



Visit Moray & Speyside(Moray & Speyside Tourism Improvement District) – baseline services information

Service Area – Balvenie Castle, Historic Environment Scotland  
As of March 2019

<b>Activity Area</b>	<p>Our programme and priorities are firmly aligned to the Government’s Purpose, strategic priorities and National Performance Framework.</p> <p>We contribute directly to the Scottish Government’s National Outcomes.</p> <p>Historic Environment Scotland’s is a Non Departmental Public Body and act as the lead public body for Scotland’s historic environment and are central to the delivery of Our Place in Time – Scotland’s first ever strategy for the historic environment.</p> <p>Historic Environment Scotland is a charity dedicated to the advancement of heritage, culture, education and environmental protection.</p> <p>We also act as leader and enabler to ensure that the historic environment delivers economic, social, cultural and environmental benefits for Scotland. We do this through historic environment legislation, our people, our partners and our combined resources, including the provision of financial assistance through our grants programme.</p> <p>We foster a strong sense of identity in telling Scotland’s story through interpretation of our sites and through outreach in its broadest sense.</p> <p>Additionally the organisation’s work is rooted in primary legislation, relating to the historic environment that include:</p> <ul style="list-style-type: none"><li>• scheduling sites of national significance;</li><li>• taking sites of national importance into State care and managing them on behalf of Ministers;</li><li>• listing structures for their special architectural or historical interest;</li><li>• managing and guiding change to the historic environment.</li></ul> <p>Our people are our key resource. With 1,100 staff distributed across Scotland, we deliver a broad remit covering tourism, conservation and development, while also improving the understanding of the historic environment. We are a multidisciplinary organisation, with specialists in many areas including, but not limited to; archaeology, history, architecture, conservation and maintenance, engineering, surveying and tourism and leisure. We also work with professionals from outwith the organisation across all of these disciplines.</p>
<b>Description/ Specification of property within BID boundary</b>	Scottish Ministers has Balvenie Castle in guardianship. The visitor attraction operation is managed by the commercial and visitor operations team and maintained by the conservation team.
<b>Contact</b>	Brian Ford, Tourism & Community Manager 01667 460208, <a href="mailto:Brian.Ford@hes.scot">Brian.Ford@hes.scot</a>

	Joy Fotheringham, Historic Environment Scotland Factor 0131 668 8828, <a href="mailto:Joy.Fotheringham@hes.scot">Joy.Fotheringham@hes.scot</a>	
<b>Existing Activity</b>	Balvenie Castle is run as a visitor attraction with paid entry. The site also hosts and acts as a venue for events throughout the year.	
<b>Operational Times</b>	Visitor times are April to end September 9.30 am to 5.30 pm	
<b>Equipment Levels</b>	Appropriate to site conservation and maintenance	
<b>Staff Levels</b>	2 permanent seasonal staff are employed by our 12 by Visitor Operations during the summer months.	
<b>High Level Key Performance Targets (KPT) 2018 – 19</b>  Further information can be found at : <a href="https://www.historicenvironment.scot/about-us/who-we-are/corporate-plan/">https://www.historicenvironment.scot/about-us/who-we-are/corporate-plan/</a>	Strategic Theme	Key Performance Indicator
	Lead	KP1 : Championed the historic environment – by taking the lead role in the delivery of Our Place in time KP2 : Increased the overall contributing of heritage tourism to the Scottish economy KP3 : Managed the impact of climate change by improving knowledge and understanding KP4 : Created an organisation that earns respect as the lead public body for the historic environment
	Understand	KP5 : Increased knowledge and understanding of the historic environment
	Protect	KP6 : Improved the condition of Scotland's historic environment
	Value	KP7 : Enhanced engagement with the historic environment KP8 : Provided excellent service to our visitors and service users
Perform	KP9 : We are efficient, resilient and sustainable organisation KP10 : Our staff are fully engaged in the transformation KP11 : We actively promote equalities	
<b>Legislation/Policy</b> Further information can be found at: <a href="https://www.historicenvironment.scot/about-us/who-we-are/our-board/about-the-board/#the-role-of-the-board_tab">https://www.historicenvironment.scot/about-us/who-we-are/our-board/about-the-board/#the-role-of-the-board_tab</a>	As a Non Departmental Public Body the Scottish Ministers expect Historic Environment Scotland to support the Scottish Governments Purpose, the Programme for Government and Government Economic Strategy. These expectations are specifically laid out in the Annual Letter of Guidance from the Cabinet Secretary for Culture, Europe and External Affairs to the Chair of Historic Environment Scotland.  In addition, the broad ranging remit of Historic Environment Scotland means that it has identified responsibilities in relation to policy areas as diverse as tourism, climate change and traditional craft skills. The Scottish Ministers do not normally intervene in the operational management of the Organisation's functions.  The Scottish Ministers are accountable to the Scottish Parliament for what Historic Scotland does. They reply to correspondence from Members of the Scottish Parliament on policy matters. They normally look to the Chief Executive to reply to Members' correspondence on other operational matters.	

