

Integration Joint Board

Date of Meeting: 27th May 2020

Title of Report **The role of Public Health to date in the COVID -19 response**

Presented by: **Nicola Schinaia, Associate Director of Public Health**

The Integrated Joint Board is asked to:

- Note the Public Health response to the COVID -19 outbreak in Argyll and Bute Health and Social Care Partnership area.

1. EXECUTIVE SUMMARY

This paper reviews the work of Public Health in Argyll and Bute relating to COVID -19 and focuses on three main areas:

- Understanding the epidemiology of COVID -19 in Argyll and Bute
- Caring for people work stream supporting our communities
- Staff testing

This work has enabled us to monitor the extent of the spread of the disease, to set up a robust mechanism to support most vulnerable people, as well as to promote a comprehensive and widespread process to allow symptomatic health and social care workers to undergo testing, with the aim at reducing the time spent in self-isolation.

2. INTRODUCTION

COVID -19 is a serious disease that arises from a novel coronavirus infection. An outbreak originated in Wuhan, China at the end of 2019. This outbreak subsequently spread across the world and has been defined as an international pandemic by the World Health Organisation. Epidemiological data continues to consolidate but early indications of the severity of health outcomes necessitated the implementation of emergency planning procedures to minimise levels of infection and prevent health services being overwhelmed. National strategies to contain the virus involving social distancing and “lockdown” have shown success in reducing infection rates and “flattening the curve”. However, the virus remains present in our communities.

3. DETAIL OF REPORT

This section of the report provides detail on epidemiology, caring for people and testing.

a) Epidemiology

Confirmed cases

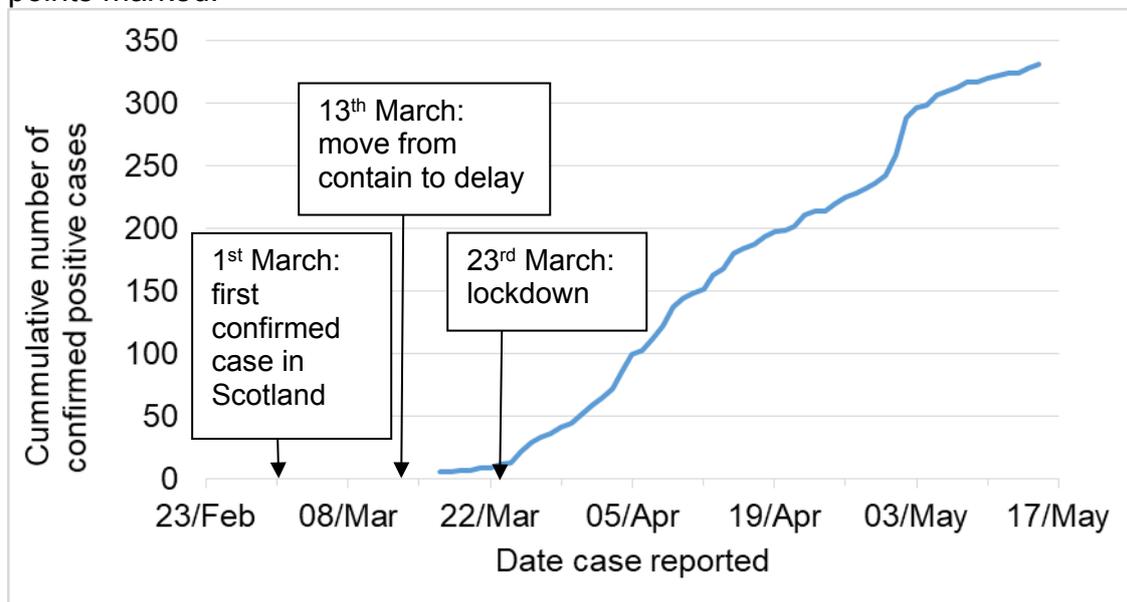
The first confirmation of COVID -19 in Scotland occurred in Tayside on 1st March. Since then, cases have been confirmed in all 14 territorial health boards across Scotland with 14,260 people confirmed positive reported by Scottish Government as of 15th May.

Numbers of confirmed cases are likely to underestimate the true number of people who had been infected as not everyone with COVID -19 will display symptoms and not all those with symptoms will be tested.

As of 15th May, the Scottish Government reported 331 confirmed cases of COVID -19 in NHS Highland. By residential postcode obtained by CHI linkage, Scottish Government reported 135 confirmed cases of COVID -19 in Argyll and Bute at 2pm on 15th May¹.

