



THE EDINBURGH PARTNERSHIP

## North East Locality Community Planning Partnership

Wednesday 27<sup>th</sup> October 2021

1.30pm

### Agenda

1. Welcome/ apologies
2. Minutes of the last meeting- 19 August 2021
3. Action tracker
4. Lifting Neighbourhoods Together- Presentation- Paul McColgan, Community Renewal
5. Locality Improvement Plan
  - a. Focussed update- Priority 2- Enable access to health and wellbeing opportunities, activities & social networks for people who are vulnerable and in poverty in order to restore, maintain or improve their quality of life and social connectedness Safe & welcoming places to live update- Angela Lindsay/ Lauren Browne-Islam
  - b. Priority 1- Employability update- Susie Donkin
  - c. Priority 3- Safe and welcoming places to live – Chief Inspector Murray Tait/ Inspector Colin Fordyce
6. Edinburgh Partnership Update- Best Value Audit Report & Implementation Plan- Michele Mulvaney
7. Neighbourhood Networks
8. AOB
9. DONM



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Number	Date	Topic	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	30-Sep-19	Substitutes	Neighbourhood Networks to consider at their next session how they want to identify substitute	Douglas/Geoff	05-Dec		NN to agree representation/ subs
2	30-Sep-19	Portobello & Craigmillar NN representative	Councillor Staniforth to discuss with Councillor Campbell.	Alex	05-Dec		Discussed at Feb meeting - prompt to be sent to NN by Locality Office
3	27-Feb-20	Tracker	NN emailing question to be taken forward as a matter of priority	Evelyn	ASAP		To be picked up as part of refreshed NN discussions
4	27-Feb-20	LIP progress report	Further discussion around whether there is a way to capture whether a difference is being made to those experiencing poverty and inequality as a result of the LIPs.	All			Ongoing- Context of performance framework discussions
5	28-Jan	Thrive Project	LIF agreed to circulate to the group results of an evaluation on initial conversations and progress.	LIF			Julie emailed 21/10
6	05-May-21	LIP (priority 1)	Susie to provide breakdown of numbers of people supported within the locality	SD			
7	05-May-21	Neighbourhood Networks	Evelyn will follow up on an LCPP rep from C&D NN	EK			
8	19/08/2021	LIP (priority 3)	Invite a local partnership police officer to a future meeting to provide a local context	MT			
9	19/08/2021	Neighbourhood Networks	Maria and Rachel to link in regarding the Voluntary Sector Forums	MA/RG			



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## **NORTH EAST LOCALITY COMMUNITY PLANNING PARTNERSHIP**

Thursday 19 August 2021: 10.00 – 11:30

Microsoft Teams

### **MINUTE**

#### Members present

Maria Arnold	Edinburgh Voluntary Organisations Council (EVOC)
Rachel Green (Convener)	The Ripple Project
Evelyn Kilmurry	City of Edinburgh Council
Councillor Alex Staniforth	City of Edinburgh Council
Chief Inspector Murray Tait	Police Scotland
Douglas Tharby	Leith Neighbourhood Network

#### In attendance

Julie Dickson	City of Edinburgh Council (note)
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#### Apologies

Willy Barr	Citadel Youth Centre
Moyra Burns	NHS Lothian
Councillor Mary Campbell	City of Edinburgh Council
Suzanne Donkin	City of Edinburgh Council
Commander Stuart Gunn	Scottish Fire & Rescue Service
Angela Lindsay	Edinburgh Health and Social Care Partnership (EHSCP)
Michele Mulvaney	City of Edinburgh Council
Fiona Nicholson	Skills Development Scotland (SDS)
Libby Strong	City of Edinburgh Council
Councillor Gordon Munro	City of Edinburgh Council

## **1. Welcome and Apologies**

As above

## **2. Minutes of Meeting – 5 May 2021**

The note was agreed, nominated by Evelyn and seconded by Douglas.

## **3. Action Tracker**

### Decision

1. The action tracker will be updated.

## **4. Locality Improvement Plan (LIP)**

Written updates had been provided for priorities 1 and 2. Priority leads were unable to attend the meeting so it was agreed to hold discussion until the next meeting. It was agreed to move straight to priority 3 for the verbal update.

