

Notice of meeting and agenda

Policy and Sustainability Committee

10.00 am Tuesday, 26th November, 2019

Dean of Guild Court Room - City Chambers

This is a public meeting and members of the public are welcome to attend

Contacts

Email: jamie.macrae@edinburgh.gov.uk / louise.p.williamson@edinburgh.gov.uk

Tel: 0131 553 8242 / 0131 529 4264

1. Order of Business

- 1.1 Including any notices of motion and any other items of business submitted as urgent for consideration at the meeting.

2. Declaration of Interests

- 2.1 Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

3. Deputations

- 3.1 If any

4. Minutes

- | | | |
|-----|--|---------|
| 4.1 | Minute of Policy and Sustainability Committee of 1 October – submitted for approval as a correct record | 7 - 14 |
| 4.2 | Minute of Policy and Sustainability Committee of 25 October – submitted for approval as a correct record | 15 - 24 |

5. Forward Planning

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7.10	Gaelic Language Plan 2018-22 - Monitoring Report – Report by the Chief Executive	257 - 276
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7.12	Edinburgh's Christmas – Motion by Councillor Mowat – Report by the Chief Executive	281 - 288
7.13	Developing the Council's Approach to Smart Cities – Report by the Executive Director of Resources	289 - 294

8. Routine Decisions

8.1	Welfare Reform Update – Report by the Executive Director of Resources	295 - 308
8.2	Contact Centre Performance: July-September 2019 – Report by the Executive Director of Resources	309 - 318
8.3	Additional Measure Being Introduced to the Equality, Diversity and Rights Framework – Report by the Executive Director for Communities and Families	319 - 338

9. Motions

9.1	If any	
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Laurence Rockey

Head of Strategy and Communications

Committee Members

Councillor Adam McVey (Convener), Councillor Cammy Day (Vice-Convener), Councillor Robert Aldridge, Councillor Jim Campbell, Councillor Kate Campbell, Councillor Neil Gardiner, Councillor Gillian Gloyer, Councillor Graham Hutchison, Councillor Lesley Macinnes, Councillor John McLellan, Councillor Melanie Main, Councillor Ian Perry, Councillor Alasdair Rankin, Councillor Alex Staniforth, Councillor Susan Webber, Councillor Donald Wilson and Councillor Iain Whyte

Information about the Policy and Sustainability Committee

The Policy and Sustainability Committee consists of 17 Councillors and is appointed by the City of Edinburgh Council. The Policy and Sustainability Committee usually meets in the Dean of Guild Court Room in the City Chambers on the High Street in Edinburgh. There is a seated public gallery and the meeting is open to all members of the public.

Further information

If you have any questions about the agenda or meeting arrangements, please contact Jamie Macrae/Louise Williamson, Committee Services, City of Edinburgh Council, Business Centre 2.1, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG, Tel 0131 553 8242 / 0131 529 4264, email jamie.macrae@edinburgh.gov.uk / louise.p.williamson@edinburgh.gov.uk.

A copy of the agenda and papers for this meeting will be available for inspection prior to the meeting at the main reception office, City Chambers, High Street, Edinburgh.

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Minutes

Policy and Sustainability Committee

10.00 am, Tuesday 1 October 2019

Present

Councillors Day (Vice-Convener) (in the Chair), Aldridge, Bird (substituting for Councillor McVey), Jim Campbell, Kate Campbell, Gardiner, Gloyer, Macinnes, Main, Mitchell (substituting for Councillor Whyte), Mowat (substituting for Councillor Webber), Perry, Rankin, Rose (substituting for Councillor Hutchison), Rust (substituting for Councillor McLellan), Staniforth and Wilson.

1. Chair

In the absence of the Convener, Councillor Day took the Chair.

2. Chief Social Work Officer's Annual Report 2018/19

a) Deputation - UNISON

The deputation stressed that there was a growing demand for social work services and that there was a gap in available funding and funding that was required. They felt that the report by the Chief Executive did not address this and that if it were to continue, there would be serious problems within the service.

The deputation indicated that UNISON Scotland were in the process of carrying out a survey on a series of damage reports which covered work hours, staffing, aging workforce, work targets and registration issues.

They sought assurance that going forward there would be in-depth discussions with the unions regarding the existing workload and how to deal with an increasing demand for services and less available funding.

b) Report by the Chief Executive

The Chief Social Work Officer Annual Report for 2018/2019 was presented.

Decision

- 1) To note the Chief Social Work Officer's Annual Report for 2018/19 at Appendix 1 of the report by the Chief Executive.
- 2) To ask the Chief Social Work officer to circulate to members details on how recruiting to Social Work qualification courses was carried out nationally with particular reference to students from black and ethnic minority communities.

(Reference - report by the Chief Executive, submitted.)

3. Domestic Abuse Policy

a) Deputation - UNISON

The deputation emphasised the importance of having a robust domestic abuse policy in place and urged the Committee to agree to the policy. They stressed that employees needed to be supported and asked the Committee to ensure that adequate training was put in place for managers.

The deputation indicated that this policy was an example of partnership working between the Council and the union.

b) Report by the Executive Director of Resources

Details were provided on an updated Domestic Abuse Policy which set out the Council's commitment to provide a safe and supportive working environment for colleagues impacted by Domestic Abuse. The policy recognised recent changes to legislation and a requirement for clearer guidance for colleagues and managers on their roles and responsibilities if/when a disclosure was made.

Decision

- 1) To approve the new Domestic Abuse Policy.
- 2) To congratulate staff on producing a clear and well written policy.

(Reference - report by the Executive Director of Resources, submitted.)

4. Diversity and Inclusion Strategy

a) Deputation - UNISON

The deputation indicated that the proposed policy was a major step forward in ensuring the Council took care and recognised the value of its citizens and staff. They felt that the promotion of rights would make for a better workplace which would be a place more reflective of its citizens.

b) Report by the Executive Director of Resources

Details were provided on the Council's Diversity and Inclusion Strategy, which set out the commitment as an organisation to work towards developing a truly inclusive culture and workplace which valued and recognised the contribution that a diverse workforce made.

Decision

- 1) To approve the Diversity and Inclusion Strategy.
- 2) To approve the Diversity and Inclusion Action Plan.
- 3) To agree that an update on progress would be submitted to this Committee on an annual basis.

(Reference - report by the Executive Director of Resources, submitted.)

5. Minute

Decision

To approve the minute of the Policy and Sustainability Committee of 6 August 2019 as a correct record.

6. Policy and Sustainability Committee Work Programme October 2019

The Policy and Sustainability Committee Work Programme for October 2019 was presented.

Decision

- 1) To note that Item 2 – Tourism – Policy Statement, was now scheduled for December 2019.
- 2) To note that an additional meeting of the Committee was provisionally booked for 25 October 2019 at 2pm and that this would be confirmed by Committee Services.
- 3) To otherwise note the work programme.

(Reference – Work Programme October 2019, submitted.)

7. Policy and Sustainability Committee Rolling Actions Log

Details were provided of the outstanding actions arising from decisions taken by the Committee.

Decision

- 1) To agree to close the following actions:
 - Action 1** - The Future Management and Ownership of Easter Craiglockhart Hill Local Nature Reserve (LNR) – motion by Councillor Burns
 - Action 2** - Common Good Assets Register
 - Action 5** - City of Edinburgh Council Motion by Councillor Miller – Attracting and Retaining Carers
 - Action 18** - Draft Policy on Advertising and Sponsorship
 - Action 19** - City of Edinburgh Council Motion by Councillor McNeese Mechan - International Fair-Trade Charter
- 2) To otherwise note the Rolling Actions Log.

(Reference – Rolling Actions Log, submitted.)

8. Policy and Sustainability Committee Business Bulletin

The Policy and Sustainability Committee Business Bulletin was presented.

Decision

- 1) To agree that details of the members who were involved in Phase 2 of the Tourism Strategy consultation sessions would be circulated.
- 2) To agree that a report would be submitted outlining the process of how the Tourism Strategy was to be formulated
- 3) To agree that the draft Tourism Strategy would be submitted to Committee for consideration prior to it being finalised.
- 4) To otherwise note the Business Bulletin.

(Reference –Policy and Sustainability Committee Business Bulletin, submitted.)

9. Police Scotland Update

Police Scotland's Annual Police Plan 2019/20, which provided details of city-wide plans, policies and performance was presented.

Decision

- 1) To note the report by the Chief Executive.
- 2) To agree that future reports would include a link to the Police Partnership Performance and Activity Report which was submitted to the Culture and Communities Committee.

(Reference – report by the Chief Executive, submitted.)

10. City of Edinburgh Council Response to the Scottish Government's Consultation on Children's Rights

Details were provided on the Council's response to the Scottish Government's consultation on the Children's Rights: Consultation on incorporating the United Nations Rights of the Child into domestic law in Scotland.

Decision

To note the Council's response to the Scottish Government consultation on the Children's Rights: Consultation on incorporating the United Nations Convention on the Rights of the Child into our domestic law in Scotland which had been approved by the Chief Executive in consultation with the Convener and Vice Convener under urgency provisions contained within Committee Terms of Reference and Delegated Functions.

(Reference – report by the Chief Executive, submitted.)

11. Conference Invitation – 20 Years on from Devolution...We Have a Choice – COSLA and Improvement Service Annual Conference and Exhibition 2019

The Committee were invited to appoint delegates to attend the COSLA and Improvement Service Annual Conference & Exhibition to be held in St Andrew's on 10-11 October 2019.

Decision

To agree that members would advise the Head of Strategy and Communications if they wished to attend the Conference.

(Reference – report by the Chief Executive, submitted.)

12. Edinburgh Chamber of Commerce Trade Delegation to Shenzhen – Request for Attendance

Details were provided on an invitation which had been received from the Edinburgh Chamber of Commerce for the Lord Provost to accompany a trade mission to Shenzhen in November 2019.

Motion

- 1) To agree to the Lord Provost joining the Chamber of Commerce Trade Delegation to Shenzhen, 11-16 November 2019.
- 2) To note that further information on the benefits of the visit would be included in a future Business Bulletin.

- moved by Councillor Day, seconded by Councillor Bird

Amendment

To take no action on the invitation.

- moved by Councillor Staniforth, seconded by Councillor Main

Voting

The voting was as follows:

For the motion - 15 votes

For the amendment - 2 votes

(For the motion: Councillors Aldridge, Bird, Jim Campbell, Kate Campbell, Day, Gardiner, Gloyer, Macinnes, Mitchell, Mowat, Perry, Rankin, Rose, Rust and Wilson.

For the amendment: Councillors Main and Staniforth.)

Decision

To approve the motion by Councillor Day.

(Reference – report by the Chief Executive, submitted.)

13. EUROCITIES Annual Conference 2019

Details were provided on a proposal for the Lord Provost to be the Council's representative at the EUROCITIES AGM and Conference in Prague on 20-22 November 2019.

Decision

- 1) To approve attendance by the Lord Provost at the EUROCITIES AGM and annual conference in Prague on 20-22 November 2019.
- 2) To note that further information on the benefits of attendance would be provided following the event.

(Reference – report by the Chief Executive, submitted.)

14. West Edinburgh Progress Update

The Housing and Economy Committee had noted progress made in delivering infrastructure improvements in the West Edinburgh area and that a further report setting out delivery and finance options would be reported to Committee in 2019.

An update was provided on recent progress and developments including the commissioning of a spatial study for West Edinburgh to maximise inclusive and sustainable growth.

Decision

- 1) To note the progress made to date in delivering infrastructure improvements in the West Edinburgh area.
- 2) To note the progress made in discussions with Edinburgh Airport Ltd.
- 3) To note that this matter would be reported to Committee in spring 2020 providing a further update on progress and seeking any necessary authority to formalise partnership arrangements for delivery of the new link road.
- 4) To agree that progress updates on West Edinburgh would be provided in Business Bulletins on an ongoing basis.
- 5) To agree that a report would be brought back to Committee on completion of the West Edinburgh study on inclusive and sustainable growth.

(References - Housing and Economy Committee 24 January 2019 (item 9); report by the Executive Director of Place, submitted.)

15. Gender Pay Gap Update

In accordance with duties arising as a result of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, the Council were required to positively eliminate discrimination and publish gender pay gap information every two years.

An update was provided on the long-term measures which had been identified to support a reduction in the Council's mean gender pay gap of 4.8% (median 5%).

Decision

To note the report by the Executive Director of Resources.

(References – Finance and Resources Committee, 11 October 2018 (item 4); report by the Executive Director of Resources, submitted.)

16. Bike to Work Scheme

In response to a Council motion by Councillor Main, the Committee had agreed to further work being undertaken to promote and encourage employees to take advantage of the Council's Bike to Work Scheme.

Details were provided on the medium to longer term plans to increase uptake, what was being done internally to enable the purchase of e-bikes and how the scheme could be opened up to include small to medium bike providers.

Decision

- 1) To note the report by the Executive Director of Resources on the promotion and employee support available for the Council's Bike to Work Scheme, and the medium to longer term plans to grow the scheme and encourage more employees to cycle to work
- 2) To note that a wide range of electric bikes were available on the market at less than the price quoted and that that should be highlighted in the scheme going forward.

(References – Policy and Sustainability Committee 6 August 2019 (item 12); report by the Executive Director of Resources, submitted.)

17 Recruitment and Selection Policy

Details were provided on the Council's proposed new Recruitment and Selection Policy which had been revised to support both candidates and colleagues. The Policy highlighted the importance of robust pre-employment checking and ensured the approach to recruitment was inclusive and non-discriminatory.

Decision

To approve the new Recruitment and Selection Policy.

(Reference – report by the Executive Director of Resources, submitted.)

18. Sickness Absence Policy

The Finance and Resources Committee had approved the current Sickness Absence Policy which had come into effect on 1 October 2018.

An update was provided on the impact of the policy together with proposed revisions to the policy and supporting documents.

Decision

To approve the updated Sickness Absence Policy.

(References – Finance and Resources Committee, 27 March 2018 (item 10); report by the Executive Director of Resources, submitted.)

19. Human Resources (HR) Policies Assurance Statement

To ensure that the policies remained current and relevant, all Council directorates were required to review policies on a regular basis. An assurance update on key policies within Human Resources was presented to the Committee as fit for purpose.

Decision

To note that the Council policies detailed in the report by the Executive Director of Resources had been reviewed and were considered as being current, relevant and fit for purpose.

(References – Corporate Policy and Strategy Committee, 5 December 2017 (item 8); report by the Chief Executive, submitted.)

20. Policy - Assurance Statement – Legal and Risk

To ensure that the policies remained current and relevant, all Council directorates were required to review policies on an annual basis. An assurance update on key policies within Legal and Risk was presented to the Committee as fit for purpose.

Decision

To note that the Council policies detailed in the report by the Executive Director of Resources had been reviewed and were considered to reflect current legislative requirements and best practice and therefore remained fit for purpose.

(References – Corporate Policy and Strategy Committee, 7 August 2018 (item 8); report by the Executive Director of Resources, submitted.)

21. Internal Audit GDPR (Gap Analysis) Follow-up and Quality, Governance and Regulation – referral from the Governance, Risk and Best Value Committee

The Governance, Risk and Best Value Committee had referred a report on GDPR (Gap Analysis) Follow-up and Quality, Governance and Regulation Audits to the Policy and Sustainability Committee for review and scrutiny.

Decision

To note the GDPR (Gap Analysis) Follow-up and Quality, Governance and Regulation Audits.

(References – Governance, Risk and Best Value Committee, 13 August 2019 (item 7); referral from the Governance, Risk and Best Value Committee, submitted.)

Minutes

Policy and Sustainability Committee

2:00pm, Friday 25 October 2019

Present

Councillors McVey (Convener), Day (Vice-Convener), Aldridge, Burgess (substituting for Councillor Staniforth), Jim Campbell, Kate Campbell, Child (substituting for Councillor Wilson), Gordon (substituting for Councillor Gardiner), Gloyer, Hutchison, Macinnes, Main, McLellan, Perry, Rankin, Webber and Whyte.

1. Achieving Net Zero in the City of Edinburgh

a) Deputation – Transition Edinburgh, Scottish Youth Climate Strike and Extinction Rebellion Edinburgh

The deputation welcomed the plans to hold a Climate Conference in December to launch the Edinburgh Climate Commission, although they expressed concern about the length of time which had elapsed since the announcement of the Climate Emergency. There was still no action plan in place to address this and there was uncertainty around what the 2030 net zero emissions target actually meant for the City, for example if it included flights coming into the city or goods and services produced outside the city.

The deputation was encouraged that the City were working with expert partners but felt that a Commission alone was not enough. Further action was required and invitation to participate to involve the whole City from the grassroots up.

The deputation called for the Council to establish a Citizens' Assembly to include people from all walks of life to make decisions and briefed by experts.

b) Joint Report by the Chief Executive and the Executive Director of Place

The Committee had previously agreed a three-phase plan for delivering an ambitious approach to sustainability and climate change. This included working with Edinburgh and Leeds Universities as part of their Place-based Climate Action Network (P-CAN) project.

A draft summary was submitted of the research being carried out by the Edinburgh Centre for Carbon Innovation (ECCI), using expertise from Leeds and Edinburgh Universities as part of the P-CAN project.

The research was part of a wider programme of work centred around achieving an ambitious target of Edinburgh becoming carbon neutral by 2030 and would help support further research and collaboration with city partners on the options available for reducing the city's emissions.

Motion

- 1) To note the update provided on the Place-Based Climate Action Network (P-CAN) research project.
 - 2) To note the draft summary research report and that a full report would be published to align with the launch of the Climate Commission.
 - 3) To agree that officers would continue to work with P-CAN and Climate KIC to bring back analysis on the strategic and viable next actions for the Council to Committee in February 2020.
- moved by Councillor McVey, seconded by Councillor Day

Amendment 1

- 1) Agrees the recommendations from the Chief Executive
 - 2) Notes that the report highlights that the “maximum Technical – Potential measures” will only see a two-thirds reduction in Edinburgh’s emissions by 2030 and will not achieve a carbon neutral Edinburgh by the next target date of 2037 and will cost £8 billion.
 - 3) Further notes that this is at odds with the public statement by the Council Leader on 2030 target that “work to date has shown that this is achievable”.
 - 4) Notes the Conservative Amendment on the sustainability audit at Committee on the 26th February 2019 called for the scoping work detailed in this report to be undertaken prior to setting “ambitious targets”, especially given the Council’s cuts and strained financial resources constrained project capacity and failure to deliver core services.
 - 5) Agrees that the Chief Executive brings Council a project plan with SMART targets based on the final report and an analysis of the outputs of the Short Window Improvement Plan, this agreed plan to have suitable review points to assess the impact of national changes or new technological innovations and factor these in as time progresses.
 - 6) The Chief Executive’s report should also outline a realistic strategy to fund, or part fund, the investment required for the three different scenarios in the report.
- moved by Councillor Whyte, seconded by Councillor Webber

Amendment 2

- 1) To note the update provided on the Place-Based Climate Action Network (P-CAN) research project.

- 2) To note the draft summary research report and that a full report would be published to align with the launch of the Climate Commission.
- 3) To agree that officers would continue to work with P-CAN and Climate KIC to bring back analysis on the strategic and viable next actions for the Council to Committee in February 2020.
- 4) To recognise that this report provides a high-level assessment of the potential for city-wide emissions reduction showing that very significant reductions are achievable even within existing conditions and that achieving net-zero by 2030 will also require shifts in national policy and investment.
- 5) To recognise that there is an outstanding requirement for a detailed plan that sets out how to achieve net zero by 2030.
- 6) To note that this assessment does not include 'non-territorial' emissions occurring outside the city boundary from activities within the city boundary such as consumption of goods and services and flying. And therefore to reach actual net-zero emissions attributable to the City that these sources should also be included.
- 7) To welcome that this report highlights the significant win-win potential of reducing carbon emissions whilst at the same time achieving social, environmental and economic benefits to the city, including generation of employment.

- moved by Councillor Burgess, seconded by Councillor Main

In accordance with Standing Order 21(11), amendment 2 was adjusted and accepted as an addendum to the motion.

Voting

The voting was as follows:

For the Motion (as adjusted)	-	10 votes
For Amendment 1	-	7 votes

(For the Motion (as adjusted): Councillors Burgess, Kate Campbell, Child, Day, Gordon, Macinnes, Main, McVey, Perry and Rankin.

For Amendment 1: Councillors Aldridge, Jim Campbell, Gloyer, Hutchison, McLellan, Webber and Whyte.)

Decision

To approve the following adjusted motion by Councillor McVey:

- 1) To note the update provided on the Place-Based Climate Action Network (P-CAN) research project.
- 2) To note the draft summary research report and that a full report would be published to align with the launch of the Climate Commission.

- 3) To agree that officers would continue to work with P-CAN and Climate KIC to bring back analysis on the strategic and viable next actions for the Council to Committee in February 2020.
- 4) To recognise that this report provides a high-level assessment of the potential for city-wide emissions reduction showing that very significant reductions are achievable even within existing conditions and that achieving net-zero by 2030 will also require shifts in national policy and investment.
- 5) To recognise that there is an outstanding requirement for a detailed plan that sets out how to achieve net zero by 2030.
- 6) To note that this assessment does not include 'non-territorial' emissions occurring outside the city boundary from activities within the city boundary such as consumption of goods and services and flying.
- 7) To welcome that this report highlights the significant win-win potential of reducing carbon emissions whilst at the same time achieving social, environmental and economic benefits to the city, including generation of employment.

(References – Corporate Policy and Strategy Committee 14 May 2019 (item 1); joint report by the Chief Executive and the Executive Director of Place, submitted.)

2. Climate Commission

On 30 May 2019, the Council agreed a motion to examine options for establishing a citywide partnership to progress climate action.

The Edinburgh Centre for Carbon Innovation (ECCI), as part of the University of Edinburgh, had been funded through their Place Based Climate Action Network (P-CAN) project to convene and support a Climate Commission for Edinburgh.

It was proposed that the Council and ECCI jointly sponsor the establishment of the Commission.

Decision

- 1) To note the Council motion on 30 May on City of Edinburgh Climate Emergency Partnership.
- 2) To agree to co-sponsor a Climate Commission for Edinburgh with Edinburgh Centre for Carbon Innovation.
- 3) To agree the broad scope of the Commission and that its work was tied to the Council commitment to be a Carbon Neutral city by 2030.
- 4) To delegate the identification of an appropriate independent chair to the Sustainability and Climate Emergency APOG.
- 5) To agree that the terms of reference would be brought back to the Policy and Sustainability Committee for consideration in November.

- 6) To recommend to the Chair that the sectors to be represented, as far as possible, in the membership and that an appropriate balance across sectors is achieved.
- 7) To agree that the Council Leader would act as Vice-Chair to the Commission with the Chief Executive attending as Chair of the CEC Sustainability Programme Board.
- 8) To note and, as appropriate, endorse key operating principles of the Commission identified in the report.
- 9) To agree to hear evidence and receive reports from the Commission at the appropriate times.

(References – Act of Council No.1 of 30 May 2019; joint report by the Chief Executive and the Executive Director of Place, submitted.)

3. Update on Short Window Improvement Plan

An update was provided on progress being made within the Council Sustainability Programme in response to the global climate emergency and the specific recommendations of the Kerr Sustainability Audit.

Phase 1 commitments had been delivered and Phase 2 was underway and on track. The short window improvement plan was detailed with all timescales expected to be delivered as planned by December 2019.

Motion

- 1) To note the update provided and the resourcing arrangements going forward.
 - 2) To agree the proposed short-window improvement priorities presented would be progressed within the timescales indicated.
 - 3) To note the series of events and agree to progress with a city conversation in November.
 - 4) To agree that a strategic communications plan would be developed as part of the Deep Demonstrator work once resources were in place and brought back to the Policy and Sustainability Committee for approval.
 - 5) To agree officers would continue to work with Scottish Government and COSLA to seek specific collaboration on challenges requiring additional resources and/or greater freedoms and flexibilities.
 - 6) To note that the Council response to the Scottish Government Consultation on the role of public bodies in tackling climate change would be brought back to the November Committee.
- moved by Councillor McVey, seconded by Councillor Day

Amendment 1

- 1) To note the update provided and the resourcing arrangements going forward.
- 2) To agree the proposed short-window improvement priorities presented would be progressed within the timescales indicated.

- 3) To note the series of events and agree to progress with a city conversation in November.
 - 4) To agree that a strategic communications plan would be developed as part of the Deep Demonstrator work once resources were in place and brought back to the Policy and Sustainability Committee for approval.
 - 5) To agree officers would continue to work with Scottish Government and COSLA to seek specific collaboration on challenges requiring additional resources and/or greater freedoms and flexibilities.
 - 6) To note that the Council response to the Scottish Government Consultation on the role of public bodies in tackling climate change would be brought back to the November Committee.
 - 7) To welcome the Council's current activity and the proposed short-window improvement priorities towards reducing the Council's carbon emissions.
 - 8) To note, however, that there was as yet no accurate overall assessment as to whether these measures would achieve the Council's 2030 net-zero target and therefore that there was still a need for a plan that quantified how 2030 net-zero would be achieved.
 - 9) To note that the latest Scottish Government programme included a focus on climate action and agree that this Council should pursue opportunities for Edinburgh's Climate Emergency programme with the Scottish Government including through the proposed Green New Deal.
- moved by Councillor Burgess, seconded by Councillor Main

Amendment 2

- 1) To note the update provided and the resourcing arrangements going forward.
- 2) To agree the proposed short-window improvement priorities presented would be progressed within the timescales indicated.
- 3) To note the series of events and agree to progress with a city conversation in November.
- 4) To agree that a strategic communications plan would be developed as part of the Deep Demonstrator work once resources were in place and brought back to the Policy and Sustainability Committee for approval.
- 5) To agree officers would continue to work with Scottish Government and COSLA to seek specific collaboration on challenges requiring additional resources and/or greater freedoms and flexibilities.
- 6) To note that the Council response to the Scottish Government Consultation on the role of public bodies in tackling climate change would be brought back to the November Committee.
- 7) To agree that the Council explore the implications of rapidly changing all appropriate standards and planning requirements to ensure as close as possible, future house-building is to Passivhaus standard in order that City

population and housing growth did not add to City emissions and in line with the commitments given on Corporate Property.

- 8) To note that Conservatives had previously called for the Annual HRA accounts to include a financial model the of achieving carbon neutrality in HRA housing stock by 2030, 2037 and 2050.
 - 9) In light of this report, to recommend that the Housing, Homelessness and Fair Work Committee look at this issue again, in such a way that such a modelling could still be incorporated in the HRA accounts from next year.
- moved by Councillor Whyte, seconded by Councillor Jim Campbell

In accordance with Standing Order 21(11), amendment 1 was accepted as an addendum to the motion, and amendment 2 was adjusted and accepted as an addendum to the motion.

Decision

- 1) To note the update provided and the resourcing arrangements going forward.
- 2) To agree the proposed short-window improvement priorities presented would be progressed within the timescales indicated.
- 3) To note the series of events and agree to progress with a city conversation in November.
- 4) To agree that a strategic communications plan would be developed as part of the Deep Demonstrator work once resources were in place and brought back to the Policy and Sustainability Committee for approval.
- 5) To agree that officers would continue to work with the Scottish Government and COSLA to seek specific collaboration on challenges requiring additional resources and/or greater freedoms and flexibilities.
- 6) To note that the Council response to the Scottish Government consultation on the role of public bodies in tackling climate change would be brought back to the November Committee.
- 7) To welcome the Council's current activity and the proposed short window improvement priorities towards reducing the Council's carbon emissions.
- 8) To note that there was, as yet, no accurate overall assessment as to whether these measures would achieve the Council's 2030 net zero target and therefore that there was still a need for a plan that quantified how 2030 net zero would be achieved.
- 9) To note that the latest Scottish Government programme included a focus on climate action and to agree that this Council should pursue opportunities for Edinburgh's Climate Emergency Programme with the Scottish Government including through the proposed Green New Deal.
- 10) To agree that the Council explore the implications of changing, as soon as possible, all appropriate standards and planning requirements to ensure as close as possible future house building is to Passivhaus standard in order that

City population and housing growth does not add to City emissions and in line with the commitments given on corporate property.

- 11) To note the existing work being undertaken by the Housing, Homelessness and Fair Work Committee and that a workshop was scheduled to take place in November 2019.
- 12) To note that the report on housing sustainability scheduled to be reported to the Housing, Homelessness and Fair Work Committee in January 2020 would thereafter be referred to the Policy and Sustainability Committee.

(References – Corporate Policy and Strategy Committee 14 May 2019 (item 1); joint report by the Chief Executive and the Executive Director of Place, submitted.)

4. City Strategic Investment Fund

Proposals for the future use of the City Strategic Investment Fund (CSIF) were presented.

The proposals included revised investment criteria and due diligence measures and set out initial proposals for how the reserves of the Fund could be used to make a meaningful contribution to the scale of investment required in Edinburgh, delivery of the Council's Economy Strategy and other strategic regeneration and development priorities.

Consideration was also given to how the Fund could be grown over time to increase its effectiveness and its ability to address funding gaps in larger and more strategically important projects.

Motion

- 1) To note that the current available balance of the City Strategic Investment Fund stood at £3,552,084.
 - 2) To agree the principle that £2,150,000 of the current available balance should be set aside to support delivery of the Council's strategic regeneration priorities.
 - 3) To agree in principle to ring fence up to £500,000 of the current available balance to provide match funding for agreed projects.
 - 4) To note that this would leave the available fund balance at £902,084 and proposals for the utilisation of this amount would be brought back to Committee.
 - 5) To agree the refreshed investment criteria for debt and equity investments.
 - 6) To agree the principle that revenue from future equity investments made by the fund would continue to accrue to the fund until it disposed of the investment in question and that other options for growing reserves would be identified and reported to Committee.
 - 7) To note that regular reports on the impacts of the funds would be presented to Committee in due course.
 - 8) To refer the report to Council for approval.
- moved by Councillor McVey, seconded by Councillor Day

Amendment

- 1) To note the proposals in the recommendations and to agree to continue a decision on these until the report detailed at recommendation 1.1.7 in the report is provided.
 - 2) To agree that the report at 1.1.7 should detail the opportunity costs of using the Fund within the council's mainstream capital programme.
- moved by Councillor Whyte, seconded by Councillor Hutchison

Voting

The voting was as follows:

For the motion - 11 votes
For the amendment - 5 votes

(For the motion: Councillors Aldridge, Burgess, Kate Campbell, Day, Gloyer, Gordon, Macinnes, Main, McVey, Perry and Rankin.

For the amendment: Councillors Jim Campbell, Hutchison, McLellan, Webber and Whyte.)

Decision

To approve the motion by Councillor McVey.

(Reference – report by the Executive Director of Place, submitted.)

5. Tourism Strategy Development Update

An update was provided on the development of the new Tourism Strategy “Edinburgh 2030” together with partners from a range of organisations in the city including national bodies and the tourism sector.

A Strategy Implementation Group (SIG), chaired by the Council's Chief Executive, had been established to oversee the development supported by the Edinburgh Tourism Action Group (ETAG).

Decision

- 1) To note a new tourism strategy for Edinburgh was being developed in partnership with national bodies and the tourism sector.
- 2) To note the process to date to develop the strategy and the input from Elected Members to date.
- 3) To note that a meeting of the Tourism and Communities Working Group was planned for 28 October 2019 to consider the draft strategy in advance of consultation.
- 4) To recommend that the Culture and Communities Committee reviews the remit of the Tourism and Communities Working Group once the policy was approved.
- 5) To note that consultation on the draft strategy would begin on 4 November 2019 and would be open for six weeks.

- 6) To note that the consultation document would be presented to Committee on 26 November 2019.
- 7) To agree to schedule an additional meeting of the Policy and Sustainability Committee in January 2020 to consider the final strategy.
- 8) To express regret that no note of the elected member briefing on 15 April 2019 had been produced given the considerable feedback provided across the political spectrum at that meeting and detailed notes provided from other meetings.
- 9) To agree to circulate to Committee members the output of the meeting and to instruct the Executive Director of Place to report to Committee, alongside the draft Strategy on 26 November 2019, detailing how this and other consultation information had been assessed and incorporated in the draft Strategy or, if rejected, why.

(References – Policy and Sustainability Committee, 1 October 2019 (item 8); report by the Executive Director of Place, submitted.)

Work Programme

Policy and Sustainability Committee

26 November 2019

	Title / description	Purpose/Reason	Routine / Executive	Lead officer	Directorate	Progress updates	Expected date
1	Annual Update on Council Transport Arms Length Companies	Annual Update	Executive	Gavin King	Chief Executive	Annual	February 2020
2	Tourism – Policy Statement	Quarterly Report	Executive		Place	Quarterly	November 2019 May 2020
3	Council Asbestos Policy	Annual Review	Routine	Susan Tannahill	Resources	Annual	May 2020
4	Council Fire Safety Policy	Annual Review	Routine	Susan Tannahill	Resources	Annual	November 2019
5	Gaelic Language Plan 2018-22	Monitoring Report	Executive	Eleanor Cunningham	Chief Executive	Annual	November 2019

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	Title / description	Purpose/Reason	Routine / Executive	Lead officer	Directorate	Progress updates	Expected date
6	Edinburgh Biodiversity Action Plan 2019-21	Annual Update	Executive	Caroline Peacock/Susan Falconer	Place	Annual	February 2020
7	Welfare Reform	Quarterly Update	Routine	Sheila Haig	Resources	Quarterly	February 2020 May 2020 September 2020
	Older People Joint Inspection Improvement Plan	Progress report	Executive	Marian Gray	Chief Officer, Edinburgh Health and Social Care Partnership	6 monthly	February 2020
9	Implementation of the Energy Management Policy and Energy Management System	Progress report	Executive	Paul Jones	Resources	Annual	August 2020
10	Policy Assurance Statement – Customer	Annual report	Executive	Katy Miller	Resources	Annual	August 2020

	Title / description	Purpose/Reason	Routine / Executive	Lead officer	Directorate	Progress updates	Expected date
11	Policy Assurance Statement – Strategy and Communications	Annual report	Executive	Gavin King	Chief Executive	Annual	August 2020
12	Policy Assurance Statement - Human Resources (HR)	Annual report	Executive	Katy Miller	Resources	Annual	October 2020
13	Policy Assurance Statement - Legal and Risk	Annual report	Executive	Nick Smith	Resources	Annual	October 2020
14	Contact Centre Performance	Update report	Executive	Nicola Harvey	Resources	Quarterly	January 2020
15	Chief Social Work Officer's Annual Report	Annual report	Executive	Jackie Irvine	Chief Executive	Annual	October 2020
16	Diversity and Inclusion Strategy	Annual update	Executive	Katy Miller	Resources	Annual	October 2020
17	Police Scotland Update	Annual plan	Executive	Gavin King	Chief Executive	Annual	October 2020

	Title / description	Purpose/Reason	Routine / Executive	Lead officer	Directorate	Progress updates	Expected date
18	Fire and Rescue Service	Annual plan	Executive	Gavin King	Chief Executive	Annual	November 2019

Policy and Sustainability Committee Upcoming Reports

Appendix 1

Report Title	Directorate	Lead Officer
FEBRUARY 2020		
Edinburgh Biodiversity Action Plan 2019-21 - Annual Update	Place	Caroline Peacock/ Susan Falconer
City Strategic Investment Fund	Place	David Cooper
Edinburgh Poverty Commission report	Chief Executive	Chris Adams
Council Welfare Accreditation	Resources/ Communities and Families	Sheila Haig/Nickey Brown
Council Fire Safety Policy	Resources	Susan Tannahill
Annual Update on Council Transport Arms Length Companies	Chief Executive	Gavin King
Film Charter and Principles	Place	Ewan Kennedy
Achieving Net Zero in the City of Edinburgh	Chief Executive/Place	Paula McLeay

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Rolling Actions Log

Policy and Sustainability Committee

November 2019

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	04.10.16	Business Case for the Management Transfer of Secondary School Sports Facilities to Edinburgh Leisure – Progress Report	That an update report be submitted to Committee in 6 months.	Executive Director for Communities and Families	March 2020		The report will be submitted to Culture and Communities Committee in January 2020 and Education Children and Families Committee in March 2020.
2	27.02.18	Full Cost Charges in Care Homes for Older People Managed by the Council	<p>1) To request a Briefing Note on the full charging structure and methodology for Council-managed care homes.</p> <p>2) To request a report back to Committee in 12 months on the impact.</p>	Chief Officer, Edinburgh Health and Social Care Partnership	<p>July 2018</p> <p>November 2019</p>	July 2018	<p>CLOSED</p> <p>Briefing Note circulated on 27 July 2018.</p> <p>Report on the agenda for the November 2019 meeting.</p>

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Agenda Item 5.2

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
3	01.02.18	City of Edinburgh Council Motion by Councillor Mowat – Edinburgh’s Christmas and Hogmanay 2017/18 (Agenda for 1 February 2018)	Council requests that the review of the contract for Edinburgh’s Christmas and Hogmanay should recognise that the implementation of this contract cuts across many council functions and services and should be considered at the Corporate Policy and Strategy Committee.	Executive Director of Place	Spring 2021		This contract is in place until Winter Festival 2020. The review of the contract will be presented to Policy and Sustainability Committee.
Page 32	27.03.18 (Finance and Resources Committee)	Sickness Absence Policy	To note that, in addition to the standard review process, a report would be brought to committee 12 months after implementation of this policy to review its impact and make any further recommendations for potential improvement.	Executive Director of Resources	November 2019	October 2019	Recommended for Closure Report submitted to this Committee on 1 October 2019.
	5	15.05.18	Sustainable Energy Action Plan Annual Progress Report 2017/18	Calls for a report every two cycles until 2020 on how the SEAP can be progressed in order to meet its 2020 carbon reduction target, including what additional resources would be	Executive Director of Place	February 2020	

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			required.				
6	07.08.18	Participation Requests	To agree to receive a report setting out proposals for the Council's policy on participation requests within two cycles of the conclusion of the Westbank Street Outcome Improvement Process as set out in paragraph 3.5 of the report by the Chief Executive.	Chief Executive	Ongoing		This report will be presented following the conclusion of the Westbank Street Outcome Improvement Process.
Page 33	07.08.18	Managing Transition to Brexit in Edinburgh	To agree that the Brexit Working Group review actions currently in place and report on future options to provide support for Non-UK EU nationals within the Council workforce and the wider city population.	Chief Executive	Ongoing		The Brexit Working Group continues to meet and in May, an update on Brexit planning was provided to Elected Members using the Business Bulletin. Planning around Brexit is also continuing, with new planning parameters from the UK Government and

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
Page 34							<p>Scottish Government expected to be circulated to local authorities shortly.</p> <p>Although there is no report for Policy and Sustainability Committee currently scheduled, this may be deemed appropriate over the next few months, particularly in the event of a No Deal Brexit</p>
	8	23.08.18	<p>City of Edinburgh Council Motion by Councillor Cameron – Equalities Working Group</p> <p>(Agenda for 23 August 2018)</p>	A proposed workplan will be prepared by the Group before the end of December 2018 for submission to the Corporate Policy and Strategy Committee for consideration.	Chief Executive	Awaiting update	An update was provided in the Business Bulletin on 6 August 2019.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
9	02.10.18	Transient Visitor Levy	To request the Convener to write to the Scottish Government seeking assurance on the timeline for the national consultation.	Chief Executive	November 2019	4 October 2018	The Scottish Government consultation opened on 9 September 2019. (Letter from Leader was sent to Scottish Government on 4 October 2018)
9 Page 35	11.10.18 Finance and Resources Committee)	Gender Pay Gap	Notes the further analysis and actions outlined in paragraphs 3.26 and 3.27 of the report, and calls for an update on these activities in not more than 12 months.	Executive Director of Resources	August 2019	October 2019	Recommended for Closure Report submitted to this Committee on 1 October 2019.
11.	2 May 2019 (Full Council) (Finance and Resources Committee	Motion by Councillor McVey – Support for Council Employees Subject to Domestic Abuse (see agenda of 2 May 2019)	Requests that the Executive Director of Resources submits an updated domestic abuse policy relating to Council employees, within three cycles, to the Finance and Resources Committee which reconfirms the existing commitment to paid special leave, or safe leave, for people who are	Executive Director of Resources	August 2019	October 2019	Recommended for Closure Report submitted to this Committee on 1 October 2019.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			experiencing domestic abuse and updates and aligns the policy fully with the Domestic Abuse (Scotland) Act 2018.				
12	21.03.19 (Housing and Economy Committee)	City Strategic Investment Fund	1) Requests that a further report is brought back to Committee in two cycles setting out an options appraisal for the Powderhall Stables project.	Executive Director of Place	November 2019		Report on agenda for this meeting (Transferred to this Committee from the former Housing and Economy Committee)
			2) Agrees that it is now appropriate to undertake a wider review of the use of the fund, to ensure it is deployed to meet the priorities of the economy strategy, and wider city development and regeneration aims including whether it is appropriate to increase the fund to help meet these objectives. A	Executive Director of Place	November 2019		Report to Policy and Sustainability Committee on 25 October 2019 and referred to Council on 21 November 2019.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			report on this review will come back to Housing and Economy Committee on 15 August 2019.				
13	21.03.19 (Housing and Economy Committee)	Edinburgh Tourism Strategy Update Report	<p>1) Notes that another update report will be presented in August 2019 prior to a final report at the end of 2019 to approve the new strategy;</p> <p>2) To agree that discussions would take place offline with elected members from all political groups on how to take forward formulating a tourism strategy from the</p>	Executive Director of Place	January 2020		<p>Draft Strategy report on agenda for the November 2019 meeting. The Final Strategy will be reported to the special meeting in January 2020.</p> <p>(Transferred to this Committee from the former Housing and Economy Committee)</p> <p>2 & 3 Closed on 6 June 2019 - The Phase 1 Edinburgh Tourism 2030 report was emailed to elected members and the Tourism and Residents Working</p>

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			<p>Council's perspective.</p> <p>3) To circulate the link to the Phase 1 report to members once it was live on the ETAG website.</p>				Group on 17 April 2019.
14	30.05.19	<p>City of Edinburgh Council Motion by Councillor Burgess – City of Edinburgh Climate Emergency Partnership</p> <p>(Minute for 30 May 2019)</p>	<p>1) Notes the decision by the Corporate, Policy and Strategy committee on 14 May to agree a Climate Emergency target of net-zero carbon by 2030;</p> <p>2) Notes that for Edinburgh to achieve this target it will be beneficial for the City's public bodies, businesses, institutions and organisations to work together and that this Council can play a key role in bringing these city-wide partners together;</p> <p>3) Therefore agrees that the Council will approach</p>	Chief Executive	October 2019		<p>Recommended for closure</p> <p>Report submitted to additional meeting of the Committee in October 2019</p>

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
Page 39			potential partners with a view to establishing a City of Edinburgh Climate Emergency Partnership and as part of a range of potential mechanisms to deliver our climate target and requests a report back to the Corporate, Policy and Strategy Committee on the responses received and on taking this partnership forward.”				
	14.05.19	Sustainability Approach	1) Notes that the Climate Emergency Motion agreed by Council on 7 February 2019 agreed ‘an action plan setting how this (Climate Emergency 2030 target) ...can be achieved’ and therefore requests a further report with a more detailed action plan which includes Council and City-wide data for baseline levels of carbon emissions	Chief Executive	October 2019		Recommended for closure Report submitted to additional meeting of the Committee in October 2019

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
Page 40			<p>by sector, showing the required reductions in each sector to reach the Climate Emergency target and to include proposals for achieving the required reductions in carbon emissions.”</p> <p>2) Agrees to receive updates on progress at future meetings of the Corporate Policy and Strategy Committee, by means of an update or dashboard report.”</p>	Chief Executive			
	16	14.05.19	Edinburgh and South East Scotland City Region Deal Update	Agree to a further report following the 2019 Annual Conversation between city region partners, Scottish Government, and UK Government	Chief Executive	October 2019	

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
17	14.05.19	Tourism - Policy Statement	Committee agrees to continue the Tourism policy for one cycle to allow political group leaders to discuss issues around the Council's new carbon target and consider if any changes need to be made to the policy.	Executive Director of Place	December 2019		Contained in report on agenda for this meeting.
18	06.08.19	Bike to Work Scheme Revamp - Motion by Councillor Main	To request an update report in one cycle on the next steps outlined in the report by the Executive Director of Resources including 5.2: "Human Resources will review the current scheme benefits in line with the removal of the £1,000 cap and make recommendations later this year as part of a broader employee benefit offering. This may include a benefits platform, which includes cycle to work."	Executive Director of Resources	October 2019		Recommended for Closure Report to Policy and Sustainability Committee on 1 October 2019

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
19	19.09.19	City of Edinburgh Council – Motion by Councillor Main – Council Welfare Accreditation (Minute for 19 September 2019)	Council agrees to receive a report to Policy and Sustainability Committee within 2 cycles laying out the current status, and options and timetable for receiving full accreditation for the Council under the Scottish Standards and thereafter refers the report to the Housing, Homelessness and Fair Work Committee.	Executive Director of Resources Executive Director for Children and Families	February 2020		
Page 42	01.10.19	Business Bulletin Tourism Strategy	1) To agree that a report would be submitted outlining the process of how the Tourism Strategy was to be formulated.	Executive Director of Place	25 October 2019		1) Recommended for Closure Report was submitted to the Committee on 25 October 2019
			2) To agree that the draft Tourism Strategy would be submitted to Committee for consideration prior to it being finalised.	Executive Director of Place	January 2020		2) Draft Tourism Strategy on the agenda for the November 2019 meeting.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
21	01.10.19	West Edinburgh Progress Update	1) To note that this matter would be reported to Committee in spring 2020 providing a further update on progress and seeking any necessary authority to formalise partnership arrangements for delivery of the new link road	Executive Director of Place	May 2020		
			2) To agree that a report would be brought back to Committee on completion of the West Edinburgh study on inclusive and sustainable growth.	Executive Director of Place	May 2020		
22	24.10.19 (Full Council)	City of Edinburgh Council – motion by Councillor Bird - Respectful Political Debate (see Agenda -of 24 October 2019)	Requests an update to Policy and Sustainability Committee on the work done to date on the protocol referred to in Cllr Watt’s motion	Chief Executive	November 2019		Report on the agenda for the November 2019 meeting.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
23	25.10.19	Achieving Net Zero in the City of Edinburgh	Agrees officers will continue to work with P-CAN and Climate KIC to bring back analysis on the strategic and viable next actions for the Council to Committee in February 2020	Chief Executive	February 2020		
24	25.10.19	Climate Commission	To agree that the terms of reference of the Sustainability and Climate Emergency APOG will be brought back to Policy and Sustainability Committee for consideration in November.	Chief Executive / Executive Director of Place	November 2019		Report on the agenda for the November 2019 meeting
25	25.10.19	Update on Short Window Improvement Plan	To agree that a strategic communications plan would be developed as part of the Deep Demonstrator work once resources are in place and brought back to the Policy and Sustainability Committee for approval.	Executive Director of Place	February 2020		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
26	25.10.19	Tourism Strategy Development Update	Given the considerable feedback provided across the political spectrum at that meeting and detailed notes provided from other meetings; therefore, agrees to circulate to committee members the output of the meeting and instructs the Executive Director of Place to report to Committee alongside the draft strategy on 26 Nov 2019 detailing how this and other consultation information has been assessed and incorporated in the draft strategy or, if rejected, why?	Executive Director of Place	November 2019		Report on the agenda for the November 2019 meeting.

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Business bulletin

Policy and Sustainability Committee

10.00am, Tuesday, 26 November, 2019

Dean of Guild Courtroom, City Chambers, High Street, Edinburgh

Policy and Sustainability Committee

Convener:	Members:	Contact:
<p>Councillor Adam McVey</p>  <p>Vice Convener: Councillor Cammy Day</p> 	<p>Councillor Adam McVey (Convener)</p> <p>Councillor Cammy Day (Vice-Convener)</p> <p>Councillor Robert Aldridge</p> <p>Councillor Jim Campbell</p> <p>Councillor Kate Campbell</p> <p>Councillor Neil Gardiner</p> <p>Councillor Gillian Gloyer</p> <p>Councillor Graham Hutchison</p> <p>Councillor Lesley Macinnes</p> <p>Councillor John McLellan</p> <p>Councillor Melanie Main</p> <p>Councillor Ian Perry</p> <p>Councillor Alasdair Rankin</p> <p>Councillor Alex Staniforth</p> <p>Councillor Susan Webber</p> <p>Councillor Donald Wilson</p> <p>Councillor Iain Whyte</p>	<p>Jamie Macrae, Committee Officer</p> <p>Louise Williamson, Assistant Committee Officer</p>

Response to Crown Estate Scotland Corporate Plan for 2020-23 consultation

In September 2019, Crown Estate Scotland wrote to the Council inviting it to respond to a consultation on its draft Corporate Plan for 2020-23 and the accompanying Strategic Environmental Assessment. Crown Estate Scotland was established in 2017 to take on management of Crown Estate assets in Scotland. The assets include the seabed, coastlines, and rural estates, impacting upon sectors including farming, shipping, aquaculture, and offshore renewables. The Corporate Plan sets out its objectives and how these are proposed to be delivered.

The bulk of assets owned by Crown Estate Scotland by value are rural (such as estates) and marine (seabed rights up to the 12 nautical mile limit). These are of less relevance to Edinburgh given its largely urban nature and relatively short coastline. However, there are some elements of the Corporate Plan that remain of relevance of Edinburgh.

Officers have drafted a response to the consultation. Key points made in the draft response include the need to balance financial returns against other goals, support for Crown Estate Scotland playing a more interventionist role, and support for partnership working between local authorities and Crown Estate Scotland. Specific points include a need to explicitly address environmental issues such as coastal erosion, pollution, and aquaculture sustainability and a need to secure additional supply chain investment in the energy sector.

A final response to the consultation will be agreed with the Convener and Vice Convener of the Policy and Sustainability Committee and submitted by the deadline (25 November 2019). The finalised Corporate Plan is scheduled to be published in April 2020.

Citizen's Basic Income

Following a motion to Council in August 2017, officers have been working with colleagues in Fife, North Ayrshire, and Glasgow City Councils, NHS Health Scotland and the Improvement Service to explore the feasibility of a Scottish Citizens Basic Income (CBI) pilot.

Using funding provided by the Scottish Government, the group are assessing the feasibility of a pilot project to test the contribution of CBI to reducing poverty and providing a possible route to a simpler welfare system.

On Monday 4th November 2019, the steering group for the project published an [interim report](#) on the progress and findings from the project to date - including initial findings on the design of a CBI pilot, coverage, scale of payment, cost of a pilot, and consideration of potential interactions with the existing benefits system.

No firm recommendations have been made by the steering group at this stage, but this report provides an overview of the work done so far and is being presented to the Scottish Government for their feedback on progress and next steps.

Next steps for the project include completion of research needed to develop final recommendations on the feasibility of a pilot project. These recommendations will be submitted to Scottish Government in March 2020.

Ahead of that final submission, in February 2020 a further report on the project will be brought to the Policy and Sustainability Committee. This report will consider and make recommendations on any future Council activity, including resources required, following completion of the current feasibility stage of the project.

Further information on the Citizen's Basic Income Pilot project is available at – www.basicincome.scot.

Ministers Response on Levy on Single-Use Plastic Cups

The response received from the Minister to Councillor Wilson's letter has been circulated to all members of the Council for information.

Edinburgh and South East Scotland City Region Deal (ESESCRD) – Regional Growth Framework

Council on 24 October 2019 approved the following [report](#) subject to the approval of the adjusted motion by Councillor McVey detailed in the draft [meeting minutes](#).

An element of the original Conservative addendum, in relation to the composition of the Elected Member Oversight Committee (EMOC), was withdrawn given a commitment to bring back to Council the precise arrangements for the

establishment of the EMOC. Terms of reference are being developed for the EMOC for consideration, in the first instance, at the ESESCRD Joint Committee on 6 December 2019. This would then require to be reported to the 6 individual local authorities forming part of the Deal (City of Edinburgh, East Lothian, Fife, Midlothian, Scottish Borders and West Lothian) for their consideration of those Terms of Reference and, if content, to appoint their two representatives. Given the cancellation of December's Council meeting, this report will be brought to the next Council meeting on 6 February 2020. That Report will also update on the timeframe for reporting back to Council on how the ESESCRD will support delivery on net zero carbon aims (by no later than June 2020).

Forthcoming activities:

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Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Protocol on Elected Member Personal Safety

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 To discharge the Motion by Councillor Watt.
- 1.2 To agree the terms of the protocol outlined in paragraphs 4.6-4.11.
- 1.3 To note that the terms of this protocol will be included in a planned refresh of elected member guidance.

Andrew Kerr

Chief Executive

Contact: Gavin King, Democracy, Governance and Resilience Senior Manager

E-mail: gavin.king@edinburgh.gov.uk | Tel: 0131 529 4239

Protocol on Elected Member Personal Safety

2. Executive Summary

- 2.1 This report lays out a protocol for elected members to report incidents of verbal or physical intimidation to ensure appropriate support can be provided.

3. Background

- 3.1 Council agreed a motion by Councillor Watt in May 2019 requesting that a protocol be created which would allow councillors to report incidents to the Council, so that appropriate support could be provided.

4. Main report

- 4.1 It is essential to the democratic process to allow freedom of expression and to promote debate and discussion. Moreover, this must be done in a manner which is civil, maintains the integrity of the democratic process and does not discourage people engaging in public life.
- 4.2 COSLA's advice to elected members on personal safety states that there have been very few major incidents involving violence against politicians and there are no statistics which prove that public figures are more at risk than others. However, concern has been raised both locally and nationally at the current political atmosphere and the impact on constructive debate. In addition, the rise of social media has added a new avenue for intimidating behaviour.
- 4.3 Intimidation affects people differently but can significantly affect an individual's physical and mental health. Intimidation against politicians and those working in politics undermines representative democracy, stifles debate and threatens the integrity of democratic structures. It can also discourage those who may wish to represent their community in being involved in the Council, potentially impairing the diversity and vibrancy of representative democracy.
- 4.4 It is important that the Council supports elected members and representative democracy and that it demonstrates leadership in setting the right tone for political debate. The Council reiterated its support for and the importance of respectful political debate at its meeting on 24 October 2019.

- 4.5 This protocol aims to put measures in place so that the Council and councillors are aware of the risks to personal safety and the process to follow if councillors feel threatened or in danger.
- 4.6 **Report to the Police and the Governance Team** - It is important that councillors report all threats/instances of violence or intimidation made against them. This includes abusive online and offline communications. Even if a threat is not initially thought to be serious, the incident should be reported to allow the police to assess the risk. They will investigate and ascertain if there is a danger to personal safety.
- 4.7 Councillors are asked to report the threat or act of violence or intimidation directly to Police Scotland and to report it to the Council using the Governance Team mailbox governance@edinburgh.gov.uk.
- 4.8 **Recording of the Incident** – The Council uses the SHE Assure incident reporting system to record all Health and Safety incidents. A new category has been added for elected members and the Governance Team will use this to record any threats of violence, aggression or intimidation. This will allow the Council to maintain oversight of the number of such incidents, to identify any trends which require further action and to report on the matter. Consideration of any trends will be considered through the Council’s risk framework where identified risks will be escalated where appropriate to ensure action is taken where necessary.
- 4.9 **Risk Assessment** – If a councillor has been threatened then there will be consideration of the risks to that individual’s personal safety. Police Scotland will undertake this as part of their investigation and they will advise the councillor accordingly. The Council will also undertake a risk assessment of Council activities with the councillor. This may include, for instance, changing their route to work or ensuring that surgeries are held in staffed buildings. A meeting will be organised with the Council’s security manager to discuss these risks with the councillor.
- 4.10 **Support** – The Council has an employee assistance programme which provides support and guidance, staffed by experienced and professional advisors. PAM Assist provides access to professional expertise and the option to talk about a range of work and personal issues including the effects of any threat of violence.
- 4.11 **Training** – Police Scotland carried out training on elected member safety in early 2019 and training on this subject will now be included as a key component of the induction programme for new councillors.

5. Next Steps

- 5.1 If approved this protocol will take immediate effect and will be written into new elected member guidance which will also cover remuneration, expenses and the support services available to councillors.

6. Financial impact

- 6.1 There are no financial implications as a result of this report.

7. Stakeholder/Community Impact

- 7.1 This subject has been added to the Strategy and Communications risk register and will be managed through the Council's risk framework.
- 7.2 Consultation on this protocol has taken place with Police Scotland and the Council will continue to work with the Police on this subject.

8. Background reading/external references

- 8.1 [Act of Council No 28 of 30 May 2019.](#)
- 8.2 [COSLA/LGIU Elected Member Personal Safety Guidance](#)

9. Appendices

None

Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Tourism Statement and Strategy Consultation

Executive/routine Wards Council Commitments	Executive All
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1. Recommendations

- 1.1 Policy and Sustainability Committee is asked to:
 - 1.1.1 Approve the updated draft Council tourism policy statement (appendix 1);
 - 1.1.2 Note the summary of the discussion at the Elected Member briefings on 15 August 2019 (appendix 2);
 - 1.1.3 Note the draft tourism strategy in appendix 3 which is currently out for consultation and that the consultation closes on 30 November 2019;
 - 1.1.4 Encourage citizens, community councils and other interested parties to contribute to the consultation; and
 - 1.1.5 Note that the final strategy will be considered at a special meeting of the Policy and Sustainability Committee on 21 January 2020.

Paul Lawrence

Executive Director of Place

Contact: Paul Lawrence, Executive Director of Place

E-mail: paul.lawrence@edinburgh.gov.uk | Tel: 0131 529 7325

Tourism Statement and Strategy Consultation

2. Executive Summary

- 2.1 This report has been prepared in response to Committee's request for an update of the Council's tourism statement now that the draft Tourism Strategy 2030 is available (the consultation document is attached in appendix 3). The report also includes a summary of the comments and questions from the briefings for Elected Members.

3. Background

- 3.1 [Edinburgh 2020](#) was launched in January 2012 and set out the city's ambitions for growth in tourism up to 2020.
- 3.2 Given the approach of the end of the Edinburgh 2020 strategy period the Strategic Implementation Group (SIG) was tasked with developing a new strategy for the city. The SIG is chaired by the Council's Chief Executive and includes Elected Member representatives. The strategy development began in October 2018 and is expected to be completed by January 2020.
- 3.3 ETAG are supporting the development of the new strategy in partnership with a number of city stakeholders, including the Council. Each partner has its own governance structure and the final draft of the strategy will be considered by each partner in advance of the final published document.
- 3.4 A Tourism and Communities working group was established in 2018 to ensure that resident views were also included in the strategy development. The working group comprises two representatives from the Culture and Communities, Transport and Environment and (then) Housing and Economy Committees. These discussions, as well as wider Council policies such as the Economy Strategy, are evident in the strategic direction of the draft strategy.
- 3.5 On [14 May 2019](#), the Corporate Policy and Strategy Committee approved, on an interim basis, a draft Policy Statement on Tourism.
- 3.6 Policy and Sustainability Committee considered the arrangements for the Tourism Strategy being developed on [25 October 2019](#). Committee requested an update on

the Tourism Statement, alongside the draft consultation document and the following additional information was requested:

- 3.6.1 Regrets that no note of the elected member briefing on 15 April 2019 has been produced given the considerable feedback provided across the political spectrum at that meeting and detailed notes provided from other meetings; therefore, agrees to circulate to committee members the output of the meeting and instructs the Executive Director of Place to report to Committee alongside the draft strategy on 26 Nov 2019 detailing how this and other consultation information has been assessed and incorporated in the draft strategy or, if rejected, why?

4. Main report

Tourism Statement

- 4.1 Following the request from Committee on 25 October 2019, the interim Tourism Statement has been reviewed and an updated version is included in appendix 1 of this report.
- 4.2 As requested in the motion of May 2019, the feedback from the strategy consultation will be provided to Committee on 21 January 2020.

Elected Member Briefings – 15 August 2019

- 4.3 As set out in paragraph 3.6.1, Committee recorded its disappointment that no note had been published from the Elected Member Briefings on the emerging strategy. These meetings took place on 15 August 2019.
- 4.4 Unfortunately, a detailed minute of the meeting was not taken however a summary of the points raised by Councillors has been prepared and is attached in appendix 2.

Draft Strategy Document

- 4.5 The draft strategy has been developed taking account of the feedback received through phases 1 and 2 of the consultation.
- 4.6 The draft strategy also reflects changes which are being seen in other cities across Europe, particularly in respect of changing priority from tourism promotion to a much greater emphasis on managing the impact of tourism. The strategy now explains what tourism can do for Edinburgh, how it can better support the city economy and includes key issues such as responding to the climate emergency and ensuring tourism contributes to the Council's economic policies as set out in the Economy Strategy for good growth.
- 4.7 At phase 1, the information gathered was mainly desktop research (including benchmarking with other cities) and included Council reports as well as local media and social media stories.
- 4.8 Phase 2 included meetings with representatives from the Culture and Communities Committee, the Tourism and Communities Working Group to which community

council and resident group representatives were invited, and the Elected Member discussions (summarised in appendix 2).

