

Minute

Education, Leisure and Housing Committee

Wednesday, 6 February 2019, 10:30.

Council Chamber, Council Offices, School Place, Kirkwall.



Present

Councillors Robin W Crichton, John A R Scott, Stephen G Clackson, Alexander G Cowie, Barbara Foulkes, Steven B Heddle, J Harvey Johnston, W Leslie Manson, John T Richards, Stephen Sankey, James W Stockan and Owen Tierney.

Clerk

- Sandra Craigie, Committees Officer.

In Attendance

- Wilfred Weir, Executive Director of Education, Leisure and Housing.
- Peter Diamond, Head of Education (Leisure, Culture and Inclusion).
- Frances Troup, Head of Housing, Homelessness and Schoolcare Accommodation Services (for Items 1 to 12).
- James Wylie, Head of Education (Curriculum and Community Learning).
- Catherine Diamond, Lead Officer Early Years (for Items 7 to 16).
- Keith Foubister, Works and Inspection Manager (for Items 2 to 4).
- Avril Litts, Accounting Manager (Strategic Finance).
- Christine Scott, Business Manager, Orkney College (for Items 1 to 11).
- Peter Trodden, Solicitor.
- Luke Fraser, Team Leader (Policy and Planning) (for Items 1 to 12).
- Lesley Mulrairie, Team Leader (Housing and Homelessness) (for Items 1 to 12).
- Rachel Boak, Curator (for Items 7 to 12).

Observing

- Edward Abbot-Halpin, Principal, Orkney College (for Items 1 to 11).
- Hazel Flett, Senior Committees Officer (for Item 7).
- Kirsty Groundwater, Press Officer.

Apologies

- Hugh Halcro-Johnston.
- Jo Hill.
- Mary Maley.

Declarations of Interest

- No declarations of interest were intimated.

Chair

- Councillor Robin W Crichton in the Chair.

1. Disclosure of Exempt Information

The Committee noted the proposal that the public be excluded from the meeting for consideration of Item 15 and Appendices 2 and 4 of Item 7, as the business to be discussed involved the potential disclosure of exempt information of the classes described in the relevant paragraphs of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973 as amended.

2. Revenue Expenditure Monitoring

After consideration of a joint report by the Executive Director of Education, Leisure and Housing, the Executive Director of Corporate Services and the Head of Finance, copies of which had been circulated, and after hearing a report from the Accounting Manager (Strategic Finance), the Committee:

Noted:

2.1. The revenue financial summary statement in respect of Education, Leisure and Housing for the period 1 April to 31 December 2018, attached as Annex 1 to the joint report by the Executive Director of Education, Leisure and Housing, the Executive Director of Corporate Services and the Head of Finance, indicating the following:

- A net General Fund underspend of £379,200.
- A net Non-General Fund overspend of £58,600.

2.2. The revenue financial detail by Service Area statement, in respect of Education, Leisure and Housing for the period 1 April to 31 December 2018, attached as Annex 2 to the joint report by the Executive Director of Education, Leisure and Housing, the Executive Director of Corporate Services and the Head of Finance.

2.3. The explanations given, and actions proposed in respect of significant budget variances, as outlined in the Budget Action Plan, attached as Annex 3 to the joint report by the Executive Director of Education, Leisure and Housing, the Executive Director of Corporate Services and the Head of Finance.

3. Housing Revenue Account

Revenue Repairs and Maintenance Programme – Expenditure Monitoring

After consideration of a joint report by the Executive Director of Education, Leisure and Housing and the Head of Finance, copies of which had been circulated, and after hearing a report from the Accounting Manager (Strategic Finance), the Committee:

Noted:

3.1. The summary position of expenditure incurred as at 31 December 2018, against the approved revenue repairs and maintenance programme in respect of the Housing Revenue Account, as detailed in section 4.2 of the joint report by the Executive Director of Education, Leisure and Housing and the Head of Finance.

3.2. The explanations given in respect of significant budget variances, attached as Appendix 1 to the joint report by the Executive Director of Education, Leisure and Housing and the Head of Finance.

4. Housing Revenue Account – Draft Budget

After consideration of a joint report by the Executive Director of Education, Leisure and Housing and the Head of Finance, copies of which had been circulated, and after hearing a report from the Head of Housing, Homelessness and Schoolcare Accommodation Services, the Committee:

Resolved to **recommend to the Council** that the draft revenue budget for the Housing Revenue Account for financial year 2019 to 2020, attached as Appendix 1 to the joint report by the Executive Director of Education, Leisure and Housing and the Head of Finance, be submitted to the Policy and Resources Committee for consideration through the budget setting process.

5. Council House Rents

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing a report from the Team Leader (Policy and Planning), the Committee:

Noted:

5.1. That consultation, undertaken in December 2018, in relation to the annual increase for Council House rent levels to take effect from 1 April 2019, proposed an increase of the Consumer Price Index as of September 2018, namely 2.4%.

5.2. The results of the consultation on the annual increase for Council house rent levels, as detailed in section 4 of the report by the Executive Director of Education, Leisure and Housing.

The Committee resolved to **recommend to the Council**:

5.3. That, with effect from 1 April 2019, Council house rents should increase by 2.4%.

6. Housing Revenue Account

Revenue Repairs and Maintenance Programme

After consideration of a joint report by the Executive Director of Education, Leisure and Housing and the Head of Finance, copies of which had been circulated, and after hearing a report from the Team Leader (Policy and Planning), the Committee:

Resolved to **recommend to the Council** that, subject to an adequate budget being made available, the undernoted Housing Revenue Account revenue repairs and maintenance programme for 2019 to 2020 be approved:

- Cyclical Maintenance – £45,000.
- Planned Maintenance – £538,200.
- Reactive Repairs – £450,000.
- Voids/Improvements/Adaptations – £100,000.
- In-House Professional Fees (Development and Infrastructure) – £170,000.
- Contingency budget – £20,000.

7. Sheltered Housing Service

After consideration of a report by the Executive Director of Education, Leisure and Housing, together with an Equality Impact Assessment, copies of which had been circulated, and after hearing a report from the Head of Housing, Homelessness and Schoolcare Accommodation Services, the Committee:

Noted:

7.1. That, on 12 September 2018, when considering the outcome of a consultation on sheltered housing services, the Committee recommended that consideration of removing the sleep-in provision from the Council's sheltered housing service be deferred to enable the question of removal of the sleep-in provision at Rae's Close, Stromness, in particular, to be remitted to the Orkney Health and Care Committee, in the first instance, to seek its view on wider health and social care matters.

7.2. That, on 15 November 2018, the Orkney Health and Care Committee considered a report detailing the health, social work and social care services currently available overnight on mainland Orkney that supported individuals in their own homes, noting that support services were available to an individual following a community care assessment.

7.3. That legal opinion from senior counsel, attached as Appendix 4 to the report by the Executive Director of Education, Leisure and Housing, determined that the call out service was not required to be delivered specifically by a warden and that the service provided did not import a requirement that the warden must live on site and must personally provide the call in service or emergency call service.

7.4. That, consequently, the call out service could be delegated by the warden and the Council may choose to provide the emergency call service through another service such as the Community Responder.

7.5. Options for future provision of sheltered housing services, as detailed in section 6 of the report by the Executive Director of Education, Leisure and Housing, with the preferred option being Option 2, namely that the sleep-in provision be removed from Rae's Close, Stromness, as soon as reasonably practicable during financial year 2019 to 2020.

Councillor James W Stockan, seconded by Councillor W Leslie Manson, moved:

- That the sleep-in provision be removed from Rae's Close, Stromness, as soon as reasonably practicable during financial year 2019 to 2020.
- That, should the sleep-in provision at Rae's Close, Stromness, be removed, the Executive Director of Education, Leisure and Housing should arrange for every resident at Rae's Close, Stromness, to have full engagement with Orkney Health and Care to ensure they were informed of all available community care services.

Councillor Stephen Sankey, seconded by Councillor Robin W Crichton, moved an amendment that the existing sleep-in service for current residents should continue to be delivered at Rae's Close, Stromness, but should not be offered to any future residents.

The result of a recorded vote was as follows:

For the Amendment:

Councillors Stephen G Clackson, Robin W Crichton, John T Richards, Stephen Sankey and Owen Tierney (5).

For the Motion:

Councillors Alexander G Cowie, Barbara Foulkes, Steven B Heddle, J Harvey Johnston, W Leslie Manson, John A R Scott and James W Stockan (7).

The motion was therefore carried, and the Committee:

Resolved to **recommend to the Council:**

7.6. That the sleep-in provision be removed from Rae's Close, Stromness, as soon as reasonably practicable during financial year 2019 to 2020.

7.7. That, should withdrawal of the sleep-in service be approved, the Executive Director of Education, Leisure and Housing should arrange for every resident at Rae's Close, Stromness, to have full engagement with Orkney Health and Care to ensure they were informed of all available community care services.

7.8. That the Executive Director of Education, Leisure and Housing should submit, to a meeting of the Committee no later than November 2019, a scoping report for a full review of the Sheltered Housing Service, including financial implications and a consultation process and involving the Third Sector.

8. Empty Homes Strategy

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing a report from the Team Leader (Policy and Planning), the Committee:

Noted:

8.1. That Scottish Government figures indicated Orkney had the highest percentage of empty homes in Scotland.

8.2. That, between 27 September and 24 October 2018, the draft Empty Homes Strategy 2018 to 2023, was the subject of consultation, with input sought specifically from partners, including Shelter Scotland, Highlands and Islands Enterprise and isles development trusts.

8.3. That three responses were received to the consultation, resulting in minor revisions to the draft Strategy.

The Committee resolved to **recommend to the Council:**

8.4. That the Empty Homes Strategy 2018 to 2023, attached at Appendix 1 to this Minute, be approved.

9. Housing Services – Performance Monitoring

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing a report from the Head of Housing, Homelessness and Schoolcare Accommodation Services, the Committee:

Noted:

9.1. That housing organisations were required to report performance against a number of service areas and indicators within the Scottish Social Housing Charter.

9.2. Performance in relation to the undernoted range of service areas within Housing Services, for the period 1 April 2017 to 31 March 2018, as detailed in Appendix 1 to the report by the Executive Director of Education, Leisure and Housing:

- Customer Satisfaction.
- Housing Quality and Maintenance.
- Access to Housing and Support.
- Homelessness.
- Rent Collection.
- Housing Revenue Account.

9.3. Areas of positive performance within Housing Services for the period 1 April 2017 to 31 March 2018, as follows:

- High levels of customer satisfaction.
- Low levels of repairs reported as emergencies.
- Low levels of repairs per property.
- Low levels of abandonments/evictions.
- Homeless cases completed in reasonable timescale.
- Low repeat presentations.
- Low levels of cases where contact has been lost.
- Low levels of former tenant arrears written off.

9.4. Areas where performance within Housing Services could potentially be improved or continue to be improved, as follows:

- Low levels of energy efficiency in properties.
- High levels of properties recorded as being exemptions or abeyances from the Scottish Housing Quality Standard.
- High percentage of tenancies ending in arrears and rising debt.
- Rising rent arrears.
- Length of void periods.
- Level of void rent loss.

10. Scottish National Standards for Information and Advice Providers

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing a report from the Head of Housing, Homelessness and Schoolcare Accommodation Services, the Committee:

Noted:

10.1. That the advice and information functions within Housing Services were subject to an inspection, attached as Appendix 1 to the report by the Executive Director of Education, Leisure and Housing, as part of its reaccreditation under the Scottish National Standards for Information and Advice Providers.

10.2. That the process of reaccreditation, undertaken by the Scottish Legal Aid Board consisted of two separate parts, namely:

- Peer review.
- Audit.

10.3. That a process of peer review, being a detailed review of case work, was undertaken remotely during January and February 2018, with the reaccreditation then ratified by the Scottish Legal Aid Board.

10.4. That recommendations made during the peer review process related specifically to individual cases rather than policy matters.

10.5. That, during the second phase, a remote desktop audit was undertaken on a broad range of the Council's housing policy and business management processes with an onsite inspection taking place during October 2018.

10.6. The Compliance Audit Report, attached as Appendix 1 to the report by the Executive Director of Education, Leisure and Housing, which contained two recommendations as detailed in section 5.3 of the report by the Executive Director of Education, Leisure and Housing.

11. College Management Council Sub-committee

After consideration of the draft Minute of the Meeting of the College Management Council Sub-committee held on 21 January 2019, copies of which had been circulated, the Committee:

Resolved:

11.1. On the motion of Councillor John A R Scott, seconded by Councillor Robin W Crichton, to approve the Minute of the Meeting of the College Management Council Sub-committee held on 21 January 2019 as a true record.

The Committee resolved to **recommend to the Council:**

11.2. That the recommendation at paragraph 2 of the Minute of the Meeting of the College Management Council Sub-committee held on 21 January 2019, attached as Appendix 2 to this Minute, be approved.

12. Collections Development Policy

After consideration of a report by the Executive Director of Education, Leisure and Housing, together with an Equality Impact Assessment, copies of which had been circulated, and after hearing a report from the Head of Education (Leisure, Culture and Inclusion), the Committee:

Noted:

12.1. That the Council-run museums were currently undergoing a review of Museums Accreditation status.

12.2. That a requirement of continued Museums Accreditation status was ensuring a Collections Development Policy, which complied with Accreditation standards, was in place.

12.3. That Arts Council England, which managed the Accreditation Standard, had produced a new template for Collections Development Policies, which must be used in order to adhere to the Accreditation Standard.

12.4. That the current Collections Development Policy had been reviewed by curatorial officers in light of recent guidance in relation to Museums Accreditation standards and updated accordingly.

The Committee resolved to **recommend to the Council:**

12.5. That the Collections Development Policy 2019 to 2024, attached as Appendix 3 to this Minute, be approved.

13. Support for Learning – Review

After consideration of a report by the Executive Director of Education, Leisure and Housing, together with an Equality Impact Assessment, copies of which had been circulated, and after hearing a report from the Head of Education (Leisure, Culture and Inclusion), the Committee:

Noted:

13.1. That, on 14 November 2018, the Committee considered a review of the support for learning service and, on recommending approval of the recommendations arising from the review, requested a prioritised three-year action plan.

13.2. The proposed Action Plan timeline, attached as Appendix 1 to the report by the Executive Director of Education, Leisure and Housing, setting out a summary overview of the priorities and actions in order that workstreams could be easily articulated but also linked and cross referenced.

13.3. The proposed Work Plan, attached as Appendix 2 to the report by the Executive Director of Education, Leisure and Housing, which provided more detail on the work associated with the priorities and actions.

The Committee resolved to **recommend to the Council:**

13.4. That the Action Plan timeline for implementing the recommendations arising from the review of the support for learning service, together with the detailed Work Plan, attached as Appendix 4 to this Minute, be approved.

On the motion of Councillor W Leslie Manson, seconded by Councillor Barbara Foulkes, the Committee resolved to **recommend to the Council**:

13.5.

That the Executive Director of Education, Leisure and Housing should submit reports to the Committee, no later than Autumn 2019 and Spring 2020, highlighting progress with the next two key stages relating to recommendation 3.5 of the Support for Learning Review, namely establishing and maintaining an effective process for allocation of resources to support the most vulnerable learners throughout their lives.

14. Early Learning and Childcare – Policy Update

After consideration of a report by the Executive Director of Education, Leisure and Housing, together with an Equality Impact Assessment, copies of which had been circulated, and after hearing a report from the Lead Officer Early Years, the Committee:

Noted:

14.1. That, in October 2014, the Council adopted the Early Learning and Childcare Policy, which had been updated and revised to align with the Children and Young People (Scotland) Act 2014.

14.2. That the Scottish Government was funding a phased increase to 1140 hours to the statutory hours of early learning and childcare to be completed by August 2020.

14.3. That the expansion of Early Learning and Childcare and phasing activity over the next two years had resulted in the existing policy no longer meeting the needs of the service.

14.4. That the proposed changes to the policy, detailed in section 4.1 of the report by the Executive Director of Education, Leisure and Housing, should enable parents of eligible children to have increased choices to meet their childcare needs.

The Committee resolved to **recommend to the Council**:

14.5. That the revised Early Learning and Childcare Policy, attached as Appendix 5 to this Minute, be approved.

15. Early Learning and Childcare

Proposed Establishment of Additional Posts

On the motion of Councillor Robin W Crichton, seconded by Councillor John A R Scott, the Committee resolved that the public be excluded from the meeting for this item on the grounds that it involved the disclosure of exempt information as defined in paragraph 1 of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973 as amended.

After consideration of a report by the Executive Director of Education, Leisure and Housing, together with an Equality Impact Assessment, copies of which had been circulated, and after hearing a report from the Lead Officer Early Years, the Committee:

Resolved to **recommend to the Council** what action should be taken with regard to the proposed establishment of additional posts in respect of early learning and childcare.