### **c) Priority 3 – Evelyn Kilmurry and Chief Inspector Murray Tait**

*Support and strengthen communities where poverty is highest to improve and maintain inclusive, safe and welcoming places to live.*

#### **Place**

Evelyn explained that priority 3 is jointly led. While Murray is leading on the community safety related high level actions, Evelyn and Libby Strong are leading the other place actions under priority 3. She explained that the progress report template for the priority was populated jointly but that this could be changed and separated out to provide individual reports if members preferred.

Evelyn talked briefly about each action as detailed in the quarterly report and the progress made since the last report (see report). She reported that all of the 4 high level actions are progressing well with milestones met. The North Cairntow Project Group meetings are going ahead supported by MECOPP (Minority Ethnic Carers of People Project) and ensuring local resident involvement in the improvements to housing and environment planned for the site.

The work to take forward the programme of environmental improvements in Northfield is gathering pace with meetings of the Northfield Grove Steering Group including local elected members, community representatives alongside officers. A programme of community engagement is underway to gather views on high level design plans produced for the area.

### **Community Safety**

Murray explained that there have been challenges around anti-social behaviour over the past 3 months due to a mixture of good weather, easing of restrictions and alcohol consumption. Police Scotland have worked with partners to address issues in Portobello with up to 25 additional officers each evening and specialist police resources to curb the anti-social behaviour.

There are two Local Partnership Officers now with one in Leith and one in Craigmillar. Two core groups have been established. A North East Anti-Social Behaviour Group this is a cross-partner group that meets on a monthly basis to drill down into specific cases and themed areas, working together to tackle issues. And the MAVAG (Multi-Agency Vulnerable Adults Group) which works to identify and increase support for individuals.

In terms of hate crime, an Equality and Diversity Network has been established. Funding is currently being sought for a Beat the Hate campaign that will focus on cooking and around the world food to bring people together. Murray advised that lead officers will work to take this forward with partners and Rachel offered support adding that

the Ripple have an established café that could be used to assist the initiative.

The National Domestic Abuse agency are working with Scottish Government to design a national education campaign. Once this is ready for roll out the divisional domestic abuse leads will take this training forward.

Maria advised that work is ongoing within the THRIVE Welcome Teams and that the Primary Care Liaison Team will now form part of the THRIVE model. They will start to take referrals from mid Sept.

### Decision

1. Invite a local partnership police officer to a future meeting to provide a local context and more detailed report on the community safety priorities.

## **5. Neighbourhood Network (NN) Update**

Douglas advised that the Leith NN had not met during the summer. He told the group that planning is underway for Leith Chooses 2021/22 and the steering group are hoping to launch in September with an application deadline of November. The launch is planned to take place via social media with online voting due to the ongoing context of the pandemic and the very positive feedback received in response to last year's virtual process and events.

Rachel expressed her support for an in person event and Douglas advised that these discussions had taken place at the Leith Chooses Steering Group but that the decision was reached had been pragmatic and in the light of the changing position at the Community Centre. Evelyn advised that there is currently a phased re-opening of community centres taking place and discussions have been undertaken with Leith community centre management committee.

There are some issues with the room usually used for £eith Chooses in terms of ventilation and that would likely have had an impact on the decision reached.

Douglas reported that the Seafield Sounding Board had met a couple of times and that there major issues with the flood defences which are inadequate. There has also been involvement from Heriot Watt University looking at the development of the area and scope.

Alex advised that Craigentiny and Duddingston (C&D) Neighbourhood Network met a couple of months ago. They had hoped to appoint a representative to sit on the LCPP but as there were limited members in attendance, it felt appropriate to wait until more members could consider their involvement. A message has now been sent out to everyone on the mailing list in order to gauge interest and re-group. The funding panel is operating allowing decisions to be reached on Community Grants Funds. Rachel suggested that Alex could put a note in the next Speaker about the Network to encourage interest from local groups.

In relation to Seafield, Alex confirmed that flood defences were discussed as was transport. However, not much can be done until the City Plan 2030 is made available. He acknowledged that this had been delayed once and if it was to be delayed again there may be some options that can be presented.