Tourism Strategy Consultation

- 4.9 The new draft Edinburgh 2030 tourism strategy is attached in appendix 3. This is also now available on the Council's consultation hub (<https://consultationhub.edinburgh.gov.uk/ce/edtourism2030/>). The consultation closes on 30 November 2019.
- 4.10 The final strategy will be considered at a special meeting of this Committee on 21 January 2020. The strategy will also be considered by all of the partner organisations before the ETAG conference on 30 January 2020, with the final strategy is expected to be launched in February 2020.
- 4.11 The draft strategy sets out five priorities under the heading 'Towards 2030 we will nurture and develop.....':
- 4.11.1 Our Place;
 - 4.11.2 Our Environment;
 - 4.11.3 Our People;
 - 4.11.4 Our Partnerships; and
 - 4.11.5 Our Reputation.
- 4.12 Under each heading there is an explanation of what this means as well as what the goal and ambitions could be.
- 4.13 Committee members are asked to share this information with citizens, community councils and other partners to encourage a broad range of responses.

5. Next Steps

- 5.1 The strategy consultation will continue until 30 November 2019.
- 5.2 The draft strategy will be reviewed to ensure that it reflects any policy changes approved by the Council while the strategy has been developed to ensure that it reflects the Council's current policies (e.g. sustainability and city centre transformation) and, if agreed, the revised interim tourism statement (appendix 1).
- 5.3 A Strategic Environmental Assessment (SEA) will be progressed for the Edinburgh 2030 strategy. This will build on the stated commitments within the draft strategy that tourism will proactively contribute to the city's goal of achieving zero net carbon emissions by 2030 and that a tourism-sector specific programme for this (aligned with the City of Edinburgh Council's plans) will be developed.
- 5.4 Feedback from this Committee and the Culture and Communities Committee discussion on 12 November 2019 will be considered as the strategy is finalised.
- 5.5 A special meeting of Policy and Sustainability Committee on 21 January 2020 will consider the final strategy.

- 5.6 Partner organisations will consider the final Edinburgh 2030 strategy (including the Council) early in the new year, with ETAG members discussing it at their Conference on 30 January 2020. The final strategy is expected to be launched in February.
- 5.7 Once the final strategy is in place and to support its implementation, partners will be expected to contribute to the action planning process.

6. Financial impact

- 6.1 The costs of producing the refreshed strategy have been estimated to be £60,000 covering all three stages. The costs include consultation events and fees for consultancy services engaged by ETAG/Scottish Enterprise.
- 6.2 These costs are being met by the Principal Partners (City of Edinburgh Council, Scottish Enterprise and ETAG as well as Strategy Partners including Edinburgh Airport and Edinburgh Hotels Association).
- 6.3 With the approval of the SIG, the Council has provided ETAG with a Grant Agreement for £20,000 (£10,000 in 2018/2019 and £10,000 in 2019/2020).

7. Stakeholder/Community Impact

- 7.1 The strategy development process to date has included broad consultation with the tourism sector and stakeholders including the Council.
- 7.2 The Tourism and Communities Working Group has also participated in these discussions and has invited Community Councils and Resident Associations to participate in the process.
- 7.3 Public consultation is underway and will continue until 30 November 2019. It has been published on the Council's consultation hub and is being promoted through stakeholder networks and via libraries and other communication channels. Two 'drop-in' events are also planned.
- 7.4 All feedback received will be considered and reflected in the final strategy as appropriate.
- 7.5 The emerging strategy is being developed with consideration of the sustainability impacts associated with tourism. It has also included the Council's decision in May 2019 to agree a target emergency target of net-zero carbon by 2030.
- 7.6 In line with the statutory requirements to assess, consult and monitor the likely impacts of plans, programmes and strategies on the environment, ETAG (on behalf of the partners) will lead the development of a SEA for this strategy.

8. Background reading/external references

- 8.1 Tourism Strategy Update Report, Housing and Economy Committee [21 March 2019](#).
- 8.2 Managing Tourism Report, Culture and Communities Committee [30 January 2018](#).

9. Appendices

- 9.1 Appendix 1 – Revised Interim Tourism Statement.
- 9.2 Appendix 2 – Summary of Elected Member Feedback from Briefings on 15 August 2019.
- 9.3 Appendix 3 – Draft Edinburgh 2030 Tourism Strategy for consultation.

APPENDIX 1

Revised draft Policy Statement on Tourism

- 1.1 Edinburgh is one of Europe's foremost visitor destinations, renowned for its creativity, distinctiveness and unique culture and heritage. The city's character and vibrancy make it a destination with global appeal. The city's built and natural assets are a unique blend, and its character is reflected and shaped by the residents of the city. Like most capital cities, we are a gateway to the rest of the country.
- 1.2 One of Edinburgh's most distinctive features is that established residential communities are to be found right across the city, including in the city centre. Ensuring this remains the case for many years to come, at a time of technological and commercial change, is an important challenge for the city to address.
- 1.3 The quality of life for residents and the attractiveness of Edinburgh as a destination are inextricably linked. The one cannot suffer at the expense of the other. Distinctiveness and authenticity are what attracts the visitor and what makes the city such an exciting place to live in. Getting this balance right is essential for any tourism strategy.
- 1.4 The City of Edinburgh Council recognises the important contribution that visitors, and the resultant tourism industry make to the city economy in terms of jobs, investment and GVA. The Council also recognises that both city growth, and a growth in visitor numbers, are likely to remain long term trends.
- 1.5 In line with the Edinburgh Economy Strategy, the Council supports the ambitions of the tourism sector and its partners and seeks to ensure our residents, visitors and businesses continue to benefit from the sector's success. However, there is a tendency for jobs in the sector to be relatively low paid and low skilled, characterised by short term contracts. This needs to change, with an increasing move to higher skilled, secure jobs where companies invest in their workforce for the long term. The Council is already actively supporting initiatives in the hospitality sector with the developers of Edinburgh St James, and in the retail sector through the Capital City Partnership. Partners such as Edinburgh College will have a key role to play in helping support this activity.
- 1.6 The Council is committed to achieving the right balance between a thriving tourism economy with quality of life for residents, and ensuring a manageable impact of the sector on the city's infrastructure, wider social and historic fabric, and natural environment. Three areas of particular concern must be addressed:

- 1.6.1 the short term lets market, where the tourism sector is a significant distortion to the wider housing market, more so than in any other city in the UK;
 - 1.6.2 the commercial office sector, where the needs of the accommodation market are crowding out more productive economic uses; and
 - 1.6.3 the diversity and authenticity of the city's cultural and retail offer.
- 1.7 Sustainability, in the broadest sense of the term, should be the hallmark of the visitor economy in the city. The sector must play a full role in achieving the city's ambition of achieving net zero carbon emissions by 2030. This will require hard choices and new ways of working.
- 1.8 The City of Edinburgh Council therefore seeks to support the tourism industry and the visitor economy in ways that will:
- 1.8.1 ensure the right balance between residents and communities and the tourism sector, including in the housing and accommodation sector;
 - 1.8.2 improve access to fair, good quality jobs;
 - 1.8.3 embrace the principles of low and zero carbon tourism, and to ensure the sector has no negative environmental impact;
 - 1.8.4 enhance the assets of the city for the benefit of residents and visitors;
 - 1.8.5 ensure the economic benefit of tourism can be shared among all in the city;
 - 1.8.6 spread the benefits of the sector around Edinburgh as a whole (including at locations such as the Forth Bridges, the Pentland Hills and the Waterfront), the wider city region, and Scotland as a whole;
 - 1.8.7 encourage the use of innovative approaches and digital technologies in the sector; and
 - 1.8.8 encourage collaboration within the partnership network including key public and private sector agencies.
- 1.9 The City of Edinburgh Council recognises the additional pressure that significant visitor numbers place on public services. In keeping with this understanding, it is the Council's policy to pursue the introduction of a Transient Visitor Levy (TVL) to enable sustainable investment in supporting and managing the impact of tourism in the city. Once in place, the TVL must be used to deliver the outcomes set out in key city and Council policy documents, benefitting both the city and helping shape the future growth of the industry.
- 1.10 The Council is committed to working with all partners to deliver the Edinburgh 2030 Tourism Strategy. In particular, the major strategic move from driving

growth to managing growth will mean a new role for the Council. The aims of nurturing and developing our Place, our People, our Environment, our Partnerships, and our Reputation, are in accordance with the Council's Economy Strategy, and other key strategic policies.

- 1.11 The relevant Council service areas which will contribute to the delivery of the Strategy are set out below. While the Council will have a leadership role in some areas, the majority will require new approaches to partnership working. The detail of this will be finalised as the action planning process for the 2030 Strategy is complete.

Priorities for Action	Ambitions	Principal Recommendations	Contributing Council Service
Our Place	<ul style="list-style-type: none"> Edinburgh's heritage is cherished and cared for as a fundamental aspect of the city's character. 	<p>The tourism sector should take a more active role in the development and delivery of the UNESCO World Heritage Site Management Plan in partnership with the relevant agencies in the city.</p>	Planning
	<ul style="list-style-type: none"> Edinburgh retains its authenticity as a "living, working" city with a reasonable balance between tourism and other aspects of economic activity. 	<p>Tourism demand and visitor behaviour should be taken into account in major city projects, in order to fully understand and plan for the impacts that they will generate.</p>	Planning Transport Business Growth and Inclusion
	<ul style="list-style-type: none"> New tourism developments in the city will contribute to the quality of life for local people. 	<p>Research should be carried out to identify which spaces are liable to crowding and these should be prioritised for enhanced management.</p>	Culture Transport
	<ul style="list-style-type: none"> Edinburgh is able to increase its appeal both to residents and visitors as new developments in neighbourhoods and outlying areas in the City Region are developed and easy to reach by public transport. 	<p>The city's existing regulations surrounding place management and property uses i.e. short-term lets should be enforced and upgraded where necessary, in order to improve the quality of life and visitor experience.</p>	Regulatory Planning
	<p>Technology and data driven solutions should be introduced to improve visitor capacity management in public spaces, visitor attractions and during peak periods.</p>	Business Growth and Inclusion	
	<p>Building use should be monitored, and where appropriate, measures taken to seek a balance of uses that respond to the needs of the city.</p>	Planning	
	<p>Extending tourism's footprint into local neighbourhoods should be aligned with the City of Edinburgh Council's Locality Improvement Plans (LIPs).</p>	Culture Localities	
	<p>Edinburgh should work to improve connectivity to and around the city, including seamless, integrated transport</p>	Transport	

Priorities for Action	Ambitions	Principal Recommendations	Contributing Council Service
Our People	<ul style="list-style-type: none"> Edinburgh's tourism sector will directly contribute to the quality of life for Edinburgh's residents via improved places, enhanced facilities, enriching cultural and educational experiences, access to fair and rewarding job opportunities and an environment that inspires and supports entrepreneurs. The tourism workforce in Edinburgh is well trained and flexible to adapt to future demands of the workplace. Employees are led by motivated, inspiring leaders who are innovative and lead successful businesses. Residents and visitors take pride in the city and respect the environment those who call the city home. Tourism developments in the city's neighbourhoods results in stronger communities and better services for local residents. 	Residents should be consulted on tourism-related developments, for example, when LIPs are prepared, or when certain specific developments are proposed.	Planning Localities
		Monitor resident sentiment surrounding tourism in a consistent and sustained manner in order to inform tourism-related planning and decision making.	Strategy & Communications
		Encourage and facilitate local residents to engage and participate in cultural activities including events, festivals and visitation at museums and galleries.	Culture Lifelong learning
		Communicate with residents and visitors in order to identify and tackle nuisance issues. This should involve relevant tourism suppliers (e.g. hotels, tour guides).	Business Growth and Inclusion Regulatory Waste & Cleansing
		Work to ensure that Edinburgh's tourism sector is delivering fair, inclusive and rewarding jobs for those who are employed in the sector.	Business Growth and Inclusion
		Ensure that business leaders have the right skills to operate responsible and efficient tourism businesses.	Business Growth and Inclusion
		Help businesses to stay up to date with regulations that relate to workforce management e.g. related to migration, work permits, health and safety).	Business Growth and Inclusion
		Assist businesses in planning and preparing for long-term changes in skills requirements such as automation, digitalisation). Ensure that Edinburgh's tourism workforce has the right skills (especially digital) to ensure that they meet the needs consumers' evolving needs.	Business Growth and Inclusion Business Growth and Inclusion

Priorities for Action	Ambitions	Principal Recommendations	Contributing Council Service
Our Environment	<ul style="list-style-type: none"> Tourism will proactively contribute to Edinburgh achieving the goal of zero net carbon emissions by 2030 (with a hard deadline of 2037). Visitors will make more environmentally sustainable choices throughout their visit to the city. Edinburgh's tourism businesses will embrace carbon emission and waste reduction as a source of competitive advantage. 	<p>Establish a tourism sector-specific programme aligned with the City of Edinburgh Council's plans to help contribute to the city's ambition to adapt to a low carbon future.</p> <p>Edinburgh's tourism sector should seek to measure its overall "invisible burden" and put in place plans to mitigate this wherever possible.</p> <p>Edinburgh's tourism sector should actively explore opportunities to minimise waste and optimise use of existing resources through developments in the circular economy.</p> <p>New developments and re-developments of existing sites should adhere to the highest standards in environmentally sustainable practices in terms of building design, energy use, waste management etc.</p> <p>A proactive and ongoing communication plan should be put in place to help visitors make informed choices that will help them reduce the environmental impact of their visit.</p> <p>Tourism sector stakeholders should work together to co-design enhanced solutions for reducing traffic related impacts generated through the servicing of the tourism sector.</p>	Strategy & Communications Culture
			Strategy & Communications
			Waste & Cleansing Culture
			Planning
			Culture Strategy & Communications
			Transport
Our Partnerships	<ul style="list-style-type: none"> Stronger partnerships should help the city's tourism stakeholders to become proactive in place management, secure more sustainable investment for achieving the goals of this strategy and ensure that the city is resilient. Create the right conditions for a thriving, responsible, sustainable tourism sector. 	<p>The structure, funding and organisational model for tourism leadership, governance and delivery in Edinburgh should be based around the requirements of this strategy</p> <p>In order to manage tourism growth in a growing city, decision-making and implementation should become more closely integrated, with clear lines of responsibility and accountability between the constituent stakeholders – including residents</p> <p>A dedicated multi-stakeholder group should be established to oversee the implementation of the recommendations on investments and monitor the effect/impact of the proposed Tourism Visitor Levy (TVL) on the local economy</p>	Strategy & Communications
			Strategy & Communications
			Strategy & Communications

Priorities for Action	Ambitions	Principal Recommendations	Contributing Council Service
	<ul style="list-style-type: none"> The existing 'Team Edinburgh' approach to tourism leadership, governance and delivery continues to be developed, creating a well-integrated and highly responsive partnership approach to working in the city. Edinburgh is an active partner in the wider Scottish tourism community, optimising its status as a gateway destination for the benefit of the city and other destinations in the country 	<p>Funds that are invested from the proposed TVL revenue should be transformative and directly relate to the ambitions set out in this strategy with a view to achieving clear outcomes and visible success for the city that benefit both residents and visitors.</p>	<p>Strategy & Communications</p>
		<p>Work in partnership to ensure the right conditions for a thriving, responsible, sustainable economy.</p>	<p>Business Growth and Inclusion</p>
		<p>Support tourism businesses to drive innovation in product development to improve visitor experiences, improve productivity to enhance business viability, and provide market intelligence and insights on the evolving business landscape.</p>	<p>Business Growth and Inclusion</p>
		<p>Partners should actively work together to encourage year-round tourism, recognising the need to offer new reasons to visit during quieter periods.</p>	<p>Culture Business Growth and Inclusion</p>
		<p>Edinburgh's tourism sector should build on its relationships with other key sectors of the city's economy, including the academic sector, travel tech, food & drink in order to encourage deeper forms of collaboration around shared goals.</p>	<p>Business Growth and Inclusion</p>
		<p>Edinburgh should build on its status as a gateway city for the rest of Scotland by building alliances with other Scottish destinations. These alliances should be aimed at increasing the overall value of tourism to Scotland, and on spreading the impact of tourism around the country as widely as possible.</p>	<p>Transport</p>
		<p>Edinburgh should strengthen its relationship with other international destinations in order to ensure continued knowledge sharing around best practices in urban tourism management and explore opportunities for collaborative working.</p>	<p>Strategy & Communications</p>

Priorities for Action	Ambitions	Principal Recommendations	Contributing Council Service
Our Reputation	<ul style="list-style-type: none"> • There is a well-understood definition of Edinburgh’s vision as a city, of how its citizens would like to see the city develop in the future • The city is positively reflected in national and international media for its approach to tourism management and delivery, and the quality of the visitor experience • Visitors feel welcome and are highly satisfied with the quality of products and services on offer • The city benefits from an enhanced reputation among residents and visitors and it lives up to its status as a capital city, by offering a diverse cultural offer that appeals to a wide range of audiences 	Understand the issues and ambitions that are important to the people of Edinburgh (for example, through the Edinburgh 2050 Vision programme)	Strategy & Communications
		Ensure that tourism in the city is widely supported by its residents who are proud of the city and welcoming to visitors	Strategy & Communications
		The city should focus on place-based reputation management, by providing an optimal living environment for residents and a high-quality visitor experience	Planning Transport
		Work on the basis that ‘others do the talking’ about the city, and it is the city’s role to manage and enhance its reputation by curating and amplifying conversations which influence perceptions about the city	Business Growth and Inclusion
		The city should strengthen partnerships with national and international agencies that can help enhance the city’s reputation and deliver key messages about the city’s strengths as a place to live, work, study, invest and visit	Strategy & Communications Business Growth and Inclusion
		Ensure that Edinburgh’s ambition to achieve the goals of this strategy is clearly understood inside and outside the city	Strategy & Communications
		Focus on developing partnerships and on developing products and services that will enhance the city’s reputation, that are aligned with residents’ own vision of the city they would like to see and that will enhance their quality of life	Business Growth and Inclusion
		Work within and beyond the tourism sector to ensure that Edinburgh strengthens its reputation in key sectors of its economy and that the city’s own business community can benefit from these relationships, for example, through business events held in the city	Business Growth and Inclusion
		Develop a reputation for the city that goes beyond its traditional attractions and helps the city to become better known for the city’s status as an outward-looking, well-connected European capital city with all the attributes and experiences that this implies.	Strategy & Communications Business Growth and Inclusion

Appendix 2

Emerging Tourism Strategy

Summary of Elected Member Briefing Sessions 15 August 2019

Attendees:

Councillor Aldridge;
Councillor Bruce;
Councillor Cameron;
Councillor Jim Campbell;
Councillor Child;
Councillor Dixon;
Councillor Doran;
Councillor Graczyk;
Councillor Griffiths;
Councillor Henderson;
Councillor McNeese-Mechan;
Councillor McLellan;
Councillor Mitchell;
Councillor Mowat;
Councillor Whyte;
Councillor Rose;
Councillor Staniforth;
Councillor Wilson; and
Councillor Work.

A summary of the themes/questions is provided below:

- Has the scope/brief been industry led and market driven rather than in line with the Council view? Councillors felt that the representative consultees were drawn from a small group and that Councillors should have played more of a leading role. Although involvement and leadership are greater now, this should have happened earlier in the process.
- Is the feedback truly representative?
- Is the strategy focussed on the tourism industry or tourism activity?
- Has sustainability been considered and incorporated into the strategy?
- Concern about over-tourism.
- There is no doubt about the reality that Air BnB is damaging the city. The consultation seems to favour accommodation providers. Need to recognise that there have always been 'party flats' but now there are more.
- There is concern about ETAG leading the development of the strategy as they are not elected. ETAG are effective at co-ordinating and facilitating industry.
- The capacity and size of Edinburgh as both an advantage and disadvantage.
- The information presented under reputation and image does not include the night-time economy
- Would like to see the strategy link the various areas of the city, so as not to be seen as disparate parts e.g. Waterfront as an asset with potential for future development and with Leith potentially the best prospect for broadening visitor footprint. However other Councillors expressed concern that these areas should not be the focus to spread footfall and that the strategy should consider other areas e.g. connectivity with the waterfront and the tourism impacts/benefits for the Bridges and South Queensferry should be recognised.
- Request that if the Council signs off on the strategy there should be a quid pro quo that industry supports some of the wider Council programmes.
- Recognising the youth market has its challenges.

- Concern that the industry and the Council do not agree on "the truth" and that they expect the Council to run and co-ordinate tourism to a greater extent.
- Request to identify what sectors are most open to collaboration (for example: attractions and culture venues).
- Request to identify what the barriers are for small business to pay living wage.
- It is important to be clear on what authenticity is and who/how this is defined.
- Request to understand why collaboration and consistent operating hours are not in place already.
- Important to put city first; clearly explaining integration, providing clear objectives, and recognising the impact on communities. Stronger arrangements for management are required
- Request to understand if seasonality is coming out as something industry wants to fix in Edinburgh. The city's capacity to deal with high numbers all year round is not great.
- Councillors expressed concern that the consultation has not been extensive especially within the Council. The Tourism and Communities working group was set up "in spite of" the strategy development process. The Council and elected members should have been more involved.
- Concern was expressed that the Council's role is to protect the city and its assets and that tourism should be better supported by private investment
- The city's accessibility for people with disabilities should be addressed.
- Concern was expressed that people working in hospitality rely on tips to make up their wages. Can more be done to ensure that people are paid decent wages, reducing the dependency on tips?
- Concern was expressed about productivity in the industry and that this could lead to lead to exploitation of people and places.
- Request to ensure that the Tourism and Communities working group consultation is reflected properly within the strategy development as the group represents all of the city's citizens. If the significant number of citizens represented is not recognised and is counted as only one consultee then citizens voices will not be properly heard.
- The cost and impact of high season is slowing down productivity for the rest of the city.
- Lack of public toilets is an issue increasing the reliance on business toilets; where there is potential for toilets only to be available to customers and cleanliness may be an issue.



Edinburgh
Tourism
Strategy
2030

Edinburgh 2030 Strategy

Draft for consultation
November 2019



This document is the first draft of the Edinburgh 2030 Tourism Strategy. It has been prepared on behalf of the Edinburgh Tourism Strategy Implementation Group for the purpose of public consultation during the period November-December 2019.

Your views on this draft strategy are welcome; please provide your feedback by answering the questions on the form provided. Once feedback from the consultation has been received, the strategy will be finalised and published in early 2020

For more information about the strategy's development, please visit:

<https://www.etag.org.uk/edinburgh-2020/developing-the-edinburgh-2030-strategy/>

How to read this strategy

This document sets out the key themes, ambitions and principal recommendations for Edinburgh's tourism development for the decade to 2030. It starts by putting Edinburgh's tourism development in context; in terms of the shifts and pressures in urban tourism around the world, as well as in terms of the city's expected urban growth in the coming years. Following this, it presents five priority areas for action which are designed to help the business of tourism to meet the city's long-term ambitions, in terms of inclusive, sustainable economic growth.

Who is this strategy for?

This strategy is intended to be read and shared by as wide an audience as possible. As Scotland's national tourism strategy makes clear, "tourism is everyone's business", and that is certainly the case in Edinburgh. The strategy is intended to provide strategic guidance to all individuals and organisations that have a stake in the city's success as a place to live, work and visit.

Tourism is playing an increasingly important role in the city's economy. In addition to the benefits that tourism brings to the city, we recognise that it can occasionally pose challenges for the city too. For this reason, it is important that all stakeholders have a clear sense of purpose and direction in how to go about capitalising on these benefits and on addressing these challenges.

How was this strategy developed?

Commissioned by the Edinburgh Tourism Strategy Implementation Group, this strategy was developed in three phases during the period 2018-2020, involving multiple stakeholders from around the city, as well as a panel of international experts who are sharing their knowledge and experience to inform each stage of the strategy's development.

Phase 1

November 2018 – May 2019

Evidence Review and Analysis; a study of 200+ resources evaluating tourism growth in the context of the city's broader urban development. This study is presented in a report, [Setting the Scene](#).

Phase 2

March 2019 – July 2019

Industry & Stakeholder Consultations with over 200 individuals through stakeholder groups and 1:1 meetings. Stakeholders included tourism businesses in the city, officers and elected members of the City of Edinburgh Council, business associations, public sector agencies, and conservation groups. The findings were summarised in this [report](#).

Phase 3

August 2019 – February 2020

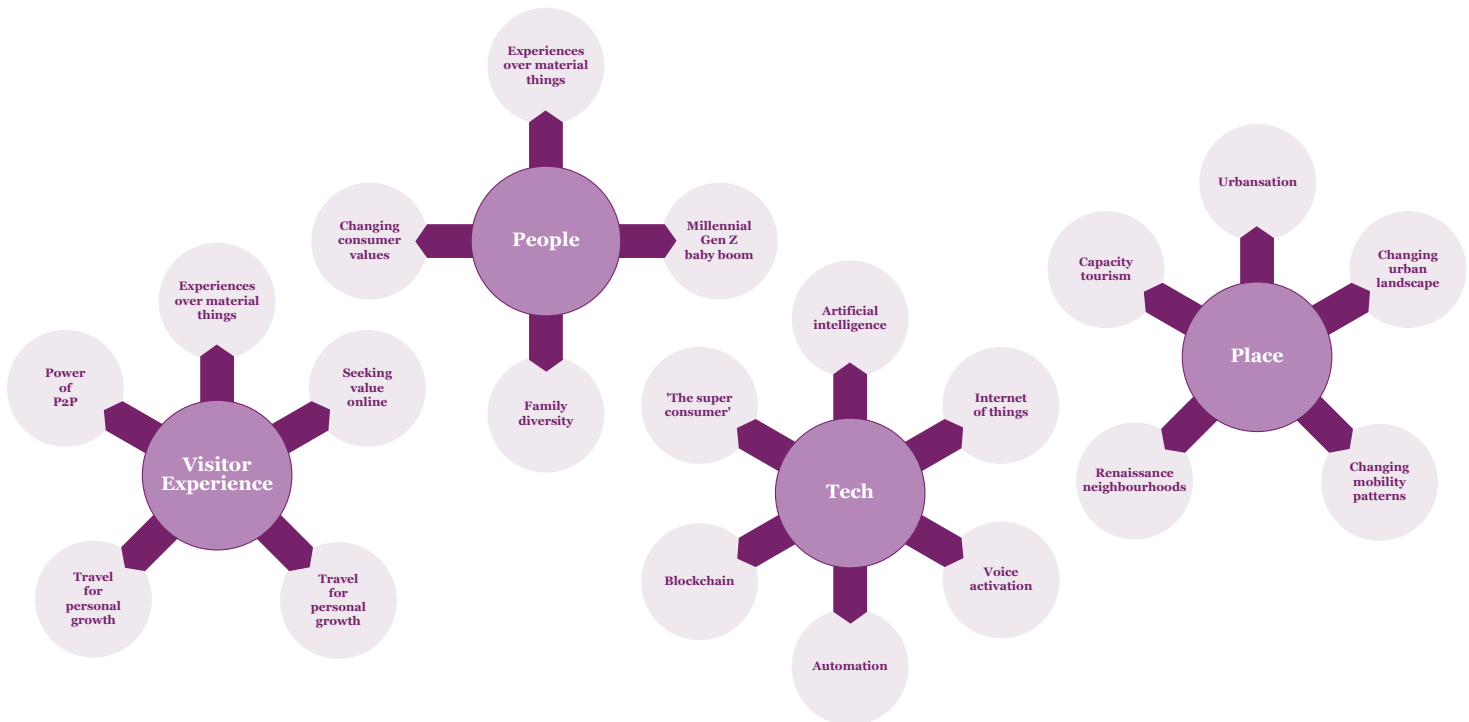
Strategy development. As the strategy is being drafted, it will be tested, reviewed and refined through multiple stages. The public consultation exercise is a key element of the process, providing Edinburgh's residents, businesses and tourism stakeholders with the opportunity to make their views known during November and December 2019 via the City of Edinburgh Council's [Consultation Hub](#). Once the consultation process is complete, the final draft strategy will be prepared for endorsement by key partners before the strategy is finalised and launched in February 2020.

Tourism in a changing world

Edinburgh is known for many things; its landmarks and outstanding heritage, its dramatic topography, its iconic status as a hub of political power, commerce and culture and as the world's leading festival city. It's also the birthplace of great ideas that have helped transform the world through scientific progress, technological innovation and creative imagination. All of these things help to make Edinburgh a fine place to live, work, invest, study, and of course to visit.

Global context: megatrends shaping tourism demand

Of course, the city of Edinburgh doesn't exist in a bubble. Trends and patterns of consumer behaviour sparked thousands of miles away can quickly start to shape the city in a multitude of ways. The following image outlines some of the main trends that are expected to influence demand for tourism in Edinburgh in the coming years:



A defining trend: tourism growth

During the lifetime of the previous Edinburgh 2020 Tourism Strategy, the city's popularity as a destination has rapidly gathered pace, with substantial increases in the number of domestic and international visitors whose spending in the city has helped to create thousands of additional jobs. These increases reflect a global trend; as travel becomes more affordable and attractive to greater sectors of the world's population, tourism is on the rise, and growth is expected to continue in the coming years.

However, as visitor arrivals increase, destinations around the world are asking searching questions: Is this growth sustainable for the environment and our communities? Is tourism working well for the city as a whole? Are our visitors getting the best possible experience that we can offer? How can we do better?

In Edinburgh, just as elsewhere, it's time to go further and ask more of the visitor economy; to reduce its burden on the environment, to contribute more to residents' quality of life, to exceed the expectations of our visitors and leave a lasting legacy of a better city for all.

Tourism in a changing city

“Edinburgh is many different things to different people, but it is primarily a home; a home to nearly half a million people, and like cities around the world, it is growing”

Edinburgh is many different things to different people, but it is primarily a home; a home just over half a million people, and like cities around the world, it is growing. Over the past decade Edinburgh’s population has increased by 12% and by 2041 it is forecasted to grow to over 600,000. While it is good news for the economy that so many are choosing Edinburgh as a place to live and work, this increase will place new demands on the city to provide energy, jobs, affordable housing and transport.

It is important to think about tourism in Edinburgh in this context too; visitors and residents are increasingly sharing the same spaces, using the same resources (such as water and energy) and modes of transport and spending their leisure time in similar ways. We also know that visitors increasingly want to experience the local way of life. As a result, in the future there will be an even greater need to manage tourism, recognising the rights of local residents to live in a city that works well, offers a good standard of living and retains its authentic character.

Tourism in a place we call home

What makes Edinburgh so special? There are so many aspects of Edinburgh’s character that attract visitors to come and discover the city, but first and foremost it’s our stunning heritage, located primarily in the Old and New Town (and recognised as a UNESCO World Heritage Site since 1995). Of course, the Old and New Towns aren’t just an attraction in their own right; they are home to thousands of residents, the principal backdrop to Edinburgh’s festivals and host to a wide range of shops, pubs, restaurants and visitor attractions.

In the coming years, protecting and enhancing the city’s built heritage will be of central importance to ensuring that residents and visitors for generations to come can enjoy Edinburgh in all its glory. This will mean not only taking care of buildings, but in ensuring a pleasant urban environment by enhancing our public spaces, improving pedestrian flows and tackling any tourism-related issues that negatively affect residents’ quality of life.

Tourism: an economic success story

Tourism is one of the city’s biggest success stories, attracting 4.3 million visits a year, who spend around £4 million in the city each day. The sector directly employs over 33,000 of the city’s 513,000 residents creating opportunities for residents from across our communities, upskilling our workforce and attracting talent from all over the world. It also has many indirect benefits through the wide and varied supply chain across Scotland that services the tourism sector here in the city. For the continued economic success of the city, it is important that the city is home to a successful, sustainable tourism sector.

Tourism in the city & beyond

Big things are coming to Edinburgh. Within a few years, the St James Quarter is due for completion, adding to a more extensive City Centre Transformation Project that will see major changes in the way that people experience and move around the city. Further afield Edinburgh's Waterfront, Haymarket and the Forth Bridges Area are just a few of the areas within the city region that are undergoing development for the future enjoyment of residents and visitors. Making these areas destinations in their own right, and connecting them in a coherent, user-friendly way will be essential if we are to spread the impact of tourism further. It is also time to capitalise on Edinburgh's status as a gateway city to the rest of Scotland in a way that brings benefits to the city and other destinations in the country too.

Tourism for all seasons

Spreading the impact of tourism more evenly requires us to think more broadly about who is visiting Edinburgh, and at what time of year. Despite significant increases in visitors to the city in recent years, seasonality is still an issue, affecting patterns of demand, business viability and employment. Here, both leisure and business events have a key role to play in attracting high-value visitors to the city during quieter periods.

Tourism in a living, breathing city

Tackling climate change is the greatest challenge of our age and is essential for safeguarding the health and well-being of current and future generations, as well as the sustainable prosperity of Edinburgh as a whole. In 2019 the city declared a 'climate emergency' and has set ambitious targets for reducing carbon emissions to zero by 2030. As a major pillar of the city's economy and a significant con-

sumer of energy and producer of carbon emissions, Edinburgh's tourism sector has a vital role to play in helping the city to meet this target. In fact, we believe that Edinburgh has the opportunity to lead the way in showing how a city can help its businesses, residents and visitors to make healthier, more climate-friendly choices.

Tourism that works for all

In recent years, Edinburgh has become an attractive place for businesses to invest, for skilled individuals to come and work and of course, for visitors. Yet deep-seated challenges remain, especially when it comes to ensuring that all residents can participate in the city's economic success. As tourism grows it will be important to help tackle inequality by ensuring that the people of Edinburgh have increased access to fair, consistent work with good prospects for career advancement. It will also become even more important to ensure that Edinburgh's residents feel part of their community and that they can enjoy the broad cultural offer that tourism helps to support.

Tourism in a city that we can be proud of

Scotland's capital plays a vitally important role for tourism in the Edinburgh City Region and the country beyond. Edinburgh's future success depends on it having a strong reputation on the global stage as an open, welcoming city where tourism is supported by residents, and the visitor economy makes a strong contribution to the city's broader goals. Through implementing this strategy, we want to lead the way in showing that this really can be achieved, by nurturing a city and a model for urban tourism that we can be proud of.

From driving growth to managing growth

“It’s time to adapt our approach by working to make tourism work better for the city”

Long-term projections show that tourism demand in Edinburgh will increase. Our tourism supply is growing too; hotels are under construction; Edinburgh Airport is growing, the festivals are increasingly popular and developments such as the St James Quarter and Edinburgh’s Waterfront will create new reasons to visit the city. Like its peers the city has traditionally focussed on driving tourism growth, however in light of what we know about tourism in a growing city, it’s time to adapt our approach by working to make this growth work better for the city. It’s also time to recognise that some forms of tourism activity pose more challenges to the city than others, and that in the interests of all, there may be some difficult decisions to be made in the future.

In today’s world, change is the only thing of which we can be certain. Political turbulence, technological advances, the shifting sands of consumer values and the growing evidence of changes in the environment; these make for a complex setting for a 10-year strategy. As a result, this document has been designed to set out framework of guiding principles and headline recommendations rather than specific actions (these will follow in subsequent stages). This way, the strategy ensures that whatever the future holds, stakeholders can target their efforts towards achieving the best outcome for the city and its people. Our guiding principle should always be to ask: “how can we improve the quality of life for residents and contribute to the city’s broader economic goals?”

Helping to meet the city's long-term ambitions

Our starting point is to address the following three questions:

- 1. What can tourism do for the city?**
- 2. Where can the public and private sectors work together to target their efforts and make a difference, contributing to residents' quality of life, the visitor experience and the economic vitality of the city?**
- 3. How can we continually improve our approach to optimize the benefits that tourism brings to the city, and to reduce its negative impacts?**

The Edinburgh Economy Strategy (June 2018) provides the appropriate framework for defining our goals in the years to come. It identifies the 'Eight Enablers of Good Growth':

Through this strategy we aim to address every one of these enablers and set out a path for the city's tourism stakeholders to follow so that together, they can enable good growth.



Our five priorities for action...

Towards 2030 we will nurture and develop...



Our
place



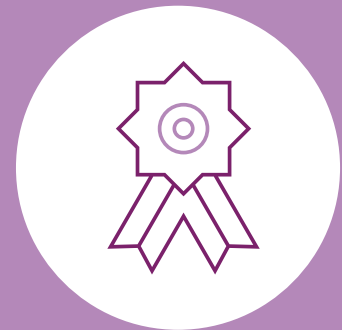
Our
people



Our
environment



Our
partnerships



Our
reputation

In the following section we explain how Edinburgh's tourism stakeholders should target their efforts in order to address these five priority areas, by addressing the following questions:

- How does it help to meet the city's broader goals?
- What is the ambition?
- What are the principal recommendations?
- What are the key indicators for success?

We will nurture and develop **our place**

The ultimate goal

Edinburgh should be nurtured and developed as an excellent place to live and work, in doing so, this will help to make it a great place to visit. Developing attractive places and spaces in and around Edinburgh means preserving and nurturing its outstanding world heritage and improving existing public spaces in the centre, while identifying, developing and connecting less visited parts of the city where both residents and visitors will want to spend time.

Our ambitions:

- Edinburgh's heritage is cherished and cared for as a fundamental aspect of the city's character.
- Edinburgh retains its authenticity as a "living, working" city with a reasonable balance between tourism and other aspects of economic activity
- New tourism developments in the city will contribute to the quality of life for local people
- Edinburgh is able to increase its appeal both to residents and visitors as new developments in neighbourhoods and outlying areas in the City Region are developed and easy to reach by public transport

Place: Principal Recommendations

The tourism sector should take a more active role in the development and delivery of the UNESCO World Heritage Site Management Plan in partnership with the relevant agencies in the city.

Tourism demand and visitor behaviour should be taken into account in major city projects, in order to fully understand and plan for the impacts that they will generate.

Research should be carried out to identify which spaces are liable to crowding and these should be prioritised for enhanced management

The city's existing regulations surrounding place management and property uses i.e. short-term lets should be enforced and upgraded where necessary, in order to improve the quality of life and visitor experience

Technology and data driven solutions should be introduced to improve visitor capacity management in public spaces, visitor attractions and during peak periods.

Building use should be monitored, and where appropriate, measures taken to seek a balance of uses that respond to the needs of the city

Extending tourism's footprint into local neighbourhoods should be aligned with the City of Edinburgh Council's Locality Improvement Plans (LIPs).

Edinburgh should work to improve connectivity to and around the city, including seamless, integrated transport solutions and the development of online and physical wayfinding infrastructure.

Potential indicators for success:

- The level of support for tourism by local residents
- The level of visitor satisfaction on the visitor experience
- Comments and complaints received around issues such as property use and public realm
- Size of the long-term resident population within popular areas for visitors
- Level of visitor spending per locality

We will nurture and develop **our people**

The ultimate goal

The principal beneficiaries of this strategy should be Edinburgh's people. Tourism should directly contribute to the quality of life in the city, with the city's residents enjoying the benefits that a well-managed, responsible and thriving tourism sector generates. Nurturing people also means nurturing our visitors, ensuring that they receive a warm welcome and a fantastic experience as guests in the city. by giving them outstanding, educational and enriching experiences, and encouraging them to care for the city.

Our ambitions:

- **Edinburgh's tourism sector will directly contribute to the quality of life for Edinburgh's residents via improved places, enhanced facilities, enriching cultural and educational experiences, access to fair and rewarding job opportunities and an environment that inspires and supports entrepreneurs**
- **The tourism workforce in Edinburgh is well trained and flexible to adapt to future demands of the workplace. Employees are led by motivated, inspiring leaders who are innovative and lead successful businesses**
- **Residents and visitors take pride in the city and respect the environment those who call the city home**
- **Tourism developments in the city's neighbourhoods results in stronger communities and better services for local residents**

People: Principal Recommendations

Residents should be consulted on tourism-related developments, for example, when LIPs are prepared, or when certain specific developments are proposed

Monitor resident sentiment surrounding tourism in a consistent and sustained manner in order to inform tourism-related planning and decision making.

Encourage and facilitate local residents to engage and participate in cultural activities including events, festivals and visitation at museums and galleries

Communicate with residents and visitors in order to identify and tackle nuisance issues. This should involve relevant tourism suppliers (e.g. hotels, tour guides)

Work to ensure that Edinburgh's tourism sector is delivering fair, inclusive and rewarding jobs for those who are employed in the sector

Ensure that business leaders have the right skills to operate responsible and efficient tourism businesses

Help businesses to stay up to date with regulations that relate to workforce management e.g. related to migration, work permits, health and safety)

Assist businesses in planning and preparing for long-term changes in skills requirements such as automation, digitalisation)

Ensure that Edinburgh's tourism workforce has the right skills (especially digital) to ensure that they meet the needs consumers' evolving needs

Potential indicators for success:

- Percentage of tourism suppliers paying the living wage
- Participation of residents from lower-income backgrounds in cultural events and attractions
- Number of jobs created with fair work conditions
- Comments and complaints received on tourism-related issues
- Employee satisfaction levels

We will nurture and develop **our environment**

The ultimate goal

Edinburgh's tourism sector should lead the way as an exemplar in achieving environmentally sustainable urban tourism. Guided by the city's commitment to achieve net-zero carbon emissions by 2030, all tourism stakeholders will be actively engaged in helping the city to meet this target. By adapting to and capitalising on major city developments such as the City Centre Transformation as well as the city's unique landscape and green spaces, Edinburgh will help its visitors and businesses to make healthy and environmentally sustainable choices.

Our ambitions:

- **Tourism will proactively contribute to Edinburgh achieving the goal of zero net carbon emissions by 2030 (with a hard deadline of 2037)**
- **Visitors will make more environmentally sustainable choices throughout their visit to the city**
- **Edinburgh's tourism businesses will embrace carbon emission and waste reduction as a source of competitive advantage**

Environment: Principal Recommendations

Establish a tourism sector-specific programme -aligned with the City of Edinburgh Council's plans- to help contribute to the city's ambition to adapt to a low carbon future

Edinburgh's tourism sector should seek to measure its overall "invisible burden" and put in place plans to mitigate this wherever possible.

Edinburgh's tourism sector should actively explore opportunities to minimise waste and optimise use of existing resources through developments in the circular economy

New developments and re-developments of existing sites should adhere to the highest standards in environmentally sustainable practices in terms of building design, energy use, waste management etc.

A proactive and ongoing communication plan should be put in place to help visitors make informed choices that will help them reduce the environmental impact of their visit

Tourism sector stakeholders should work together to co-design enhanced solutions for reducing traffic related impacts generated through the servicing of the tourism sector.

Potential indicators for success:

- Volume of carbon emissions related to tourism activity in Edinburgh
- Volume of waste produced by tourism businesses
- Tourism-related traffic (in particular private-hire coaches) in the city centre
- Number of tourism-related developments that adhere to high environmental standards
- Visitor satisfaction with parks, gardens and green space

We will nurture and develop **our partnerships**

The ultimate goal

Developing and nurturing strong partnerships at all levels is the key to ensuring that tourism in Edinburgh is able to effectively contribute towards the city's long-term ambitions, as defined through the *Eight Enablers of Good Growth* (see page 9). The city's own tourism leadership, governance and delivery should be based on a strong network of partnerships, and it should support Edinburgh's business community in growing and innovating together in order to develop outstanding products and services. Nurturing partnerships will also help the city take more informed decisions on tourism development, as well as being flexible in adapting to changing conditions in the future.

Our ambitions:

- Stronger partnerships should help the city's tourism stakeholders to become proactive in place management, secure more sustainable investment for achieving the goals of this strategy and ensure that the city is resilient
- Create the right conditions for a thriving, responsible, sustainable tourism sector
- The existing 'Team Edinburgh' approach to tourism leadership, governance and delivery continues to be developed, creating a well-integrated and highly responsive partnership approach to working in the city
- Edinburgh is an active partner in the wider Scottish tourism community, optimising its status as a gateway destination for the benefit of the city and other destinations in the country

Partnerships: Principal Recommendations

The structure, funding and organisational model for tourism leadership, governance and delivery in Edinburgh should be based around the requirements of this strategy

In order to manage tourism growth in a growing city, decision-making and implementation should become more closely integrated, with clear lines of responsibility and accountability between the constituent stakeholders – including residents

A dedicated multi-stakeholder group should be established to oversee the implementation of the recommendations on investments and monitor the effect/impact of the proposed Tourism Visitor Levy (TVL) on the local economy

Funds that are invested from the proposed TVL revenue should be transformative and directly relate to the ambitions set out in this strategy with a view to achieving clear outcomes and visible success for the city that benefit both residents and visitors

Work in partnership to ensure the right conditions for a thriving, responsible, sustainable economy

Support tourism businesses to drive innovation in product development to improve visitor experiences, improve productivity to enhance business viability, and provide market intelligence and insights on the evolving business landscape

Partners should actively work together to encourage year-round tourism, recognising the need to offer new reasons to visit during quieter periods

Edinburgh's tourism sector should build on its relationships with other key sectors of the city's economy, including the academic sector, travel tech, food & drink in order to encourage deeper forms of collaboration around shared goals

Edinburgh should build on its status as a gateway city for the rest of Scotland by building alliances with other Scottish destinations. These alliances should be aimed at increasing the overall value of tourism to Scotland, and on spreading the impact of tourism around the country as widely as possible

Edinburgh should strengthen its relationship with other international destinations in order to ensure continued knowledge sharing around best practices in urban tourism management and explore opportunities for collaborative working

Potential indicators for success:

- The establishment of a leadership, governance and delivery model that is based around delivering this strategy
- The quality and quantity of engagement from city tourism stakeholders in developing the action plan from this strategy
- The number of tourism businesses engaged in formal B2B partnerships in the city, and their level of satisfaction with these
- The number of partnership agreements implemented between Edinburgh and other Scottish and international destinations
- The level of satisfaction around investments from TVL funds

We will nurture and develop **our reputation**

The ultimate goal

Edinburgh's best ambassadors are its residents, businesses and visitors. Therefore, we must work across a wide range of areas to ensure that the conversation around tourism in Edinburgh, both in the city and beyond is a positive one. We want Edinburgh to be well known for its progressive approach to managing tourism for the good of the environment and local communities, and the quality of the visitor experience. A good reputation will encourage visitors to recommend the city to others and return in the future. Working with national and international partners, we must concentrate on building the city's reputation among sectors that will most help the city to address the Eight Enablers of Growth; for example, economic sectors that are aligned with the city's strengths, and the cultural sector.

Our ambitions:

- **There is a well-understood definition of Edinburgh's vision as a city, of how its citizens would like to see the city develop in the future**
- **The city is positively reflected in national and international media for its approach to tourism management and delivery, and the quality of the visitor experience**
- **Visitors feel welcome and are highly satisfied with the quality of products and services on offer**
- **The city benefits from an enhanced reputation among residents and visitors and it lives up to its status as a capital city, by offering a diverse cultural offer that appeals to a wide range of audiences**

Reputation: Principal Recommendations

Understand the issues and ambitions that are important to the people of Edinburgh (for example, through the Edinburgh 2050 Vision programme)

Ensure that tourism in the city is widely supported by its residents who are proud of the city and welcoming to visitors

The city should focus on place-based reputation management, by providing an optimal living environment for residents and a high-quality visitor experience

Work on the basis that 'others do the talking' about the city, and it is the city's role to manage and enhance its reputation by curating and amplifying conversations which influence perceptions about the city

The city should strengthen partnerships with national and international agencies that can help enhance the city's reputation and deliver key messages about the city's strengths as a place to live, work, study, invest and visit

Ensure that Edinburgh's ambition to achieve the goals of this strategy is clearly understood inside and outside the city

Focus on developing partnerships and on developing products and services that will enhance the city's reputation, that are aligned with residents' own vision of the city they would like to see and that will enhance their quality of life

Work within and beyond the tourism sector to ensure that Edinburgh strengthens its reputation in key sectors of its economy and that the city's own business community can benefit from these relationships, for example, through business events held in the city

Develop a reputation for the city that goes beyond its traditional attractions and helps the city to become better known for the city's status as an outward-looking, well-connected European capital city with all the attributes and experiences that this implies

Potential indicators for success:

- The alignment of residents' perceptions of the city, with those of visitors
- Residents' satisfaction with tourism and its impact on the city
- The volume of positive coverage about the city in national and international media
- The level of visitor satisfaction and their ratings of the city's products and services
- Edinburgh's competitiveness across key economic and social indicators with its peers

Delivering this strategy

There is currently a range of organisations engaged in tourism leadership, governance and delivery in Edinburgh and the **Strategy Implementation Group** which brings these together, has taken the lead in commissioning and overseeing the development of this 2030 Strategy.

The evidence reviewed and consultations carried out in developing this strategy found that visitor demand is strong in Edinburgh and will continue to grow in the future. It also indicated that new demands will be placed on the various bodies responsible for tourism leadership, governance and delivery in the city.

Balancing major events, group travel as well as possible disruption caused by major projects such as the City Centre Transformation will also require greater collective coordination and intervention in order to mitigate the effect on the city's infrastructure and on residents' quality of life. A world which is likely to pose increasing challenges related to climate change, technological advancements and consumer trends will also require our approach to help the city become more resilient and flexible in addressing new challenges and opportunities.

For this reason, it is imperative that tourism leadership governance and delivery in Edinburgh is built around the requirements of this strategy. Decisions should be taken on exactly how this to be done once the strategy has been approved and published in early 2020.

Disclaimer:

ETAG has published this draft strategy on behalf of the Edinburgh Tourism Strategy Implementation Group in good faith to inform the development of the Edinburgh Tourism Strategy 2030. ETAG has taken all reasonable steps to confirm that the information contained in the publication is correct, however ETAG does not warrant or assume any legal liability for the accuracy of any information disclosed and/or referenced and accepts no responsibility for any error or omission.



**Edinburgh
Tourism
Strategy
2030**

TOPOSOPHY
PLACE MAKING & MARKETING AGENCY

This report was produced on behalf of the
Edinburgh Tourism Strategy Implementation Group.
For more information about the development of
the new Edinburgh Tourism Strategy 2030 go to:

<https://www.etag.org.uk/edinburgh-2020/developing-the-new-edinburgh-2030-strategy/>

Policy and Sustainability Committee

10am, Tuesday, 26 November 2019

Transient Visitor Levy Bill Scottish Government Consultation

Executive/routine
Wards
Council Commitments

1. Recommendations

This report sets out the following recommendations for consideration:

- 1.1 The Committee is asked to approve the attached response to the Scottish Government's consultation on the Transient Visitor Levy Bill.

Andrew Kerr
Chief Executive

Contact: Paula McLeay, Policy and Insight *
Senior Manager

E-mail: paula.mcleay@edinburgh.gov.uk | Tel: 0131 529 3654

Transient Visitor Levy Bill Scottish Government Consultation

2. Executive Summary

- 2.1 The report summaries the City of Edinburgh's Council response to the Scottish Government's consultation on the Transient Visitor Levy.

3. Background

- 3.1 The Scottish Government included a commitment in the Programme for Government to launch a The Transient Visitor Levy Bill. Text in the statement indicated that the Scottish Government intends to create a discretionary power for local authorities to apply a tax or levy on overnight visitor stays. The decision to implement any tax or levy created will be entirely at the discretion of individual local authorities and receipts will be to fund local authority expenditure on tourism.
- 3.2 Since then the Scottish Government has launched the necessary consultation on TVL to inform the development of legislation.
- 3.3 The City of Edinburgh Council has already started substantial work on progressing a transient visitor levy for Edinburgh. This included a public consultation on the Edinburgh Transient Visitor Levy, which ran from 15 October to the 10 December 2018. The Council has taken a position on the desirable scale and scope of an Edinburgh TVL as agreed by Council in February 2019. This will need to be reviewed subject to any bill proposal brought forward by the Government and agreed by the Parliament.

4. Main report

- 4.1 The Scottish Government's consultation on the Transient Visitor Levy covers questions on the design of the levy, compliance costs for business, local authority decision making and collection and enforcement issues.
- 4.2 The response from the City of Edinburgh Council aims to help inform the production of a TVL Bill that would offer full discretionary powers to local authorities

over the design of the scheme. This means that authorities should determine the size, design and ability to spend the revenue raised from the scheme to suit their local circumstances.

- 4.3 The Council's public TVL consultation was used to inform the drafting of this response. However, the response covers new ground that wasn't debating during the consultation process and is being presented afresh for member consideration. For example, in developing thinking around how Council's can ensure that TVL doesn't adversely impact on our homelessness duties and other vulnerable groups. The response also further develops thinking around the cruise ship economy; recommending that the Scottish Government has further national discussions on whether any actions are needed in this space.

5. Next Steps

- 5.1 The Committee is asked to agree the consultation response

6. Financial impact

- 6.1 Responding to the consultation has no financial impact on the Council other than officers time.

7. Stakeholder/Community Impact

- 7.1 Colleagues in Customer and Digital Services, Homelessness, Place were contacted to provide input into this submission. COSLA were contacted for comments on specific issues relating to align and confirm consistency of position on local democracy.
- 7.2 An integrated impact assessment will be carried out at the appropriate time when options and their respective impacts are considered.

8. Background reading/external references

- 8.1 City of Edinburgh Council, [Edinburgh TVL Consultation 2018](#), February 2019
- 8.2 City of Edinburgh Council, [Edinburgh Transient Visitor Levy](#), October 2018
- 8.3 City of Edinburgh Council, [Edinburgh Transient Visitor Levy](#), May 2018
- 8.4 Scottish Government, [Transient Visitor Levy, Consultation](#), September 2019
- 8.5 Scottish Government, [Tourist Tax, National Discussion Document](#), November 2018

9. Appendices

- 9.1 Appendix 1 – Response to the Scottish Government Consultation on the Transient Visitor Levy.

Consultation Questions

The Scottish Government wishes to explore how much responsibility for the design of the visitor levy should sit at the local level.

Q1. Do you think that the design of a visitor levy should be set out:

- a) wholly in a national framework
- b) mostly at a national level with some local discretion
- c) mostly at local level with some overarching national principles.

Please tick one box

Please provide a reason (or reasons) for your answer:

The design of the scheme should allow maximum discretion to local authorities. There are different visitor economies across Scotland. Edinburgh has a high density and high growth of accommodation providers, with a growing demand based on a strong international reputation and position as a gateway into Scotland for all visitor types. The design of the scheme should allow flexibility to best deliver a fair, simple, efficient and transparent scheme design that meets local circumstance.

Local discretion is required as each city/town has a varying relationship with tourism and requires the ability to align some decisions to support local strategic and operational priorities.

Councils are best placed to be accountable to citizens for the decisions they take in designing and implementing a TVL.

Scottish Government is committed to legislating to provide local authorities with the power to apply a discretionary visitor levy.

Q2: Is an overnight stay in commercially let accommodation an appropriate basis for applying a levy on visitors?

- Yes
- No
- Don't know

Please provide a reason (or reasons) for your answer:

Local authorities should have a flexibility to select the scheme that meets their needs. For Edinburgh the city has a strong appeal and attraction to a growing overnight visitor market. In addition, given that the case is well established in other cities around the world, a charge on the paid or commercially let accommodation sector is considered appropriate and relatively simple to understand and implement.

Crucially the visitor levy scheme on commercially let accommodation will raise income estimated at over £14 million per year in Edinburgh. This is a substantial level of income and can deliver additional benefits to those including the sector that is collecting the charge and the visitors that are paying it.

We wish to explore if it would be feasible for a visitor levy to be extended to other visitor activities notwithstanding the challenges this might present (see section 4.2)

Q3: Which of the following activities do you think a visitor levy could be robustly applied to and enforced, and how?

Tick all boxes that apply and provide reasons where possible –

Day visitors not staying overnight

Please explain how a visitor levy could be applied and enforced on day visitors:

Local discretion is required as each city/town has a varying relationship with tourism and requires the ability to align some decisions to support local strategic and operational priorities.

Context: There were around 20-million day-visitors over a year to Edinburgh with an average daily spend of £960 million. Edinburgh offers free entry to many of its venues and has multiple entry points. Edinburgh airport is Scotland's busiest airport and serves as a gateway to Scotland with 14.3 million passengers in 2018.

City of Edinburgh Council is of the view that any TVL scheme should provide fairness to both residents and visitors, it should be simple and transparent for the industry to apply, be simple and efficient to administer and difficult to avoid. The Council has taken the view that in our circumstances a day visitor levy would not be appropriate.

Cruise Ship passengers who disembark for a day before re-joining the vessel ■

Please explain how a visitor levy could be applied and enforced on cruise ship passengers:

Local discretion is required as each city/town has a varying relationship with tourism and requires the ability to align some decisions to support local strategic and operational priorities.

Context:

The size of the cruise industry in Scotland in 2018 included 825 ships calling into Scottish ports carrying approximately 795,000 passengers. There are 17 ports in Scotland. Some of the larger ports in Scotland handles significant numbers of that national share. Ports in Cromarty and Invergordon reportedly receive around 200 cruise ships and 350,000 passenger a year.

Edinburgh is accessible via four ports; Leith and Rosyth (both ports), as well as South Queensferry and Newhaven (anchorage points) operated by Forth Ports Ltd. The volume of transit passengers (who visit the city on a stopover) and turnaround passengers (those who use Edinburgh to either start or finish their cruise) is increasing in Edinburgh according to latest data for 2018 and 2019. Cruise passenger visits are concentrated during the summer season.

During the Edinburgh TVL public consultation, we heard consistently from stakeholders and residents about the growing impact of cruise ship passengers visiting Edinburgh for the day. While recognising these issues the Council has taken the view that cruise ships should, at this point in time, be out of scope of any local scheme but would support a legislative framework that had maximum local flexibility in this regard.

In addition, the Council believes that there would be value in the Scottish Government taking a national look at Scotland's cruise ship economy and the extent to which it positively contributes to a host of wider policy objectives around growth in local economies and sustainability. For example, in Edinburgh the Council has set a target for the City to be Carbon Neutral by 2030 and has politically endorsed a City Economic Strategy that promotes sustainable 'good growth' and fair work.

Wild or rough camping, including in motorhomes and camper vans ■

Please explain how a visitor levy could be applied and enforced on rough camping including motorhomes and camper vans:

The design of any visitor levy scheme should offer fairness, simplicity, be administratively efficient and difficult to avoid. This would imply setting

minimal exemptions and ensuring coverage on all types of accommodation offered in the area. Enforcement of the scheme should be proportionate and with an understanding of the sector in the specific area under consideration.

Local discretion is required as each city/town has a varying relationship with tourism and requires the ability to align any decisions to support local strategic and operational priorities.

At a meeting in February 2019, and after the Edinburgh TVL public consultation results were published, Edinburgh Council declared that an Edinburgh TVL scheme would apply to all accommodation types within the council boundary except for campsites. This position reflected consultation feedback and may need to be reviewed depending upon the shape of the legislation that is passed.

Q4: The consultation paper sets out four options for the basis of the charge (section 5.1).

Please tick which one you think would work best in Scotland? (Tick one box below)

Flat rate per person per night

Flat rate per room per night

A percentage of total accommodation charge

Flat rate per night dependent on the quality of accommodation

Please provide a reason (or reasons) for your answer:

There are two decisions with this question. The choice of a flat or variable rate. Then the choice of a per person or per room charge.

There is merit in further discussing these options specifically for Edinburgh. It is important to balance fairness between visitors and the accommodation industry that will collect income, if a transient visitor levy were to be implemented. The rationale for each model is described below.

The Edinburgh TVL Public Consultation results concluded that a proposal of flat charge of £2 was marginally favourable over a variable or 2% charge. There was no overwhelming majority during the consultation for either a flat rate or a percentage charge. 47% of respondents favoured a flat rate and 38% preferred a percentage. The stronger preference towards a flat charge largely came from business and representatives from the accommodation industry who responded to the consultation. The reasoning for this was that was the most straightforward and easy to communicate, every person pays the same, the price is more transparent for visitors and gives them certainty, and it would be efficient to collect.

A variable or percentage charge is considered more proportionate and progressive. It is in keeping with other taxation systems that businesses are used to delivering and would also future proofs the revenue stream, rising appropriately with the cost of accommodation as opposed to setting RPI increase for example on a flat rate or step adjustment by period.

A per person charge is more about the actual number of visitors staying rather than room take-up. If the size of the charge remained the same between these two options there are clear gains for certain types of visitors, large groups, families etc over the single traveller. Arguably, these variables are already reflected in a percentage approach.

A per room rate would be straightforward and easy to communicate, it has less reliance on self-declaration by the accommodation business and is more transparent in terms of enforcement.

The legal definition of 'room' would need to be extended to include 'rate per key; for apartments or self-catering units, or bed in the case of hostel if these were to be included in the scope of commercial accommodation.

Under this approach (charge per room/key/bed) and with a flat fee applied, hostels with disproportionately pay more relative to their price, as hostels are typically a cheaper accommodation option. A practical example of this form of charge is in the city of Reykjavik.