The above constitutes the summary of the Minute in terms of the Local Government (Scotland) Act 1973 section 50C(2) as amended by the Local Government (Access to Information) Act 1985.

16. Conclusion of Meeting

At 15:13 the Chair declared the meeting concluded.

Signed: Robin W Crichton



Orkney Islands Council Empty Homes Strategy 2018-2023

Document Ref.	Issue.	Rev.	Date.	Reason for Issue.	Reviewer.	Sign.
HS STRAT 124.	01.		12/09/2018.	New strategy.	Empty Homes Development Officer.	

Contents

Foreword	3
Introduction	4
The Scottish Empty Homes Network.....	4
The Orkney Context	5
Map of Orkney for Reference	7
Need	8
Requirement for an Empty Homes Focus	8
Legal Context	8
Equality and Diversity.....	9
General Data Protection Regulation (GDPR)	9
Impact of Empty Homes	10
Benefits of Empty Homes Work	10
Aims and Objectives	12
Objective One: To understand the scale of the long-term empty home issue across Orkney	12
Objective Two: Develop a process based on advice and assistance to bring empty properties back into use	18
Objective Three: Raise awareness of issues relating to empty homes across Orkney	21
Objective Four: Work with Development Trusts and communities to improve housing in their area.....	23

Foreword

The Empty Homes issue in Orkney is a unique one, statistics released by the National Records of Scotland in 2017 suggested that Orkney had the highest percentage of empty dwellings anywhere in Scotland as recorded in the National Records of Scotland's Estimates of Households and Dwellings in Scotland, 2016 which includes figures on occupied and vacant dwellings, second homes and trends in household types NRS (on page 51). This represented 759 long-term empty properties lying vacant for more than six months.

Empty homes represent a significant drain in rural communities, affecting their ability to rejuvenate and grow. They can, however, be utilised to directly counter the issues they once caused. An empty home brought back into use as a primary residence represents another family in the community, potentially more children in local schools, and more money spent at local businesses. The Empty Homes Strategy 2018-2023 sets out the ways in which Orkney Islands Council can help Orkney's empty home owners to bring their properties back into use.

The Empty Homes Development Officer post is part-funded by both Shelter Scotland and Highlands and Islands Enterprise and we must thank them for their ongoing help and support to tackle the empty homes of Orkney.

The first 12-months of Orkney's Empty Homes Project has proved very successful and as well as seeing 18 empty properties brought back into use, the project has worked with a number of suppliers to establish discounts on products needed by empty home owners to bring their property's back in to use and the Empty Homes Development Officer has contacted 960 households via mailout, with 64% of households responding to the questionnaire. A total of 690 households have been given advice and additional information by the Empty Homes Development Officer over the first year of the project. The project also won a 'Best Use of the Media Award' at the Howdens Scottish Empty Homes Champion of the Year Awards, 2017.

Year two of the project aims to bring a minimum of 20 more properties back in to use continuing to actively reduce the number of long-term empty homes in the county helping to enhance Orkney's communities and economy.

Councillor Rob Crichton.

Chair of the Education, Leisure and Housing Committee.

Introduction

This strategy sets out how Orkney Islands Council intends to identify and tackle private sector empty homes and the issues associated with them. This will be done through the implementing of four key objectives:

- Understanding the scale of the long-term empty home issue across Orkney.
- Develop a process based on advice and assistance to bring empty properties back into use.
- Raise awareness of issues relating to empty homes in Orkney.
- Work with Development Trusts and communities to improve housing in their area.

The Scottish Empty Homes Network

The Scottish Empty Homes Partnership (SEHP) was established in June 2010 as a response to the Scottish Government's review of the Private Rented Sector in 2009. This report highlighted the need for more dedicated focus on empty properties across the country. SEHP was formed with the aim of helping to bring the 37,135 long-term empty properties across Scotland back into use. SEHP is run from a base within Shelter Scotland currently employing a total of three dedicated staff. Twenty councils now employ a dedicated Empty Homes Officer, proactively working to assist empty home owners. In the year 2017/18, 742 homes were brought back into use through engagement with an Empty Homes Officer meaning the total number of homes brought back into use through SEHP since 2010/11 is 3,216.

SEHP offer support, information and training to council officers across Scotland as well as networking opportunities for Empty Homes Officers. SEHP also offers a fantastic source of advertising for empty homes work nationally. As the first Islands Council to employ an Empty Homes Officer, the links to SEHP's press officers means increased exposure to the good work of Orkney Islands Council at a national level. They have also worked relentlessly supporting policy changes to bring about further powers for Councils including increasing Council Tax powers surrounding empty properties and making Council Tax records accessible to Empty Homes Officers.

Empty homes can be categorised in two ways: transitional vacancies and long-term vacancies. A transitional vacancy exists for a short period of time usually while a property is renovated or while awaiting a sale. A long-term empty home is defined as a residential property which has been vacant for more than six months. SEHP focuses on these long-term empty properties which, in many cases, have become 'stuck' in a state of disuse. By reutilising these empty properties, it is hoped that there will be a lesser need for building on green sites nationally with local housing needs being largely met by the existing housing stock.

The reasons for homes becoming empty are varied and diverse however they often reflect alterations in personal circumstances. Most commonly homes have been bought to be renovated, circumstances then have meant that these works have taken longer than initially anticipated or have had to be placed on hold indefinitely. Another common cause is bereavement and inheritance of properties, often legal issues can arise around such inheritances and the process of sale in accordance with the deceased wishes can take longer than anticipated. Due to the agricultural

nature of Orkney, it is also common that a farm property is bought for its land, there is no immediate need for the housing and renting such a property could be problematic in the centre of a farm. A small number of properties are empty because their owners are in long-term hospital or residential care. See Figure 6 for full details of what causes homes to be empty in Orkney.

The Orkney Context

Lying off the north-eastern coast of Scotland, Orkney is Scotland's smallest local authority comprising around seventy islands, nineteen of which are inhabited for most or part of the year. The population of Orkney was estimated by the National Records of Scotland to be 21,850 in 2016. This continues the upward trend in population however the population continues to be significantly lower than the highs of 29,000 one-hundred years ago. The Housing Needs and Demand Assessment (HNDA) 2016 projected that by 2037 Orkney's population will have increased by a further 5% from present levels to around 22,700. There is, therefore, a need for adequate provision of housing, some of which can be provided by bringing long-term empty properties back into use.

In 2018, there was a total of 11,245 dwellings across Orkney. Approximately one-third of Orkney's population lives in Kirkwall (the Mainland capital and administrative centre). The second largest town is Stromness in the West Mainland with a population of around 2,500. There are also a number of smaller villages and settlements and a high proportion of separate and scattered dwellings.

The outer islands each have an individual character and landscape. Those closer to the Mainland offer the potential for commuting to Kirkwall and the rest of the Mainland Orkney. On the further remote islands delivering and accessing services can prove logistically challenging, this means that the more northerly islands are generally more self-reliant as a community. Many of these outer islands have suffered from depopulation and some continue to struggle with this.

Orkney is estimated (as of June 2018) to have 713 long-term empty homes according to the data collected from the Empty Property Surveys and Council Tax records. The number of empty homes regularly fluctuates as property use and ownership change meaning that figures are only accurate at the time of issue.

Many homes across Orkney are registered as second homes, this means that they are in use for more than 28 days each year but are not a primary residence for their owners, this is a legitimate use of these homes and they are not included in the empty homes figures. It is important that the balance is maintained between maintaining the tourism industry within Orkney while also ensuring there is adequate housing for full-time residents.

Empty properties which are placed for sale average 8.6 months on the market and gain an average sale price of £135,759 which is based on empty property sales data collected July 2017 to July 2018 where final sale price is known. Sales on the outer islands regularly take longer and gain a lower sale price, again based on empty properties sales data collected July 2017 to July 2018 the sale average £65,602 and time to sell average 14 months.

Average sale prices of empty homes by area and the amount of time elapsed from marketing to sale between July 2017 and July 2018, although please note for the South Isles fewer sales makes this data less reliable than the other areas:

	Average sale price.	Average time taken to sell.
Kirkwall.	£143433.	6 months.
Stromness.	£145159.	6 months.
West Mainland.	103641.	9 months.
East Mainland, Burray and South Ronaldsay.	£178400.	6 months.
North Isles.	£68162.	11 months.
South Isles.	£40000.	22 months.
Orkney.	£135759.	12 months.

Map of Orkney for Reference



Need

Requirement for an Empty Homes Focus

The need for an increased focus on Orkney's Empty Homes has been highlighted in the Local Housing Strategy (LHS) 2011-2016, Housing Need and Demand Assessment (HNDA) 2016, Local House Condition Survey (LHCS) 2016, and the Local Outcome Improvement Plan (LOIP) 2016-2019. The HNDA in 2016 highlights the extent of the empty homes within Orkney and the need for helping to bring these back into use. It highlights that the percentage of housing stock which is deemed 'ineffective' in the Isles and Stromness is 11.6% and 8.4% respectively. The national average for ineffective stock is 4.1%, highlighting Orkney's problem with underutilised housing. The HNDA recommends that, 'an increased focus on bringing empty homes back into use in Orkney would help make use of these vacant and ineffective properties, while also helping to meet Orkney's housing need.' The LHCS suggests that 12.8% of Orkney's dwellings are classed as 'general vacancies (this term includes 'short-term' empty properties, those with ongoing repairs, and long-term empty homes). Of these empty properties 77.9% are thought to require repairs and 19.6% are judged to be Below the Tolerable Standard (BTS) for habitation.

The LOIP highlights a need to support 'strong communities' and also 'supporting remote and rural housing development' and the LHS prioritises sustaining Orkney's communities. An empty home that is brought back into use in effect creates more viable housing within rural and island communities. It also helps to maintain these communities and strengthens the local economies.

Legal Context

The work of the SEHP is safeguarded by key legislation as the Scottish Government encourages empty home owners and local authorities to bring properties back into use.

- Housing (Scotland) Act 1987, Section 86
 - Defines the Tolerable Standard for housing, this was later amended in the Housing (Scotland) Act 2006, Section 11.
- Housing (Scotland) Act 2006
 - Defines the Repairing Standard for properties. It also gives powers to Councils to deal with sub-standard housing including Housing Renewal Areas, Works Notices, Closing Orders, Demolition Notices, Demolition Orders and Maintenance Orders.
- Building (Scotland) Act 2003
 - This legislation gives Local Authorities the power to serve notice requiring the owner to make their property safe where the building is considered to be dangerous. It also defines the Local Authority's powers to use Compulsory Purchase Orders where the Council has carried out work under a Dangerous Buildings Notice and cannot trace the owner to recoup the cost.
- Housing (Scotland) Act 2010, Section 157

- Allowed Council Tax data to be used for the purposes of Empty Homes regeneration enabling EHOs to contact owners directly by post.
- Local Government Finance (Unoccupied Properties etc.) (Scotland) Act 2012
 - This legislation gave Local Authorities the power to vary the amount of Council Tax charged to long-term empty properties, each Local Authority has the power to implement a surcharge of up to 100% as a lever to bring empty homes back into use. Orkney Islands Council does not currently implement this power.

Equality and Diversity

Orkney Islands Council is committed to promoting equal opportunities, challenging discrimination and fostering good relations, both in employment and in carrying out its work and delivering services. We want Orkney to be a community where we all have the opportunity to fulfil our potential.

As a partner in the OCPP the Council has signed up to the OCPP equality and diversity strategy and its position on equality and diversity, as follows.

Promoting equalities means recognising that everyone has different needs and taking positive action to ensure that everyone is able to contribute to society. We will do our best to provide equal opportunities to our most remote communities and hard-to-reach individuals, while respecting everybody's right to privacy.

Promote equal opportunities for all:

- Ensure that everyone is enabled to participate in society.
- Welcome and celebrate diversity.
- Place equality at the heart of policy and practice.
- Raise acceptance of rights and responsibilities.
- Secure access for all to national services.

In addition, we have separate strategies focussing on equalities and accessibility.

General Data Protection Regulation (GDPR)

GDPR came into force on 25th May 2018. Empty Homes Development Officers have a 'legitimate interest' in the Council Tax data provided and contact the owners under the 'public task' basis. Article 6 (1)(e) protects the use of data where "processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller". The Housing (Scotland) Act 2010 gives Empty Homes Officers the right to access Council Tax data to enable them to contact empty home owners by post, the intention being to help them to bring their homes back into use. Once contact is established then other forms of contact will be used with the owners' consent. All data storage and use is fully GDPR compliant.

Impact of Empty Homes

Empty homes may adversely affect their surroundings and the impact of long-term empty properties is diverse. Some of the primary issues that affect empty homes and the surrounding communities are:

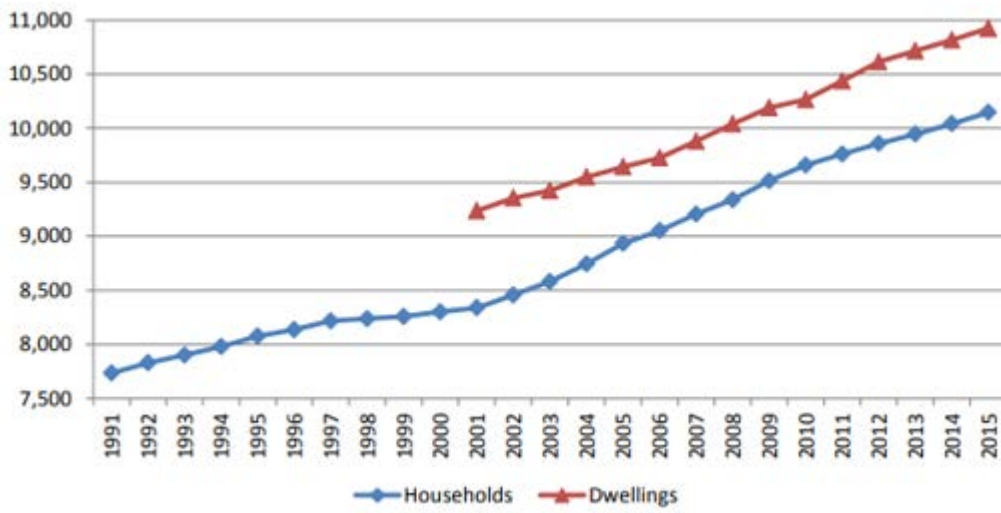
- Empty homes represent a drain on financial resources for their owners. Shelter Scotland estimates that empty homes can cost their owners in excess of £7,000 per year in bills and lost rental income,
- Disused homes or those only used for a few days/ weeks a year represent a wasted resource. They are an underutilisation of both land and building materials and are therefore the antithesis of sustainability,
- An excess of long-term empty properties adversely affects the local community and leads to a drop in the local economy. This is particularly true in rural areas where local shops and schools are unable to continue operating further impacting the wider community. Depopulation affecting island amenities has already led to the closure of island and other amenities,
- Visibly empty properties and those with overgrown gardens can become a blight on their neighbourhood and ultimately indirectly affect the value and marketability of neighbouring properties,
 - Further to the above, adjacent dereliction compounds this issue and further decreases the value of houses in the vicinity,
- Empty homes can directly damage adjoining properties particularly through damp and other infestations if left untreated,
- Empty homes can become a locus for antisocial behaviour including graffiti, squatting, and arson.

Benefits of Empty Homes Work

The principal benefits of Empty Homes work are to reverse the symptoms of decline that are detailed above. A successful Empty Homes Scheme could;

- Increase the amount of housing available to local people,
- Reduce and, in some cases, eliminate the need for new housing developments on green field sites,
- Improve the sustainability and economy of local communities (and especially outer island communities),
- Remove the potential for nuisance caused to neighbours through damp and infestations,
- Reduces the impact on the value of properties in proximity to empty homes,
- Provides a potential source of income for the owners rather than being a drain on their resources.

Increase in households and dwellings in Orkney 1991 to 2015 according to the National Records of Scotland:



Aims and Objectives

The principle aims of the initiative are to introduce measures to:

- Make effective use of existing housing stock by helping to bring long-term empty homes back into use,
- Help to 'create' housing in areas of need without relying on developing green sites,
- Assist homeowners to maximise the use of empty properties.

The following objectives have been identified to bring long-term empty properties back into use.