The total (cumulative) number of cases in NHS Highland has increased over time as new cases are confirmed (Figure 3.1). The increase in numbers of confirmed cases should be interpreted with caution as this depends on the amount of testing conducted. The testing strategies employed over this time period have changed with increasing numbers of groups of people eligible for access to testing in more recent weeks.

Figure 3.1 Number of confirmed cases in NHS Highland with significant time points marked.



Source: Scottish Government reporting from ECOSSE². Note that data starts at the date 5 cases were confirmed.

<https://www.gov.scot/publications/coronavirus-COVID-19-trends-in-daily-data/>

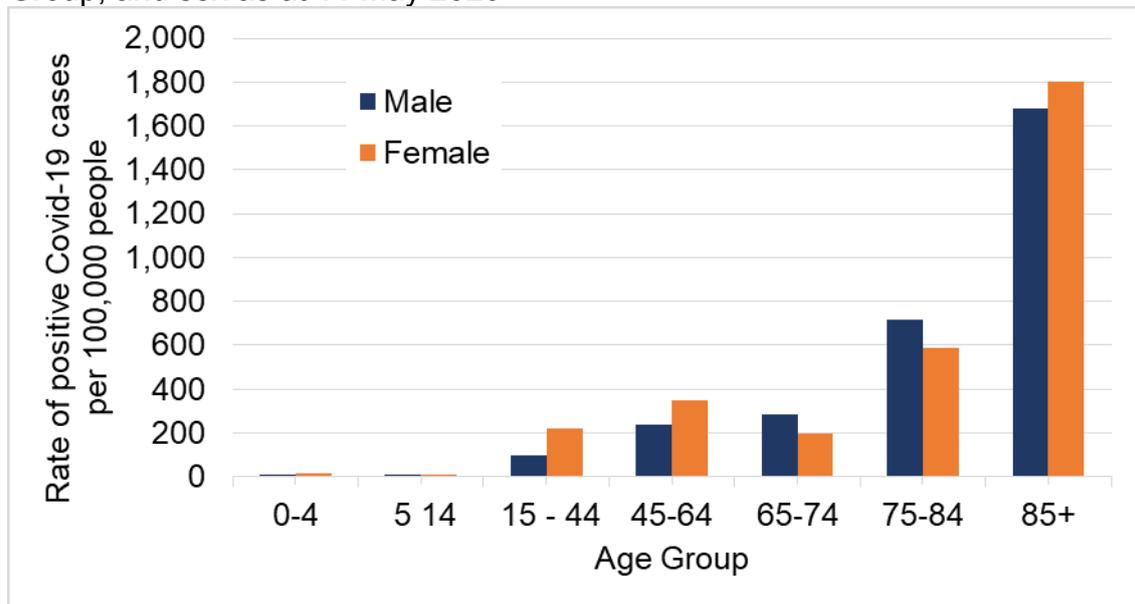
¹ Note that this data is obtained via a live system and is subject to change as additional information becomes available.

<https://www.arcgis.com/apps/opsdashboard/index.html#/658feae0ab1d432f9fdb53aa082e4130>

² <https://www.gov.scot/publications/coronavirus-COVID-19-data-definitions-and-sources/>

Across Scotland, there are higher rates of confirmed cases in the oldest age groups, with the highest rates in those aged 85+ (Figure 3.2).

Figure 3.2 Rate of positive COVID -19 cases across NHS Scotland by Age Group, and sex as at 11 May 2020



Source: Public Health Scotland analysis from Source: ECROSS Database. Date extracted: 04/05/2020. <https://beta.isdscotland.org/find-publications-and-data/population-health/COVID-19/COVID-19-statistical-report/>

Deaths

National Records of Scotland (NRS) report weekly on the number of deaths registered as involving COVID -19. This includes people with positive diagnosis of COVID -19 and those with 'presumed' COVID -19. Any death in Scotland where COVID -19 is mentioned on the death certificate is included (3,213 deaths registered up to 10th May³),