Q5: In addition, for each option in Q4 what are: the considerations for accommodation users, accommodation providers and local authorities.

Flat rate per person per night

Implications for accommodation users:

The 'tax' represents a marginal cost applied to the total cost of room for the duration of the stay. The 'tax' is an even smaller marginal cost to the total expense of the visit (travel, social, and cumulative day spend).

Size of group travelling. Budget visitors, larger groups and families may end up paying relatively more under the per person option.

Perception of fairness - will this tax apply to before-VAT amount or will visitor be double taxed.

Visitors may ideally want to know what the income is being invested in or offering.

Implications for accommodation providers:

Need to declare number of visitors staying per period (new data collected). Not all booking agents, platforms record this information at the time of booking and is usually only confirmed at time of check-out or check-in.

The ease and cost that an automated system be set up to collect tax, will vary by provider type, e.g. international chain hotel to small B&B.

Accommodation providers will need assurances that the revenue raised is being appropriately invested with an appropriate and representative governance structure in place.

Implications for local authorities:

Standard issues for consideration include: Set up costs, registration of liable businesses, maintenance of database, designing a legally competent scheme, guidance for businesses, communications to visitors, complaints management and support for new activity, enforcement, non-compliance, issuing fines, degree of regular validating and auditing of scheme.

Flat rate per person per night may create an added opportunity to receive false reporting, e.g. not disclosing the number of visitors staying per room or apartment etc making the scheme relatively easy to avoid. Thereby increasing the requirement on the authority to conduct audit or validate business compliance

Flat rate per room**Implications for accommodation users:**

The 'tax' represents a marginal cost applied to the total cost of room for the duration of the stay. The 'tax' is an even smaller marginal cost to the total expense of the visit (travel, social, and cumulative day spend).

The per room option will, all other things remaining the same, appear smaller in size for majority of visitors staying overnight in commercially let accommodation than other options

Sense of fairness - will this tax apply to before-VAT amount or will visitor be double taxed

Visitors may ideally want to know what the income is being invested in or offering.

Implications for accommodation providers:

Need to declare number of occupied rooms per period (new data collected)

The ease and cost that an automated system be set up to collect tax, will vary by provider type, e.g. international chain hotel to small B&B.

Accommodation providers will need assurances that the revenue raised is being appropriately invested with an appropriate and representative governance structure in place.

Implications for local authorities:

Standard issues for consideration include: Set up costs, registration of liable businesses, maintenance of database, designing a legally competent scheme, guidance for businesses, communications to visitors, complaints management and support for new activity, enforcement, non-compliance, issuing fines, degree of regular validating and auditing of scheme.

Per room rate would require only the occupancy room number to be declared and can be relatively easier to validate as accommodation capacity is known or can be included in registration.

A percentage of total accommodation charge

Implications for accommodation users:

The 'tax' represents a marginal cost applied to the total cost of room for the duration of the stay. The 'tax' is an even smaller marginal cost to the total expense of the visit (travel, social, and cumulative day spend).

The variable or percentage of total accommodation charge will, all other things remaining the same, e.g. a £2 versus a 2%, will be larger in absolute size than the other options for a proportion of visitors.

Fairness – visitors may see this as more progressive those that can afford to pay proportionately more.

Sense of fairness - will this tax apply to before-VAT amount or will visitor be double taxed

Visitors may ideally want to know what the income is being invested in or offering.

Implications for accommodation providers:

Need to declare revenue raised from occupied rooms per period (data collected for other purposes but will now need to disclose this to administrating authority)

The ease and cost that an automated system be set up to collect tax, will vary by provider type, e.g. international chain hotel to small B&B.

Fairness. Accommodation providers who offer budget, or below average room rates won't feel as disadvantaged next to luxury accommodation provides as size of the charge is kept in line with the total cost of room rather than fixed regardless of price paid.

Accommodation providers will need assurances that the revenue raised is being appropriately invested with an appropriate and representative governance structure in place.

Implications for local authorities:

Standard issues for consideration include: Set up costs, registration of liable businesses, maintenance of database, designing a legally competent scheme, guidance for businesses, communications to visitors, complaints management and support for new activity, enforcement, non-compliance, issuing fines, degree of regular validating and auditing of scheme.

Flat rate per night dependent on the quality of accommodation

Implications for accommodation users:

As mentioned above.

Fairness perception – visitors may see this as more progressive those that can afford to pay proportionately more.

Implications for accommodation providers:

As mentioned above.

Fairness perception. Accommodation providers who offer budget, or below average room rates won't feel as disadvantaged next to luxury accommodation providers as the size of charge is broadly kept in line with total cost of room rather than fixed regardless of price paid.

Implications for local authorities:

As mentioned above.

Quality of accommodation and the rate per night needs to be defined. This could add a further administrative burden.

Q6: Do you think that the basis of the charge should be set out in a national framework, or be for a local authority to decide?

Tick one box:

Set out in a national framework

Decided by local authorities

Don't know

Please provide a reason (or reasons) for your answer:

Local circumstances matter. Local authorities should have a flexibility to select the type and size of charge that helps to manage their local area according to the democratic will of its citizens and the locally agreed Tourism strategy. For a local authority to be able to effectively, fairly, and transparently run a visitor levy for their area it needs flexibility to choose its own scheme. National decision making is not well placed to support locally responsive taxation.

Q7: Do you think that the rate of the visitor levy should be set out in a national framework or should it be for the local authority to decide?

Tick one box:

Set out at national level
Decided by local authorities
Don't know

Please provide a reason (or reasons) for your answer:

The rate of the visitor levy should be determined by the local authority as affordability and accommodation price differs greatly between areas. A national agreed rate would be restrictive and disadvantageous to some areas. Edinburgh's tourism market is fundamentally different to other parts of Scotland and should decide all aspects of a TVL scheme according to local circumstance.

Q8: What factors should be considered to ensure the rate of the visitor levy is appropriate?

Please provide a reason (or reasons) for your answer:

Consultation with public, visitors and industry should inform any local decision making.

Analysis of the local economy and consideration of destination competitiveness and appropriate local information on price sensitivity should also be considered and regularly reviewed by the authority.

Local area circumstances such as the size and structure of sector, accommodation type on offer, affordability within the area, presence of season visits, visitor numbers, visitor spend, occupancy rates by accommodation type should be considered alongside price of accommodation and variance in price

The size of a charge should be enough to be 'worth it' in raising enough income to meaningfully contribute to the city, but also proportionate enough to have no detrimental impact on the competitiveness of Edinburgh's Tourism offer.

Q9: If the rate of the visitor levy were to be set by individual local authorities, should an upper limit or cap be set at a national level?

Tick one box

Set out at a national level
Decided by local authorities
Don't know

Please provide a reason (or reasons) for your answer:

For consistency and fairness at national level.

On principle the presence of upper limit or cap should be determined locally, supporting the policy intention for the visitor levy to give power and discretion to local authorities and respecting local democracy, decision making and accountability.

Establishing an upper limit or cap will need to apply to different charge option e.g. variable / percentage, per person or per room. The impact this has on each option will differ.

This needs to be considered and determined locally by the Council.

The Scottish Government is of the opinion that there are some groups that it would be unacceptable to impose a visitor levy on under any circumstances. These include:

- Homeless people
- Asylum seekers/refugees
- Travelling communities (such as Gypsy travellers and other traveller communities)
- Victims of domestic abuse placed temporarily in refuges or short-term accommodation because their normal home is unsafe for them to stay in
- Those placed temporarily in refuges or short-term accommodation because their normal home is unsafe for them to stay in.

Beyond these groups, other groups could be included for exemption either at the national or local level.

Q10: Do you think that all exemptions should be the same across Scotland and therefore set out in the national legislation, or should local authorities have scope to select some exemptions?

The Council is supportive of the policy intent around this exemption. Edinburgh will continue to deliver its statutory duty to provide temporary housing for vulnerable groups or people seeking emergency accommodation and would ensure any new and existing systems are integrated to deliver an efficient scheme which does not adversely affect these groups.

The Council is of the view that there are a number of ways to achieve this outcome and that all mechanisms should be examined for their practicality and cost before opening the debate around individual national exemptions on the face of the bill.

Setting aside the Council support for the policy intent and the Council's commitment to ensuring the TVL does not negatively impact on homelessness as agreed at full Council in February 2018, there is concern that an exemption applied to the person could, at a practical level, have negative unintended consequences that including to:

- stigmatise vulnerable groups by forcing self declaration;
 - create an overly bureaucratic and burdensome system for all accommodation providers; and
 - dampen the effectiveness of enforcing the scheme for the Authority.
- Further explanation and reasons behind this position are detailed below.

The potential stigmatisation of the exemptions as posed in the consultation is of particular concern and something the Council would be at pains to avoid. For example, as posed, the exemption would place the identification and responsibility to verify status on the vulnerable person, as well as placing a further administrative burden on all accommodation providers to evidence any exemptions are given on legal grounds.

It is important to note at this point that the transient visitor levy is a tax on visitors but that legislation would place the duty on the accommodation provider to collect the levy (similar to the WPL). Therefore, solutions to ensure protection of these groups which is proportionate, easy to administer and non-stigmatising should consider the interplay between type of accommodation, the price of a room and the relationship accommodation providers would have with the Council.

For example, an alternative approach to national exemptions for specific individuals, might be for the Council to design an initial registration process where commercially let accommodation providers who provide statutory accommodation for transient citizens in vulnerable circumstances would identify themselves to the Council. This would be reconciled by knowledge the Council holds on where arrangements (and indeed contracts) exists for providing a home for these groups.

The Council, in performing its statutory duty, holds this information and would use that to deliver a more efficient system by using self-reporting on specific claims from selected accommodation providers rather than placing an additional burden on all commercially let accommodation providers.

Alternatively, given that the Council usually is provider and purchaser of accommodation for these vulnerable groups, a further option might be to exempt the Council from any charge.

The Council would value further discussion on these issues.

Tick one box below:

All exemptions should be the same across Scotland and local authorities should not have any discretion.

Some exemptions should be set at national level, and some should be at the local authority's discretion

Q11: Which additional exemptions from the list below do you think should be applied to a visitor levy?

Tick all that apply

Disabled people and registered blind/deaf and their carers

Those travelling out with their local authority area for medical care, and their carers or next of kin

Children and young people under a certain age

Students

Long stay guests (e.g. people staying for more than 14 days)

Business travellers

Local resident (paying for overnight accommodation within the local authority in which they reside permanently)

The Council is clear that the design of the scheme needs to be meaningfully devolved to local decision making. Any scheme should also be easy and simple to administer. The higher the number of exemptions, locally or nationally applied, the higher the administrative costs and the greater the complexity of administration. There would also be less resources raised to invest.

Edinburgh would not for example, support a national exemption for persons who use commercially let accommodation for reasons to undergo or receive hospital treatment or NHS treatment. Edinburgh does not have the same geographical challenges as, for example, exist in the highlands where citizens may be required to travel and stay overnight to access a number of public services be that from the NHS or the Council.

The decision as to whether this is a legitimate exemption must consider factors such as local transport and in particular, public transport. National exemptions cannot apply this level of sensitivity to local facilities and services. The Council has instead chosen to focus on setting a proportionate and reasonable levy that would not pose an unreasonable burden on any visitor regardless of their purpose for being in the city.

In this respect, there is no argument for favouring those travelling for NHS services over other public services and once the legislation opens such a debate the scope of the exemption might go so wide as to be detrimental to a meaningful devolution of a tax raising power. In addition, if unreasonable travel costs were being incurred by Scottish citizens accessing NHS or other services then that might be something the service provider needed to look into and consider rather than focusing on a small part of the overall cost of accommodation.

The benefit and appropriateness of any exemptions must therefore be considered based on the particulars of the local transient economy. By way of further example; Edinburgh has a unique facet to our tourism industry by virtue of the Fringe Festival and as such, the Council has chosen to apply a levy cap that would pre-empt any unintended consequences from the decision to implement a TVL. The success of the fringe festival is dependent upon the workforce that comes to Edinburgh to support the fringe for 2-6 weeks of the year. The Council therefore considers it appropriate to set a 7-day cap on an Edinburgh scheme, which would amount to £14 and no more. This is proportionate and in keeping with the local circumstances. It also provides some definition to the term 'transient' and recognises that the city may have other business colleagues or families who wish to stay for longer periods within the city and for whom, fairness and proportionality should also be upheld.

In addition, it is our belief that the rate and scope of a local scheme can also reflect considerations about groups, and other characteristics This would cover criteria for when a visitor is 'transient' or for those citizens for whom unplanned emergency accommodation is fulfilling the function of a 'home'.

Q12: Are there any other exemptions that you think should apply?

Please list together with reasons below:

Exemptions should be at the full discretion with full flexibility for the local authority to decide. There is strong preference for full local discretion on exemptions to fit with the area local circumstances and that respects Councils ability to make decisions under local democracy.

Q13: What is your view of the proposal that accommodation providers should be ultimately responsible for the collection and remittance to the appropriate local authority, even if the tax is collected by a third-party booking agent or platform

Tick one

Agree

Disagree

Please explain and provide any other comments on this proposal:

Agree as this follows the same principals as Council Tax and Non-Domestic Rates

Q14: If accommodation providers were required to remit visitor levies after the overnight stays to which they relate (even if the payment was made well in advance) how frequently should the levies collected be required to be remitted to the levying local authority?

Tick one box

Ongoing basis (e.g. each night)

Monthly

Quarterly

Annually

Please provide a reason (or reasons) for your answer:

A monthly collection frequency would follow the same principals as Council Tax and Non-Domestic Rates. Maintaining some consistency with this approach would help the authority with enforcement and the successful maintenance of a up to date record of a registered database of liable accommodation businesses.

Unlike council tax and non-domestic rates however a visitor levy scheme involves manual and automatic data collection to estimate liable fees. Council tax and non-domestic rates are fixed for the year in terms of the calculation and billing process. A visitor levy scheme, however, is variable. This means a more frequent scheme would place additional burden on the body collecting the visitor levy. This would be limited by installing an automated process for collection.

In the Edinburgh TVL consultation, the Council asked for views in relation to how any TVL should be administered. 49% of all respondents favoured a monthly collection, this was the highest single frequency option.

It will be necessary for accommodation providers to collect information from visitors to apply the visitor levy correctly and retain records to demonstrate compliance. This information may vary depending on the basis of the charge. It will be essential that local authorities and accommodation providers comply with General Data Protection Regulation (GDPR) in handling personal data.

Q15: What information should an accommodation provider be required to collect and retain to ensure compliance?

Please list below and explain why you think that information is needed for the four different scenarios below:

If the basis of the charge is on a:

a) flat rate per person per night

number of persons staying in each unit per period; duration of stay for each recorded visit if a cap on stays applies; to validate above figures: number of rooms/key/beds available over year; number of rooms/keys/beds occupied over year.

b) flat rate per room per night

number of rooms/keys/beds etc. available over a year; number of rooms/keys/beds occupied per period; duration of stay for each recorded visit if a cap on stays applies.

c) percentage of total accommodation charge

the price paid for the room per period; duration of stay for each recorded visit if a cap on stays applies; to validate above figures: number of rooms/key/beds available over year; number of rooms/keys/beds occupied over year.

d) flat rate per night dependent on the quality of accommodation

number of rooms/keys/beds etc. available over a year; number of rooms/keys/beds occupied per period; duration of stay for each recorded visit if a cap on stays applies.

Q16: How can a local authority choosing to apply a visitor levy ensure it has a comprehensive list of all those providing overnight accommodation on a commercial basis in their local authority area?

Please provide a reason (or reasons) for your answer:

The majority of information can be gathered from the Assessment Roll. The Authority would need to establish and arrange for an electronic registration of commercially let accommodation providers, this will be informed by a self-declaration process.

Q17: What enforcement powers should a local authority have to ensure compliance and prevent avoidance and evasion by accommodation providers?

Please provide a reason (or reasons) for your answer:

A financial penalty (similar to the proposal made in the Barclay Review of Non-Domestic Rates).

Review regulations for AirBNB to include the removal of license for non-compliance (license is administered by Local Authorities).

Q18: Should non-compliance by an accommodation provider be subject to a civil penalty (i.e. a fine) and if so, what would be the appropriate level be?

Tick one:

Yes
No
Don't Know

Please state level of civil penalty (fine) (in £ pounds sterling) that you think is appropriate?

The Council's first assumption would be to work with industry as a partner in developing these systems and to strongly support a culture of voluntary compliance based around a shared understanding and support for the added value that the raised income will bring for all.

However, to set charges at levels comparable to other violations would suggest an initial £500 for non-compliance with potential additional monies charged for continued non-payment. Penalty charges could and should be tailor-made and intended to strongly encourage co-operation and compliance.

If the amount charged for non-compliance is too low, it will not be in the financial interest of commercial businesses to pay. The size of the charge should be proportionate based on the business size.

The cost of billing and debt recovery processes needs to be factored in also should the visitor levy remain unpaid.

There are various types of contraventions which may apply to the scheme:

- Failure to register for the visitor levy scheme
- Failure to register all units for the visitor levy scheme
- Breach of any locally set licence conditions
- Intentionally providing false or misleading information
- Obstructing or refusing access or information

Nottingham city Council, who run a devolved local tax licence scheme for workplace parking use a very substantial Penalty Charge Notice. This is set at 50% of the annual charge per unlicensed place for each day the contravention occurs. For context the annual charge per parking space in Nottingham is around £400.

Q19: A list of requirements that local authorities could be expected to meet before being able to introduce a visitor levy is summarised below.

Do you agree or disagree with these options? (please tick the appropriate box)

If you have any other suggestion for requirements, then please add these in the box below together with your reasons

	Agree	Disagree
Produce an initial statement of intention to consider introducing a visitor levy	√	
A timeframe for introduction of at least one financial year following conclusion of consultation and engagement activities	√	
Have held a consultation in their local area to gather views from all those who will be affected by the visitor levy	√	
Have conducted required impact assessments	√	
Have assessed the administrative burden on businesses and taken steps to minimise this	√	
If the legislation allows the rate to be set locally the local authority has demonstrated why the chosen rate of the visitor levy is optimal for that area	√	
Have appropriate mechanisms in place to allow visitor levies collected to be remitted to the local authority	√	
Have made information about the visitor levy and how to pay it available and in the public domain, for both business and visitors	√	
The approach to collaborative decision making on revenue spending is set out in the public domain	√	
Establish an approach to monitoring and publicly reporting revenues raised and their expenditure on an annual basis	√	
The approach to monitoring and reporting on the impact of the visitor levy on an annual basis, is clearly set out in the public domain	√	
Establish an approach to evaluating and publically reporting, the impact of the visitor levy, within a reasonable period after introduction	√	

Please add any other comments on the requirements listed above

Please list any other requirements you think might be necessary, together with reasons below:

Reporting should be proportionate to the scheme and not onerous or bureaucratically burdensome.

Q20: Should Scottish Government be able to prevent a local authority from applying a visitor levy?

Yes
No
Don't Know



Q21: Under what circumstances should Scottish Government be able to do this?

Please provide a reason (or reasons) for your answer:

None

Q22: What requirements might be placed on local authorities to engage with local stakeholders to determine how revenues are spent?

Please provide a reason (or reasons) for your answer:

The Edinburgh TVL public consultation strongly supported the proposal that the Council should establish an advisory group of multiple stakeholders who would advise and inform council decision making on investment priorities and have a wider role monitoring implementation and impact of the scheme.

This would demonstrate the council's commitment to partnership working and transparent governance while maintaining the responsibility for taking those decisions and the management of the scheme within the Council.

Q23: How might this engagement be best achieved?

Please provide a reason (or reasons) for your answer:

See above Q22 response.

Q24: Should revenues from a visitor levy be allocated to priorities articulated through local tourism strategies, where they exist?

Yes
No
Don't Know



Please provide a reason (or reasons) for your answer:

Edinburgh would agree that any spend, should a TVL scheme be available should aim to:

- will provide sustainable investment in supporting and managing the impacts of tourism within the city.
- Ensure Edinburgh's status as one of the world's great cities in terms of culture and heritage is sustainable
- Ensure that future investment in culture heritage, arts and sport, which benefit the city and enhance tourism
- Ensure sustainable investment in promotion of Edinburgh as one of the world's best cities to visits all year round.
- Ensure that tourist and visitors equitably invest in public services and ensure visiting this city is an enjoyable ad safe experience
- Support the Council to manager the impact of a successful tourism industry.

This recognises that the quality and support of public realm services are an integral part of ensuring the city remains an attractive destination. It is also important to recognise the role of TVL in helping the city to manage the impact of tourism and visitors on the lives of residents and other city stakeholders.

Q25: What reporting arrangements might be required of local authorities to account for the expenditure of receipts from a visitor levy?

Please provide a reason (or reasons) for your answer:

To support transparency, expenditure should be published on Local Authority websites. This will also reduce the number of FOI enquiries Local Authorities may receive on visitor levy.

Q26: If a local authority was to impose a visitor levy on a specific area within the authority, should any revenue raised have to be spent only in that area?

Yes
No
Don't Know

Please provide a reason (or reasons) for your answer:

There should be discretion for the authority to invest in programmes that facilitate the achievement either directly or indirectly of policies in the local tourism strategy.

Q27: Is the name 'visitor levy' appropriate for the new powers proposed in the consultation document?

Yes
No
Don't Know

Please provide a reason (or reasons) for your answer:

Visitor levy is an appropriate term for the legislation use or "visitor levy" is considered more emotive language use. It will be important to describe and articulate who is in scope for the levy within the proposed Bill.

Q28: If not, what do you consider to be a better alternative and why?

Please provide a reason (or reasons) for your answer:

n/a

Under existing law accommodation providers already must clearly display the price of their accommodation and any VAT which applies to their prices.

Q29: What requirements should apply to ensure accommodation prices transparently display a visitor levy?

Please provide a reason (or reasons) for your answer:

All advertising by commercial businesses should show the visitor levy costs in addition to the room rate.

Billing of customers should also clearly show the visitor levy charge.

For transparency "Visit Scotland" website should also include details of visitor levy and how it will be collected or billed.

Q30: What, if any, transition arrangements should apply when accommodation is reserved and paid for in advance of a local authority choosing to impose, or subsequently vary, a visitor levy for the period the accommodation is let?

Please provide a reason (or reasons) for your answer:

None. There will be sufficient notice and leading time to the development and delivery of local schemes. All booking from the date of implementation should be billed appropriately.

Q31. Should these transition arrangements be set out in a national framework or be decided by local authorities?

Tick one box:

Set out in a national framework

Decided by local authorities

Don't know

Please provide a reason (or reasons) for your answer:

Our partial BRIA indicates that the main groups that will be affected by a visitor levy are:

- Visitors (both domestic and international)
- Tourism accommodation providers and their employees
- Other tourism businesses and wider economy
- Local residents and general public
- Local Authorities

Q32: In addition to what is set out in our draft BRIA are you aware of any additional impacts the visitor levy will have for any of these groups?

Please specify group and additional impact.

Under option 0 (no TVL)

Within the BRIA, the pressures on provision of funding in some local authorities was not fully articulated. The challenges in maintaining the quality and provision of public amenities will also be detrimental not only to residents, as stated in the BRIA but also visitors, businesses depended on visitor spending, and the accommodation providers through the gradual deterioration of Edinburgh's specific amenity value which encourages visitors into the city.

Edinburgh will continue to experience high and growing numbers of visitors, with demand in airport passengers, projected to grow from 14.6 million to 20 million passengers in ten years as Edinburgh airport continues its growth to a European and global hub from the increase in long haul routes. This means the capacity and opportunity for growth in overnight stays will continue to increase and the impact this has on the city is unsustainable.

Under option 1

The impact on the potential economic cost from reduced profitability and competitiveness resulting from a change in visitor behaviour requires context.

The 'tax' represents a marginal cost applied to the total cost of room for the duration of the stay. The 'tax' is an even smaller marginal cost to the total expense of the visit (travel, social, and cumulative day spend).

The impact on businesses significantly oversimplify the whole impact and neglect other important factors such as the destinations overall appeal, including: presence and quality of events, cultural and other attractions, location within the city, access to services and amenities, affordability, cost of travel to destination and cost of other activities during the visit.

Q33: Are there any other groups not listed here that should be given attention in the impact assessments?

Please list and state how they will be affected.

No

Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Edinburgh Poverty Commission Progress Update

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 It is recommended that the Policy and Sustainability Committee:
 - 1.1.1 Note the work carried out by the Edinburgh Poverty Commission and the emerging findings published by the Commission based on its inquiry progress to date
 - 1.1.2 Note the adoption by Council of Poverty and Sustainability as the policy priorities which will provide a focus for the development of the Council's budget for 2020-23
 - 1.1.3 Agree that, in advance of final recommendations from the Commission, officers work with Edinburgh Partnership colleagues and other stakeholders to develop specific joint actions and options on key findings identified in the interim report, including in the first instance:
 - 1.1.3.1 A more streamlined, accessible, and high impact city-wide advice service for those seeking support on welfare rights, debt, homelessness, and employability
 - 1.1.3.2 A new approach to engaging local private sector leaders in designing a new Fair Work Guarantee for Edinburgh
 - 1.1.3.3 A change in culture among support service providers to tackle stigma and improve understanding of poverty and its impacts

- 1.1.4 Agree the planned process for elected member engagement and consultation on draft final findings following their publication in January 2020
- 1.1.5 Agree that a further report on full Council responses to the Edinburgh Poverty Commission will be considered by Committee following publication of final findings in March 2020

Andrew Kerr

Chief Executive

Contact: Chris Adams, Strategy Manager

E-mail: chris.adams@edinburgh.gov.uk | Tel: 0131 529 6258

Edinburgh Poverty Commission Progress Update

2. Executive Summary

- 2.1 This paper provides an update on progress of the Edinburgh Poverty Commission in the period since its formal launch in November 2018, and the next steps planned during the final stages of the commission's work programme towards March 2020.
- 2.2 The paper also presents a first summary of initial findings and recommendations developed by the Commission, based on its work to date. These findings provide a new picture of the modern face of poverty in Edinburgh, a definition and vision of what solving poverty in Edinburgh would mean, and an initial framework of solutions and game changers (material, relational, and strategic) that are required to meet that vision.
- 2.3 These interim findings and solutions are presented for discussion and to help build early consensus on the steps Edinburgh can take to solve poverty.

3. Background

- 3.1 In June 2018 City of Edinburgh Council agreed to support the launch of a new Edinburgh Poverty Commission and agreed that recommendations proposed by the commission will be used to inform the implementation of the Council Change Strategy. The launch of the Commission was similarly supported in June 2018 by the Edinburgh Partnership Board, with a commitment that the Commission findings would be used in the development and implementation of the Edinburgh Community Plan.
- 3.2 In October 2018 the Corporate Policy and Sustainability Committee agreed to the appointment of Jim McCormick, Associate Director Scotland for the Joseph Rowntree Foundation, as independent chair of the Edinburgh Poverty Commission, with Cllr Cammy Day as vice chair.
- 3.3 Edinburgh Poverty Commission was formally launched in November 2018 with an agreed work programme to conduct a process of inquiry throughout 2019 to determine the solutions and changes needed to solve poverty in Edinburgh. Including the chair and vice chair, the Commission is made up of 12 people from diverse backgrounds, including citizens who have direct experience of living in poverty in Edinburgh.

- 3.4 In October 2019 the Finance and Resources Committee approved the adoption of addressing poverty and sustainability as the policy priorities which will provide a focus for development of the Council's budget for 2020-23.

4. Main report

Progress to date

- 4.1 Throughout 2019 commission's process of inquiry has been structured around three phases of work - considering aspects of poverty in Edinburgh relating to the themes of 'Pockets', 'Prospects', and 'Places'. Each phase includes visits to community projects in all parts of the city, evidence gathered from citizens on their experience of poverty, evidence gathered from support services, and commissioned research into the reality of poverty in this city and what solutions work best.
- 4.2 Following a final session of the year in December 2019, the Commission will publish its recommendations on the actions the city should take forward to solve poverty in Edinburgh. These will include actions for the public sector, the third sector, businesses, and communities across the city. Final recommendations will be published by the Commission by March 2020.
- 4.3 As at November 2019, the full Commission has:
- 4.3.1 Met 5 times in full session to hear and deliberate on evidence from citizens, service providers, community groups, and researchers, covering the three inquiry phases described above
 - 4.3.2 Made 35 additional visits to meet and hear from community groups, citizen groups, public and third sector organisations, and other stakeholders
 - 4.3.3 Launched 3 public calls for evidence, hosted on the Consultation Hub, and analysed the results of some 90 written submissions received through these calls so far
 - 4.3.4 Heard from and visited over 50 organisations across the city
 - 4.3.5 Carried out an initial programme of engagement workshops with colleagues from across Council service areas.
 - 4.3.6 Commissioned new research into the experience of citizens living on low income in Edinburgh, and attitudes to poverty across all parts of the city. This research is being carried out by the Poverty Alliance and incorporates focus groups and one to one interviews with citizens. The full cost of this research is covered by funding provided to the Commission by Scottish Government.
 - 4.3.7 Engaged with Poverty Truth Commissions and other citizen led initiatives in other cities to help inform the development of independent legacy structures needed to carry forward the work of the Commission post March 2020.

4.3.8 Developed new branding and communications toolkit for the commission, and launched a new independent website at <https://edinburghpovertycommission.org.uk/>

Emerging findings

- 4.4 The Commission has now completed the analysis of its first two phases of its work, covering topics such as benefits, debt, working conditions, living costs, employment, learning, and care. As the work of the commission continues through its final phases, it will continue to gather evidence and pursue discussions raised in this first phases of inquiry as well as hearing evidence on the themes and topics it has not yet considered. Key elements being considered during Autumn 2019 include housing, homeless, transport, and community building in Edinburgh.
- 4.5 Even before the full inquiry is complete, however, the Commission has been able to develop some first interim thoughts on the actions Edinburgh should consider taking. Appendix 1 to this paper sets out these interim findings, describing what the Commission have learned about poverty in Edinburgh, and their responses to the evidence heard so far.
- 4.6 These findings present 12 initial recommendations, structured around three three categories of 'Game Changers' through which the solutions to poverty in this city can be found:
- 4.6.1 **Material Game Changers** - Ensuring people have more money in their pockets is the single most effective thing we can do to end poverty. We need strong solutions that are about reducing costs as well as boosting incomes.
- 4.6.2 **Relational Game Changers** - We want people to thrive not just survive at a few pounds above the poverty line. We need solutions that remove the barriers that reduce people's ability to contribute and shape the lives they want
- 4.6.3 **Strategic Game Changers** - Taking significant steps to tackle poverty needs a long term perspective, and investment in change. Delivering the change required needs a supportive environment of bodies (public, private, and third sector) confident enough and empowered to take appropriate risks.
- 4.7 Final recommendations from the Commission will not be presented until the end of its inquiry, so these represent very early outputs from its work. They are presented now for sharing and discussion with partners, to help gather more input, and to help form consensus on the steps Edinburgh should take to solve poverty.
- 4.8 Within the context of Council activity, however, while these findings include many options that need full consideration and will be part of council thinking on an ongoing basis, it is clear that some options already stand out as areas which the Council could prioritise with a view to taking immediate positive action. In particular, it is recommended that a number of key emerging findings from the Commission are taken forward as part of the Council's commitment to adopt poverty and sustainability as the policy priorities for development of the Council's budget for 2020-23.

4.9 Areas for focus and immediate action include:

- 4.9.1 **Action to maximise incomes and lower living costs for people who are struggling to get by.** Analysis suggests that Edinburgh citizens are missing out on benefit entitlements that could amount to as much as £80m a year in DWP benefits alone. Much activity is already undertaken by the Council, NHS, and other partners to help citizens access support on welfare rights, benefits, employment, and living costs. However, while there is much good practice in evidence in the city (including projects such as Maximise!), the Commission's evidence to date concludes that significant additional effort is needed to improve the reach and impact of these services. Overall, the Commission recommends that a new city-wide/ cross partner approach is needed to deliver streamlined, accessible, and high impact welfare, benefits, and employment support. This approach may include protecting or expanding budget support for these areas, but equally should focus on improving the co-ordination and impact of existing resources.
- 4.9.2 **Action on fair work and fair wages in Edinburgh.** Our analysis shows that the majority of people in poverty in this city are of working age, probably in employment, probably living in rental accommodation in a family with children. Indeed, some 43,000 people live in poverty in Edinburgh where at least one adult is in work. Such levels of in-work poverty are driven by a number of factors, but core among them are the issues of wage levels and working hours. Some 13% of all Edinburgh residents work for wages below the level recommended by the National Living Wage Foundation. At the same time direct evidence from Edinburgh citizens describe the impossibility of managing a household budget when zero hour contracts mean that hours and pay from work are volatile, and fluctuate significantly from week to week.
- 4.9.3 These findings lead the Commission to conclude that, despite the successes of Edinburgh's economy, growth in employment alone is not enough to raise people out of poverty, if that work is based on hours and levels of incomes that are not enough to live on, or which are too unpredictable to manage. The Commission finds that any solution to poverty in the city requires Edinburgh's employers in all sectors to pay wages at a level people can live on in this city, and to offer consistent and predictable hours and pay for all workers. Towards this, it is recommended that Council and partner agencies collaborate to shape a new approach to engaging local private sector leaders in designing a new Fair Work Guarantee for Edinburgh.
- 4.9.4 **Action on improving relationships and compassion.** From the evidence heard so far, Edinburgh Poverty Commission is clear that people in poverty want to have control of their lives and to be able to contribute to a city where people look after each other. In contrast to this, too many citizens speak of a struggle to find the support they need to help keep afloat, of systems of support that are too bureaucratic and complex to deliver help when it is needed. Conversely these same systems are often quick to remove support

when situations allow, and show a worrying lack of real awareness and understanding of the reality of life in poverty in Edinburgh.

- 4.9.5 The Commission finds that all people in Edinburgh, regardless of their income or assets, have the right to be treated with respect and compassion in every aspect of their lives, especially when seeking support from public agencies, or jobs from employers. A critical part of this is work to tackle stigma and improve understanding of poverty and its impacts among support service providers. Such common understanding is critical to ensuring that people in poverty can rely on being treated with respect and compassion by the support services they rely on. Excellent examples of this work are already in place in the Council to address these issues – including the 1in5 project on awareness and stigma of child poverty in schools – but much work is required to learn from this approach and support its expansion across other key council and partner services. The IJB with support from the Council is already committed to empowering citizens and a compassionate approach to service delivery through ‘3 Conversations’ model. This approach is consistent with the aims of the Change strategy and its prevention strand and it is recommended that Committee agrees to support the exploration of mainstreaming this approach throughout Council activity.

Elected member engagement and consultation

- 4.10 Since initiation of the commission a total of three engagement sessions have been held for elected members, in addition to updates on progress provided through the Policy and Sustainability Committee business bulletin.
- 4.11 Following the last of these sessions in September 2019, it was agreed that further discussion on interim findings would take place for individual member groups during November 2019.
- 4.12 A final period of consultation on the findings of the commission will take place following publication of draft final recommendations in January 2020. It is recommended that this process will include opportunity for both open and cross party discussion, as well as engagement and discussion within individual political groupings.

5. Next Steps

- 5.1 Next steps for the Edinburgh Poverty Commission include:
- 5.1.1 5th of December 2019 – full meeting of the Commission to determine the shape of its final recommendations
 - 5.1.2 End January 2020 – publication of draft final recommendations for consultation
 - 5.1.3 March 2020 – publication of the final recommendations of the Edinburgh Poverty Commission.

6. Financial impact

- 6.1 Secretariat support for Edinburgh Poverty Commission is led by City of Edinburgh Council which provides project management functions for the Commission, with colleagues across the Edinburgh Partnership providing additional support and contributions as the project requires.
- 6.2 All costs for the Commission are covered by a budget of £76,000. This is made up of £16,000 of funding provided by Edinburgh Partnership to cover running costs, and £60,000 provided by Scottish Government to cover the cost of research and citizen engagement activities. No additional financial costs are incurred by the Council associated with its support of the Commission.
- 6.3 In addition to that funding, the project has secured additional research support from Joseph Rowntree Foundation covering the period to March 2020.
- 6.4 Throughout its work the project has also been dependent upon the time of its 12 commission members and their commitment and investment in the inquiry process. As at September 2019, this has equated to well over 500 hours of volunteer time from our independent commission members.

7. Stakeholder/Community Impact

- 7.1 Details of stakeholder and community engagement are detailed in the paper above and in the appended report.

8. Background reading/external references

- 8.1 [City of Edinburgh Council, June 2018](#)
- 8.2 [Corporate Policy and Sustainability Committee, October 2018](#)
- 8.3 [Finance and Resource Committee, October 2019.](#)

9. Appendices

- 9.1 Appendix 1 – Edinburgh Poverty Commission Interim Findings, November 2019

Solving poverty in Edinburgh – interim findings

November 2019

Summary

Interim findings and solutions

This paper provides interim findings and solutions from the work of the Edinburgh Poverty Commission so far this year. They represent the first expression of a vision and way forward to end poverty in Edinburgh, built from eight months of inquiry with citizens, service providers, and third sector organisations across the city. They are presented now for comment, feedback and discussion with key stakeholders. Over the next few months the commission will continue its programme of inquiry, working towards publication of final recommendations in March 2020.

The modern face of poverty in Edinburgh

The evidence we have gathered so far tells us that poverty is not a marginal issue in Edinburgh. It affects a sizeable proportion of the population – 80,000 people including almost one in five of all children – and there is much evidence to suggest its scale and impacts are growing larger over time.

The picture emerging is one in which the modern face of poverty in Edinburgh is not restricted solely to one of destitution and homelessness. **The majority of people in poverty in this city are of working age, probably in employment, probably living in rental accommodation in a family with children.**

Very often these families will be affected by **illness, by disabilities, and by mental health problems** brought about either as a cause of or as a result of the poverty they experience. Such families **live in every area of the city, in every type of neighbourhood and community.** The majority of people in poverty in Edinburgh do not live in those areas commonly considered as ‘poor’ or ‘deprived’.

“*It feels like the system is especially designed to prevent people from helping themselves and taking an active role in shaping their lives.*”

#EdinPovertyCommission contributor

“*The cost of renting privately in Edinburgh ... is now beyond the reach of most people on low incomes even if they are working full-time.*”

#EdinPovertyCommission contributor

Responding to the evidence

From the evidence we have heard so far, **Edinburgh Poverty Commission** believes that:

- People want to have control of their lives and contribute to a city where we look after each other
- Edinburgh wants to be a compassionate city that looks after everyone who lives here
- It is not right that so many people feel that the city does not care about their wellbeing, feel exhausted by the impossible decisions life on a low income demands, and feel trapped in a system that does not help them to thrive
- Poverty in Edinburgh is neither acceptable nor inevitable, and the city has many of the tools and influence it needs to end poverty
- There is no credible solution to poverty in Edinburgh that is not led by and delivered with the people those solutions are designed to support
- All people in Edinburgh, regardless of their income or assets, have the right to be treated with respect and compassion in every aspect of their lives, especially when seeking support from public agencies, or jobs from employers.

The commission further believes that **solving poverty in Edinburgh means** aiming for a future in which, by 2030:

- No-one in Edinburgh feels stigmatised because of their income or assets
- No-one in Edinburgh is destitute, having to do without the basic essentials they need to eat, keep clean and stay warm and dry.
- Fewer than one in ten people are in poverty at any given time
- No-one spends more than 2 years in poverty during their lifetime

“

Having to choose between heating a home or eating ... being left with very little money after the bills are paid... being made to feel inadequate and unable to provide the basics.”

#EdinPovertyCommission contributor

“

Cuts in benefits are forcing some people into limited lives of just surviving.”

#EdinPovertyCommission contributor

Game changers

Our inquiry so far suggests three categories of **Game Changers** through which the solutions to poverty in this city can be found.

- **Material Game Changers** - Ensuring people have more money in their pockets is the single most effective thing we can do to end poverty. We need strong solutions that are about reducing costs as well as boosting incomes.
- **Relational Game Changers** - We want people to thrive not just survive at a few pounds above the poverty line. We need solutions that remove the barriers that reduce people's ability to contribute and shape the lives they want
- **Strategic Game Changers** - Taking significant steps to tackle poverty needs a long term perspective, and investment in change. Delivering the change required needs a supportive environment of bodies (public, private, and third sector) confident enough and empowered to take appropriate risks.

Solutions to poverty in Edinburgh

Building on these principles, our work so far suggests that the following actions that should be taken to solve poverty in Edinburgh:

- **Maximise incomes, lower costs:** Edinburgh citizens are missing out on estimated £80m of unclaimed DWP benefits every year. A new approach is needed to deliver streamlined, accessible, and high impact welfare, benefits, and employment support.
- **Fair work and fair wages:** Edinburgh's employers in all sectors should pay wages at a level people can live on in this city, and should offer consistent and predictable hours and pay for all workers.
- **Affordable transport:** Edinburgh should ensure place based investment and development removes the need for costly travel to access services and support. Availability of free transport should be the norm for services targeted at people experiencing poverty
- **Family friendly:** Family and working parent friendly hours should be the norm for all services which aim to support people in poverty. Service hours should be explicitly built on an understanding of the needs and preferences of end users.
- **Early years:** Edinburgh should focus on ensuring the availability of holistic early years provision that provides modern flexible childcare and education that supports families in employment and on low incomes
- **Culture and understanding.** A change in culture is needed to tackle stigma and improve understanding of poverty and its impacts among support service providers. Such common understanding is critical to ensuring that people in poverty can rely on being treated with respect and compassion by the support services they rely on.

- **A new relationship with citizens:** A new approach is needed to change the relationship between citizens and service providers in Edinburgh. Citizens experiencing poverty must be involved in the planning, design and development of the support services they rely on.
- **Safe and welcoming:** All support services used by people in poverty should be located in places where the user feels safe and welcomed, and in places that are recognised and valued by the community they serve.
- **Trusted relationships:** Services relied upon by people experiencing poverty should be accessed through trusted community brokers with a single point of contact, not by referral and signposting to multiple agencies and locations.
- **Relationship based commissioning:** Change is needed in commissioning of services by the public sector in Edinburgh. We need a shift towards a new model of commissioning which puts priority on long term relationships between services and the people who rely on them, on building community capacity and citizen empowerment.
- **Flexibility in contracting is key.** Funding for services should be commissioned and delivered through monitoring and payment frameworks designed to support positive impacts for individual people, not to comply to rigid, often counter-productive criteria.
- **Innovation.** More of the same approaches used in the past will not be enough to solve poverty in Edinburgh. A commitment is needed to support innovation and experimentation in new ways to implement the solutions outlined in this paper.

Next steps

This document sets out our first emerging thoughts on the steps needed to end poverty in Edinburgh. At this point in our inquiry we know that these do not present a complete solution, and that there is no model of change to poverty in this city that does not include critical issues not covered here, including:

- Housing availability, cost, and homelessness
- Cost of transport and service accessibility
- Experiences of criminal justice, and
- Community led approaches to lifting people out of poverty

Over the next few months we will continue our research programme to focus on these issues, and the levers for change available in the city. In advance of publication of our final recommendations in March 2020, this phase will introduce new ideas not only around *what* needs to change, but also about *how* that change can be delivered in a city like Edinburgh.

Solving poverty in Edinburgh – interim findings

1. Introduction

This paper presents an overview of interim findings and solutions arising from the work of the Edinburgh Poverty Commission so far this year.

The paper provides:

1. An overview of the **purpose and work undertaken** by the Commission to date
2. A summary of the **evidence and findings** heard by the commission during its first two phases of inquiry
3. A proposed model to guide **the response of the city** to these findings, including a vision of what it would mean to solve poverty in Edinburgh
4. An outline set of **solutions for the city** to implement.

“There is no interest in the well-being of low income families. Food banks are keeping people fed.”



“Unaffordable and inflexible childcare leads parents to being stuck in low paid work.”

#EdinPovertyCommission contributor

2. Edinburgh Poverty Commission

Edinburgh Poverty Commission is an independent group working together to define the steps we all need to take to end poverty in Edinburgh.

The Commission was launched in November 2018 and aims to:

- Better understand the forces which drive almost one in four children in Edinburgh into poverty
- Listen to and learn from the voices of citizens in Edinburgh who are struggling to get by
- Build on what works well, but challenge the city to do better, and
- Design the changes we can make as a city to end poverty in Edinburgh.

The commission is chaired by Jim McCormick of Joseph Rowntree Foundation and made up of 12 people with experience of tackling poverty and its effects, including citizens who have direct experience of living in poverty in Edinburgh.

The work of the Commission is supported by the **Edinburgh Partnership**, and **The City of Edinburgh Council**, both of which bodies have committed to acting on the final recommendations made by the Commission. It is also supported with funding for research activity provided by the **Scottish Government**.

Process of inquiry

Throughout 2019 commission’s process of inquiry is structured around three phases of work - on **pockets, prospects, and places**. Each phase includes visits to community projects in all part sof the city, evidence gathered from citizens on their experience of poverty, evidence gathered from support services, and commissioned research into the reality of poverty in this city and what solutions work best.

Following a final session of the year in November 2019, the Commission will publish its recommendations on the actions the city should take forward to solve poverty in Edinburgh. These will include actions for the public sector, the third sector, businesses, and communities across the city. Final recommendations will be published by the Commission by March 2020.



Edinburgh Poverty Commission



As at mid September 2019, the full Commission has:

- **Met 4 times in full session** to hear and deliberate on evidence from citizens, service providers, community groups, and researchers, covering the first two inquiry phases described above – **Pockets, and Prospects**
- **Made 18 additional visits** to meet and hear from community groups, citizen groups, public and third sector organisations, and other stakeholders

- **Launched 3 public calls for evidence**, hosted on the Consultation Hub, and analysed the results of some **70 submissions** received through these calls so far
- Heard from and visited over **50 organisations** across the city
- Launched a programme of engagement with staff across all parts of City of Edinburgh Council
- Published an early summary of its Emerging Findings, in May 2019
- Commissioned new research into the experience of citizens living on low income in Edinburgh, and attitudes to poverty across all parts of the city. This research is being carried out by the Poverty Alliance, and incorporates focus groups and one to one interviews with citizens. The full cost of this research is covered by funding provided to the Commission by Scottish Government.
- Developed new branding and communications toolkit for the commission, and launched an independent website.

The Commission has now completed the first two phases of its work, covering topics such as benefits, debt, working conditions, living costs, employment, learning, and care. As the work of the commission moves on to its next phase, it will continue to gather evidence and pursue discussions raised in this first phases of inquiry as well as hearing evidence on the themes and topics it has not yet considered. Key elements to be considered during Autumn 2019, include housing, homeless, transport, and community building in Edinburgh.

Even before the full inquiry is complete, however, the Commission has been able to develop some first interim thoughts on the actions Edinburgh should consider taking. Final recommendations from the Commission will not be presented until the end of our inquiry, so these represent very early outputs from our work. They are presented now as questions we would like the city to consider, to help us gather more input, and to provoke more discussion to help us form a forward plan on the steps Edinburgh should take to reduce, prevent, and mitigate against poverty.

This paper sets out these interim recommendations, describing what we have learned about poverty in Edinburgh, and our responses to the evidence heard so far.

3. The modern face of poverty in Edinburgh

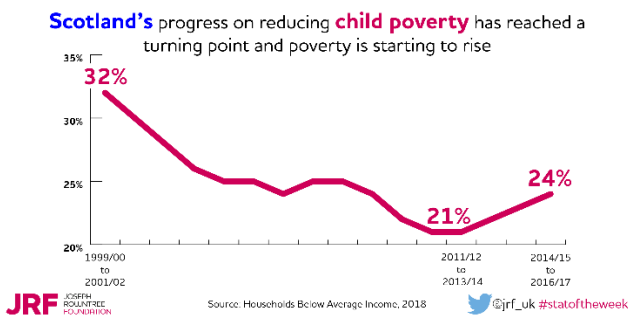
What we know

Edinburgh aspires to be a compassionate city that looks after all the people who live here. But we know that too many people in Edinburgh do not feel that compassion or that sense of care, and that far too many people's lives are not touched by any of the prosperity and quality of life the city is known for.

The blunt numbers are by now well-rehearsed – **80,000 people** in Edinburgh live in poverty, including almost **one in four** of all children, and there is a **life expectancy gap of over 21 years** between some affluent and less affluent areas of the city.

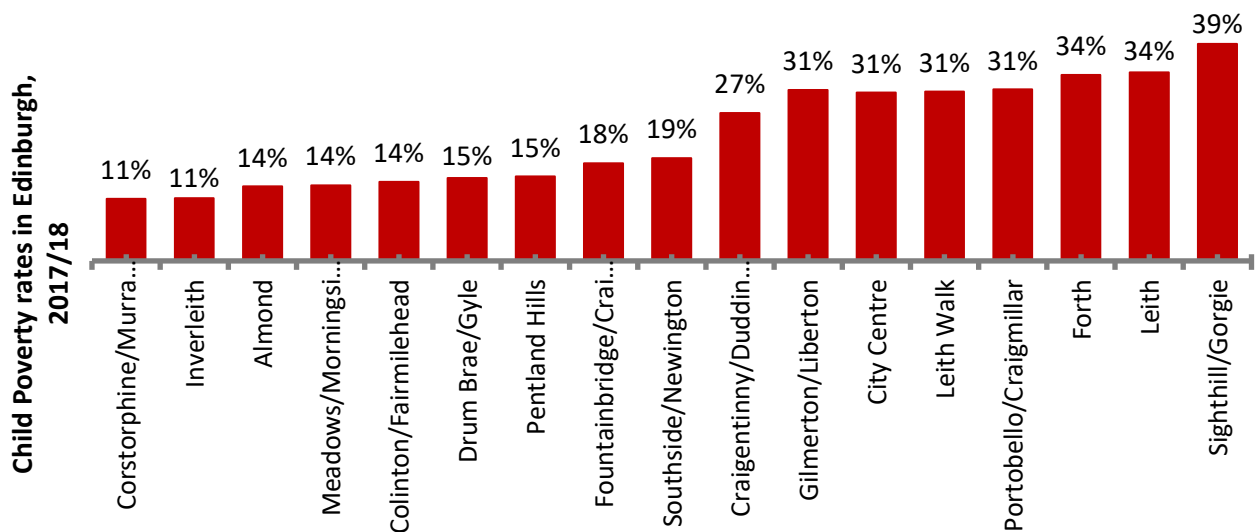
All of the evidence we have gathered tells us that the modern face of poverty in Edinburgh is not restricted to one of destitution and homelessness. **The majority of people in poverty in this city are of working age, probably in employment, probably living in rental accommodation in a family with children.**

Very often these families will be affected by **illness, by disabilities, and by mental health problems** brought about either as a cause of or as a result of the poverty they experience. **Such families live in every area of the city, in every type of neighbourhood and community.** The majority of people in poverty in Edinburgh do not live in those areas commonly stigmatised as being ‘poor’ or ‘deprived’.



If no action is taken, Scottish Government estimates project Child Poverty Rates rising to 38% by 2030

Some parts of Edinburgh are already at that rate in 2019



Child Poverty Rates in parts of Edinburgh rank amongst the highest in Scotland

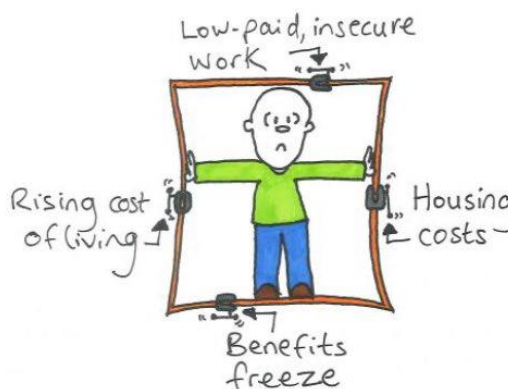
60% of people in poverty in Edinburgh live outside the city's most deprived areas

60% of all children in poverty grow up in a family where at least one adult is in work

40% grow up in a family affected by disability

Citizens voices

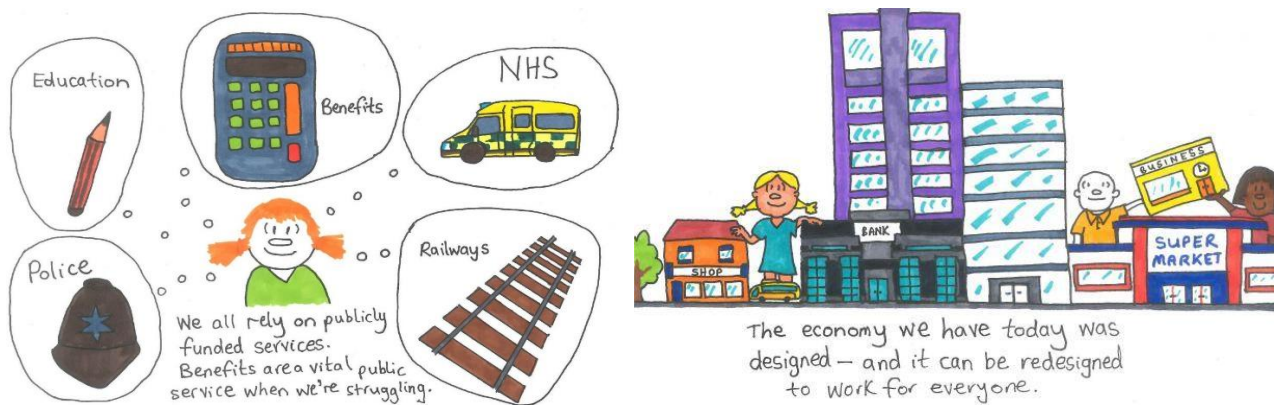
What is obvious, though, is that these numbers alone do not tell us the whole story. At the beginning of our inquiry we were clear that the most important part of our work was to listen to and respond to the real voices of citizens in Edinburgh who are experiencing poverty. From this work so far, the stories that have resonated most strongly have described a city full of:



- People who feel **trapped** in a system that does not care about them
- People **struggling** to find the support they need to help keep afloat
- The **frustration** felt by people working hard to hold down a job that pays barely enough to keep their family surviving, and never enough to prosper on
- People, particularly women and young people, who feel **exploited** in the city's labour market.
- The **shame** felt by people using foodbanks for the first time because they have nowhere else to go
- People who feel **exhausted and made unwell** by having to make the constant, impossible decisions brought by a life on a low income
- **Cruel and unfeeling** systems of support – too bureaucratic and complex to deliver help when it is needed, but very quick to remove it when situations allow
- The **fear** that rising housing costs are making ever larger parts of the city 'unliveable' for people on low incomes, even when they are in full time work
- The **impossibility** of managing a household budget when zero hour contracts mean that hours and pay from work are **volatile**, and fluctuate significantly from week to week
- The **isolation** felt by families living in temporary accommodation, disconnected from their friends and communities.

We see too that many of the patterns and experiences reported across Scotland, apply equally in its capital city. We see evidence that:

- Growth in work and wages alone is not enough to raise people out of poverty, if that work is based on hours and levels of incomes that are not enough to live on, or which are too unpredictable to manage
- Benefits freezes have been the largest single contributor to growth in poverty seen in recent years
- People in poverty face higher costs and higher rates of inflation, and poorer access to services than the rest of the population



The response of the city

Through our evidence sessions and visits during the past six months we have been inspired and encouraged by the groups and individuals we have met who are making a huge difference to the lives of people in Edinburgh who are looking for support.

All these projects, and many others, are evidence that poverty and the suffering it causes is not inevitable and there is much we can do, and are already doing, to break the locks that keep people in poverty. They also give us confidence that there is commitment and knowledge already in place across the city that are ready to take part in a long-term movement to end poverty in Edinburgh.

What is also clear, however, is that there is much progress still to be made. The testimony we have heard so far has shown examples of:

- A worrying **lack of real awareness and understanding** of the reality of life in poverty in Edinburgh among some service providers and decision makers
- Too much evidence of decisions being made **without the full participation, ownership, and participation** of the people affected most directly
- A lack of awareness among some service providers of the whole system within which they operate, resulting in **citizens in need being forced to navigate through separate/siloed services** that don't appear to share data or collaborate
- Continuing evidence of the **impact of austerity**, public sector budget cuts, and managerial responses to those pressures, affecting the levels and quality of support available for vulnerable people in the city
- An over-reliance on signposting and referral as a means to help, leaving vulnerable people feeling they are being **shifted from pillar to post** before getting the support they need
- The persistence of **myths and misunderstanding among citizens** relating to benefits eligibility, the rights of workers, and the responsibilities of employers
- Too many workers in sectors across the city who experience levels of pay, hours, and working conditions that are **insufficient to support a life without poverty**
- Too many citizens being moved from or **having to travel far out of their communities**, and support needed to access the services they need.

4. Responding to the evidence

In response to the evidence we are gathering, the role of the Edinburgh Poverty Commission is to design a framework for change needed for the city to take the steps needed to end poverty in Edinburgh.

This framework should be built on an expression of core, shared principles and values that all citizens and stakeholders can buy into.

It should include specific recommendations, or game changers, to be taken forward and delivered by the city – including challenges and recommendations to be led by the public sector, the private sector, the third sector, and by communities.

It should also include recommendations for the legacy structures and changes needed to ensure long term delivery, scrutiny and continued development of the work begun by the Edinburgh Poverty Commission this year.

Across this framework, the Commission aims to deliver recommendations which are:

- **Authentic and Credible** – led by and reflecting the real voices of citizens experiencing poverty in Edinburgh, deliverable in the real world, and reflecting the powers and influence available to the city
- **Provocative and Positive** – bold, radical, and ambitious for real change, and willing to tell challenging, uncomfortable truths when necessary
- **Thoughtful and Clear** – reflective and creative in its response to evidence, and clear-sighted in its expression of the change needed and the owners of the actions needed to make that change
- **For the long term** – sustainable and deliverable and capable on maintaining the long term support and commitment - from different political parties, public and private sector stakeholders, and different sections of public opinion - needed to make significant change.



What do we mean when we say ‘Solve Poverty’?

Poverty is often described as a complex problem with simple solutions. It is also often thought of as a perennial problem that is impossible to eradicate – after all, if we take a definition of poverty based on relative income levels, there will surely always be a proportion of the population who fall below any threshold we choose to draw?

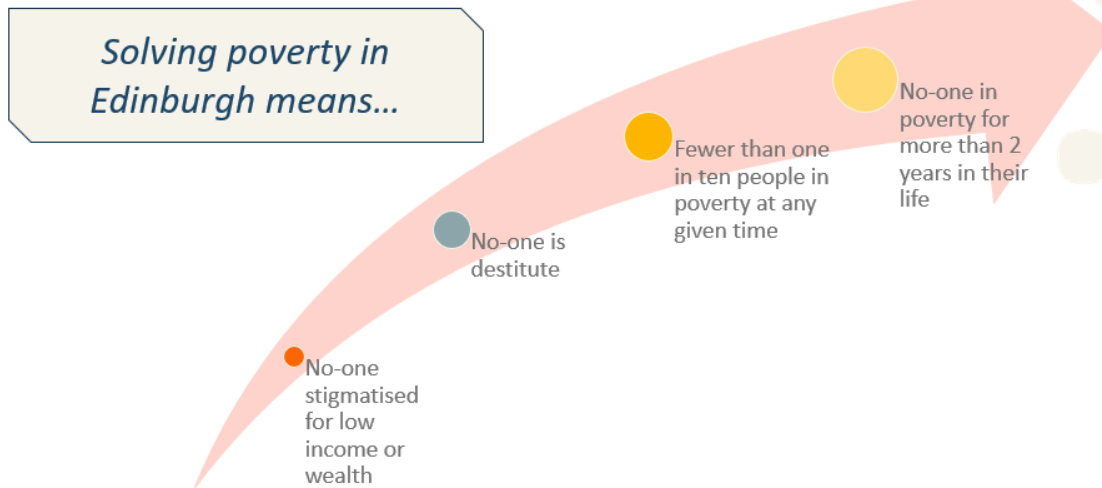
From the work we have carried out so far, our attitude to poverty falls somewhere between these two perspectives. We believe that it is necessary for this city to set an ambitious goal. That goal is to solve poverty, not to accept that any level of poverty is in some way acceptable.

From this perspective, we can set a definition of ‘solving’ poverty that rests on a number of specific goals and expectations. These goals will be further developed as our inquiry continues, but at present include the following:

- That no one in Edinburgh feels stigmatised, abandoned, or treated with less respect by the city as a result of their income or their wealth
- That no one in a city as prosperous as Edinburgh lives in a state of destitution, having to do without the basic essentials they need to eat, keep clean and stay warm and dry
- That the number of people in Edinburgh, including children, who grow up on incomes below the standard statistical relative poverty threshold is reduced to 10% by 2030 (in line with levels achieved in other developed countries, and in line with Scottish Government child poverty targets), and that

- The experience of poverty becomes a temporary factor, rather than a permanent way of life. That no person in Edinburgh spends more than 2 years in poverty during their life.