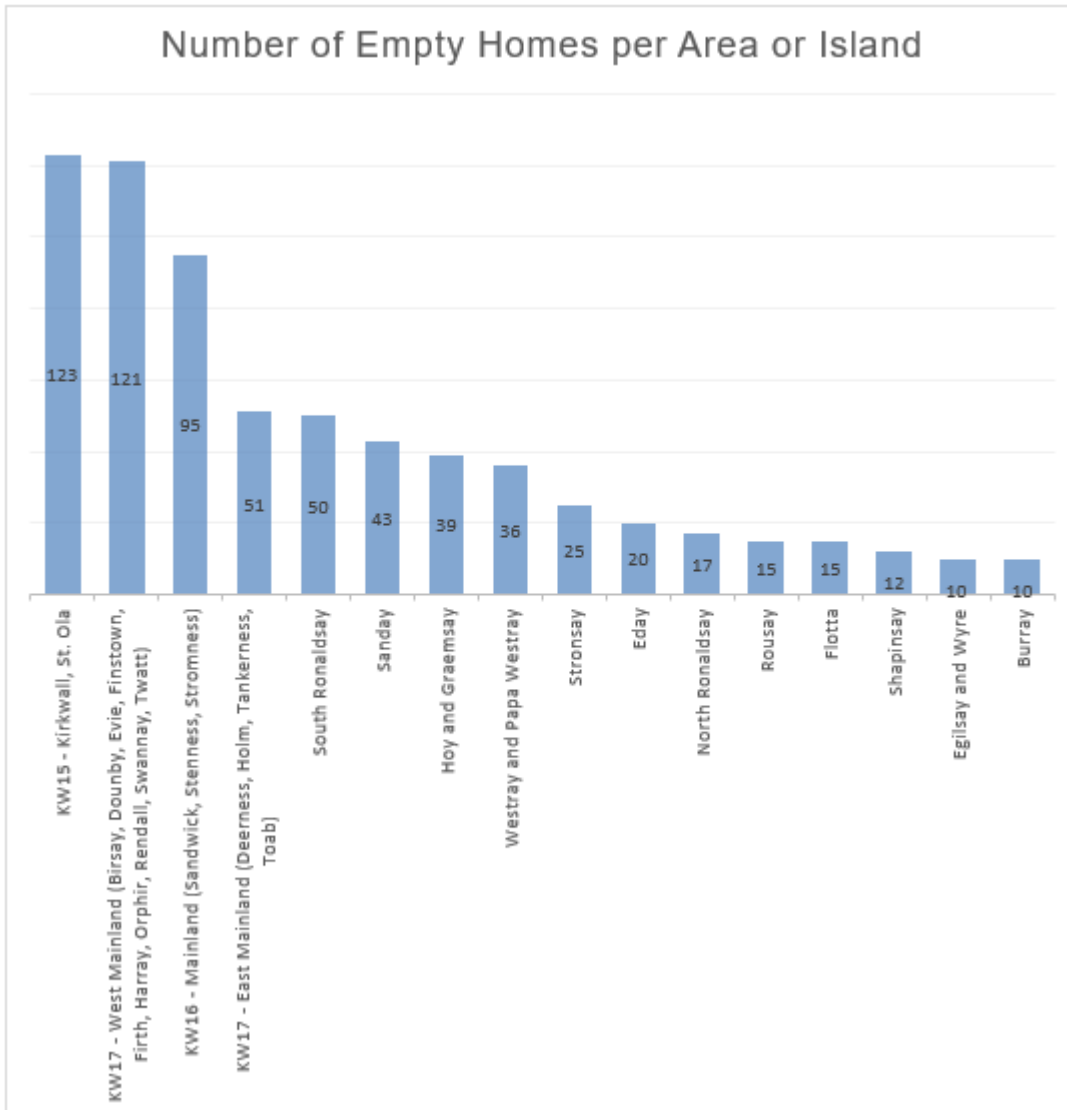
Objective One: To understand the scale of the long-term empty home issue across Orkney

Understanding the extent of the Empty Homes issue within Orkney and the reasons for them being empty is key to being able to move forwards with assisting owners to bring them back into use. The combined knowledge of the Scottish Empty Homes Officer Network members is extremely valuable when establishing advice documents when beginning the Empty Homes Scheme in Orkney however, the unique circumstances that exist within Orkney mean that a thorough picture of the empty properties needs to be gained to most effectively help their owners.

Since an Empty Homes Development Officer was employed in June 2017, an empty homes database has been developed and maintained. The information in this was initially provided by the Council Tax Register, but this has been built on through self-referrals and information from other Council officers. Using the Council Tax Register as a primary source of information is a well-established practice recommended by the Scottish Empty Homes Officer Network. The Council Tax Register includes the name and address of the owner of the empty home as well as the length of time it has been registered as empty. A good relationship with the council tax team is essential to effectively run an empty homes scheme. All data is used and stored in line with GDPR legislation, see information on page 9.

Using the data provided by the council tax section, letters containing surveys have been sent to the owners of every property listed as not being a primary residence for more than six months. These letters and surveys have a twofold purpose: to create an accurate picture of empty homes across Orkney and the reasons for them remaining empty (see Figures 4 and 6); and to raise awareness of the Empty Homes Scheme.

The survey response rate has been excellent at over 60%. Every owner who completes the survey is contacted and offered advice and information on how to bring their empty home back into use. Those owners who actively engage with the Empty Homes Development Officer are prioritised as they are the most likely to proactively work alongside the Empty Homes Scheme.



Number of Empty Homes by area or island (July 2018): This graph shows the number of long-term empty properties in each area or island within Orkney. Where islands have been paired together this is to enable anonymity owing to their being fewer than five empty homes in one or both of the islands that have been paired.

Going forward it is key that the links being developed between the Empty Homes Development Officer and the Revenues Section are maintained and strengthened in order to keep the Empty Homes Database up to date. Through this all long-term empty homes can be targeted and offered help by the Empty Homes Development Officer. This will also enable the Empty Homes Development Officer to monitor any changes in the reasons for properties becoming empty and the timescales for them being brought back into use. This comprehensive data collection will mean the current empty homes situation is always known and can be used by multiple sections within the Council.

It will also be beneficial to map the known empty properties via the available GIS (Geographic Information Systems) Mapping software. This could help to indicate 'hotspots' of empty homes and could also help to show where the properties are that have been empty the longest. By finding trends in the length of time homes have

been empty as well as their location, it should enable the Empty Homes Development Officer to target specific communities more effectively.

Links will also continue to be established and maintained with community groups and Council Officers in order to utilise local knowledge of properties and developments. The knowledge that they can provide regarding the progress of empty home regeneration and current usage of properties is invaluable as is the communities ability to bring homes back into use and this should not be ignored.

E-mail	Letter	Meeting	Call	Returned survey	Total returned	Total Distributed	Mailout Number	Area covered	Percentage
5	2	1	8	69	85	134	1	Eday, Westray, Papay, Sanday, Stronsay.	61.43%
1	2	2	5	54	64	107	2	Shapinsay, Egilsay, Wyre, Rousay, Hoy, Flotta, Graemsay.	59.81%
7	3	1	14	85	110	156	3	KW16 (Sandwick, Stennes, Stromness), South Ronaldsay, Burray.	70.51%
2	3		4	50	59	98	4	KW15 (majority).	60.20%
1	1	2	4	74	82	126	5	KW15 (remainder), KW17 (Deerness, Firth, Holm, Orphir, Tankerness, Toab).	63.49%

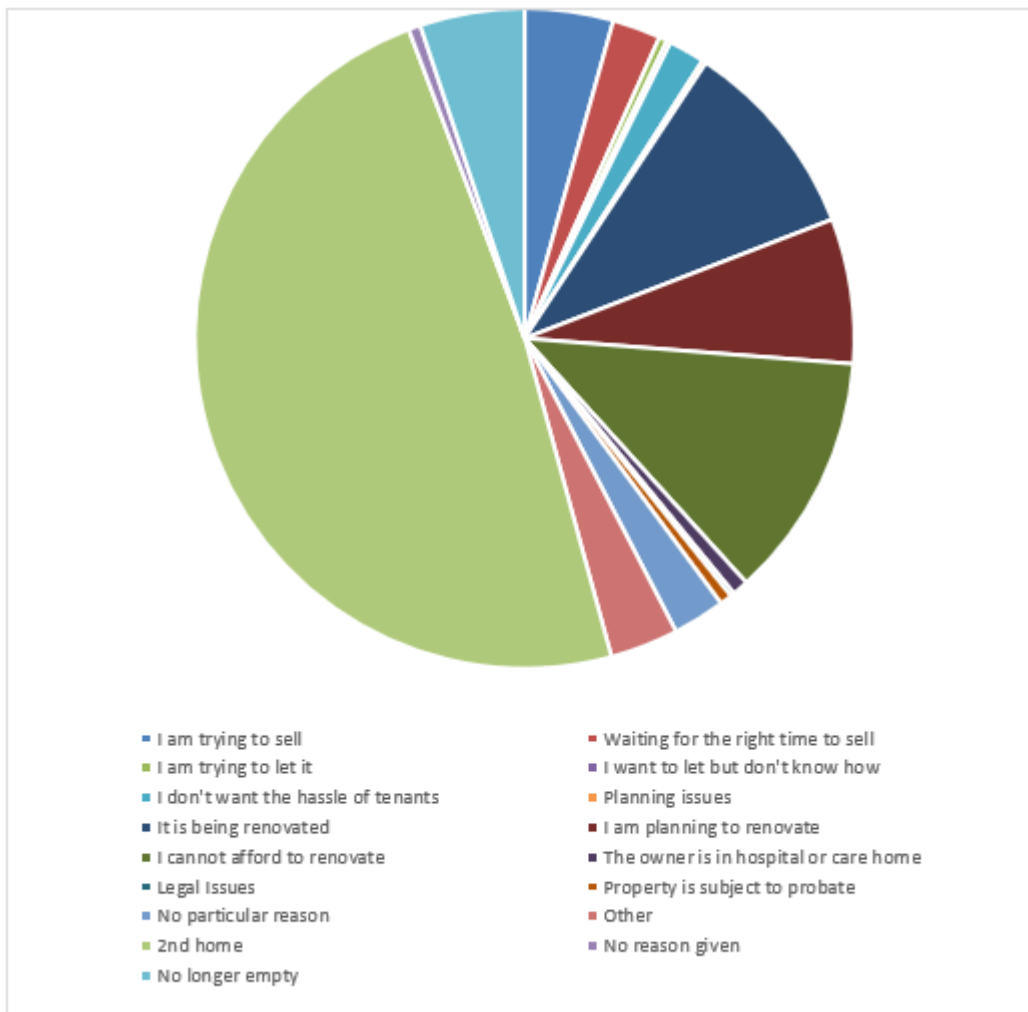
Percentage	Area covered	Mailout Number	Total Distributed	Total returned	Returned survey	Call	Meeting	Letter	E-mail
67.05%	KW17 (Birsay, Dounby, Evie, Kirbister, Orphir, Rendall, Twatt.	6	88	61	49	6			6
63.23%	Additional properties, all areas March 2018.	7	223	141	102	22	3	4	10
81.82%	Lone surveys.	N/A	11	9	1	1			7
63.65%			960	611	Total				

Mail outs by area and the response rate received (July 2018). This data was collected through responses to the Empty Properties Survey which was posted to empty home owners between August 2017 and March 2018.

I am trying to sell.	1													22							
Waiting to sell.													1								
Trying to let.																					
I want to let														1							
I don't want hassle.																					
Planning issues.														1							
Being renovated	3											1									
Planning to renovate												2									
I cannot afford to renovate.	4											1									
Owner in hospital or care home.																					
Legal Issues.																					
Property is subject to probate.																					
No reason.	1																				
Other.	1																				
2nd home.		16											7								
No reason given.																					
No longer empty.																					
	Westray and Papay Westray.																				
	Eday.																				
	Total.																				

Reasons stated for properties being empty by area (July 2018). Information gained through the responses received from empty property survey mailouts between August 2017 and July 2018. It shows that a large proportion of empty home owners are keen to actively engage with the future of their properties and with the Empty Homes Scheme. This information can be used to improve the specialised help and assistance provided to Empty Home Owners across Orkney.

Reasons for properties not being in primary occupation by their owners as reported in response to the Empty Properties Survey mailouts (July 2018):



Objective Two: Develop a process based on advice and assistance to bring empty properties back into use

The reasons for properties being left empty varies enormously from case to case. Many find it difficult to sell their properties especially those on outer islands or in a poor state of repair. Others are reluctant to rent out their homes due to personal circumstances or worries surrounding becoming a landlord. In some cases, the owners are trying to renovate the property but high labour charges and difficulties in engaging contractors slows down the renovation process. In some cases, the empty home was bought for the land it came with therefore the use of the house itself is not a priority.

No matter what the reason for not utilising their empty homes, by developing a comprehensive system of advice and support, the owners will be given the requisite help to bring these properties back into use.

Advice and Information Leaflets

Eleven advice documents have been created for distribution to both the owners of empty homes and community groups. By giving the advice leaflets to community groups such as Community Councils and Development Trusts it is hoped that they can be distributed to those within their communities, subsequently encouraging engagement.

The advice documents are intended to be used to signpost useful websites, courses of action and to inform. They should ideally be used as a prompt alongside discussion with the Empty Homes Development Officer. If used solely by the individual it is likely that key information would be missed.

These advice documents include:

- VAT discounts (both two years empty and ten years empty).
 - These detail work that would be eligible for VAT-discounts through VAT-registered contractors. Letters to gain this discount can be obtained through the Empty Homes Development Officer,
- Orkney Empty Homes Advice Pack.
 - This booklet is given to the majority of empty home owners. It provides information on caring for empty properties, repairs and renovation, and renting or selling a home. It provides signposting to many sources of useful information,
- Retailers Discounts.
 - A brief document listing the national retailers offering discounts to empty home owners and the nearest shops to Orkney. These discounts have been organised by members of the Scottish Empty Homes Officer Network to be used by any empty home owner across Scotland who is renovating or repairing their property. It is anticipated that more businesses with a base in Orkney will be brought into this scheme over time.

Empty Homes Matchmaker Scheme

Orkney Islands Council operates an Empty Homes Matchmaker Scheme as part of the Empty Homes Scheme.

The Matchmaker Scheme aims to pair people looking to buy empty homes with owners wishing to sell them. Owners and buyers register their property or interest with the Empty Homes Development Officer. When a buyer and property 'match' both parties will be put in touch in order to discuss further details of the property and arrange viewings.

This service cannot function as an estate agency and all negotiations and sales processes take place between the seller and the buyer. Its main purpose is to gain further exposure for empty homes that owners are trying to sell, in other authority areas this has helped to decrease the amount of time registered properties are on the market for sale.

Internal Partnerships within the Council

Ensuring that staff in other Council Services are aware of the Empty Homes Scheme is key to the success of the Empty Homes Scheme on Orkney. The information and advice that Council Tax, Planning and Environmental Health can provide to the Empty Homes Development Officer is essential to aiding empty home owners to bring their homes back into use.

Future Discounts and Funding

Over the coming years the Empty Homes Development Officer will work to establish further retailers' discounts to offer to the owners of empty homes who are renovating their properties. At present the discounts have been organised centrally by the Scottish Empty Homes Officers Network meaning that the majority do not have shops in Orkney and do not necessarily deliver to addresses across the county. By establishing discounts within Orkney, it is anticipated that these will be able to assist more Empty Home owners to bring their properties back into use.

It may also be beneficial to establish a means of grant or loan funding empty home renovations for private sector owners. 23% of people who responded to the Empty Properties Survey stating that their property was empty stated that the main reason it was not in use was because they could not afford to renovate. Establishing a pot of funding that would be available to these owners would be beneficial in bringing more empty homes into use. If the Council Tax surcharge on empty properties was to be utilised in accordance with the Local Government Finance (Unoccupied Properties etc.) (Scotland) Act 2012, the increased income could be used to create a source of funding for owners needing assistance. Depending on the stipulations placed on such funding, this could also help to create more affordable rentals across Orkney.

Council Tax Rates

In line with the Local Government Finance (Unoccupied Properties etc.) (Scotland) Act 2012, the raising of a surcharge on empty properties within Orkney has been considered by Council and will be brought into place on 1st October 2019. From 1st April 2019, a 10 per cent default discount will be maintained on all newly-registered empty homes and second homes for the first 12 months. From 1st October 2019, any property registered as having been empty for 12 months or more will have an additional surcharge of 100% added to the council tax charge. Registered second homes will maintain their default 10% discount.

When applying the 100% surcharge discretion will be used in the following cases:

- Where the owner of the property is completing renovation works in order to bring the property back into use by moving in, selling or letting the property. Any delays caused while completing renovations may also be taken into account for example where there has been delays to obtaining Planning Permission or Building Warrants.
- A long-term second home where there is demonstrable evidence of a history of 25-days occupancy in previous years, but this has not been the case in the previous 12-month period due to the personal circumstances of the owner.