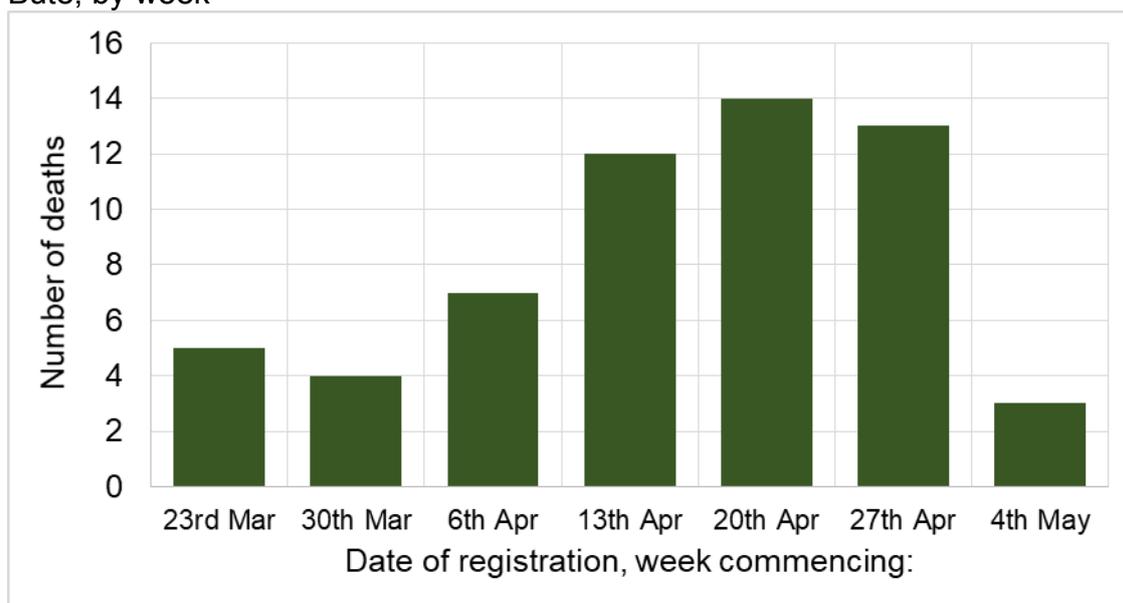
Up to 10th May, 58 deaths involving COVID -19 had been registered of usual residents of Argyll and Bute with the number of registrations falling in week commencing 4th May compared to the previous weeks.

Caution is recommended in interpreting numbers of deaths compared to numbers of confirmed cases; deaths information includes all deaths involving COVID -19 and not just those confirmed positive, and in turn the number of people confirmed positive depends on the testing strategies and the timing of these testing strategies in relation to the pandemic within Argyll and Bute.

³ Provisional figure reported on 13th May. 3,058 deaths in Scotland were unidentified with COVID -19 as the underlying cause.

<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/vital-events/general-publications/weekly-and-monthly-data-on-births-and-deaths/deaths-involving-coronavirus-COVID-19-in-scotland>

Figure 3.3 Number of deaths involving COVID -19 of residents of Argyll and Bute, by week



Source: National Records of Scotland. Based on 'usual' residents.
<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/vital-events/general-publications/weekly-and-monthly-data-on-births-and-deaths/deaths-involving-coronavirus-COVID-19-in-scotland>

Up to 10th May, 22/58 (38%) deaths in Argyll and Bute involving COVID -19 were registered as occurring in a care home location. This compares to 45% deaths involving COVID -19 in Scotland occurring in a care home location, and 106/495 (21%) deaths from all causes in 2020 in Argyll and Bute occurring in a care home location³.

Data from NRS are available in appendix 1.

b) Caring for People

BACKGROUND AND INTRODUCTION

Looking after people affected by an emergency is an essential element of an emergency response. The Scottish Government has a suite of guidance called Preparing Scotland that includes a requirement to care for people⁴. The COVID -19 outbreak posed and continues to pose significant threats to human health and wellbeing.

A Caring for People Tactical (CfP) Partnership was set up on 16 March 2020 to oversee this aspect of the emergency plan. It is an equal partnership of:

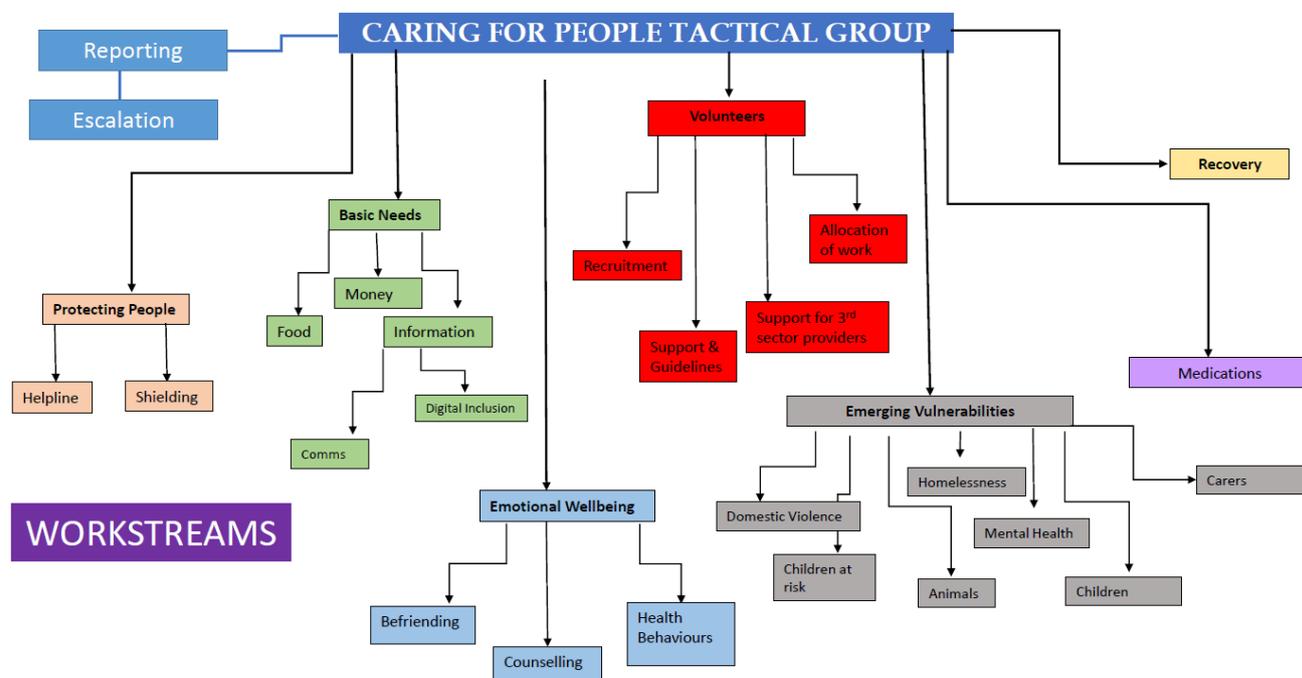
- Argyll and Bute Council
- Argyll and Bute Health & Social Care Partnership
- Argyll and Bute Third Sector Interface

⁴ Scottish Government (2017) Preparing Scotland. Scottish Guidance on Resilience – Care for People Affected by Emergencies <https://www.readyscotland.org/media/1441/care-for-people-affected-by-emergencies-november-2017.pdf>

The Tactical Partnership met daily for 5 weeks and reverted to twice weekly meetings on 20 April 2020. Membership comprises officers of each partnership.

The strategic intentions of the CfP Partnership were mapped in week 2 and a visual representation is provided in the figure below:

Caring for People Workstreams



OUTPUTS (HIGHLIGHTS)

- **Website and communications**

During week 1 of the CfP partnership, time was spent considering how to coordinate effective communication during the emergency plan and a communications plan was developed. This has ongoing involvement from the NHS and council communications teams. During the week of 20 April a dedicated communications sub-group of CfP convened to oversee the communications plan.

The first output of the CfP partnership was to develop online information for people. An early decision was made to use the Council’s website to host this information due to the presence of a local web support team and also the significant reach of this website across the population of Argyll and Bute.

The webpages went live on 17 March 2020 and these have been added to and evolved significantly since then. They can be viewed here - <https://www.argyll-bute.gov.uk/coronavirus-help-and-advice> By 17 May 2020 this page had been viewed 35,581 times with the average length of time spent on the page being 1 minute 8 seconds.

A postal maildrop of the following graphic was sent to all households on 11 May.

CORONAVIRUS COVID-19
CARING FOR PEOPLE HELPLINE
TEL. 01546 605 524 (9AM-5PM, MON-FRI)

WHAT CAN YOU DO?
We can all play our part in helping to protect the NHS and save lives. To protect yourself and others:

FOLLOW SCOTTISH GOVERNMENT ADVICE ABOUT STAYING AT HOME

SOCIAL DISTANCING - KEEP AT LEAST 2 METRES AWAY FROM EVERYONE OUTSIDE YOUR HOUSEHOLD

WASH YOUR HANDS REGULARLY FOR AT LEAST 20 SECONDS (INCLUDING AS SOON AS YOU GET HOME)

AVOID TOUCHING YOUR FACE WITH UNWASHED HANDS

CORONAVIRUS COVID-19 SYMPTOMS TO LOOK OUT FOR:

A HIGH TEMPERATURE/FEVER OR **A NEW CONTINUOUS COUGH**

Feeling hot to the touch on your chest or back (you don't need to measure your temperature - you will know). You may feel warm, cold or shivery.

A new, continuous cough means coughing for longer than an hour, or three or more coughing episodes in 24 hours.

Get more details at: www.nhsinform.scot/coronavirus

WHAT TO DO IF YOU THINK YOU HAVE CORONAVIRUS COVID-19:

If you think you have symptoms of Coronavirus COVID-19, and your symptoms worsen or do not improve after seven days; you should dial NHS 24 on 111, day or night. Please do not call your GP or go to the surgery.