Edinburgh Poverty Commission



Common principles and values

From the evidence we have heard so far, Edinburgh Poverty Commission believes that:

- People want to have control of their lives and contribute to a city where we look after each other
- Edinburgh wants to be a compassionate city that looks after everyone who lives here
- It is not right that so many people feel that the city does not care about their wellbeing, feel exhausted by the impossible decisions life on a low income demands, and feel trapped in a system that does not help them to thrive
- Poverty in Edinburgh is neither acceptable nor inevitable, and the city has many of the tools and influence it needs to end poverty
- There is no credible solution to poverty in Edinburgh that is not led by and delivered with the people those solutions are designed to support
- All people in Edinburgh, regardless of their income or assets, have the right to be treated with respect and compassion in every aspect of their lives, especially when seeking support from public agencies, or jobs from employers.

Game changers

To take forward these principles, the Commission aims to identify the key solutions needed to end poverty in Edinburgh. Much more work is needed to develop the specific actions and owners

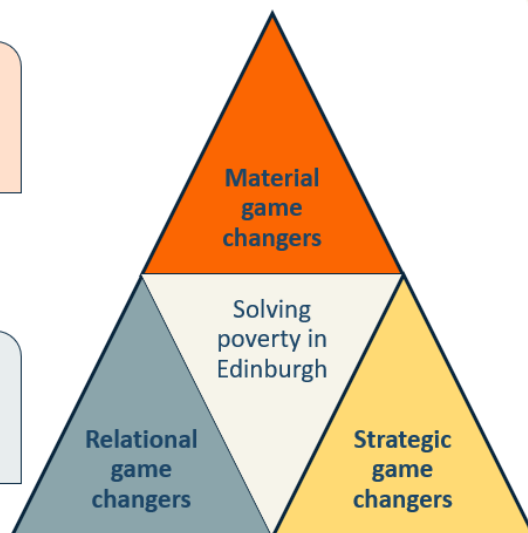
needed, but our inquiry so far suggests three categories of Game Changers around which our recommendations will be structured – the **Material**, the **Relational**, and the **Strategic**.



Edinburgh Poverty Commission

- Social security
- Fair work and fair wages
- Maximise income and reduce living costs
- Advice and support services

- Culture change
- Compassion and understanding
- Trusted, reliable relationships
- Safe and welcoming places



- Commissioning and procurement
- Flexibility in contracting
- A new relationship with citizens
- Appetite for innovation

- **Material Game Changers** - Ensuring people have more money in their pockets is the single most effective thing we can do to end poverty. We need strong solutions that are about reducing costs as well as boosting incomes.
- **Relational Game Changers** - We want people to thrive not just survive at a few pounds above the poverty line. We need solutions that remove the barriers that reduce people's ability to contribute and shape the lives they want
- **Strategic Game Changers** - Taking significant steps to tackle poverty needs a long term perspective, and investment in change. Delivering the change required needs a supportive environment of bodies (public, private, and third sector) confident enough and empowered to take appropriate risks.

5. Solutions to Poverty in Edinburgh

Across this framework for change, our work so far suggests a number of clear solutions to poverty in Edinburgh. Over the next years, Edinburgh should focus its resources and efforts on the following solutions:

- **Maximise incomes, lower costs:** Edinburgh citizens are missing out on estimated £80m of unclaimed DWP benefits every year. A new approach is needed to deliver streamlined, accessible, and high impact welfare, benefits, and employment support.
- **Fair work and fair wages:** Edinburgh's employers in all sectors should pay wages at a level people can live on in this city, and should offer consistent and predictable hours and pay for all workers.

- **Affordable transport:** Edinburgh should ensure place based investment and development removes the need for costly travel to access services and support. Availability of free transport should be the norm for services targeted at people experiencing poverty
- **Family friendly:** Family and working parent friendly hours should be the norm for all services which aim to support people in poverty. Service hours should be explicitly built on an understanding of the needs and preferences of end users.
- **Early years:** Edinburgh should focus on ensuring the availability of holistic early years provision that provides modern flexible childcare and education that supports families in employment and on low incomes
- **Culture and understanding.** A change in culture is needed to tackle stigma and improve understanding of poverty and its impacts among support service providers. Such common understanding is critical to ensuring that people in poverty can rely on being treated with respect and compassion by the support services they rely on.
- **A new relationship with citizens:** A new approach is needed to change the relationship between citizens and service providers in Edinburgh. Citizens experiencing poverty must be involved in the planning, design and development of the support services they rely on.
- **Safe and welcoming:** All support services used by people in poverty should be located in places where the user feels safe and welcomed, and in places that are recognised and valued by the community they serve.
- **Trusted relationships:** Services relied upon by people experiencing poverty should be accessed through trusted community brokers with a single point of contact, not by referral and signposting to multiple agencies and locations.
- **Relationship based commissioning:** Change is needed in commissioning of services by the public sector in Edinburgh. We need a shift towards a new model of commissioning which puts priority on long term relationships between services and the people who rely on them, on building community capacity and citizen empowerment.
- **Flexibility in contracting is key.** Funding for services should be commissioned and delivered through monitoring and payment frameworks designed to support positive impacts for individual people, not to comply to rigid, often counter-productive criteria.
- **Innovation.** More of the same approaches used in the past will not be enough to solve poverty in Edinburgh. A commitment is needed to support innovation and experimentation in new ways to implement the solutions outlined in this paper.

6. Next steps

An incomplete model

At this point in our inquiry we know that these do not present a complete solution, and that there is no model of change to poverty in this city that does not include critical issues not covered here, including:

- Housing availability, cost, and homelessness

- Cost of transport and service accessibility
- Experiences of criminal justice, and
- Community led approaches to lifting people out of poverty

Over the next few months we will continue our research programme to focus on these issues. We will also focus on developing our thoughts on the levers for change across all these issues that are held by the city, considering not only *what* needs to change but also *how* that change can be delivered in a city like Edinburgh.

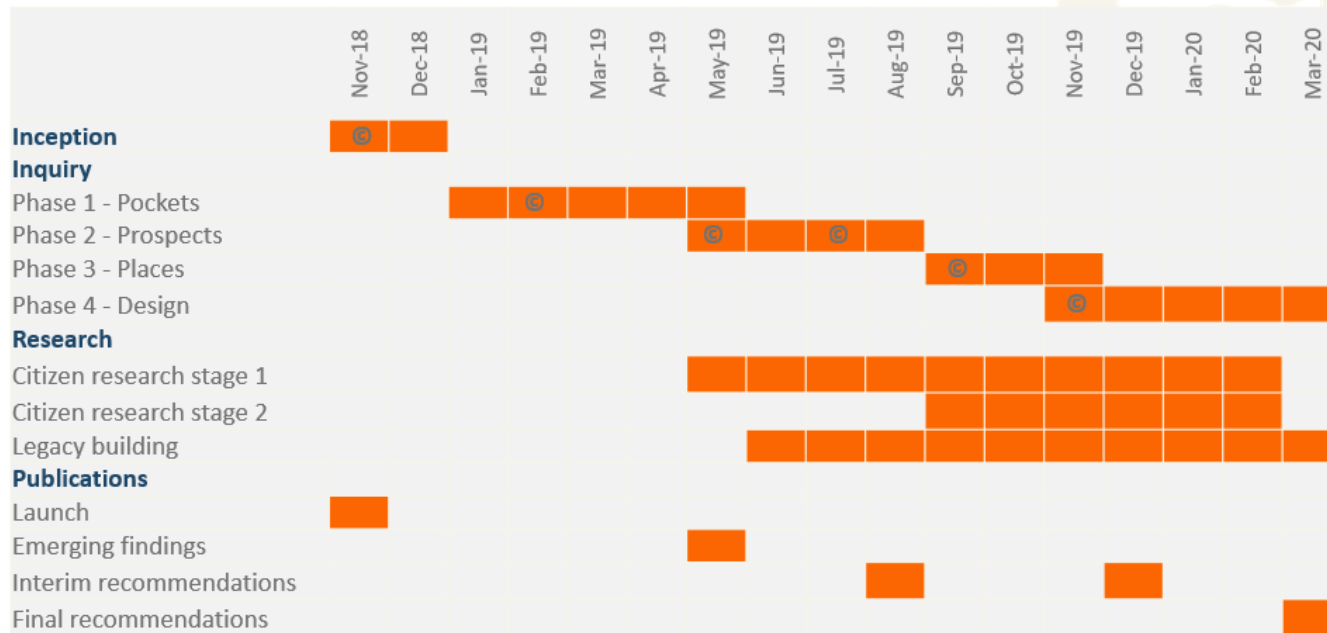
This phase will introduce new ideas and new issues to deepen our thinking ahead of publication of our final recommendations by March 2020.

Key dates for the next period of our work include:

- September 26th – a full session meeting of the Edinburgh Poverty Commission covering the theme of ‘Places’
- October 7th to 11th – Challenge Poverty Week, including a series of events attended and organised by the Edinburgh Poverty Commission
- November 26th – The final scheduled full session meeting of the Edinburgh Poverty Commission
- January 2020 – publication of draft final recommendations for public consultation and feedback
- March 2020 – launch of final recommendations from the Edinburgh Poverty Commission.

Annex 1: Workplan

Work plan



Annex 2: Meetings and Visits so far

Category	Meeting	Venue
Edinburgh Poverty Commission Meeting	Edinburgh Poverty Commission - inception meeting	Foundation Scotland
Conference	Edinburgh College: Tackling Poverty Conference	Edinburgh College Granton Campus
Visit	Business in the Community Place Leadership Group	Virgin Money
Visit	Moredun Multis	Moredun Multis, Liberton,
Visit	Trongate Foodbank	6 Craighour Gardens, Moredun
Visit	Granton Information Centre advisors workshop	The Prentice Centre, 1 Granton Mains Ave, Edinburgh
Edinburgh Poverty Commission Meeting	Edinburgh Poverty Commission - Meeting 1	Gilmerton Community Centre
Conference	Homelessness Scotland report launch	Central Hall, 2 West Tollcross, Edinburgh
Conference	Edinburgh 1in5 project conference	The Faith Mission
Visit	Employability service providers workshop	Norton Park Conference Centre
Edinburgh Poverty Commission Meeting	Edinburgh Poverty Commission - Meeting 2	North Edinburgh Arts Centre
Visit	Granton Information Centre clients meeting	134-138 W Granton Rd, Edinburgh
Visit	Session with Social Care workers and clients	Thistle Foundation, Centre of Wellbeing, 13 Queen's Walk, Edinburgh
Visit	Session with Early Years Care providers	Craigetanny Early Years Centre
Visit	Session with Employability Skills clients	North Edinburgh Arts Centre
Visit	Visit to Cyrenians Community Cook Club	Easter Road Stadium, Edinburgh

Visit	Visit to Citadel Youth Centre parents drop in group	Citadel Youth Centre - 175 Commercial St, Edinburgh
Visit	Third sector forum group meeting	City of Edinburgh Methodist Church, 25 Nicolson Square
Visit	Visit to Muirhouse Medical Group	Muirhouse Medical Group, 1 Muirhouse Ave, Edinburgh
Edinburgh Poverty Commission Meeting	Interim findings deliberation session	Grassmarket Project
Visit	City of Edinburgh Council CLT discussion session 1	City of Edinburgh Council
Visit	City of Edinburgh Council CLT discussion session 2	City of Edinburgh Council
Conference	National Association of Welfare Rights Advisors	Annual Conference 2019, Edinburgh City Chambers

Annex 3: Contributors and Participants so far (exc CEC)

EVOC	Fresh Start	Presence In Action
ADVOCARD	Granton Information Centre	Collective
Bethany Christian Trust	Grassmarket Community Project	RNIB
Business in the Community Scotland	Joined Up 4 Jobs providers forum	Scotcash
Capital City Partnership	Liberton High School	Scottish Federation of Housing Associations
Carnegie UK Trust	LINK	Shelter Scotland
CHAI	Lothian Centre for Inclusive Living	Stepping Stones
Changeworks	Low Income Families Together (LIFT)	Support in Mind Stafford Centre
Community Help and Advice Initiative (CHAI)	Mind the Craic	The Junction, young people, health & wellbeing
Community Renewal	Moredun Multis Residents Group	The Ripple
Craigentenny Early Years Centre	Muirhouse Healthy Living Centre	Thistle Foundation
Crewe Medical Centre	NHS Lothian	Tron Kirk Foodbank
DWP	One in five: raising awareness of child poverty in Edinburgh	Tynecastle High School Equity Improvement Group
Edinburgh and South East Scotland City Region Deal Programme Office	People Know How	Unite Hospitality
Edinburgh City Youth Cafe	Pilmey Development Project	University of Edinburgh
Edinburgh College	Port of Leith Housing Association	University of Edinburgh Students Association
Edinburgh College Students Association	Poverty Alliance	
Edinburgh Tenants' Federation		
Foursquare Scotland (Stopover Hostel)		

Annex 4: Edinburgh Poverty Commission members

Jim McCormick, Joseph Rowntree Foundation - chair

Councillor Cammy Day, City of Edinburgh Council - vice chair

Celia Tennant, Inspiring Scotland

Zoe Ferguson, Edinburgh citizen

Craig Sanderson, Edinburgh citizen, former CEO Link Housing Association

Betty Stevenson, Edinburgh citizen

Chris Kilkenny, Edinburgh citizen

Stephen Kelly, Liberton High School

Diana Noel Paton, Edinburgh citizen, former CEO Thistle Foundation

Mary Alexander, Unite the Union

Sandy MacDonald, Aberdeen Standard Life

Carol Tannahill, Glasgow Centre for Public Health.

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Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

City Strategic Investment Fund – Powderhall Stables

Executive/routine Wards Council Commitments	Executive 12 – Leith Walk 2 , 46
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1. Recommendations

- 1.1 It is recommended that Committee:
- 1.1.1 notes that the current available balance of the City Strategic Investment Fund (CSIF) currently stands at £1.55m and is projected to rise to £1.69m by 1 April 2020 given scheduled repayments;
 - 1.1.2 notes that this includes £500,000 which can be used for match funding grant applications on a non-repayable basis;
 - 1.1.3 agrees to allocate £200,000 towards the Powderhall Stables project (should it proceed) from 1 April 2020 on a non-repayable basis;
 - 1.1.4 agrees to lend up to £500,000 to the Powderhall Stables project (should it proceed) from 1 April 2020 on the terms set out in this report, subject to final approval from the Head of Finance;
 - 1.1.5 notes that this would leave the projected available fund balance post-1 April 2020 at £992,084; and
 - 1.1.6 refers this report to Council for approval.

Paul Lawrence

Executive Director of Place

Contact: David Cooper, Service Manager - Development

E-mail: david.cooper@edinburgh.gov.uk | Tel: 0131 529 6233

City Strategic Investment Fund – Powderhall Stables

2. Executive Summary

- 2.1 This report proposes allocating up to £700,000 from the CSIF to the Powderhall Stables project from 1 April 2020, subject to it securing a grant of £1.21 million from the Scottish Government's Regeneration Capital Grant Fund. £200,000 of this would be on a non-repayable basis, while up to £500,000 would be a repayable loan on the terms set out in this report. This would leave the projected available balance of the CSIF post-1 April 2020 at £992,084.

3. Background

- 3.1 On [7 February 2013](#), the Council approved the creation of the CSIF to “create new development opportunities, support business innovation, deliver jobs and promote economic growth in Edinburgh”. It is an evergreen fund which provides debt and equity finance for projects delivering a return on investment. The Council agreed to capitalise the CSIF with £7.5m. An investment strategy for the fund was agreed by the Economy Committee on [29 April 2014](#). On [7 June 2018](#), updated repayment terms for the CSIF were agreed by the Housing and Economy Committee.
- 3.2 To date, CSIF funding has been committed for the following projects:
- 3.2.1 East Hermiston Business Park, a 1,587 sqm industrial park in Sighthill. £2,141,491 to fund the development was approved by the Economy Committee on [28 April 2015](#) and by the City of Edinburgh Council on [28 May 2015](#). The Business Park was completed in September 2017 and is now projected to generate £145,000 of rental income for the Council annually with full repayment in 2032/33, following which the Business Park will provide additional income for the Council. The current balance remaining to be repaid to the Council is £1,947,916;
- 3.2.2 Replacement Meadowbank Stadium to RIBA stage 4. £700,000 to fund this design was approved by the City of Edinburgh Council on [10 March 2016](#). The allocation was to be repaid to the CSIF by realigning the future Capital Investment Programme. Following approval by Council for the Meadowbank Stadium project to proceed, this funding was not required as originally envisaged;

- 3.2.3 Cash flow issues arising as part of the closure of The EDI Group Limited (“EDI”). It was agreed by the Housing and Economy Committee on [7 September 2017](#) and by the City of Edinburgh Council on [31 May 2018](#) to allocate £1m for any cash flow issues arising from the closure of EDI. After the EDI cash balance strengthened, this funding was no longer required and the money was released back into the CSIF;
- 3.2.4 Design of the tram extension to Newhaven up to RIBA stage 2. The commencement of stage 2 design funded by £2m from CSIF was approved by the Transport and Environment Committee on [4 September 2017](#) (in the report CSIF is referred to as the Strategic Priorities Fund) with the City of Edinburgh Council giving final approval on [21 September 2017](#). The City of Edinburgh Council agreed on [14 March 2019](#) that the tram line would be extended to Newhaven. As reported to the Housing and Economy Committee on [21 March 2019](#) the repayment of the £2m allocated from the CSIF for design costs will not be repaid until the extended tram line is operational and generating a surplus, which is expected to be in 2025/26; and
- 3.2.5 Refurbishment of Powderhall Stables as work space and community space. £500,000 towards this refurbishment was agreed by the Housing and Economy Committee on [22 March 2018](#) and by the City of Edinburgh Council on [3 May 2018](#). After the Council’s bid to the Scottish Government’s Regeneration Capital Grant Fund (RCGF) was unsuccessful, the project was unable to proceed, this funding was no longer required and the money was released back into the CSIF.
- 3.3 On [25 October 2019](#), the Policy and Sustainability Committee agreed to fundamental changes in the way the CSIF was used. The following allocations were made to the remaining CSIF budget:
- 3.3.1 £2.15m was allocated for providing resources to deliver major developments at Edinburgh BioQuarter, Edinburgh Waterfront, and West Edinburgh. It was agreed that this would not be repaid to the CSIF;
- 3.3.2 £500,000 was allocated for match funding external funding applications. It was agreed that this would also not be repaid to the CSIF; and
- 3.3.3 the remainder of the CSIF (£902,084, rising to £1,047,084 by the end of 2019/20 based on projected repayments from the East Hermiston Business Park) would continue to be used for repayable debt or equity investment for eligible projects.
- 3.4 These decisions leave the current available balance of the CSIF at £1.55m. This is projected to rise to £1.69m by the end of the financial year due to repayments from the East Hermiston Business Park. The £1.57m includes £500,000 which can be used for match funding grant applications on a non-repayable basis.

4. Main report

- 4.1 This report sets out a proposal to utilise up to £700,000 from the CSIF (£200,000 on a non-repayable basis and up to £500,000 on a loan basis) to support the refurbishment of Powderhall Stables as work and events space.

Powderhall Stables

- 4.2 Powderhall Stables refers to the former offices and stable block of the Powderhall Waste Transfer Station at 165 Broughton Road as shown in appendix 1. Built in 1893, it is a two-storey, 618 sqm property in the Scots Baronial style. With architectural features including an archway entrance, bartizans, and ornate cast iron gates, it is a prominent feature on Broughton Road. It has been category 'B' listed since 1993. The building was originally used as offices for the adjacent waste incinerator plant and as stables for the horses that pulled the waste carts; latterly, it has been used as a staff facility for waste collection staff. The building is now over 120 years old and in poor condition. A condition survey carried out in 2017 returned a 'C' rating, indicating major defects. Multiple repairs are needed, including to the roof; stonework; ceilings; and doors and windows. The interior is highly dated and generally unsuited to contemporary occupier requirements.
- 4.3 Powderhall Waste Transfer Station was previously used to sort and compact waste prior to it being transferred to a landfill site at East Barns in East Lothian. The Waste Transfer Station was closed in late-2016 due to equipment failures and drainage issues. On [23 March 2017](#), the Finance and Resources Committee approved the sale of the Waste Transfer Station to the Housing Revenue Account for housing-led redevelopment.
- 4.4 The Council made a bid to the 2019/20 round of the Scottish Government's Regeneration Capital Grant Fund (RCGF) for £1.06 million towards the Powderhall Stables project. The bid was unsuccessful, but the Scottish Government provided feedback on the bid and encouraged the Council to resubmit the project.
- 4.5 On [29 August 2019](#), the Housing, Homelessness and Fair Work Committee agreed to seek further funding for the refurbishment of the stable block.
- 4.6 It is proposed to restore Powderhall Stables as a hub providing workspaces and events space. Collective Architecture has prepared designs for the conversion of the building. The project would aim to meet the strong demand for workspaces and function spaces in central Edinburgh. It is estimated that the building could support over 60 jobs if fully occupied.
- 4.7 The restoration of Powderhall Stables would provide a centre-point for the wider Powderhall redevelopment being taken forward by the Development and Regeneration Team. This is a mixed-tenure development of approximately 260 homes with potential to deliver a new nursery school, new public realm, and community growing areas. A Place Brief for the Powderhall development was approved by the Planning Committee on [12 December 2019](#); the Place Brief

states that “*bringing the stable block back into use and provision of a nursery should be integral parts of the development proposals*” and that “*Consideration should be given to its future use as workspace/event space with potential community uses.*”

- 4.8 The projected costs of refurbishing Powderhall Stables are £1.91 million. The Council has made a bid to the 2020/21 round of the RCGF, this time for £1.21 million, leaving a funding gap of £700,000. It is proposed to utilise the CSIF to bridge this funding gap, enabling the Powderhall Stables project to proceed if the RCGF grant can be secured. £200,000 of this would be on a non-repayable basis, while the remainder would be repaid using rental income from the letting out of the building once refurbished.

5. Next Steps

- 5.1 Should the Policy and Sustainability Committee agree the recommendations in this report, it will be referred to the City of Edinburgh Council for approval.
- 5.2 Should the bid be successful, it is anticipated that the Council would seek to commence the project during 2020/21.
- 5.3 Should the bid be unsuccessful, the project would be unable to proceed and the £700,000 would be released back to the CSIF.

6. Financial impact

- 6.1 As set out above, the uncommitted balance of the CSIF is currently £1.40m, rising to £1.55m by the end of the financial year. The £1.40m includes £500,000 which can be allocated on a non-repayable basis.
- 6.2 It is proposed to allocate £200,000 of the £500,000 to the Powderhall Stables project. Additionally, it is proposed to offer the project a loan facility of up to £500,000, to be repaid using income from renting out the building.
- 6.3 It is proposed that the CSIF loan of up to £500,000 would be repaid at 3% interest per annum. However, it is proposed that no interest would be charged during the construction period with interest only accruing once the building was occupied and generating a rental income. These terms would be subject to final approval by the Head of Finance.
- 6.4 Assuming a loan of £500,000 was taken out on these terms, with repayment commencing in January 2022, it is projected that the loan plus interest could be fully repaid by 2034. Following this date, any rental income from Powderhall Stables would accrue to the General Fund.
- 6.5 Council officers will seek to reduce overall project costs via value engineering and to secure additional external funding where possible.

7. Stakeholder/Community Impact

- 7.1 Significant community consultation has been undertaken in support of the wider Powderhall development proposals. This consultation has identified strong local support for the Powderhall Stables project.

8. Background reading/external references

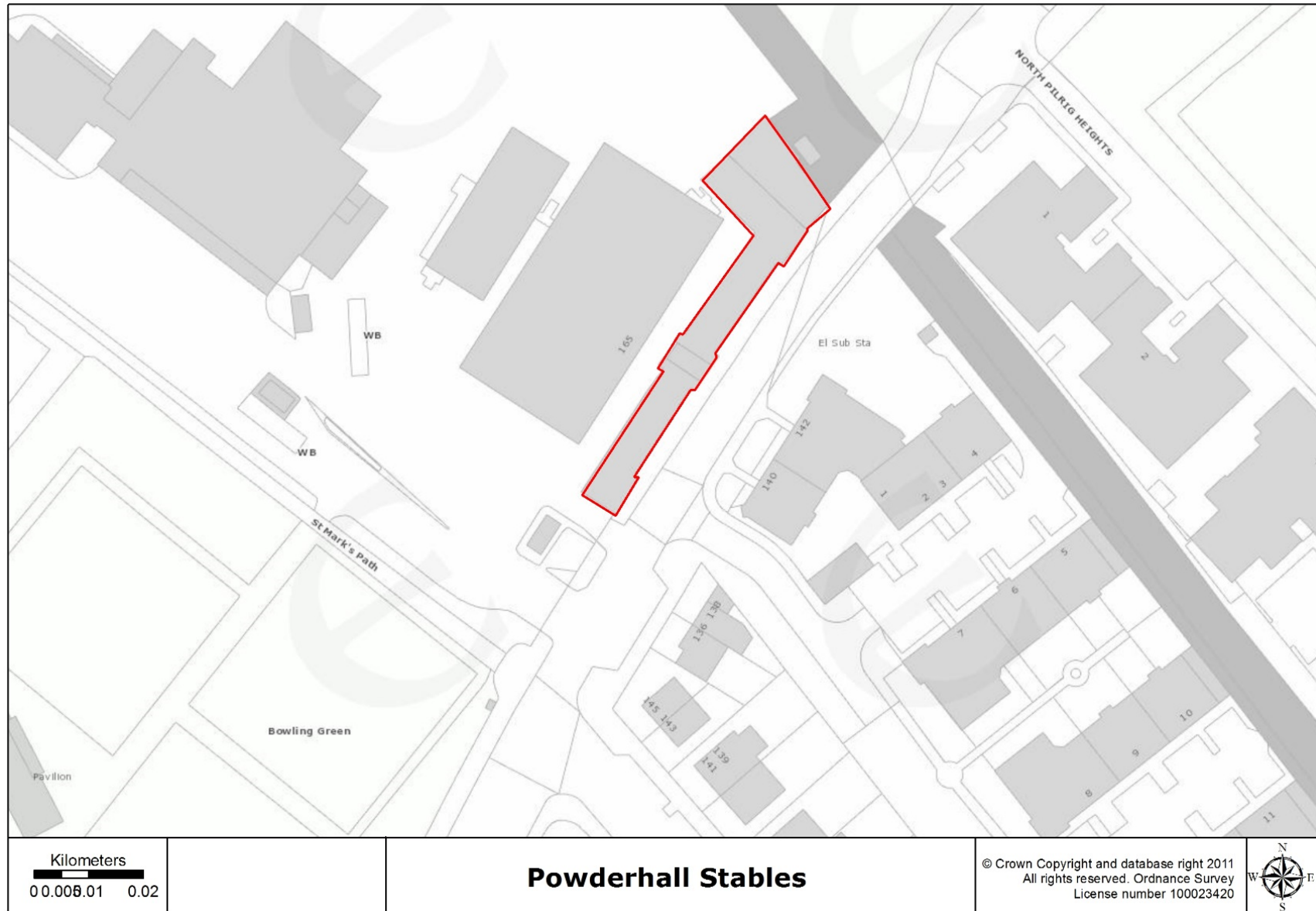
- 8.1 ["City Strategic Investment Fund – Powderhall Stables" – report to the Housing and Economy Committee, 22 March 2018](#)
- 8.2 ["Powderhall Place Brief" – report to the Planning Committee, 12 December 2018](#)
- 8.3 ["Delivery Strategy for Powderhall" – report to the Housing, Homelessness and Fair Work Committee, 29 August 2019](#)
- 8.4 ["City Strategic Investment Fund" – report to the Policy and Sustainability Committee, 25 October 2019](#)

9. Appendices

- 9.1 Appendix 1 – Powderhall Stables site plan
- 9.2 Appendix 2 – City Strategic Investment Fund: projected cash flow

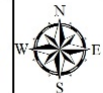
9.1 Appendix 1 – Powderhall Stables site plan

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Powderhall Stables

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9.2 Appendix 2 – City Strategic Investment Fund: projected cash flow

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
East Hermiston Business Park	-£42,113	-£1,277,659	-£719,084 ^A	£90,940 ^B	£145,000	£145,000
EDI cash flow reserve	-	-	-	£0	-	-
Meadowbank Stadium	-	-	£0	-	-	-
Tram design works	-	-	-	-£2,000,000	-	-
Strategic projects	-	-	-	-	-£2,150,000 ^C	-
Powderhall Stables - grant element	-	-	-	-	-	-£200,000 ^D
Powderhall Stables - loan element	-	-	-	-	-	-£500,000 ^E
Balance at year end	£7,457,887	£6,180,228	£5,461,144	£3,552,084	£1,547,084	£992,084
	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27
East Hermiston Business Park	£145,000	£145,000	£145,000	£145,000	£145,000	£145,000
EDI cash flow reserve	-	-	-	-	-	-
Meadowbank Stadium	-	-	-	-	-	-
Tram design works	-	-	-	-	£2,000,000	-
Strategic projects	-	-	-	-	-	-
Powderhall Stables - grant element	-	-	-	-	-	-
Powderhall Stables - loan element	£11,624	£46,495	£46,495	£46,495	£46,495	£46,495
Balance at year end	£1,148,708	£1,340,204	£1,531,699	£1,723,194	£3,914,689	£4,106,185
	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
East Hermiston Business Park	£145,000	£145,000	£145,000	£145,000	£145,000	£62,916
EDI cash flow reserve	-	-	-	-	-	-
Meadowbank Stadium	-	-	-	-	-	-
Tram design works	-	-	-	-	-	-
Strategic projects	-	-	-	-	-	-
Powderhall Stables - grant element	-	-	-	-	-	-
Powderhall Stables - loan element	£46,495	£46,495	£46,495	£46,495	£46,495	£46,495
Balance at year end	£4,297,680	£4,489,175	£4,680,670	£4,872,166	£5,063,661	£5,173,072

	2033/34	2034/35	2035/36	2036/37	2037/38	2038/39
East Hermiston Business Park	–	–	–	–	–	–
EDI cash flow reserve	–	–	–	–	–	–
Meadowbank Stadium	–	–	–	–	–	–
Tram design works	–	–	–	–	–	–
Strategic projects	–	–	–	–	–	–
Powderhall Stables - grant element	–	–	–	–	–	–
Powderhall Stables - loan element	£46,495	£34,871	–	–	–	–
Balance at year end	£5,219,567	£5,254,439	£5,254,439	£5,254,439	£5,254,439	£5,254,439
<p>A – Net expenditure based on expenditure of £767,659, partially offset by income of £48,575. B – Net income based on income of £145,000, partially offset by expenditure of £54,060. C – Non-repayable. D – Non-repayable. E – Maximum extent of loan.</p>						

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Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Public Bodies Climate Change Duties Report 2018/19

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 That the Committee
 - 1.1.1 Considers and approves the City of Edinburgh Council Public Bodies Climate Change Duties Report 2018/19, for submission to Scottish Government on 30 November 2019.
 - 1.1.2 Notes that as part of the Council's new approach to sustainability agreed on 14 May 2019, an ambitious new target for the city and Council to be carbon neutral by 2030 was set. This new target will be reflected in future reporting on the Council's public bodies duties from 2019/2020 year onwards.

Andrew Kerr

Chief Executive

Contact: Beth Hall, Strategy Manager (Policy)

E-mail: beth.hall@edinburgh.gov.uk | Tel: 0131 469 3538

Public Bodies Climate Change Duties Report 2018/19

2. Executive Summary

- 2.1 This report seeks Committee's approval of the Council's statutory report for 2018/19 on compliance with the Climate Change (Scotland) Act 2009 Public Bodies Climate Change Duties (PBCCD), for submission to the Scottish Government on 30 November 2019.
- 2.2 The Act requires the Council to report against its emissions reduction target. The Council's target during this reporting period (2018/19) was to achieve a 42% reduction in emissions by 2020/21, from a 2005/06 baseline. Carbon emissions since 2005/06 have reduced by 37%. To achieve the previously agreed target of a 42% reduction by 2020/21, a further 5% reduction in emissions would be required by 2020/21.
- 2.3 From 2019/2020 onwards the Council's PBCCD submission will report on progress towards meeting the ambitious new target of becoming carbon neutral by 2030, agreed by Committee in May 2019. The detail of how this will be approached will be determined following completion of work with Edinburgh and Leeds Universities to project emissions reductions and included within the development of the 2030 Sustainability Strategy.

3. Background

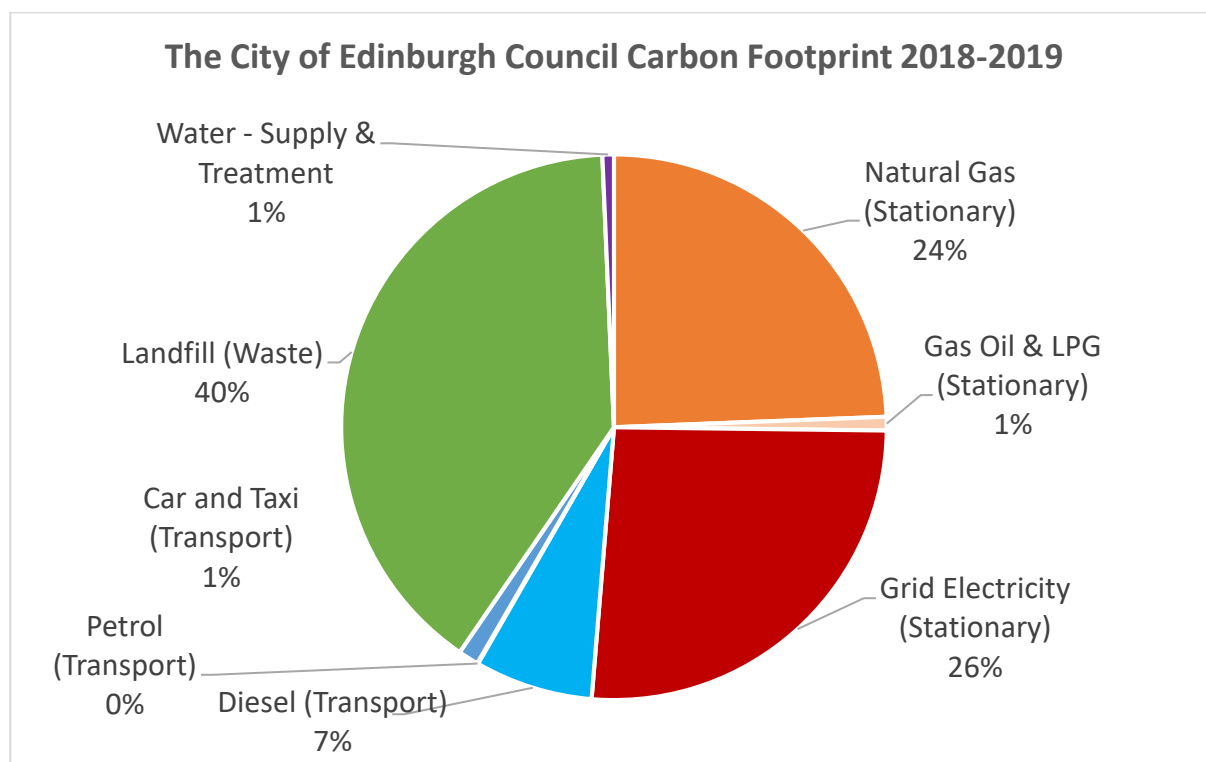
- 3.1 The City of Edinburgh Council is a 'Major Player' under the terms of the Climate Change (Scotland) Act 2009 and has a legislative duty to submit an annual report on what it is doing to meet the statutory Public Bodies Climate Change Duties (PBCCD). This report must be submitted to Scottish Government by 30 November each year and will cover the most recently completed financial year.
- 3.2 The Public Bodies Climate Change Duties Report has seven sections.
 - 3.2.1 Part 1: Organisational Profile
 - 3.2.2 Part 2: Governance, Management and Strategy in relation to climate change
 - 3.2.3 Part 3: Corporate Emissions, Targets and Projects
 - 3.2.4 Part 4: Adaptation to the impacts of climate change
 - 3.2.5 Part 5: Procurement actions and achievements regarding climate change
 - 3.2.6 Part 6: Data Validation and sign-off Declaration by a senior person responsible for climate change

3.2.7 Part 7: Reporting on Wider Influence

- 3.3 The first six parts apply to the Council's own carbon emissions reduction, climate change adaptation and sustainable procurement activities. Part seven is not a statutory requirement and therefore is not reported on.
- 3.4 Integrated Joint Boards (IJBs) are now required to complete a climate change report under the Climate Change (Duties of Public Bodies: Reporting Requirements) (Scotland) Order 2015. This is the second year that the IJB will report. The IJB reports that carbon emissions are generated and reported as part of the Council and NHS activity, through which the Health and Social Care Partnership delivers its services.

4. Main report

- 4.1 Parts one and two of the report detail the Council's organisational profile and climate change governance and management arrangements. Progress made in 2018/19 following the Council's review of its sustainability activities has been detailed, as well as what measures are planned in the year ahead.
- 4.2 Part three of the report covers the Council and Edinburgh Leisure's own carbon emissions. The overall reduction in these combined carbon emissions since 2005/06 is 37%. This represents a significant reduction in our emissions since last year. The Council and Edinburgh Leisure's carbon emissions were 120,882 tonnes in 2018/19, an 20% decrease on the 151,305 tonnes emitted in 2017/18.
- 4.3 Stationary emissions (as outlined in the below graph) make up 51% of the Council's carbon emissions footprint. Emissions from landfill waste make up 40%, transport 8% and water supply and treatment make up 1%.



- 4.4 Key points relating to this year's footprint include:
- 4.4.1 The combined carbon footprint associated with gas and electricity consumption has decreased by 17% since 2017/18. This figure includes Edinburgh Leisure run properties. Consumption of electricity has decreased by 5% since last year.
 - 4.4.2 Factors contributing to this decrease include the roll-out of the LED street lighting programme across the city reducing electricity consumption from 27,176,046 kWh in 2017/18 to 26,703,129 kWh in 2018/19 and leading to a reduction in emissions from 10,447 tCO₂e in 2017/18 to 8,203 tCO₂e in 2018/19.
 - 4.4.3 This is the second year of the Edinburgh Community Solar Cooperative solar panels being operational on Council and Edinburgh Leisure buildings and energy generation through combined heat and power (CHP). The amount of renewable energy generated during the year was 1.3 million kWh, an 9% increase on last year.
 - 4.4.4 The greening of the grid has also contributed to this reduction in electricity emissions and this should continue to do so going forward as more renewable energy is generated from wind, wave and solar.
 - 4.4.5 The closure of Meadowbank Sports Stadium in January 2018 has also led to reductions in grid electricity and natural gas consumption.
 - 4.4.6 There has been a 29% reduction in the tonnage of municipal waste sent to landfill following the diverting of 40,067 tonnes of our waste to Millerhill recycling and processing plant.
 - 4.4.7 The Council's transport footprint has increased by 33% from last year; however this is within the context of transport accounting for just 7% of the Council's overall emissions.
 - 4.4.8 The carbon footprint associated with water is 574 tonnes, which is about 1% of the Council's total carbon footprint.
- 4.5 The overall reduction in carbon emissions since the baseline year of 2005/06 is 37%. This would have meant a 5% reduction was required to meet the Council's previously set target of a 42% reduction in emissions by 2020/21. The Council has set a new target of net zero emissions by 2030 and future reporting will be set against this new target. A new emissions baseline for doing this is being developed,
- 4.6 Questions 3e to 3j of Appendix 1 relate to carbon reduction projects. The projects described in this section have been provided by Property and Facilities Management and Edinburgh Leisure. Active energy management of the Council's operational estate is a key focus across Property and Facilities Management. There are several large-scale projects underway, across new constructions and existing buildings, to improve sustainability, energy efficiency and reduce associated energy spend.

- 4.7 Part 4 of the PBCCD Report covers the Council's climate change adaptation activity. The return shows that climate change adaptation is embedded in a range of Council operations and services and citywide work is progressing well, with the approval of the Edinburgh Adapts Climate Change Action Plan (2016 – 2020) in August 2016 and the second report on progress submitted to Committee in October 2018. A city-wide steering group is now well established to drive this work forward.
- 4.8 Part 5 of the PBCCD Report covers the Council's sustainable procurement activity. The Council's Commercial and Procurement Services Division continues to evidence that sustainability is firmly embedded in procurement policies and contract activity. The submission last year was highlighted as good practice to be shared with other organisations. Current specification work indicates that sustainability activity within this service continues to strengthen year on year.

5. Financial impact

- 5.1 There are no financial impacts arising from this report.

6. Stakeholder/Community Impact

- 6.1 Consultation has taken place with Commercial and Procurement Services, Planning, Flood Prevention, Corporate Property, Waste Services, Environment, Resilience and Edinburgh Leisure in compiling this report.
- 6.2 This report has been assessed in respect of the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties. In summary, the proposals in this report will help improve social justice, economic wellbeing and environmental good stewardship.
- 6.3 Equality and rights are a key component of the Council's Fairtrade Policy which is underpinned by principles including being inclusive, engaging and sustainable.

7. Background reading/external references

- 7.1 [Public Bodies Climate Change Report 2017/18](#)
- 7.2 [Public Bodies Climate Change Report 2016/17](#)

8. Appendices

Appendix I – Public Bodies Climate Change Report 2018-19 to the Scottish Government

TABLE OF CONTENTS

Required

PART 1: PROFILE OF REPORTING BODY

PART 2: GOVERNANCE, MANAGEMENT AND STRATEGY

PART 3: EMISSIONS, TARGETS AND PROJECTS

PART 4: ADAPTATION

PART 5: PROCUREMENT

PART 6: VALIDATION AND DECLARATION

Recommended Reporting: Reporting on Wider Influence

RECOMMENDED – WIDER INFLUENCE

OTHER NOTABLE REPORTABLE ACTIVITY

PART 1: PROFILE OF REPORTING BODY

1(a) Name of reporting body
City of Edinburgh Council

1(b) Type of body
Local Government

1(c) Highest number of full-time equivalent staff in the body during the report year
14611

1(d) Metrics used by the body			
Specify the metrics that the body uses to assess its performance in relation to climate change and sustainability.			
Metric	Unit	Value	Comments
Population size served	population	518500	NRS for 18/19 reporting https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/mid-2018

1(e) Overall budget of the body	
Specify approximate £/annum for the report year.	
Budget	Budget Comments
968000000	This is net of fees and charges for services provided.

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1(f) Report year	
Report Year	Report Year Comments
Financial (April to March)	

1(g) Context

Provide a summary of the body's nature and functions that are relevant to climate change reporting.

The Council has a property portfolio comprising of approximately 600 operational buildings (this excludes investment buildings i.e. those owned by the Council and operated as shops, pubs etc as these premises are not used for the discharge of public duties but includes PPP/DBFM school buildings). As a local authority, the City of Edinburgh Council is responsible for providing a range of public services, including education, social care, roads and transport, economic development, housing and planning, environmental protection, waste management, cultural and leisure services. As a public body, Integration Joint Boards (IJB) are required to prepare reports on compliance with climate change duties. Discussions are ongoing between the City of Edinburgh Council, the Edinburgh IJB and NHS Lothian to ensure double accounting of emissions has not occurred.

PART 2: GOVERNANCE, MANAGEMENT AND STRATEGY

2(a) How is climate change governed in the body?

Provide a summary of the roles performed by the body's governance bodies and members in relation to climate change. If any of the body's activities in relation to climate change sit outside its own governance arrangements (in relation to, for example, land use, adaptation, transport, business travel, waste, information and communication technology, procurement or behaviour change), identify these activities and the governance arrangements.

Following the findings of an independent audit of council activity on climate change and sustainability undertaken by the Edinburgh Centre for Carbon Innovation, the Council agreed new governance arrangements for sustainability going forward and set a new ambitious target of achieving a carbon neutral city by 2030, doing this through the development of a new programme plan and Sustainability Strategy for 2020-2030.

Sustainability and climate emergency action will be championed within the Council and across the city through a significant programme of corporately led activity. A new Policy and Sustainability Committee (which will replace the existing Corporate Policy and Strategy Committee) will provide the political leadership for this.

A Sustainability All Party Oversight Group (APOG) and Sustainability Programme Board have been established to co-ordinate actions across the Council, drive programme implementation, provide officer and elected member leadership and oversight and support the development of the 2030 Sustainability Strategy. The APOG comprises the Convener and Vice Convener of the Policy and Sustainability Committee, the Council's Sustainability Champion and an elected member from each of the other political groups.

The APOG remit is to:

- champion the prioritisation of sustainability action within the Council and city;
- support and drive a coordinated approach throughout the Council to embed sustainability outcomes in the delivery of Council services;
- play a key role in providing additional scrutiny and oversight of the implementation of the Programme Plan;
- provide a vehicle for the development of the 2030 Sustainability Strategy and 2050 City Vision
- provide a means to facilitate and engage with partners and the community

The Sustainability Programme Board is chaired by the Council's Chief Executive and includes the Executive Director of Place as Senior Responsible Officer for Sustainability and Heads of Service for the Council's key service areas, including planning, transport, parks and greenspace, property and facilities management, housing, procurement, finance and corporate function.

2(b) How is climate change action managed and embedded by the body?

Provide a summary of how decision-making in relation to climate change action by the body is managed and how responsibility is allocated to the body’s senior staff, departmental heads etc. If any such decision-making sits outside the body’s own governance arrangements (in relation to, for example, land use, adaptation, transport, business travel, waste, information and communication technology, procurement or behaviour change), identify how this is managed and how responsibility is allocated outside the body (JPEG, PNG, PDF, DOC)

At an operational level the Strategy and Communications Team in the Chief Executive's Division lead on the corporate response to Government on carbon mitigation, climate change adaptation and sustainability initiatives including development of strategies and action plans. The Director for Place leads on wider services relating to housing, energy and water management, waste services, transport, planning, and parks. The Director of Resources is responsible for procurement, asset management and ICT.

The Council adopted the findings of the independent audit of council activity on climate change and sustainability undertaken by the Edinburgh Centre for Carbon Innovation. A new governance framework has been established that will provide political oversight and strategic decision making in respect of sustainability.

A Sustainability Programme Board has been established that aims to co-ordinate actions across the Council, drive programme implementation, provide officer oversight of actions arising out of the Sustainability Programme and the Short Window Improvement Plan. The Programme Board will lead the development of a 2030 Sustainability Strategy on behalf of the organisation with accountability for progress to the Policy and Sustainability Committee.

Behavioural change activity is coordinated by the Insight and Communications teams within Strategy and Communications division and activity in this area will grow over coming years..

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2(c) Does the body have specific climate change mitigation and adaptation objectives in its corporate plan or similar document?

Objective	Doc Name
Council Commitments related to a better environment and transport systems that work for all: 17. Guarantee 10% of the transport budget on improving cycling in the city 18. Improve Edinburgh’s air quality and reduce carbon emissions. Explore the implementation of low emission zones 19. Keep the city moving by reducing congestion, improving public transport to rural west Edinburgh and managing roadworks to avoid unnecessary disruption to the public 25. Increase recycling to 60% from 46% during the lifetime of the administration	City of Edinburgh Commitments

<p>Vision: Edinburgh in 2020 will be a low carbon, resource efficient city, delivering a resilient local economy and vibrant flourishing communities in a rich natural setting. Objectives for 2020. Edinburgh will:</p> <ul style="list-style-type: none"> • reduce greenhouse gas emissions by 42% by 2020 • adapt to the unavoidable impacts of climate change in partnership with key stakeholders and local communities • maintain a good quality of life for all its citizens while consuming minimum resources • be a leading knowledge, demonstration and development centre for sustainable development • have a new trademark – the “Sustainable City” – attracting visitors, industry and investors • have created significant new employment opportunities in low carbon and green technologies • have preserved and enhanced its biodiversity, landscape and coastal environments 	<p>Sustainable Edinburgh 2020 strategic framework</p>
<p>One of the 5 strategic aims is "a resilient city" and the two relevant outcomes are:</p> <ul style="list-style-type: none"> - our built and natural environment is protected and enhanced - Edinburgh is a low carbon, connected city with transport and infrastructure that is fit for the future 	<p>Programme for the Capital: The City of Edinburgh Council Business Plan 2017-22</p>

2(d) Does the body have a climate change plan or strategy?

If yes, provide the name of any such document and details of where a copy of the document may be obtained or accessed.

Sustainable Energy Action Plan 2015-2020
http://www.edinburgh.gov.uk/download/downloads/id/6756/sustainable_energy_action_plan_easy_read.pdf

[Second] Carbon Management Plan 2015/16-2020/21; adopted September 2015;
http://www.edinburgh.gov.uk/directory_record/683821/carbon_management_plan_20152016_-_20202021

Resilient Edinburgh Climate Change Adaptation Framework 2015-2020; adopted October 2014;
http://www.edinburgh.gov.uk/downloads/download/1256/resilient_edinburgh

Edinburgh Adapts Climate Change Adaptation Action Plan 2016-2020; adopted August 2016
http://www.edinburgh.gov.uk/downloads/file/8506/edinburgh_adapts_climate_change_action_plan_2016-2020

Edinburgh Adapts Our Vision 2016-2050
http://www.edinburgh.gov.uk/downloads/file/8507/edinburgh_adapts_our_vision_2016-2050

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2(e) Does the body have any plans or strategies covering the following areas that include climate change?			
Topic area	Name of Document and Link	Time period covered	Comments
Adaptation	Resilient Edinburgh Climate Change Adaptation Framework	2014 - 2020	
	Edinburgh Adapts Our Vision 2016-2050	2016 - 2020	
	Edinburgh Adapts Climate Change Action Plan 2016-2020	2016 - 2020	
Business travel			
Staff Travel	Active Travel Action Plan	2016 - 2020	As an employer, we have: a bike to work scheme; established an allowance for cycling on Council business; produced a policy on the use of bikes by employees including the use of pool bikes; invested over £60k in active travel facilities such as showers, lockers and cycle parking in Council buildings; and supported a number of cycle initiatives including bike breakfasts. We will encourage our partners to undertake similar measures and work to increase uptake of the CFE awards among local businesses. Cycle Friendly Schools and the STARS programme: This is a national award scheme run by Cycling Scotland that recognises the wide range of work schools do to promote and encourage cycling and to make their schools cycle friendly. Schools are encouraged to apply when they become part of the I-bike scheme and we now have over 40 schools subscribed.
Energy efficiency	Energy Management Policy for Operational Buildings	2013 - 2020	Revised Energy Management Policy which brings the policy in line with ISO50001 (2018). The policy is applicable to all the Council's operational buildings and activities.

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Fleet transport	Electric Vehicle Action Plan	Approved Dec 2017	Sets out the Council's approach to the development of Electric Vehicles
Information and communication technology			
Renewable energy			
Sustainable/renewable heat	Sustainable Energy Action Plan	2015 - 2020	
Waste management	Waste and Recycling Strategy Waste Prevention Strategy Resource Use Policy	2010 - 2025 Adopted 2005 Adopted 2000	
Water and sewerage	Water Management Policy	Adopted 2006	
Land Use	Asset Management and Property Strategy	Published 2015	
Other (state topic area covered in comments)	Local Development Plan Edinburgh Design Guidance Edinburgh Biodiversity Action Plan 2019-2021	Published 2016	<p>The section on caring for the environment has a section on flood prevention.</p> <p>The Design Guidance supports the Local Development Plan. It was reviewed in 2018.</p> <p>This is the fifth edition of the Plan. It includes actions on carbon sequestration and adaptation.</p>

2(f) What are the body's top 5 priorities for climate change governance, management and strategy for the year ahead?

Provide a brief summary of the body's areas and activities of focus for the year ahead.

Consolidate the Council's activity on sustainability and climate change through a three-phase programme and monitoring framework, along with dedicated internal governance arrangements. This includes implementation of a short window improvement plan for actions that the Council can take immediately to improve the organisation's approach to sustainability, focusing on areas that can be largely progressed within current resources, or with the development of business cases, where additional resources may be required.

Develop a Council-led communication and engagement plan, and a number of high profile events to encourage wider partnership and citizen engagement and participation in sustainability.

Use the findings of a 'mini-Stern' review for Edinburgh, due to be published in December as an evidence-based route-map for achieving the Council's Carbon neutral target.

Begin development of a 2030 Sustainability Strategy and 2050 ambitions in line with the developing Edinburgh City Vision.

Continue to implement Edinburgh Adapts, the citywide climate change adaptation action plan, co-produced to implement the Resilient Edinburgh framework. Begin development of the next phase of Edinburgh Adapts through the development of a new adaptation action plan for 2021-2026.

Link: <https://democracy.edinburgh.gov.uk/ieListDocuments.aspx?CIId=135&MIId=5254&Ver=4>

2(g) Has the body used the Climate Change Assessment Tool(a) or equivalent tool to self-assess its capability / performance?

If yes, please provide details of the key findings and resultant action taken.

No. Note though the [independent audit of council activity](#) on climate change and sustainability by the Edinburgh Centre for Carbon Innovation at the University of Edinburgh.

2(h) Supporting information and best practice

Provide any other relevant supporting information and any examples of best practice by the body in relation to governance, management and strategy.

Internal governance arrangements have been established through the establishment of a Sustainability and Climate Emergency All Party Oversight Group (APOG) and a Sustainability Officer Board. A [three-phase programme and monitoring framework](#) is being developed on sustainability.

Edinburgh Adapts Action Plan was approved in 2016. A city wide steering group is taking forward the actions.

PART 3: EMISSIONS, TARGETS AND PROJECTS

3a Emissions from start of the year which the body uses as a baseline (for its carbon footprint) to the end of the report year							
Reference Year	Year	Scope1	Scope2	Scope3	Total	Units	Comments
Baseline carbon footprint	2005/06				192911	tCO2e	This baseline was chosen following Carbon Trust Standard accreditation.
Year 1 carbon footprint	2006/07				0	tCO2e	
Year 2 carbon footprint	2007/08				0	tCO2e	
Year 3 carbon footprint	2008/09				0	tCO2e	
Year 4 carbon footprint	2009/10				0	tCO2e	
Year 5 carbon footprint	2010/11				171568	tCO2e	
Year 6 carbon footprint	2011/12				163744	tCO2e	
Year 7 carbon footprint	2012/13				165454	tCO2e	
Year 8 carbon footprint	2013/14	35794	56859	40077	132730	tCO2e	First year of using the RES Carbon Footprinting Tool and Project (CFPR)Tool
Year 9 carbon footprint	2014/15	40624	64158	39283	144065	tCO2e	Used the CFPR tool
Year 10 carbon footprint	2015/16	40285	50973	58611	149869	tCO2e	Used the CFPR tool
Year 11 carbon footprint	2016/17	39405	44587	55413	139405	tCO2e	Used the CFPR tool
Year 12 carbon footprint	2017/18	40067	38054	73221	151342	tCO2e	Used the CFPR tool
Year 13 carbon footprint	2018/19	38971	29094	52816	120881	tCO2e	Used the CFPR tool

3b Breakdown of emission sources									
Total	Comments – reason for difference between Q3a & 3b.	Emission source	Scope	Consumption data	Units	Emission factor	Units	Emissions (tCO2e)	Comments
120,881.48		Grid Electricity (generation)	Scope 2	102780508.3	kWh	0.28307	kg CO2e/kWh	29094.08	Council buildings including Edinburgh Leisure
		Grid Electricity (transmission & distribution losses)	Scope 3	102780508.3	kWh	0.02413	kg CO2e/kWh	2480.09	Council buildings including Edinburgh Leisure
		Natural Gas	Scope 1	160253440.6	kWh	0.18396	kg CO2e/kWh	29480.22	Council buildings including Edinburgh Leisure
		Gas Oil	Scope 1	2628126.93	kWh	0.27652	kg CO2e/kWh	726.73	Council buildings including Edinburgh Leisure
		LPG	Scope 1	1141162	kWh	0.21448	kg CO2e/kWh	244.8	Council buildings including Edinburgh Leisure
		Diesel (average biofuel blend)	Scope 1	3219688	litres	2.62694	kg CO2e/litre	8457.9	This is Council Fleet vehicles and Edinburgh Leisure vehicles
		Petrol (average biofuel blend)	Scope 1	27927	litres	2.20307	kg CO2e/litre	61.5	This is Council Fleet vehicles

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Average Car - Unknown Fuel	Scope 3	4207786	km	0.18064	kg CO2e/km	760.1	This reflects travel by staff using their own vehicles
Refuse Municipal to Landfill	Scope 3	81922	tonnes	586.5313	kg CO2e/tonne	48049.8	All Council collected waste & sent to landfill – includes household waste & waste from council buildings
Taxi (black cab)	Scope 3	1567933	passenger km	0.2142	kg CO2e/passenger km	335.9	These are not Council owned vehicles
Taxi (regular)	Scope 3	2384962	passenger km	0.15344	kg CO2e/passenger km	365.95	These are not Council owned vehicles
Water - Supply	Scope 3	836395	m3	0.344	kg CO2e/m3	287.7	Council buildings including Edinburgh Leisure
Water - Treatment	Scope 3	758064.5	m3	0.708	kg CO2e/m3	536.7	Council buildings including Edinburgh Leisure

3c Generation, consumption and export of renewable energy

Provide a summary of the body's annual renewable generation (if any), and whether it is used or exported by the body.

Technology	Renewable Electricity		Renewable Heat		Comments
	Total consumed by the organisation (kWh)	Total exported (kWh)	Total consumed by the organisation (kWh)	Total exported (kWh)	
Solar PV	1,012,704	286,347	0	0	kWh reflects energy generated onsite, used onsite and exported to the grid
Solar thermal			63,963	0	kWh reflects energy generated onsite and subsequently used onsite

3d Targets

List all of the body's targets of relevance to its climate change duties. Where applicable, overall carbon targets and any separate land use, energy efficiency, waste, water, information and communication technology, transport, travel and heat targets should be included.

Name of Target	Type of Target	Target	Units	Boundary/scope of Target	Progress against target	Year used as baseline	Baseline figure	Units of baseline	Target completion year	Comments
Corporate	percentage	42	tCO2e reduction	Other (please specify in comments)	37	2005/06	192911	tCO2e	2020/21	Original baseline not calculated using RES carbon foot printing tool. Scope of target: buildings, travel, infrastructure and waste

3e Estimated total annual carbon savings from all projects implemented by the body in the report year			
Total	Emissions Source	Total estimated annual carbon savings (tCO2e)	Comments
319.51	Electricity	170.04	<p>Revised Council Energy Management Policy bringing the policy in line with ISO50001 (2018). Policy aims to minimise, manage and promote responsible energy use. Continued focus on investment and management of Council's Building Energy Management Systems.</p> <p>Work to improve the condition of Council buildings including boiler controls upgrades and replacements, and lighting, window and roof replacements.</p> <p>Work is also underway to increase the Council's renewable generation, including new CHP and PV. Refurbishment of systems and lighting also decreasing use of electricity.</p> <p>Edinburgh Leisure first full year with Solar Co-operative panels and their CHP has been operational a full year.</p>
	Natural gas	149.47	BEMS replacement and boiler upgrades.
	Other heating fuels		
	Waste		<p>The Millerhill anaerobic digestion facility reprocesses Council food waste and generates energy. The thermal treatment facility for residual waste is now online and will substantially reduce the Council's waste going to landfill going forward. Redesign of tenement recycling arrangements will increase recycling capacity over residual waste. An audit of Council bin provision has been completed and plans for new layouts of communal bin arrangements and route collections on a ward to ward basis are currently being progressed.</p>

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Water and sewerage		
Business Travel		
Fleet transport		Measures to accelerate the transition to electric vehicles within the Council's fleet are being considered as well as ways to reduce and rationalise Council vehicle use in the future. The Council has increased its electric fleet vehicles from 25 to 42 in 2018/19.
Other (specify in comments)		A number of PV renewables projects will reduce Council energy use.

