	Overcome GDPR issues and simplify processes for all involved service providers and users.	Fyne Futures, InspirAlba, Working Rite, Clyde Fishermen's Association, TSI. Overseen by Core Employability Team.	n/a	n/a	Evaluation of two current working models - YPG and Spark Your Purpose - use learning from this to feed into information Passport development. Make decision on whether to be implemented permanently. Conduct a 3-month trail of Information Passports with delivery partners.	Medium March 2023	Ongoing
10	The ABEP will need to employ the guidance provided in the Shared Measurement Framework to develop appropriate quantitative and qualitative key performance indicators.	Practically meet Scottish Governments reporting requirements. Understand the quality of lived experiences. Improve design of interventions.	Fyne Futures, InspirAlba, Working Rite, Clyde Fishermen's Association, TSI. Overseen by Core Employability Team.	n/a	n/a	KPI definition in service design methodology. Review of appropriateness of data needed. Ensure data is being collected at the benefit for all.	Medium March 2023	Complete and ongoing
11	The ABEP requires to agree an approach to evaluation and service user feedback to influence ongoing design and delivery, including how this will complement and align with national level evaluation plans.	Enable ongoing process development and improvement.	Fyne Futures, InspirAlba, WorkingRite, Clyde Fishermen's Association, TSI Overseen by Core Employability Team	n/a	n/a	Service users receive interventions that are of a high standard.	Ongoing	Ongoing

Table 3b: Annual Investment Plan, 2023/24 – Service Delivery	
What activity do you intend to deliver within this financial year via the Local Authority, Other Public Sector Bodies, Third Sector and Private Sector	
To support people under the All-Age Employability Service – broken down into specific groups.	<p>All-Age Employability Support To delivery employability to support participants on their journey to sustainable employment. Tailored one-to-one support to assess barriers and needs for specific target groups throughout Argyll and Bute across various stages of the employability pipeline as follows:</p> <ul style="list-style-type: none"> • 15-16 years cohort: who are within 6 months of their school leaving date and who are identified as being at risk of not moving to a positive destination. • 16-19 years cohort: focusing on those care experienced (or on the edge of care), with disabilities; and those that have disengaged from formal education. • 16-24 years cohort: experiencing barriers to sustainable employment. • 25+ years cohort: experiencing barriers to sustainable employment.
To support tackling Child Poverty using No One Left Behind funding.	<p>Tackling Child Poverty To delivery employability to support participants on their journey to sustainable employment. Tailored one-to-one support to alleviate child poverty with a focus on specific target groups throughout Argyll and Bute as follows:</p> <ul style="list-style-type: none"> • parents from priority family groups and other low-income parents e.g. kinship carers who require support to move towards or into sustainable employment. • parents from priority family groups and other low-income parents e.g. kinship carers who require support to increase and maximise their income in-work, focusing on reducing fuel and household poverty and developing skills and identifying opportunities to increase earnings through fair work. • parents being able to access flexibility collaborative (cross- provider) employability support focusing on relationships and wellbeing. • support businesses to explore flexible working patterns that enables access and opportunity for individuals.
To support disabled people and others with protected characteristics.	<p>Disabled People and other with Protected Characteristics To support disabled participants to help them achieve positive destinations, reducing the Disability Employment Gap as follows:</p> <ul style="list-style-type: none"> • 16-18 years cohort: who are accessing Education Maintenance Allowance (EMA) to have a formal Learning Agreement in place that has been approved by the local Education Department, in line with legislative requirements. • 16-24 years cohort: support for young care experienced people to help them achieve positive destinations. • 25+ years cohort: reasonable adjustments or accessibility solutions to support fair access to work experience and employment opportunities that suit the individual’s needs.

Table 3b: Annual Investment Plan, 2023/24 – Service Delivery (continued)