- A property that is taking a long time to sell or let despite being appropriately priced, due to a stagnant market.
- Where the owner of a long-term empty property has engaged with the Empty Homes Development Officer and is making positive steps to reoccupying the property, the Empty Homes Development Officer will have the discretion to recommend a temporary cessation of the surcharge. This is only to be used in cases where it is felt that the discretion, if used, would encourage the property to be brought back into use sooner than would be the case without the discretion being shown.
- Where the empty property is part of an estate which is still in the name of an Executor, but the initial exemption period has ended, they will be given a discretionary year of paying Council Tax at a reduced rate of 10% prior to the surcharge being applied.

Discretion will be used on a case by case basis to delay the implementation of a surcharge of 100% until the property has been unoccupied for a period not exceeding two years, as long as at least one of the above conditions are met. During this time the usual 10% discount will be chargeable. In addition to this, any empty property marketed as for sale or to let on the Outer Isles will be exempt from the surcharge of 100% for a period of up to three years rather than the standard two years. This is to reflect that properties on these islands typically take longer to sell than those on Mainland, Burray and South Ronaldsay.

From 1st April 2014, the existing discount of 50% on empty properties, that are both unoccupied and unfurnished, remains in place for a period of up to six months following a period of. This discount will remain in place.

Objective Three: Raise awareness of issues relating to empty homes across Orkney

Without advertising the assistance available through the Empty Homes Scheme within Orkney, it is unlikely that any empty home owners would engage with the help available. It is, therefore, key to the success of the Scheme to advertise it through as many means as possible to those who might make use of the help available.

Development Trusts and Community Councils

Engaging with Development Trusts and Community Councils is extremely important to the success of the Empty Homes Scheme on Orkney. Owing to the difficulty of regularly accessing large numbers of the empty homes across the Isles, interested members of each island community can help to promote the Scheme to island residents. These organisations can access the advice documents that would usually be distributed by the Empty Homes Development Officer. This means that, even when the Empty Homes Development Officer cannot immediately visit an empty property, or if the Empty Home owner is not aware of the Scheme, the Development Trust can assist with advice and advertise the authorities Empty Homes Scheme locally.

Development Trusts also engage with the Empty Homes Scheme as the Council can help them to make applications for various grants and loans including, but not limited to, the Scottish Land Fund, the Islands Housing Fund and Nationwide Fund. The Empty Homes Scheme can also work in tandem with other initiatives in each area finding innovative ways to use empty properties.

Role of Councillors

Councillors have a direct link with the community and their ability to advertise the Empty Homes Scheme and the role of the Empty Homes Development Officer is invaluable. Councillors have been made aware of the work being undertaken and have been encouraged to report empty properties within their ward.

Council Website

An Empty Homes page has been established on the Council's website. This page includes information about the role of the Empty Homes Development Officer and the Empty Homes Scheme. It also includes registration forms for the Matchmaker Scheme and the way to contact the Empty Homes Development Officer.

Local Media

The Empty Homes issue is one that interests and affects many people across Orkney. This means that local media outlets are keen to cover all aspects of the Empty Homes Scheme. Many people across Orkney engage with the local media so this is a useful means of communicating with and promoting the issue with the wider public. The Empty Homes Development Officer and Team Leader (Policy and Planning) have both been interviewed by the local radio station and the Matchmaker Scheme has been advertised in the local newspaper. A noticeable increase in enquiries was seen immediately after each of these occasions.

The Scottish Empty Homes Officer Network

This group brings together a wealth of expertise which also draws on good practice and the experience of Empty Homes Officers across Scotland, with links to other officers in England and Wales. This experience exchange is beneficial to all local authorities that are focussing on bringing empty homes back into use. The Empty Homes Development Officer has been very active within this group promoting the unique circumstances of island communities and the challenges of geography and depopulation that are specific to Orkney. A blog has also been created for other Empty Homes Officers informally assessing empty homes across Orkney, further advertising the Council's work. This blog is privately published within Scottish Empty Homes Officer Network.

Local Businesses

Many businesses currently assist with advertising the Empty Homes Scheme in Orkney. Chief amongst these are the estate agents who recommend contacting the Empty Homes Development Officer to those who have purchased empty properties to renovate.

Objective Four: Work with Development Trusts and communities to improve housing in their area

Empty Homes primarily affect those who live in close proximity to them by increasing the risk of damage to adjoining properties, lowering neighbouring house prices, adversely affecting the community and economy, and attracting anti-social behaviour. Involving the local community in minimising the number of empty properties and their impact means that in many cases the community can be involved in the decision making around the future use of the properties.

Engaging with the Development Trusts, and encouraging them to tackle empty homes, places power in the hands of residents to determine solutions to an issue which affects both the health and prosperity of the community as a whole. They also discuss innovative methods of bringing empty homes back into use by using them for the benefit of the community not just that of an individual.

Community groups also have access to various funding options which are not open to private home owners should they choose to take on an empty property. Development Trusts can access this funding with support from the Empty Homes Development Officer, allowing them to bring homes back into use for the benefit of the community.

Funding

Development Trusts can apply for funding from a number of sources to help them to buy and renovate empty properties. Using sources of funding (such as 'the Islands Housing Fund', and 'the Land Fund') allows Development Trusts and other community groups to target Empty Homes within their area, boosting the community and the economy for their own benefit. Once renovation work has been completed these properties create a rental income for the Development Trust.

'Gateway Homes' have proved a popular means of combatting both empty homes and depopulation as they attract new families into the community for a set amount of time, encouraging them to settle longer term. Gateway Homes have traditionally offered fixed-term letting options to those families that wish to try living on a small island without committing long-term (i.e. through buying a property). Private Resident Tenancy (PRT) legislation has now made the use of Gateway Homes more difficult as now fixed-term can be placed on a rental agreement. The Development Trusts that run such ventures may have to arrange alternative uses for these properties such as tied accommodation or as long-term lets.

Action Plan

Orkney Islands Council Housing Services – Empty Homes Strategy 2018 to 2023 Action Plan				
Objective	Action	Timescale	Resources	Responsibility
To understand the scale of the long-term empty home issue across Orkney.	Establish contact with the owners of every long-term empty home through the Empty Properties Survey.	Within a month of notification of property being long term empty.	Existing staff.	Empty homes development officer.
	Arrange for Council Tax Section to provide a report containing new empty properties which have been empty for more than 6 months, twice a year.	Maximum, every six months.	Existing staff.	Empty homes development officer, Revenues manager.
Develop a process based on advice and	Map empty properties on GIS to identify any 'hotspots'.	June 2019.	Existing staff.	Technology officers.
	Incorporate referrals and intelligence from the community and council officers regarding empty homes.	Ongoing.	Existing staff.	Empty homes development officer.
	Produce empty homes leaflets and posters to	Ongoing.	Existing staff.	Empty homes development officer.

assistance to bring empty properties back into use.	be distributed to empty home owners and within the community.				
	Twenty properties to be brought back into use each year.	31 October each year.	Existing staff.	Existing staff.	Empty homes development officer.
	Consider the potential loan/ grant funding for incentivising owners to bring empty homes back into use.	Ongoing.	Existing staff.	Existing staff.	Housing services.
	Advertise and promote the Empty Homes Matchmaker to encourage more people to advertise their properties through it.	Ongoing.	Existing staff.	Existing staff.	Empty homes development officer.
	Establish further discounts to encourage empty home owners to renovate their properties.	October 2018.	Existing staff and outside retailers.	Existing staff and outside retailers.	Empty homes development officer.
	Establish and improve internal relationships with other departments so that the number of people assisted to	Ongoing.	Existing staff.	Existing staff.	Empty homes development officer.

	renovate their empty homes is optimised.					
	Continue the use of the Matchmaker Scheme.	Ongoing.		Existing staff and members of the development trusts.	Empty homes development officer.	
Raise awareness of issues relating to empty homes across Orkney.	Contact and establish links with all the Development Trusts across Orkney.	May 2018.		Existing staff.	Empty homes development officer.	
	Assist at least two Development Trusts to apply for Scottish Government Funding and renovate the homes thereafter.	June 2019.		Existing staff.	Team leader (Policy and plannery), Empty homes development officer.	
	Use local media to promote work undertaken by the Empty Homes Development Officer.	Bi-yearly.		Existing staff.	Empty homes development officer.	
Raise awareness of issues relating to empty homes across Orkney.	Continue to promote the Orkney Empty Homes Scheme through the Scottish Empty Homes Officers Network.	Ongoing, every three months.		Existing staff.	Empty homes development officer.	
	Update the 'Empty Homes' page on the Council website to	Every six months, June and December.		Existing staff.	Empty homes development officer.	

	include up to date information and case studies.			
	Provide information and advice documents to Elected Members so they can raise awareness of the Empty Homes Scheme to constituents in their ward.	Yearly.	Existing staff.	Empty homes development officer.
	Establish links with community groups and Development Trusts, allowing them to support members of their communities.	Ongoing.	Existing staff.	Empty homes development officer.
Work with Development Trusts and communities to improve housing in their area.	Continue regular contact with Development Trusts across Orkney.	Ongoing.	Existing staff.	Empty homes development officer.
	Produce advertising posters for use by the Development Trusts.	Ongoing.	Existing staff.	Empty homes development officer.

Minute

College Management Council Sub-committee

Monday, 21 January 2019, 13:30.

Lecture Theatre, Orkney College, Kirkwall.



Present

Councillors John A R Scott, Stephen G Clackson, Alexander G Cowie, Robin W Crichton and J Harvey Johnston.

Community Representatives:

Beverly Clubley and Peter Slater.

Business Representatives:

Mark Jones and Steven Sinclair.

Clerk

- Hazel Flett, Senior Committees Officer.

In Attendance

- Wilfred Weir, Executive Director of Education, Leisure and Housing.
- James Wylie, Head of Education (Curriculum and Community Learning).
- Paul Kemp, Strategic Finance Manager.
- Peter Trodden, Solicitor.
- Craig Walker, Senior HR Adviser.

Orkney College

- Edward Abbott-Halpin, Principal.
- Christine Scott, Business Manager (for Items 1 and 2).
- Ellen Grieve, Student Representative.
- Kaila Shepherd, Student Representative.
- Iain Wilkie, Support Staff Representative.
- John Bowditch, College Inspector.

Observing

- Rebecca May, Business Representative.
- Chloe Rosie, Modern Apprentice, Business and Administration.

Apologies

- Roy Brown, Business Representative.
- Malcolm Graves, Community Representative.

Declaration of Interests

- No declarations of interest were intimated.

Chair

- Councillor John A R Scott.

1. Revenue Expenditure Monitoring

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing a report from the Business Manager, Orkney College, the Sub-committee:

Noted:

1.1. The revenue financial detail in respect of Orkney College for the period 1 April to 31 December 2018, attached as Annex 1 to the report by the Executive Director of Education, Leisure and Housing, indicating a net overspend of £125,100.

1.2. The explanations given and actions proposed in respect of significant budget variances, as outlined in the Budget Action Plan, attached as Annex 2 to the report by the Executive Director of Education, Leisure and Housing.

2. Orkney College – Draft Revenue Budget

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing a report from the Business Manager, Orkney College, the Sub-committee:

Resolved to **recommend to the Council** that the draft revenue budget for Orkney College for financial year 2019 to 2020, attached as Annex 1 to the report by the Executive Director of Education, Leisure and Housing, be submitted to the Policy and Resources Committee for consideration through the budget setting process.

Councillor J Harvey Johnston left the meeting during discussion of this item.

3. Orkney College UHI Evaluative Report and Enhancement Plan

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing reports from the Principal and the College Inspector, Orkney College, the Sub-committee:

Noted the Orkney College UHI Evaluative Report and Enhancement Plan 2018, attached as Annex 1 to the report by the Executive Director of Education, Leisure and Housing, as endorsed by Education Scotland and the Scottish Funding Council for publication.

4. Orkney College UHI Further Education Credits Audit

After consideration of a report by the Executive Director of Education, Leisure and Housing, copies of which had been circulated, and after hearing a report from the Principal, Orkney College, the Sub-committee:

Noted:

4.1. That each academic year an internal audit was undertaken of the College's Further Education Statistical return to the Scottish Funding Council.

4.2. That, in September 2018, Internal Audit undertook a review of the further educational statistical report and supporting systems at Orkney College in relation to academic year 2017 to 2018.

4.3. The findings contained in the internal audit report, attached as Appendix 1 to the report by the Executive Director of Education, Leisure and Housing, relating to the review referred to at paragraph 4.2 above, which were presented to the Monitoring and Audit Committee on 15 November 2018.

5. Conclusion of Meeting

At 14:30 the Chair declared the meeting concluded.

Signed: John A R Scott.



Orkney Museum

Collections Development Policy 2019 to 2024



Name of museum: Orkney Museum

Name of governing body: Orkney Islands Council

Date on which this policy was approved by governing body: 5 March 2019

Policy review procedure:

The collections development policy will be published and reviewed from time to time, at least once every five years.

Date at which this policy is due for review: 5 March 2024

Museums Galleries Scotland will be notified of any changes to the collections development policy, and the implications of any such changes for the future of collections.

1. Relationship to other relevant policies/plans of the organisation

The museum's statement of purpose is: The safeguarding, collecting, preserving, conserving and interpretation of Orkney's heritage.

The governing body will ensure that both acquisition and disposal are carried out openly and with transparency.

By definition, the museum has a long-term purpose and holds collections in trust for the benefit of the public in relation to its stated objectives. The governing body therefore accepts the principle that sound curatorial reasons must be established before consideration is given to any acquisition to the collection, or the disposal of any items in the museum's collection.

Acquisitions outside the current stated policy will only be made in exceptional circumstances.

The museum recognises its responsibility, when acquiring additions to its collections, to ensure that care of collections, documentation arrangements and use of collections will meet the requirements of the Museum Accreditation Standard. This includes using SPECTRUM primary procedures for collections management. It will take into account limitations on collecting imposed by such factors as staffing, storage and care of collection arrangements.

The museum will undertake due diligence and make every effort not to acquire, whether by purchase, gift, or bequest, any object or specimen unless the governing body or responsible officer is satisfied that the museum can acquire a valid title to the item in question.

The museum will not undertake disposal motivated principally by financial reasons.

2. History of the collections

In 1967 Orkney County Council commissioned a report from a joint committee from the Museums Association and the Carnegie UK Trust. They recommended the approval of a museum being set up at Tankerness House in Kirkwall. A local committee was set up to oversee the development of this new museum, based on the Kirkwall Antiquarian Society Collection which had previously been housed at Kirkwall Library.

The committee to oversee the development of the museum included Dr Stanley Cursiter, Mr E. W. Marwick, and Mr E. MacGillivray, who was appointed as Honorary Curator until a full-time appointment could be made. Students from the department of Museum Studies at Leicester University were brought in to help with displays.

The official opening took place at 3pm on 31st May 1968. R. B. K. Stevenson, Keeper of the National Museum of Antiquaries, was invited to perform the opening ceremony.

The collection has continued to grow ever since. A significant agricultural collection was built up and housed at Corrigall Farm Museum (opened 1984) and Kurbuster Museum (opened 1986). In 2000 the museums service took over the management of the Scapa Flow Visitor Centre and Museum, Lyness, along with its collection of material relating to WWI and WWII. This was uncatalogued and poorly documented and a portion of this work was immediately undertaken by the first Curator, Bryce Wilson.

3. An overview of current collections

The Arts, Museums and Heritage Service collects items and associated information relating to all aspects of Orkney's human history in all periods. The collections are held for the public benefit, for display and for research.

The Collecting Area for the Arts, Museums and Heritage Service is the area of Orkney, and surrounding waters. The period of time to which the collection relates covers the whole of known human history in Orkney, from earliest traces to the present day. The collection is currently cared for by two curators, each responsible for the entire collection, with specialisms in archaeology and social history, including fine and decorative art.

Items made in, or at some point used within, or otherwise provenanced to the Arts, Museums and Heritage Service's Collecting Area, may be acquired, regardless of their location at the time of acquisition. Where this involves the collection of items from a place within the geographical sphere of influence of another museum, a principle of open actions and good communications will apply.

Where the Arts, Museums and Heritage Service seeks to collect the work of artists from Orkney, or living and working in Orkney, or to acquire local views, the area defined above will normally be used as the basis for decisions.

The Orkney Museum has a collection of around 100,000 objects. The archaeology collection is estimated at 70,000 and social history at 30,000.

Archaeology

The archaeological collection consists mostly of material from formal excavations, with a substantial number of individual finds that have been brought in by members of the public. Orkney Islands Council's policy that artefacts excavated in Orkney should stay in Orkney whenever possible was confirmed by a General Meeting of Orkney Islands Council on 21st April 1992 (Paragraph 5 (b) (1)). However, archaeological collections may only be acquired by allocation through the appropriate legal system.