Portobello and Craigmillar Neighbourhood Network met on 17 June. Evelyn reported that it was a small but active group. All elected members and a number of third sector and community organisations were represented. Tricia Hill presented on the Craigmillar Regeneration Programme and there was an update on the Community Grants Fund from the Lifelong Learning and Development Officer. Evelyn had provided the updates on the Neighbourhood Environment Programme and the Locality Improvement Plan. There was a discussion about representation on the LCPP and Evelyn will circulate information to help people decide whether they would want to take up



the role of LCPP rep. Updates were also received from Dads Rock and Portobello Wash House.

### Decision

2. Maria and Rachel to link in regarding the Voluntary Sector Forums

## **6. Edinburgh Partnership Update**

Papers had been circulated in advance of the meeting. Evelyn reported that she'd had a brief conversation with Michele. The next Edinburgh Partnership Board will take place on 21 September and the delivery plan for the renewed priority 3 will be taken to this meeting. The progress report on the Best Value Assurance report focuses on Community Wealth Building (CWB), 20minute Neighbourhoods, Empowerment and work with the Edinburgh Association of Community Councils (EACC). A meeting had been held with the EACC recently and a note of this will be circulated to community councils. Douglas added that Steve Kerr, EACC Chairperson, is addressing community councils in relation to this.

Rachel added that it will be helpful to monitor the conversation in relation to community anchors and the empowerment unit, in terms of how it all joins up and the impact it will have on NE LCPP.

### Decision

3. Wider discussion to take place around the BVA report and implementation plan at the next meeting

## **7. AOB**

Rachel advised that the Ripple Project were not successful in a bid for CGF but have received funding from other sources (Development Trusts Association Scotland, Lottery Community Fund, Port of Leith Housing Association and Scottish Government) which will be disbursed over

2021/22 and 2022/23 via a participatory budgeting approach. A wellbeing event will be held 16/17 October with activities such as silent disco and massage. There will be telephone voting as well as in-person voting. The event is named LCR (Lochend Craigentenny & Restalrig) Stands Up and it will be very much local and community based.

Decision

4. Rachel to circulate further information on LCR Stands Up

**8. DONM**

To be agreed & circulated

DRAFT



## THE EDINBURGH PARTNERSHIP

### LIP quarterly progress report

Date of LCPP group for consideration: October 2021

Lead officer: Susie Donkin

Priority theme: Theme 1 – Targeted support and early intervention for young people and their families

- **Capacity Building Sessions for frontline staff** – Comprehensive information document listing all employability provision available across the city, with key contacts for NE locality is nearing completion. A schedule and commitment by key partners to deliver the session have been agreed and a date is due to be announced for the first online session in mid-November. This was delayed due to operational and staffing issues.
- **Employability themed Youth Talk** – development of this process has been delayed due to restrictions on non-educational staff being in school and many meetings still taking place digitally. Underpinning work is ongoing and the next stage of the process being rearranged to take place in December/ January – dependent on covid restrictions;
- **Jobs and Opportunity Events** – still in planning stages due to covid restrictions and lack of suitable venues. Citywide discussions are ongoing around specific sector-based events, especially around Health and Social Care and Hospitality, and officers will work to bring these opportunities to local residents. Fort Kinnaird Recruitment and Skills centre continues to work with local employers to recruit staff and encourage commitment to fair work.
- **Employability and Sector Based training offered locally** – Barnardo's have now settled into delivering Activity Agreement support and activities for local young people in the greater Craigmillar area, through community outreach and using FKRSC where required. Citadel continue to offer Activity Agreement, FutureHeads and Mental Health Support to young people in the wider Leith area to help them progress towards a positive destination. Community Renewal continue to lead on supporting those with barriers to employment and those looking to progress in work, through the Next Step project and they also offer additional support to young people with multiple barriers to moving into training or employment through Community Safety Net. Action for Children construction provision and other support has restarted and always has a high number of local people registered on their courses. As mentioned before, FKRSC is open to offer support to employers and those looking to access jobs in retail and hospitality, with FUSE offering retail, hospitality and business admin training and opportunities.
- **School leaver pathways** – all youth focussed employability provision across the locality have worked very closely with schools and SDS to ensure that every young person was engaged in positive education, training or employability activity for the follow-on School Leaver Destination Report sample date of Monday, 4<sup>th</sup> October. Although unlikely that we managed to catch all young people, the enhanced partnership working should show results following the drop in the last report.
- **Young Person's Guarantee** – Almost £400,000 of small grants funding has been approved for delivery of support, employability and vocational training over the next 6 months. A list of these projects, some delivering locally, others citywide, will be forwarded once contracts are finalised.