<p>Describe any local Employer Recruitment Incentives being delivered.</p>	<p>Employer Recruitment Incentives (ERI) There will be no new ERIs available utilising the 23/24 funding allocation. There is however a requirement to take £14,500 NOLB 25+ contingent liability in respect of ERIs which commenced prior to 1st April 2023.</p>
<p>Describe plans for the provision of Training Allowances.</p>	<p>Training Allowances</p> <ul style="list-style-type: none"> • Where there is no other source of income, a weekly Training Allowance will be paid as appropriate and topped up by placement employers by an agreed weekly amount. • For many individuals the extra money coming into the family home each week is essential due to the current high cost of living.
<p>Please describe any challenges/issues or concerns that may affect delivery this financial year. What steps are you taking to address these.</p>	<p>Delivery Challenges/Issues or Concerns With a focus on all-age employability support and tackling child poverty with a 'no wrong door' approach, the focus for delivery partners this year is to have a clear and robust referral system across all partners to ensure individuals receive the most appropriate support, when they need it, on their journey to sustainable employment.</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>Young people over the age of 15 years who are within 6 months of the school leaving date and who are identified as being at risk of not moving on to a positive destination (15-16 years of age – 1).</p> <p>People from school leaving age up to 67 years (Pensionable age) who are experiencing barriers to employment (16-67 years of age - 38).</p>	<p>Supporting disabled participants to help them achieve positive destinations, reducing the Disability Employment Gap.</p> <p>Support for young care experienced people aged up to 25 years to help them achieve positive destinations.</p> <p>Young people from age 16 years up to their 19th birthday and who are accessing Education Maintenance Allowance (EMA) must have a formal Learning Agreement in place that has been approved by the local Education Department, in line with legislative requirements.</p> <p>Assumptions based on numbers within categories from previous deliveries.</p>	InspirAlba	£93,623.40 (£2,400.60 pp)	All Age Employability	39	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	<p>Person-centred and relevant progression including:</p> <p>FE/HE – 2</p> <p>School – 1</p> <p>Volunteering - 5</p> <p>Apprenticeship – 6</p> <p>Work Placement – 6</p> <p>Employment – 10</p> <p>Self Employment – 10</p> <p>Accredited Training - 10</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Young people over the age of 15 years who are within 6 months of the school leaving date and who are identified as being at risk of not moving on to a positive destination up to 25 years with barriers to employment.	<p>Supporting disabled participants to help them achieve positive destinations, reducing the Disability Employment Gap.</p> <p>Support for young care experienced people aged up to 25 years to help them achieve positive destinations.</p> <p>Young people from age 16 years up to their 19th birthday and who are accessing Education Maintenance Allowance (EMA) must have a formal Learning Agreement in place that has been approved by the local Education Department, in line with legislative requirements.</p> <p>Assumptions based on numbers within categories from previous deliveries.</p>	MAYDS (consortium with InspirAlba)	£38,409.60 (£2,400.60 pp)	All Age Employability	16	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	<p>Person-centred and relevant progression including:</p> <p>FE/HE – 1</p> <p>School – 1</p> <p>Volunteering – 3</p> <p>Apprenticeship – 2</p> <p>Work Placement – 2</p> <p>Employment – 5</p> <p>Self-Employment – 2</p> <p>Accredited Training – 9</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>16-67 years of age – 22 15-16 years of age – 1 Individuals who reside in Scotland* People from school leaving age up to 67 years (Pensionable age) who are experiencing barriers to employment. Young people over the age of 15 years who are within 6 months of the school leaving date and who are identified as being at risk of not moving on to a positive destination.</p> <p>*individuals awaiting the outcome of asylum applications may participate in employability support, except where this involves paid work; they cannot receive a training allowance during their participation.</p>	<p>Supporting disabled participants to help them achieve positive destinations, reducing the Disability Employment Gap.</p> <p>Support for young care experienced people aged up to 25 years to help them achieve positive destinations.</p> <p>Young people from age 16 years up to their 19th birthday and who are accessing Education Maintenance Allowance (EMA) must have a formal Learning Agreement in place that has been approved by the local Education Department, in line with legislative requirements.</p> <p>Assumptions based on numbers within categories from previous deliveries.</p>	<p>Fyne Futures (consortium with InspirAlba)</p>	<p>£55,213.80 (£2,400.60 pp)</p>	<p>All Age Employability</p>	<p>23</p>	<p>Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.</p>	<p>Person-centred and relevant progression including: FE/HE – 2 School – 1 Volunteering – 3 Apprenticeship – 2 Work Placement -4 Employment – 9 Self-Employment – 2 Accredited training- 12</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>16-67 years of age – 16</p> <p>15-16 years of age – 1</p> <p>Individuals who reside in Scotland*</p> <p>People from school leaving age up to 67 years (Pensionable age) who are experiencing barriers to employment.</p> <p>Young people over the age of 15 years who are within 6 months of the school leaving date and who are identified as being at risk of not moving on to a positive destination.</p> <p>*individuals awaiting the outcome of asylum applications may participate in employability support, except where this involves paid work; they cannot receive a training allowance during their participation.</p>	<p>Supporting disabled participants to help them achieve positive destinations, reducing the Disability Employment Gap.</p> <p>Support for young care experienced people aged up to 25 years to help them achieve positive destinations.</p> <p>Young people from age 16 years up to their 19th birthday and who are accessing Education Maintenance Allowance (EMA) must have a formal Learning Agreement in place that has been approved by the local Education Department, in line with legislative requirements.</p> <p>Assumptions based on numbers within categories from previous deliveries</p>	<p>Centre 81 (consortium with InspirAlba)</p>	<p>£40,810.20 (£2,400.60 pp)</p>	<p>All Age Employability</p>	<p>17</p>	<p>Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.</p>	<p>Person-centred and relevant progression including:</p> <p>FE/HE - 1</p> <p>School – 1</p> <p>Volunteering – 3</p> <p>Apprenticeship – 2</p> <p>Work Placement – 3</p> <p>Employment – 5</p> <p>Self-Employment – 2</p> <p>Accredited Training - 9</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
15-25 years of age – 23 Young people over the age of 15 years who are within 6 months of the school leaving date and who are identified as being at risk of not moving on to a positive destination up to 25 years with barriers to employment.	Supporting disabled participants to help them achieve positive destinations, reducing the Disability Employment Gap. Support for young care experienced people aged up to 25 years to help them achieve positive destinations. Young people from age 16 years up to their 19th birthday and who are accessing Education Maintenance Allowance (EMA) must have a formal Learning Agreement in place that has been approved by the local Education Department, in line with legislative requirements. Assumptions based on numbers within categories from previous deliveries.	Help (consortium with InspirAlba)	£55.213.80 (£2,400.60 pp)	All Age Employability	23	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	Person-centred and relevant progression including: FE/HE - 2 School – 1 Volunteering – 3 Apprenticeship – 2 Work Placement -4 Employment – 9 Self-Employment – 2 Accredited Training - 12

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>15-25 years of age – 12</p> <p>Young people over the age of 15 years who are within 6 months of the school leaving date and who are identified as being at risk of not moving on to a positive destination.</p> <p>Young people up to 25 years with barriers to employment.</p>	<p>Supporting disabled participants to help them achieve positive destinations, reducing the Disability Employment Gap.</p> <p>Support for young care experienced people aged up to 25 years to help them achieve positive destinations.</p> <p>Young people from age 16 years up to their 19th birthday and who are accessing Education Maintenance Allowance (EMA) must have a formal Learning Agreement in place that has been approved by the local Education Department, in line with legislative requirements.</p> <p>Assumptions based on numbers within categories from previous deliveries.</p>	<p>Oban Youth Café (consortium with InspirAlba)</p>	<p>£28,807.20 (£2,400.60 pp)</p>	<p>All Age Employability</p>	<p>12</p>	<p>Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.</p>	<p>Person-centred and relevant progression including:</p> <ul style="list-style-type: none"> FE/HE – 1 School – 1 Volunteering – 2 Apprenticeship – 1 Work Placement – 2 Employment – 3 Self-Employment – 2 Accredited Training – 5
InspirAlba (consortium)			£312,077.00		130		

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Young People (16-19) We will work with: <ul style="list-style-type: none"> • Care Experienced (or on edge of care). • Young People with disabilities. • Young People that have disengaged from formal education. 	Young People that have left school and require employability support having partially or fully disengaged from Education prior to reaching leaving age. There is still a stubborn 5-8% of young people leaving school into no destination. We want to reach this group early, particularly those that are economically inactive. This is more prevalent now in the context of COVID impact on young people in education. Likely that this group will be young people at stage 1 & 2 of the pipeline and either care experienced or on the edge of care.	WorkingRite & MAYDS	£42,759.09	All Age Employability	15	Key worker support (Trauma Informed Practice trained - May 2023) 1:1 Individualised support with a particular focus on the importance and effectiveness of relationships (mentoring) and social connection as vehicles of change. 1:1 assessment of barriers and need (including participant self-assessment) to inform individual training plan. Induction period to cover preparation for the work place. Each individual is matched with a local small business for a fully mentored work placement (flexible in length) to aid progression and destinations.	Participation on SQA certificate of Work Readiness qualification. Access to WorkingRite's menu of online and in-person training modules and workshops covering wide area of relevant training points - c.65% of total participants engaged will achieve SQA accredited qualification. 15 (100%) of programme participants will progress into an individually matched and mentored work placement. 12 (80%) of individuals completing the programme will progress into employment, apprenticeship or further education/training. All participants will receive a weekly training allowance of £55 unless already in receipt of financial support.