Access Argyll and Bute specific information and advice at: www.argyll-bute.gov.uk/coronavirus-help-and-advice

If you wish to have this information reproduced in another format or in another language, please contact: High-UHB.ABHealthImprovement@nhs.net

CORONAVIRUS COVID-19
CARING FOR PEOPLE HELPLINE
TEL. 01546 605 524 (9AM-5PM, MON-FRI)

WHERE CAN YOU GET HELP?

CALL THE CARING FOR PEOPLE HELPLINE: TEL. 01546 605 524 (Open 9am-5pm, Mon-Fri)

SUBMIT A REQUEST FOR ASSISTANCE ONLINE: www.argyll-bute.gov.uk/coronavirus-help-and-advice

Language translation, a 'talk aloud' service for the visually impaired, and British Sign Language help, are all available on these webpages. Look for the BrowseAloud and BSL options on the sidebar menu.

SUPPORT PROVIDED BY THE CARING FOR PEOPLE HELPLINE:

- financial concerns
- food & household supplies
- utility services
- household repairs
- counselling/support
- prescriptions
- personal concerns
- business advice
- essential travel
- befriending

HAVE A MEDICAL ISSUE NOT RELATED TO COVID-19?

The NHS Inform website has a symptom checker and self-help guide, as well as a Healthy Living section for guidance on looking after your health and wellbeing during this period. The section on Mental Wellbeing may be of particular interest in these times. www.nhsinform.scot/symptoms-and-self-help

If symptoms persist, or you need more info., call NHS24 on tel. 111. Don't delay in accessing health services for worrying symptoms. The NHS remains open to those who have health concerns that are not related to the Coronavirus.

KEEPING SAFE Don't let your guard down even in these times.

- Don't open the door to uninvited callers.
- Always check who you are dealing with.
- Don't give your bank details, bank or credit card details, PIN numbers or passwords, to anyone in person, over the phone or online.

Report suspicious activity to Police Scotland Tel. 101.

VOLUNTEER Volunteer via Argyll & Bute TSI's webform: <https://volunteeargyllandbute.org/vk/volunteers/registration.htm>

A Caring for People helpline to support the people in Argyll and Bute affected by the outbreak was launched on 27 March 2020. Argyll and Bute Council already had an existing customer helpline system and infrastructure in place and an early decision was made to use this to manage the service. The helpline is used for a range of other purposes, for example business and benefits advice. Table 1 outlines the number of call to the helpline.

Helpline Services	WC 30/03	WC 06/04	WC 13/04	WC 20/04	WC 27/04	WC 04/05	WC 11/05
Care for People	51	264	510	526	392	346	468
Business	206	94	96	99	90	71	42
Health	31	42	78	69	66	32	56
Social Care	82	65	128	168	131	96	129
Benefits	51	25	66	56	54	45	39
Other	16	5	8	9	16	16	14
Out of Hours	56	164	180	78	30	181	42
Total	493	659	1066	1005	826	787	790

Table 1: Calls to helpline since inception by reason

The vast majority of Caring for People call requests are for support with food provision and delivery of medications or household supplies. Other requests are small but varied, for example household repairs, support with looking after pets

or community transport request. Calls from people experiencing emotional distress, for example, loneliness and/or anxiety have also featured. Table 2 illustrates the number and range of requests for help and their geographical origin.

A total of 2,300 people have contacted the helpline for Caring for People support and this has generated 2870 individual job requests as many people require help with more than one thing. There has been variation in the volume of calls across Argyll and Bute and this may relate to different local promotion or in the incidence rate of infection, for example there have been more calls from Cowal and Bute.

Area	Food	Household Supplies	Prescriptions	Repairs/ Utilities/ Fuel	friending/ Counselling/ Support	Essential travelling	Community Group	Animal Welfare	Request Count	Incident Count
Bute	178	38	109	7		19	3	1	356	283
Cowal	328	74	132	18		17	7	2	581	437
Helensburgh and Lomond	360	52	84	9		24	4	2	538	445
Islay and Jura	53	9	1	2		3	0	0	70	57
Kintyre	204	32	85	8		13	0	1	345	299
Mid-Argyll	177	51	92	12		6	3	2	345	266
Mull, Coll, Colonsay, and Tiree	107	16	4	3		1	0	1	132	116
Oban and the Small Isles	290	56	103	11		29	4	4	503	397
Total	1697	328	610	70		112	21	13	2870	2300

Table 2: Call type by locality in Argyll and Bute

The number of new people contacting the helpline with Caring for People requests slowed toward the end of April into the beginning of May. This is similar to the “flattening the curve” trend of reducing infection rates of coronavirus in the community and the CfP group considered this could be symptomatic of people now having community and family support structures in place to enable them to remain safely at home. The latest week to 17 May shows a significant increase in helpline calls most likely due to an all household postal drop to 55,000 homes in Argyll and Bute. Table 3 shows the number of requests by category each week.