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Actions completed in the last quarter (since the last progress report)

Milestones expected to be achieved in the next quarter

- First employability signposting/upskilling session to take place with locality staff in November;
- Youth Talk planning will restart and plans for engagement and main event further developed;
- Planning for wider jobs, training and employability event to take place – first physical event likely to take place in January.
- Edinburgh Guarantee marketing campaign to launch in November highlighting support on offer – including community based, targeted social media and radio advertising.

Barriers/challenges (physical, partnership, financial etc)

Staffing has continued to be a challenge in relation to progressing actions due to sickness, annual leave and competing priorities – as well as access to premises for physical delivery of services.

Our Leith Activity Agreement Hub is almost at capacity, with a number of young people requiring intensive support due to barriers they are facing, such as mental health due to recent circumstances. This has required particularly close partnership working between schools, Hub staff, social work, the mental health worker and other services. Additional YPG funding has been awarded to Citadel to enable them to offer additional staffing hours.

There is anecdotal evidence and general understanding across employability providers that those with barriers prior to the pandemic, will now be further from the labour market than before and will require more intensive and longer support to enable them to progress. This has an impact on capacity and the level of funding required to offer suitable activity.

Wider factors/influencers (i.e. legislative changes)

N/A

Case study examples – please complete for any examples of success/good practice that has been achieved to date under this priority

N/A

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**For LCPP delivery group to complete**

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

Feedback to lead officer (if any)

## LIP quarterly progress report

Date of LCPP group for consideration: 27 Oct 2021

Lead officer: Angela Lindsay

Priority theme: Health and Wellbeing

### Actions completed in the last quarter (since the last progress report)

- Shared information about local in-person and virtual opportunities, activities/groups, support and services with internal staff, public and third sector partners through our NE Wellbeing Network and with communities;
- Promoted social opportunities, volunteering opportunities and training/educational opportunities for local people, especially for those population groups deemed vulnerable or at-risk;
- Facilitated reflective learning event in Sept to take stock of the last year and where we are now, to begin to scope the work currently being done locally to connect people, to identify good practices and opportunities that we can build on and to determine our priorities for partnership work moving forward;
- Facilitated follow up workshop in Oct to review the output from the Sept event, discuss how we could ensure that lessons learned are integrated into future ways of working and discuss how we could work together to better support people whose health and wellbeing has deteriorated over the course of the pandemic;
- Continued work to look at the potential of combining iThrive and Connect Here;
- Committed one day per week of NE Community Navigator's time and initiated discussions with wider locality team about securing additional staff time donations for the Lifting Neighbourhoods Together pilot project (coordinated by Community Renewal).

### Milestones expected to be achieved in the next quarter

- Survey the NE Wellbeing Network members to collate evidence of any positive impact and make a case for its continuation in its current or an adapted form (if the evidence supports that)
- Assess the potential for holding in-person or virtual networking/information sharing events like we did before the pandemic hit
- Support the further development and design of The Heart community hub as it progresses
- Further progress governance and data sharing arrangements and confirm additional staff time donations for the Lifting Neighbourhoods Together project
- Finalise arrangements for a permanent funding stream for our NE Community Navigator through Community Mobilisation
- Building on lessons learned, work with EVOG and Volunteer Edinburgh to determine what the third sector can do to support system pressures throughout winter
- Work more closely with the newly appointed Edinburgh Public Health Lead and her team for the City/ Locality on shared ambitions such as social connectedness

Barriers/challenges (physical, partnership, financial etc)

-Lack of capacity and energy amongst internal and external partners to get involved in new pieces of partnership work  
-Joining the dots between all the strategies being developed/rolled out that work to improve physical and mental health and wellbeing by addressing and preventing health inequalities  
-Lack of budget to implement the LIP, although Community Mobilisation will be an opportunity going forward

#### Wider factors/influencers (i.e. legislative changes)

The economic and health impact of the pandemic and associated restrictions, as well as the recent changes in benefits and the energy industry crisis, are likely to continue to widen health inequalities, so we are working in a much more difficult context than before the pandemic, while facing increased demand on public services and strained finances.