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Young people (19-25) We will work with: <ul style="list-style-type: none"> • Care Experienced (or on edge of care). • Young People with disabilities. • Young People that have disengaged from formal education. • Young People that have experienced homelessness. • Those with addiction or wider health barriers 	Young people that have slipped through gaps in the current system - Those that left education during COVID and are perhaps already accessing wider support in the community. Requirement to collaborate closely with community partners (including health) to provide access to the next step for these individuals.	WorkingRite & MAYDS	£14,253.03	All Age Employability	5	Key worker support (Trauma Informed Practice trained - May 2023). 1:1 Individualised support with a particular focus on the importance and effectiveness of relationships (mentoring) and social connection as vehicles of change. 1:1 assessment of barriers and need (including participant self-assessment) to inform individual training plan. Induction period to cover preparation for the work place. Each individual is matched with a local small business for a fully mentored work placement (flexible in length) to aid progression and destinations.	Participation on SQA certificate of Work Readiness qualification. Access to WorkingRite's menu of online and in-person training modules and workshops covering wide area of relevant training points - c.65% of total participants engaged will achieve SQA accredited qualification. 100% of programme participants will progress into an individually matched and mentored work placement. 80% of individuals completing the programme will progress into employment, apprenticeship or further education/training. All participants will receive a weekly training allowance of £55 unless already in receipt of financial support.

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Adult Participants (25+)	<p>Consistent with ABEP "No wrong door" approach, we want to be able to support adult returners (parents, those with health conditions, those with disabilities). We will look to target individuals that fall into at least one of the Scottish Government's poverty indicator categories.</p> <p>WorkingRite's area of expertise has always been with the 16-25 year old age range, and the relational mentoring model supports our values around a "working rite of passage" for young people. More recently however we have had experience of supporting older participants successfully using the model and approach by flexing and adapting where needed. With a strong collaborative focus across the area we feel we can offer an excellent opportunity for adult participants who would benefit from a relationship focussed intervention.</p>	WorkingRite & MAYDS	£14,253.03	All Age Employability	5	<p>Key worker support (Trauma Informed Practice trained - May 2023).</p> <p>1:1 Individualised support with a particular focus on the importance and effectiveness of relationships (mentoring) and social connection as vehicles of change.</p> <p>1:1 assessment of barriers and need (including participant self-assessment) to inform individual training plan.</p> <p>Induction period to cover preparation for the work place.</p> <p>Each individual is matched with a local small business for a fully mentored work placement (flexible in length) to aid progression and destinations.</p>	<p>Participation on SQA certificate of Work Readiness qualification. Access to WorkingRite's menu of online and in-person training modules and workshops covering wide area of relevant training points - c.65% of total participants engaged will achieve SQA accredited qualification.</p> <p>100% of programme participants will progress into an individually matched and mentored work placement.</p> <p>80% of individuals completing the programme will progress into employment, apprenticeship or further education/training.</p> <p>All participants will receive a weekly training allowance of £55 unless already in receipt of financial support.</p>
WorkingRite			£71,265.15		25		

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

ALL- AGE EMPLOYABILITY SUPPORT							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Adult Participants (25+)	Contingent liability for ERIs commencing prior to 1st April 2023.	Argyll and Bute Council	£14,500.00	All Age Employability	4	ERI Support for Employers to support with the recruitment costs of unemployed individuals.	Retained in employment - 4
Argyll and Bute Council Employability Team			£14,500.00		4		

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>Lone Parents.</p> <p>Parents with a disability or who have a disabled child.</p> <p>Families with 3 or more children.</p> <p>Minority Ethnic Families.</p> <p>Families where youngest child under 1 years old.</p> <p>Parents aged 25 Years and less.</p> <p>Other low-income parents e.g. kinship carers</p>	<p>Work placements will be offered to unemployed parents within the Catering and Cleaning department of Argyll and Bute Council. Placements will be part time and tie in with school and nursery hours. This will provide an opportunity for parents struggling to find work due to lack of childcare to obtain experience, knowledge, skills and training. Regular vacancies occur within the Catering and Cleaning Department of the council as well as the public sector, it is therefore hoped the parents will wish to apply for the positions available to allow them to secure employment.</p>	Argyll and Bute Council	£50,000	Child Poverty	15	<p>In addition to a workplace mentor within the Catering and Cleaning department, each parent will also be allocated an Employability Keyworker who will carry out an Initial Needs Assessment, tailored Activity Plan and Reviews. Training will also be arranged, i.e. Food Hygiene Certificate. This support will help ensure the best possible outcome given each parent's individual circumstances. Appropriate PPE will also be supplied.</p>	<p>Person centred and relevant progression including:</p> <p>FE/HE - 1</p> <p>Work Placement – 15</p> <p>Employment – 7</p> <p>Self-Employment – 1</p> <p>Accredited Training - 10</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>Lone Parents.</p> <p>Parents with a disability or who have a disabled child.</p> <p>Families with 3 or more children.</p> <p>Minority Ethnic Families.</p> <p>Families where youngest child under 1 years old.</p> <p>Parents aged 25 Years and less.</p> <p>Other low-income parents e.g. kinship carers</p>	<p>Experience has shown many parents are keen to obtain qualifications and training prior to moving into employment or applying for higher paid positions. Parents also seek assistance in relation to money advice, benefit checks, better off calculations, creation of bespoke family budgets as well as employability skills.</p>	<p>Argyll and Bute Council</p>	<p>£30,000</p>	<p>Child Poverty</p>	<p>30</p>	<p>Each parent will be allocated an Employability Keyworker who will carry out an Initial Needs Assessment, tailored Activity Plan and Reviews. Accredited training will be arranged to ensure parents are best placed to move into work. Digital devices will be provided to allow completion of online accredited training with the organisations such as The Open University and Argyll College. Online training is often the preferred method of learning as it best suits family circumstances. All aspects of employability support will also be given; CV creation, assistance with job applications, interviews techniques, etc.</p>	<p>Person centred and relevant progression including:</p> <p>FE/HE – 5</p> <p>Employment – 7</p> <p>Self-Employment – 1</p> <p>Accredited Training – 15</p> <p>Increase in income – 8</p>
Argyll and Bute Council Employability Team			£80,000		45		

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Lone Parents. Parents with a disability or who have a disabled child. Families with 3 or more children. Minority Ethnic Families. Families where youngest child under 1 years old. Parents aged 25 Years and less. Other low-income parents e.g. kinship carers	Reducing Child Poverty by providing support to low income parents across all priority families identified in the Tackling Child Poverty Delivery Plan as being at greater risk of experiencing poverty. Assumptions based on numbers within categories from previous deliveries.	InspirAlba	£139,990.92 (£2,058.69 pp)	Child Poverty	68	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	Person-centred and relevant progression including: FE/HE – 8 School – 2 Volunteering – 10 Apprenticeship- 10 Work Placement – 3 Employment – 20 Self-Employment – 15 Accredited Training- 30