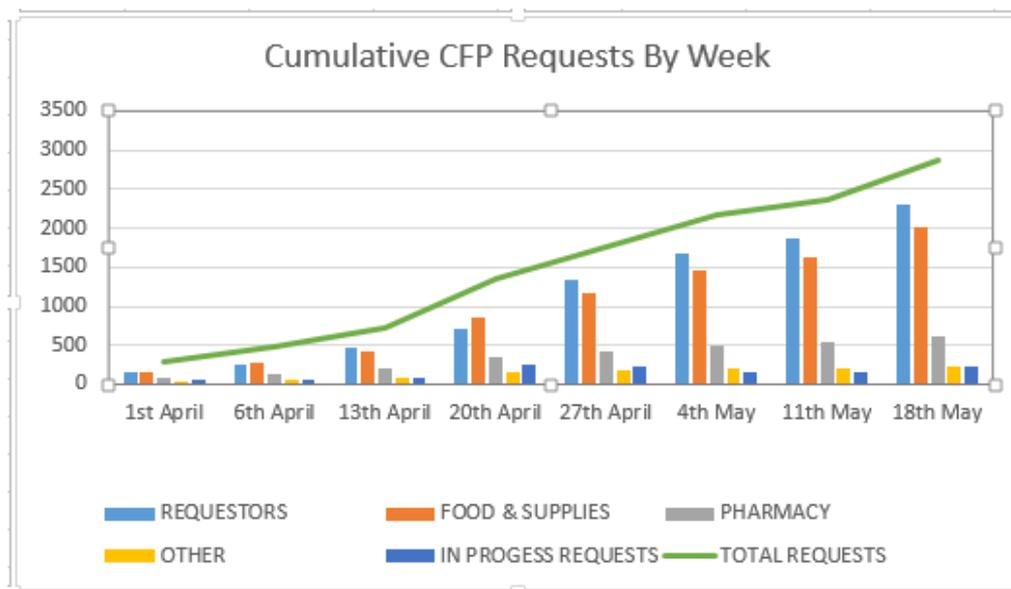


Table 3: Caring For People Requests Weekly and Cumulative Since Inception

All figures contain data up to close of play on 17 May 2020.

- **Local Caring for People Teams and Volunteers**

There are eight local Caring for People teams to support the delivery of the helpline requests. These include NHS and council staff members who field the calls to local volunteer co-ordinators and volunteers. A volunteer recruitment exercise, co-ordinated by the Third Sector Interface (TSI) commenced in week 1 of the emergency plan. This was complemented by the Ready Scotland volunteer recruitment two weeks later resulting in more than 900 people in Argyll and Bute volunteering to date.

The number of volunteers now exceeds the amount of activity needing to be fulfilled so volunteer recruitment has ceased. The CfP group is now reviewing how volunteers can be used effectively going forward, for example with getting key messages out to their communities, supporting people who have to self-isolate at short notice as a result of contact tracing, and with long term community resilience in the recovery phase.

Opportunity	Area	Number	Total
Delivery/Collection	Helensburgh and Lomond	64	234
	Cowal	28	
	Bute	11	
	Kintyre	17	
	Mid Argyll	32	
	Islay and Jura	15	
	Oban and inner islands	59	
	Mull, Iona, Coll, Colonsay and Tiree	8	
Emergency Transport	Helensburgh and Lomond	25	89
	Cowal	7	
	Bute	6	
	Kintyre	5	
	Mid Argyll	15	
	Islay and Jura	4	
	Oban and inner islands	26	
	Mull, Iona, Coll, Colonsay and Tiree	1	
Fuel Delivery/Emergency Repairs	Helensburgh and Lomond	3	19
	Cowal	2	
	Bute	0	
	Kintyre	1	
	Mid Argyll	6	
	Islay and Jura	1	
	Oban and inner islands	5	
	Mull, Iona, Coll, Colonsay and Tiree	1	
Telephone Befriending	Argyll-wide		205
Counselling	Argyll-wide		16
Funeral Planning	Argyll-wide		Not yet open

Table 4: Numbers and categories of volunteers for the 8 health and wellbeing network areas of Argyll and Bute

In parallel to the volunteer teams, there are also eight community food teams who oversee the delivery of food parcels and free school meals to eligible families. These are led by Argyll and Bute Council and supported by redeployed staff and local volunteers.