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3f Detail the top 10 carbon reduction projects to be carried out by the body in the report year											
Provide details of the 10 projects which are estimated to achieve the highest carbon savings during report year.											
Project name	Funding source	First full year of CO2e savings	Are these savings figures estimated or actual?	Capital cost (£)	Operational cost (£/annum)	Project lifetime (years)	Primary fuel/emission source saved	Estimated carbon savings per year (tCO2e/annum)	Estimated costs savings (£/annum)	Behaviour Change	Comments
71 PJ: Lighting upgrade – Canopy lights	SEEP project - funded through SALIX and Scottish Government Grant	2019/20	Estimated	55,854		3.4	Grid Electricity (kWh)	42	16,434		Edinburgh Bus Station

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66 PJ: Lighting Upgrade – Front of Hall Lights	RE:FIT project – funded through SALIX	2019/20	Estimated	70,508		8.4	Grid Electricity (kWh)	21	8,392		Usher Hall
67 PJ: Lighting Upgrade - Auditorium	RE:FIT project funded through SALIX	2019/20		54,526		7.4	Grid Electricity (kWh)	19	7,337		Usher Hall
75 PJ: BEMS Upgrade	SALIX	2019/20		16,433		6.5	Natural Gas (kWh)	19	2,516		Waverley Court
72 PJ: BEMS Upgrade	SEEP Project – funded through BEMS upgrade programme, and Scottish Government Grant	2019/20		45,312		20.8	Natural Gas (kWh)	17	2,177		Edinburgh Bus Station
69 PJ: Lighting Upgrade – Front of House Lights	SEEP project - funded through SALIX and Scottish Government Grant	2019/20		116,069		17.2	Grid Electricity (kWh)	17	6,740		Assembly Rooms
107 PJ: BEMS Upgrade	BEMS Upgrade Programme	2019/20		43,200		21	Natural Gas (kWh)	16	2,056		Mortonhall Crematorium

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82 PJ: BEMS Upgrade	BEMS Upgrade Programme	2019/20		28,200		24.8	Natural Gas (kWh)	9	1,137		Central Library
77 PJ: Automatic Pool Cover	SALIX	2019/20		3,961		3.6	Natural Gas (KWh)	8	1,106		Portobello High School
103 PJ: BEMS Upgrade	BEMS Upgrade Programme	2019/20		43,200		42	Natural Gas (kWh)	8	1,028		Jewel House Old People's Home

3g Estimated decrease or increase in the body's emissions attributed to factors (not reported elsewhere in this form) in the report year

If the emissions increased or decreased due to any such factor in the report year, provide an estimate of the amount and direction.

Total	Emissions source	Total estimated annual emissions (tCO ₂ e)	Increase or decrease in emissions	Comments
0.00	Estate changes		Decrease	The closure of Meadowbank Sports Stadium in January 2018.
	Service provision			
	Staff numbers		Decrease	Staff numbers have reduced between 2017/18 and 2018/19 reporting (14,683 in 2017/18 to 14,611 in 2018/19)
	Other (specify in comments)		Decrease	The roll-out of the Council's LED street lighting programme across the city

3h Anticipated annual carbon savings from all projects implemented by the body in the year ahead

Total	Source	Saving	Comments
0.00	Electricity		<p>A spend-to-save proposal will be developed to expand and accelerate installation of solar PV on appropriate Council-owned buildings. A targeted energy efficient retrofit of Council operational buildings will be undertaken. Edinburgh Leisure will undertake a swimming centre refurbishment, pump upgrade and promote their Green Champion Energy Saving campaign at two of their swimming centres.</p> <p>The Council will adopt the Passivhaus Certified Standard as the preferred option for all new build entering feasibility/business case stage across the Council's operational estate (schools/care homes etc).</p>
	Natural gas		Edinburgh Leisure will undertake a refurbishment of Leith Victoria Swim Centre, BMS replacement at two leisure centres and a boiler upgrade. Figures are not available.
	Other heating fuels		Propane boiler upgrade. No figures available.
	Waste		A Paperless Strategy Working Group is supporting services to accelerate the shift to paperless working. Where paper has to be used, the Council is using recycled (with the exception of libraries as customers are paying for this service). The Council will promote paperless working/recycled paper amongst all relevant staff. Opportunities will be identified to remove single use plastic within Council operations, taking a phased approach to catering and food waste.
	Water and sewerage		
	Business Travel		The Council's City Centre Transformation programme and City Mobility Plan aim to encourage a shift to more sustainable travel modes including delivering cycling infrastructure and public transport improvements. Additional promotional activities will be undertaken to raise staff awareness of the benefits of switching to more sustainable transport forms and of the support available to do so. Relevant travel policies will be strengthened to ensure staff minimise the use of air travel, particularly for domestic travel. An EV Action Plan for increasing the provision of EV charging infrastructure as well as e-mobility operations has been approved. The first phase will provide 66 on-street charging points through 14 hubs across the city.

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Fleet transport		The Council has increased its electric fleet vehicles from 25 to 42 in 2018/19. A further 29 are due to be commissioned in October 2019. This will take the Council's total electric fleet to 71. A review of the Council's fleet is being undertaken which aims to deliver 100% electric car fleet by 2020 and a 100% electric vehicle van fleet by 2022/23.
Other (specify in comments)		The Council will establish a working group to further the understanding of the benefits and practical implications of green infrastructure development and retrofit. The Council will retain and extend vegetation along active travel routes in areas where this would not impede movement, in order to enhance biodiversity and carbon sequestration capacity.

3i Estimated decrease or increase in the body's emissions attributed to factors (not reported elsewhere in this form) in the year ahead

If the emissions are likely to increase or decrease due to any such factor in the year ahead, provide an estimate of the amount and direction.

Total	Emissions source	Total estimated annual emissions (tCO2e)	Increase or decrease in emissions	Comments
0.00	Estate changes			
	Service provision			
	Staff numbers			15,293 in 2016-17 reducing by 4% to 14,611 for 2018-19
	Other (specify in comments)			

3j Total carbon reduction project savings since the start of the year which the body uses as a baseline for its carbon footprint

If the body has data available, estimate the total emissions savings made from projects since the start of that year ("the baseline year").

Total	Comments
	The organisation has not quantified this therefore ongoing project specific detail is not available for the years since the 2005/06 baseline year.

3k Supporting information and best practice

Provide any other relevant supporting information and any examples of best practice by the body in relation to its emissions, targets and projects.

Following the findings of an independent audit of council activity on climate change and sustainability undertaken by the Edinburgh Centre for Carbon Innovation, the Council agreed new governance arrangements for sustainability going forward and in February 2019 set an new ambitious target of achieving a carbon neutral city by 2030, doing this through the development of a new programme plan and Sustainability Strategy for 2020-2030.

Sustainability and climate emergency action will be championed within the Council and across the city through a significant programme of corporately led activity. A new Policy and Sustainability Committee (which will replace the existing Corporate Policy and Strategy Committee) will provide the political leadership for this.

A 'mini-Stern' review for Edinburgh has been commissioned and is due to report its findings in September/beginning of October 2019. This will be the basis for the development of a route-map for achieving a carbon neutral city by 2030.

PART 4: ADAPTATION

4(a) Has the body assessed current and future climate-related risks?

If yes, provide a reference or link to any such risk assessment(s).

An initial risk assessment was done through completion of a [Local Climate Impact Profile](#) followed by verification through Council Committee reporting and meetings with Council departments and affected services.

The Resilient Edinburgh Climate Change Adaptation Framework 2014-2020 took a risk-based approach to assessing Edinburgh's vulnerability to weather-related risks and predicted climate change impacts; identified city services and sectors that may be affected and presented high level actions to address the most significant risks identified. A separate document contained the evidence base on which the Framework was built.

The Edinburgh Adapts Action Plan 2016-2020 was approved by Council Committee in August 2016, endorsed by the Edinburgh Sustainable Development Partnership in September 2016 and launched in December 2016. The high-level climate risks identified in the Resilient Edinburgh Framework are being addressed through implementation of the Action Plan.
Weblink: http://www.edinburgh.gov.uk/downloads/download/1256/edinburgh_adapts.

The Council's resilience risk register (which includes those risks related to climate change) is reviewed on a quarterly basis as part of the Resilience service's risk management procedure. This procedure is aligned with the Council's risk strategy.

4(b) What arrangements does the body have in place to manage climate-related risks?

Provide details of any climate change adaptation strategies, action plans and risk management procedures, and any climate change adaptation policies which apply across the body.

The climate-related risks identified in the Resilient Edinburgh Framework are being addressed through the delivery of the actions in the Edinburgh Adapts Action Plan. A Steering Group comprising the Council, the city's universities, heritage organisations, greenspace and biodiversity groups, and Adaptation Scotland, are providing governance and oversight for the plan.

The Council's Resilience service drives and manages the Council's Resilience Management Programme and is the focus for the Council's resilience activities. The Resilience service is responsible for ensuring the Council complies with its statutory emergency planning and business continuity obligations as stipulated by the Civil Contingencies Act 2004 and other relevant legislation; this work is carried out in conjunction with designated Resilience Coordinators and Resilience Specialists from each Council service area / key function together with stakeholders, other responders and partner organisations. In addition, the Resilience service oversees and supports community resilience initiatives such as the Edinburgh Resilience Project, which aims to understand and help mitigate community resilience risks.

The Edinburgh Local Development Plan (LDP) has specific measures dealing with climate change adaptation. It aims to promote development in sustainable locations and enhance the city's green network by encouraging land management practices which capture, store and retain carbon, and prevent and manage flood risk. This includes managing surface water drainage, treatment and flood risk through sustainable urban drainage, providing amenity and biodiversity benefits. Climate change adaptation considerations are embedded into strategies for green and blue networks as well as into wider land use planning decisions through forest and woodland strategies, Local Development Plan and supplementary planning guidance.

Edinburgh has Flood Prevention Schemes in place on the Braid Burn and Water of Leith. These schemes are designed for a 1 in 200-year event and include an allowance for climate change. Undeveloped areas of land fulfil an important flood function and should be allowed to flood to protect built-up areas from floodwater. These are shown on the Edinburgh Local Development Plan Proposals Map as areas of importance for flood management. There are also robust inspection regimes in place for watercourses, coastal defences and reservoirs. These inspections help inform and prioritise planned maintenance work. In the event of flooding the Council provides an emergency response and there are always two members of staff on standby to co-ordinate activities. Action Packs have been prepared which detail where temporary defences should be deployed. Sandbags, pallet barriers and pumps are stored and are to be utilised in the event of flooding. A limited number of sandbags are stored at various fire stations throughout the City and these are available to the public.

The Council is a signatory to the Central Scotland Green Network and is working in partnership with neighbouring authorities and other stakeholders to support a range of projects. Edinburgh's Local Biodiversity Action Plan for 2016-18 included a number of climate related risks and actions. Work to promote green and blue infrastructure in planning guidance and monitor indicator species are examples of the types of actions underway to address climate related risks. The Edinburgh Biodiversity Action Plan 2019-2021 continues to include climate change as a key issue in biodiversity loss. As an example, climate change pressures are specifically mentioned in relation to the Built Environment e.g. SUDs.

The Council's Parks and Greenspaces Strategy aims to conserve natural habitats and wildlife. Climate change adaptation considerations are embedded into strategies for green and blue networks as well as into wider land use planning decisions through forest and woodland strategies, Edinburgh's Local Development Plan and supplementary planning guidance. Species Action Plans, site management plans and other conservation strategies ensure that risks from adverse climate change have been identified, future changes in these pressures are assessed; that these are being explicitly addressed wherever possible incorporating adaptation measures. Green infrastructure and green networks are promoted in new developments and awareness raised of the relationship between the built and natural environments and issues such as climate change.

4(c) What action has the body taken to adapt to climate change?

Include details of work to increase awareness of the need to adapt to climate change and build the capacity of staff and stakeholders to assess risk and implement action.

The Edinburgh Adapts Climate Change Adaptation Action Plan contains over 100 actions that are being implemented by a wide range of organisations across the city. These include cross-cutting actions that can be incorporated into other strategies and plans to raise awareness of the need to adapt, build capacity to assess risk and implement action. The Action Plan has just completed its third year of implementation.

Externally, the Resilience Service represents the Council on the Multi-Agency Risk Group established by the Lothian and Borders Local Resilience Partnership, which feeds into the risk assessment processes of the East of Scotland Regional Resilience Partnership. The range of risks addressed by these partnerships includes extreme weather related emergencies. Internally, the Resilience Service chairs the Council Resilience Group that oversees the Council's Resilience Management Programme, which includes identifying and addressing risks through preparing and maintaining contingency measures to mitigate their effects. High-level risks are escalated within the Council, as appropriate.

The Edinburgh Local Development Plan aims to promote development in sustainable locations and enhance the city's green network by encouraging land management practices which capture, store and retain carbon, and prevent and manage flood risk. This includes managing surface water drainage, treatment and flood risk through sustainable urban drainage, providing amenity and biodiversity benefits. The Edinburgh Design Guidance raises awareness of climate change at the outset of the document and in the detailed chapters through promoting green infrastructure and sustainable building design. This document was reviewed in 2018 and includes more on climate change adaptation, SUDs and water management.

The Council has started to prepare the next local development plan for Edinburgh 'City Plan 2030'. The consultation 'Choices for City Plan 2030' will identify and set out ways to address changes required to support climate change adaptation, including improvements and changes required to planning policies and supplementary guidance.

The Council works in partnership with neighbouring local authorities, SEPA and Scottish Water and has prepared a Local Flood Risk Management Plan (LFRMP) for the Forth Estuary Catchment which will outline strategies and identify areas vulnerable to flooding from all sources and potential mitigation measures and actions. This plan was published in June 2016 and can be found at <http://www.edinburgh.gov.uk/info/20045/flooding>. To review the progress made in delivering actions of the flood risk management plan an interim report was developed and published in June 2019 this can be found at: http://www.edinburgh.gov.uk/info/20006/emergencies_safety_and_crime/1433/flood_risk_management_plan.

Edinburgh Living Landscapes launched in November 2014. The initiative is led by the Council's Parks and Greenspace service in partnership with the Scottish Wildlife Trust, Royal Botanic Garden Edinburgh, Edinburgh and Lothian Greenspace Trust and Green Surge. It advocates the development of an ecosystem approach to the management of the Council's open space estate in order to realise the

benefits to both biodiversity and public amenity. It aims to create resilient green networks to deliver a healthy, accessible and attractive environment.

As part of the Edinburgh Biodiversity Action Plan 2016-2018, partners were asked to include actions to adapt to climate change within site management plans, conservation plans and species action plans as appropriate. This not only raised awareness but also involved risk assessment, adaptation measures and any carbon capture. This work is carried forward into the Edinburgh Biodiversity Action Plan 2019-2021.

4(d) Where applicable, what progress has the body made in delivering the policies and proposals referenced N1, N2, N3, B1, B2, B3, S1, S2 and S3 in the Scottish Climate Change Adaptation Programme(a) ("the Programme")?

(a) This refers to the programme for adaptation to climate change laid before the Scottish Parliament under section 53(2) of the Climate Change (Scotland) Act 2009 (asp 12) which currently has effect. The most recent one is entitled "Climate Ready Scotland: Scottish Climate Change Adaptation Programme" dated May 2014.

Objective	Objective reference	Theme	Policy / Proposal reference	Delivery progress made	Comments
Understand the effects of climate change and their impacts on the natural environment.	N1	Natural Environment	N1-8	Potentially Vulnerable Areas have been highlighted and the risk assessed in relation to Flood Risk which has been reported in the Local Flood Risk Management Plan (LFRMP). Scottish Water have completed the sewer integrated catchment study for most of Edinburgh, the results of this will be used to start preparing surface water management plans.	
			N1-10	Scottish Government commissioned the Scottish Flood Defence and Asset Database. SEPA published flood maps to help understand areas potentially affected by flooding. The Council maintains GIS records of existing assets in relation to culverted watercourses.	

<p>Support a healthy and diverse natural environment with capacity to adapt.</p>	<p>N2</p>	<p>Natural Environment</p>	<p>N2-2</p>	<p>The Local Development Plan aims to enhance the city’s green network by encouraging land management practices which capture, store and retain carbon and prevents and manages flood risk. Furthermore, through various policies, the LDP aims to protect, promote and enhance the wildlife, recreational landscape and access value of the green network.</p> <p>The Council has updated the Edinburgh Design Guidance, which contribute to promoting green infrastructure in planning.</p> <p>The Council is delivering the Local Development Plan Action Programme (2019 version) which sets out a number of green infrastructure actions which can help mitigate the impact of climate change. Projects which are underway in 2018/19 include:</p> <ul style="list-style-type: none"> - South East Wedge Parkland – upgrade to park, part of wider green network and SUDs and planting. - Niddrie Burn - greenspace re-alignment and restoration 1800 linear meters of burn, landscaping, habitat creation, footpath along burn edge and bridge construction. <p>In 2019 the Council has 90 floral meadows across the city, 21 perennial and 69 annual. There are additional meadows in the pipeline for next season as part of a Biodiversity Challenge Fund award. Additional awards (not just for meadows) are looking to improve up to 3 areas within the city.</p> <p>A total of 105 hectares of greenspace incorporate Living Landscape features (the</p>	<p>The Edinburgh Design Guidance planning policy has been updated and includes guidance on green and blue infrastructure requirements in new developments. Climate change adaptation information has been promoted through internal training workshops.</p> <p>As well as improving the visual and biodiversity amenity of these sites, these changes, specifically the less frequently cut relaxed grass areas, will slow rainwater run-off and help lock-up carbon in soils, reducing CO2 release. It will also mean a reduction in operational fuel consumption and associated pollutants.</p>
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			<p>Council manages 858 hectares of Standard Amenity Grass (SATHG)) which equates to 13% of our amenity grasslands).</p> <p>2048 trees were planted in 2018/19, with 500,000 flowering bulbs planted in naturalised grass areas (50,000 specifically identified for Edinburgh Living Landscapes).</p>	
		N2-7	<p>The Council has continued to manage INNS (invasive non-native species) where they occur on their land.</p> <p>The Edinburgh Biodiversity Action Plan 2016-18 section on invasive species addresses habitat and genetic resilience and being 'plant smart' in terms of biosecurity and plant choice and source. This has been taken forward in the 2019-21 Plan. Invasive species can be native or non-native, although attention has focussed on non-native. The Council continues to work on management of INNS on its land.</p>	<p>The Council will continue to work with partners such as the Water of Leith Conservation Trust to manage INNS along the Water of Leith and seek to work at a catchment scale level through the RBMP area partnerships. The Council's Natural Heritage Service continues to work with volunteers and Friends groups to carry out practical work on eradication of INNS.</p>
		N2-11	<p>The Local Development Plan identifies Local Nature Reserves and Local Nature Conservation Sites to protect biodiversity at the local level. The plan includes policies relating to a range of biodiversity designations. LDP and Council guidance also recognise the value and potential of biodiversity outwith designated areas and sets out key principles for enhancing habitat and ecosystems.</p>	

			N2-20	<p>The Flood Risk Management Strategy and Plan for the Forth Estuary have now been published which will aid in understanding the risks associated with coastal flooding.</p> <p>City of Edinburgh Council officers continue to have input into the Forth Estuary Forum where such issues are discussed, and action plans developed.</p> <p>The Edinburgh Biodiversity Action Plan 2019-2021 will ensure that appropriate emphasis is placed on the Firth of Forth Special Protection Area when dealing with conservation projects. The EBAP also incorporates the action to identify opportunities to ensure that biodiversity data is collected in advance of regional marine planning.</p>	
Understand the effects of climate change and their impacts on buildings and infrastructure networks.	B1	Buildings and infrastructure networks	B1-13	<p>The Forth Estuary Flood Risk Management Strategy and the Forth Estuary Local Flood Risk Management Plan was published in June 2016. To review the progress made in delivering actions of the flood risk management plan an interim report was developed and published in June 2019.</p> <p>The Council has published an “Assessment, inspection, clearance and repairs schedule” which can be found at http://www.edinburgh.gov.uk/info/20045/flooding</p>	The Assessment, inspection, clearance and repairs schedule will be revised annually (April)

			B1-19	<p>The Council is working in partnership with Scottish Water, East and Midlothian Councils to evaluate flood risk and consultants were commissioned to undertake an integrated catchment study. The sewer integrated catchment study is now complete for Edinburgh, results to be analysed.</p> <p>The Council has published an “Assessment, inspection, clearance and repairs schedule” which can be found at http://www.edinburgh.gov.uk/info/20045/flooding</p>	<p>Guidance states: An integrated approach to the drainage of surface water arising from impermeable surfaces such as roofs and roads that takes account of all aspects of the drainage systems and produces long-term and sustainable actions that will ensure they are resilient to the changing climate.</p> <p>The Assessment, inspection, clearance and repairs schedule will be revised annually (April).</p>
Increase the resilience of buildings and infrastructure networks to sustain and enhance the benefits and services provided.	B3	Buildings and infrastructure networks	B3-2	<p>A flood map published by the Scottish Environment Protection Agency shows some areas on Edinburgh’s waterfront potentially at medium to high risk of coastal flooding, taking into account climate change.</p> <p>The Local Development Plan does not prevent development in such locations but will require all proposals to consider and address any potential risk of flooding through flood risk assessments and surface water management plans. The LDP also states that flood risk from water flowing over land during heavy rainfall should be avoided by the use of SUDs. All development requires a Surface Water Management plan. This includes an assessment of risk from overland flow which is addressed by the use of SUDs and attenuation on site up to the 1:200 plus 20% climate change allowance. Certain</p>	<p>Advice on sustainable flood risk management is ongoing through planning applications. Advice on SUDs is still progressing subject to arrangements for the signing of Section 7 agreements.</p> <p>Advice on sustainable flood risk management concerning fluvial, coastal and pluvial (overland) is ongoing through all planning applications. The long term maintenance of the SUDS schemes (up to the 1:30 level) is currently under discussion with Scottish Water and subject to</p>

			<p>developments are required to be protected to 1:1000.</p> <p>The Edinburgh Design Guidance gives advice and clear information in order to guide applicants towards a design process that fully incorporates sustainable flood risk management and SUDS from the outset.</p>	<p>arrangements for the signing of the Section 7 agreements.</p>
		B3-3	<p>The Council published its first Open Space Strategy in 2010, informed by an Open Space Audit (2009) and accompanied by 12 Neighbourhood Open Space Action Plans. This has been updated with Open Space 2021 – a revised open space strategy for Edinburgh.</p> <p>The 2021 Strategy takes a coordinated approach to protecting and developing the city's network of open space, helping to deliver Edinburgh's contribution to the development of the Central Scotland Green Network.</p> <p>The Strategy is aligned with the Local Development Plan and co-ordinates with related strategies, including those for parks and gardens, allotments, play, sport facilities, active travel, climate change adaptation and biodiversity.</p>	
		B3-6	<p>The Council was awarded £3.4m in HEEPS:ABS funding in 2018/19 to deliver free insulation to private homes across the city. The programme has targeted mixed tenure of areas with high levels of fuel poverty, containing suitable homes for solid wall insulation, and in areas in the bottom 25% of the Scottish Indices of Multiple Deprivation (SIMD). The programme includes projects at South Queensferry, West Pilton,</p>	

			<p>Leith, Oxgangs, Ratho and Gorgie along with two wider Hard to Treat Cavity projects. Nearly 875 homes will be warmer and easier to heat as a result of new insulation as a result of the 2018/19 HEEPS:ABS programme. The Council was awarded an additional £3.6m of HEEPS:ABS funding for 2019/20, which will help a further 1200 homes across the city.</p>	
		B3-7	<p>69% of Council homes currently meet the EESSH standard. Projects are on site which will take this to 76% by the end of the financial year with further projects in the pipeline to take this to 85% by December 2020.</p> <p>The council will continue to invest in more advanced measures to increase compliance with a view to achieving 98% compliance by 2022. An investment of £40 million will be required to achieve this.</p> <p>The EESSH 2 standard, which will come into effect in 2032, will require significantly more complex solutions. The Council will make plans to address this over the coming 12 months.</p>	
		B3-8	<p>The Council complies with the Scottish Housing Quality Standard (SHQS).</p> <p>We have abeyances which are mainly the result of a lack of door entry systems in mixed tenure blocks. Two projects are currently on site aimed at addressing this issue by installing new door entry systems.</p>	

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<p>Increase the awareness of the impacts of climate change to enable people to adapt to future extreme weather events.</p>	<p>S2</p>	<p>Society</p>	<p>S2-5</p>	<p>The Edinburgh Community Resilience Pilot Project was completed in June 2017. The community resilience groups that were established in two Community Council areas as part of this project continue to operate and enhance their resilience.</p> <p>A second phase of the above project has been scoped, with the aim of extending community resilience to include and align: local communities, local businesses and Responder organisations. If project funding is successful, it is anticipated this project will commence in spring 2020.</p> <p>Information and advice regarding flooding, severe weather and business continuity is published on the Council website.</p> <p>The Council participates in the preparation and monitoring of a Community Risk Register for the Lothian and Borders area.</p> <p>The Edinburgh Community Resilience Week, held in April 2018, is an annual event for the city's resilience community to raise awareness of key issues and risks. In 2018, the conference event during the week included Ioan Fazey from the Centre for Environmental Change and Human Resilience (Dundee University), speaking on Climate Change and Resilience. In addition, there was a further event, the Brunel International Lecture led by Eelco H Dykstra – From Risk to Resilience: Practice Made Perfect, How to Empower Local Communities by Benchmarking Resilience.</p>	
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4(e) What arrangements does the body have in place to review current and future climate risks?

Provide details of arrangements to review current and future climate risks, for example, what timescales are in place to review the climate change risk assessments referred to in Question 4(a) and adaptation strategies, action plans, procedures and policies in Question 4(b).

Current and future climate risks are being assessed through the Edinburgh Adapts Climate Change Adaptation Action Plan 2016-2020.

In terms of the Council's internal resilience arrangements, risk assessments are monitored and reviewed on a quarterly basis through the Council Resilience Group. In terms of the Council's contribution to the Lothian and Borders Local Resilience Partnership, risk assessment is a continual process. Current assessments are reviewed on an annual basis, as new information emerges or following any significant incident or exercise. The Resilience service regularly reviews the Council's Severe Weather Resilience Arrangements in conjunction with a range of specialist colleagues.

Edinburgh's current Strategic Development Plan is the South East Scotland Plan (SDP 1) approved in 2013. A new Strategic Development Plan (SDP 2) was prepared for the Edinburgh City Region, along with an assessment of housing need and demand (HNDA 2), but this plan was rejected by the Scottish Ministers in 2019 on transport grounds. Following approval of the new Planning (Scotland) Act 2019 there is no requirement to prepare a new Strategic Development Plan. National Planning Framework 4 is expected to be approved in late 2021.

A study to ascertain the impact of siltation on the Water of Leith Basin was completed in February 2017, a study report was produced that demonstrates that it is not anticipated that the Water of Leith will flood out of bank at the Water of Leith Basin, until approximately the 1 in 200-year flood event. The 1 in 200 year event, is a flood event that statistically has a 0.5 percent likelihood of occurrence in any year. As the risk of flooding is low/medium it is not intended to provide defences or dredge this stretch of the Water of Leith to manage flooding. The levels of silt will be visually inspected during the annual river inspections. If it is found there is significant change a further survey could be undertaken.

The Niddrie Burn study to ascertain the effects of potential flooding has been initiated.

Building on previous flood risk studies and the Integrated catchment studies, the Flood Prevention Team will compile Surface Water Management Plans in due course to assess current and future flooding risks for the city.

The Edinburgh Biodiversity Action Plan for 2019-21 incorporates climate change actions and will review current and future risks to biodiversity and greenspace.

4(f) What arrangements does the body have in place to monitor and evaluate the impact of the adaptation actions?

Please provide details of monitoring and evaluation criteria and adaptation indicators used to assess the effectiveness of actions detailed under Question 4(c) and Question 4(d).

Monitoring and evaluation of the impacts of adaptation actions will be assessed through the Edinburgh Adapts Climate Change Adaptation Action Plan 2016-2020.

The Council will monitor the impact of the Local Development Plan policies on the physical and environmental characteristics of the area, including those related to climate change. This will be reported in a statutory Monitoring Statement which will inform the next Local Development Plan. The Strategic Environmental Assessment (SEA) assesses the impact of plans, programmes and strategies on environmental factors including climatic factors. Monitoring the significant environmental effects for any unforeseen adverse environmental effects is a statutory requirement within the 2005 Act.

Biodiversity actions will be monitored through the Edinburgh Biodiversity Action Plan. The new EBAP 2019-2021 is 'live' and annual reports for 2017 and 2018 are available at www.edinburgh.gov.uk/biodiversity.

4(g) What are the body's top 5 priorities for the year ahead in relation to climate change adaptation?

Provide a summary of the areas and activities of focus for the year ahead.

1. Work in partnership through the Edinburgh Adapts Steering Group and wider partnership to continue to implement the Edinburgh Adapts Climate Change Adaptation Action Plan 2016-2020 and a Vision for a Climate Ready Edinburgh.
2. Work with partners to continue to raise awareness of the risks to Edinburgh's coast from climate change and investigate ways to adapt to these.
3. Work with the Edinburgh Biodiversity Partnership to deliver the climate change adaptation actions in both the Edinburgh Biodiversity Action Plan 2019-21 and the Edinburgh Adapts Action Plan.
4. The Edinburgh Community Resilience Pilot Project was completed in June 2017. A second phase of the project has been scoped with the aim of extending community resilience to include local communities, local businesses and Responder organisations. Funding is being sought and if successful, it is anticipated the project will commence in spring 2020.
5. Work with colleagues to embed adaptation into City Plan 2030, the Council's next Local Development Plan and carry out a targeted climate change risk assessment of the Council's operational buildings as part of the Council's new sustainability programme.

4(h) Supporting information and best practice

Provide any other relevant supporting information and any examples of best practice by the body in relation to adaptation.

The Council worked with pilot areas within the city as part of the Edinburgh Community Resilience Project, seeking to enhance communities' abilities to respond to and recover from resilience incidents. Whilst the pilot has now been completed, the community resilience groups established as part of the pilot continue to operate and build resilience.

A new project has been scoped in relation to community resilience, to involve local communities, businesses and Responder agencies and funding is being sought.

The Council along with SEPA, other local authorities in the Forth Estuary and Scottish Water have developed a Local Flood Risk Management Plan. The Plan has identified flooding from rivers, coast and overland flow to prioritise work at the national level.

The Council has been working with Scottish Water to scrutinise the sewer network and how it interacts with flooding from other sources. The Niddrie Burn River Restoration Project included construction of building platforms so future proofing development against flooding in the area.

In accordance with the new climate change guidance provided by SEPA, the Council shall be raising the climate change allowance to 40% for all new planning applications to further future proof Edinburgh from flooding. The implementation of this is to be finalised.

PART 5: PROCUREMENT

5(a) How have procurement policies contributed to compliance with climate change duties?

Provide information relating to how the procurement policies of the body have contributed to its compliance with climate changes duties.

The Council has had a comprehensive Sustainable Procurement Policy in place since 2012. The sustainable procurement policy and objectives are addressed within every procurement plan, which is at the start of each procurement process. Thus, the policies build awareness and are discussed with stakeholders. There is also a mandatory sustainability risk assessment of procurement projects as part of the individual procurement plan which is a practical tool to ensure compliance with climate change duties (available on request).

The Sustainable Procurement Policy also informs the Council's terms and conditions of contract. For example, in schedule 8 section 1.1g a duty is placed on service providers to assist the Council on climate change.

The Commercial and Procurement team also use sustainability as selection and award criteria and seek to constantly evaluate processes that minimise the impact of the procurement for example in construction off-site fabrication, use of electric vehicles and use of local suppliers to reduce transport emissions are encouraged and scored accordingly.

The Policy has 4 main Outcomes

Outcome 1: the social and economic benefits from our procurement are maximised

Outcome 2: the environmental impacts are minimised and the environmental benefits maximised from our procurement

Outcome 3: Edinburgh has a more sustainable supply chain

Outcome 4: sustainable procurement is embedded within the Council

The following are some of the specific examples that sit under these outputs: - (please note this is just a selection)

- Minimise carbon based energy use
- minimise waste and consumption
- specify goods and materials made with a high content of recycled material and/or goods
- achieve a minimum sustainability performance of BREEAM 'Very Good' rating, and aspire to BREEAM 'Excellent' rating, when procuring new buildings and refurbishing old buildings. [BRE Environmental Assessment Methodology], where applicable.
- specify the most energy efficient goods, services and works
- ensure that vehicles we purchase, lease or hire have low emissions of greenhouse gases and air pollutants.
- procure timber and timber-based goods from verifiable sustainable sources that evidence clear chains of custody in line with the Council's Purchasing Policy for Sustainable Timber and Timber Products
- The use of Government Buying Standards
- The use of Community Benefits – this is reinforced on the requirement in Contract Standing Orders to consider the inclusion of community benefits in all procurements over £50,000.

To give an example as to how these translate into procurement actions the Construction team operate WRAP targets for all Construction works. The targets and objectives set out in our contract identify:

- Implementation of Site Waste Management Plans that not only meet any minimum regulatory requirements, but exceed these requirements by setting project-specific targets for waste reduction and recovery and measuring performance
- Requirement to only purchase FSC approved timber

5(b) How has procurement activity contributed to compliance with climate change duties?

Provide information relating to how procurement activity by the body has contributed to its compliance with climate changes duties.

A number of contracts have been put in place whose sole objective is to comply with climate change:

1. WARP IT

The procurement team initiated the Council joining Warp It (Waste Action Reuse Portal) an asset redistribution website which works in a similar way to Gumtree or Freecycle but for organisations rather than individuals. Warp It lets us give or loan assets to others, bringing unused items into use and liberating space.

WARP IT has allowed the Council, primarily schools, and charities to reuse and redistribute redundant items, which would otherwise be disposed of as landfill. As well as redistribution there is a container of tables and chairs and other resources being donated to a charity which is building schools in North Ghana.

To date (July 2018):

- 3670 items have been claimed by schools totalling £398,384 (new cost) an increase in items of 182%.
- 2777 items have been claimed by charities, £192,794(new cost) an increase in items of 22%.
- 358,021 KG/ 358 tonnes CO2 saved is equal to CO2 produced in the manufacturing and delivery of new items (measured by the WARP IT system), increase of 71%
- 103,340KG/103 tonnes of waste diverted from recycling and landfill (measured by the WARP IT system) increase of 87%

This website is being used to manage the implementation of a new primary school and 4 primary school extensions throughout 2018.

2. Building Energy Management Systems Contract

Procurement Services supported Property and Facilities Management to establish a Building Energy Management System (BEMS) Upgrade Framework. The successful implementation and operation of a Building Energy Management System is essential to the management of building performance and energy efficiency. The Council has an extensive portfolio of BEMS including in all corporate offices, care homes,

high schools and the majority of primary schools and a significant portion of the Council's energy use is controlled through its BEMS infrastructure.

Currently many systems are ageing and not functioning correctly with some systems now obsolete, making it difficult to maintain operational performance and source replacement components. Upgrading the Council BEMS will improve the opportunity to deliver sustainability benefits through appropriate energy management across the Council estate, including reduced consumption and associated carbon reduction. Provision was made within the quality section of the upgrade framework to encourage contractors to considered improved energy performance.

5(c) Supporting information and best practice

Provide any other relevant supporting information and any examples of best practice by the body in relation to procurement.

Procurement Systems – Vendor module – Oracle

The buyers' pool process from start to finish is all done electronically, and we encourage new suppliers to provide an email address and to return forms by email rather than printing them off and posting them. With over 8000 active suppliers this process encourages the use of electronic submissions in a continued effort to reduce carbon emissions.

We try to be flexible regarding more expensive and / or off-contract purchases where the requisitioner is keen to purchase better quality items that should last longer, reducing the number of procurements.

We encourage our outlying locations (Lagganlia and Benmore) to procure goods and services locally, reducing the transport requirements to and from these outlying locations.

Our Finance and Procurement Systems Helpdesk, support the climate change duties by limiting the number of purchase orders that are sent in the mail by updating suppliers email addresses; only printing orders where there is no email address given for a supplier. Daily, the helpdesk will send updated email addresses from suppliers to the vendor team, thus reducing the number of printed orders.

Maintenance and Repair Vs Landfill

We support and encourage the maintenance and repair of our white goods wherever possible. Repairing rather than replacing when possible reduces the CO2 emissions as they are not sent to landfill. Our goods are being used for longer and don't have to be thrown away. This reduces the volume of raw materials and energy needed to make new products and reduces CO2 emissions.

PART 6: VALIDATION AND DECLARATION

6(a) Internal validation process

Briefly describe the body’s internal validation process, if any, of the data or information contained within this report.

Internal audit review of CRC procedures; annual sign off of CRC annual report prior to submission to Environment Agency.

6(b) Peer validation process

Briefly describe the body’s peer validation process, if any, of the data or information contained within this report.

Senior business analyst review of data. Report considered by Policy and Sustainability Committee

6(c) External validation process

Briefly describe the body’s external validation process, if any, of the data or information contained within this report.

Validation of energy consumption data through CRC reporting.

6(d) No validation process

If any information provided in this report has not been validated, identify the information in question and explain why it has not been validated.

6e - Declaration

I confirm that the information in this report is accurate and provides a fair representation of the body’s performance in relation to climate change.

Name	Role in the body	Date

RECOMMENDED – WIDER INFLUENCE

Q1 Historic Emissions (Local Authorities only)

Please indicate emission amounts and unit of measurement (e.g. tCO₂e) and years. Please provide information on the following components using data from the links provided below. Please use (1) as the default unless targets and actions relate to (2).

(1) UK local and regional CO₂ emissions: **subset dataset** (emissions within the scope of influence of local authorities):

(2) UK local and regional CO₂ emissions: **full dataset**:

Select the default target dataset

Subset

Table 1a - Subset

Sector	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Units	Comments
Total Emissions	3262.92	2952.83	3071.95	2783.56	2961.45	2860.07	2410.14	2301.56	0	0	0	ktCO ₂	
Industry and Commercial	1414.49	1245.84	1309.66	1171.41	1270.17	1214.91	930.82	846.12	0	0	0	ktCO ₂	
Domestic	1167.93	1039.39	1105.93	972.58	1063.10	1024.32	854.10	820.77	0	0	0	ktCO ₂	
Transport total	680.50	667.59	656.37	639.58	628.19	620.83	625.22	634.67	0	0	0	ktCO ₂	
Per Capita	7.12	6.37	6.54	5.82	6.14	5.87	4.89	4.61	0	0	0	tCO ₂	
Waste												tCO ₂ e	
LULUCF Net Emissions												ktCO ₂	
Other (specify in 'Comments')													

Public Sector Climate Change Duties 2019 Summary Report: City of Edinburgh Council

Table 1b - Full													
Sector	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Units	Comments
Total Emissions	3442.42	3141.19	3247.40	2958.42	3122.93	3030.57	2587.96	2508.77	2418.15	2305.66		ktCO2	
Industry and Commercial	1420.35	1257.01	1321.07	1184.06	1278.35	1226.64	938.68	873.09	802.62	750.18		ktCO2	
Domestic	1159.83	1038.93	1102.04	972.19	1058.58	1024.08	863.91	832.39	791.91	748.66		ktCO2	
Transport total	840.74	825.01	805.31	784.62	768.56	764.39	771.20	790.28	811.87	796.46		ktCO2	
Per Capita	7.5	6.8	6.9	6.2	6.5	6.2	5.3	5.0	4.8	4.5		tCO2	
Waste												tCO2e	
LULUCF Net Emissions	21.49	20.24	18.99	17.54	17.44	15.47	14.16	13.00	11.74	10.35		ktCO2	
Other (specify in 'Comments')													

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Q2a – Targets										
Please detail your wider influence targets										
Sector	Description	Type of Target (units)	Baseline value	Start year	Target saving	Target / End Year	Saving in latest year measured	Latest Year Measured	Comments	

Q2b) Does the Organisation have an overall mission statement, strategies, plans or policies outlining ambition to influence emissions beyond your corporate boundaries? If so, please detail this in the box below.

Q3) Policies and Actions to Reduce Emissions														
Sector	Start year for policy / action implementation	Year that the policy / action will be fully implemented	Annual CO2 saving once fully implemented (tCO2)	Latest Year measured	Saving in latest year measured (tCO2)	Status	Metric / indicators for monitoring progress	Delivery Role	During project / policy design and implementation, has ISM or an equivalent behaviour change tool been used?	Please give further details of this behaviour change activity	Value of Investment (£)	Ongoing Costs (£/ year)	Primary Funding Source for Implementation of Policy / Action	Comments

Please provide any detail on data sources or limitations relating to the information provided in Table 3

Q4) Partnership Working, Communication and Capacity Building. Please detail your Climate Change Partnership, Communication or Capacity Building Initiatives below.									
Key Action Type	Description	Action	Organisation's project role	Lead Organisation (if not reporting organisation)	Private Partners	Public Partners	3rd Sector Partners	Outputs	Comments

OTHER NOTABLE REPORTABLE ACTIVITY

Q5) Please detail key actions relating to Food and Drink, Biodiversity, Water, Procurement and Resource Use in the table below.

Key Action Type	Key Action Description	Organisation's Project Role	Impacts	Comments

Q6) Please use the text box below to detail further climate change related activity that is not noted elsewhere within this reporting template

Policy and Sustainability Committee

10am, Tuesday, 26 November 2019

Edinburgh Climate Commission and Council Engagement Update

Executive/routine
Wards
Council Commitments

1. Recommendations

This committee is recommended to:

- 1.1 consider and endorse the draft terms of reference for the Edinburgh Climate Commission
- 1.2 to note the first phase of engagement which is underway with the launch of a consultation into citizen behaviour and attitudes on the 15 November.
- 1.3 To note that some of the programme of events planned as part of the sustainability programme have been pushed into early next year because of the impact of the national election but that planning for these events is underway
- 1.4 To agree to receive a report assessing the options for formal processes for citizen engagement such as the citizens assembly and the citizens jury in the Spring.

Andrew Kerr
Chief Executive

Contact: Paula McLeay, Policy and Insight
Senior Manager

E-mail: paula.mcleay@edinburgh.gov.uk | Tel: 0131 529 3654

Edinburgh Climate Commission

2. Executive Summary

- 2.1 The report provides a draft outline for the Climate Commission's terms of reference for consideration by committee
- 2.2 This report also outlines the Council's approach to engaging citizens (principally) and other stakeholders in discussions about how the Council and the wider city can meaningfully act and support behavioural changes necessary to address climate change. This includes an update on changes to the planned programme of events that have occurred because of capacity and scheduling challenges associated with the national election. The events will be reprioritised for early 2020 with planning work underway.

3. Background

The Climate Commission

- 3.1 The Policy and Sustainability Committee agreed on 25 October to co-sponsor an Edinburgh Climate Commission with the Edinburgh Centre for Climate Innovation. This report brings back a more detailed outline of the Commission terms of reference for consideration by committee members.

Council Engagement

- 3.2 Climate change is an issue around which there is very high public awareness. [Polling in 2019 by market research agency Ipsos Mori](#) identified that 85% of British adults were concerned about climate change, with 52% saying they were 'very concerned'. In the same survey, 73% felt Britain was already feeling the effects of climate change and 55% felt the UK should bring all emissions to net zero before the UK government's 2050 target.
- 3.3 However, despite significant awareness and support for some action, there remain barriers to substantive behaviour change by citizens as a scale necessary to meaningfully tackle the climate emergency. This may be down to awareness and an understanding or appreciation for the way in which individual small actions

undertaken by significant numbers of people can have a meaningful impact on the planet's climate.

- 3.4 Therefore, the Council has two broad areas of interest in relation to engagement – how it best approaches changing its own activity in the context of growing support for action; and how it motivates action from citizens and other stakeholders to change behaviour.
- 3.5 The creation of an Edinburgh Climate Commission offers a further opportunity to encourage, promote and pressure for action across different sectors. Alignment of Council engagement activity with the Commission will be essential; particularly around the consideration of future structures such as a citizen assembly or citizen jury. The Poverty Commission is having a similar discussion in respect of 'lived experience' and a Poverty Commission legacy. The Poverty Commission will publish their final recommendations in the spring when the Climate Commission will be embedded. It is recommended that following debate at the 25 October meeting Cllrs agree to a review of engagement options being brought forward in the spring. This will also allow the Council to take stock of the Scottish Government and other cities experience of these processes as a meaningful way of engaging around climate action.

4. Main report

The Climate Commission

- 4.1 The annex to this report provides a full draft terms of reference for consideration by the Committee. The terms of reference cover the scope of the Commission activity, its operating principles, role of the chair, membership and governance. They have been drawn up jointly by officers from ECCI and from the Council with input from the All Party Oversight Group on Sustainability and Climate Emergency.

Climate Engagement

- 4.2 This report sets out two phases of engagement on sustainability, which are:
- **Phase one:** scoping, awareness raising, and development of a multi-year engagement programme. This phase to run until the end of the financial year 2019/20.
 - **Phase two:** delivery of the multi-year engagement programme, with the balance of engagement activity agreed with the Climate Commission. This phase to run from April 2020, with continuation and adaptation of successful project elements used in phase one.

Phase One

- 4.3 Scottish Government's 2018 [Climate Change Plan](#) identified ten key behaviour change areas for individuals which address most of the carbon emissions that are within the ability of individuals to control. Those ten areas are:

- Keep heat in, by minimising heat loss with insulation, etc.
- Better heating management
- Reduce electricity use
- Install more efficient heating systems or generating heat locally through biomass, heat pumps, solar, etc.
- Become less reliant on private cars through active travel or taking buses
- Drive more efficiently by swapping to electric or hybrid vehicles
- Use alternatives to flying where possible
- Avoid food waste
- Eat a healthy and sustainable diet
- Reduce and reuse in addition to current recycling efforts

4.4 The Council's phase one engagement will concentrate on discussion relevant to the Climate Change Plan's behaviour change areas to:

- Contribute to raise awareness of these activities and promote understanding of their relative importance and impact
- Determine the level of support for each of these activities in Edinburgh today;
- Encourage citizens to discuss these areas and take independent action; and
- Socialise these issues through communications which emphasise: ordinary people who have successfully made changes to their lives for a range of benefits, including sustainability; and individuals who are considering making a change in relation to one of the ten behaviours but are unsure how to begin.

4.5 These objectives will be delivered through the use of four main approaches: an online discussion forum; a video, podcast and social media campaign; an online survey and preparation and engagement activity to support a youth summit and a city conference on sustainability and climate change.

4.6 In addition to these activities aimed at citizens in general, a series of six stakeholder workshops will be conducted by the end of the year.

City Climate Conference and Youth Summit

4.7 We will be hosting an Edinburgh Climate Conference and separate Youth Summit to bring key partners and stakeholders together to consider the challenges of climate change facing the city of Edinburgh. These events were originally planned for the middle of December but with an election taking place on the 12 December it was decided to move these events to the New Year.

4.8 The Youth Summit will aim to engage with and hear from young people across the city about what matters to them in addressing climate change for the future. Internal planning has begun and communication with schools has already gone out.

- 4.9 The City Climate Conference, as well as being an opportunity to engage with the city on climate action will also act as a platform for the launch of the Edinburgh Climate Commission and can be helpfully linked to the year of COP26 in Scotland.
- 4.10 These events will be run in partnership with Edinburgh Carbon Centre for Innovation, Climate-KIC, Edinburgh Science Festival, Youth Scotland, Society of Sustainable Development and DemSoc. Officers will also explore collaboration with Scottish Government.

Online discussion forum

- 4.11 In a marketing climate that relies on social media to gain recognition, online discussion forums have proven to be an effective method for businesses and groups. Since the dawn of the Internet, forums have been an incredible social channel that has had a tremendous effect on online society and has become commonplace. The popularity of online forums engages communities in specific topics that is open for discussion. (The Social Media Monthly, 2016)
- 4.12 Through the use of 'Dialogue', we will host an online discussion forum enabling citizens to have a conversation about climate change, allowing us to determine the level of support for ideas and activities and encouraging citizens to take independent action. We will use the ten behaviours as initial topic points to facilitate discussion. This will also promote and respond to agency and activism amongst individuals and organisations.
- 4.13 Dialogue, provided by Delib, gives public bodies a transparent and engaging way to involve citizens and stakeholders in their decisions, through:
- Constructive conversations with citizens.
 - Generates ideas which are valuable and actionable.
 - Easy and rewarding for participants to use.
- 4.14 We will launch Dialogue by the start of December 2019 and continue to host discussions going forward.

Video, podcast and social media campaign

- 4.15 Two of the main obstacles to behaviour change are habit and social expectation. Behaviours are entrenched through repeated daily activity, and are strengthened by what individuals see others doing – in their family, in their community, on television, etc. Changing behaviours in the long term requires old habits to be broken and new habits to be formed in their place. Rather than impose a top-down pressure, the Council is proposing to co-opt citizens to convey friendly and supportive messages that people can change and that change has many benefits.
- 4.16 Using the ten behaviours as a guide, the Council will create a series of short, shareable videos and longer form podcasts in which ordinary Edinburgh residents demonstrate how they have made simple changes to their lives which deliver a range of benefits, including contributing to sustainability. Through these examples, the Council will attempt to socialise and normalise sustainable behaviour, allowing

other residents to more easily see themselves making changes to their own lifestyle in a way that is approved and expected by other Edinburgh residents – providing both the permission to change and pressure to change.

- 4.17 The Council will commission a production company using an existing council procurement framework and will source participants for video and podcast formats from stakeholder networks – seeking to balance participants who are “advanced” and “beginner” on their sustainability journey.
- 4.18 We plan to promote our videos and podcasts through Council social media channels, including Twitter, Facebook and LinkedIn. These campaigns will direct citizens to our online survey and discussion forum where they will be able to take part in Edinburgh Talks Climate Change. We will also make use of these audio clips on our online discussion forum, Dialogue, to facilitate conversation around climate change.

Online survey

- 4.19 The Council will run a public online survey which aims to understand citizens knowledge of climate change and their attitudes towards climate action.
- 4.20 Results will help shape the focus of the Phase two engagement programme and ultimately feed into a citywide plan with the Climate Commission to tackle climate change and understand the views of the public.
- 4.21 The survey was launched on 19 November 2019 and will run into the new year as a tool for city discussion. However, a report will be produced of emerging findings at the end of December. The survey will be conducted in-house.

Stakeholder workshops

- 4.22 The below table provides a summary of planned workshops. Please note, dates might be subject to change.

Event	Date	Description	Stakeholder group	Responsible Partner
Festival Venues Workshop	Dec	To bring together Edinburgh festival communities and identify key areas for reducing their carbon impact with their key venue partners to identify opportunities for improvement.	Key stakeholders from festivals and venues	Festivals Edinburgh, CEC, University of Edinburgh.
Carbon modelling Workshop	29 Nov	To bring together data experts to stress test the carbon modelling research	Academic Scottish Government Council	ECCI
Housing Workshop	Q1 2020	To bring together key stakeholders and partners to consider how Edinburgh’s affordable accommodation	Construction industry; supply chain; housing	ECCI, Construction Scotland, Innovation Centre

		commitments and the LDP can be delivered in a low carbon and low cost framework.	associations and investors	Institute for Sustainable Construction.
Adaptation Workshop	Q1 2020	To bring key stakeholders together to explore what it would take in practical terms and by way of innovation to protect the historic aspects of the city of Edinburgh from climate change.	City stakeholders and partners	ECCI, Edinburgh World Heritage, Adaptation Scotland.
Circular Economy Workshop	28 November 2019	To bring key stakeholders together to focus on the opportunities in Edinburgh to radically enhance the city approach to reduce and reuse waste so that Edinburgh becomes a leading circular economy in Europe	City stakeholders and partners	CEC, Zero Waste and Chamber of Commerce Resource Futures.
City Energy Workshop	Q1	To bring key stakeholders and partners together to explore the Challenge of progressing with significant levels of retrofit in a historic, tenemental, mixed tenure landscape. Seeking out technical challenges and innovations that would help and the financial and investment opportunities that would support change. Opportunities for shared community investment, in particular, around PV.	City stakeholders and partners. Targeting finance, commercial, construction and supply chain partners.	ECCI / CEC, Climate KIC, Sustainable supply chain, University of Edinburgh, Construction Scotland, Innovation Centre.
Transport Workshop	Q1	To bring key transport partners and investors together to consider ways in which the CCT Plan could be delivered faster and where it might be possible to go further in terms of city mobility. Also bring in health perspective, both air pollution and active travel.	City stakeholders. Targeting transport stakeholders, finance and investors	CCT team at CEC Transport Research Institute
Elected Members workshop	27 November And in Q1	To bring together key partners who led the city workshops to engage with Elected Members about the output and learning from the sessions. Hear views from Elected Members and consider how this intelligence can be best-used to support citywide collaboration.	Workshop leaders / Elected Members Targeting: To be promoted to all Councillors	CEC / workshop partners organisations

Phase Two

- 4.23 Evidence collected from phase one engagement activities will be used to inform phase two engagement programme. The online survey results will be used to prioritise actions and outputs from Dialogue discussions will identify projects which can be developed and taken forward into phase two.

- 4.24 The balance of engagement activity will be agreed and responsibilities shared with the Edinburgh Climate Commission, whilst information being shared with the ECCI.
- 4.25 The engagement programme will align to the Council's key projects in terms of public engagement, consultation and delivery. This includes poverty, wellbeing, city centre transformation and city vision 2050.
- 4.26 This phase will run from Jan 2020, with continuation and adaptation of successful project elements used in phase one. For instance, continuing our videos and podcasts through council social media channels and the discussion forum through Dialogue will be key in phase two. Campaigns will continue to encourage discussion, raise awareness, educate and inform citizens, and promote and respond to activism.
- 4.27 Phase two will also be used as a space to develop on ideas for innovation and actively educate and encourage carbon reduction and long-term behaviour change.
- 4.28 Additional engagement activities will also be considered.

5. Next Steps

- 5.1 The Committee is asked to consider and endorse the terms of reference.
- 5.2 Continue to implement phase one engagement activity which aims to positively feed into the Edinburgh Climate Commission and the Council's future engagement programme.
- 5.3 Decisions regarding phase two engagement programme will be agreed with the Edinburgh Climate Commission which will be launched in the New Year at the City Climate Conference.

6. Financial impact

- 6.1 There is no financial impact for the Council in respect of the Commission.
- 6.2 The costs of the climate engagement plan in 2019 are being met out of the deep demonstrator programme and strategy and communications staff resources.
- 6.3 Costs related to 2020 need to be considered in light of the outcome of future funding decisions to be taken by Climate KIC and dependent upon Brexit.

7. Stakeholder/Community Impact

- 7.1 The Chair of the Commission will be supported to conduct an IIA before appointing any members. Specific consideration will be given to appropriate and inclusive means of engaging with communities and civil society.

- 7.2 The council is exploring ways to maximise community engagement opportunities with the support of Dem Soc and the deep demonstrator programme and discussions are underway to deliver a joint poverty and climate commission session to give particular focus to just transitions.

8. Background reading/external references

- 8.1 [Achieving Net-Zero in the City of Edinburgh](#) to Policy and Sustainability Committee on 25 October 2019.
- 8.2 [Climate Commission](#) to Policy and Sustainability Committee on 25 October 2019.

9. Appendices

- 9.1 Appendix 1 – Edinburgh Climate Commission

Edinburgh Climate Commission

Terms of Reference

1. Background and Context

As the effects of climate change become increasingly apparent in places across the world, governments at all levels are developing plans to reduce emissions. The Scottish Government Committee on Climate Change has set a national target of net zero greenhouse gas emissions by 2045, in line with the IPCC recommendation that warming does not exceed 1.5 degrees above pre-industrial levels.

In addition to this national target, The City of Edinburgh Council has set its own ambition for the city to be net zero by 2030. This ambitious target is both a challenge and an opportunity. Significant challenges will need to be tackled including the decarbonisation of key sectors such as energy, transport and construction at the same time as stimulating action towards improving the overall health, wellbeing and prosperity of the City and its citizens.

It is clear from the scale of change required, that a carbon neutral city cannot be delivered by the local authority alone. With this in mind, the Edinburgh Climate Commission will provide independent active leadership and support for cross-sector collaboration and action on climate change. This Commission will leverage expertise from across the Edinburgh in order to engage and inspire the city into collective ownership and a shared commitment to becoming carbon neutral.

The Edinburgh Climate Commission is being established by the Edinburgh Centre for Carbon Innovation (ECCI) which is part of the University of Edinburgh, in collaboration with the City of Edinburgh Council.

2. Vision

The Commission will support and encourage the City of Edinburgh in achieving the transformative change needed to ensure the 2030 carbon target is realised, engaging and collaborating with citizens as well as the private and public sectors to take climate action.

The Commission will work within the strategic vision of the city to:

- Be a place where citizens live in fair and sustainable communities and feel empowered to be at the heart of decision making.
- Be a place with resilient and empowered communities, reducing poverty and inequality in all its forms

- Be clean, connected and healthy, promoting active travel and a socially inclusive transport network
- Develop a low carbon, circular economy
- Be resilient to climate change
- Increase sustainable energy production
- Support fair and responsible business practices
- Protect and improve the City biodiversity and network of parks and greenspaces.

3. Principles

The Commission will:

- Be independent in thought and action
- Embed a collaborative approach to problem-solving
- Be open to all best practice, initiatives or proposed solutions that are realistic and deliverable
- Share information and documentation openly, meeting in public where possible
- Look positively at innovative and radical proposals for change in keeping with a climate emergency
- Commit to positively promote, support and encourage city action on climate change especially within Commissioners own organisations
- Be respectful and inclusive

4. Scope

- To promote leadership in the city on climate change, encouraging and supporting stakeholders to take action, while encouraging planning for the long-term.
- To inform and advise on the development of a City Sustainability Strategy to deliver the Carbon Neutral city target by 2030
- To provide independent and expert advice on the most effective steps for meeting reduction targets in order to inform policies and actions of commission members and local stakeholders and decision-makers.
- To monitor and report on progress towards meeting the city's carbon targets and recommend actions to keep city on track.
- To help build and support the economic case for project development and investment in low carbon and climate resilient projects in the city, supporting collaboration and business case development and project implementation

- To embed best practice in public engagement on climate change and its impacts, in order to support robust decision making
- To support the exchange of ideas, research findings, info and best practice on carbon reduction and climate resilience
- To promote exchange of best practice with other cities.

5. Membership (Chair and Members)

a) Appointment of the Chair

The Role of the Chair has been defined as:

- To provide independent leadership of the Climate Commission and champion Climate Action and the views of the Commission to key partners, stakeholders and the media
- To chair meetings of the Commission.
- To ensure development and completion of the Commission's deliverables once agreed
- To take decisions about the work of the Commission between Commission meetings.
- To promote the work of the Commission: in this role the Chair will be supported by and responsible to all Members.
- To sign off all Commission publications

The identification of an appropriate independent chair is delegated to the Council Leader and will be informed by the City of Edinburgh Council's Sustainability and Climate Emergency All Party Oversight Group. The chair's identification and appointment will be undertaken with the support of the Edinburgh Centre for Carbon Innovation.

The Council Leader will act as Vice Chair to the Commission, with the Chief Executive of the Council attending as Chair of the CEC Sustainability Programme Board.

The Chair can serve a two year term that can be renewed for a maximum of a further two years. The Chair should give three months' notice before resigning the position, and support succession planning for a new Chair during the final six months in post. At the end of the Chair's term, the Commission will select a new Chair through an appropriate selection process.

b) Appointment of members of the Commission

The identification of Commission members will be delegated to the Chair of the Commission, who will be supported by the Vice Chair and the Edinburgh Centre for Carbon Innovation.

Membership of the Commission is open to individuals representing key organisations from public, private and civic sectors. The balance of membership should reflect the need for cross-city representation, from the private, public and third sectors, and community and youth groups and with cognisance to gender balance.

Prior to appointment, members must ensure that:

- If relevant, their participation has been authorised at Chief Executive level by their organisation
- They can demonstrate suitable expertise, knowledge, leadership and skills to contribute meaningfully to the Commission objectives
- They can commit required amount of time and be able to attend necessary meetings.
- Commit to positively promote, support and encourage city action on climate change especially within their own organisations and sector

Membership will be reviewed periodically based on attendance, contributions and ability to secure backing of organisation/sector. Members of the Commission will serve a two year term with the possibility of renewing membership for a further two years.

6. Governance

The Edinburgh Climate Commission will operate as an independent advisory body. The Edinburgh Centre for Carbon Innovation will provide secretariat support, including liaising with committee members, setting the agenda for each meeting, providing content and input, administration support for minute taking and communications.

In order to ensure accountability and scrutiny of the work of the Commission and an opportunity to report the progress that is being made by all sectors and partners towards the city's carbon reduction target, Edinburgh Climate Commission will report progress on an annual basis to the City of Edinburgh Council and other city wide fora, as appropriate.

Paula McLeay

Policy and Insight Senior Manager

E-mail: paula.mcleay@edinburgh.gov.uk | Tel: 0131 529 3654



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Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

The Role of Public Sector Bodies in Tackling Climate Change – Response to Consultation

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 It is recommended that the Policy and Sustainability Committee approves the Council submission to the Scottish Government consultation on 'The role of public sector bodies in tackling climate change'.

Andrew Kerr

Chief Executive

Contact: Paula McLeay, Policy and Insight Senior Manager

E-mail: paula.mcleay@edinburgh.gov.uk | Tel: 0131 529 3654

The Role of Public Sector Bodies in Tackling Climate Change – Response to Consultation

2. Executive Summary

- 2.1 This report includes the Council's response to the Scottish Government's consultation on 'The Role of Public Sector Bodies in Tackling Climate Change'. The report highlights areas where the Council will seek to work proactively with the Scottish Government including overview of the policy, fiscal and statutory powers needed locally and nationally to ensure sufficient progress can be made to tackle climate change and deliver on ambitious national and local carbon emissions targets.
- 2.2 The report also highlights key areas where the Council believes further innovation, support or regulation and legislation may be needed, including aspects of policy related to Housing, Transport, Finance, Economic Growth, and Planning.