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Lone Parents. Parents with a disability or who have a disabled child. Families with 3 or more children. Minority Ethnic Families. Families where youngest child under 1 years old. Parents aged 25 Years and less. Other low-income parents e.g. kinship carers.	Reducing Child Poverty by providing support to low income parents across all priority families identified in the Tackling Child Poverty Delivery Plan as being at greater risk of experiencing poverty. Assumptions based on numbers within categories from previous deliveries.	Centre 81 (consortium with InspirAlba)	£24,704.28 (£2,058.69 pp)	Child Poverty	12	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	Person centred and relevant progression including: FE/HE - 1 Volunteering – 1 Apprenticeship- 1 Work Placement – 3 Employment – 4 Self-Employment – 2 Accredited Training – 8

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Lone Parents. Parents with a disability or who have a disabled child. Families with 3 or more children. Minority Ethnic Families. Families where youngest child under 1 years old. Parents aged 25 Years and less. Other low-income parents e.g. kinship carers.	Reducing Child Poverty by providing support to low income parents across all priority families identified in the Tackling Child Poverty Delivery Plan as being at greater risk of experiencing poverty. Assumptions based on numbers within categories from previous deliveries.	Fyne Futures (consortium with InspirAlba)	£39,115.11 £2,058.69 pp)	Child Poverty	19	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	Person-centred and relevant progression including: FE/HE - 1 School – 1 Volunteering – 4 Apprenticeship- 2 Work Placement – 4 Employment – 4 Self-Employment – 3 Accredited Training - 9

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Lone Parents. Parents with a disability or who have a disabled child. Families with 3 or more children. Minority Ethnic Families. Families where youngest child under 1 years old. Parents aged 25 Years and less. Other low-income parents e.g. kinship carers	Reducing Child Poverty by providing support to low income parents across all priority families identified in the Tackling Child Poverty Delivery Plan as being at greater risk of experiencing poverty. Assumptions based on numbers within categories from previous deliveries.	Help (consortium with InspirAlba)	£39,115.11 £2,058.69 pp)	Child Poverty	19	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	Person-centred and relevant progression including: FE/HE - 1 School – 1 Volunteering – 4 Apprenticeship- 2 Work Placement – 4 Employment – 4 Self-Employment – 3 Accredited Training - 9

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>Lone Parents.</p> <p>Parents with a disability or who have a disabled child.</p> <p>Families with 3 or more children.</p> <p>Minority Ethnic Families.</p> <p>Families where youngest child under 1 years old.</p> <p>Parents aged 25 Years and less.</p> <p>Other low-income parents e.g. kinship carers.</p>	<p>Reducing Child Poverty by providing support to low income parents across all priority families identified in the Tackling Child Poverty Delivery Plan as being at greater risk of experiencing poverty.</p> <p>Assumptions based on numbers within categories from previous deliveries.</p>	<p>MAYDS (consortium with InspirAlba)</p>	<p>£22,645.59 (£2,058.69 pp)</p>	<p>Child Poverty</p>	<p>11</p>	<p>Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.</p>	<p>Person centred and relevant progression including:</p> <p>FE/HE – 1</p> <p>School – 1</p> <p>Volunteering – 3</p> <p>Apprenticeship- 1</p> <p>Work Placement – 2</p> <p>Employment – 2</p> <p>Self-Employment – 1</p> <p>Accredited Training - 5</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Lone Parents. Parents with a disability or who have a disabled child. Families with 3 or more children. Minority Ethnic Families. Families where youngest child under 1 years old. Parents aged 25 Years and less. Other low-income parents e.g. kinship carers.	Reducing Child Poverty by providing support to low income parents across all priority families identified in the Tackling Child Poverty Delivery Plan as being at greater risk of experiencing poverty. Assumptions based on numbers within categories from previous deliveries.	Oban Youth Café (consortium with InspirAlba)	£22,645.59 (£2,058.69 pp)	Child Poverty	11	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training and support.	Person centred and relevant progression including: FE/HE – 1 School – 1 Volunteering – 3 Apprenticeship- 1 Work Placement – 2 Employment – 2 Self-Employment – 1 Accredited Training – 5

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>Lone Parents.</p> <p>Parents with a disability or who have a disabled child.</p> <p>Families with 3 or more children.</p> <p>Minority Ethnic Families.</p> <p>Families where youngest child under 1 years old.</p> <p>Parents aged 25 Years and less.</p> <p>Other low-income parents e.g. kinship carers.</p>	<p>Argyll and Bute has a high level of fuel poverty, which has been further exacerbated due to the recent escalating fuel costs, (due to many communities being off gas grid and having a reliance on electrical heating and or oil) we believe that being able to reduce fuel costs will be an important aspect of addressing household poverty for families and children.</p> <p>Assumptions based on numbers within categories from previous deliveries.</p>	<p>AlIenergy (consortium with InspirAlba)</p>	<p>£27,500 (£250 pp)</p>	<p>Child Poverty</p>	<p>110 (inc.in 140 total)</p>	<p>Affordable Warmth Advisor - 1:1 support</p>	<p>Addressing fuel poverty promote sustainable energy use and renewable energy generation, to address fuel poverty and reduce carbon emissions. As part of this work they engage with a range of strategic partners to ascertain energy efficiency and fuel poverty alleviation measures that can assist householders. Part of their work includes the affordable warmth service which provides advice, support and mentoring to people living in Argyll and Bute experiencing fuel poverty.</p>

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Lone Parents. Parents with a disability or who have a disabled child. Families with 3 or more children. Minority Ethnic Families. Families where youngest child under 1 years old. Parents aged 25 Years and less. Other low-income parents e.g. kinship carers.	Provide support to participants across Argyll & Bute to address household and child poverty with advice on debit management, welfare rights, consumer rights, and housing and energy issues. Assumptions based on numbers within categories from previous deliveries.	Bute Advice (consortium with InspirAlba)	£27,500 (£250 pp)	Child Poverty	110 (inc. in 140 total)	Welfare Rights Advisor Debt Advisor 1:1 Support	Reducing poverty and social exclusion by the provision of impartial, confidential advice and assistance with regard to: <ul style="list-style-type: none"> • Housing Advice • Homelessness, eviction, housing grants, arrears and tenancy issues • Welfare Benefits Advice • Benefits checks, form filling and representation at Tribunal Appeals • Utilities Advice • Debt Management, liaising with utility providers, changing suppliers, accessing grants and alleviation of fuel poverty advice • Debt Management Provision (advice regarding voluntary payment arrangements, protected trust deeds, bankruptcy, DAS and court representation)