The Arts, Museums and Heritage Service archaeological collection consists of an estimated 70,000 items from more than 70 sites. In September 2008 the Archaeology Collection cared for by Orkney Museum was Recognised by the Scottish Government as a collection of National Significance to Scotland. Major items in the collection include the spiral-carved stone from Pierowall Quarry in Westray, the Neolithic pottery sequence from Pool in Sanday, the bones from the tomb at Isbister, and the goods from the Viking boat grave at Scar in Sanday.

The material is held for display and for research. Each new group of material is not only useful in its own right, but also adds to the understanding of the existing collection, attracting more researchers to develop new interpretations of Orkney's past environment and human history.

Social History

Commerce and Industry

Agriculture - Our most important artefacts in this collection are those uniquely Orcadian items whose use dates from the centuries predating the agricultural improvements of the 19th century when equipment and methods began to be standardised with the rest of Scotland. The traditional artefacts include Orkney-made tools, implements and utensils for ploughing and sowing, reaping and milling, stock-raising, food production, peat-cutting and transport.

Weaving & Knitting - The collection of the once important linen industry includes several examples of Orkney linen from the 18th and 19th centuries, along with a flax spinning-wheel and glass linen smoothers. There is also a parish hand-weaver's loom, Orkney blankets, and examples of 20th-century weaving product and spindles of wool. So far, knitting consists of some fine examples of traditional wedding stockings and North Ronaldsay pattern, and several knitted shawls. Of modern commercial knitting, there is only one example of "runic" knitwear, along with advertising ephemera.

Kelp & Straw Plait - The kelp collection consists of two rare kelp irons and an example of burnt kelp from a 1980s experiment. Straw plait is represented by a small collection of plaiting equipment and examples of the craft.

Brewing & Distilling - The collection includes labelled bottles of the current distilleries and brewery (with some gaps), plus photographs and ephemera, and part of an illegal whisky still.

Modern Crafts - The collection includes representative samples from local jewellery firms, plus advertising ephemera. Pottery is represented by a selection of early Fursbreck ware.

Traditional and Commercial Food Production - Butter and cheese, oatcakes, biscuits, fudge, seafood, and lemonade are traditional industries, but, in recent years, initiatives such as Orkney Island Gold and Orkney the brand have been used to market Orkney food products. The collection consists of glass and ceramic milk and lemonade bottles of local firms from the 19th and 20th centuries, a small amount of packaging, and advertising ephemera.

Shops, Restaurants, Hotels - The collection consists of printed paper bags from the 19th and 20th centuries, modern polythene carrier bags, a shop till (and a display counter on loan) of the early 20th century, a mangle bearing the name "James Flett & Son", engraved and printed hotel glasses, china and cutlery, advertisements and photographs.

Trades - The collection consists of historic trade guild banners, emblems and chests, carpenters' tools, including a fine set of moulding planes, slater, mason, blacksmith, tinsmith, wheelwright and saddlery hand tools, watch-makers' and shoemakers' equipment, and tailoring goose irons. There is a commercial weaving loom used by Gardens of Kirkwall in the mid-20th century.

Tourism - The collection consists of Orkney souvenir china from the late 19th/early 20th centuries, a variety of souvenirs produced in the 1980s, along with guide books and other ephemera. The collection on this now important industry consists mainly of ephemera, but is linked closely with other modern crafts and businesses and the collection of items relating to Orkney's transport links, including objects and souvenirs marking the first air mail service between Inverness and Kirkwall in 1934.

DOMESTIC & COMMUNITY LIFE

Furniture & Household Effects - The collection consists of a good representation of traditional Orkney-made furniture and utensils of straw, wood, horn, stone and metal, along with commonly used imported items up to the 1920s (after which domestic interiors tended to have less local character).

The straw and heather collection is of superb quality, representing the finest traditional craftsmanship. It includes two chairs made almost completely of straw - two of only three now known to exist. There are fifteen other straw-backed Orkney chairs in the collection which show the variety of design and technique employed.

The living conditions and interest of the landed and professional classes are chiefly represented by the possessions of the Baikies of Tankerness. Robert Baikie's library was catalogued in 1990 by Katherine A. Armstrong of New College, Oxford, who described it as, "a potentially fascinating hunting-ground for research into the printed matter available to provincial readers in the late 18th century ... the library contains a number of rare books which the Bodleian catalogue, for one, does not list." Baikie furniture includes a longcase clock with marquetry case, dating from the early 18th century, a Regency period sofa table, and a dressing mirror. There are also fine pieces of family silver, a superb 18th-century Oriental Lowestoft punch bowl, and the brass microscope built by William Cowan, with which he identified the phosphorescence, *Nocti Luca*.

There are carved 17th-century panels of the Traills of Holland, Papa Westray. Reputedly from the Earl's Palace in Kirkwall, there is a fine mid 8th century tea-table. There is also an early 19th century piano which belonged to Dr Logie, minister of the Cathedral, and a sealed wine bottle of the Elphinstones of Lopness in Sanday.

Garments and Soft Furnishings - There is an extensive collection of clothing, chiefly women's garments from the late 19th/early 20th centuries. These include wedding dresses, shawls and undergarments. There is a superb collection of babies' embroidered caps and dresses, dating back to the mid-18th century, and, from a bog burial at Huntsgarth in Harray, a Scotch bonnet and swaddling clothes from the same period. A man's shirt from the early 19th century is reputedly made from linen spun and woven in Orkney. There is one pair of 'rivlins', home-made shoes of untanned hide.

Soft furnishings comprise mainly table and tea-cloths, kist runners and patchwork quilts (including a superb one from Hall of Gorn, Holm); sheets and blankets, and a feather bed.

Education - The collection consists of a fine collection of embroidery samplers dating from the 18th century, copy books and text books, an art folder, slates, a school desk and other items from late 19th/early 20th-century schools, plus photographs and ephemera up to the present time.

Health - The collection consists of two Victorian machines for the treatment of nervous diseases and the improvement of blood circulation, along with several bottles of patent medicines, advertising ephemera, and photographs of hospital facilities.

Law & Order & Local Government - The collection consists of the last birch rod used in Orkney, part of the Kirkwall Gallows Tree, two pairs of handcuffs, the key of the old Kirkwall Prison, and photographs of policemen and magistrates. There are also the robes of Kirkwall Town Council, the Provost's chain of office and the burgh flag. There is a fibreglass coat-of-arms of the County of Orkney made by Harry Berry.

Religion - The collection consists of communion vessels and tokens, church collecting boxes (on poles), photographs and ephemera. Recently added are five 19th-century oil portraits of ministers of the Paterson Church (formerly the East Kirk, now the Council's One Stop Shop), including a fine portrait of Dr Robert Paterson, presented by the East Kirk Session. On long-term loan from Birsay and Harray Kirk Session are two silver-gilt communion cups, presented to the Kirk Session of Birsay by Nicol Spence in the early 18th century.

Clubs, Societies & Institutions; Sports & Entertainment; Writers & Musicians – The collection consists of Good Templar and Oddfellow regalia and ephemera, Orkney Volunteer Artillery uniforms, photographs, badges etc of local clubs and organisations, a cylinder gramophone and some records, but is by no means a comprehensive collection.

Transport - The collection consists of ox and horse carts, a pony gig (on loan), Orkney yoles, photographs and ephemera. Further representative examples of Orkney yoles, skiffs and other inshore craft must now be actively collected and stored for the projected Orkney Boat Museum. The Kirkwall hearse is on loan to the Fossil and Heritage Centre in Burray.

WORKS OF ART

There is a collection of oil portraits of local landed families, including several by Charles Smith of Tormiston, "Painter to the Great Mogul", dating back to the late 18th century, and an engraving by Sir Robert Strange, the Kirkwall-born artist whose reproduction of famous paintings received royal patronage in the 18th century. Robert Clouston's *Rest After Toil* is a fine illustration of a late 19th-century Orkney interior. George Jamiesone's 1640 portrait of Murdoch Mackenzie, Bishop of Orkney, is now on long-term loan to the Orkney Museum from Jean Clarke (née Baikie of Tankerness) and her family, the loan to be reviewed in 2022. The portrait of James Stewart of Brough (builder of Cleaton House in Westray) by Sir John Watson Gordon P.R.S.A. is on long-term loan to Cleaton House Hotel in Westray under the Orkney Heritage policy of the distribution of works and artefacts to suitable public places in the county.

There is a small number of 18th-20th-century topographical water-colours, prints and drawings by reputable artists from outwith Orkney: *A View of Kirkwall in the Orkney Islands* by Edward Dayes (Turner's tutor), dated 1787; the full set of 12 hand-coloured aquatints of Orkney by William Daniell, dated 1821 and 1822; *Kirkwall from Highland Park Brae* by Sam Bough, dated 1867; *The Lamma Fair, Kirkwall*, by Tom Scott, dated 1900; a drawing of Palace Road, Kirkwall, by Sir Muirhead Bone, dated 1918; a fine watercolour of Kirkwall Harbour in 1908 by the Irish painter, J. W. Carey.

There are now thirteen oils and watercolours by Stanley Cursiter RSA, Queen's Limner in Scotland, and a native of Kirkwall, including a fine watercolour of the Shore Houses of Kirkwall, donated by Ragnhild T. Hickey of Illinois, USA, in memory of her father, Dr John Tait. Four of these are displayed in the Orkney Museum, and five in Kirkwall Town Hall. They include a portrait of Margaret Baikie, Orkney landscapes and a seascape, a series on St Magnus Cathedral, and a fine studio work, *House of Cards*.

There are cartoon drawings by "Spike", photographs by Tom Kent, and a growing collection of contemporary Orkney prints, chiefly by Soulisquoy Printmakers.

In accordance with the decision of Orkney Islands Council (11.10.94) the Museums Service administers the Art in Public Places Scheme, presently in abeyance due to financial cut-backs. Works by Mark Scadding, John Cumming, Matilda Tumim, Sam Macdonald, Gloria Wallington, Malcolm Olva, Sylvia Wishart, Frances Pelly, and other Orkney-based artists, have been bought in previous years and are on display in a number of locations, including care homes, schools and public buildings. A selection of contemporary works relating to Orkney was also gifted by the Scottish Arts Council, including a 1980 portrait of George Mackay Brown by Alexander Moffat from his series of seven portraits of the major poets of the Scottish literary renaissance.

WARTIME ORKNEY

This theme relates to Orkney's major role as a naval base in two World Wars. The Museums Service collects artefacts and memorabilia which existed in, or, in some cases, are similar in type to those which existed in Orkney during both World Wars. The collection includes the scuttled German light cruisers, *Dresden*, *Brunner* and *Köln*, vehicles and firearms, oil pumps, ships' furniture, uniforms, photographs and ephemera, and small boats, such as Admiral Ludwig von Reuter's barge.

Until 2017, wartime artefacts were exhibited at the Scapa Flow Visitor Centre & Museum, Lyness, although there is a selection of wartime objects illustrating the wider experience of Orcadians during the two World Wars at Orkney Museum. The Scapa Flow Visitor Centre & Museum is currently closed for refurbishment and is scheduled to reopen in 2020.

4. Themes and priorities for future collecting

Archaeology

The Arts, Museums and Heritage Service will continue to bid for excavated material from all periods of Orkney's prehistoric and medieval past, but acquisition is dependent on discovery and allocation, and so is largely outwith the organisation's direct control. However, there are areas of the collection where we lack high-status objects and would like to acquire items, for example, Bronze Age gold and Viking-period silver.

Social History

The priority for future acquisitions to the Social History collections is filling gaps in the Museum's existing holdings in the areas outlined above, and collecting items which were once common to Orcadian life, but are now becoming extremely rare, such as Orkney-made tools, implements, straw-work and furniture.

The acquisition of contemporary examples of work or material culture in areas such as knitting, weaving, crafts, retail, food and drink, and local clubs and societies should continue to keep the collection up-to-date. Selected acquisitions of art and wartime objects should also be made where the item/s complement or enhance the collection.

5. Themes and priorities for rationalisation and disposal

The museum recognises that the principles on which priorities for rationalisation and disposal are determined will be through a formal review process that identifies which collections are included and excluded from the review. The outcome of review and any subsequent rationalisation will not reduce the quality or significance of the collection and will result in a more useable, well managed collection.

The procedures used will meet professional standards. The process will be documented, open and transparent. There will be clear communication with key stakeholders about the outcomes and the process.

Rationalisation and disposal of collections is an important aspect of collections care. The disposal of artefacts which do not fit the collecting policy (through appropriate and ethical procedures) enables curatorial staff to focus their time and energies on caring for artefacts which have a relevance for local people, researchers and visitors. Rationalisation and disposal can therefore increase access to artefacts and information about collections and enable improvements in the care of relevant objects.

Orkney Arts, Museums and Heritage is guided by the Museums Association Code of Ethics, which it has formally adopted, and the Museums Association Disposal Toolkit. Orkney Arts, Museums and Heritage is aware that unethical and inappropriate disposal (e.g. financially motivated disposal to generate short-term revenue) can result in loss of Accreditation status and removal from the Museums Association. Appropriate advice will be sought from the Museums Association in any instance of disposal.

Archaeology

The Arts, Museums and Heritage Service currently have no plans to rationalise or dispose of any part of the archaeology collection.

Social History

The Arts, Museums and Heritage Service plans to assess the Commerce & Industry, Domestic & Community Life, and Art collections (as described above) to identify duplicate artefacts for potential disposal in the future.

The Wartime Orkney collection has been assessed and agreement was gained from the governing body to dispose of a select group of items identified as being duplicate or having no local provenance. Most of these disposals to other museums have already taken place. Further assessment will take place as part of the refurbishment of the Scapa Flow Visitor Centre & Museum from 2018 to 2020, and any future decisions to undertake disposal will follow the procedures outlined above.

6. Legal and ethical framework for acquisition and disposal of items

The museum recognises its responsibility to work within the parameters of the Museums Association Code of Ethics when considering acquisition and disposal.

7. Collecting policies of other museums

The museum will take account of the collecting policies of other museums and other organisations collecting in the same or related areas or subject fields. It will consult with these organisations where conflicts of interest may arise or to define areas of specialism, in order to avoid unnecessary duplication and waste of resources.

Specific reference is made to the following museum(s)/organisation(s):-

- Stromness Museum, Orkney Wireless Museum, the Fossil & Heritage Centre, the Pier Arts Centre, National Museums Scotland, and Historic Environment Scotland.

8. Archival holdings

Orkney Arts, Museums and Heritage Service does not actively acquire archive material. The depository for this material in the county is Orkney Library and Archive.

However, as the Museum holds archival material in the form of photographs and printed ephemera, its governing body will be guided by the Code of Practice on Archives for Museums and Galleries in the United Kingdom (3rd ed., 2002).

9. Acquisition

The policy for agreeing acquisitions is:

The museum will exercise due diligence and make every effort not to acquire, whether by purchase, gift, or bequest, any object or specimen unless the governing body or responsible officer is satisfied that the museum can acquire a valid title to the item in question.

The museum will not acquire any object or specimen unless it is satisfied that the object or specimen has not been acquired in, or exported from, its country of origin (or any intermediate country in which it may have been legally owned) in violation of that country's laws. (For the purposes of this paragraph 'country of origin' includes the United Kingdom).

In accordance with the provisions of the UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, which the UK ratified with effect from November 1 2002, the museum will reject any items that have been illicitly traded. The governing body will be guided by the national guidance on the responsible acquisition of cultural property issued by the Department for Culture, Media and Sport in 2005.

10. Human Remains

As the museum holds or intends to acquire human remains from any period, it will follow the guidelines in the 'Guidance for the Care of Human Remains in Scottish Museums' issued by Museums Galleries Scotland in 2011.

11. Biological and geological material

The museum will not acquire any biological or geological material.

12. Archaeological material

The museum will not acquire archaeological material (including excavated ceramics) in any case where the governing body or responsible officer has any suspicion that the circumstances of their recovery involved a failure to follow the appropriate legal procedures.

In Scotland, under the laws of bona vacantia including Treasure Trove, the Crown has title to all ownerless objects including antiquities, although such material as human remains and environmental samples are not covered by the law of bona vacantia. Scottish material of chance finds and excavation assemblages are offered to museums through the treasure trove process and cannot therefore be legally acquired by means other than by allocation to Orkney Museum by the Crown. However, where the Crown has chosen to forego its title to a portable antiquity or excavation assemblage, a Curator or other responsible person acting on behalf of Orkney Islands Council, can establish that valid title to the item in question has been acquired by ensuring that a certificate of 'No Claim' has been issued on behalf of the Crown.