3. Background

- 3.1 On 14 May 2019, the Cabinet Secretary for Environment, Climate Change and Land Reform gave a statement to Parliament about Scotland's response to the global climate emergency, and committed to consult widely on what needs to happen across the country in order to end Scotland's contribution to global warming.
- 3.2 In September 2019 the Scottish Government launched a consultation on the role of public sector bodies in ending Scotland's contribution to climate change at Saughton Park. The consultation asks how the Public Sector Climate Change Reporting Duties should be revised to support that, and how Scottish Government and the wider public sector can work together to make a step-change in delivery of climate action. This includes proposals to establish a High Ambition national group and a national forum on climate change.
- 3.3 The results of this consultation will help inform the Scottish Government's Climate Change Plan update and will inform plans to bring forward secondary legislation that alter the details of the public sector climate change reporting duties.

4. Main report

- 4.1 The consultation response provided in Appendix 1 states that the Council welcomes this opportunity to provide a view on 'The Role of Public Sector Bodies in Tackling Climate Change'.
- 4.2 The Scottish Government decision to set stretching legal targets for Scotland to have net zero emissions by 2045 is in keeping with the City of Edinburgh Council which has set a very ambitious local target for Edinburgh to be carbon neutral by 2030.
- 4.3 Achieving this scale of change both at a national and local level will require a step change in focus and action across every area of policy and business that Government and Councils control and influence. This will undoubtedly be challenging but the City of Edinburgh Council also recognises that this presents a unique opportunity for all public bodies to work together to provide national leadership, test and develop innovative solutions, and co-create new ways of working.
- 4.4 Evidence and data must underpin all our activities to drive ambitious climate action. The Council has been supported by Leeds and Edinburgh University to map the city emissions trajectory and conduct an economic analysis of the necessary interventions that will take the city to carbon neutral by 2030.
- 4.5 Research gathered so far confirms that meeting the 2030 target will require:
 - 4.5.1 Ambitious and internationally significant levels of investment into low-carbon and energy efficiency measures at city level, spanning several hundred separate interventions (importantly, research also shows that these also represent investment opportunities that will pay for themselves over time).
 - 4.5.2 The need for carbon reduction strategies to be dynamic and ongoing processes. Technological change will bring new options for reducing emissions and may lower the cost of existing options.
 - 4.5.3 Significant partnership working across the city, and across Scotland. The City of Edinburgh Council alone cannot tackle the challenges of climate change, but the Council can leverage change by showing critical leadership, building on existing partnerships and seeking to think and act innovatively across the city.
 - 4.5.4 Support to bridge the gap left by current powers and investment capacity. The research shows that there is a significant gap in the actions that can be taken to get to zero carbon by 2030. Bridging this gap will require additional legislative powers, freedoms and flexibilities for Councils, along with additional investment from the public and private purse.
- 4.6 There are many areas where Councils will want to work proactively with the Scottish Government including in respect of the policy, fiscal and statutory powers needed locally and nationally to ensure sufficient progress can be made. The response in Appendix 1 provides an overview of these, as well as the key areas where further innovation, support or regulation and legislation may be needed.

- 4.7 Most importantly, however, to be fully effective at driving carbon emission reductions and tackling climate change, Councils need an empowering framework of legislation. Directive and detailed legislation may have a place but to lead action in a technologically evolving context such as this, the legal framework within which Councils operate must be flexible, empowering and durable over time.

5. Next Steps

- 5.1 The Council response to this Scottish Government consultation will be submitted by 6th December 2019.

6. Financial impact

- 6.1 There are no direct financial impacts arising from this report at this time.

7. Stakeholder/Community Impact

- 7.1 The response to the consultation has been developed from engagement with Council service areas led by the Council's Strategy and Communications Division.

8. Background reading/external references

- 8.1 [Scottish Government Consultation Document - The role of Public Sector Bodies in tackling climate change: A Consultation](#)

9. Appendices

Appendix 1 – City of Edinburgh Council response to: 'The Role of Public Sector Bodies in Tackling Climate Change' Consultation

Appendix 1: City of Edinburgh Council response to: 'The Role of Public Sector Bodies in Tackling Climate Change' Consultation

Introduction

The City of Edinburgh Council welcomes this opportunity to respond to the Scottish Government's consultation on 'The Role of Public Sector Bodies in Tackling Climate Change'.

The Scottish Government decision to set stretching legal targets for Scotland to have net zero emissions by 2045 shows welcome leadership and ambition in keeping with the City of Edinburgh Council which has set a very ambitious local target for Edinburgh to be carbon neutral by 2030.

Achieving this scale of change both at a national and local level will require a step change in focus and action across every area of policy and business that Government and Councils control and influence. This will undoubtedly be challenging but the City of Edinburgh Council also recognises that this presents the city and the country with an opportunity that could positively benefit not only the environment, but also our economies, jobs and everyday lives.

Accordingly, the Council is embarking on a programme of work with city partners to explore new and innovative ways of working and investing to tackle climate change and benefit from climate action. In keeping with this ambition, Edinburgh is also one of ten European Deep Demonstrator Cities who are collaborating with the European Climate Knowledge Innovation Community to drive the complex system change we need to see, ensuring that the capital city of Scotland is at the heart of a partnership with the leading innovative European cities.

All of this presents a unique opportunity to work together as central and local government as well as across all public bodies to provide national leadership, test and develop innovative solutions, and co-create new ways of working.

Evidence and data must underpin all our activities to drive ambitious climate action and as such the Council has been supported by Leeds and Edinburgh University to map the city emissions trajectory underpinned by an economic analysis of the necessary interventions that will take the city to carbon neutral by 2030.

The research found that by 2030 Edinburgh could reduce its 2019 levels of emissions by:

- **55.91% through Cost-Effective (CE) investments** that would pay for themselves (on commercial terms) over their lifetimes. This would require an overall city-wide investment of £3.976 billion over the next 11 years, with these investments generating average annual savings of £550.173 million, paying back the investment in 7.455 years before generating further savings for the lifetime of the measures.

- **61.83% through Cost-Neutral (CN)** investments that could be realised at no net cost to the city's economy if the savings from Cost-Effective measures were captured and re-invested in further low Carbon measures. This would require a city-wide investment of £7.492 billion over the next 11 years, with these investments generating average annual savings of £566.285 million, paying back the investment in 12.538 years before generating further savings for the lifetimes of measures.
- **67.230% with the exploitation of the full Technical-Potential (TP)** of the different measures. This would require a city-wide investment of at least £8.135 billion over the next 11 years generating approximate annual savings of £586.990 million, paying back the investment in 16.142 years and providing further savings over the lifetime of the measures.

These results represent ambitious and internationally significant levels of investment into low-carbon and energy efficiency measures at city level, spanning several hundred separate interventions but importantly show that they also represent investment opportunities that will pay for themselves over time.

The challenge Edinburgh faces in meeting its 2030 target also emphasises the need for carbon reduction strategies to be dynamic and ongoing processes. Technological change will bring new options for reducing emissions and may lower the cost of existing options.

This research makes clear that the City of Edinburgh Council alone cannot tackle the challenges of climate change, but the Council can leverage change by showing critical leadership, building on existing partnerships and seeking to think and act innovatively across the city.

However, the research has also shown that there is a significant gap in the actions that can be taken to get to zero carbon by 2030. Bridging this gap will require additional legislative powers, freedoms and flexibilities for Councils, along with additional investment from the public and private purse.

There are many areas where Councils will want to work proactively with the Scottish Government including in respect of the policy, fiscal and statutory powers needed locally and nationally to ensure sufficient progress can be made. The Council is looking forward to playing its full part in working with Government, COSLA, citizens, public bodies and wider partners, to accelerate the pace of change in mitigating and adapting to climate change.

Finance

The Programme for Government recognised the need for all forms of finance and investment to support delivering climate action at scale across Scotland. The Green Deal, the SNIB, and the Growth Accelerator are all welcome commitments to generate investment in the unique opportunity that climate action offers. However, there will remain a need to ensure that public spending and investment decisions in national public bodies, and more locally based ones, contribute positively to the climate emergency in ways that are commensurate with the sense of emergency that citizens and experts have expressed.

Government support to generate public spending opportunities is very welcome as is support to leverage private sector funding into projects with cross sectoral partners which

take some degree of risk associated with innovative practice and technological advancement.

Government encouragement, support and guidance to ensure that all public bodies are equally bold in setting carbon neutral targets and embedding these into their daily decision making and business planning would further encourage the type of local collaboration (in policy and investment) that the Council is seeking with partner organisations.

In addition, the Scottish Government could show further leadership by encouraging the transition of public investment portfolios (such as the Lothian Pension Fund) from industries and sectors that rely on profits derived from carbon intensive and fossil fuel businesses and more actively towards those businesses that operate a sustainable business model that contributes to climate action.

Legislative

Key areas where the Council believes further innovation, support or regulation and legislation may be needed are highlighted below. However, at the highest level, over the next 10 years, to be fully effective at driving carbon emission reductions and tackling climate change, Councils need an empowering framework of legislation. Directive and detailed legislation may have a place but to lead action in a technologically evolving context such as this, to be effective the legal framework within which Councils operate must be flexible, empowering and durable over time.

More specific areas are highlighted below:

Housing

As demonstrated by the Scottish Government's recent legislative commitments to tackle energy efficiency and fuel poverty in citizens' homes (through the Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019 and Climate Change (Emissions Reduction Targets) (Scotland) Act 2019) there are clear links between climate change and addressing sustainability in the home.

The Council is interested in exploring the following with the Scottish Government

- **Low Carbon Heating**
 - Maximising the opportunities offered by an energy services company within the city as a necessary step towards producing more locally generated and distributed low carbon energy.
 - A wide range of end to end funding support on new low carbon heating solutions for new build and existing homes.
 - The creation of a Scottish Grid factor, to more accurately measure the carbon intensity of local energy consumption, and support around the financial impacts on the grid of moving to more widespread decarbonisation of heating
- **Wider funding opportunities and support**
 - Exploring the potential to expand financial support available to make homes more energy efficient through the Home Energy Efficiency Programmes for Scotland (HEEPS), especially targeting and supporting more deprived communities to bring homes up to the necessary energy efficient standards. This can be achieved, for example by building on the success of the Area Based Schemes (ABS) and Warmer Homes Scotland programme to target low-income homeowners or tenants in the private sector, no matter where in the city they are, with grants and support or by extending the interest-free Home Energy

Scotland Loan Scheme to incentivise owner occupiers and registered private sector landlords.

- Mechanisms for incentivising owner-occupiers and private sector landlords to undertake comprehensive retro-fitting domestic properties, including the potential for a new boiler scrappage scheme and expansion of renewables support
- Innovation: The Council is also looking at ways to support innovation and test of change programmes for example
 - where householders would benefit from replacing their electrical heating systems with new low carbon technologies.
 - Delivering accelerated retro-fitting of social housing, with a particular focus on homes within those areas facing fuel poverty; and bringing Edinburgh's diverse housing stock up to EPC level B.

Planning

The newly introduced Planning (Scotland) Act 2019 is a useful and welcome framework for ensuring that climate change is embedded throughout the planning process. However, the commitment to addressing the climate emergency and setting of ambitious national and local carbon targets have moved on even in the short time since that legislation was passed. To keep up with the evolving context the Council would welcome powers being afforded to planning authorities to embed climate considerations into development proposals, development plans and design guidance. In the meantime, Guidance on Climate Change for Planners developed in partnership with the RTPI Scotland would be helpful.

The Council is also keen to collaborate with Scottish Government and the Scottish Land Commission to develop a Property and Land Strategy to consolidate all Public Bodies' building stock. This can ensure that

- a. buildings which are retained are retrofitted to the highest possible standards,
- b. building management systems are in place for future planning, and
- c. those assets which are disposed of are done so responsibly and sustainably.

In addition, the Council would welcome support to identify vacant and derelict land that is suitable for greening and rewilding, with a view to its change of use as designated open space.

Economic Growth

To achieve our climate change ambitions, the Council needs to ensure economic growth delivers coordinated, strategic improvements that respond to the climate emergency, ensuring current and future investment supports inclusive and sustainable growth in our communities. In this respect the Council welcomes the Scottish Government commitment to Circular Economy Bill next year. The Council would also welcome working with the Scottish Government to:

- Develop new skills programmes (national and local) that train designers, builders and installers in the skills needed for implementing low-carbon heating, energy and water efficiency, ventilation and thermal comfort, and property-level flood and severe weather resilience in both new build and retrofit.
- Establish enhanced and targeted local and national programmes of support aimed at low carbon business models and their adoption by new, growing and established businesses of all sizes.

- National action to raise awareness of the business benefit for adopting low carbon business models and the cost to businesses of maintaining a ‘status quo’ approach; understanding of the desirability of these practices by the customer and a means of supporting customer recognition of low carbon firms.
- Support for citywide action to provide business leadership, role models, peer to peer support for a step change in business culture.
- Support to continue the work of partners such as Zero Waste Scotland to identify specific circular economy business opportunities in Edinburgh. 2 examples include:
 - taking advantage of Edinburgh’s strong knowledge and scientific research sector where computer hardware can be refurbished and remanufactured for the city’s growing data storage industry.
 - re-producing the by-products of Edinburgh’s breweries and distilleries into animal feed or biogas for heating or power generation.

Transport:

Although the recently passed Transport (Scotland) Bill considers steps towards delivering low emissions targets, the Council could see an argument for this framework being further enhanced through secondary legislation or immediate guidance to provide local authorities with the appropriate powers and/or support to develop carbon neutral local transport systems.

At a strategic level, the development of the new local and regional transport strategies should include ambitious targets for modal shift with associated delivery plans. Capital investment from the Scottish Government and support to identify and leverage investment, including from the private sector, in transport infrastructure is critical to the City’s capability to expand its transport networks sustainably and make progress in reducing the City’s carbon emissions. The Council is particularly interested in exploring the following investment opportunities with the Scottish Government:

- Investment in new demand led mobility solutions which support active travel choices and deliver new incentives to manage travel demand.
- Investment to expand and accelerate measures to reduce pollution and improve air quality through projects identified in the Council’s city centre transformation programme.
- Further investment to expand and accelerate provision of electric vehicle charging infrastructure throughout the city will be a helpful measure in encouraging and incentivising the use of electric vehicles

The aviation sector is the second most-polluting form of transport after the diesel car. The projected growth of aviation makes it a major concern for climate change and this is one such industry which should be thinking and acting long-term by working with the Public Sector to reduce indirect emissions. Airports in Aberdeen, Edinburgh and Glasgow should work with their respective local authorities to explore ways in which they can mitigate the harmful effects of air travel to and from these cities including through local offsetting schemes. This will require dynamic leadership and mutual collaboration that the Council is keen to explore.

Part 1: Information and collaboration

Q1. What additional training, information or guidance do you think Public Sector Bodies need to help them increase their action on climate change?

Guidance

Supportive expert guidance from the Government that sets clear political expectations for prioritisation of climate action and a radical approach to delivering ambitious carbon targets would be welcome. This needs to emphasise the 'whole system' approach needed to truly drive change.

Government guidance emphasising to all organisations spending public resources, the importance of embedding climate change and broader biodiversity and sustainability commitments across organisational structures is welcome. This should include the prioritisation and visibility of sustainability in governance structures in order to encourage transparent accountability and senior responsibility.

Pro-active expert support from the Government to identify 'low hanging fruit' and prioritise areas of change and investment across public bodies would be welcome.

Clearly, there will come a point when legislation in Planning, Transport and Housing will need to be reviewed to ensure that it keeps pace with the level of change required. However, in the meantime, advice from the Government on how current legislative parameters and duties within distinct policy remits can be flexed to drive change would be welcome.

Guidance – or support in another form - would also be welcome for identifying the ways in which public bodies can maximise the climate opportunity in major public sector investments and projects, including public events (sporting, cultural and civil events), and major national infrastructure developments. These 'significant events' and projects could act as key leverage opportunities to scale up action on climate change and widespread public engagement.

The Scottish Government should lead by example in mainstreaming and prioritising climate action across all its directorate activity.

Information

Information is needed to promote the fundamentals of mitigation, adaptation and 'acting sustainably' to citizens, public sector workforces and its leaders. Within this is the need to emphasise the crucial importance of mainstreaming climate change action into strategic and corporate processes to ensure that climate action becomes a way of being and not a project that organisations do in addition to their core remit.

Information on developing organisational emissions inventory and access to better organisational information on emission sources is important. Data and performance reporting should primarily be focused on changing behaviours and driving improvement and further action. However, there is value at the highest level, in being able to benchmark progress against other key partners, sectors and cities. This is why Edinburgh is developing an emissions baseline consistent with other leading European and UK cities. Support to ensure that this is consistent within Scotland would also be welcome.

Better communication is also required around what funding and other opportunities exist for all public bodies to take forward innovative and radical change projects in collaboration with private and third sector partners.

The Scottish Government could play a key role in supporting the sharing the information it holds around the innovative pilot activity across Scotland (and beyond into the wider UK and EU) but also in sharing evaluated case studies of successful projects that have impacted on carbon emissions.

Training

Support for the training and upskilling of all levels of public sector employees in respect of sustainability and climate action is needed. This should ideally be cross organisational and used as a means to support collaboration and shared understanding between these organisation. However, Councils, as with all public bodies, face a further challenge around capacity as budgets restrict that training alone cannot overcome.

The principles of introducing a “Climate Solutions qualification” are supported however the scope of this should to go beyond “middle and senior managers” to benefit all officers whose work will have an impact on climate change mitigation and adaptation.

Elected Members already undertake training for licensing committees and will do so for planning committees under measures that will be introduced in the Planning (Scotland) Act 2019. We propose that Elected Members should also have the opportunity to undergo this training to better understand the complexity of climate change and how it permeates through all portfolio areas. A good example of this is the recent training COSLA delivered to Elected Members on climate change adaptation. More of this type of training is needed.

Carbon management and reporting training is essential to help officers assess, measure and report on emissions. This will increase understanding and skills to both do project level assessments and also commission the right forms of professional support when this is needed. Professional project level carbon assessment and management is also a key aspect of helping to build business cases for investment and budget allocations. Training on building project level business cases will also be increasingly important. This is key area for investment in capacity and skill in public sector. The Scottish Government and the Improvement Service should focus their capacity in this area.

Other measures should include training to officers who are providing data for annual Public Bodies Duties reports which can perform an important function in terms of transparent accountability and performance improvement.

Training and skill development would also be welcome in respect of sustainable and innovative finance and investment opportunities. Specifically focused on understanding new models of financing and opportunities for blended investment models that use new models and experimentation with partnerships and on how to approach financial risk. Support from the likes of Audit Scotland around what reasonable levels of financial risk taking entails in this context would also be beneficial.

Q2. What are your views on the proposed structure for the High Ambition Climate Network of Chief Executives and Elected Members?

We agree with broad objectives for the High Ambition Climate Network. The City of Edinburgh Council would welcome the opportunity to contribute in any way possible to

make a success of this Network jointly led by Scottish and Local Government. However, while it is welcome that such a group would be led by a member of the Cabinet, the Council would seek reassurance that the corporate nature of the climate challenge would be recognised across the work of the Government and that ministers and the most senior officers responsible for transport, energy, housing, skills and economy should also commit to engage regularly and collaboratively with the group.

In addition, the Council would seek reassurance that this will be a group focused on collaboration and action as much as it is on sharing ideas and best practice. To do this, the group must be supported by sufficient and joint officer and expert resources to move the agenda on between meetings.

National Forum on Climate Change

The proposal for a National Forum on Climate Change is very welcome. Public Sector Bodies alone cannot tackle the climate crisis. There needs to be a concerted effort where responsibilities are shared between organisations in the Public, Private and Voluntary Sectors and that the innovation and drive of civil society in particular is encouraged and supported.

SSN

While the role and function of SSN may helpfully evolve, the Council has reservations about the proposal to end all financial support for the SSN Secretariat. SSN provide the vital support mechanisms, training and sharing of experience at officer level for those tasked with delivery of organisational climate change ambitions. There would be no mechanisms for officers who are at forefront of delivery to input their experience and expertise if SSN was no longer supported.

Part 2: Targets and reporting

Q3. Do you agree that Public Sector Bodies should be required to set targets for when they will achieve zero direct emissions, and for reduced indirect emissions?

The City of Edinburgh Council has set an ambitious target to make the city carbon neutral by 2030 – fifteen years ahead of the Scottish Government's target. As a Public Body, the Council is committed to working with partners in the public, private and third sectors to realise this ambition. Our Short Window Improvement Plan [<https://democracy.edinburgh.gov.uk/documents/s9898/Item%204.3%20-%20Update%20on%20Short%20Window%20Improvement%20Plan.pdf>] illustrates the immediate steps that the Council is taking.

Targets and public reporting are important and can be a useful driver for policy and action. However, the technical work associated with the setting of targets, and the work required to monitor and report on progress can divert resources from action to improve or implement change. Target setting that requires and drives action and active collaboration towards a common goal would be welcome.

Q4. Do you agree that Public Sector Bodies should report annually on how they use their resources to contribute to reducing emissions?

As stated in our response, the Council recognises the importance of reporting on targets to maintain and improve actions to reduce emissions. An annual report can be a useful tool for guiding Public Sector Bodies but should not be seen as an end in itself or it risks diverting scarce public sector capacity away from improvement and action. This is increasingly true as public sector resources retract.

Further discussion on what Public Bodies are asked to report on would therefore be welcome. For example, the mainstreaming of climate action and in particular, emissions reductions into everyday processes is extremely positive and likely to have a significant impact over time. Similarly, when setting mandatory data reporting the Scottish Government needs to be assured that data actually exists or again, a disproportionate amount of resources can be spent trying to retrofit data collation processes or find other, less meaningful ways, of complying with reporting duties.

The question in particular asks about reporting on resources. This is welcome in part because the focus is on how Public Bodies spend their budgets and the extent to which those decisions drive action and change. However, 'resources' come in many forms and there is a danger that these types of statements miss meaningful action or fail to call out a lack of action because of the complexity around the concept of resources.

Evidence of collaboration; evidence of supporting innovative action and behaviour change, and evidence of impact on carbon emissions may be better 'change levers' in terms of public accountability and reporting. Feedback from the Scottish Government on Council action that shares learning and innovation could add significant value to local activities.

Q5. Do you agree that the details of what Public Sector Bodies are required to report on should be set out in statutory guidance instead of on the face of secondary legislation (otherwise known as an Order)?

Yes.

This would make the process quicker and reduce the time and resources required to implement changes to reporting requirements. It is our view that secondary legislation can be overly prescriptive therefore statutory guidance provides flexibility to reflect the miscellaneous areas in which Public Sector Bodies work.

Q6. Do you agree to the proposed changes to the list of Public Sector Bodies that are required to annually report their emissions?

Yes

Q7. Do you agree with our proposals for amending the reporting requirements as set out above?

Yes – but with certain provisions, as follows.

- We agree with the removal of **1(d)** [Metrics used by the body] and **1(g)** [Context] of **Part 1: Profile of Reporting Body**.
- We believe that **Part 2: Governance, Management and Strategy** should be amended rather than removed. This helps ensure that these structures which are crucial to tackling climate change exist and in a form that delivers. It would also be useful to have feedback on whether these are robust enough and how they can be improved.
- In **Part 3: Emissions, Targets and Projects**, we propose the following:

- We agree to retaining **3(a)**, **3(b)** and **(3c)** [Emissions]
- **3(d)** [Targets] should be amended to show target net zero date, and reduction milestone targets including for indirect emissions.
- **3(e)** through to **3(i)** [Projects and changes] and **3(k)** [Further information] should be amended and shortened rather than removed to show direction of travel, what is proposed in the next year and whether this is achieved in the following year.
- We agree that **Part 4: Adaptation** should be updated to reflect the new Capacity Framework guidance however much more detail is needed on how this section will be dealt with.
- Similarly the proposal provides no detail on how the sections on Procurement or Wider Influence will be dealt with.
- We agree with the proposals as set out for **Part 6: Validation**.

As a supportive measure, it would be helpful for the Scottish Government to publish a summary of the progress being made by public bodies with a view to highlighting learning and areas of significant progress. The current process of a one way flow of information is unsatisfactory and doesn't capture the potential within this reporting process.

Q8. Is there anything else you think should be added to the reporting duties, or anything else you think should be removed?

The opportunity exists for the Scottish Government to lay the foundation for a strong joined up approach to public sector reporting duties. This could also present an opportunity to drive more joined up reporting within organisations at the same time as reducing the combined reporting burden.

Climate action crosses almost every area of Council activity and similarly for many other public bodies. Using this review of reporting duties to drive a whole system cross sectoral evaluation of progress on climate action could yield many benefits including greater reporting efficiency. Reporting should be proportionate and recognise that the resources needed for indepth reporting is ultimately resource that cannot be spent supporting action.

Again, as a supportive measure, it would be helpful for the Scottish Government to publish a summary of the progress being made by public bodies with a view to highlighting learning and areas of significant progress. It would also be helpful to understand the impact of the reporting on Scottish Government action and decision making.

Q9. Do you agree that Public Sector Bodies should each make their own report on emissions reductions publicly available?

Yes.

Reporting and analysis should communicate insights, contribute commentary and statements on status, progress, implications/gaps, and actions required to meet targets and better deliver action, including on adaptation. A platform for voluntary participation in sharing reports and assessing peer progress and challenges is critical and should include the Scottish Government. This move towards an open public data approach would be welcome especially where it supports data analytics and data visualisation that can raise awareness, improve understanding and crucially, inform decisions and drive further change.

Other Comments

None

Paula McLeay

Policy and Insight Senior Manager

E-mail: paula.mcleay@edinburgh.gov.uk | Tel: 0131 529 3654



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Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Scottish Fire and Rescue Service - City of Edinburgh Area Update

Executive/routine
Wards
Council Commitments

1. Recommendations

1.1 To note the update from the divisional commander.

Andrew Kerr

Chief Executive

Contact: Gavin King, Democracy, Governance and Resilience Senior Manager

E-mail: gavin.king@edinburgh.gov.uk | Tel: 0131 529 4239

Scottish Fire and Rescue Service - City of Edinburgh Area Update

2. Executive Summary

- 2.1 This report provides the first update from the Scottish Fire and Rescue Service since the Policy and Sustainability Committee was established.

3. Background

- 3.1 In May 2019 the Council agreed that police and fire and rescue service city-wide plans, policies and performance would be considered by the new Policy and Sustainability Committee.
- 3.2 This would provide a forum for Police Scotland and the Scottish Fire and Rescue Service to discuss major cross-cutting issues with the Council as well as fulfilling their duty to engage with the local authority.
- 3.3 The Scottish Fire and Rescue Service are required by the Police and Fire Reform (Scotland) Act 2012 to involve the local authority in the setting of its priorities and objectives for its area.

4. Main report

- 4.1 This report is the first report by the Area Commander to be considered by the Policy and Sustainability Committee. It is intended that the Scottish Fire and Rescue Service will report three to four times a year although the Area Commander may bring other reports for consideration by the Council if he thinks necessary.
- 4.2 This is also the first report by the Scottish Fire and Rescue Service to be considered at a corporate level since the cessation of the Police and Fire Scrutiny Committee. As a result, the content of the report is aimed to be a high-level overview of the Scottish Fire and Rescue Service's progress on their key priorities and the strategic issues facing the service. Elected Members are asked to consider the information provided by the Scottish Fire and Rescue Service and whether any additional content is requested.

5. Next Steps

5.1 Not applicable.

6. Financial impact

6.1 Not applicable.

7. Stakeholder/Community Impact

7.1 The Scottish Fire and Rescue Service have discussed the content of the report with the Council and the information can develop as feedback is received.

8. Background reading/external references

8.1 The City of Edinburgh Council 30 May 2019 – [Review of Political Management Arrangements 2019](#)

8.2 Police and Fire Reform (Scotland) Act 2012

9. Appendices

Report by the Area Commander

Introduction

This report provides information on our prevention, protection and operational response activities within the City of Edinburgh area during the period to the end of Quarter 2 of 2019-20 (1st April – 30th September).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes, which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The SFRS can make a significant contribution to improving these outcomes for the City of Edinburgh by contributing to the Community Planning arrangements across the area.

The overarching aim of the local Fire & Rescue Service in the City of Edinburgh is to reduce death and injury from fire and other emergencies in the community. To achieve this, we will work in partnership, be pro-active and target our prevention and protection activities to where they are required, based on evidence. Within the Local Fire and Rescue Plan for the City of Edinburgh 2017, six priorities have been identified:

1. Operational Resilience and Preparedness
2. Domestic Fire Safety
3. Reducing Unintentional Injury and Harm
4. Reducing Deliberate Fire Setting
5. Non-Domestic Fire Safety
6. Reducing Unwanted Fire Alarm Signals (False Alarms).

These priorities, and our strategies for service delivery, are clearly aligned to the Community Planning structure, which supports the delivery of the Edinburgh Partnership Community Plan 2018-2028 and the four Locality Improvement Plans.

The full Local Fire and Rescue Plan for Edinburgh can be accessed at:

https://www.firescotland.gov.uk/media/1228026/edinburgh_local_fire_and_rescue_plan_2017.pdf

Area Commander Kenneth Rogers,
Local Senior Officer for City of Edinburgh

Performance Summary

We measure how well we are meeting our priorities using 10 key indicators:

	15-16	16-17	17-18	18-19	19-20	Trend
Accidental Dwellinghouse Fires	266	240	216	234	218	
Fire casualties (non-fatal - incl. precautionary check up's and fatal)	66(2)	66(1)	47(1)	75(3)	41(0)	
All deliberate fires	977	866	945	755	685	
Non- domestic fires	143	123	130	117	97	
False Alarms - Malicious	171	188	166	138	130	
- Unwanted Fire Alarm Signals	1995	2139	1893	2060	2167	
Special Service - RTC's	79	91	68	61	60	
- Flooding	71	98	61	71	158	
- Effecting Entry	233	262	237	223	211	
- Medical Assistance	27	14	33	22	13	

The table shows that the City of Edinburgh has seen a reduction in 8 of the 10 indicators identified through our Local Fire & Rescue Plan. Areas of note are

- the continued downward trend in accidental dwellinghouse fires and a return to a downward trend for fire casualties following a spike during the same reporting period last year.
- no recorded fire fatalities during the first 2 quarters of the current year.
- the increase in flooding incidents attended resulted from unusually heavy rainfall periods during June and August.
- Unwanted Fire Alarm Signals (False Alarms) remain a concern and make up 38% of all calls received in the City. Further information on the work we are doing in this regard is detailed later in this paper.

During this reporting period, the 7 Wholetime and One Retained Duty Service Station (South Queensferry) which cover the Local Authority Area attended a total of 5761 incidents.

Progress on local Fire & Rescue Plan Priorities

Operational Resilience and Preparedness

The Service must identify, prioritise and plan to meet the risks in each local community.

We said we would:

- *Identify and assess the risk to our communities through Operational Intelligence gathering.*
- *Undertake planned training events to support the acquisition and maintenance of skills to provide the capability to respond to emergency incidents.*
- *Review our operational response to incidents to ensure ongoing firefighter safety and to ensure the ongoing protection our communities from harm.*
- *Work in partnership to plan, prepare and test our responses to major emergencies.*
- *Continue to draw upon our experience of multi-agency event planning to ensure that all events within Edinburgh are safe, successful and enjoyable, minimising disruption to the city and maximising public safety.*
- *Support and promote the reduction of harm from 'Out of Hospital Cardiac Arrests.'*

What We Do

- Our operational staff continue to gather and analyse local risk information and operational intelligence which is used in our preparations to resolve incidents. In the reporting period we have placed a specific focus on the Local Authority High Rise residential estate. SFRS officers are engaging with Local Authority Housing and Regulatory Services staff in terms of the firefighting equipment/facilities provisions in each of the buildings. Specific areas of discussion include the upgrading of lifts and the standardisation of lift keys and firefighter switches as well as fire safety during the refurbishment work stages. In addition, we have agreed that officers will attend consultation meetings the Local Authority are arranging with tenants to offer support and reassurance. In addition to updating the operational intelligence held on each of the buildings this partnership approach is also being used to and arrange practical training exercises wherever possible.
- We conduct Post Incident debriefs to identify any lessons that can be learned from our preparedness and response to emergency events.
- We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information.
- We continue to be an active member of the Lothian and Borders Local Resilience Partnership activity.
- We share information with local authority partners and other key stakeholders (e.g. Police Scotland) to ensure emergency event risks are mitigated. This is extremely valuable given the current UK threat level and its implication for the SFRS and our partners. In quarters 1 and 2 SFRS was an active partner in the planning of events such as the Highland Show, the Edinburgh Festival and the Royal Military Tattoo.

Domestic Fire Safety

Dwelling fires can have devastating effects on our community and the SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction. The table below details the occurrence of accidental dwelling fires in quarters 1 and 2 per locality area over a 5-year period.

Accidental Dwellinghouse Fires	15-16	16-17	17-18	18-19	19-20
North East Locality	76	67	68	74	61
North West Locality	53	59	52	56	60
South East Locality	69	69	48	63	44
South West Locality	68	45	48	41	53
Total	266	240	216	234	218

Whilst we seek to reduce Dwelling Fires even further, it should be noted that the severity of fires is often restricted to item first ignited or room of origin.

What We Do

- A primary activity related to improving the safety of our communities is delivering Home Safety Visits (HFSV). Evidence identifies that dwelling fires occur more frequently in those premises that are occupied by the more vulnerable members of our community such as the elderly and those with substance and alcohol dependencies. SFRS continue to develop Information Sharing Protocols with partners, including Social Work, Housing providers, Health etc. to target those most vulnerable within our communities, by seeking referrals. In the period 1st April-30th September 2019
- After any operational incident, if appropriate, operational crews will deliver educational input. Post Domestic Incident Response (PDIR) is an important engagement opportunity to deliver specific home safety advice to residents who have been at risk of a fire within the home. PDIR offers SFRS the opportunity to provide public reassurance to neighbouring properties and provide any fire safety advice they require. From this incident response, appropriate referrals can be made to our partners should vulnerable individuals be identified.

Reducing Unintentional Injury and Harm

It is not uncommon for those at risk from fire to also be at risk from other injuries within the home, in particular from injuries arising from slips, trips and falls. Requests to the SFRS to provide assistance directly through a first responder role or to provide support to other agencies are increasing. Analysis of data indicates falls are a common cause of accidental deaths and injuries and account for a significant proportion of admissions to hospital. Those persons injured through falls may often be affected by other medical conditions such as dementia. The SFRS has a role to play in contributing to the protection of those at risk from injury and harm within the home.

Out with the domestic environment, the SFRS responds to a range of non-fire related emergencies. The most common incident of this type within Edinburgh is attendances at Road Traffic Collisions (RTCs) which results in the majority of non-fire related injuries. Responding to RTCs is a statutory duty for the SFRS, however a collective approach is required amongst community planning partners to support risk reduction measures.

We said we would:

- *Utilise our Home Fire Safety Visit programme to assess for non-fire related risk and refer those deemed at risk from injury and harm to partners to provide additional support.*
- *Raise the awareness of fire and rescue service personnel to those factors that increase the risk of unintentional injury or harm*
- *Work in partnership to deliver targeted road safety programmes to young drivers.*
- *Focus resources where demand has been identified and deliver key safety messages.*

What We Do

- SFRS frontline staff submitted 95 'Adult Protection' and 3 "Child Welfare" referrals to our partners within the Social Work Department in Quarters 1 and 2 to ensure appropriate support is delivered.
- SFRS are expanding the HFSV within the guidance set out in the Safer Communities Programme. This will see a further transition towards Home Safety Checks with fire crews submitting referrals for 'slips, trips and falls' and 'sensory impairment' in support of reducing unintentional harm where possible. It is envisaged that whilst keeping vulnerable residents safe in their homes, it will reduce the likelihood of hospitalisation and ease the burden in the Health Sector.
- The coming months will see an increase in knowledge input to partners in Housing Associations to identify vulnerable tenants. SFRS officers will deliver hazard identification training to housing managers which will upskill them to identify persons at risk.
- SFRS will augment the learning outcomes of Road Safety delivered at the Risk Factory, The Young Drivers Event at the Corn Exchange each year and during Fireskills/ Employability and IGNITE youth engagement events. This will come in the form of offering tuition to young people on the hazards encountered on our roadways and educating them on safer driving and the consequences of losing concentration at the wheel.
- SFRS continues to work in collaboration with partners to support the local communities and assist other agencies in delivering services. The Out of Hospital Cardiac Arrest (OHCA) pilot has been paused across Scotland with the outcomes being used to assess the ongoing SFRS Transformation Project in this regard. Through ongoing negotiations, it is hoped the

delivery of this service can be rolled out in the near future across all community fire stations across Edinburgh.

Reducing Deliberate Fire Setting

Deliberate fire setting is a significant problem for the SFRS in the City of Edinburgh. In the main, deliberate fires are secondary fires categorised into either refuse, grassland or derelict building incidents. There is a close link between deliberate secondary fires and other forms of anti-social behaviour.

We said we would:

- *Identify those parts of Edinburgh`s communities affected by deliberate fire setting and sharing this information with our partners.*
- *Utilise our Young Firefighters, Fire Reach, Firesetters and school`s education programmes to raise awareness of the impact of fire related anti-social behaviour.*
- *Work with partners to develop joint strategies to reduce the risk posed by deliberate fire setting and to mitigate its impacts.*

What We Do

- SFRS have developed positive relationships with locality Based Police Officers to ensure a more targeted approach in dealing with secondary fires and anti-social behaviour. SFRS Community Safety Advocates/Community Firefighters and Operational Firefighters, deliver an educational programme within schools to address any developing trends. The purpose of this is to deliver seasonal fire education with the focus on reducing fire related ASB and hoax calls. This will also reduce the financial impact on Local Authority Budgets and protects our built environment.
- Information sharing with partners and effective multi-agency partnership working is focussed on reducing deliberate fire setting and fire related anti-social behaviour. This included initiatives aimed at preventing fires within derelict properties and fires involving refuse and wheelie-bins.
- Wilful fire raising where refuse/ grass fires are set remains a problem and is being addressed at Localities groups with partners. Guidance has been given to partners and cascaded to residents to be more vigilant and to give consideration when they place bins out for uplift.
- The Fireskills, Employability and IGNITE programmes continue to assist our young people in the City of Edinburgh (CoE) creating diversionary activities tailored to the reduction of fire related anti-social behaviour and developing life skills. SFRS is working with the Scottish Credits and Qualifications Framework to allow these types of courses to attract an educational award for young people which will be delivered nationally and City of Edinburgh are well advanced in the development and delivery of this programme. This will enhance the employability of our young people as well as providing self-confidence and a greater sense of achievement.
- There are growing issues of mental ill-health within the student population including isolation and stress. An individual`s resilience isn`t fixed however; It can be developed - through innovative pedagogies and students` social and living environment. The SFRS work with many partner agencies to deliver a range of courses to students from across the localities to help develop an individual`s resilience. Through the courses we aim to be positive role models and provide the young persons with reassurance and encouragement to help support their ability to rebound more quickly after a difficult event or problem in their life.

Non-Domestic Fire Safety

Fires in Non-Domestic Property can have a detrimental effect on the built environment, local businesses, employment, the provision of critical services and our heritage. Evidence suggests that business premises affected by a serious fire experience a high failure rate.

We said we would:

- Undertake our fire safety audit programme in accordance with the SFRS Enforcement Framework.
- Engage with duty holders to promote responsible fire safety management of premises that come under the auspices of Part 3 of the Fire (Scotland) Act 2005.
- Work in partnership to ensure the appropriate provision of fire safety standards are incorporated in new premises under construction or premises undergoing material changes.
- Work in partnership with other enforcement agencies and organisations to support legislative compliance.

What We Do

A Programmed Fire Safety Enforcement Audit is an audit programmed at the commencement of the fiscal year, selected from premises held within the Service's database, based on a risk assessment as defined in the Service's Enforcement Framework. The table below outlines the quarter 1 and 2 audits which have been completed and the type of premises which have been visited. Our Programmed Audits remain on schedule for completion in 2019/20.

Premises Type	North	East	West	South	Target for 2019/20	Progress to date
Hospital & Prisons	9	1	20	13	43	37 (86%)
Care Home	22	21	54	35	132	132 (100%)
House of multiple occupation (HMO) Tenement	46	41	17	62	166	109 (66%)
Hostels	3	0	9	0	12	25 (200%)
Hotels	54	10	13	29	108	22 (21%)
Other sleeping accommodation	11	4	0	11	26	18 (70%)
Further Education	0	1	0	0	1	0
Public Building	7	1	1	4	13	1 (8%)
Licenced Premises	23	0	0	35	58	24 (42%)
Schools	1	0	0	6	7	30 (428%)*
Shops	3	0	0	1	4	6 (150%)
Other premises open to public	1	3	0	6	10	8 (80%)
Factories & Warehouses	0	0	1	1	2	1 (50%)
Offices	7	9	1	5	22	15 (68%)
Other Workplace	6	1	3	3	13	1 (8%)

We have eight fire safety enforcement officers (FSEO) who audit premises throughout the city. Premises are selected through a risk based approach, audited and the outcome is scored through a matrix where benchmarks are weighted in importance. This creates a Management Compliance Level (MCL) score, ranging from one to five:

- MCL 1 and 2 are given to premises where minor deficiencies have been identified
- MCL 3 results in SFRS working with duty holders on an action plan
- MCL 4 & 5 result in legislative action from SFRS.

Fire Safety Enforcement outcomes 2019/20 against 2018/19;

Management Compliance Level	Quarter 1 & 2 activity 2018/19	Quarter 1 & 2 activity 2019/20
1	226	272
2	70	142
3	15	32
4	1	0
5	1	0
Total	313	446

A Post Fire Audit would be undertaken following any fire within relevant premises, no matter the size of fire or outcome. The purpose is to educate the duty holders of their responsibilities and refresh the importance of fire safety within the organisation after a fire has occurred.

Post Fire Audits	2018/19	2019/20
Total	34	54

An Unscheduled Audit is an audit that can occur throughout the year. This type of audit would be undertaken because of the following: fire safety complaints, requests from partner agencies or joint initiatives with partners and the targeting of specific premises type in line with the Service's Enforcement Framework.

No Enforcement Notices have been served within the city during this reporting period. This is a positive picture as the duty holders across the area are largely in compliance with only recommendations being the main enforcement activities.

Reducing Unwanted Fire Alarm Signals (False Alarms)

False Alarms include calls to the Fire Service with good intent, malicious acts and Unwanted Fire Alarm Signals (UFAS). UFAS are defined as incidents where an automated fire alarm system activates and results in the mobilisation of SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency. The SFRS is committed to working with partners and other stakeholders to reduce Unwanted Fire Alarm signals.

We said we would:

- *Engage with premises owners/occupiers to identify the cause of every UFAS incident.*
- *Work with owners/occupiers to implement and support their management of fire alarm systems and the introduction of demand reduction plans.*
- *Identify premises which attract a significant operational response and re-assess the response required.*

What We Do

SFRS have developed a UFAS Policy to ensure that persistent UFAS incidents within premises are addressed appropriately. Engagement with key holders is key to reducing SFRS attendance.

We have programmed engagement sessions with duty holders and alarm providers to discuss solutions to UFASs, with the most recent discussions taking place with CoE council and the school estate who account for a number of UFAS calls. SFRS have a robust UFAS Policy and analyse trends and engage appropriately with Duty Holders of relevant premises.

Strategic Issues

In 2018 SFRS commenced a programme of transformation aimed at improving the safety and wellbeing of communities by making our resources work more effectively and efficiently.

The Service needs to transform because:

- Fires are reducing but new risks are emerging;
- Risks include terrorism, emergency medical response, ageing population, severe weather;
- We need to be trained and equipped to meet these risks;
- Our people and resources are no longer aligned to need;
- Current model limits ability to reduce risk through prevention and intervention activity;
- Current model limits ability to support other public services and reduce demand;
- The Retained (Part Time) Service needs strengthened to meet the needs of rural communities.

To progress this transformation programme a number of projects have been instigated with full engagement of employee representative bodies. As this work matures the Committee will be provided with full details, including consultation information, highlighting any impact on service delivery and/or resources within Edinburgh.

The commitment to transformation is reaffirmed in the new SFRS Strategic Plan which came into being on the 1st October 2019 and which can be accessed at:

https://www.firescotland.gov.uk/media/1379168/draft_strategic_plan_2019_22_v2.0.pdf

Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Gaelic Language Plan 2018-22 - Monitoring Report

Executive
Wards - all
Council Commitment 36

1. Recommendations

- 1.1 That the Committee considers and approves the first statutory annual progress report on the Council's Gaelic Language Plan 2018-22, as required by Bòrd na Gàidhlig, and due to be submitted to the Bòrd by 6 December 2019.

Andrew Kerr

Chief Executive

Contact: Eleanor Cunningham, Lead Policy Officer

E-mail: eleanor.cunningham@edinburgh.gov.uk | Tel: 0131 553 8220

Gaelic Language Plan 2018-22 - Monitoring Report

2. Executive Summary

- 2.1 This report provides an overview of the Council's statutory annual monitoring report, summarising progress with the implementation of its Gaelic Language Plan 2018-22, which is due to be submitted to Bòrd na Gàidhlig by 6 December 2019.

3. Background

- 3.1 The Council published its second Gaelic Language Plan on 6 December 2018, following approval by Bòrd na Gàidhlig. The plan covers the period 2018-22 and is structured around three priority areas: sustainable future, confident speakers and encouraged arts and culture.
- 3.2 The Gaelic Implementation Group (GIG) comprises Elected Members, Council officers and representatives from the Gaelic community. It oversees progress with the implementation plan at its quarterly meetings. An officers group meets between the formal meetings to drive progress across the scope of the plan.
- 3.3 The Gaelic Language (Scotland) Act 2005 requires relevant public authorities to provide a report on progress on all commitments in their Gaelic Language Plan on an annual basis if requested by Bòrd na Gàidhlig. The Bòrd have advised us that the first monitoring report for the Council's current plan is due on the 06/12/2019.

4. Main report

- 4.1 Bòrd na Gàidhlig provided a template for monitoring reports in August 2019. It has three sections: primary indicator data (8 items); narrative updates on national Gaelic Language Plan priorities and specific local authority functions and finally, a self-assessment section, using red-amber-green coding for 24 descriptors of practice and arrangements.
- 4.2 The Council's current monitoring systems and processes have enabled us to gather information for all but two of the items in the Bòrd's template (both are data items). In both cases, we have been able to use approximations or qualitative descriptions to answer these.

- 4.3 Appendix 1 shows the completed monitoring report, which reflects information provided to the GIG from colleagues across the Council including Education, Chief Executive's Division, Economic Development and Culture.
- 4.4 In this first year of the current plan, the Council has made progress on all three priority areas. Key developments in Education have included the expansion of the scope and scale of teaching in the Gaelic Medium at James Gillespie's High School, arrangements to support the transition from primary to secondary school, and additional support for learning. The Council also continues to support a wide range of activities within schools and the broader community to promote and embed the Gaelic language and culture.
- 4.5 The Council has also made progress with the wider elements of the plan, including increasing staff awareness through a series of items on Newsbeat and support to the Gaelic Hub Development Group.
- 4.6 In line with the reporting requirements, a self-assessment of progress against the 24 descriptors has been carried out. 16 of the descriptors are in place (green) with the remaining eight being in progress (amber).
- 4.7 The appointment of a Corporate Gaelic Development Officer, funded for one year by Bòrd na Gàidhlig and the Scottish Government, will help to drive and embed action across the plan going forwards.

5. Next Steps

- 5.1 Following approval by Committee, the monitoring plan will be submitted to Bòrd na Gàidhlig for their consideration.

6. Financial impact

- 6.1 There is no financial impact. As noted above, the Corporate Gaelic Development Post is fully funded from external sources.

7. Stakeholder/Community Impact

- 7.1 The Gaelic Implementation Group, which includes members of the Gaelic community in Edinburgh, receive regular progress reports on the implementation of the Council's 2018-22 Gaelic Language Plan, and considered a progress report covering all three priority areas at its September 2019 meeting.
- 7.2 The monitoring report (appendix 1) includes a description of the positive impact on equalities through the diversification of the population attending the primary school, Bun-sgoil Taobh na Pàirce in terms of ethnic groups, as well as socioeconomic features (SIMD).

8. Background reading/external references

- 8.1 [Item 7.6 - Gaelic Language Plan 2018-22 15 May 2018](#)
- 8.2 [The City of Edinburgh Council Gaelic Language Plan 2018-22](#)

9. Appendices

- 9.1 Bòrd na Gàidhlig Annual Monitoring Form: The City of Edinburgh Council

BÒRD NA GÀIDHLIG

FOIRM DÀTA ANNUAL RETURN

[Grab your reader's attention with a great quote from the document or use this space to emphasize a key point. To place this text box anywhere on the page, just drag it.]

BLIADHNAIL 2018-19 FORM 2018-19

Ainm na buidhne Organisation's name	The City of Edinburgh Council
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Prìomh Dhàta Measaidh Primary Indicator Data

Fios bhon Phoball Communications from the Public	<p>Cia mheud brath sgrìobhte a fhuair am buidheann bhon phoball ann an Gàidhlig am-bliadhna? How many written communications have the organisation received from the public in Gaelic this year?</p> <p>Narrative</p> <ul style="list-style-type: none"> The Gaelic schools receive occasional communications in Gaelic from Gaelic partner organisations, the Gaelic Development Officer (GDO) and promotional material from groups such as Sabhal Mòr Ostaig and FilmG. Bun-sgoil Taobh na Pairce (TnaP): currently have 5 parents who contact the school by e mail in the medium of Gaelic. James Gillespie's High School (JGHS) receive communication from parents in Gaelic 	<p>Not all service areas are able to record this information, meaning it is not possible to report an accurate total.</p> <p>See narrative for a description of communications.</p>
A' sgaoileadh fiosrachaidh Dissemination of information	<p>Cia mheud pìos a sgaoil am buidheann air na meadhanan sòisealta ann an Gàidhlig am-bliadhna? How many posts did the organisation distribute on social media in Gaelic this year?</p> <p>Narrative</p> <ul style="list-style-type: none"> TnaP: tweet regularly bilingually, with approximately 20 being sent this calendar year. JGHS has a Gaelic Blog and Twitter account which are updated at regular points throughout the school year. Corporately, there have been four: 3 relating to recruitment and 1 on the approval of the GME Strategic Growth Plan report 	<p>We do not have a central mechanism to collate this information - see narrative for a description of activity</p>

	<p>Cia mheud fios-naidheachd a chaidh a sgaoileadh leis a' bhuidheann anns a' Ghàidhlig am-bliadhna? How many press releases did the organisation publish in Gaelic this year?</p> <p>Narrative</p> <ul style="list-style-type: none"> • Press release in October 2019 on Seachdain na Gàidhlig (Edinburgh Gaelic Festival) [Pending] • TnaP's regular newsletters have pieces in Gaelic and English, as do their class blogs. 	1 See narrative
<p>Luchd-obrach Staff</p>	<p>Cia meud neach-obrach a fhuair cothrom trèanaidh ann an sgilean Gàidhlig am-bliadhna? How many staff received Gaelic skills training this year?</p> <p>Narrative</p> <ul style="list-style-type: none"> • All GME staff from primary (58) and secondary (9) attended the first in a series of Career Long Professional Learning (CLPL) opportunities designed to improve Gaelic language skills in September 2019. • JGHS: two teachers successfully completed the Gift course 2018-19. One teacher successfully completed STREAP course. [Nine teachers have signed up for a beginners' Gaelic class which will be taught in the school during the next year] • In addition, 17 staff members received beginner or intermediate-level tuition during the last year at the Council's Headquarters. 	84
	<p>Cia mheud dreuchd a th' agaibh an-dràsta far a bheil Gàidhlig ann mar sgil riatanach? How many posts do you currently have where Gaelic is an essential skill?</p> <p>Narrative</p> <ul style="list-style-type: none"> • Corporate Gaelic Development Officer (CGDO) = 1 • Croileagan play leaders = 7 • Taobh na Pairce = 58 (all teaching, pupil support and nursery class posts, full/part time) • JGHS = 5 (there are currently 9 teachers who are Gaelic speakers, eight of whom deliver subjects through the medium of Gaelic; <i>five were appointed with Gaelic being an essential skill</i>; the other four were existing members of staff who were employed without Gaelic being a requirement of their contract and who are now delivering their subject through the medium of Gaelic and English). 	71

<p>Cia mheud neach-obrach a th' agaibh an-dràsta aig a bheil sgilean Gàidhlig?</p> <p>How many staff currently within the organisation have Gaelic skills?</p> <p>Narrative</p> <p>Our survey of all staff in the Education service (part of Communities and Families) in July 2018 showed:</p> <table border="1"> <tr> <td>Number of individuals responding:</td> <td>657</td> </tr> <tr> <td>Teaching staff:</td> <td>471</td> </tr> <tr> <td>Non-teaching staff:</td> <td>186</td> </tr> <tr> <td>Number of respondents who stated they speak any Gaelic:</td> <td>83</td> </tr> <tr> <td>Teaching staff:</td> <td>56</td> </tr> <tr> <td>Non-teaching staff:</td> <td>27</td> </tr> <tr> <td>Number of respondents interested in teaching Gaelic:</td> <td>128</td> </tr> <tr> <td>Teaching staff:</td> <td>97</td> </tr> <tr> <td>Teaching staff who already speak Gaelic:</td> <td>27</td> </tr> <tr> <td>Non-teaching staff:</td> <td>31</td> </tr> <tr> <td>Non-teaching staff who already speak Gaelic:</td> <td>7</td> </tr> </table> <p>We plan to include questions on Gaelic skills among all Council staff as part of our next Colleague Opinion Survey, which will be carried out in 2021-22.</p>	Number of individuals responding:	657	Teaching staff:	471	Non-teaching staff:	186	Number of respondents who stated they speak any Gaelic:	83	Teaching staff:	56	Non-teaching staff:	27	Number of respondents interested in teaching Gaelic:	128	Teaching staff:	97	Teaching staff who already speak Gaelic:	27	Non-teaching staff:	31	Non-teaching staff who already speak Gaelic:	7	83
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<p>Foillseachaidhean Publications</p>	<p>Cia mheud foillseachadh a dh'fhoillsich am buidheann gu dà-chananach am-bliadhna? How many organisational publications have been published bilingually (Gaelic and English) this year?</p> <p>Narrative The Council's Gaelic Language Plan 2018-22, which was published in December 2018.</p>	1
<p>Inbhe Status</p>	<p>Cia mheud soidhne dà-chànanach a chuir am buidheann an àirde am-bliadhna? How many bilingual signs has the organisation erected this year?</p> <p>Narrative</p> <ul style="list-style-type: none"> • JGHS has 2 prominent Gaelic signs, which were erected during the initial school build. • TnaP aim for Gaelic-only signage. • Discussions are underway for Gaelic signage at the new Meadowbank which is scheduled to be completed by April 2021. 	None within the current year

Prìomhachasan a' Phlana Cànan Nàiseanta Gàidhlig National Gaelic Language Plan Priorities

Cleachdadh na Gàidhlig / Using Gaelic

Ciamar a tha a' bhuidhinn a' toirt fàs air cleachdadh na Gàidhlig?

How is the organisation increasing the use of Gaelic?

This links to the priority "Gaelic is visible, encouraged and has a sustainable future" in our Gaelic Language Plan 2018-22.

This section gives an overview of how we have increased the use of Gaelic through increasing awareness of Gaelic events, publicity in Gaelic and supporting and promoting opportunities for participation. We have outlined activity in schools in a later section.

Increasing awareness of developments in GME in Edinburgh

Within schools:

- We held three well-attended events in the last year for parents and members of the public to provide an update on progress with GME education
- We arranged for BBC Alba to attend two Gaelic parent meetings to hear first-hand about progress at both the Gaelic primary school and James Gillespie's High School

The Council's Communications Team have helped to publicise Gaelic related activity in the City including:

- Arranging several interviews with BBC Alba on the future direction of GME in Edinburgh
- Publicising plans for a new Gaelic High School (October 2018 and August 2019)
- Providing media publicity around the GME Strategic Growth Plan report being approved, including a quote from a lead member of the Gaelic Community (October 2019)

Supporting and promoting opportunities to participate in Gaelic events

- Our GDO produces a regular e-bulletin/Newsletter which gives an overview of news and activities happening in Edinburgh’s Gaelic community (a model praised by Bord na Gaidhlig, and replicated in other parts of Scotland)
- Our Communications team is working with colleagues across the Council to develop a series of regular News Beat articles (published on the Council’s intranet) and to increase twitter activity as a way of sharing opportunities more widely
- We promote and disseminate funding and volunteering opportunities, consultations, and updates on the Cultural Plan to the Gaelic community through the Culture and Communities Committee Business Bulletin, and intend to build on this by undertaking stakeholder mapping within input from BnG and Council’s Gaelic Implementation Group
- We worked with Creative Scotland in June 2019, who provided an overview Edinburgh-based Gaelic cultural organisations and links with a Gaelic translation for the Culture Edinburgh website
- We publicise and contribute funding to the Seachdain na Gàidhlig (Edinburgh Gaelic Festival) and support it through the participation of schools
- We support Gaelic involvement at The Scottish Storytelling Centre and The Scottish International Storytelling Festival, delivered by TRACS (a Council-funded organisation); Gaelic activity is included in TRACS’ year-round programme
- TnaP publicise Gaelic events and Gaelic learning opportunities for parents through their usual network, and support the work of the GDO in providing Gaelic language experiences for the wider community
- James Gillespie’s High School (JGHS) has held a number of events in Gaelic across the city. Recent examples include:
 - community drama performances involving JGHS pupils, aimed at young Gaelic speakers and parents
 - community Gaelic music events, which have raised money for local causes
 - engagement with local groups such as the National Museum, National Galleries and Edinburgh University
 - pupils from S5 and 6 are currently rehearsing play written by a nationally recognised author and playwright, which will be performed at Scottish Storytelling Centre April 2020, with funding received from BnG

Ionnsachadh na Gàidhlig / Learning Gaelic

Ciamar a tha a’ bhuidhinn a’ toirt fàs air ionnsachadh na Gàidhlig?

How is the organisation increasing the learning of Gaelic?

This links priority “our communities are supported to be fluent and confident speakers” in our Gaelic Language Plan 2018-22.

We are actively engaged in delivering on the national strategy for adult Gaelic learners:

Learning for the public

- 73 adults participated in 7 Gaelic Language classes (Nat 2 to Higher Levels) in the Adult Education Programme from January to June 2019; with 9 Gaelic classes available in the September to December 2019 programme. The programme is available on the [Council’s website](#). Classes are protected against low uptake levels (i.e. less than 12 places filled) through subsidy from Gaelic funding.
- We continue to monitor and fine-tune Gaelic provision for adults across Edinburgh in line with the National Gaelic Strategy for Adults, ensuring services are co-ordinated; we use a range of ways to

assess the quality of input and student experience, including Learner Voice feedback events and survey monkey, which we use to inform future programme planning.

Learning for staff Council-wide

- We held a [Gaelic language taster session](#) on 26 August 2019, open to all Council staff. We continue to offer free Gaelic languages courses at beginner and intermediate level and currently have one GLE tutor in place to do this. The beginners' class is oversubscribed and so we have organised alternative accommodation to cater for the increase in numbers.
- 12 staff took part in beginners classes last year and 5 took intermediate level classes

Teaching in schools

a) Staff language skills and development:

- We have support in place for staff to complete their Gaelic Language in Primary Schools training. One candidate completed course May 2019. Two further candidates are successfully participating in the 2019-20 course
- We are also engaged in a cross-sector inhouse CLPL language learning programme with TnaP, in which staff are both delivering professional learning and partaking as learners, depending on their language skills
- TnaP provide financial support for externally delivered courses, as well as allowing time away for assessments and seminars; they are currently delivering bespoke training to all staff.
- GME staff have protected development time as part of their working week with specific development tasks, e.g. Social Subjects and differentiated materials. They also attend regular meetings with Central Belt Gaelic Secondary Teachers group which considers QA, moderation, sharing resources and best practice
- We are involved in a collaborative project with Storrann to produce nationally available GME resources
- JGHS is running a free Gaelic class for any of its staff who have an interest in the language.

b) Scope and scale of provision

- Sgoil-àraich – we are exploring the inclusion of the nursery class at Bun-sgoil Taobh na Pàirce in the August 2020 plan with the aim of increasing provision from term time to year-round, in line with the Early Years expansion plan; we are working in partnership with Oganan, who have now become a Partner Provider and are able to offer 600 hour entitlement of funded Early Learning and Childcare to children and families.
- TnaP:
 - are delivering GME to 427 learners, P1-7, and to up to 80 learners in our nursery class.
 - host Oganan Dhun Eideann, a Gaelic-medium wraparound-care provider.
- JGHS has undergone a significant expansion of the GME Secondary provision:
 - the majority of the S1 cohort now receive 9 of their subjects through the medium of Gaelic
 - the use of Gaelic has increased across the school, both in terms of the amount of time pupils spend being immersed in the language, and the opportunities staff have to communicate in Gaelic.
 - We now have a Curriculum Lead in place, which means that we can roll out the offer of GLE to schools across the Council.
 - We are continuing to explore the possibility of engaging people who can provide sports coaching in Gaelic for the school year 2019-2020. This would be in addition to current provision.