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
Lone Parents. Parents with a disability or who have a disabled child. Families with 3 or more children. Minority Ethnic Families. Families where youngest child under 1 years old. Parents aged 25 Years and less. Other low-income parents e.g. kinship carers.	Additional needs were identified by the LEP in relation to access to childminder support and support for childminder specific employability opportunities.	InspirAlba	£37,787.00 (£9,446.62 pp)	Child Poverty	4	Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training, Paid Work Placement and Childminder Mentor.	All 4 participants will receive a package of tailored training which will include: <ul style="list-style-type: none"> • Training in Safeguarding, First Aid, Food Hygiene and Health and Safety. • A work placement 16 hours x 26 weeks *Referrals to Business Gateway for business start-up support. • Building skills and confidence. • Support to work through insurance requirements and Care Commission requirements will also be provided through a local employability coach. • Support beyond the work placement and a network of childminding sets will ensure peer to peer support.

Table 3c: Annual Investment Plan, 2023/24 – Service Delivery Requirements and Approach 2023/24 (continued)

TACKLING CHILD POVERTY							
Target Group	Rationale for Intervention	Delivery Partners	Budget	Source of Investment	Volumes	Delivery Method	Outcome Expected
<p>Lone Parents.</p> <p>Parents with a disability or who have a disabled child.</p> <p>Families with 3 or more children.</p> <p>Minority Ethnic Families.</p> <p>Families where youngest child under 1 years old.</p> <p>Parents aged 25 Years and less.</p> <p>Other low-income parents e.g. kinship carers.</p>	<p>Along with LEP partners additional needs were identified in the requirement for budget cooking training and support. The budget cooking skills can also increase skills for access into the food and drink or hospitality sectors which both have skills gaps across Argyll and Bute.</p> <p>This support will also help to alleviate child poverty and assist households to provide healthy filling meals on a budget.</p>	<p>Fyne Futures (consortium with InspirAlba)</p>	<p>£27,192 (£1,133 pp)</p>	<p>Child Poverty</p>	<p>24</p>	<p>Flexible, dynamic and person-centred service delivered using place based approach within the geography of Argyll and Bute, including islands, mainland towns and villages, e.g. Employability Coach - External training, and Cookery Skills Co-ordinator.</p> <p>These will be delivered in person with some additional training to cascade good practice across the delivery partners and follow up pdf recipe cards and you tube tutorials. This will assist parents to cook on a budget learning knife skills (to allow parents to purchase cheaper cuts of meat or whole chickens but get the most out of their purchase), saving and maximising leftovers and using a slow cooker.</p>	<p>Each parent will build skills and confidence that will be transferable to the hospitality and food and drink sectors to allow them to apply for vacancies.</p> <p>All 24 household budgets will also be positively impacted as parents will spend less on their weekly food.</p>
InspirAlba Consortium			£408,196		168		

Table 3d: Volume Profiles 2023-24 (based only on Scottish Government funding)					
Target Group	Q1	Q2	Q3	Q4	Totals
All Age Employability - InspirAlba	0	38	44	48	130
All Age Employability - Young People 16-19 - WorkingRite	0	5	5	5	15
All Age Employability - Young People 19-24 - WorkingRite	0	1	2	2	5
All Age Employability - Adult participants 25+ - WorkingRite	0	1	2	2	5
Tackling Child Poverty - ABC Work Placements	0	5	5	5	15
Tackling Child Poverty - ABC Support Programme	3	7	10	10	30
Tackling Child Poverty - InspirAlba	0	47	58	63	168
Totals	3	104	126	135	368

Table 3e includes all management fee delivery costs for all partners.

Table 3e: Financial Profiles 2023-24					
Budget Lines	Q1	Q2	Q3	Q4	Totals
All Age Employability (SG funding)	£16,575.00	£133,713.51	£149,984.82	£141,869.82	£442,143.15
All Age Employability (LG Core)					
All Age Employability (SPF)	£67,199.29	£67,199.29	£67,199.29	£67,199.30	£268,797.17
All Age Employability (Other)					
	£83,774.29	£200,912.80	£217,184.11	£209,069.12	£710,940.32
Tackling Child Poverty (SG funding)	£13,575.00	£151,353.00	£182,055.00	£195,513.00	£542,496.00
Tackling Child Poverty (LG Core)					
Tackling Child Poverty (SPF)	£83,662.81	£83,662.81	£83,662.81	£83,662.79	£334,651.22
Tackling Child Poverty (Other)					
	£97,237.81	£235,015.81	£265,717.81	£279,175.79	£877,147.22
Total Funding (SG)	£30,150.00	£285,066.51	£332,039.82	£337,382.82	£984,639.15
Total Funding (LG)					
Total Funding (SPF)	£150,862.10	£150,862.10	£150,862.10	£150,862.09	£603,448.39
Total Funding (Other)					
Employability Funding Total	£181,012.10	£435,928.61	£482,901.92	£488,244.91	£1,588,087.54