PROTECTING VULNERABLE PEOPLE

Background

The Scottish Government announced a strategy to protect people who are most vulnerable to serious illness following coronavirus infection on 24 March 2020. This activity is commonly referred to “shielding” by the media. The particular groups to protect include: organ transplant recipients; people with certain cancer (eg active chemotherapy or radiotherapy, bone marrow transplant, blood cancers); people with severe lung conditions (eg cystic fibrosis, chronic asthma, COPD); people with rare diseases that predispose them to increased infection (eg sickle cell anaemia); people on immunosuppression treatment; and pregnant women with severe heart disease or other congenital problem. More information is available here - <https://www.gov.scot/publications/COVID-shielding/>

Approach in Argyll and Bute

The shielding programme is led by Argyll and Bute Council with officers overseeing activity and reporting to Scottish Government. Key messages from shielding activity as of 18 May 2020 include:

- There are 2965 people identified in the above shielding categories in Argyll and Bute. This figure has been reached by a number of trawls of national patient data sources complemented with local GP and hospital consultant searches. GP practices have the ability to add people to the list.
- The master database of shielded people is held by the customer services team at the council who provide ongoing communication and support. People can opt out of receiving ongoing communication if their support needs are met, for example by family or friends.
- Shielded people received a letter from the Chief Medical Officer of Scotland outlining the support that would be provided to ensure they minimised their risk of infection. This included a request to stay at home and self-isolate for a minimum of 12 weeks.
- Subsequent to this, people on the list received a phone call from Council customer services operators. This was to ensure they had received their letter and understood the requirements, and to investigate what support needs people had to comply with the shielding request. Anticipated support needs included food deliveries and prescription supplies.

Shielding Activity to 18 May 2020

Considerable time and effort has been invested in the shielding programme in Argyll and Bute resulting in the following activity:

- 1790 people require no further support.
- 571 people have signed up for the national food parcel delivery service (dry food goods).

- 795 people have signed up for the local supplementary food parcels (including fresh and dairy products and specialist diet requirements).
- 249 people have requested support with the delivery of medication and other medical consumables.
- Call operatives are in the process of carrying out follow up pastoral support calls to people in receipt of support. This includes signposting to the emotional support pathway. To date 10 people have requested this assistance.
- A new pathway is in development to support people who are shielding to maintain appropriate levels of physical activity while remaining at home. The importance of this to future health and wellbeing outcomes is recognised, for example frailty and falls.

CARING FOR PEOPLE - NEXT STEPS

Emotional wellbeing pathway

The CfP partnership recognises the significant impact this emergency is having on our emotional wellbeing. An emotional wellbeing pathway to support people experiencing adverse effects like loneliness, anxiety or low mood was launched in early May. This includes befriending phonecalls and a form of short mental health triaging (by staff with mental health skills and experience) followed by matching with suitable self-help support services. This has been developed in partnership with mental health colleagues but is separate from existing HSCP delivery). More information is available here –

https://argyllandbute.custhelp.com/app/VOL/Emotional_Support

To date the number of requests for assistance is low (approximately 76) and ongoing promotion is being incorporated into the communications plan.

Evaluation and Mainstreaming Caring for People during COVID

There is acknowledgement that Caring for People activity will be required for the foreseeable future. An evaluation plan is being developed to measure the impact of the Caring for People helpline and to investigate any ongoing learning in order to improve the service during this or subsequent phases of the outbreak. This includes the support role for people who may be asked to isolate during the Test, Trace, Isolate, Support phase of the response.

Recovery

The CfP group is sighted on the long term nature of the recovery from this emergency and is anticipating what role this group will play in the recovery phase. This will be co-ordinated and link with Argyll and Bute Council's recovery response which has already convened.

c) Testing

This section describes in detail how the testing programme is realised in Argyll and Bute. It hinges on four separate pathways, and one governance process, as outlined below.

- NHS staff in AB will follow the process of referral by manager to NHS Highland (NHS) Occupational health (OH);
- AB council staff, council contracted services e.g. care at home and care homes, referral by their manager to single point of contact (SPOC) [identified with AB Human Resources (HR) support];
- GPs practices - referral via practice manager to Joyce Robinson (who will use NHS OH referral system to send request to Inverness);
- Glasgow Airport facility will also be utilised by any staff who live within 90 minutes.
- We have planned a Monitoring and Evaluation process, managed in the Public Health team.