<b>Existing Value of contract/service</b>	Historic Environment Scotland's corporate reports can be seen at <a href="http://www.historicenvironment.scot/about-us/who-we-are/corporate-information/">http://www.historicenvironment.scot/about-us/who-we-are/corporate-information/</a>
<b>Boundary Area</b>	Historic Environment Scotland has a Scotland wide remit.
<b>Non Compliance</b> Further information can be found at: <a href="https://www.historicenvironment.scot/about-us/who-we-are/chief-executive/">https://www.historicenvironment.scot/about-us/who-we-are/chief-executive/</a>	<p>The Chief Executive of Historic Environment Scotland is accountable for the delivery of its functions, its performance and for planning its future development as well as for ensuring that the Historic Environment Scotland Board and Scottish Ministers receive sound and well-researched advice on the matters for which they are responsible.</p> <p>In particular the Chief Executive is responsible for:</p> <p>Being Accountable Officer for the management of the Organisation's resources, as appointed by the Principal Accountable Officer;</p> <p>Being personally answerable for the efficient and effective operation and financial management and for performance against key targets;</p> <p>Developing Scottish Government policy and providing Scottish Ministers and others with strategic policy advice;</p> <p>Ensuring that the Organisation works in support of the Government's purpose and national outcomes set out in the National Performance Framework;</p> <p>Delivering statutory functions/responsibilities;</p> <p>Ensuring that the Organisation is a high performing and continuously improving organisation and that it is contributing to the 'Serving Government Better' business strategy;</p> <ul style="list-style-type: none"> <li>• Ensuring that all relevant financial considerations and guidance, including issues of propriety, regularity, efficiency and value for money, are taken into account in delivering the Organisation's business;</li> <li>• Preparing and publishing annual reports, accounts and corporate and business plans, subject to Ministerial approval;</li> <li>• Management, development and well-being of staff;</li> <li>• Ensuring Best Value in all aspects of operations, both front line delivery and corporate support functions, including the use of collaborative procurement and shared service arrangements where participation offers value for money for the Agency or to the wider public purse;</li> <li>• Replying to correspondence from MSPs on operational and related policy issues within responsibilities and otherwise supporting Scottish Ministers by preparing Ministerial briefing and responses to Ministerial correspondence and Written or Oral Parliamentary Questions;</li> <li>• Keeping the content of the Agency's Framework Document under review, discussing changes with the Director General/Portfolio Accountable Officer;</li> <li>• Determining the operational policies for the Organisation;</li> <li>• Determining the Agency's organisation and management structure;</li> <li>• Exercising responsibility for delegated human resource management and financial powers;</li> <li>• Security at all sites managed by the Agency;</li> <li>• Health and safety in relation to all Agency business</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• Communications and public relations.</li> </ul>
<b>Additional Information or Notes</b>	Further information about Balvenie Castle can be found at: <a href="https://www.historicenvironment.scot/visit-a-place/places/balvenie-castle/">https://www.historicenvironment.scot/visit-a-place/places/balvenie-castle/</a>