5.0 Performance Management and Reporting

5.1 Approach

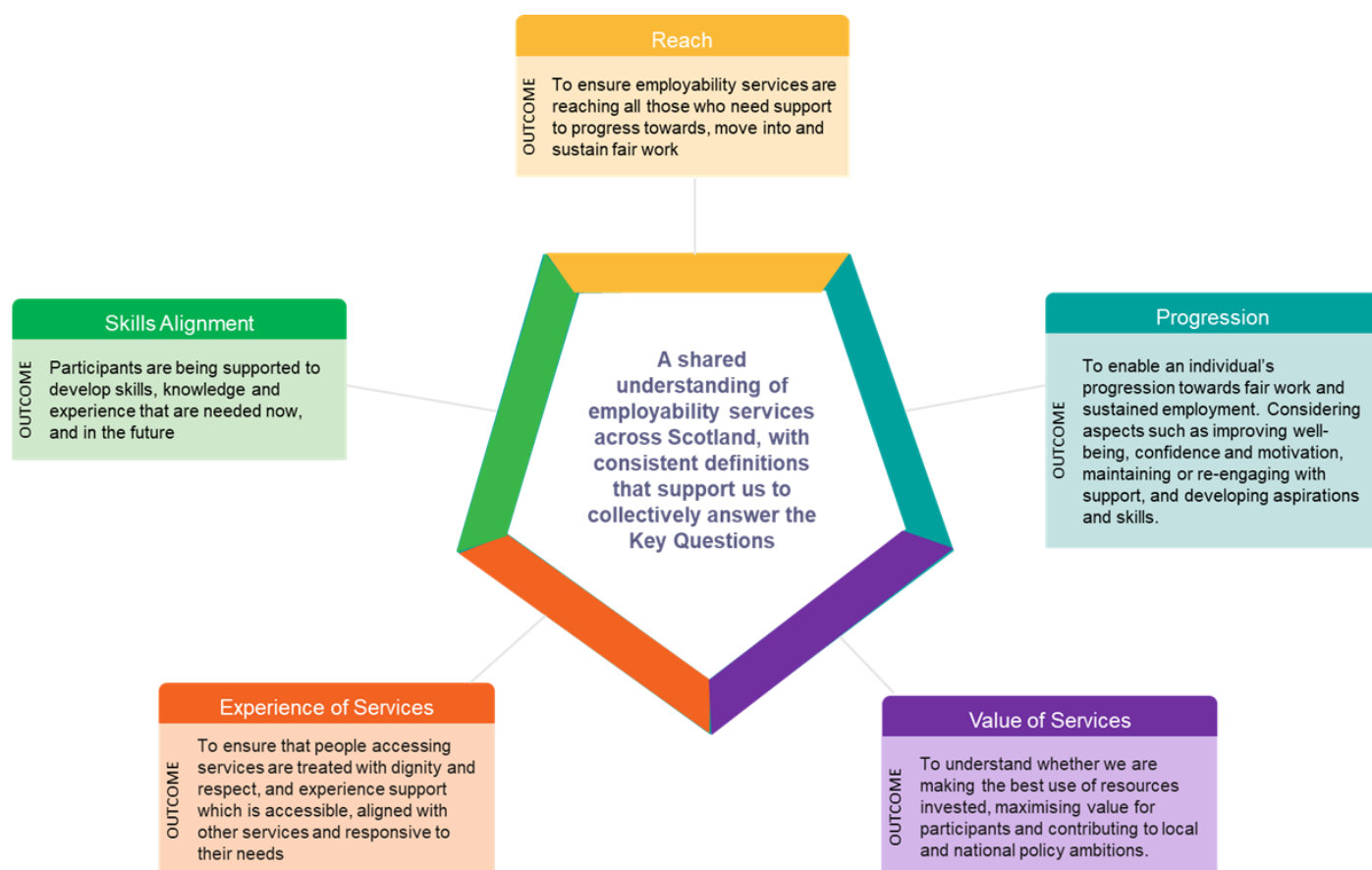
There has been a culture change with regard to performance management and reporting moving from exclusively quantitative measurement to a more balanced qualitative/quantitative approach.

Ongoing quantitative performance will continue to be gathered based on the Scottish Government requirements by specific interventions that will contribute to the overall National Performance Framework as outlined in **Appendix 2**.

The guidance provided in the Employability Shared Measurement Framework has allowed the development of qualitative assessment. The Framework, as depicted in **Figure 2** below, is structured around five themes that were agreed with partners during development:

- Reach
- Progression
- Skills Alignment
- Experience of Services
- Value of Services

Figure 2: Overview of the Shared Measurement Framework



5.2 Performance Indicators

Each theme has been developed further through the creation of key questions, as outlined in **Table 6** below. These set out what partners have agreed we need to know under each theme.

Table 6: Shared Measurement Framework Themes and Associated Questions

Theme				
1. Reach	2. Progression	3. Skills Alignment	4. Experience of Services	5. Value of Services
1.1 Who needs support in our community?	2.1 Are people progressing, if so, in what ways?	3.1 What relevant skills, knowledge and experience are people developing as a result of our support?	4.1 Are we treating people with dignity and respect?	5.1 How and in what ways do employability services contribute to national and local priorities?
1.2 Who are we reaching and what challenges do they face?	2.2 Are people's goals/milestones being achieved within the expected timeframe?		4.2 Do clients receive a tailored service that supports their individual journey?	5.2 What is the value for money of our investment?
1.3 Are people actively engaged with support?	2.3 Have people entered and sustained education, training or employment?		4.3 Do clients find the service easy to access?	
1.4 Who are we not reaching?				

How these questions are answered on an ongoing basis will vary depending on the available evidence and the type of question being asked. However, given the scope of the key questions, it is certain that the ABEP will require a mixture of quantitative and qualitative information across a range of sources, as noted in **Table 7** below. In order to answer the questions fully, the ABEP will also need to refer to direct and indirect data – this will enable the ABEP to minimise the burden on services by referring to information already held elsewhere.

Table 7: Direct and Indirect Data Sources

	Direct <i>Data collected and reported by services</i>	Indirect <i>Data collected and reported by others that we need to refer to</i>
Quantitative	<ul style="list-style-type: none"> Management Information directly from services – including SG employability statistics Independent evaluations 	<ul style="list-style-type: none"> Other nationally available statistics e.g. Annual Population Survey, Labour Market etc.
Qualitative	<ul style="list-style-type: none"> Independent evaluations Social Research with service users Social Research with staff/providers 	<ul style="list-style-type: none"> Wider stakeholder and advocacy organisations research Wider policy development evidence, including consultation responses

5.3 Continuous Improvement

As noted in **Section 1.5**, the ABEP Improvement Action Plan was developed based on collective feedback (collated by the Improvement Service) from the self-assessment reviews undertaken by ABEP members. This was followed by a 'Consensus Session on Actions for Improvement' on 16th June 2021 and an 'Action Planning Workshop' on 28th July 2021, both of which were facilitated by Scottish Government officials. The ABEP Improvement Action Plan was then finalised by ABEP members at the partnership meeting on 1st September 2021. The ABEP Improvement Action Plan was endorsed by the Argyll and Bute Community Planning Partnership on 29th September 2021.

Table 3a above outlines the improvement actions that have been addressed, those that are ongoing and those that are still outstanding. The ABEP will always focus on continuous improvements through ongoing partner discussions, collaborative delivery and feedback from service users.

5.4 Evaluation

The ABEP requires to agree an approach to evaluation and service user feedback to influence ongoing design and delivery, including how this will complement and align with national level evaluation plans.

5.5 Review

The Delivery Plan, is a working document, subject to a formal annual update process, but also on an ad hoc basis further to receipt of relevant information. In particular, updates must align with service requirements. This current document was updated in July 2023.

All revised versions of the ABEP Delivery Plan, 2022-25 will need to be endorsed by the CPP Management Committee. These committee meetings taken place on a quarterly basis, but it would seem appropriate to provide annual updates to the CPP Management Committee, based on a formal annual revision of the ABEP Delivery Action Plan. This should allow for any substantive Delivery Plan milestones and revisions to be reported.