- We have secured Scottish Government funding for set up of classrooms in both school settings for use of Esgoil, helping us to increase the amount of Gaelic input available to pupils. The equipment has been installed and will be ready for use shortly
- Our GDO supports Gaelic Medium social provision for young people based on GME activities through Sradagan (youth clubs) and will accompany S6 pupils to Stornoway to participate in the Scottish Schools Gaelic debate

c) Transitions

- Enhanced transition P7 – S1 has been a major focus during session 2018-19, with JGHS colleagues supporting teaching and learning in primary classes on a regular, timetabled basis. Focus has been on upper primary, with additional support in younger classes. Particular attention has been given to additional support for learning (ASfL), with one JGHS teacher training with primary ASfL specialists and with counterparts in the high school setting. Teachers involved report that this has greatly increased understanding of pupils' needs well before transition and should have tangible impact on ease of transition P7 to S1. Evaluation of the impact of this work will inform the development of a cross-sector transitions policy this session.

d) Recruitment

- The Council held a recruitment drive in March 2019, along with education providers, responding to challenges in recruiting Gaelic speaking staff. This was supported by the Council's HR and Communications Teams and Bord na Gaidhlig, who coordinated input from a range of bodies including Edinburgh and Strathclyde Universities and Newbattle Abbey College. A session was held as part of the event to advise current teachers on how to get funding for courses to study Gaelic and be able to teach, or for those who are fluent to get funding to do the Gaelic Teaching course. The event was successful, attended by around 20 people and will potentially be held on an annual basis.
- TnaP regularly employ people who have an interest in Gaelic, who are perhaps in the early stages of learning, and provide a range of supports, including financial support from Gaelic Specific Grant, to help them progress as quickly as possible.
- Work is ongoing with key partners, including FE/HE institutions and other local authorities, to develop a programme for career-long professional development which will support recruitment and retention.

e) School capacity

We have been considering options to expand existing capacity across all provision:

- TnaP through capital works and re-organisation: plans were developed by pupils, parents and staff, in line with agile spaces, to adapt one of the large TnaP classrooms for use in team teaching larger classes from August 2019.

A'cur air adhart na Gàidhlig / Promoting Gaelic

Ciamar a tha a' buidhinn a' cur deagh iomhaigh air adhart airson na Gàidhlig?

How is the organisation promoting a positive image of Gaelic?

This links to our priority "Gaelic is visible, encouraged and has a sustainable future within the city of Edinburgh" and our ambition to support the development of a strong and vibrant Gaelic community. The activities described below reflect our approach to increasing the prominence of Gaelic within schools and the wider public, and our efforts to develop career opportunities and pathways for learners.

- The prominence of Gaelic at JGHS is increasing through additional Gaelic-speaking staff and a wider extra-curricular Gaelic programme including drama/music clubs open to non-Gaelic speakers.

- Initiatives supported by the GDO have included: a fundraising event for the oncology ward at the Sick Kids hospital in Edinburgh on the 31st January 2019: Gaelic-speaking musicians from both Taobh na Pàirce and James Gillespie's High School took to the stage, raising over £3,000.
- As part of our ongoing engagement with MG ALBA, BBC and Gaelic media companies to identify opportunities to enhance Gaelic skills in the media in Edinburgh, MG ALBA attended the September 2019 meeting of the Gaelic Implementation Group (GIG), leading to a collaboration (which is just beginning) with Cànan Graphics Studio/MG Alba to produce a regular Gaelic podcast, run by S6 Advanced Higher Gaelic class
- A member of staff at JGHS is leading on *Developing Young Workforce (DYW)/Enterprise* projects 2019-20, with a focus on involvement in Foundation Apprenticeship Early Years/Childcare and link with TnaP/Òganan
- Work is underway in collaboration with education officers at the National and Portrait Galleries to create opportunities for senior pupils to support volunteer guides to include Gaelic language in public tours and to train as Young Gaelic Tour Guides. This is a first step towards a wider initiative being investigated by the Council around Young Apprenticeships in Languages and Tourism, which it is hoped will involve collaboration with colleagues in FE, other LAs, Visit Scotland and Esgoil. This links GME to innovative practice in wider languages teaching and learning, which forms part of work in Edinburgh schools on the Scottish Government 1+2 Approach to Languages. This is an opportunity to link GME to the wider curriculum and affords GME pupils opportunities to engage in meaningful activity with other successful language learners.
- Proposals for a Gaelic Hub are at an early stage and are being led by the community-based Gaelic Hub Development Group. Our Economic Development Team has been giving the group advice on how to become constituted, which will enable them to apply for funding. The Hub will be for the local / Edinburgh and wider community, the general public and visitors with exhibitions, events and potentially a cafe to showcase and promote the language and heritage.

Fiosrachadh dearcnachaidh eile

Other monitoring information

A' brosnachadh Foghlam Gàidhlig

Promotion of Gaelic Education

Chan fheum ach Ùghdarrasan Ionadail seo a lìonadh a-steach
For Local Authorities only to complete

Fo Earrainn 15 de dh'Achd an Fhoghlaim (Alba) 2016, feumaidh ùghdarrasan ionadail aig a bheil foghlam Gàidhlig anns an sgìre aca seo a shanasachd ann an dòigh iomchaidh. Feumaidh gach ùghdarras ionadail sanasachd a dhèanamh air na còraichean a th' aig pàrantan gus tagradh a dhèanamh airson foghlam Gàidhlig aig ìre na bun-sgoile agus foghlam luchd-ionnsachaidh na Gàidhlig a stèidheachadh. Ciamar a tha sibh a' coileanadh an dleastanais seo?

Under Section 15 of the Education (Scotland) Act 2016, local authorities which already provide Gaelic education in their area must take reasonable steps to promote this. All local authorities must take reasonable steps to promote the rights which parents have under the Act to make a request for Gaelic Medium Primary Education and the potential provision of Gaelic Learner Education. Could you tell us how you are undertaking this?

Promoting the right to Gaelic Education

We do this by providing information on provision and the application process, and through direct contact with interested parents:

- [Croilegan's website](#) gives an overview of GME provision from nursery through to secondary schooling, along with a contact number for further information.
- The Council's public website includes a section on [Gaelic in schools](#), which gives details of how to apply for a place in the GME primary school, Bun-sgoil Taobh na Pàirce (TnaP).
- Within the TnaP school setting, we meet regularly with parents who have an interest in Gaelic Medium Education. Examples include regular open afternoons for prospective nursery parents, one to one meetings with prospective parents, well planned- enrolment week, with open day, in November.
- We have also taken significant steps to promote GME at the secondary level. The increased provision of GME subjects and in staffing has seen the presence of Gaelic at JGHS grow, with an effective working partnership established between CEC Officers, schools and parent groups. We are also planning for a GME Secondary school in 2025, demonstrating a clear commitment to the safeguarding and development of Gaelic education across the city.

Pàrantan Corporra

Corporate Parenting

Chan fheum ach Ùghdarrasan Ionadail seo a lìonadh a-steach
For Local Authorities only to complete

<p>Am b' urrainn dhuibh dàta a thoirt dhuinn air an àireimh de dhaoine òga le Gàidhlig a tha, no a tha air a bhith, fo chùram a tha clàraichte leis an Ùghdarras.</p> <p>Please provide data on the number of Gaelic-speaking care experienced young people registered with the Authority.</p>
<p>Response</p> <ul style="list-style-type: none"> • 8 are learning through the medium of Gaelic
<p>Am b' urrainn dhuibh fiosrachadh a thoirt dhuinn air tachartasan no cothroman a tha sibh a' cur air dòigh airson daoine òga le Gàidhlig a tha, no a tha air a bhith, fo chùram a tha clàraichte leis an Ùghdarras.</p> <p>Please provide information on activities or opportunities you provide for Gaelic-speaking care experienced young people.</p>
<p>Response</p> <ul style="list-style-type: none"> • We work with families of care-experienced children to plan for individual needs. Two children are currently attending Forest School, as part of the Local Authority offering.
<p>Co-ionannachd Equalities</p> <p>Bu chòir don a h-uile buidheann seo a lionadh a-steach</p> <p>For all organisations to complete</p>
<p>An do chomharraich an t-ùghdarras poblach agaibh cùisean sònraichte sam bith co-cheangailte ri co-ionannachd chothroman a thaobh leasachadh na Gàidhlig?</p> <p>Has your public authority identified any particular issues relating to equality of opportunity with regard to the development of Gaelic language?</p>
<ul style="list-style-type: none"> • Every request for a place in one of the Gaelic schools has been met (i.e. there is no unmet need). • As noted above in our description of arrangements for additional support needs, arrangements are in place in both primary and secondary settings. • The work in the primary school to embed the school in the community is resulting in an increasing number of pupils with local post-codes being enrolled in GME and so broadening the profile of the school community in terms of the population service, e.g. SIMD and ethnicity. • The main challenge has been in securing teaching capacity, to ensure that GME is available across as wide a spectrum of learning as possible. As noted above, we have developed a recruitment strategy to help to address this.
<p>A bheil poileasaidhean, modhan-obrach no dòighean-obrach sam bith co-cheangailte ri co-ionannachd a chaidh a chur an gnìomh leis an ùghdarras phoblach agaibh, no a tha gan cur an gnìomh an-dràsta, a bhuineas ri bhith a' cur co-ionannachd chothroman air adhart an lùib leasachadh na Gàidhlig? An inns sibh dhuinn mun deidhinn?</p> <p>Are there any equalities policies, procedures or measures that have been implemented by your public authority, or are in the process of being implemented, that are relevant to advancing the equality of opportunity in the development of Gaelic language? Can you tell us about them?</p>

Our key actions which are designed to advance equality of opportunity are as follows:

- A Gaelic Pupil Voice Group has been identified and a Pupil Council formed June 2019. This mirrors the JGHS Pupil Voice, with particular focus on Gaelic. The role of the group is to represent pupil views on how the Gaelic curriculum is formed, how we develop our extra-curricular and excursion programme, wider issues affecting pupils and providing guidance as we work towards our new secondary location.
- As noted above, the work in the primary to embed the school in the community is extending take up to a wide range of groups within the population
- Support for Gaelic learners with additional support needs, as outlined above: a member of JGHS staff works with Bun-sgoil Taobh na Pàirce pupils as part of enhanced transition plan and is being supported to retrain in use of materials and approaches in place in primary setting by TnaP ASfL teacher. This benefits teaching and learning in both settings as needs can be supported through transition.

A bheil eisimpleirean ann de cheumannan sònraichte a ghabh sibh gus piseach a thoirt air in-ghabhail agus com-pàirteachas a tha air obrachadh gu sònraichte math a thaobh leasachadh na Gàidhlig taobh a-staigh an ùghdarrais phoblaich agaibh? An inns sibh dhuinn nam biodh sibh toilichte nan sgoileadh Bòrd na Gàidhlig na h-eisimpleirean agaibh agus nan dèanamaid sanasachd orra.

Are there examples of implementing specific measures to improve inclusivity or engagement that have worked particularly well regarding Gaelic language development for your public authority? Please indicate if you would be happy for Bòrd na Gàidhlig to share and promote the examples provided.

Schools

a) Taobh na Pàirce

In addition to our focus on closing the attainment gap, staff make every effort to include pupils from all backgrounds in extra-curricular activities. Strategies include budgeting to allow pupils from low-income backgrounds to take part in trips at a reduced cost, or free of charge. This has been key in allowing pupils from varying demographics to have the opportunity to use their Gaelic in a social environment, as well as in the classroom.

b) Gaelic Development Officer

Our GDO is committed to extensive engagement with the Gaelic and wider communities, within and beyond school settings. Examples of GDO' activities are described below (with details of the full range of activity supported available on request):

- Pupils at James Gillespie's Primary School took worked with GDO each week between January and May 2019 to prepare and perform "Mary Queen of Scots at Edinburgh Castle". Through this activity, pupils learned simple Gaelic sentences on a range of topics, including the family, numbers, time/months of the year, colours, clothes and food. The drama included around 50 words from these topics and the play was successfully performed for parents/carers at the school.
- An adaptation of Pied Piper was written by the drama department at JGHS, the GDO and pupils, and was performed at the Scottish Storytelling Centre in June 2019.

Amasan airson Seirbhisean Corporra	Corporate Service Aims			
Àrd Phrionnsabalan	Overarching Principles			
<p>Spèis Cho-ionann A h-uile gealladh anns a' phlana Ghàidhlig air a libhrigeadh dhan aon ìre anns a' Ghàidhlig agus anns a' Bheurla.</p>	<p>Equal Respect Gaelic language plan commitments delivered to an equal standard in both Gaelic and English.</p>	Rated green: we undertake activity in relation to implementing the GLP to the same standard as any other Council plan, as a matter of principle.		
<p>Cothroman Follaiseach Gnìomhan practaigeach gus dèanamh cinnteach gu bheil fios aig luchd-obrach na buidhne agus am poball daonnan air na cothroman a th' ann agus Gàidhlig a chleachdadh leis an ùghdarras phoblach.</p>	<p>Active Offer Practical measures to ensure that staff and public are kept regularly informed of all opportunities that exist to use Gaelic in relation to the work of the public authority.</p>	Rated green: in place with development ongoing (see section on increasing the use of Gaelic)		
<p>Treas Phàrtaidhean A' dearbhadh gum bi ALEOs agus cunnraidhean eile ag obair gus plana Gàidhlig an ùghdarrais phoblaich a chur an gnìomh.</p>	<p>Third Parties Ensure that Arm's Length Executive Organisations and other contractors help with the delivery of the public authority Gaelic language plan.</p>	Rated amber: we are liaising with contractors who are responsible for the redevelopment of Meadowbank.		
<p>Gàidhlig na nì àbhaisteach Geallaidhean bhon phlana Ghàidhlig air an gabhail a-steach ann an structaran an ùghdarrais phoblaich tro thìde, le sgrùdadh cunbhalach airson cothroman a chomharrachadh taobh a-staigh bhuidheatan stèidhichte gus Gàidhlig a thoirt air adhart.</p>	<p>Normalisation Gaelic plan commitments are normalised within the structures of the public authority over time, with opportunities to grow Gaelic within existing budgets constantly assessed.</p>	Rated amber: progress has been made through the Gaelic Implementation Group and with a Gaelic Officers Development Group.		
<p>Pàrantan Corporra Gu bheillear mothachail air na dleastanasan a th' ann mar Pàrant Corporra gum bi a h-uile pàiste is neach òg fo chùram no a b' àbhaist a bhith fo chùram le Gàidhlig a' faighinn na h-aon cothroman 's a tha clann le cànan eile.</p>	<p>Corporate Parenting That the authority is aware of the duties of a Corporate Parent to ensure that looked after children and young people and care leavers with Gaelic receive the same opportunities as those with other languages.</p>	Rated green: see section above		

Inbhe	Status			
<p>Suaicheantas Ag amas air suaicheantas corporra anns a' Ghàidhlig agus anns a' Bheurla a chruthachadh nuair a thig a' chiad chothrom agus mar phàirt den phròiseas ùrachaidh.</p>	<p>Logo Aim to render the corporate logo in both Gaelic and English at the first opportunity and as part of any renewal process.</p>	Rated green: we have committed to doing this in our GLP but there is no renewal planned at present		
<p>Soidhnichean Prìomh shoidhnichean air an dèanamh dà-chànanach nuair a thathar gan ùrachadh.</p>	<p>Signage Prominent signage will include Gaelic and English as part of any renewal process.</p>	Rated green: as above – agreement reached for Meadowbank, but progress is limited as there is no renewal programme planned		
Conaltradh leis a' phoball	Communicating with the public			
<p>Brosnachadh Teachdaireachdan gu bheil fàilte air conaltradh sa Ghàidhlig bhon poball daonnan.</p>	<p>Promotion Positive message that communication from the public in Gaelic is always welcome.</p>	Rated green: this is well-embedded in the Gaelic schools, where it is most relevant		
<p>Conaltradh sgrìobhte Fàilte ga cur air conaltradh sgrìobhte sa Ghàidhlig (post, post-d agus meadhanan sòisealta) daonnan agus bidh freagairt ann sa Ghàidhlig, a rèir clàr-ama conaltraidh àbhaisteach na buidhne.</p>	<p>Written Communication Written communication in Gaelic is always accepted (post, email and social media) and replies will be provided in Gaelic in accordance with the general policy.</p>	Rated green: see above (section 1)		
<p>Ionad-fàilte agus am fòn Far a bheil luchd-obrach le Gàidhlig ann airson seo a thoirt seachad, gheibh iad taic airson seo a dhèanamh agus thèid sanasachd a dhèanamh air t-seirbheis dhan phoball.</p>	<p>Reception and phone Where Gaelic speaking staff are capable of providing this service, they are supported to do so and the service is promoted to the public.</p>	Rated green: see above (section 1)		
<p>Coinneamhan Cothroman airson coinneamhan dà-chànanach no sa Ghàidhlig a chumail air an rannsachadh gu cunbhalach agus air am brosnachadh.</p>	<p>Public meetings Opportunities to hold public meetings bilingually or in Gaelic are regularly explored and promoted.</p>	Rated amber: public meetings with BBC alba held, (see section 2 above). We are keen to develop opportunities for bilingual meetings, which would need funding for translation facilities.		

Fiosrachadh	Information			
<p>Fiosan-naidheachd Prìomh fhiosan-naidheachd agus fiosan-naidheachd mu dheidhinn na Gàidhlig air an cuairteachadh sa Ghàidhlig agus sa Beurla.</p>	<p>News releases High profile news releases and all news releases related to Gaelic are circulated in both Gaelic and English.</p>	Rated amber: as noted above, Communications colleagues are increasing the use of twitter		
<p>Meadhanan sòisealta Stuth Gàidhlig ga sgaoileadh tro na meadhanan sòisealta gu cunbhalach, le stiùir bho ìre cleachdaidh no cleachdadh a dh'fhaodadh a bhith ann.</p>	<p>Social Media Gaelic content distributed regularly through social media, guided by the level of actual and potential users</p>	Rated amber: as above		
<p>Làrach-lìn Stuth Gàidhlig air làrach-lìn an ùghdarras phoblaich, le prìomhachas air na duilleagan le faicsinneachd mhòr.</p>	<p>Website Gaelic content should be available on the public authority's website, with emphasis given to the pages with the highest potential reach.</p>	Rated amber: this is under active consideration		
<p>Irisean Corporra Irisean corporra sa Ghàidhlig agus Beurla le prìomhachas air sgrìobhainnean le faicsinneachd mhòr.</p>	<p>Corporate Publications Produced in Gaelic and English, with priority given to those with the highest potential reach.</p>	Rated amber: this has been restricted to the GLP so far		
<p>Taisbeanaidhean Cothroman airson taisbeanaidhean dà-chànanach no sa Ghàidhlig a chumail air an rannsachadh gu cunbhalach agus air am brosnachadh, le prìomhachas air an fheadhainn aig a bheil a' bhuaidh as motha.</p>	<p>Exhibitions Opportunities to deliver public exhibitions bilingually or in Gaelic should be explored on a regular basis, with priority given to those with the highest potential impact.</p>	Rated green: see above in section on promoting Gaelic		
Corpas na Gàidhlig	Gaelic Language Corpus			
<p>Gnàthachas Litreachaidh na Gàidhlig Leanaidh an t-ùghdarras Poblach Gnàthachas Litreachaidh na Gàidhlig as ùire mar stiùir airson a h-uile rud sgrìobhte aca.</p>	<p>Gaelic Orthographic Conventions The most recent Gaelic Orthographic Conventions will be followed in relation to all written materials produced by the public authority.</p>	Rated green: both schools follow G.O.C.		

Luchd-obrach	Staff			
<p>Sgrùdadh Luchd-obrach Sgrùdadh cunbhalach air sgilean Gàidhlig agus iarrtasan airson trèanadh Gàidhlig tro bheatha gach plana.</p>	<p>Internal audit Conduct an internal audit of Gaelic skills and training needs through the life of each plan.</p>	<p>Rated amber: corporate audit of Education staff complete. Separate audit completed by TnaP, who are using findings to inform training provision.</p>		
<p>Inntrigeadh Èòlas air a' phlana Gàidhlig mar phàirt den phròiseas inntrigidh.</p>	<p>Induction Knowledge of the public authority's Gaelic language plan included in new staff inductions</p>	<p>Rated green: introduced in March 2019</p>		
<p>Trèanadh cànan Trèanadh ann an sgilean Gàidhlig ga thabhan agus ga bhrosnachadh, gu sònraichte a thaobh a bhith a' cur plana Gàidhlig na buidhne an gnìomh.</p>	<p>Language training Gaelic language skills training and development offered to staff, particularly in relation to implementing the public authority's Gaelic language plan.</p>	<p>Rated green: see above in "learning of Gaelic"</p>		
<p>Trèanadh le Fiosrachadh mun Gàidhlig Trèanadh le fiosrachadh mun Gàidhlig, le prìomhachas air stiùirichean, buill bùird, comhairlichean agus luchd-obrach air a bheil dleastanas a bhith a' conaltradh leis a' mhòr-shluagh.</p>	<p>Awareness training Gaelic awareness training offered to staff, with priority given to directors, board members, councillors and staff dealing directly with the public.</p>	<p>Rated green: see above sections for the extensive range of activities underway, which are open to all groups of staff.</p>		
<p>Fastadh A' toirt aithne is spèis do sgilean Gàidhlig mar phàirt den phròiseas fhastaidh.</p>	<p>Recruitment Recognising and respecting Gaelic skills within the recruitment process.</p>	<p>Rated green: as per standard recruitment process re essential and desirable knowledge, skills and experience.</p>		
<p>Gàidhlig ainmichte mar sgil a tha na buannachd agus/no a tha riatanach gus seirbheisean Gàidhlig a libhrigeadh agus a rèir na comhairle laghail aig Bòrd na Gàidhlig.</p>	<p>Gaelic named as an essential and / or desirable skill in job descriptions in order to deliver the Gaelic language plan and in accordance with the Bòrd na Gàidhlig recruitment advice.</p>	<p>Rated green: as above</p>		
<p>Sanasan-obrach dà-chànanach no sa Gàidhlig airson dreuchdan far a bheil Gàidhlig ainmichte mar sgil riatanach.</p>	<p>Bilingual or Gaelic only job adverts for all posts where Gaelic is an essential skill.</p>	<p>Rated green: for example, CGDO post</p>		

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Policy and Sustainability Committee

10:00, Tuesday 26 November 2019

Full cost charges in care homes for older people managed by the Council

Executive/routine	Routine
Wards	All
Council Commitments	

1. Recommendations

- 1.1 The committee is asked to note the recommendations of the report on this subject to the Policy and Strategy Committee in February 2018 have been implemented.

Judith Proctor

Chief Officer, Edinburgh Health and Social Care Partnership

Contact: Moira Pringle, Chief Finance Officer

E-mail: moira.pringle@nhslothian.scot.nhs.uk | Tel: 0131 529 3659

Full cost charges in care homes for older people managed by the Council

2. Executive Summary

- 2.1 The Corporate Policy and Strategy Committee agreed to standardise the method and timescales for setting full costs changes on 27 February 2018 and requested an update report in 12 months on the impact of the charging policy.
- 2.2 This report updates the committee on the implementation of the approach to charging agreed by the Corporate Policy and Strategy Committee on 27 February 2018.

3. Background

- 3.1 All care home residents aged over 65 are entitled to have the personal care and nursing elements of the care home fees met by the state, leaving them liable to meet the remainder of the charge. The actual charge to be paid by an individual is means tested and calculated in accordance with the guidance set out in guidance issued by the Scottish Government.
- 3.2 Any resident with capital and/or assets in excess of an agreed limit (currently £28,000) is required to pay the full cost of their care (less the free personal and nursing care elements) until their capital falls below this threshold.
- 3.3 On 27 February 2018, the Corporate Policy and Strategy Committee agreed to standardise the method and timescales for setting full cost charges for all residents of care homes for older people managed by the Council. The Committee also agreed that there should be “no adverse impact on any existing residents of care homes managed by the Council” as a result of the implementation of the policy. This provided protection to any (then) existing residents who paid full cost charges.

4. Main report

- 4.1 The rules for charging care home residents are set out in legislation and detailed in the Charging for Residential Accommodation Guidance (CRAG), issued by the

Scottish Government. The Guidance states that: *“In local authority managed homes, the authority must charge the full cost of providing the accommodation – the “standard rate”. Where the local authority is satisfied that a resident is unable to pay the standard rate, it must assess his or her ability to pay and, on the basis of that assessment, decide the lower amount which should be paid.”* When assessed using this guidance, the majority of residents in care homes managed by the City of Edinburgh Council contribute towards the cost of their care rather than meeting the full cost. However, approximately 20% of residents in the 12 care homes managed or owned by the Council have been assessed as needing to meet the full cost to the Council of providing their care.

- 4.2 On 27 February 2018, the Corporate Policy and Strategy Committee approved the alignment of charges with the annually calculated unit costs. Prior to this, there was no clear correlation between fees charged and the operational costs incurred. This resulted in the charges being rebased to reflect the estimated unit costs of care provision in the forthcoming year, with application from the following April.
- 4.3 Following approval of the new policy by the Corporate Policy and Strategy Committee, colleagues in Financial Services calculated the budgeted cost of providing each of the nine homes owned and managed by the Council. In all cases this led to an increase in charges. Prior to this, charges had been increased in line with the relevant Retail Price Index, when in reality the cost of providing the service had increased by significantly more than this due to a combination of factors, including the need for higher staffing ratios due to the increasing complexity of residents’ needs.
- 4.4 The increase in fees varied between £84 and £274 per week with one significant outlier of £415 per week. These revised charges applied to new residents only.
- 4.5 The ‘Revenue Budget Framework 2018-23’ Update report presented to Finance and Resources Committee on 12 June 2018 seeks approval to implement the changes in older people’s residential care charges to reflect the new policy from 1 July 2018.
- 4.6 In June 2018, the Finance and Resources Committee agreed to implement these changes from 1 July 2018. They also approved that charges to existing residents should be increased by 5% in line with the Council policy whereby discretionary charges increase annually by 2% over the relevant Retail Price Index (RPI) rate. This reflected the Corporate Policy and Strategy Committee decision that existing residents should not be adversely affected by the new policy and the fact that there was no increase in fees during 2016/17. This resulted in increases of between £35 and £58 per week.
- 4.7 This proposal was then ratified by full Council on 28 June 2018 as part of the established budget motion process. Also in line with the policy, an annual review was undertaken in December 2018 with the rates subsequently amended with effect from 1 April 2019.
- 4.8 Accordingly, the only impact on the 61 residents in Council care homes at 1 April 2018 has been the annual 5% increase in fees (where these remain payable). The

overall impact is more difficult to isolate as income from care home fees varies for reasons other than the rate of the charge. These factors include the number of residents who are eligible to make a contribution to the cost of their care and the level of Council provided care home places.

5. Next Steps

- 5.1 This report updates the committee and no additional actions are recommended.

6. Financial impact

- 6.1 There are no specific financial implications arising as a result of this report.

7. Stakeholder/Community Impact

- 7.1 This report provides the committee with an update and, as such, there has been no external consultation and engagement. Also, as noted in the original report, there is no adverse impact on any existing residents of care homes managed by the Council.

8. Background reading/external references

- 8.1 [Report to Corporate Policy and Strategy Committee February 2018](#)

9. Appendices

- 9.1 None.

Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Edinburgh's Christmas – Motion by Councillor Mowat

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 To note the report.
- 1.2 To note that the Chief Executive would report to the Policy and Sustainability Committee on 25 February 2019 outlining revised governance arrangements for event planning.

Andrew Kerr

Chief Executive

Contact: Gavin King, Democracy, Governance and Resilience Senior Manager

E-mail: gavin.king@edinburgh.gov.uk | Tel: 0131 529 4239

Edinburgh's Christmas – Motion by Councillor Mowat

2. Executive Summary

- 2.1 This report responds to a motion by Councillor Mowat into the decision making surrounding the Christmas Market in East Princes Street Gardens.

3. Background

- 3.1 The Governance Risk and Best Value Committee on 29 October 2019 agreed an emergency motion by Councillor Mowat into Edinburgh's Christmas. It requested a report looking into whether the decisions taken by officers and the consultation and engagement around those decisions, conformed to the Scheme of Delegation. Although this report touches on 2018, its scope is firmly with the Christmas Market in 2019. Specifically, the motion asked:
- 3.1.1 how the decisions taken by officers and detailed in the briefing note sent to Councillors on 28th October 2019 (and attached to this motion at Appendix 1) conform to the scheme of delegation;
 - 3.1.2 when plans detailing the increase in size and scale were seen by senior Council Officers i.e. Head of Service or above;
 - 3.1.3 whether officers identified that the change in layout and increase in infrastructure was a politically sensitive decision;
 - 3.1.4 if this was identified was this communicated to National Galleries of Scotland and Underbelly;
 - 3.1.5 whether the new plans conform to the Council's aims as set out in para 3.1.1 in the report presented to Culture and Communities Committee on Edinburgh's Christmas and Hogmanay (item 8.4) on 10th September 2019;
 - 3.1.6 how and when were key decisions consulted on with Councillors.
- 3.2 The Council is a large and diverse organisation and requires a significant number of decisions to be taken every day to ensure the smooth running of the City. It is impossible for an authority to do this through committee decisions alone and it is not permitted for individual elected members to take decisions. As a result, powers

must be delegated to officers and the extent of these powers are outlined in the Council's Scheme of Delegation to Officers, "The Scheme".

- 3.3 The redevelopment of the Scottish National Gallery and the landscaping changes to East Princes Street Gardens required a new solution to deliver the Christmas Market and to protect the new landscaping. The redevelopment of the Gardens faced several delays which resulted in some areas being incomplete when the Gardens were due to be occupied by Underbelly for Christmas. In addition, the Executive Director of Place was in regular contact with the National Galleries Scotland on the work and scope in the Gardens and the need to implement Council policy regarding the market as had been previously agreed.

4. Main report

- 4.1 In looking to answer the terms of the motion, this report will consider the five main areas –

- 4.1.1 the decision to extend the contract;
- 4.1.2 the decision to extend the market to south of the railway line;
- 4.1.3 planning permission;
- 4.1.4 the need for a building warrant and; and
- 4.1.5 public safety.

Extension of Contract

- 4.2 The contract with Underbelly was first agreed by the Finance and Resources Committee on 23 March 2017 under a B agenda. The contract was a three-year contract with the option to extend for one to three years. The value of the contract was over £1,000,000 and thus required to be approved by the Finance and Resources Committee.
- 4.3 The extension of the contract was of a lesser value and below the £1,000,000 threshold requiring committee approval as set out in Contract Standing Orders. This was a decision that would normally be delegated to the Executive Director of Place.
- 4.4 In taking any decision under the Scheme, officers must comply with the principles of delegation and the requirements set out in the Scheme therein.
- 4.5 The principles of delegation set out that the decision must not be a reserved matter to Council or committee and should not alter or be contrary to law or policy set by the Council. This decision was not a reserved matter and the Edinburgh Parks Manifesto 2014 outlines that a winter market set in East Princes Street Gardens is Council policy and as a result any contract extension is within policy.
- 4.6 The Scheme sets out that any decision which is likely to be regarded as politically controversial or is a decision that will or is likely to have a significant effect on financial, reputational or operational risk and/or a significant impact on service delivery or performance requires the officer to consult with elected members. It then

defines the elected members as the relevant convener or vice-convener and where appropriate the Leader and/or Depute Leader.

- 4.7 The Scheme also states that where a decision relates to a particular ward or wards (but not the whole Council area) and is likely to directly affect the ward interests of a local member or members then those members should be consulted with before the decision is taken.
- 4.8 The Executive Director of Place in email correspondence clearly indicated that he felt the matter was politically controversial and was fully cognisant of the need to consult. The Executive Director of Place favoured taking the decision to committee, but Underbelly had highlighted an urgent need to take a decision ahead of committee in order for them to conclude contractual arrangements for Hogmanay and had indicated that to do otherwise would have negatively impacted the viability and deliverability of that event.
- 4.9 Early discussions were had with the Leader and Depute Leader and key conveners in May 2019 while advice was sought internally on the process required to agree a contract extension. A briefing was then held on 10 June 2019 which was attended by Councillors Wilson, McNeese-Mechan, Rankin, Osler and Mitchell. Councillors Doran, Miller and Mowat could not attend the meeting but subsequent conversations were had with these elected members.
- 4.10 Following this consultation, the Executive Director of Place took the decision to extend the contract. A motion was then considered at the Culture and Communities Committee on 18 June 2019 which, amongst other things, noted this decision. It would have been more beneficial if a report had been submitted to this committee and that the report also included the new layout of the market.
- 4.11 For clarity, the paragraph in the Scheme on politically controversial decisions, requires officers to consult with elected members but does not require for that decision to be made by a committee. The officer may choose to do this, but it is the officer's decision, guided by the elected members who have been consulted. The Council or a committee can require a proposed delegated decision to be carried out by the Council or the committee, but an individual elected member as per the Local Government (Scotland) Act 1973 is unable to take this decision.
- 4.12 Given the timescales involved and the possibility raised by Underbelly of Edinburgh's Hogmanay being put in jeopardy, the Executive Director of Place made every effort to consult timeously with the relevant elected members as per the Scheme. Therefore, although it would be preferable for all relevant elected members to have been consulted earlier, it is understandable that this could not be achieved, and the Executive Director complied with the Scheme when making this decision.

Use of the South Side of the Gardens

- 4.13 The Scheme sets out that the Executive Director of Place has delegated authority to consider and determine requests from organisations to make use of parks and recreational area subject to specific consultation and an additional power to manage events and activities taking place within parks and greenspace.

- 4.14 As a result, the Executive Director of Place did have the delegated authority to agree to the change in location of part of the market to make use of the south side of the Gardens. This decision also complied with the principles of the Scheme as set out in paragraph 4.7.
- 4.15 The new plans for the market were first shared with the Executive Director of Place in late April 2019, and when replying in May 2019 he refused the request by Underbelly to open the market to the public in the south side of the Gardens. However, Underbelly wrote to the Council on 2 September 2019 asking again to use the south side due to the need to mitigate the loss of stalls in the north side in key locations due to the landscaping works. The Leader, Depute Leader and Conveners and Vice Conveners of Transport and Environment and Culture and Communities were made aware of the request by a written briefing on 4 September 2019. On 16 September 2019 the SNP group were briefed on the delay to the National Galleries' landscaping works and the impact on the Christmas market. On 17 September 2019 the Convener and Vice-Convener of Culture and Communities were provided a briefing which included the request to move to the south side of the Gardens.
- 4.16 As outlined above there was extensive consultation with a number of the groups specified in the scheme but the scheme also requires that the Executive Director consult local ward members. Not all local ward members were consulted with and, as a result, this delegated decision was not taken in accordance with the rules laid out in the Scheme.

Planning Permission

- 4.17 Council officials met Underbelly on 30 August to discuss permissions required for the market and informed Underbelly that planning permission was required for this year's market. Underbelly stated that they would be making an application but would not be able to meet the timescales required for a full application to be in place before commencing their build on 18 October as there was no final layout plan. Discussions over detailed design to ensure safety of the public and protection of the gardens were protracted, and officers would not approve the design until the Council's engineers were satisfied on both fronts. This activity was concluded on 12 October.
- 4.18 It is Underbelly's responsibility to secure the necessary planning consent and, although it is permitted to be done retrospectively, this is still a breach of planning regulations. Given the importance of the event in terms of public benefit, officers did not consider it appropriate to instruct Underbelly not to proceed in the absence of planning permission. The Christmas Market has been in place for a number of years and it would have been a change in Council policy for the Council to stop the market at this late stage and a decision that would have required committee approval. The power for Planning to serve a notice would also have required committee approval.
- 4.19 However, Planning Enforcement is continuing to monitor the situation having set up an enforcement case. The enforcement team required four huts and their

supporting structures to be removed from the market. The structures for these had been installed and were removed to ensure that trees were protected. In addition, additional protective fencing has been required around two of the trees.

- 4.20 A Proposal of Application Notice (PAN) has now been submitted by Underbelly. This sets out the intention of the applicant to submit a planning application. The PAN process takes 12 weeks and allows the public to be engaged. A public consultation event is set for 26 November at the Scotsman Hotel. After the PAN period, it will be possible for a planning application to be submitted. This planning application will be progressed in the usual way and reported to the Development Management Sub-Committee for its decision.

Building Warrant

- 4.21 A building warrant is required to show compliance with the Building Regulations. On 30 August 2019 the Council met Underbelly and discussed and agreed the need for a building warrant.
- 4.22 A building warrant application was submitted for structures within the market. It includes what is known as a SER certificate which is a certificate of structural design. This certificate shows compliance with the Building Regulations in relation to structure. Building Standards have inspected the site and building warrants for the market have been granted and completion certificates accepted.

Public Safety

- 4.23 The event was discussed by a multi-agency, safety advisory group called the Event Planning and Operations Group (EPOG) as well as sub groups to discuss specific topics, such as crowd management and counter terrorism/security measures. These meetings are chaired by the Public Safety Team and involve organisations across the public sector including the emergency services.
- 4.24 As part of this process, Section 89 applications from Underbelly were requested in relation to temporary structures for all sites. Section 89 applications were received for all sites in use which showed the structures were designed and built in accordance with the relevant British standards. An independent engineer provided a sign off certificate for each structure before Section 89 permits were issued. The event sites were also inspected to ensure that they were safe, following industry standards such as the Purple Guide and relevant Building Regulations. The public safety team also reviewed the safety documentation, such as wind management plans, crowd management plans, medical and stewarding cover, contingency and emergency plans and ADIPS certificates. This team also act as an advisory team on site during the events and helped to put measures in place last year to ensure the safety of people at the market.

Council Aims

- 4.25 The new plans deliver an event that provides a diverse, dynamic and contemporary Christmas market. Edinburgh's Christmas provides extensive community benefit whilst attracting an increasing number of international visitors. The Council budget is £400,000 less per annum than in previous years. However, Edinburgh's

Christmas is not spread across the city centre as in previous years with George Street and St Andrew Square not being utilised. When looking beyond the City Centre, the Community Christmas Programme visits 12 different areas throughout Edinburgh. This programme aims to bring a building to life in each locality for one night with winter projections and local choirs.

Summary of Findings

- 4.26 All decisions and processes were followed correctly, with the exception of the decision to move the market to the south side of East Princes Street Gardens. This was not done in accordance with the Scheme and although there was consultation with elected members, there should have been consultation with all local ward members.
- 4.27 It is clear that the impact of the landscaping changes and the delay to work was a major contributing factor in the issues that the Council faced and created an environment that was often challenging and resulted in time critical decisions having to be made. In addition, Underbelly had clear duties to manage and run this event and it was their responsibility to apply for planning permission.
- 4.28 Public safety is paramount to the Council and there is no question of public safety being compromised at the market. This event and all previous Christmas markets have been safe.
- 4.29 This event has been supported by a number of Council services and this work has been extensive and integral to the event taking place. There have been mistakes identified with this event but that does not point to any systematic failure to manage events. The Council delivers successful major events throughout the year and there is a strong foundation to build on the work in this area.
- 4.30 Nevertheless, there appears to be weaknesses in the Council's co-ordination of this event. There was no planning permission for the Christmas Market in 2018 and this was the first year that a building warrant has been in place.
- 4.31 The Chief Executive called an initial meeting on 14 November 2019 to look at how the governance and strategic and operational management of significant events including this event could be strengthened. The Chief Executive intends to report to the Policy and Sustainability Committee on 25 February 2019 outlining the governance structures to ensure that these issues do not arise in future.

5. Next Steps

- 5.1 As outlined above the Chief Executive will report to the Policy and Sustainability Committee on 25 February 2019 outlining strengthened governance arrangements for event planning.

6. Financial impact

- 6.1 There is no financial impact as a direct result of this report.

7. Stakeholder/Community Impact

- 7.1 This report does not examine the community impact of the market, it looks at the decision making around the market and thus its focus is on process, statutory regulations and the Council's Scheme of Delegation.

8. Background reading/external references

- 8.1 [Scheme of Delegation to Officers](#)

9. Appendices

None

Policy and Sustainability Committee

10.00am, Tuesday 26 November 2019

Developing the Council’s Approach to Smart Cities

Item number	7.13
Executive/routine	Executive
Wards	All
Council Commitments	

1. Recommendations

- 1.1 It is recommended that the Committee:
- 1.2 Endorses the proposal to develop a Smart City Strategy for Edinburgh, in collaboration with relevant partner organisations.
- 1.3 Approves the Deputy Leader of the Council attending the Smart Cities Development Conference on 5 February 2020 to inform this work being developed.

Stephen S. Moir

Executive Director of Resources

Resources Directorate

E-mail: stephen.moir@edinburgh.gov.uk | Tel: 0131 529 4822

Developing the Council's Approach to Smart Cities

2. Executive Summary

- 2.1 The City of Edinburgh Council has historically operated an approach to the use of data, information and communications technology and the digitisation of services which has focussed upon the Council as a single organisation and, primarily, the provision of Council services. Whilst this approach remains important for the future of the Council, the need to utilise data and digital approaches needs to be reframed in the context of the City as a whole, working in greater collaboration with other organisations to deliver better outcomes for the people that live, work, learn in or visit the City. This report therefore proposes that the Council commences work to develop a Smart City Strategy for Edinburgh.

3. Background

- 3.1 The origins of Smart Cities are widely attributed to the Smart Growth movement of the late 1990s, which advocated new policies for urban planning. The phrase was subsequently adopted by a number of technology companies to describe the application of complex information systems to integrate and operate urban infrastructure and services such as buildings, transportation, electrical and water distribution, and public safety. It has evolved to mean almost any form of technology-based innovation in the planning, development and operation of Cities.
- 3.2 More recently, the concept of Smart Cities has shifted to focus on achieving improvements in sustainability and resilience by:
- Engaging society;
 - Applying collaborative leadership methods;
 - Working across disciplines and city systems; and
 - Using data and integrated technologies to provide better services and quality of life to those in and involved with the city.
- 3.3 Given the strategic alignment between a Smart Cities approach and the Council's own Change Strategy and associated programmes of work, this provides an opportunity to bring greater coherence to a range of activities within the Council,

across a number of service areas, as well as with the Data Driven Innovation Programme.

4. Main report

- 4.1 The City of Edinburgh Council's previous strategy for ICT and Digital, known as "Empowering Edinburgh" was approved in 2013/14. This strategy was to be underpinned by more detailed implementation plans in 3 waves, through to 2015/16, which culminated in the procurement process to award our current partnership arrangements to CGI UK Limited. Whilst this strategy and the intent behind it maintains some relevance, following the initial 3 years of our partnership with CGI, this is now due for a fundamental refresh and refocus. In seeking to redefine the Council's own technology strategy, the digital context in which we operate continues to evolve. Aligning our technology ambitions and the broader development of a Smart City Strategy for Edinburgh, connected to the City Region Deal and the Data Driven Innovation Programme, will be critical. It is therefore timely for the Council to take forward the refresh of its technology strategy and to provide leadership and support for a Smart City Strategy to be developed.
- 4.2 Based upon reports produced by the Scottish Cities Alliance and other organisations, a smart city can be defined as the integration of data and digital technologies into a strategic approach to sustainability, citizen wellbeing and economic development. In addition, this enables a more integrated approach to infrastructure and low carbon. Smart city initiatives have also sought to address the issues that often arise from digital service delivery in respect of inclusion, by focussing upon the needs and preferences of citizens and residents, rather than the capabilities of connected infrastructure, in isolation from their users. The latest generation of smart cities uses a complementary blend of data, digital technology and people-centred design to promote decision-making, not only by public services, but also by residents, businesses and other key city stakeholders. Smart city initiatives that shift from being technology centric to citizen-centric put engagement and inclusion at the centre of a smart city approach. Such approaches, in the context of Edinburgh, are therefore deemed essential for the future development for the use of data, technology and the design of services for the City.
- 4.3 Developing a Smart City Strategy for Edinburgh will require research, learning from the experience of other such approaches and collaboration across a range of partner organisations, both within the City and beyond. It is therefore proposed that an initial phase of development and discussion be undertaken to prepare a draft strategy for Committee consideration during 2020.

5. Next Steps

- 5.1 To facilitate and support the development of a Smart City Strategy for Edinburgh and recognising the importance of political leadership for such as strategy, it is proposed that the Deputy Leader of the Council leads the development of this work, supported by the Executive Director of Resources, as the lead officer co-ordinating this activity with other members of the Corporate Leadership Team. In furtherance of this, Committee approval is sought for the Deputy Leader of the Council to attend the “Building Smart Cities Conference” on 5 February 2020, in Oxford. This one day conference will enable the experience and knowledge of the approach taken to Smart City Strategy in other UK and European Cities to be considered as part of developing Edinburgh’s future Smart City strategy. Subject to approval, following attendance at the Conference, a feedback report will be provided to the Committee.
- 5.2 The Council is working with its existing technology partner, CGI UK Ltd, to progress opportunities to enhance the Council’s internal arrangements and the development of our next phase technology strategy for our own operations, including the potential for a Smart City Operations Centre. This activity, which forms part of the Council’s Change Strategy, will also need to be more aligned with the development of a Smart City Strategy for Edinburgh, not just within the context of the Council. Given that this work is being operationally led by the Head of Customer and Digital Services, reporting to the Executive Director of Resources, then the opportunity to bring these two activities together as this work progresses is well placed. The role of CGI as our technology partner and their contribution to our future Smart Cities strategy, drawing upon their global expertise and experience, will be a key consideration for a Smart City Strategy for Edinburgh.
- 5.3 Finally, given the alignment between this proposed strategy and the City and South East of Scotland City Region Deal has, particularly in respect of Data Driven Innovation (DDI), the Committee is advised that early discussions have been held by the Executive Director of Resources and the Executive Director of Place to explore opportunities to supplement the DDI programme management arrangements to support a Smart City strategy for Edinburgh. These discussions will continue as part of the development of a Smart City Strategy.

6. Stakeholder/Community Impact

- 6.1 As outlined, the development of a Smart City Strategy will need to carefully consider and be informed by a range of key stakeholders. This will also require formal consultation and impact assessment activities to be undertaken.

7. Background reading/external references

7.1 None.

8. Appendices

8.1 None.

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Policy and Sustainability Committee

10.00am, Tuesday 26 November 2019

Welfare Reform update

Item number
Routine
Wards
Council Commitments

1. Recommendations

- 1.1 It is recommended that the Policy and Sustainability Committee notes:
 - 1.1.1 the ongoing work to support Universal Credit (UC) and Welfare Reform, in Edinburgh; and,
 - 1.1.2 the current spend projections for Discretionary Housing Payments, Council Tax Reduction Scheme and the Scottish Welfare Fund.

Stephen S. Moir

Executive Director of Resources

Contact: Sheila Haig, Customer Manager, Transactions,
Customer and Digital Services Division, Resources Directorate

E-mail: Sheila.haig@edinburgh.gov.uk | Tel: 0131 469 5088

Welfare Reform update

2. Executive Summary

- 2.1 This report provides the committee with an update in respect of the Council's ongoing welfare reform activities, including the implementation of Universal Credit.

3. Background

- 3.1 The Welfare Reform update is reported to the Policy and Sustainability Committee on a quarterly basis and aligns with the Working Group meeting cycle. The last report was considered by Committee on 6 August 2019.

4. Main report

Universal Credit (UC)

- 4.1 As reported to Committee in August 2019, since 15 May 2019 mixed age couples (one of the couple has attained the qualifying age for state pension credit and the other has not) are no longer entitled to claim Housing Benefit (HB) and will instead have to make a UC claim. Currently low numbers are being affected and the Department for Work and Pensions (DWP) has identified only 2 affected claims up to 31 October 2019. Citizens who became mixed age couple prior to 15 May 2019 are exempt from the rule.

- 4.2 The Department for Work and Pensions (DWP) reported the following UC claims for Edinburgh on their interactive statistic platform, Stat-Explore. The table below shows the number of claims made to Jobcentre Plus offices in Edinburgh, up to 8 August 2019.

Jobcentre	Number of claims up to 8 th August 2019.	% Claimants with No Work Element	% Claimants with Element of work
Leith	3890	49	51
Wester Hailes	1638	48	52
High Riggs	4071	55	45
Total	9599	49	51

Scottish Welfare Fund (SWF) Claims and UC

- 4.3 Since April 2019 there have been 1716 applications to the SWF for crisis awards from UC claimants. A total of 1065 applications were paid with the total amount of £102,836.40.
- 4.4 Additional resource has been established within the team to ensure adequate support is available to citizens as they transition through UC.

Personal Budgeting Support Referrals (PBS) and Assisted Digital Support (ADS) and UC

- 4.5 From 1 April 2019 PBS and ADS transferred to Citizens Advice Edinburgh who are now providing advice and support to make an online claim for UC.

Council Housing Services and UC

- 4.6 At the 30 September 2019 there were 2356 Council tenants (13%) known to have made a claim for UC. This includes tenants who have transitioned from live service and new claims. On average the housing service is receiving around 40 requests per week from the DWP to verify housing costs for new UC claims by tenants.
- 4.7 When rent verification requests are received, contact is made with tenants to discuss rent payment responsibilities and to encourage them to set up monthly direct debits around the date their UC is paid.
- 4.8 If tenants have complex needs or are in rent arrears and unable to manage payment of their own rent a direct payment of housing costs is requested through the Alternative Payment Arrangements or Scottish Choice (by tenant). Currently 1298 (55%) UC tenants have a direct payment in place.
- 4.9 Referrals continue to be made, as appropriate, for more specialist UC support and advice for those that need help to manage their UC claims. Referrals are made to the DWP or Citizens Advice.

Temporary and Supported Accommodation

- 4.10 Households in temporary accommodation affected by the Benefit Cap and/or under occupancy are provided with advice and assistance in applying for Discretionary Housing Payment (DHP).
- 4.11 Currently there are 30 out of 747 households who are under occupying in temporary accommodation. Whilst every effort is made to locate citizens in size appropriate housing, this is not always possible due to the availability of properties at short notice. These households are entitled to claim DHP relevant to any underoccupancy.
- 4.12 Citizens entering temporary accommodation who are in receipt of UC now apply for Housing Benefit to cover housing costs.

Advice Services

- 4.13 The Advice Review remains on hold. It is anticipated that the outputs from the Poverty Commission will help guide the direction that the Review will take. The Commission's recommendations are due in November 2019, with a consultation exercise into 2020.
- 4.14 Integrated Joint Board grant funding arrangements were finalised in August 2019. CHAI, Citizens Advice Edinburgh and Granton Information Centre are now all delivering enhanced provision across primary health care settings and specific provision is in place in Craigmillar.

Welfare Rights

- 4.15 The roll out of UC in Edinburgh continues, with increasing numbers now claiming the new benefit. Anecdotal evidence suggests that some citizens who have taken an advance on their UC payment are now finding it more difficult to manage on the reduced income because of the repayment.
- 4.16 Support is being given to citizens who have failed to notify the DWP of their yearly rent increase. Where the DWP is taking the decision not to backdate the change, this is being challenged on a case by case basis.
- 4.17 Financial gains at the Advice Shop in the past 12 months have averaged £2431 per client compared to £2460 in 2018-19, £2450 in 2017-18 and £2654 in 2016-17.

Benefit Cap

- 4.18 The following table shows the number of Benefit Cap cases applied in each tenure type and the average weekly loss in Housing Benefit for these citizens. The figures include Benefit Cap cases up to 30 September 2019.

Tenure	Number of Households affected	Average Weekly Loss in Benefit	% of all Benefit Cap cases
Mainstream	60	£112.14	16%
Private	71	£47.82	18%
Homeless	117	£139.75	31%
PSL	112	£90.94	29%
HA	22	£106.77	6%
Total	382	£102.12	100%

Appendix 1 provides a more in-depth breakdown of the above data.

- 4.19 The total number of claimants affected by the Benefit Cap has been less than anticipated with 382 households affected up to 30 September 2019. This has reduced from 477 in May 2019.

Free School Meals and Clothing Grants

- 4.20 In the academic year of 2019/20, 5768 free school meals and 5032 clothing grant awards have been made.
- 4.21 Discussions are underway with the Council's online benefit application provider to create a single financial assessment alongside Housing Benefit and Council Tax Reduction.
- 4.22 The Assessment & Payments team has attended 20 outreach events since April 2019, providing advice and assistance on claiming the following benefits and grants: Housing Benefit, Council Tax Reduction, Free School Meals, Clothing Grants, Education Maintenance Allowance, Discretionary Housing Benefit, Scottish Welfare Fund and Social Security Scotland benefits. Additional events are planned.
- 4.23 These events also signposted Debt Advice agencies, clothing banks and benefits that could be claimed through Department for Works and Pensions. The team met 98 families during the school holiday 'Discover' events, with 39 positive financial outcomes and various signposting opportunities.

Council Tax Reduction Scheme (CTRS)

- 4.24 The National Settlement and Distribution Group allocated £26.319m CTRS funding to the Council for 2019/20 (£26.672m for 2018/19). No significant changes have been made to the scheme this year and Appendix 2 outlines the Council's CTRS spend to 30 September 2019.

Scottish Welfare Fund (SWF) – Crisis Grants and Community Care Grants

- 4.25 Crisis Grant applications between April and September 2019 were considered for high priority cases. Community Care Grant applications between April and September 2019 were considered for medium and high priority cases. The service will continue to monitor demand and amend priority levels to ensure effective management of the fund. A summary of the SWF spend is included in Appendix 3.

4.26 There were 52 SWF 2nd Tier Reviews heard by the Scottish Public Services Ombudsman between 1 April 2019 and 30 September 2019. The Scottish Public Services Ombudsman upheld 17 appeals in the applicant's favour and refused 35 appeals in the City of Edinburgh's favour.

4.27 The table below details the 2019/20 budget allocation:

Grant	Total Budget 2019/20	Spend at 30/09/2019
Crisis Grants	£809,210.80	£393,695.66
Community Care Grants	£1,566,133.19	£975,042.40
Total	£2,375,343.99	£1,368,738.06

Discretionary Housing Payments (DHP)

4.28 The DHP budget from the Scottish Government is allocated in two streams: Under Occupancy Mitigation and Other DHPs. The allocation for Edinburgh for 2019/20 is as follows:

- Under Occupancy mitigation - The funding will be allocated in two tranches and is based on forecasted Under Occupancy charges. The first tranche of funding is £3.25m or 80% of the expected cost.
- Other DHPs - This includes assistance for those affected by the Benefit Cap and Local Housing Allowance reforms. The funding for Other DHPs is £2.2m (£2m in 2018/19).

4.29 As of 30 September 2019, the Council's DHP financial position (Appendix 4) is:

Total Fund for 2018/19	£5,484,667*
Net Paid to Date	£3,088,618.90
Committed pending related benefit process	£2,270,586.63

**exclusive of additional 20% to be allocated in 2020.*

4.30 There have been 6211 DHP applications up to 30 September 2019, of which 352 were refused. The overall refusal rate is just over 5%. The most common reason for refusal is where a customer's income exceeds their expenditure.

4.31 The additional Scottish Government funding is expected to fully mitigate under occupancy in 2019/20.

Benefit processing figures for New Claims and Change of Circumstances

4.32 The number of days to process a Housing Benefit and/or Council Tax Reduction new claim or change of circumstances from 15/06/2019 to 14/09/2019 is detailed in the following table. Recent positive trends have been sustained.

Performance Indicator	Target	Actual
Days to process new benefits claims	28	18.47
Days to process change of circumstances	10	10.04

Social Security Scotland

4.33 An update on Social Security Scotland's new benefits are included in Appendix 5. These include:

- Funeral Expenses Payment
- Young Carers Grant
- Scottish Child Payment

4.34 The agency now directly employs more than 460 people and has an expectation of having 3-5 staff in Edinburgh by the end of 2019. The Council continues to liaise with the Scottish Government and COSLA to support the design and delivery of the new agency, as well as signpost citizens towards the new benefits. The Council submitted a response on 21 October 2019 to a national request for views surrounding benefit take-up campaign. This engagement will shape the launch of future campaigns.

4.35 Council officers attended an event hosted by Social Security Scotland on 16 October 2019 to help shape the agency's next Corporate Plan. This allows local authorities to provide evidence on best practice and potential improvements.

5. Next Steps

5.1 The financial risk to the Council as well as the risk to the Council's reputation is being monitored regularly. Actions taken to assess and mitigate these risks to ensure effective governance include:

- updates provided to Policy and Sustainability on a quarterly basis;
- annual update to the Governance, Risk and Best Value Committee;
- dedicated teams introduced to provide support and assistance; and Quarterly meetings with Elected Members, Council Officers and External Partners.

6. Financial impact

6.1 An increase in the number of people experiencing hardship has led to greater demand for services across the Council and partner advice agencies. There is a risk to council income, particularly in relation to rent arrears, changes to subsidy levels for temporary accommodation and service changes. Known risks include:

- loss of rental income to the Housing Revenue Account (HRA) arising from Housing Benefit reforms and Direct Payment under UC;
- Scottish Welfare Fund and DHP budget will be insufficient to meet demand longer term;
- the spend on Council Tax Reduction Scheme exceeds the available funding;
- reduced DWP Administration Subsidy due to the abolition of Council Tax;

- Benefit, the phasing out of Housing Benefit and Central Government budget savings.

7. Stakeholder/Community Impact

- 7.1 The UK Government has prepared Equalities and Human Rights assessments for the welfare reform proposals. The Council will undertake Integrated Impact Assessments when necessary for any of its proposals. Welfare Reform is expected to have general implications for environmental and sustainability outcomes, for example in relation to fuel poverty and financial exclusion. Council officials continue to engage with the UK and Scottish Governments, directly and through COSLA, with the DWP, the Third Sector, the NHS and other partners
- 7.2 The Council is also engaging with citizens, both in and out of work, who rely on benefit income and tax credits.
- 7.3 The Council continues to participate in groups with the looking at the impacts of Welfare Reform, namely COSLA's Welfare Reform Local Authority Representative Group.

