

Highlands and Island Enterprise (HIE) – Baseline Services Statement

Service Area: -	
Activity Area	As the Scottish Government’s economic and community development agency for the Highlands and Islands of Scotland, HIE’s purpose is to generate sustainable and inclusive economic growth across the region.
Statutory/Non-statutory Service	Economic Development is a non-statutory function, therefore by extension HIE’s support for tourism businesses and the tourism industry is non-statutory.
Description/Specification	<p>HIE have three main priorities that will focus activity to deliver sustainable economic growth across the region.</p> <p>They are:</p> <ul style="list-style-type: none"> Grow successful, productive and resilient businesses Create the conditions for growth Build strong, capable and resourceful communities
Contact	<p>Angie Smith Highlands and Island Enterprise The Enterprise Park Forres IV36 2AB Angie.smith@hient.co.uk DDI: 01309 696007</p>
Existing Activity	HIE is currently working with a number of businesses and social enterprises within the Moray area to help them to deliver their growth plans. The assistance offered will be tailored on a case by case basis. All funding is discretionary and levels of funding will vary.
Operational Times	HIE activity within Moray is covered by staff based in Forres where the office is staffed from 8.30am to 5pm from Monday to Friday (public holidays excepted)
Equipment Levels	N/A
Staff Levels	The HIE Moray team is based at The Enterprise Park Forres, Moray
Key Performance Indicators	Working with partners, especially VisitScotland, HIE is a key player in meeting the national ambitions to grow the value of the tourism sector equating to an additional £600m expenditure into the region.
Legislation/Policy	Full details of HIE ‘s operating plan are available online www.hie.co.uk/operatingplan

Existing Value of Contract/Service	All HIE engagement is discretionary and assistance will depend upon a project's fit with HIE's strategic priorities.
Boundary Area	Moray Area
Non-compliance Procedure	Any complaints about the service offered by HIE which cannot be resolved locally can, under the Scottish Public Services Ombudsman Act 2002, be referred to the Scottish Public Services Ombudsman.
Additional Information or Notes	