#### Case study examples – please complete for any examples of success/good practice that has been achieved to date under this priority

The NE Community Navigator is now based at Community Renewal's Bingham office once a week, so she is co-located with members of the Lifting Neighbourhoods Together team. She participated in training on Listening Conversations (how to go about 'door knocking') and Holistic Assessment (how to obtain an in-depth understanding of the person's current situation/difficulties). She has initiated door knocking in one of the local areas to try to engage with local residents about what they like/dislike about their area, whether they would like to participate in community groups/activities or projects improving the neighbourhood (looking after green spaces, improving access to local services, organising community events, car-boot sales, mum and toddler groups, groups for older residents, etc) and if they need any support (help with income maximisation, access to work or better job, returning to hobbies/ taking up new activities, housing, overcoming social isolation and similar). The NE Community Navigator is available to support local residents with income maximisation, help with accessing charitable grants and help with housing/repairs.

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#### For LCPP delivery group to complete

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

Feedback to lead officer (if any)

**LIP exception report**

Date considered at LCPP group:

Date of Edinburgh Partnership Board:

Priority theme:

Lead officer:

Summary of actions completed to date

Reason for escalation:



Action required from LCPP:

**LIP quarterly progress report**

Date of LCPP group for consideration: 27 October 2021

Lead officer: Libby Strong/ PI Colin Fordyce

Priority theme: **Theme 3 – Support and strengthen communities where poverty is highest to improve and maintain inclusive, safe and welcoming places to live.**

**North Cairntow-** The NCT Project Group meetings have resumed in partnership with residents via an online platform. Officers are continuing to work with MECOPP to assist residents with their preferred temporary accommodation arrangements for the duration of demolition and construction, due to commence in April 2022. Following the launch of the Scottish Government Capital Grant Fund a bid application was accepted to second stage of the process with a funding presentation to the Oversight Funding Panel being concluded on 30 September 2021. The outcome of this assessment will be available late October.

**Northfield Environmental Improvements-** Since the last update, an engagement programme has been undertaken with local residents living in Northfield Drive and Grove to gather views on the high level concept plans for environmental improvements in the area. Throughout August and September, officers and community representatives reached out to the local community to ask for feedback on the proposals. Leaflets were letter dropped to all residents living in the area which outlined the key ideas for development, and five poster boards were installed. Residents were asked to either complete feedback forms and drop them off at a local point of contact or email views to the lead officer. In addition, a face to face on-street event was held on the 16 September with community representatives and officers on hand to talk to residents about the plans and to take note of views expressed. The session was well attended with 23 visits to the stall throughout the afternoon with both positive and negative comments gathered which are currently being analysed and pulled together into a report for the Steering Group to consider.

**Magdalene-** An officers working group across a range of services has met regularly to review progress. A newsletter was delivered to residents in blocks proposed for HRA Capital Investment asking for feedback on choice of painting of external render and an overview of proposed works as informed by previous consultation workshops. Hard standings have been completed for communal bins being resituated in Magdalene Avenue/Place. A design scope is being developed to go out to tender for the improvements identified blocks at Magdalene Drive and Gardens. Detailed information will be provided to property owners on estimated costs, advice on payments and the Tenement Management Scheme voting/appeals system. A future phase of consultation is currently on hold in the interim relating to the back greens and open space throughout the estate.



Actions completed in the last quarter (since the last progress report)

**Community Growing-** Work is taking place to explore the scope and market interest to procure a provider to manage Council owned community gardens and to develop capacity and uptake of future community gardens and food growing areas that will be supported by the HRA.

Locally officers are continuing to support interest in resident led applications for community gardens or smaller scale projects for informal community space in partnership with Community Renewal.

**Deliver Domestic Abuse Training** – Identified current Dom Abuse Training for CEC employees

Identified PSoS Dom Abuse Training suitable for distribution to private sector organisations is awaiting national sign off prior to distribution.

**Tackling Anti-social Behaviour** - NE Anti-Social Behaviour Working Action Group - CEC housing officers and FAHST, RSL's, local CPT, LPO's. The group meets monthly to discuss joint priority actions and share ideas on how to tackle ASB in the NE area and how to deter offenders from this type of behaviour. Thus addressing the local community's needs and concerns. Outside speakers are being identified to discuss and present topics to the group which have been identified as more prevalent ASB issues thus increasing the Action Group's knowledge and understanding on how to tackle these matters.