8. Background reading/external references

[Welfare Reform](#) - Update to Policy and Sustainability Committee, 06 August 2019

[Welfare Reform](#) - Update to Corporate Policy and Strategy Committee, 14 May 2019

[Welfare Reform](#) – Update to Corporate Policy and Strategy Committee, 26 February 2019

[Welfare Reform](#) - Update to Corporate Policy and Strategy Committee, 4 December 2018

[Welfare Reform](#) – Update to Corporate Policy and Strategy Committee, 7 August 2018

[Welfare Reform](#) – Update to Corporate Policy and Strategy Committee, 27 February 2018

Appendices

Appendix 1 – Benefit Cap Data

Appendix 2 – Council Tax Reduction Scheme Spend

Appendix 3 – Scottish Welfare Fund Spend

Appendix 4 – Discretionary Housing Payment Spend

Appendix 5 – Scottish Social Security Agency Update

Benefit Cap DataTenure – Mainstream (Council)

Average Weekly Loss in Benefit	Number of Households within range	Average Weekly Loss Within Range
£0.01 - £30.00	15	£16.69
£30.01 - £50.00	15	£39.48
£50.01 - £75.00	5	£59.94
£75.01 - £100.00	4	£91.77
£100.01 - £150.00	7	£117.63
Over £150	14	£313.95

Tenure – Private

Average Weekly Loss in Benefit	Number of Households within range	Average Weekly Loss Within Range
£0.01 - £30.00	24	£14.67
£30.01 - £50.00	21	£39.89
£50.01 - £75.00	14	£62.77
£75.01 - £100.00	8	£86.42
£100.01 - £150.00	3	£120.24
£150.01 +	1	£196.15

Tenure – Homeless Accomodation

Average Weekly Loss in Benefit	Number of Households within range	Average Weekly Loss Within Range
£0.01 - £30.00	12	£14.25
£30.01 - £50.00	14	£37.83
£50.01 - £75.00	12	£60.39
£75.01 - £100.00	17	£90.74
£100.01 - £150.00	23	£125.38
£150.01 - £200.00	8	£171.66
£200.01 - £300.00	18	£254.57
£300.01 - £400.00	13	£349.62
£400.01 - £500.00		
£500.01 +		

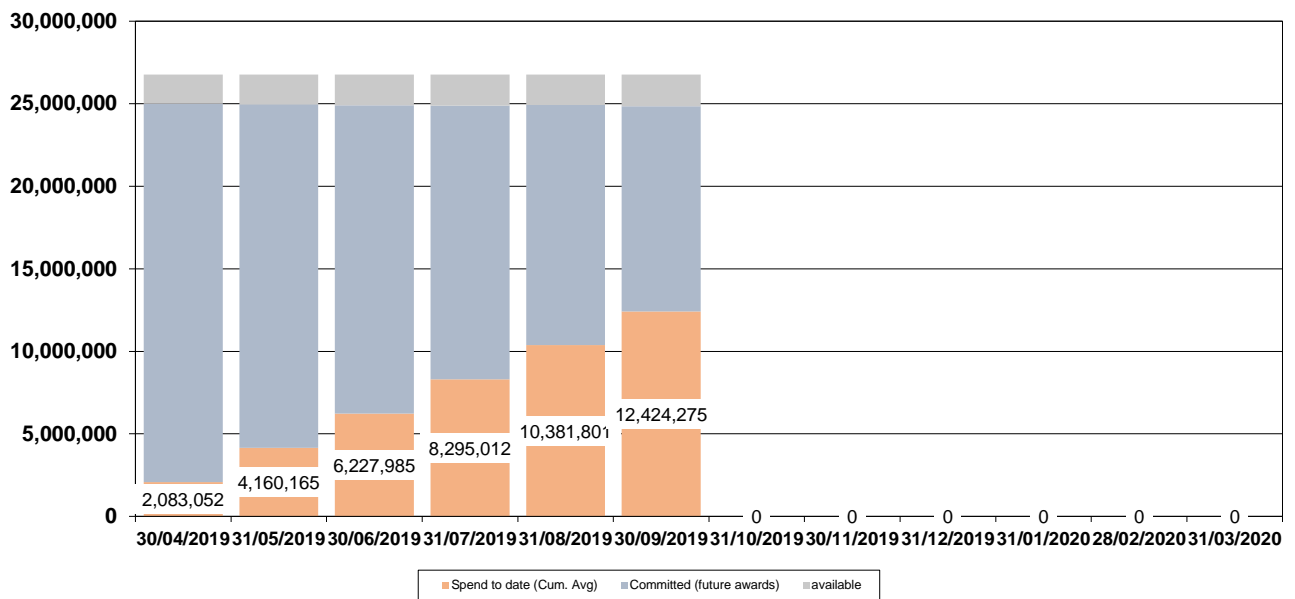
Benefit Cap Data (Contd)Tenure - PSL

Average Weekly Loss in Benefit	Number of Households within range	Average Weekly Loss Within Range
£0.01 - £30.00	24	£16.76
£30.01 - £50.00	19	£40.30
£50.01 - £75.00	20	£66.36
£75.01 - £100.00	14	£85.67
£100.01 - £150.00	20	£117.07
£150.01 - £200.00	4	£171.42
£200.01 +	11	£313.62

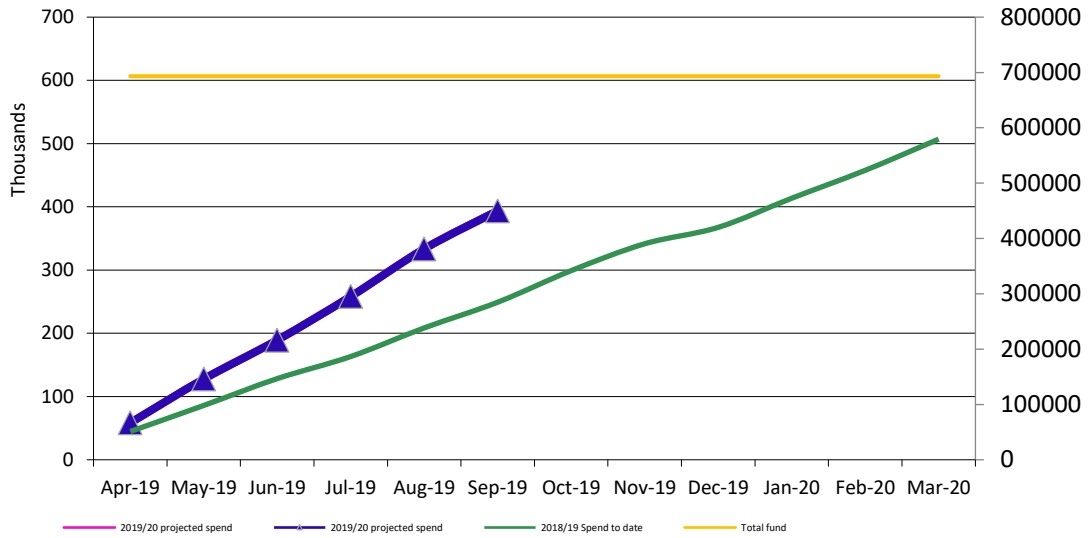
Tenure – HA

Average Weekly Loss in Benefit	Number of Households within range	Average Weekly Loss Within Range
£0.01 - £30.00	7	£15.52
£30.01 - £50.00	6	£39.15
£50.01 - £75.00	3	£60.27
£75.01 - £100.00	0	0
£100.01 - £150.00	2	£122.55
£300+	4	£394

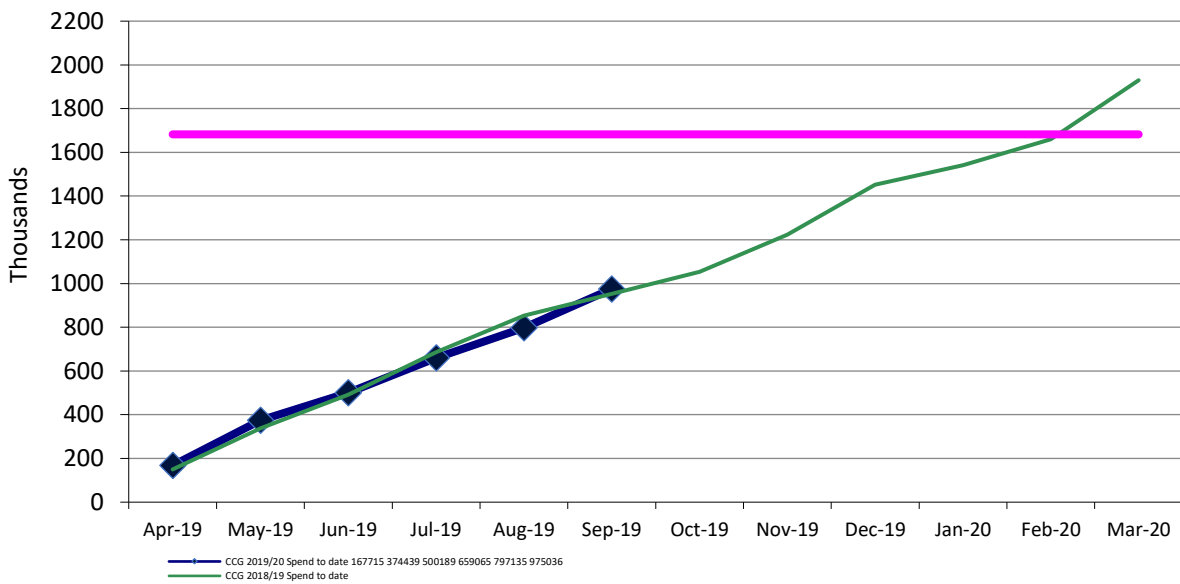
CTRS Distribution 2019/20



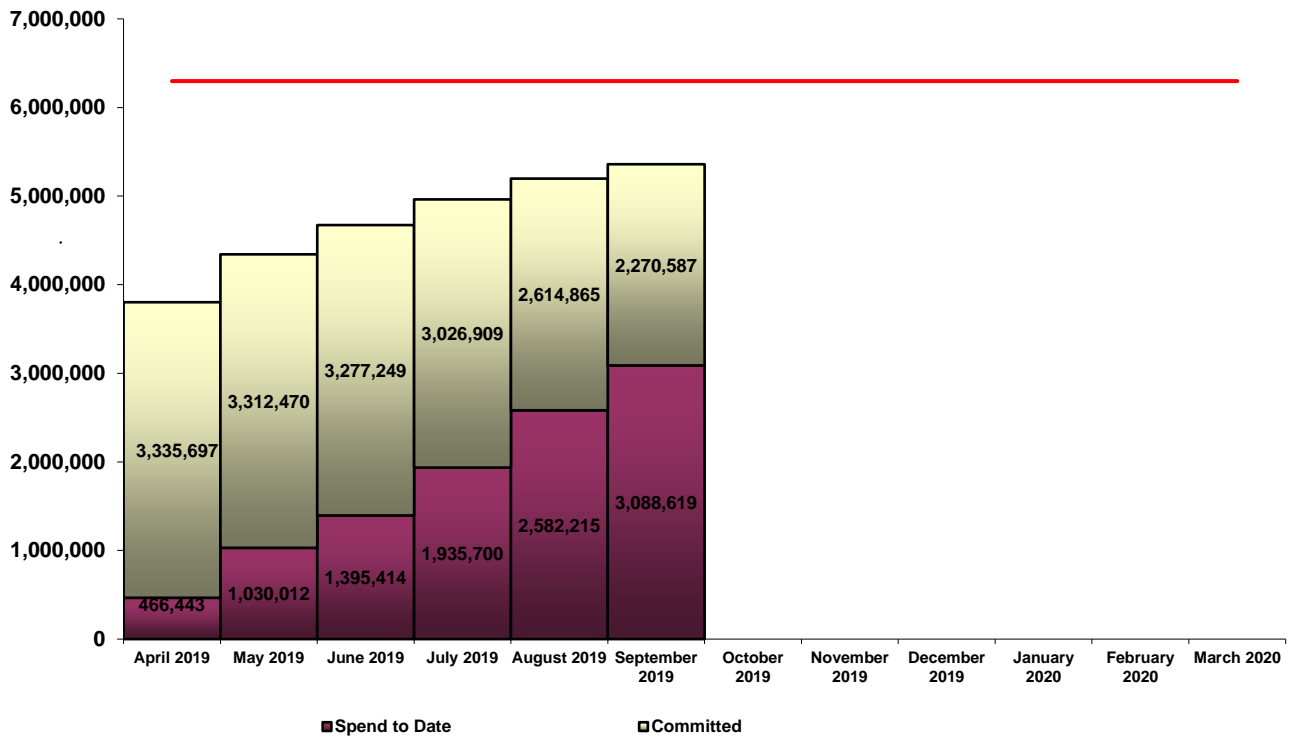
Crisis Grant Allocation 2019/20



Community Care Grant Allocation 2019/20



DHP Fund Allocation 2019/20



Scottish Social Security Agency Update

Funeral Support Payment

- Social Security Scotland commenced delivery of the Funeral Support Payment on 16 September 2019.
- The Funeral Support Payment is a one-off payment to help citizens on low income benefits with a contribution towards the cost of a funeral and replaces the Department for Works and Pensions Funeral Expenses Payment in Scotland.
- Applications for a Funeral Support Payment are accepted from the date of death, up until six months after the funeral has taken place. This means that anyone who meets the eligibility for the Funeral Support Payment and has already paid for a funeral within the last 6 months will be able to apply retrospectively, as long as they haven't already received a Funeral Expenses Payment from the Department for Works and Pensions.
- Further details regarding are available on Scottish Government website at:
<https://www.mygov.scot/funeral-support-payment/>
- Details of the new payment have been shared on City of Edinburgh Councils website and passed to the Bereavement Service within the Council to ensure that this can be claimed at point of registration.

Young Carer Grant

- Young Carer Grant is a yearly payment of £300 for young carers in Scotland. To qualify for the grant, young citizens must:
 - be 16, 17 or 18 years old
 - have been caring for 1, 2 or 3 people for an average of 16 hours a week for at least the last 3 months. Hours can be combined to meet the threshold
- The Grant can be paid once a year, up until the age of 19, but must be re-applied for annually.
- Applications for the Grant can be made via the link below:
<https://www.mygov.scot/young-carer-grant;>
- The grant has been promoted with the Council's secondary schools and on the Council's website, as well as shared with various stakeholders across the city.

Scottish Child Payment

- From early 2021 a payment of £10.00 per week, per eligible child will be paid for low income families with children under six. The payment will be delivered to all remaining eligible families with children under 16 by the end of 2022, with no cap on the number of children in families.
- The payment will be made to households with children who are in receipt of Universal Credit, Legacy Benefits and/or Pension Credit. There will be an application process and the payment will be paid on a monthly basis.
- City of Edinburgh will promote this with other council services and external stakeholders.

Policy and Sustainability Committee

10.00am, Tuesday, 26 November 2019

Contact Centre Performance: July - September 2019

Item number	
Routine	
Wards	ALL
Council Commitments	

1. Recommendations

- 1.1 It is recommended that Committee notes current performance trends within the Contact Centre and;
- 1.2 ongoing improvement activities to ensure that Council services are easy to access, and citizen queries and complaints are dealt with effectively.

Stephen S. Moir

Executive Director of Resources

Contact: Nicola Harvey, Head of Customer and Digital Services,

Customer and Digital Services Division, Resources Directorate

E-mail: nicola.harvey@edinburgh.gov.uk | Tel: 0131 469 5006

Contact Centre Performance: July - September 2019

2. Executive Summary

- 2.1 The report details Contact Centre performance for the period July – September 2019 and outlines associated service improvement activities.

3. Background

- 3.1 Committee receives regular updates on Contact Centre performance, trends, and ongoing service improvement activities. This report covers a 3-month period from July 2019 to September 2019 and the data is based on a call performance target of 60% of calls answered within 60 seconds, as agreed by Committee in August 2018.
- 3.2 The performance figures in this reporting period have been amended to reflect new lines of business in the Contact Centre, management information relating to footfall in our Local Offices and volume data on our digital channels.

4. Main report

Overview

- 4.1 The Contact Centre team aims to maximise the number of queries resolved at the first point of contact, aligned with clear escalation routes where further input is required from other Council services. The Contact Centre team currently supports phone calls (inbound and outbound), e-mails, social media channels, web chat and chat bots.

Current Trends and Service Performance

- 4.2 Regular management information is produced to monitor performance and inform future improvement activities. The current reporting period saw various Council projects impacting Contact Centre activities (both positively and negatively), including; staff training in preparation for the roll out of Total Mobile and Verint CRM, Garden Waste registration, further developments on our online offering and support for corporate improvement programmes. Where possible Contact Centre resource was reallocated to meet service demands and support key services.
- 4.3 Key performance data and trends for the Contact Centre are detailed in Appendix 1, with the major themes highlighted in the following section:

- Total calls answered for July - September 2019 was 185,193 a 9% increase on the same period in 2018 (169,844 calls handled).
- 24 of 35 (69%) service lines achieved the 60% of calls answered within 60 seconds service level target in the current reporting period. A further 4 lines achieved a 50% or higher service level.
- 27 of 35 lines were within the 10% call abandonment tolerance target with 25 lines achieving the 8% stretch tolerance target.
- 23 of 35 lines reported an improvement in average handling time (AHT). The overall AHT for all lines has reduced to 323 seconds. This reflects the continued programme of support and up-skilling to develop service knowledge and call handling skills, with a wider focus on first touch resolution. This activity helps reduce the number of required outbound and follow up calls. This and other forecasting activities are supported by a dedicated Workforce Planning team.
- The quality of service provided by the Contact Centre is measured via an assessment of contact adviser performance against a series of set criteria covering both technical and soft skills. For the last 3 months the Contact Centre has scored 95%, against a target of 80%, demonstrating a consistency of performance and positive quality of service outcomes.
- Social Media (Twitter contact), saw an 80% percent increase with 33,972 tweets received between July – September 2019, compared with 18,899 for the same period in 2018. This demonstrates citizen's appetite to use other contact channels for service enquiries and aligns with the Council's digital transformation goals.
- Two incidents had an impact on services across the Contact Centre in the reporting period. The Waverley Court Evacuation on 25 July resulted in a successful decant of our out of hours services to our resilience site and provided a live test of our resilience plans. Services were adversely impacted following the flash flooding on 7 August. Repairs Direct saw a 30% increase and Clarence 72% increase in the days following the floods. Resource was reallocated to best meet this spike in demand.

4.4 The Mitel telephony system enables citizen satisfaction levels to be monitored, with Team Leaders receiving real time alerts on low scoring satisfaction surveys. This allows for immediate intervention and remedial actions with citizens and staff. Customer satisfaction for the reporting period is 75% (public-sector industry customer satisfaction standard is 75%) and all feedback is reviewed, and action taken to address service gaps, improve the overall experience and share existing best practice.

4.5 Complaint levels remain comparatively low, with complaints recorded against contact centre activity equating to less than 1% of calls handled by the Contact Centre in the reporting period. The largest complaint theme related to service failure. The Contact Centre team continues to work closely with relevant Council services to ensure that accurate service commitments and expectations are given to citizens.

Ongoing Projects and Improvement Activities

- 4.6 The Scottish Welfare Fund, Council Tax, and NDR lines have all demonstrated a steady improvement in performance, with consistently higher performance reported for August and September. The internal Workforce Planning team has worked with these services in recent months to drive service improvement. Activities like multi-skilling and call trend analysis has enabled the service to allocate resource to more effectively manage demand and proactively manage queues. This has resulted in sustained performance improvement.
- 4.7 The NDR SLA performance improved from 69% to 81%, abandonment levels improved from 3.8% to 1.1% and wait time reduced from 1 minute 36 seconds to 37 seconds, despite a slight increase in call volumes.
- 4.8 The Scottish Welfare Fund (SWF) service level has improved from the last reporting period from 46% to 72%. Abandonment rates dropped from 8.8% to 2.3% with call volumes remaining consistent. During this reporting period the team received 4830 applications compared with 4,536 applications in the last reporting period. A detailed analysis of contact volumes was undertaken between May and June 2019 and improvement initiatives were successfully piloted in June and these became business as usual activities during this reporting period.
- 4.9 The current reporting period covered the latest garden waste registration activities, with an additional 12,106 calls received during the registration window. Temporary resource supported some of this contact spike, however, all elements of the Council's environmental contact service were impacted. To mitigate pressures relating to any future registration period, work is ongoing to assess the possibility of automatic renewals supported by direct debit functionality. This work is linked to the phase 2 developments of the new CRM system, considered in section 4.13 of this report
- 4.10 Changes were made to the call handling process for Community Care Grants applications from 1 September 2019. Previously, citizens who were unable to use our online service, called to apply for a Community Care Grant and were offered a call back within 5 working days to complete an application over the phone. We have now replaced this activity with a voicemail, where citizens are asked to leave their contact information. This results in more effective resource management with a call back to citizens in 3 working days rather than 5 working days. The teams improved performance in recent months has been supported by this change.
- 4.11 Performance in the Repairs Direct team is currently a material area of focus as service levels have dropped from 71% to 35% in the current reporting period. Volumes have increased by 7,631 compared to the last reporting period which has had an adverse impact on the overall performance of the team. Volumes have increased in this area due to flash flooding, the change in weather and repeat contact. This impact was compounded by several of the Repairs Direct team being temporarily reassigned to the Housing Improvement Programme and the implementation of the new Total mobile system. Staff were involved in user acceptance testing, service working groups and delivering training for Contact Centre staff and Housing Property operatives. Although this impacted on the

overall performance, the longer-term benefits of these projects will be seen in the coming months and will be detailed in the next Committee update.

- 4.12 Planning and Building Standards and 1 Edinburgh lines are reporting a lower service than the last reporting period. Services were impacted by the additional Garden Waste calls that are all handled by the same staff group. Service levels were all achieved in September, showing an improved performance trend moving into the October – December 2019 reporting period.
- 4.13 The use of technology continues to play an important role in improving the overall citizen and service user experience and following the successful introduction of webchat in waste services, Repairs Direct is now live providing tenants with another channel to make contact.
- 4.14 The Council has also launched Chatbot functionality which is now live for Council Tax, Waste and Environmental services. This offers citizens another contact channel to access key services and Edinburgh is one of the first councils in Scotland to deliver this digital channel. In the first month following the launch the chatbot held 1110 digital self-service conversations with citizens. The system also includes an analytical portal and as the level of interactions grows the team will have statistically relevant data to identify citizens top reasons for contact and escalation. This information will be used to further shape service delivery.
- 4.15 Other initiatives that will launch in the near future include ‘how to videos’ for Council Tax that will offer guidance and self-help advice to citizens regarding some of our frequently asked questions.
- 4.16 We continue to develop online forms in conjunction with the rollout of a comprehensive customer relationship management (CRM) system. Significant work was completed for the inhouse go live in September, with citizen go live successfully implemented on 9 October 2019. The introduction of our CRM simplifies the citizen and service user experience by making it easier to log and track service requests. Initial feedback to the launch has been very positive and a more detailed analysis will be included in future reports. Planning activities are now underway to identify and prioritise phase 2 initiatives for the CRM that will ensure the online capabilities and customer experience benefits of the system are fully utilised.
- 4.17 Following the removal of cash handling services at some local offices in June 2019 and the associated adjustments to opening hours footfall levels are continuing to be tracked. This data will be used to assess the viability of further operational adjustments. Citizens are now making use of alternative payment methods, with staff supporting citizens setting up Direct Debits or signposting local Pay Point venues.
- 4.18 During the last reporting period the Contact Centre took responsibility for the Debt Recovery contact lines. The lines sit within the wider Customer Care and Localities Team who achieved a service level of 52% in their first reporting period. Multiskilling across the team is already delivering positive results, with a steady improvement and lines exceeding service level in September 2019.

- 4.19 This report also includes the first dedicated performance data on the School Supply line. This is a critical service that sources temporary cover for educational establishments across Edinburgh. The team process over 450 requests per month, via phone or electronically, with a 71% fulfilment rate.

5. Next Steps

- 5.1 Performance will continue to be reviewed against target to ensure issues are addressed and service level improvements are achieved.
- 5.2 The use of technology continues to play an important role and we will continue to implement technology and systems throughout 2019 to better improve the citizen experience and to help achieve further saving targets.

6. Financial impact

- 6.1 The Contact Centre Team is projected to deliver a further 15% efficiency saving within 2019/20 and this will be achieved through greater self-service, a rationalised cash collection operation and improved call handling. Where appropriate and subject to a comprehensive integrated impact assessment, predominately online services will also be considered in areas, e.g. interaction with businesses.

7. Stakeholder/Community Impact

- 7.1 There are no direct equalities implications arising from this report. The Council continues to progress a primarily digital by design approach to ensure that all citizens are supported, providing them with appropriate and accessible service options. This adopts the standard call centre and shared services methodology of providing a range of channels, including: self-service options, call-based options, face to face interaction at a customer hub or locality office.
- 7.2 As the Council's online offering develops and matures consideration will be given as how best to further encourage and improve uptake of both self-service and online transactional options, supported by automation where appropriate.
- 7.3 The Customer team uses a broad range of feedback and citizen groups to support service development and improvement.

8. Background reading/external references

- 8.1 [Customer Performance Update April - June 2019 - Report to Policy and Sustainability Committee, August 2019](#)
- 8.2 [Customer Performance Update January – March 2019 - Report to Corporate, Policy and Strategy, May 2019](#)

- 8.3 [Customer Performance Update October - December 2018 - Report to Corporate, Policy and Strategy, February 2019](#)
- 8.4 [Customer Performance Update July – September 2018 - Report to Corporate, Policy and Strategy, December 2018](#)
- 8.5 [Customer Performance Update January – June 2018](#) - Report to Corporate, Policy and Strategy, August 2018
- 8.6 [Customer Performance Update: July – December 2017](#) – Report to Corporate, Policy and Strategy, February 2018
- 8.7 [Contact Centre Performance Update: April to July 2017 - Report to Corporate Policy and Strategy Committee, October 2017](#)
- 8.8 [Minute of Council Meeting 24 August 2017](#) – Automated Service – Customer Journey, Motion by Councillor Johnston
- 8.9 Report to Corporate Policy and Strategy Committee, 28 March 2017 – [Customer Contact Update](#)
- 8.10 Report to Corporate Policy and Strategy Committee, 8 November 2016 – [General Switchboard and Website Enquiries](#)

9. Appendices

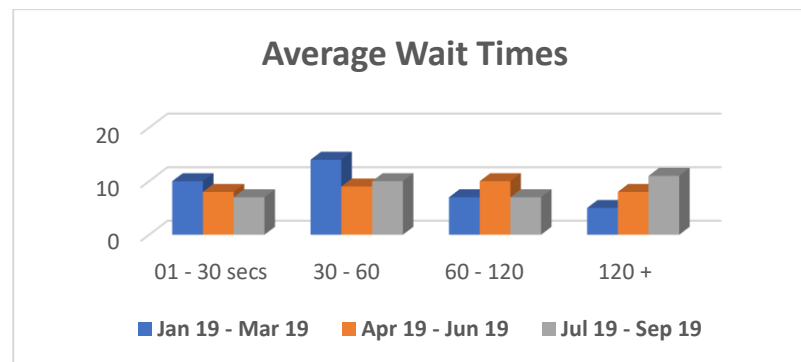
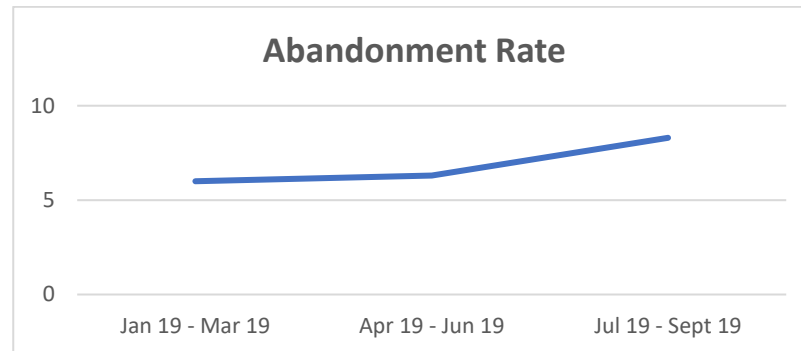
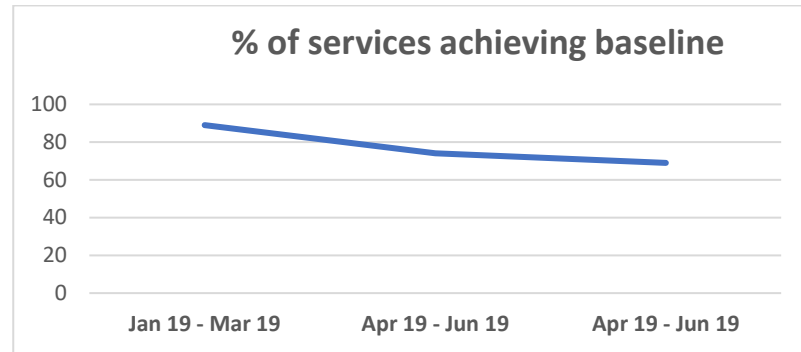
Appendix 1 – Customer Centre Performance Data

Contact Centre - Performance Data

Contact Activity & Timescale	% Calls answered within 30 seconds SLA target of 60%			Trend Apr – Jun 19 / Jul – Sep 19	Abandonment target – not exceed 10%, with a stretch target of 8%				Total Calls Handled	Trend Apr – Jun 19 / Jul – Sep 19	Average Wait Times			Trend Apr – Jun 19 / Jul – Sep 19
	Jan – Mar 19	Apr – Jun 19	Jul – Sep 19		Jan – Mar 19	Apr – Jun 19	Jul – Sep 19	Jan – Mar 19			Apr – Jun 19	Jul – Sep 19		
Anti-Social Behaviour	98%	95%	88%	▼	1.1%	0%	4.8%	80	▲	00:08	00:23	00:21	▼	
Central Emergency Serv	76%	74%	74%	▼	5.4%	7%	5.4%	6506	▲	00:58	01:19	01:13	▼	
C & F Professional Child	81%	82%	76%	▼	4.2%	3.7%	5.0%	1414	▲	00:38	00:37	00:52	▲	
C & F Public Child	76%	78%	71%	▼	4.7%	3.9%	8.0%	2002	▲	00:48	00:42	01:00	▲	
SCD Emergency	86%	80%	72%	▼	3.9%	3.6%	4.0%	168	▲	00:27	00:36	00:52	▲	
Clarence	78%	52%	42%	▼	4.5%	13.6%	17.7%	3223	▲	00:41	02:06	03:15	▲	
Council Tax	56%	42%	58%	▲	7.4%	10.5%	5.9%	25680	▼	02:54	04:09	02:44	▼	
Benefits	65%	61%	67%	▲	3.9%	4.7%	2.6%	7070	▼	02:11	02:26	01:54	▼	
NDR	58%	69%	81%	▲	6.8%	3.8%	1.1%	1575	▼	02:12	01:36	00:37	▼	
Customer Care	94%	94%	91%	▼	0.6%	0.9%	1.2%	4755	▲	00:15	00:16	00:21	▲	
Food Bank	67%	63%	73%	▲	9.6%	10.1%	5.2%	1603	▼	01:48	01:58	01:21	▼	
Emergency Home Care	93%	85%	86%	▲	6.5%	11.4%	5.7%	7164	▼	00:12	00:28	00:25	▼	
Emergency Home Care	88%	87%	86%	▼	4.2%	3.2%	4.3%	1124	▲	00:25	00:26	00:28	▲	
Emergency Social Work	91%	88%	86%	▼	3.3%	5.1%	3.9%	4964	▼	00:21	00:30	00:33	▲	
Interpretation	100%	43%		▼	0%	42.9%		627	▼	00:05	01:54		▼	
ITS Daytime	86%	94%	90%		6.2%	3.3%	4.1%			00:32	00:17	00:23		
1 Edinburgh	77%	55%	42%	▼	3.8%	9.7%	16.1%	5138	▲	00:46	02:00	03:19	▲	
Repairs Direct	52%	71%	35%	▼	11.5%	4.3%	14.6%	19746	▲	02:36	01:09	04:15	▲	
Repairs Planners	83%	91%	87%	▼	3.7%	1.7%	2.8%	11322	▲	00:35	00:20	00:25	▲	
SCD Professional Adult	77%	76%	67%	▼	3.5%	4.6%	6.1%	642	▲	00:39	00:46	01:03	▲	
SCD Public Adult	69%	69%	55%	▼	7.4%	8.1%	13.9%	10472	▲	01:18	01:24	02:30	▲	
Scottish Welfare Fund	47%	46%	77%	▲	8.5%	8.8%	2.3%	10001	▼	03:24	04:05	01:12	▼	
Repairs - Tradesman	64%			▼	8%			9388	▲	01:23			▲	
Repairs - Quality Care	60%	73%	62%		4.2%	5.3%	8.4%			01:51	01:02	01:36		
Waste Special Uplifts	69%	50%	48%	▼	3%	5.8%	7.2%	3389	▲	01:17	02:45	03:36	▲	
Waste	90%	75%	65%	▼	1%	2%	5.2%	17092	▲	00:20	01:00	02:07	▲	
Environment	78%	56%	46%	▼	2%	5.8%	9.8%	3001	▲	00:44	02:01	03:54	▲	
FM Helpdesk	97%	88%	87%	▼	1.4%	4.2%	4.5%	4158	▲	00:08	00:21	00:22	▲	
Building Standards	64%	44%	49%	▲	5%	11.5%	13.4%	1585	▲	01:22	02:56	02:33	▼	
Planning	67%	48%	45%	▼	5.4%	10.6%	13.7%	1452	▲	01:21	02:35	02:50	▲	
PBS Building Payments	80%	72%	57%	▼	4.3%	5.7%	10.9%	1632	▲	00:36	01:02	02:02	▲	
North East Locality	82%	75%	69%	▼	3.3%	4.9%	5.7%	4337	▲	00:32	00:44	00:49	▲	
North West Locality	81%	75%	69%	▼	3.3%	4.2%	5.5%	5986	▲	00:33	00:43	00:52	▲	
South East Locality	81%	75%	70%	▼	4%	4.4%	5.7%	4849	▲	00:33	00:44	00:51	▲	
South West Locality	81%	76%	68%	▼	3.7%	4.1%	5.7%	4214	▲	00:33	00:44	00:52	▲	
Supply Hub			76%				17.1%	491				00:44		
Debt Services			52%				6.8%	3896				01:11		

Contact Centre Performance Overview

Performance Measures

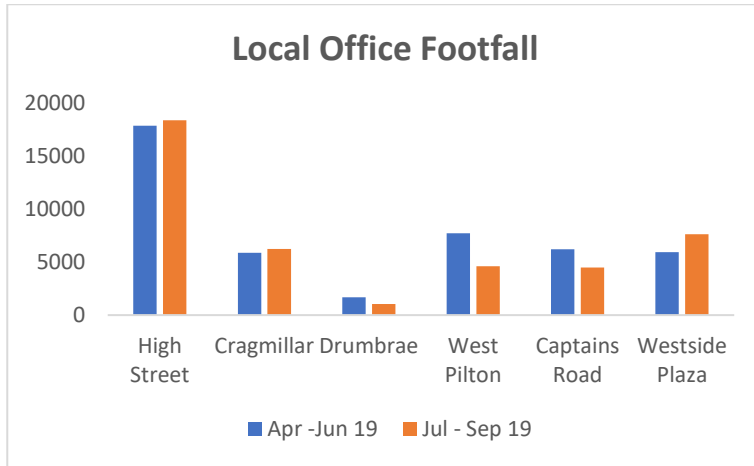


Commentary

- 24 lines achieved 60% service level (a further 4 lines achieved 50% or above service level).
- Total calls answered for July - September 2019 was 185,193
- Performance impacted from increased contact during the reporting period from Garden Waste registration plus support to the successful launch of Total Mobile and Verint CRM.

- Overall Call abandonment rate increased slightly to 8.3% this reporting period, however remaining within the 10% target. The Contact Centre is answering 91.7% of all calls received.
- 27 lines are achieving the 10% or below calls abandonment threshold target with 25 lines achieving the 8% stretch target.

- 8 lines show an improving trend seeing a reduction in average wait times (based on lines reported in previous report).
- Online/self-service continues to be promoted to allow customers to self-serve where they can without the need to call.
- Continued focus on code handling to ensure we have maximum staff capacity available to take calls and new shift patterns being introduced to cover periods of higher demand e.g. 10-2 shift.



- The higher footfall in High Street and Westside Plaza highlights the offices where cash is handled
- The current reporting period also highlights the impact of the change of opening hours.
- Reporting of payments processed commenced in August 2019, with 13,718 payments handled in August and September across the High Street and Westside Plaza.
- Across all Local Offices the main reasons citizens present are for Housing or Homelessness Assessments

Policy and Sustainability Committee

10:00, Tuesday, 26 November 2019

Additional measure being introduced to the Equality, Diversity and Rights Framework

Executive/routine
Wards
Council Commitments

1. Recommendations

1.1 The Policy and Sustainability Committee is asked to:

- 1.1.1 note the amendment to the Equality, Diversity and Rights Framework 2017-21 on page 8 – outcome 1.2

Alistair Gaw

Executive Director – Families and Communities

Contact: Sean Bell, Senior Manager, Children with Additional Support Needs

E-mail: sean.bell@edinburgh.gov.uk | Tel: 0131 469 3129

Additional measure being introduced to the Equality, Diversity and Rights Framework

2. Executive Summary

- 2.1 The Communities and Families Department has undertaken to measure and reduce the number of children with additional support needs who experience school exclusions. We wish to add this new measure to the Equality, Diversity and Rights Framework. A full revision of the framework will take place during 2021.

3. Background

- 3.1 Nationally children with additional support needs, (those pupils who have disabilities, autism, looked after status, etc) are more likely to experience a school exclusion than those children who do not have an additional support need.

4. Main report

- 4.1 During a revision of the Council's Accessibility Strategy for children with additional support needs the Communities and Families Department has introduced an undertaking to measure and reduce the number of children with additional support needs who experience school exclusions.
- 4.2 This measure is an important step in improving access to education for children and young people with additional support needs and we wish to amend the Council's Equality, Diversity and Rights Framework to reflect this change.

5. Next Steps

- 5.1 A full revision of the framework will take place during 2021.

6. Financial impact

- 6.1 None

7. Stakeholder/Community Impact

- 7.1 A full review of the both the accessibility strategy and the Equality, Diversity and Rights Framework will take place and this will inform new strategies and frameworks from 2021.

8. Background reading/external references

- 8.1 None

9. Appendices

- 9.1 Appendix 1 Equality, Diversity and Rights Framework 2017-21

Equality, Diversity, and Rights Framework 2017-21

The City of Edinburgh Council



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Vision

The Edinburgh City Vision 2050 states that Edinburgh aspires to be a fair, inspired, thriving and connected city.

The Council's ambition is to ensure equality, diversity and rights are central to this vision.

The Council recognises that for Edinburgh to be a fair city, it must do all it can to improve the quality of life for those who face inequality, harassment, discrimination, and prejudice.

It must also work to harness the talent and celebrate the difference of all who live in the City and who work for the Council, to become an inspired and thriving city.

The Council also recognises that for the city to be connected, it is critical to engage with all the City's residents, and ensure good community relations.

Purpose of the Framework

This is the Council's second equality, diversity, and rights framework. It sets out a series of commitments to deliver the vision described above.

It has been co-produced with members of the Edinburgh Equality and Rights Network ([EaRN](#)) during 2016/17. It has also been informed by a wide range of data and information gathered during 2016/17.

The Framework is also a response to various items of legislation, including the Human Rights Act 1998, the Scotland Act 2003, and the Equality Act 2010.

Engaging and empowering communities

Central to the Framework is the ambition to better engage and empower citizens, communities and employees who share the protected characteristics (i.e. race, sex, gender reassignment, sexual orientation, marriage and civil partnership, age, religion or belief, disability, maternity and pregnancy).

This work forms a key part of community planning and locality working in the City. The Council is committed to improving this work, in line with the Community Empowerment Act 2015, and national community engagement standards.

The Edinburgh Partnership's Locality Leadership Teams, and the Council's Locality Committees, will have responsibility for delivering this work across the City.

Rights

The Framework has also been developed in response to the articles of the UN Convention on Human Rights, the Human Rights Act 1998, and other associated conventions on rights (e.g. children's rights).

The Council aspires to embed a 'rights based approach' across the organisation. To do this, the Council will use the [Capability Approach](#). This approach influenced the development of the UN's [Human Development Index](#), and arranges all the different articles of rights into 10 distinct capabilities (i.e. what are citizens able to have), which are:

1. Life.
2. Health.
3. Physical security.
4. Legal security.

5. Education and learning.
6. Standard of living.
7. Productive and valued activities.
8. Individual, family, and social life.
9. Identity, expression, and self-respect.
10. Participation, influence and voice.

This approach will be used as part of learning and development activity with staff to improve understanding of rights. It is also an integral part of the new approach to impact assessment. The approach has also helped inform the new set of equality, diversity and rights outcomes, objectives, actions, and measures described at Appendix 1.

The Council places specific importance on the right to life, and the right to be free from inhumane or degrading treatment (the absolute rights). Consequently, the Council wants to be better at: (i) Syrian refugee integration, (ii) supporting those affected by human trafficking, Female Genital Mutilation (FGM), honour based violence, domestic abuse, child abuse, hate crime and hate incidents, and (iii) ensuring dignity in care for looked after children, older people and disabled people.

The Council's policy position on capabilities 9 and 10 is that when individuals or groups exercise their rights (e.g. the right to assembly, and association, and/or, the right to freedom of speech), they have responsibilities to ensure that they do not incite or support hate or fear, or infringe on absolute rights (the right to life and/or the right to be free from inhumane or degrading treatment).

Insight

In addition to the co-production work of EaRN, a wide range of data and information has been used to develop this Framework. This includes the Edinburgh by Numbers Website, the Joint Strategic Needs Assessment and locality profiles. More of this information can be found [here](#).

Specifically, this data and information has helped shape the outcomes, objectives, actions, and measures described at Appendix 1. Appendix 2 contains a summary of equality, diversity, and rights information about Edinburgh.

The Council is committed to further improving insight through improved data and information recording, gathering and analysis. It will also improve its response to the analysis of HR and service monitoring data.

Equality, diversity, and rights outcomes – 2017/21

The 23 equality and rights outcomes described in the first Framework 2012/17, have been refined into five outcomes. This followed on from co-production work with members of EaRN during 2016/17.

Each of the five outcomes relate to the protected characteristics (including: race, sex, gender reassignment, sexual orientation, marriage and civil partnership, age, religion or belief, disability, maternity and pregnancy), as described in the Equality Act 2010. The five outcomes are focused on service improvement, as result of the engagement and insight described above. The five outcomes are:

Outcome 1 – Improved accessibility of council services, housing, and buildings.

Outcome 2 – Improved community safety, justice, and cohesion services.

Outcome 3 – Improved education and employability services

Outcome 4 – Improved transport services.

Outcome 5 – Improved social security and household income maximisation services.

More detailed information describing outcomes, objectives, actions, and measures is provided at Appendix 1.

Procurement

Equality, diversity and human rights procurement activity has been mainstreamed into the [Council's Procurement and Commercial Strategy](#) (December 2016 – March 2020).

This includes:

- (i) work to embed clauses and conditions in grants and contracts to ensure compliance in funded third parties with equality law.
- (ii) work to improve the application of community benefit clauses for major contracts and to ensure people who share protected characteristics benefit from such clauses, specifically apprenticeships.

- (iii) where relevant, ensure funded third parties are monitoring service access and satisfaction by protected characteristic
- (iv) ensuring equality, diversity, and rights feature as part of co-production of grant and contract programmes and any associated assessment criteria.

Health and social care

On 1 April 2016, new legislation came into effect with the aim of better integrating health and social care services for adults.

The responsibility for the planning of these services transferred from the Council and NHS Lothian to a new body, the Edinburgh Integration Joint Board / Edinburgh Health and Social Care Partnership. The Board sets out how services should be delivered through its [Strategic Plan](#), and issues directions to the Council and NHS Lothian staff (the Partnership) to operationalise the plan.

The key priorities set out in relation to 'A caring, healthier Edinburgh' are reflected in these directions. One of the key priorities is to tackle health inequalities. Section 7 of the [Strategic Plan](#) describes the approach to tackle inequalities, and support people who share protected characteristics. The Partnership will also continue to develop the Joint Strategic Needs Assessment to ensure that it encompasses the needs of those who share protected characteristics.

The Council as an Employer

The Council is committed to developing a workforce which is both inclusive and reflective of the diversity of the City.

It also wants to develop and deliver employment policies and practice which places equality, diversity, and rights as central to the culture of the Council.

Recent analysis of workforce data has indicated that there are no issues of concern with equal pay across all grades. In addition, employee survey data indicates no significant variations across key indicators (motivation at work, performance at work, development at work, satisfaction with work) by protected characteristic. Although analysis of responses from employees that consider themselves to have a disability or long-term condition and women returnees to work (after pregnancy / adoption) do indicate some concerns regarding career progression.

Further analysis also indicates (i) declining numbers of women in senior management, (ii) slow rates of improvement in percentages of staff from BME communities and staff with disabilities (although there are still issues regarding under reporting of race and disability amongst employees); (iii) issues of occupational segregation in teaching services and catering and cleaning services; and (iv) a desire amongst staff at all levels for improved learning and development opportunities, and engagement opportunities with equality, diversity and third sector community and third sector groups.

Consequently, the Council plans to:

- (i) Improve approaches to employee induction and learning and development about equality, diversity, and rights.
- (ii) Review and refresh the current equality, diversity, and rights policy.
- (iii) Improve the response to the analysis of workforce monitoring data addressing issues of career progression, workforce diversity and occupational segregation.
- (iv) Continue to publish [Gender Pay Gap reporting](#) as an employer of +250 employees, and address any gaps of +3% difference.
- (v) Enable the Corporate Leadership Team and Wider Leadership Team to have an improved knowledge of equality, diversity, and rights issues through an engagement programme with community and third sector groups.
- (vi) Meet all legal requirements in full, regarding the public reporting of HR equality, diversity and rights data, analysis, and responses.

Impact assessment

A recent review of the Council's approach to impact assessment, as part of the development of this Framework, indicated a desire to develop a new integrated approach.

This new approach would, in addition to equality, diversity and rights assessments, include an assessment of poverty, health inequality and environmental impacts.

As the Edinburgh Health and Social Care Partnership has already developed such an approach, with an accompanying learning and development programme, and quality assurance group, the Council proposes to adopt this approach and participate in the quality assurance group.

The Council will continue to impact assess all major changes in policy and services, and budget proposals. It will ensure that due regard is taken of such assessments when making major decisions at Council committees, and by Chief Officers, and it will publish the results of such assessments.

Council Commitments

The SNP and Labour Coalition Agreement was signed in June 2017 with 52 commitments. There is a lot of cross over between the Council Commitments and the Framework Outcomes, for example:

- Improve access to employment and training opportunities for people with disabilities;
- Prioritise services for vulnerable children and families and looked after children, and support organisations working to end domestic abuse; and
- Improve community safety by protecting local policing and empowering communities to tackle long term safety issues and hate crime in all its forms including supporting restorative justice initiatives and other projects.

Governance, Risk, Performance Reporting and Review

Corporate responsibility to coordinate support to colleagues in the delivery of the commitments in this Framework will sit with the Corporate Equality, Diversity, and Rights Project Team, supported by the Council's Strategy and Insight Service.

This project team will support a wider network of equality, diversity and rights 'champions' across all Council services who will assist with the delivery of commitments described in this Framework.

The Council's Corporate Policy and Strategy Committee will provide political approval, oversight, and scrutiny of the delivery of the Framework. In addition, the Council's four Locality Committees will oversee local delivery of equality, diversity, and rights outcomes, objectives and actions.

The Edinburgh Partnership Board will oversee all partnership and community planning matters relating to equality, diversity, and rights. This work will be supported by the 'Board Member for Equality, Diversity, and Rights' (elected from EaRN).

The Council will review the new approach to impact assessment during April 2019 to May 2019, and make any necessary changes to strengthen the approach if required.

The Council will report on the progress and challenges across the whole Framework to Council Corporate Policy and Strategy Committee in April 2019 and April 2021.

The Council will review the whole Framework during October 2020 to May 2021, and seek approval for a new Framework in April 2021.

All reviews will include members of EaRN and other key stakeholders.

Accessibility

This document is available on the Council's website:

www.edinburgh.gov.uk

And in other formats from:

info@edinburgh.gov.uk

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Appendix 1 – Equality, Diversity, and Rights Framework 2017-21 – Outcomes, Objectives, Actions and Measures.

Outcome 1 – Improved accessibility of council services, housing, and buildings.

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
<p>1.1 High quality, modern school facilities within localities, to match the ambitions for attainment, positive destinations, and improvements to community access.</p>	<p>Deliver the Schools of the Future Project including 1 new secondary school and six primary schools.</p>	<p>Progress reports on school building programme.</p> <p>Data on community access to schools.</p> <p>Attainment and positive destination data by protected characteristic.</p>	<p>Communities and Families - Strategic Asset Team.</p> <p>Property and Facilities Management Service.</p> <p>Lifelong Learning Service.</p>
<p>1.2 Children and young people with a disability or with additional support needs can access and participate in mainstream school services and extra curricula activity.</p>	<p>Produce and deliver an Accessibility Strategy which sets out how the Council improves physical access to schools, accessible communication with parents and carers, and access to the curriculum.</p> <p>Deliver actions in the Edinburgh Children’s Services Plan 2017 – 2020 which relate to children with a disability or additional support need.</p> <p>ASL Policy ‘In on the Act’ Dec 2016</p>	<p>Data from pupil surveys in secondary and primary schools provided by children with disabilities and additional support needs.</p> <p>Data from the ‘Child Planning - Edinburgh Wellbeing’ Index provided by pupils with disabilities.</p> <p>Feedback from parents, families, and carers of children with disabilities.</p>	<p>Communities and Families, Support for Children, and young People.</p>
<p>1.3 Extended use of photo-symbols across service areas, and public buildings, to improve access.</p>	<p>Improve signage in schools, libraries, leisure, and community centres.</p>	<p>Feedback from EaRN members.</p> <p>Feedback from the Access Panel.</p>	<p>Communications Service.</p> <p>Lifelong Learning Service.</p> <p>Property and Facilities Management.</p>
<p>1.4 Improved access to the city’s cultural, sporting and physical activity services.</p>	<p>Deliver the Museums Galleries Edinburgh Access Policy Statement 2017.</p> <p>Deliver the Edinburgh Museums and Galleries Service Plan 2013/18.</p> <p>Deliver the ‘Engaging with our communities: Museums Galleries Edinburgh: Outreach Strategy 2017-2020’.</p> <p>Increase the number of autism / dementia / gender + transgender specific sessions or showings at leisure centres, and theatres.</p> <p>Ensure the new sports and physical activity strategy takes account of the needs of communities who share protected characteristics.</p>	<p>Feedback from EaRN members.</p> <p>Feedback from the Access Panel.</p>	<p>Culture Service.</p> <p>Asset Management Service.</p> <p>Edinburgh Leisure.</p> <p>Lifelong Learning Service.</p>
<p>1.5 High quality library and information services using both physical and digital modes of access.</p>	<p>Improve access to and provide information about library services, taking account of the needs of people who share protected characteristics.</p>	<p>Satisfaction with Lifelong Learning Services.</p>	<p>Lifelong Learning Service.</p>

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
1.6 The Council's first BSL plan is co-produced, approved and delivered in partnership with the deaf and hard of hearing.	British Sign Language (BSL) Draft National Plan. This will inform the development of the Local Plan.	Production of the Council's first BSL Plan in 2018.	Strategy & Insight Service (in partnership with the Edinburgh Health and Social Care Partnership).
1.7 Improved access to, and customer satisfaction with, Council customer services, including Interpretation and Translation Services (ITS) for people who share protected characteristics.	Improve the Interpretation and Translation Services. Continue to roll out the "Happy to translate" service on council leaflets. Ensure delivery of ITS contracts with funded third parties. Deliver the Change Strategy – Council of the Future – Digital Workstream. Deliver ITS procurement contracts. Increase the number of Council documents published in plain English and easy read. Deliver the new Customer Strategy.	Data from customer services on access and satisfaction.	Customer Service.
1.8 Improved access to pavements, parks, road crossings and the public realm for people who share protected characteristics.	Deliver the City Centre Locality Improvement Plan priorities on improving street access. Deliver the Council's Public Realm Protocols. Ensure more co production work takes place with communities of interest to design the public realm. Improve access to and around the City's parks and open spaces.	Data from accessibility surveys completed at key locations. Edinburgh Access Panel feedback. EaRN feedback.	Roads and Transport Service. Planning Service. Parks Service.
1.9 Many new affordable homes are accessible for people who share protected characteristics.	Secure City Deal investment in the Affordable House Building Programme. Deliver the Affordable House Building Programme and increase the supply of homes for larger families, older people and disabled people.	Number of new affordable homes built with 4/5 bedrooms and with good disability access. Data from EdIndex on citizens who apply for Registered Social Landlord (RSL) housing by protected characteristic.	Housing Service. Planning Service. Edinburgh Affordable Housing Partnership.

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Outcome 2 – Improved community safety, justice, and cohesion services.

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
2.1 Interventions are early and effective, preventing domestic abuse, and maximising the safety and wellbeing of citizens, children, and young people affected by domestic abuse.	<p>Deliver the Edinburgh Children’s Services Plan 17/20 actions on child protection.</p> <p>Deliver the Domestic Abuse Strategy and Improvement Action Plan 2017.</p> <p>Deliver the Community Justice Outcomes Improvement Plan 2017/18,</p>	<p>Reporting rates of domestic abuse.</p> <p>Satisfaction rates with domestic abuse services.</p>	Safer and Stronger Communities Service.
2.2 Improved services for those affected by hate crime and hate incidents in the City. Improved preventative work to reduce hate crime.	<p>Deliver the Tackling Sectarianism 2017/18 Action Plan.</p> <p>Deliver the Edinburgh Community Safety Partnership Hate Crime Action Plan.</p> <p>Deliver the Edinburgh Transport Charter.</p> <p>Improve work in schools, youth clubs and other children and young people’s services to prevent hate incidents and crimes.</p>	<p>Reporting rates of hate crime.</p> <p>Satisfaction rates with hate crime services.</p>	Safer and Stronger Communities Service.
2.3 Syrian refugees are successfully relocated and have a good quality of life.	<p>Deliver the Syrian Refugee relocation and integration action plan.</p>	<p>Feedback from Syrian refugees on the relocation and integration programme.</p> <p>Number of Syrian refugees in training or employment with 6 months of arrival.</p> <p>Achievement and attainment of children at early years or schools.</p>	<p>Safer and Stronger Communities Service.</p> <p>Schools and Lifelong Learning Service.</p>
2.4 Improved services for those affected Female Genital Mutilation (FGM).	<p><u>National Strategy – Equally Safe: Scotland’s Strategy for preventing and eradicating violence against women and girls.</u></p>	<p>Reporting rates of FGM.</p> <p>Satisfaction rates with FGM services.</p>	Safer and Stronger Communities.
2.5 Improved services for those affected by human trafficking and exploitation.	<p>Deliver <u>National Strategy: Scotland’s Trafficking and Exploitation Strategy.</u></p>	<p>Reporting rates of trafficking and exploitation.</p> <p>Satisfaction rates with trafficking and exploitation services.</p>	Safer and Stronger Communities.
2.6 Improved services for those affected by honour based violence.	<p>Deliver the <u>National Strategy – Equally Safe: Scotland’s Strategy for preventing and eradicating violence against women and girls.</u></p>	<p>Reporting rates of honour based violence.</p> <p>Satisfaction rates with honour based violence services.</p>	Safer and Stronger Communities.

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
2.7 Community engagement, empowerment, and cohesion work across the City is strong and effective.	<p>Develop EaRN and ensure improved engagement with the network by elected members and council senior officers.</p> <p>Improve the engagement work of Locality Committees through the Locality Improvement Plans with communities of interest.</p> <p>Improve engagement with migrant community groups and respond to concerns.</p> <p>Improve Pupil and Parent Council engagement with communities of interest.</p> <p>Improve engagement work through Registered Tenants Organisations, Community Councils, and other community sector organisations about community cohesion.</p> <p>Improve engagement work with Third Sector groups representing groups of people who share protected characteristics.</p> <p>Adhere to the National Community Engagement Standards when engaging with communities of interest.</p> <p>Improve approaches to interfaith work through EIFA.</p>	EaRN member's feedback.	<p>Schools and Lifelong Learning Service.</p> <p>Strategy and Insight Service.</p>

Outcome 3 – Improved education and employability services.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
3.1 Improved outcomes for learners with additional support needs and those sharing protected characteristics.	Deliver the Communities and Families Service Development Plan.	Positive destinations, exclusions, attendance, and achievement data by protected characteristic / additional support needs.	Communities and Service Families.
3.2 Improved engagement of parent and pupil councils with parents and pupils who share protected characteristics.	<p>Deliver the Communities and Families Service Development Plan</p> <p>Deliver the pupil and parent engagement plan.</p>	Feedback from pupil and parent Council's about engagement and representation by pupils and parents who share protected characteristics.	Communities and Families Service.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
3.3. Prejudiced and bullying incidents in schools will be recorded and addressed appropriately so that children feel safe in their school.	Deliver the Communities and Families Service Development Plan.	Number of recorded bullying incidents in schools. Feedback from pupils on bullying behaviour as part of the pupil primary and secondary surveys.	Schools and Lifelong Learning Service.
3.4 Improvement in employability skills and positive destinations for pupils who share protected characteristics.	Deliver the Economic Strategy. Deliver the Communities and Families Service Development Plan.	Number of jobs, apprenticeships or training opportunities identified. Number of young people matched into these opportunities Number of employers contributing to success Skills Development Scotland Participation measure rate	Economic Development Service. Schools and Lifelong Learning Service.
3.5 Pupil Equity Fund investment leads to improved achievement and attainment, and health and wellbeing, for pupils who share protected characteristics.	Deliver the Edinburgh Children's Services Plan 2017/20.	Outcomes recorded as part of PEF investment.	Schools and Lifelong Learning Service.
3.7 Children and young people have improved mental health, emotional wellbeing and resilience in schools, and other settings.	Deliver the Edinburgh Children's Services Plan 2017/20 and recommendations from CAMHS and wellbeing review. Ensure schools meet the Guide to supporting transgender young people in school - LGBT Youth Scotland/Scottish Transgender Alliance Ensure Communities and Families achieve the Silver Award in LGBT Youth Scotland Charter Mark.	Primary and Secondary School pupil surveys. Feedback from users of CAMHS. Compliance with guidance and codes of practice. School inspection reports.	Schools and Lifelong Learning Service.
3.8 The Council's Employability Commissioning Plan has delivered a more inclusive labour market.	Deliver the Communities and Families Service Development Plan. Deliver the Economic Strategy.	Progress Updates Progress reports to the Housing and Economy Committee	Schools and Lifelong Learning Service. Economic Development Service.
3.9 More young people who share protected characteristics take up apprenticeship opportunities in the construction industry.	Secure City Deal investment in employability services. Implement more housing development and other construction contract community benefit clauses. Deliver the STEM programme in schools.	Data from apprenticeship providers on take up and completed apprenticeships from young people who share protected characteristics.	Schools and Lifelong Learning Service. Economic Development Service.
3.10 Improved transition services for pupils with disabilities.	Deliver the Edinburgh Children's Services Plan 2017/20.	Feedback from pupils with disabilities and parents / carers on transition.	Schools and Lifelong Learning Service. Economic Development Service.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
3.11 Children's rights are enhanced.	<p>Deliver the Edinburgh Children's Services Plan 2017/20. Deliver the Citywide Restorative Justice Learning and Development Programme.</p> <p>Support the work of the Children's Rights Team and the Rights Respecting Schools Programme.</p>	<p>Report on the state of children's rights in the City every year, in line with statutory guidance.</p> <p>Annual Edinburgh Children's Services Report on Children's Rights.</p>	Schools and Lifelong Learning Service.

Outcome 4 – Improved transport services.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
4.1 The City has a road network where all users are safe from the risk of being killed or seriously injured and its citizens have access to healthier and safer travel options.	<p>Deliver the <u>Local Transport Strategy</u>.</p> <p>Deliver the <u>Public and Accessible Transport Action Plan</u>.</p> <p>Deliver the Additional Support Needs and Adult Transport Action Plan.</p>	Feedback from passenger surveys from users who share protected characteristics.	Transport Service.
4.2 Taxis and Private Hire Cars provide a safe, convenient, and accessible service to those who share protected characteristics.	Ensure the licensing service monitors the quality of service provision by taxi companies and taxi drivers.	Number of taxi complaints recorded and number of resolutions by people who share protected characteristics.	Licensing Service.
4.3 Transport options are accessible to all regardless of protected characteristic.	<p>Deliver the Local Transport Strategy.</p> <p>Deliver the recommendations from the review of community accessible transport and transport to and from home to school / HSC centre.</p>	<p>Percentage of the Lothian Bus fleet which is accessible to both buggies and wheelchairs.</p> <p>Numbers of incidences of use of community accessible transport, and satisfaction with those services.</p> <p>Feedback from users of home to and from school / HSC centre.</p>	Transport Service.
4.4 The Transport Charter Action Plan has been delivered and people feel safe on public transport.	<p>Deliver the Transport Charter Action Plan.</p> <p>Deliver the Edinburgh Community Safety Partnership Hate Crime Action Plan.</p>	<p>Feel safe and secure while using public transport is increased.</p> <p>Feel confident reporting a hate crime or any other prohibited conduct on public transport is increased.</p> <p>Report a hate crime on public transport and are satisfied with the service they receive from transport providers is increased.</p>	Safer and Stronger Communities.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
4.5 Improved communication and information about transport services and options for people who share protected characteristics.	Deliver the Lothian Buses Passenger Information Strategy.	Feedback from citizens about transport options and services.	Transport Service.

Outcome 5 – Improved social security and household income maximisation services.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
5.1 Citizens who share protected characteristics maximise their potential incomes and mitigate the negative impacts of welfare reform.	Deliver the Welfare Reform Plan and provide regular reports on impacts: <u>Welfare Reform – Update – Quarterly reports to Corporate Policy and Strategy Committee</u>	Data from welfare rights and customer services.	Safer and Stronger Service. Customer Services.
5.2 Advice services for people who share protected characteristics are accessible and effective.	Deliver the advice services review recommendations.	Data from welfare rights and customer services.	Safer and Stronger Service. Customer Services.
5.3 Improved services to tackle household debt for citizens who share protected characteristics.	Deliver the advice services review recommendations. Deliver customer debt management services as part of Council Customer Services.	Data from welfare advice services on access and satisfaction by citizens who share protected characteristics.	Safer and Stronger Service. Customer Services.
5.4 People who share protected characteristics have access to affordable food and energy.	Deliver the Edible Edinburgh Strategy and Sustainable Energy Action Plan (SEAP).	Edible Edinburgh – Annual progress report to Corporate Policy and Strategy Committee SEAP – Annual progress report to Corporate Policy and Strategy Committee	Place Property and Facilities Management Service. Parks Service.
5.5 The Scottish Government and the Council have effective partnership working to deliver high quality social security services.	Engage regularly with the Scottish Government on the implementation of devolved benefit programmes.	Progress reports	Safer and Stronger Service



Further Contact Information

If you require any further information about this Framework please contact:

Laurence.rockey@edinburgh.gov.uk

Nick.croft@edinburgh.gov.uk

Jo.mcstay@edinburgh.gov.uk

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