13. Exceptions

Any exceptions to the above clauses will only be because the museum is:

- acting as an externally approved repository of last resort for material of local (UK) origin.
- acting with the permission of authorities with the requisite jurisdiction in the country of origin.

In these cases the museum will be open and transparent in the way it makes decisions and will act only with the express consent of an appropriate outside authority. The museum will document when these exceptions occur.

14. Spoliation

The museum will use the statement of principles 'Spoliation of Works of Art during the Nazi, Holocaust and World War II period', issued for non-national museums in 1999 by the Museums and Galleries Commission.

15. The Repatriation and Restitution of objects and human remains

The museum's governing body, acting on the advice of the museum's professional staff, if any, may take a decision to return human remains (unless covered by the 'Guidance for the Care of Human Remains in Scottish Museums' issued by MGS in 2011), objects or specimens to a country or people of origin. The museum will take such decisions on a case by case basis; within its legal position and taking into account all ethical implications and available guidance. This will mean that the procedures described in section 16 will be followed but the remaining procedures are not appropriate.

The disposal of human remains from museums in Scotland will follow the guidelines in the 'Guidance for the Care of Human Remains in Scottish Museums' issued by Museums Galleries Scotland in 2011.

16. Disposal procedures

All disposals will be undertaken with reference to the SPECTRUM Primary Procedures on disposal.

The governing body will confirm that it is legally free to dispose of an item. Agreements on disposal made with donors will also be taken into account.

When disposal of a museum object is being considered, the museum will establish if it was acquired with the aid of an external funding organisation. In such cases, any conditions attached to the original grant will be followed. This may include repayment of the original grant and a proportion of the proceeds if the item is disposed of by sale.

When disposal is motivated by curatorial reasons the procedures outlined below will be followed and the method of disposal may be by gift, sale, or as a last resort - destruction.

The decision to dispose of material from the collections will be taken by the governing body only after full consideration of the reasons for disposal. Other factors including public benefit, the implications for the museum's collections and collections held by museums and other organisations collecting the same material or in related fields will be considered. Expert advice will be obtained and the views of stakeholders such as donors, researchers, local and source communities and others served by the museum will also be sought.

A decision to dispose of a specimen or object, whether by gift, sale or destruction (in the case of an item too badly damaged or deteriorated to be of any use for the purposes of the collections or for reasons of health and safety), will be the responsibility of the governing body of the museum acting on the advice of professional curatorial staff, if any, and not of the curator or manager of the collection acting alone.

Once a decision to dispose of material in the collection has been taken, priority will be given to retaining it within the public domain. It will therefore be offered in the first instance, by gift or sale, directly to other Accredited Museums likely to be interested in its acquisition.

If the material is not acquired by any Accredited museum to which it was offered as a gift or for sale, then the museum community at large will be advised of the intention to dispose of the material normally through a notice on the MA's Find an Object web listing service, an announcement in the Museums Association's Museums Journal or in other specialist publications and websites (if appropriate).

The announcement relating to gift or sale will indicate the number and nature of specimens or objects involved, and the basis on which the material will be transferred to another institution. Preference will be given to expressions of interest from other Accredited Museums. A period of at least two months will be allowed for an interest in acquiring the material to be expressed. At the end of this period, if no expressions of interest have been received, the museum may consider disposing of the material to other interested individuals and organisations, giving priority to organisations in the public domain.

Any monies received by the museum governing body from the disposal of items will be applied solely and directly for the benefit of the collections. This normally means the purchase of further acquisitions. In exceptional cases, improvements relating to the care of collections in order to meet or exceed Accreditation requirements relating to the risk of damage to and deterioration of the collections may be justifiable. Any monies received in compensation for the damage, loss or destruction of items will be applied in the same way. Advice on those cases where the monies are intended to be used for the care of collections will be sought from **Museums Galleries Scotland**.

The proceeds of a sale will be allocated so it can be demonstrated that they are spent in a manner compatible with the requirements of the Accreditation standard. Money must be restricted to the long-term sustainability, use and development of the collection.

Full records will be kept of all decisions on disposals and the items involved and proper arrangements made for the preservation and/or transfer, as appropriate, of the documentation relating to the items concerned, including photographic records where practicable in accordance with SPECTRUM Procedure on deaccession and disposal.

Disposal by exchange

The museum will not dispose of items by exchange.

Disposal by destruction

If it is not possible to dispose of an object through transfer or sale, the governing body may decide to destroy it.

It is acceptable to destroy material of low intrinsic significance (duplicate mass-produced articles or common specimens which lack significant provenance) where no alternative method of disposal can be found.

Destruction is also an acceptable method of disposal in cases where an object is in extremely poor condition, has high associated health and safety risks or is part of an approved destructive testing request identified in an organisation's research policy.

Where necessary, specialist advice will be sought to establish the appropriate method of destruction. Health and safety risk assessments will be carried out by trained staff where required.

The destruction of objects should be witnessed by an appropriate member of the museum workforce. In circumstances where this is not possible, eg the destruction of controlled substances, a police certificate should be obtained and kept in the relevant object history file.

17. Documentation

In relation to the collections held by Orkney Islands Council, for the purposes of this policy, documentation includes the following, but is not exhaustive:

- Entry forms.
- Accession registers.
- Images and electronic databases.
- Movement control records.
- Loan documentation.
- Disposal documentation.

The aim of the Documentation Policy is to ensure that the museum fulfils its responsibilities in relation to security, management and access to the collections, and will:

- Improve accountability for collections.
- Maintain at least minimum professional standards in documentation procedures and collection information.
- Extend access to collections information.
- Strengthen the security of the collections.

The Documentation Policy is guided by relevant professional and ethical guidelines, or legislation that governs museum documentation, and to which museum staff are required to work. For example (but not exhaustive):

- Museums Association Code of Ethics.
- Data Protection.
- Freedom of Information (if relevant).

Orkney Arts, Museums and Heritage curators maintain such records as are necessary to manage the collection, for which they are legally responsible, and any movements therein, including loans documentation.

Orkney Arts Museums and Heritage is committed to following SPECTRUM, the UK Collections Management Standard, specifically the recommended procedures for:

- Object entry.
- Acquisition.
- Loan in.
- Loan out.
- Location and movement control.
- Cataloguing.
- Object exit (disposal).

Orkney Arts, Museums and Heritage is committed to ensuring that documentation allows for access to information for staff, researchers, and the general public, through a variety of methods and OAMH is working towards an online presence.

Orkney Arts, Museums and Heritage is committed to ensuring the physical security of the records in their documentation systems, and the long-term preservation of those records, including regular back-up of electronic data and security copying of key records, such as accession registers.

Accession registers, and other key documentation, are kept in a fire-proof cabinet in a locked room. Electronic records and systems are backed up regularly by Orkney Islands Council ICT Service. Software is updated regularly in accordance with the contract held with the provider.

18. Access

As a service provider, Orkney Arts, Museums and Heritage creates inspiring and educational visitor experiences for all through its collections, permanent displays, temporary exhibitions, and public events across all our sites to encourage participation and inclusion in the cultural heritage of Orkney.

It is our aim to ensure access to all who would like to use our services and to develop a culture of continuous improvement in service provision. Promoting equality means recognising that everyone has different needs and taking positive action to ensure that everyone is able to participate in society wherever possible.

Orkney Arts, Museums and Heritage is committed to enabling access to our collections for education, research and enjoyment by all and, wherever possible, we will make reasonable adjustments to ensure access for all, within the constraints of resources, conservation, and security.

Our approach to access is guided by relevant professional and ethical guidelines or legislation that governs museum practice and the public sector including (but not exhaustive):

- Museums Association Code of Ethics.
- DCMS Guidance for the Care of Human Remains 2005.
- Equality Act 2010.
- MGS Guidance for the Care of Human Remains in Scottish Museums 2011.
- Orkney Community Planning Partnership's Equality and Diversity Strategy.
- Orkney Islands Council Equality Outcomes 2017-2018.

Orkney Arts, Museums and Heritage is committed to assessing, identifying and addressing access issues by means of internal checklists, access audits and / or working with local advocacy groups. We will undertake this through a regular review of access which will take place every five years as a minimum, and more frequently if possible. The review will include consultation with the Orkney Access Forum, and seeking advice from the Council Access Officer as to up-to-date best practice and requirements.

Orkney Arts, Museums and Heritage understands that users have different needs and is committed to reducing barriers to physical, intellectual, financial and geographical access to our collections. To engage visitors with the collections, information is delivered in a variety of ways at appropriate sites, for example (but not exhaustive):

- Permanent displays.
- Temporary exhibitions.
- Hands-on activities in galleries.
- Audio-visual listening and viewing points.
- Large print exhibition text available in galleries, or by request.
- A range of foreign language room guides.
- Visitor Services staff trained in customer service, including specialist training on meeting visitors' needs.
- Hearing loops.
- Website and Facebook pages.
- School loans boxes.
- Loans programmes.
- Art in Public Places scheme.
- Outreach visits to schools and community groups.

Orkney Arts, Museums and Heritage reviews and assesses current access provision when re-displaying galleries or setting up new exhibitions. Any specific requests for assistance will be considered.

Orkney Arts, Museums and Heritage is committed to listening to our users and non-users, and to responding pro-actively to visitor feedback in order to reduce any identified barriers to access.

Restricted access to parts of our collections because of the sensitivity of material held is guided by:

- Museums Association Code of Ethics.
- DCMS Guidance for the Care of Human Remains 2005.
- MGS Guidance for the Care of Human Remains in Scottish Museums 2011.

Orkney Arts, Museums and Heritage aims to balance its long-term responsibility for the preservation and care of collections with public access.

19. Collections Care

Collections Care includes:

- Provision of appropriate buildings for museums and stores.
- Monitoring and control of temperature, humidity and light levels.
- Housekeeping and preventive conservation.
- Repacking and labelling as required.
- Pest control.
- Condition assessment of artefacts entering the collection.
- Routine checks of artefacts.

Caring for the collections is a fundamental duty for all museums. Orkney Arts, Museums and Heritage makes use of a combination of preventive and remedial conservation measures, designed to ensure long-term preservation.

Preventive conservation covers the measures necessary to slow down or minimise deterioration of museum objects and specimens and structures.

Remedial conservation involves treatment of an object or specimen to bring it to a more acceptable condition or state in order to stabilise it or enhance aspects of its cultural or scientific value.

All workforce members and freelance staff working to support the care and conservation of the collection are aware and follow all policies and procedures.

Collections care and conservation is guided by relevant professional and ethical guidelines, or legislation that governs museum documentation, and to which museum staff are required to work. For example (but not exhaustive):

- Museums Association Code of Ethics.
- Health and Safety at Work Act 1974.
- COSHH Regulations 2002.

The Collections Care and Conservation Policy is guided by relevant standards and guidelines, for example, Benchmarks in Collection Care for Museums Archives and Libraries.

Orkney Arts, Museums and Heritage is committed to meeting the standards set out in Benchmarks in Collection Care for Museums Archives and Libraries.

The Collection Care and Conservation Policy is also guided by policies and plans including (but not exhaustive):

- Orkney Arts, Museums and Heritage Forward Plan.
- Site-specific Emergency Plans.
- Collections Care and Conservation Plan or planning information on collections care and conservation included within a wider plan.

Orkney Arts, Museums and Heritage is committed to consulting professional conservators for advice when needed on remedial conservation, or for remedial conservation to be carried out under the supervision of a professional conservator accredited by ICON.

Support for Learning Review: Action Plan Priorities

	Academic Year 2017 -18			Academic Year 2018 - 19			Academic Year 2019 - 20			Academic Year 2020 - 21				
	T3	T4	T1	T2	T3	T4	T1	T2	T3	T4	T1	T2	T3	T4
Priority 1: Developing Leadership (2018-2019)	Launch of Synergy (2.1)	Launch of Relational Approaches Programme (2.1)	Establish programme of Synergy workshops for mentors (2.1)											
			Phase 1 (2.1): Begin pilot of Relational Approaches (1-2 schools)	Support co-construction through consultative approach (2.3)	Input to school leaders on consultative approaches & Connected, Compassionate Communities (2.1/2.3)									
Priority 2 Assuring Quality (2018-2019)			Begin review of Staged Intervention (1.5)	Moderation of Staged Intervention (1.5)										
			Review of SILA allocation process (3.5)	Additional review of SILA allocation process (3.5)	Review impact of SILA allocation process (3.5)									
Priority 3 Improving Learning (2018-2019)			Assess the learning needs of SIL staff (2.2)		Refresh 'Getting it Right' training (all sectors) (1.2/1.3)									
Priority 4 Partnership Working (2018-2019)			Review of SALT SLA (2.2)	(Recruitment of Language and Communication Teacher)										
Priority 1 Developing Leadership (2019-2020)														
Priority 3 Assuring Quality (2019-2020)														
Priority 3 Partnership Working (2019-2020)														

3rd Review June 2021

2nd Review June 2020

1st Review June 2019

NOW February 2019

Key outcomes for learners:

Safe, healthy, achieving, nurtured, active, respected, responsible and included (Wellbeing Indicators).

Securing outcomes for learners:

QI 2.4 Personalised support

- We have an effective strategy for securing positive relationships and behaviour which all staff and partners take responsibility for implementing.
- All staff know and respond very well to the individual needs of children and young people and promote and support their wellbeing.
- Learners' needs are identified early through reliable and valid assessment information and ensure appropriate, proportionate and timely support including specialist input where required.
- Well-planned interventions are leading to positive outcomes for children with additional support needs including those affected by financial hardship.
- All children with a disability, health issue or social and emotional needs benefit from high-quality targeted support.

QI 3.1: Ensuring wellbeing, equality and inclusion

- Relationships across the school community are very positive and supportive, founded on a climate of mutual respect within a strong sense of community, shared values and high expectations.
- We ensure children and young people are active participants in discussions and decisions which may affect their lives.
- We comply and actively engage with statutory requirements and codes of practice.
- We have effective strategies in place which are improving attainment and achievement for children and young people facing challenges such as those from our most deprived areas our most deprived areas, young carers, those who are looked after and those with additional support needs.

The item numbering in the following table relates to **18 key recommendations** (1.1 through to 3.5) arising from the **Orkney Support for Learning Review** (undertaken through 2017 and 2018)

These recommendations are related to 3 core areas:

- Area 1 – Quality Assurance.
- Area 2 – Leadership.
- Area 3 – Learning.

Area 1 – Quality Assurance (Getting it Right Processes & Procedures; Gathering, Monitoring and Disseminating Information)

Getting it Right Processes & Procedures

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
1.1.	Quality assurance of Child's Plans.	<p>Child's Plan targets are outcomes focused rather than focusing on request for input or referrals.</p> <p>There is an explicit matching of intervention to child's identified needs, as assessed through the multi-disciplinary integrated assessment process.</p> <p>The voice of the child or young person has been fully captured.</p>	<p>QA process through:</p> <p>School Reviews:</p> <ul style="list-style-type: none"> Sampling within and across school settings. <p>Moderation of staged intervention:</p> <ul style="list-style-type: none"> Support through an initial professional learning network programme. 	<p>Matched to schedule of school reviews.</p> <p>Pilot review completed by May 2019.</p> <p>Feb In-service 2019.</p> <p>Professional programme of events developed and commencing from Jan 2019 – June 2019.</p>	<p>Child's Plans will be outcome focused, and there will be clear evidence of inter-agency collaboration and the central involvement of the child/young person in developing their plan.</p> <p>There will be a clear evidence trail showing improvement through target-setting and review.</p> <p>Review processes evidence improvements in key areas of individual need as identified through relevant assessment tools e.g. My World Triangle.</p> <p>Requests for Involvement to Pupil Support and information gathered by ELH show a consistent understanding and use of Staged Intervention Levels.</p>

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
1.2. and 1.3.	Collaborative, professional development	<p>To promote Orkney's strategic vision for all children and young people.</p> <p>To ensure processes, roles and responsibilities are understood by all.</p> <p>To ensure that the child's planning process facilitates the collaborative assessment, identification and addressing of needs.</p> <p>Enable exploration of ways of maximising participation of children and families.</p> <p>Embedding the language of wellbeing across the curriculum.</p>	Multi agency/services Getting it Right training event.	March 2019.	<p>Professionals from all agencies will demonstrate skill and confidence in child's planning processes and their roles and responsibilities along with those of others in relation to Getting It Right for Every Child.</p> <p>Child's Plans will evidence an integrated interdisciplinary approach to assessing, identifying and meeting the support needs of vulnerable children.</p> <p>The Language of Wellbeing will be used by parents, children and young people to describe the outcomes they are hoping to achieve.</p>

Gathering, Monitoring and Disseminating Information

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
1.4. (and 1.6.)	<p>Enabling the sharing of data within and across services.</p> <p>SEEMIS.</p>	<p>To ensure:</p> <ul style="list-style-type: none"> • Robust tracking, monitoring and recording of data for HWB is in place. • A consistent and effective approach to identifying and monitoring needs across Orkney. • Monitoring and recording of the effectiveness of interventions. (Also relates to area 3). • Transitional consultation, planning, and training. • Existing storage systems to SEEMIS. 	<p>Training sessions on Wellbeing Application in SEEMIS.</p> <p>Explore the principles and activities of “Virtual School” approach.</p> <p>Evaluate initial impact of developing the ‘Virtual School’ approach in Orkney.</p>	<p>March 2019.</p> <p>August 2019.</p> <p>August/September 2019.</p>	<p>Improved attainment data in literacy and numeracy.</p> <p>Transition information which encompasses multi agency input guides effective support arrangements.</p> <p>Information on HWB informs early intervention and flexible support approaches.</p>

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
1.5.	A unified, systematic approach to meeting needs. (Staged Intervention)	To achieve coherence in use across schools in order that levels of need are recorded and monitored consistently. (Also relates to area 2). Track and review impact of effectiveness of level of support and interventions.	Review staged intervention in line with national guidelines with all core partners. Provide training on Staged Intervention) for all staff who work with children and young people. (Please see Professional learning programme).	Initiated October 2018 – completed June 2019. October In-service day 2019.	Child's Planning processes, Requests for Involvement to Pupil Support and other information gathered by ELH demonstrate a consistent understanding and use of Staged Intervention levels across all learning communities.
1.7.	Access to key legislation and policy documents.	Access should be readily accessible to all practitioners via a regularly updated electronic Orkney Support Manual.	Working Group to support the updating and relaunching of Orkney's Support Manual.	August 2019	Professionals from all agencies use Orkney Support Manual to access information (as evidenced by meeting records and other data collation).