**Tackling Hate Crime** – Continual contact with community groups and meetings, facilitated to create working relationships.

Hate Crime awareness inputs delivered to local community groups and local schools



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Milestones expected to be achieved in the next quarter

**North Cairntow-** Residents will move off site into temporary accommodation to ensure a clear site by end of March 2022. Demolition, ground preparation, utility installation and build to begin 18 April 2022. Off site build of the chalets will see a phased delivery over summer 2022.

**Northfield Environmental Improvements-** Officers will gather together all of the comments and feedback received from the community engagement process and produce a report for members of the Steering Group to consider. Design proposals will be amended in response to the feedback received. A planning application will be submitted reflecting agreed improvements.

**Magdalene-** A design scope is being developed for tendering for the programme of works including roof upgrade, render and window/door replacement, to ensure homes are warm and energy efficient. Legal guidance has been sought to support this process. On agreement this work is planned to begin early 2022. This work will include estimated costs for property owners and advice available to support.

**Community Growing-** The planning and delivery of community garden at Niddrie House as part of a wider HRS Capital programme of works currently undergoing procurement. Officers are working with Edible Estates on consulting residents on the potential use of an area of land in Niddrie Mill and 2 projects have been supported with funding in the Leith area.

**Deliver Domestic Abuse Training** – Liaise with partners in CEC to identify suitable platform/timescale for delivery/Roll out of Domestic Abuse training within CEC.

**Tackling Anti-social Behaviour** - Continued drive for sign off/roll out of PSoS Domestic Abuse training for private sector partners. Consultations with Community Groups to identify ASB issues and suggested solutions. Engagement with Community in areas affected by ASB, addressing their concerns. Identifying persistent offenders, deterring them from this type of behaviour. Identifying opportunities for early intervention through working action group. Engagement by School Liaison Officers to identify and tackle ASB by youths, gathering information from local schools to identify persistent offenders. Ensure Licensees are complying with their obligations in relation to underage drinking.

**Tackling hate Crime** - Monthly walk-in surgery to be established at Edinburgh East Muslim Forum in line with local prayer times.

Build on successes and relationships to promote Tackling hate crime within community groups



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### Barriers/challenges (physical, partnership, financial etc)

**North Cairntow-** Through working in partnership with MECOPP we are supporting residents with temporary accommodation tailored to their needs. Residents have reported concerns on experiencing challenges around accessing lets in the private rented market. Work is taking place to reach out to other Local Authorities to identify number of vacant pitches and arrangements are being made for storage of caravans, white goods and belongings for those residents looking to go into Council temporary accommodation. Funding is being sourced via the Scottish Welfare Fund to cover the cost of interim furniture for unfurnished tenancies.

**Northfield Environmental Improvements-** Timescales to deliver the project within the current financial year are very tight. There are additional challenges in delivering improvements in mixed tenure blocks where private owners may not agree or be supportive of the changes.

**Magdalene-** Consultation feedback has been low and as a result a second stage of contact has been made to gather views from residents. Property owners in the stairs identified have the right to appeal share costs and this could present a delay in delivery of these works scheduled to start early 2022.

**Community Growing-** The main challenge is the availability of active Resident and Tenants Groups with an interest in community growing and the onward maintenance of the gardens, when interest abates. Officers are continuing to build capacity where possible.

**Deliver Domestic Abuse Training** – PsoS Domestic Abuse training remains awaiting sign off at National Level.

**Tackling ASB** - The biggest challenge over the coming months for Police Scotland will be the impact and subsequent resource implications of COP 26.

With many businesses and services feeling the impact of the COVID 19 pandemic it would be remiss not to presume many will struggle financially to provide the same level of service they have done so previously.

**Tackling hate Crime** – Continued challenge in receiving response to contact from local groups.



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Wider factors/influencers (i.e. legislative changes)

Covid Restrictions/COP 26 resourcing implications

Case study examples – please complete for any examples of success/good practice that has been achieved to date under this priority

None at present

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**For LCPP delivery group to complete**

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

Feedback to lead officer (if any)