Appendix 1: Argyll and Bute Employability Partnership Terms of Reference**Purpose**

The role of the Argyll and Bute Employability Partnership (ABEP) is to provide local strategic direction and a strong collaborative partnership approach to the delivery of the Scottish Government's No One Left Behind Employability agenda across Argyll and Bute. The ongoing development and implementation of the new ABEP Improvement Action Plan (September 2021) will ensure that the ABEP is collectively meeting the employability needs of our local vulnerable residents and priority groups, particularly in response to the impact of COVID-19 pandemic.

Terms

The Terms of Reference is effective from 29th September 2021 and will be ongoing until terminated by agreement between the ABEP members.

Membership

Currently the ABEP includes representatives from the following organisations:

- Argyll and Bute Council services including: Economic Growth (includes the Employability Team), Growing Our Own. Education and DYW Argyll;
- Live Argyll;
- Argyll and Bute Health and Social Care Partnership;
- NHS Highland;
- Skills Development Scotland;
- Department for Work and Pensions (DWP);
- UHI Argyll;
- Argyll and Bute Third Sector Interface (TSI);
- Highlands and Islands Enterprise (HIE)
- Scottish Qualifications Authority (SQA);
- WorkingRite;
- Fyne Futures Ltd;
- Clyde Fishermen's Association/Trust;
- InspirAlba.

Roles and responsibilities of members

The ABEP is accountable for:

- Building a stronger relationship with the Argyll and Bute Community Planning Partnership (CPP), with a particular focus on a strong governance approach through the CPP Management Committee and partnership working arrangements and ensuring employability issues and opportunities are highlighted to the wider CPP members.
- Developing and implementing of the ABEP Improvement Action Plan as an ongoing working document, including the requirement to monitor and evaluate the performance and impact of the ABEP over time;
- Fostering collaboration and providing a joined-up partnership approach to support local vulnerable residents and priority groups;
- Sharing and communicating information across all ABEP members, including establishing formal data sharing agreements across all partners to enable collective working to support those most in need;

- Considering ways in which local communities and employers can better engage in the identification of priorities to shape local service design and delivery; and
- Ensuring members attend all ABEP meetings and if necessary, nominate a proxy.

Members will expect:

- That each member will provide information in a timely manner for discussion at ABEP meetings;
- A reasonable time to make decisions;
- To be alerted to potential risks and issues identified by members that could impact the delivery and implementation of the ABEP Improvement Action Plan as they arise; and
- Open and honest discussions without resort to any misleading assertions.









Meetings and reporting:

- Meetings will be chaired by Ishabel Bremner, Argyll and Bute Council or a substitute or another partner as agreed;
- A meeting quorum will be 5 members representing distinct organisations or teams within an organisation;
- ABEP decisions will be made by consensus or majority view;
- Meeting agendas and minutes will be provided by the Chair/Administrative support including supporting papers;
- Meetings will be held monthly using MS Teams; and
- The ABEP will report into the Argyll and Bute CPP Management Committee through the designated representative.

Amendment, modification or variation:

- The Terms of Reference may be amended varied or modified as agreed by the ABEP members.

National Performance Framework Alignment

National Outcome	No One Left Behind contribution
 Economy	<p>No One Left Behind supports the Scottish Government's purpose and vision for inclusive economic growth by ensuring that as many people as possible, including those further from the labour market and facing complex or challenging circumstances, have the opportunity to access fair and sustainable work. No One Left Behind can support businesses helping them thrive and innovate, with quality jobs and fair work for everyone and access to a highly skilled local workforce.</p>
 Poverty	<p>No One Left Behind and the approach taken to employability services supports the Scottish Government's ambition to eradicate child poverty by providing parents additional support to participate and progress within the labour market. We believe that delivering this agenda is vital to ensure a more diverse and inclusive workforce and breaking the cycle of poverty and disadvantage.</p>
 Communities	<p>No One Left Behind will further develop and deliver a holistic employability provision that is integrated with other local services based on user feedback using the Scottish Approach to service design. Building employability interventions around local areas, taking a place-based approach enables our communities' voices to be heard and will enable resources to be deployed to better meet service user needs and complement local investment, and be capable of overall national reach and coherence.</p>
 Children	<p>No One Left Behind support families and individuals to increase disposable income by supporting them to access and progress in Fair Work opportunities that are local and encourages local economies to be more inclusive.</p>
 Education	<p>No One Left Behind will support individuals to further their education and skills enabling them to contribute to society and gain further wellbeing benefits derived from employment.</p>
 Fair Work & Business	<p>No One Left Behind will support workers in Scotland to have the right to fair remuneration and equal pay for equal work by promoting this in all engagements with employers and businesses locally. Local approaches will ensure employability support does not reinforce occupational segregation and will encourage employers to adopt more inclusive recruitment and workplace practices</p>
 Health	<p>No One Left Behind offers holistic person-centred support for individuals to identify and address their specific barriers including mental health and physical health conditions. Promoting an integrated and aligned approach with a range of local services including health services.</p>
 Human Rights	<p>No One Left Behind supports an individual's right to work and will work locally to deliver improved accessibility thereby tackling barriers for protected groups and supporting those facing structural and socio economic inequalities. Local Employability Partnerships along with Scottish Government are mindful that no one should be denied the opportunity because of their race or ethnicity, their disability, their gender, sexual orientation or religion and will consider how they can positively contribute to the advancement of equality.</p>

Appendix 3: Equality and Socio-Economic Impact Assessment

Section 1: About the proposal

Title of Proposal
Argyll and Bute Employability Partnership (ABEP) Delivery Plan, 2022-25.

Intended outcome of proposal
Employability services in Argyll and Bute brings together partners and organisations to identify opportunities, align priorities, learn from each other, develop valued services and ultimately add value to every engagement with supported individuals.

Description of proposal
The Delivery Plan presents an outline of the planned employability infrastructure and provision over the next three years across Argyll and Bute on behalf of the ABEP.

Business Outcome(s) / Corporate Outcome(s) to which the proposal contributes
<p>This Delivery Plan will contribute to the six longer-term outcomes outlined in the Argyll and Bute CPP, Local Outcome Improvement Plan, as follows:</p> <ol style="list-style-type: none"> 1. The economy is diverse and thriving. 2. We have infrastructure that supports sustainable growth. 3. Education, skills and training maximises opportunities for all. 4. Children and young people have the best possible start. 5. People live active, healthier and independent lives. 6. People live in safer and stronger communities. <p>These outcomes will support the overall CPP objective of “Argyll and Bute’s economic success is built on a growing population” and national policy priorities.</p> <p>For the Delivery Plan, particular focus is given to Outcome 3 as to what partners can offer to support individuals to participate in education, skills development and training. Strong partnership working with employers (public, private and third sector) is essential to provide opportunities for work experience to directly help individuals make informed choices on the training and employment options open to them and by doing so allow individuals to gain their first critical experience of the world of work.</p> <p>At present these outcomes are being revised during 2023 to update the LOIP for the next 10 years.</p>

Lead officer details:	
Name of lead officer	Ishabel Bremner
Job title	Economic Growth Manager
Department	Development & Economic Growth
Appropriate officer details:	
Name of appropriate officer	Kirsty Flanagan
Job title	Executive Director
Department	
Sign off of EqSEIA	<i>Kirsty Flanagan</i>
Date of sign off	14 th June 2022

Who will deliver the proposal?