<u>Programme</u>	<u>Referrer</u>	<u>Follow Up</u>
NHS staff testing inc. GP and their practice staff	Persons line manager, for GP surgeries likely the Practice Manager	Test at local CAC, follow up by OH Team Inverness.
A&B Council H&SC provision, SAS, Private H&SC providers, SDS Carers	Line manager, team manager, home manager, employer	Result communicated by CAC. Positive tests followed up at regular intervals with retests until clear. Advice from HP team/NHS Inform.
National Testing (Army) – Glasgow Airport (for A&B staff who live nearby only)	Line Manager (Not NHS)	Result is texted to individual who shares with line manager. Follow up then as A&B council staff.
Mobile Testing Units (Army)	People self-refer through an online portal.	As for Glasgow Airport. N.B. Mobile units will be deployed to areas of outbreak for mass testing.

The above table summarises the key elements of this activity.

Management, administrative and clinical protocols have been developed for the following staff groups:

- NHS Highland directly employed staff, pharmacy staff and dental staff;
- A&B Council staff including Care at home and Care Homes, Scottish Ambulance Service based in Argyll and Bute, Private Providers of Care at Home and Care Homes including those Carers employed by direct payments; and,
- General Practitioners and Primary Care staff.

Development of testing activity:

- Processes for staff testing were agreed at Bronze and Silver command and were distributed to all relevant people in all the staff groups on Friday 23rd April and went live on Monday 26th April. Data collection processes were initiated and continue to be revised, using mainly displaced staff from the H&L area.
- Key workers and household members with symptoms can attend community Army Mobile Testing Units (MTUs). A schedule of dates and locations is planned ahead and communicated via social media and front line staff. National guidance is subject to changes for who is eligible for testings. Up to date information can be found here –

<https://www.gov.scot/publications/coronavirus-COVID-19-getting-tested/>

- This staff testing workstream fits closely with that of Care Home Testing, who are currently planning the roll out of testing as per SG guidance of Friday 1st May.
- Up to 15th May 2020, 100 referrals have been made through the single point contact for testing for COVID -19, including for 82 care staff.

4. RELEVANT DATA AND INDICATORS

Data have been reported in the above section. In summary, we have presented trends on: confirmed cases of COVID -19 infection, overall and COVID -19-specific mortality.

5. CONTRIBUTION TO STRATEGIC PRIORITIES

This work supports/underpins the HSCPs strategic and operational response to this emergency pandemic.

6. GOVERNANCE IMPLICATIONS

Financial Impact

These activities - responding to the pandemic and following on from it - have employed a larger number of resources, primarily in terms of person-time. Such increased spending has been tagged to dedicated COVID -19 funding and will be accounted under this budget line work will need to be taken account of within current financial planning and return to business as usual which is in hand..

Staff Governance

The workforce consequences and staff and TU fantastic response to the crisis has epitomised the adoption and strengthening of good communication and formal engagement processes and partnership working.

Clinical Governance

Clinical governance response has been fundamental to the shaping and management of the public health projections and demand modelling and our response to ensure patient, client and staff safety.

7. PROFESSIONAL ADVISORY

Inputs from professionals across stakeholders remain instrumental in the response to the COVID 19 pandemic. There has been a close collaborative working between the Departments of Public Health in Argyll and Bute and North Highland. We expect this to be a long-lasting positive outcome of this major incident.

8. EQUALITY & DIVERSITY IMPLICATIONS

Equality and diversity will need to be reviewed and considered as we progress through this pandemic cycle and emergency operating arrangements. Experience from other countries shows that marginalised communities fair worst in relation to both infection rates and health outcomes. An impact assessment will be developed for the response in due course, but in the meantime principles of equality have informed specific programmes of activity. Examples of this include targeted activity with gypsy/traveller communities and developing communications materials for different audiences eg learning disability friendly and subtitles for people with hearing impairment.

9. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

Compliance with GDPR remains critical and is being considered within the various pieces of work supporting the sharing of information and data to protect health and wellbeing of staff and the public and patients.

10. RISK ASSESSMENT

Not required for this report.

11. PUBLIC & USER INVOLVEMENT & ENGAGEMENT

A comprehensive communications strategy exists to provide accurate information on the COVID -19 response to staff, partners and the wider population. The Third Sector Interface contributes to the Caring for People Tactical Partnership and provides a link to local community resilience activity, third sector organisations and community members.

12. CONCLUSION

Following the declaration of major incident in NHS Highland to respond to the COVID -19 pandemic, the Department of Public health identified a number of key activities to contribute to the overall HSCP response. Human resources have been focused to the response. Our overriding working principles of cooperative working within the HSCP have strengthened and it is expected that may be helpful in the management of the subsequent phases of the pandemic and the post-COVID -19 work.

DIRECTIONS

Directions required to Council, NHS Board or both.	Directions to:	tick
	No Directions required	
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

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