Area 2 – Leadership (Relationships; Capacity Building; Inclusion)

Relationships

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
2.1.	Placing relationships at the centre.	Strong positive relationships are fundamental to wellbeing and learning.	<p>Relationship-based approaches to addressing pupil and family needs to be driven through at both authority/strategic level and operational service-delivery level.</p> <ul style="list-style-type: none"> • Relationship-Based Approaches Steering Group in place. • 2 levels of work being developed (Level 1 intensive development in KGS and Papdale; Level 2 Orkney-wide Universal practices). <p>Completed Implementation of 'The Connected, Compassionate Community' (nurture-based classroom materials) in 2 local schools SYNERGY</p> <ul style="list-style-type: none"> • Mentors in school and external mentors from Orkney Pupil Support Team. • Presentations delivered to education service managers. • Initial presentation for Head Teacher Meeting – to explain role of in-school mentor. • Planned presentations to be jointly delivered in schools. • Planned training for staff in Education, Leisure and Housing. • Exploring ongoing networks of support at all levels. 	<p>August 2018</p> <p>August 2018 (pilot)</p> <p>June 2019 (phase1)</p> <p>Ongoing training with AT Autism until March 2020</p>	<p>Our policies and practices will reflect the central importance of relationships.</p> <p>Children and staff are able to keep calm and resolve conflicts peacefully.</p> <p>Children report that they have adults that they can talk to and reflect with in their education setting.</p> <p>Children report a sense of belonging to their school community.</p> <p>Children report feeling affirmed by the adults around them.</p> <p>Fewer exclusions.</p> <p>Better attendance.</p> <p>Greater participation in all elements of school life.</p>

Capacity Building

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
2.2.	Building and maintaining a skilled and confident workforce.	For staff to have the knowledge, skills and confidence necessary to meet the needs of children with additional support needs.	<p>A high-quality training strategy drawn from consultation processes within school as well as local and national priorities.</p> <p>Promotion of apprenticeship and mentoring models, e.g. Synergy.</p> <p>Development of rolling programmes.</p> <p>An area for immediate prioritisation of capacity building is increasing teachers and support staff confidence and skills in meeting the needs of children with language and communication difficulties through the development of collaborative models of working with support specialists who will prioritise mentoring, support and development roles.</p> <p>Needs analysis for Support for Learning capacity-building at October In-Service.</p> <p>Planning a programme of activities to meet the identified needs, including but not only provided by the Support for Learning Network.</p> <p>Transitional meetings with outgoing Teacher of Language and Communication, and detailed learning notes being drafted.</p> <p>Development of a Service Level Agreement with Speech and Language Therapy Service.</p> <p>Reinstate a permanent Steering Group for supporting the development children's Language, Communication, and Literacy.</p>	<p>Completed by 2020.</p> <p>October In-service.</p> <p>Following above</p> <p>September 2018</p> <p>September 2018</p> <p>June 2019.</p>	<p>Staff teams confident to tackle new challenges in collaboration with specialists without an assumption that situations need to 'refer on' (i.e. hand over) to an 'expert'.</p> <p>Staff are confident in Practitioner Enquiry and use this to build their knowledge and skills.</p>

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
2.3.	Co-construction of solutions through consultation.	Specialist input is most effective when systems allow capacity building through consultation and development work.	<p>Strategic systems should be explored within education and partner agencies to promote a consultative model of service delivery.</p> <p>Consultation Model of Working being explicitly prioritised within KGS and Early Years Managers.</p> <p>Planned input to SfLTs on use of Consultation Model during SfL Network sessions.</p> <p>Planned input to Head Teachers during HT meetings on use of Consultation Model.</p>	<p>September 2018</p> <p>October 2018</p> <p>May 2019</p> <p>Nov/Dec 2019</p>	<p>Child and family at the centre of constructing innovative ways of addressing additional needs.</p> <p>More focused and knowledgeable requests for support from specialist services.</p> <p>More joint collaborative work being commissioned.</p>

Inclusion Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
2.4.	Inclusive ethos and practice (clear links with actions under 1.1. – Child's Plan Process and 2.2.– Training Strategy).	<p>To nurture an inclusive ethos and culture throughout all contexts of learning in Orkney.</p> <p>To ensure that people with additional support needs continue to be full members of their community although they may require individualized learning pathways.</p>	<p>The strategic vision on inclusion should be reviewed. This should then inform policy, planning and priorities across all schools and establishments.</p> <p>Training should be developed to build inclusive ethos and practice within schools.</p> <p>Authority and school leadership should embrace and develop flexible curricular based on effective learning pathways which have coherence and meaning over time. These pathways will often involve creative collaboration with other agencies to deliver non-classroom-based learning (also relates to areas 1 and 3).</p> <p>Create a revised inclusion statement/vision articulating the way that Orkney will work together for better outcomes for children and young people, in order to provide appropriate opportunities for life in school and beyond.</p>	August 2019	<p>Mechanisms are in place to ensure alternative learning environments are properly resourced and equipped.</p> <p>Designated SIO role for Individualised Support.</p> <p>Child's Plans reflect school a sense of belonging to the school community as a key target for children who require alternative approaches.</p> <p>Training Strategy (2.2) reflects developing skills to create and sustain individualised learning pathways that are owned by the learning community.</p>

Area 3 – Learning (Support Staff; Barriers to Learning; Inclusion)

Support Staff

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
3.1.	Provision of high quality, relevant training and development opportunities for all Support for Learning staff.	All staff have the skills and confidence to meet the needs of nearly all learners most of the time.	Network events (2018 to 2020) for Support Staff facilitate a shared approach to learning. Materials used in network events are prepared with sharing in school staff teams in mind.	June 2020.	SFL Network events will gather evidence of increased skills and confidence. Requests for Involvement to Pupil Support will be more specific.
3.2.	Promotion and development of the interface between Pupil Support and schools.	Collaborative working, embedded across learning communities, develops the capacity to meet needs effectively.	Review request for involvement process including how the exit strategy is described during initial consultation period	December 2019.	Child's Plans will show evidence of relevant and effective partnerships between Pupil Support and school staff which have impacted possibly on outcomes for children and families. Requests for Involvement will show an increased desire for collaborative working in order to develop capacity rather than to fix problems.

Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
3.3.	Promotion of attuned mediation of learning.	A dynamic approach to promoting learning is the most effective way of maximizing the impact of support for learning resources, and improving outcomes for all, including children and young people with complex additional support needs.	Develop a learning programme for all staff that sets out the key principles of effective collaborative practice within a classroom environment.	August 2020.	Support for Learning Teachers and Class an understanding of how to support each other to scaffold learning and enhance the learning environment for all learners.

Barriers to Learning

3.4.	Promotion of consistent and effective identification and intervention practices to address literacy difficulties.	Children require clear, well-structured literacy learning opportunities, based on sound evidence and delivered by well-informed staff, to ensure their ability to develop the core literacy skills necessary for everyday life.	Share information about effective ways of supporting children and young people with literacy difficulties. Prioritise training as appropriate and work to incorporate relevant learning and skills in Orkney's literacy strategy and resourcing. Deliver training in Sound Reading System and piloting the method with targeted pupils.	November 2020.	Teaching staff demonstrate skills and confidence in meeting literacy needs. Individual education plans evidence coherent, consistent planning to identify and meet literacy needs. Schools can demonstrate improvements in literacy progression for pupils identified as at risk.
------	---	---	---	----------------	---

Inclusion Relates to Recommendation.	What.	Why.	How/Who.	When.	What difference and how do we know?
3.5.	Establishing and maintaining an effective process for allocation of resources to support the most vulnerable learners throughout their lives.	A systematic approach to developing readiness for anticipated future need will be the most effective approach to supporting our most vulnerable learners in an attuned ongoing way throughout their lifespan.	Work with partners across agencies and services (including Orkney Health and Care and Third Sector partners) to review how resources are allocated and utilised to create services for children and young people. (note: this links to the Partnership Provision Work Stream within the Orkney Learning Landscape Change Programme.)	June 2020.	Child's Plans evidence that children's and young people's needs are met in a coherent way at each transitional stage of their education, including moving into post school provision. Services demonstrate that they are prepared in advance to meet the needs of young people requiring their resources and support.



Education, Leisure & Housing

EARLY LEARNING AND CHILDCARE POLICY

January 2019

Revised August 2014, March 2017

Contents

1. Introduction	1995
2. Types of Provision.....	1995
3. Eligibility for early learning and childcare	1996
4. Deferred entry to school and eligibility for an additional year of early learning and childcare.....	1997
5. Registration Procedures for Enrolment	1999
6. Allocation of Places.....	1999
7. Induction to Settings.....	2002
8. Consultation with Parents, Carers and Practitioners	2002
9. Family Engagement	2003
10. Charging for Additional Services and Hours.....	2003
11. Capacity of Settings	2004
12. Children’s Workforce and Staffing in Local Authority Settings.....	2004
13. High Quality Environments.....	2006
14. Learning Through Play.....	2006
15. Management and Quality Assurance/Improvement.....	2007
16. Attendance	2008
17. Food.....	2008
18. Safety and Managing Risk	2009
19. Access to Provision	2010
20. Complaints	2010
Appendix 1: Useful links	2011
Appendix 2: Eligibility for Two Year Old provision	2012

1. Introduction

1.1.

Early learning and childcare is defined by the Children and Young People (Scotland) Act 2014 as “a service consisting of education and care, of a kind that is suitable in the ordinary case for children who are under school age, regard being had to the importance of interactions and other experiences which support learning and development in a caring and nurturing setting.” This definition emphasises the requirement to provide education and care in a seamless, integrated and holistic way.

1.2.

In 2014, the Government increased the quantity of early learning and childcare from 475 to 600 hours per year for eligible children. By August 2020, all eligible children will be entitled to 1140 hours of early learning and childcare. Orkney Islands Council is committed to working with local schools and partner providers across the islands to provide quality early learning and childcare for children and families.

2. Types of Provision

2.1.

Early learning and childcare may be provided through a range of providers, for example, local authority nursery classes within schools, stand-alone local authority settings and other partners, including private day care settings, voluntary sector organisations and child minders. All of these types of provider will be referred to as settings within this policy.

2.2.

The local authority will only enter into partnership with Partner Providers if potential partners are registered with the Care Inspectorate and staff are SSSC (Scottish Social Services Council) registered where appropriate. Potential partners must also meet acceptable standards of provision when inspected by HMIE (grades of satisfactory or better) or the Care Inspectorate (grades of good or better), or when quality assured by local authority officers.

2.3.

All partner provider settings enter into a Service Level Agreement with the local authority, which sets out the conditions for the provision.

2.4.

If sufficient local authority settings and/or partners are offering funded provision in an area to meet demand, the Local Authority may take the decision not to take on further funded providers. This is to ensure best value and business sustainability for existing providers.

3. Eligibility for early learning and childcare

3.1.

The legislation for eligibility for early learning and childcare and primary schools is set out in the Education (Scotland) Act of 1980, the Children and Young People (Scotland) Act 2014 and the Provision of Early Learning and Childcare (Specified Children)(Scotland) Order 2014.

3.2.

In determining enrolment procedures for entry into primary school and eligibility for early learning and childcare, Orkney Islands Council will take account of legislation and Scottish Government arrangements.

3.3.

Children are eligible for early learning and childcare from the term after their third birthday (taking up their place in August, January or April) and remain eligible for early learning and childcare until they have reached eligibility for school (see section on Deferred Entry). Therefore:

- Children born between 1st March and 31st August can start in August following their third birthday.
- Children born between 1st September and 31st December can start in January following their third birthday.
- Children born between 1st January and the end of February can start in April (summer term) following their third birthday.

3.4.

Children who are Looked After, under a kinship care order or have a parent appointed guardian (at any time after their second birthday) are eligible for early learning and childcare and family support from their second birthday.

3.5.

Children whose parents or carers are in receipt of particular benefits, as defined in the Specified Children Order (see Appendix 2), will be entitled to a minimum of 600 hours of early learning and childcare from the term after their 2nd birthday (taking up their place in August, January or April).

3.6.

During the phasing period up to 2020, some settings may offer more than 600 hours, up to 1140 hours per year. Information on the amount offered at each setting will be published at registration time.

3.7.

It is important to note that parents have no statutory obligation to access early learning and childcare and may choose how many hours they would like their child to access. There is no requirement to use all hours offered.

3.8.

If parents are using less than the hours available, and would like to request to an increase in hours, then this should be made towards the end of the term to start the following term. This enables staffing to be put in place.

4. Deferred entry to school and eligibility for an additional year of early learning and childcare

4.1.

In Scotland there is one intake to primary school that takes place in the August of each year. Children born between March and the following February become eligible to start primary school in the August when they will be between four and a half and five and a half years old. Children born between 1st September and the end of February have the option of starting school either in the August preceding their fifth birthday or of delaying entry to the next August. Children born between 1st March and 31st August will start school in the year that they turn five. It is not possible for the local authority to change these conditions of eligibility.

4.2.

Some parents therefore have a choice as to when their child starts primary school. Although their child may be eligible to start school before their fifth birthday, parents may wish to delay entry until the following year when their child will be five. Taking the choice to delay school enrolment for a year is known as deferred entry.

4.3. Automatic Deferral

Children with birthdays in January or February will have the right to start school when they are four and a half. They will also have the right to defer entry and the local authority will provide early learning and childcare for an additional year if parents or carers request this.

4.4. Discretionary Deferral

Children with birthdays between 1st September and 31st December will have the right to start school. They can also defer entry to school. However there is no right to an additional year of early learning and childcare. The local authority has the discretion to provide early learning and childcare where there are significant reasons for a child to do so. These may include:

- A child with very significant learning needs where there is evidence that they will benefit from an additional year and where there is a comprehensive child's plan.

- A child who is looked after with a Looked After Child's Plan and where there is evidence that they will benefit from an additional year of early learning and childcare.

4.5.

Following an assessment of wellbeing, the case will be considered by the educational psychology service and the Lead Officer for Early Years. This will include assessing whether an additional year of nursery will be of significant benefit to the child. Following their recommendation, the child may then be allocated a funded place.

4.6.

Dependent on available capacity within each setting, it may be possible to accommodate other parental requests for a non-eligible discretionary deferral place within existing resources. Parents make a request for a discretionary deferred place in March before their child would be due to start school. Autumn born children are not entitled to an additional funded year of early learning and childcare, the allocation of a place to a non-eligible child is not automatic and is at the discretion of the local authority. There must be no additional costs incurred to the local authority, including requirements for additional staffing or additional hourly costs.

4.7.

Discretionary deferrals cannot be accommodated at any setting outwith Local Authority settings, as this will always incur an additional cost.

4.8.

If a setting is unable to offer a full place, the Local Authority may be able to offer a reduced number of hours to non-eligible discretionary deferral children, or a reduced offer at an alternative setting. A minimum offer would be likely to be four to five half days per week.

4.9.