The membership of the ABEP will deliver the Delivery Plan, 2022-25, which includes representatives from the following organisations:

- Argyll and Bute Council services including: Economic Growth (includes the Employability Team), Growing Our Own, Education and Developing Young Workforce (DYW) Argyll;
- Live Argyll;
- Argyll and Bute Health and Social Care Partnership;
- NHS Highland;
- Skills Development Scotland;
- Department for Work and Pensions (DWP);
- UHI Argyll;
- Argyll and Bute Third Sector Interface (TSI);
- Highlands and Islands Enterprise (HIE)
- Scottish Qualifications Authority (SQA);
- WorkingRite;
- Fyne Futures Ltd;
- Clyde Fishermen's Association/Trust; and
- InspirAlba.

Section 2: Evidence used in the course of carrying out EqSEIA**Consultation / engagement**

ABEP has produced this Delivery Plan through feedback from the primary research undertaken during the commissioned work to address the actions outlined in the ABEP Improvement Action Plan and current funding provision by the Scottish Government where the NOLB agenda focuses on **All-age Employability Support** and **Tackling Child Poverty**. There is an ongoing requirement to factor in service user evidence to inform the design and delivery of employability interventions going forward, particularly at the local level.

Data

Data in the Delivery Plan has been extracted from the NOLB Data Toolkit developed on behalf of Local Employability Partnerships by the Improvement Service, Scottish Local Authorities Economic Development (SLAED) groups and the Glasgow City Region Intelligence Hub Other current data sources include:

- Office of National Statistics: NOMIS – official labour market statistics (one month in arrears)
- DWP - real-time unemployment statistics
- Skills Development Scotland: Participation Measurement, 16+ Data Hub & Regional Skills Assessment
- Argyll and Bute Council Research Group, which includes external stakeholders such as representative from the NHS and Highlands and Islands Enterprise (HIE)
- UHI Argyll.

Other information

Employability information is captured in the Argyll and Bute Child Poverty Action Plan, the CLD Strategic Partnership Action Plan, 2021-2024 and will also be considered during the preparation of the Council’s Economic Strategy Refresh, 2024-2029; where close working will continue throughout 2023 with the consultation and engagement required for the update of the LOIP.

The whole people and skills agenda is a key focus to enable the economic and social recovery of Argyll and Bute to be able to retain and retrain, reskill and upskill its population across its many remote rural and island communities.

Gaps in evidence

The ABEP recognises that through stronger and more collaborative partnership working, focused on a place-based person-centred approach, will help to ensure suitable opportunities for individuals of all ages and capabilities through tackling socio-economic disadvantage, inequalities and removing multiple barriers to securing sustainable employment

Section 3: Impact of proposal

Impact on service users:

	Negative	No impact	Positive	Don't know
Protected characteristics:				
Age			√	
Disability			√	
Ethnicity			√	
Sex			√	
Gender reassignment			√	
Marriage and Civil Partnership			√	
Pregnancy and Maternity			√	
Religion			√	
Sexual Orientation			√	
Fairer Scotland Duty:				
Mainland rural population			√	
Island populations			√	
Low income			√	
Low wealth			√	
Material deprivation			√	
Area deprivation			√	
Socio-economic background			√	
Communities of place			√	
Communities of interest			√	

If you have identified any impacts on service users, explain what these will be.

The overarching objective is to ensure suitable opportunities for individuals of all ages and capabilities based on tackling socio-economic disadvantage, inequalities and removing multiple barriers to securing sustainable employment. Inclusive growth lies at the heart of this Delivery Plan where partner activity will contribute to the Scottish Government’s No One Left Behind policy direction, with a focus in Argyll and Bute on ensuring ‘No Business Left Behind’ and ‘No Community Left Behind’.

If any 'don't know's have been identified, at what point will impacts on these groups become identifiable?

N/A

Impact on service deliverers (including employees, volunteers etc):

	Negative	No impact	Positive	Don't know
Protected characteristics:				
Age			√	
Disability			√	
Ethnicity			√	
Sex			√	
Gender reassignment			√	
Marriage and Civil Partnership			√	
Pregnancy and Maternity			√	
Religion			√	
Sexual Orientation			√	
Fairer Scotland Duty:				
Mainland rural population			√	
Island populations			√	
Low income			√	
Low wealth			√	
Material deprivation			√	
Area deprivation			√	
Socio-economic background			√	
Communities of place			√	
Communities of interest			√	

If you have identified any impacts on service deliverers, explain what these will be.

The overarching objective is to ensure suitable opportunities for individuals of all ages and capabilities based on tackling socio-economic disadvantage, inequalities and removing multiple barriers to securing sustainable employment. Inclusive growth lies at the heart of this Delivery Plan where partner activity will contribute to the Scottish Government's No One Left Behind policy direction, with a focus in Argyll and Bute on ensuring 'No Business Left Behind' and 'No Community Left Behind'.

If any 'don't know's have been identified, at what point will impacts on these groups become identifiable?

N/A

How has 'due regard' been given to any negative impacts that have been identified?

N/A

Section 4: Interdependencies

Is this proposal likely to have any knock-on effects for any other activities carried out by or on behalf of the council?	Yes
--	-----

Details of knock-on effects identified
<p>Employability information is captured in the Argyll and Bute Child Poverty Action Plan, the CLD Strategic Partnership Action Plan, 2021-2024 and will also be considered during the preparation of the Council's Economic Strategy Refresh, 2024-2029; where close working will continue throughout 2023 with the consultation and engagement required for the update of the LOIP.</p> <p>The whole people and skills agenda is a key focus to enable the economic and social recovery of Argyll and Bute to be able to retain and retrain, reskill and upskill its population across its many remote rural and island communities.</p>

Section 5: Monitoring and review

How will you monitor and evaluate the equality impacts of your proposal?
Data will be used to measure the impact of how the ABEP activity is narrowing the inequalities gap. As the Delivery Plan is a working document, equality impacts will be updated, monitored and evaluated on an ongoing basis.

This page is intentionally left blank