If there are more requests for discretionary deferrals than available places, and there are no developmental reasons for a child to defer, then places will be prioritised by age, with December born, followed by November born children being offered the first places.

4.10.

When deciding on allocation of non-eligible places, the Authority will consider projected uptake as well as individual setting contexts and any decision on non-eligible spaces is at Local Authority discretion and is final.

5. Registration Procedures for Enrolment

5.1.

Registration for early learning and childcare takes place in February or March each year.

5.2.

The local authority advertises registration by using the local press, posters/leaflets, and via other agencies.

5.3.

Information about all available funded providers, plus enrolment documentation will be available on the Council Website (see appendix 1)

5.4.

Parents will be invited to seek further information, from the head teacher, the early learning and childcare manager, or practitioner from their preferred setting. Each setting will provide enrolment packs and further information for families.

5.5.

Registration will be carried out directly by individual settings. The local authority will set a 'registration week' during February or March during which most registration activity will take place. Registrations which are not straightforward (such as placing requests) will be referred to the Education Resources Manager.

5.6.

Each school or setting has a standard registration form which should be used by parents and carers to register their child and to indicate preferences. Information on registration numbers and number of sessions requested will be passed to the local authority by the end of March each year at the latest.

5.7.

Late enrolments will be carried out by the setting in consultation with the Local Authority, for, for example, families who come to Orkney after the normal registration date.

6. Allocation of Places

6.1.

Ordinarily, all eligible children are able to have an early learning and childcare place in the school or setting in their local catchment area.

6.2.

Exceptions might be if no provision exists in the local area, if a setting is full, or if a child arrived late into an area and the setting had no additional capacity. In these circumstances, the child will be offered a place in an alternative setting.

6.3.

Parents may make a placing request to the Education Resources Manager if they would like their child to go to a setting outwith their catchment area. Placing requests may be granted provided there are no unsustainable financial implications/additional costs for the Local authority.

6.4.

Eligible children are defined in sections 3.3 and 3.5. If local authority settings have limited capacity, places will be prioritised in the following way:

- Eligible child who lives in the catchment area. This would include automatic deferrals and agreed discretionary deferrals following an assessment of wellbeing (see 4.5).
- Eligible child outwith the catchment area who has additional support needs which are best met in the setting. This would include Looked After children.
- Placing or split placement request for an eligible child who lives outwith the catchment area who has a sibling already in that setting (in 2 year old provision or nursery).
- Placing or split placement request for an eligible child who lives outwith the catchment area who has a sibling already in school (P1-7).
- Placing or split placement request for eligible child to meet childcare requirements for working parents, for example, the setting offers an all year pattern.
- New placing requests not covered above.
- Discretionary deferrals for non-eligible child due to parental preference (see 4.6).

Local Authority settings must ensure that sufficient capacity is retained to accommodate new arrivals and that not all spare spaces are allocated to children outwith catchment or non-eligible children.

6.5.

Final decisions on split placements and placing requests will be made in early May. When deciding on split placements and placing requests, the Authority will consider projected uptake as well as individual setting contexts and any decision is at Local Authority discretion and is final. Parents can request that a decision be reconsidered, but there is no Right of Appeal.

6.6.

Requests for split placements between more than one school or setting, including partner providers, will be considered provided that:

- the total number of hours across the two placements do not exceed the amount a child would receive in their catchment school/setting as part of phasing arrangements
- no excessive or unaffordable costs are incurred to the local authority.

6.7.

Unless there are exceptional circumstances, requests to make or change the structure of a split placement that are made after budgets are set will only be considered if this does not incur an additional cost.

6.8.

Unless specifically stated at enrolment, once a child has been accepted for a three year old place at a setting, including placing and split placement requests, they will be entitled to finish their funded early learning and childcare experience at the same setting without making a new request or enrolment. This is to ensure continuity of provision.

6.9.

In specific circumstances, for example, a placing request at a setting that is predicted to become busier, a place may be given for one year only, rather than declining a request. This will be made clear to parents or carers when the place is offered.

6.10.

If a child is in two year old provision, their parents need to enrol them in 3-5 nursery provision as per normal procedures.

6.11.

Where capacity allows within existing resources, settings may offer a child who is registered at that setting for that academic year, an early learning and childcare place from their third birthday before they become eligible the term after they are three. This may include a reduced number of hours. However, early entry places cannot be offered if this incurs an additional cost to the Local Authority.

6.12.

Early entry places will not be offered to two year olds from their second birthday, unless they are looked after.

6.13.

In island schools with only one child on roll in the nursery, additional non-eligible children (for example, two year olds) may be offered a free early learning and childcare place so that a social cohort is created. If there are only three or fewer children aged 2-5 on an island, then the Local Authority may use their discretion to offer a free place to the third child to create a social cohort. However, these discretionary places cannot be offered if this incurs an additional cost to the Local Authority

6.14.

In Kirkwall, where more than one Local Authority setting may serve the same catchment area, new catchment based enrolments will be accepted on a first come first served basis.

7. Induction to Settings

7.1.

Information about the setting will normally be included in the school/setting handbook or information leaflets. Informal liaison prior to starting early learning and childcare is encouraged.

7.2.

Settings will use a range of approaches to support transition between home and school/nursery/other settings. This may include visits or sessions to which children and parents can be invited, visits to toddler groups by early years practitioners and stay and play events. Families may also be offered a home visit.

7.3.

Appropriate and timely information about children with additional support needs will be given to the school or setting by the Named Person or Lead Professional where appropriate.

7.4.

Attendance can be tailored to suit the child and family, e.g gradually increasing the number of sessions/length of sessions according to the wishes of the parents.

7.5.

No child will be given shorter or fewer sessions due to developmental needs or differences, for example toilet awareness issues.

8. Consultation with Parents, Carers and Practitioners

8.1.

The Children and Young People (Scotland) Act 2014 encourages Local Authorities to develop increasingly flexible provision over time. This means that not all settings will offer identical provision.

8.2.

Orkney Islands Council take account of parent and carer views when planning provision. Representative parents and carers will be consulted every two years and their views will inform models of delivery. Practitioners and managers in early learning and childcare settings will also contribute to the planning processes for the development of early learning and childcare.

8.3.

Responding to the views of managers and parents will mean that timings of sessions and models of delivery may change over time and across settings to be tailored to the needs of different communities. This will be published in registration information.

9. Family Engagement

9.1.

Engaging, learning from and working with parents, carers and families is a key part of the role of managers and practitioners in early learning and childcare settings.

9.2.

Settings will create a range of opportunities to engage families and other partners, for example, stay and play sessions, social experiences and working groups.

9.3.

Settings will support parents and carers to engage with their children's learning and will provide opportunities for parent and carers to find out about how very young children learn.

9.4.

Intergenerational working, including opportunities for children to engage with older people, will be offered where possible, as part of children's early years experience.

10. Charging for Additional Services and Hours

10.1.

All schools and settings will offer children a healthy snack based on the current nutritional guidance, *Setting the Table* (Nutritional guidance and food standards for early years childcare providers in Scotland, NHS Health Scotland 2014). A small contribution is requested to cover the cost of this and parents may choose to contribute this daily, weekly or termly.

10.2.

If capacity in settings allows, parents may be able to access more than the funded hours each year. A charge may be made for additional hours on top of the eligible entitlement. (See charging policy link in appendix 1)

10.3.

No charge will be made by any setting (Local Authority or partner funded provider) for the following:

- Funded early learning and childcare hours that form part of a child's allocation.
- Top up payments for funded hours other than in those contributions mentioned in 10.1.

- For children using a split placement, charges for unfilled hours at one setting when the child is using funded early learning and childcare at another setting.

11. Capacity of Settings

11.1.

The capacity of each setting is agreed with the Care Inspectorate taking into account National Care Standards, including factors such as building/infrastructure/ floor area, number of and access to toilets, and access to play areas etc.

11.2.

The Care Inspectorate Registration Certificate specifies the maximum number and the age groups permitted at any time in each setting.

11.3.

Local Authority settings are staffed for the number of eligible children registered each year. The staffing capacity of the setting may be less than the registered number.

11.4.

At registration time, where possible, one or two places should be kept for late enrolments in catchment areas or for requests by other agencies.

12. Children's Workforce and Staffing in Local Authority Settings

12.1.

Settings vary in size across Orkney from 1 to 80 children at any one time.

12.2.

The staffing ratio is specified by the National Care Standards and in nurseries is

- 1:10 for children aged 3 years and over if they stay for less than 4 hours
- 1:8 for children aged 3 and over who stay for more than 4 hours
- 1:5 for children aged 2-3 years

12.3.

Each setting will have a Care Inspectorate Registered Manager, which will be the head teacher or the early learning and childcare manager.

12.4.

It is a requirement that all staff will be registered to either the GTCS (General Teaching Council), or the SSSC (Scottish Social Services Council).

12.5.

Any member of staff who fails to register within the specified period, or maintain their registration will no longer be able to attend for work at the setting.

12.6.

Unqualified practitioners may be appointed to practitioner posts. Early years practitioners or support workers are appointed on the condition that they will complete a SSSC recognised qualification for practitioners in day care of children settings within three years of taking up post. Senior practitioners and managers are appointed on the condition that they complete a BA in Childhood Practice or other SSSC recognised qualification for managers in day care of children settings within five years of taking up post.

12.7.

All staff in Local Authority settings who require a qualification for their job role will have the course fees funded by the Local Authority. Attendance at SVQ training sessions will be paid (for example, two hour morning session). In addition, traveling expenses for isles staff will be funded.

12.8.

Settings with consistently less than 24 children will be led by an Early Years Lead Practitioner. If the numbers of children exceed the ratio for one member of staff, additional Early Years Practitioners will be appointed to work alongside the Lead Practitioner to meet ratio requirements.

12.9.

Settings with consistently more than 24 children will usually be staffed by a senior practitioner or registered manager and a number of Early Years Practitioners to meet the ratio requirement

12.10.

Early Years Support Workers may be appointed to work alongside the early years team to enhance the team capacity to work with children with additional support needs.

12.11.

Early Years Practitioners and Lead Practitioners who work full time term time only are employed for 35 hours per week for 41 weeks per year, plus holidays. This includes five in-service days plus 70 hours outwith the school term to be allocated in agreement with the manager. Appropriate use of this additional time could include attendance at the setting outwith term time to prepare the playroom and equipment, staff training, home visiting, running groups and other work with families. Additional time for part time staff is allocated on a pro-rata basis.

12.12.

Nursery staff who work in settings providing all year round provision are employed for 35 hours per week for 50 weeks per year.

12.13.

Practitioners in all settings will have an allocation of planning, preparation, collegiate and development time. For full time staff, this will be at least 8.5 hours per week during school term times. For part time staff, this will be on a pro-rata basis. The manager or head teacher will agree the use of these hours.

12.14.

All practitioners will undertake a minimum of 12 hours Continuous Professional Development per year and managers will ensure that they allocate time within in-service days and/or non-contact time or cover ratios to enable this to happen.

13. High Quality Environments

13.1.

All settings should provide a rich, stimulating, age appropriate learning environment for young children. Settings should be warm, welcoming and nurturing, staffed by practitioners who understand that relational ways of working are key to children's wellbeing.

13.2.

Children should have daily access to extended periods of time in a naturalistic outside environment. Where a setting has more than one member of staff, this should be offered as a free-flow experience.

14. Learning Through Play

14.1.

Practitioners should plan high quality first hand play based experiences that are responsive to children's needs and interests.

14.2.

Learning should be documented in individual folders, plus, for example, group floorbooks, planning walls or documentation, and wall displays.

14.3.

Children should be engaged in planning and leading their own learning and practitioners should use innovative and age appropriate ways to support children to do this.

15. Management and Quality Assurance/Improvement

15.1.

The local authority and the Care Inspectorate have the responsibility to oversee the development, delivery and quality of early learning and childcare in all settings that are offering funded early learning and childcare.

15.2.

Within a Local Authority school based setting, the overall management rests with the head teacher or early learning and childcare manager, who will ensure that the provision is a fully integrated part of the whole school. In partner provider nurseries, there will be a registered manager who is responsible for the management of the setting.

15.3.

School and setting managers will ensure that all registrations of provision and practitioners are completed and kept up to date with the appropriate national bodies i.e. Care Inspectorate, GTCS, SSSC.

15.4.

At least 12 hours of professional learning and development and CPD opportunities will be made available to all early learning and child care practitioners each year. This could include collaborative training with early years practitioners in other agencies as well as practitioners and childminders across other aspects of early learning and childcare

15.5.

The manager will ensure that self-evaluation is consistently carried out by the setting and helps to inform provision, staff development needs, development priorities to be included in the school/setting improvement plan, and the standards and quality report.

15.6.

Quality Assurance processes will be carried out at:-

- setting/school level (self-evaluation processes eg How Good is Our Early Learning and Childcare)
- local authority level (quality assurance and improvement processes)
- national level (Care Inspectorate/HMle inspection processes)

15.7.

Following an HMle or Care Inspectorate inspection, or a local authority review, the local authority will support the school/setting in creating and implementing an Action Plan if appropriate.

15.8.

If a partner provider has failed to improve within 12 months despite input from the Local Authority, then the Local Authority will no longer be able to use the setting as a partner provider.

16. Attendance

16.1.

A register of children will be kept for school/setting records and for census purposes.

16.2.

At registration, parents request the number of sessions/hours that they would like each term. This may be varied (increased and decreased) in discussion with the setting.

16.3.

Daily attendance will be kept on a register. Failure to attend as expected will be treated as non-attendance and followed up appropriately, which might include phoning parents or contacting the Health Visitor.

16.4.

The manager of the setting has the authority to discuss a child's irregular attendance with the parent.

17. Food

17.1.

All children who stay for a morning and afternoon session are entitled to a lunch, and a small snack is usually served during a morning, afternoon or late afternoon session.

17.2.

Any food served will comply with current nutritional guidance for children aged 2 to 5 years.

17.3.

Until full implementation in 2020, there may be a charge for any meals provided unless the child is entitled to a free school meal.

17.4.

Parents may choose to bring a packed lunch for their child. In these circumstances, each setting should support parents to provide a healthy packed lunch in line with current nutritional guidance.

18. Safety and Managing Risk

18.1.

The Authority and Care Inspectorate's guidelines on safety and security in settings must be strictly followed.

18.2.

Settings will use risk benefit assessments to manage risk and to support children to develop their skills in managing risk.

18.3.

Settings must ensure that children are appropriately supervised at all times. Staff should be particularly watchful at arrival and departure times.

18.4.

No child should be allowed to leave the premises with an unknown or unauthorised person.

18.5.

Any adults (including frequent volunteers) who have regular access to children in the setting will be required to join the PVG scheme. This would not apply to parents or carers sharing a session, who will be supervised by members of staff.

18.6.

Should an incident or accident occur in a setting, it should be recorded using the Local Authority or setting procedures (if not a Local Authority setting). Depending on the nature of the incident or accident, the Local Authority should be informed, and the Care Inspectorate should be notified (see appendix 1).

19. Access to Provision

19.1.

Transport is not provided by the Local Authority for children below school age and parents are responsible for making their own arrangements.

19.2.

Some funding may be available through Sure Start for instance where a child's attendance at a setting is curtailed or precluded due to real difficulties being experienced by the family. Application forms are available on the Council Website (see appendix 1).

19.3.

For children who may be unable to access provision for extended periods, for example due to illness, some support for the child and communication with the family may be provided from the school/setting/ or early years team.

20. Complaints

All settings will ensure that complaints procedures are clearly displayed on notice boards and in setting information handbooks or leaflets. In addition to making a complaint to the setting or Local Authority, parent and carers should be notified of their right to make a complaint directly to the Care Inspectorate.

Appendix 1: Useful links

Early Learning and Childcare information on the Council Website:

<http://www.orkney.gov.uk/Service-Directory/P/Early-Learning-and-Childcare.htm>

Charging policy:

www.orkney.gov.uk/Service-Directory/P/buying-additional-hours.htm

School Attendance Policy:

Information on Care Inspectorate Notifications:

<http://hub.careinspectorate.com/media/481042/records-that-all-registered-care-services-must-keep-and-guidance-on-notification-reporting.pdf>

Appendix 2: Eligibility for Two Year Old provision

Qualifying benefit
Universal Credit
Income Support
Income Based Jobseekers Allowance
Employment & Support Allowance (Income Related)
Child Tax Credit, but not Working Tax Credit (income less than £16,105)
Child Tax Credit and Working Tax Credit (income below £6,420)
Age 16-18 and claiming any of these benefits in your own right
Incapacity Benefit or Severe Disablement Allowance
Pension Credit
Asylum Seeker receiving support under Part VI of Immigration & Asylum Act 1999