

Shetland Community Safety & Resilience Board

Wednesday 16th August 2017

Lerwick Fire Station

14:00-16:00

Agenda

1. Welcome & Apologies
2. Report from BP
3. Previous Minutes & Matters Arising

Emergency Planning & Resilience

4. Resilience Activity

Community Planning

5. Quarterly Outcome C update report

Police Scotland

6. Performance Against Local Policing Plan

Scottish Fire & Rescue Service

7. Performance Against Local Fire & Rescue Plan

Scottish Ambulance Service

8. Scottish Ambulance Service Report

Coastguard

9. Verbal Report

For Information

AOCB

Dates of Future Meetings:

Wednesday 8th November, 14:00-16:00, Council Chamber, Town Hall, Lerwick

Community Safety & Resilience Board

Held on Thursday 17th June 2017, in the Shetland Museum Auditorium

Present

Cllr. Alastair Cooper	SIC (Chair)
Cllr. Allison Duncan	SIC (Vice-Chair)
Cllr Malcolm Bell	SIC
Cllr. Cecil Smith	SIC
Vaila Simpson	Community Planning & Development, SIC
Ch. Insp. Lindsay Tulloch	Police Scotland
Peter Smith	Scottish Ambulance Service
Ingrid Gall	Emergency Planning & Resilience, SIC
Fraser Burr	Scottish Fire & Rescue Service
Myles Murray	Scottish Fire & Rescue Service
Cassie Stevens	HM Coastguard
Errol Smith	HM Coastguard
Dr. Susan Laidlaw	NHS
Billy Mycock	Environmental Health, SIC

Apologies

Ralph Roberts	NHS
Mark Boden	Chief Executive, SIC
Cllr. Steven Coutts	SIC
Cllr. Mark Burgess	SIC
Cllr. Duncan Simpson	SIC
Jan Riise	Governance & Law, SIC
Catherine Hughson	Voluntary Action Shetland
Mike Smith	HM Coastguard
Elaine Skinley	Roads, SIC
Dave Coupe	Roads, SIC
Andy Fuller	SAS

1. Welcome & Apologies

Cllr Cooper thanked everyone for coming and opened the meeting. He introduced the new elected members to the Board, and introductions and apologies were conducted.

2. Previous Minute & Matters Arising

Fraser highlighted a reference in the minutes to a visit by the Chief Fire Officer. He advised that this should be the *Assistant* Chief Fire Officer. Minute to be amended accordingly.

Cllr. Duncan moved to adopt the minutes, Myles Murray seconded.

Outstanding Action Points were then addressed:

Action 2.4- Identify the staffing baselines for agencies on the Board. Ongoing (Alastair Cooper/ Jan Riise)

Cllr. Cooper advised that he had spoken to Jan about this, and that there would be a discussion before the next CSRB meeting to move this along. Ongoing.

Action 13.1- Invite BP representative to attend future meeting (Ingrid Gall)

Ingrid advised that Tim Smith and Tommy Clark from BP will attend the next CSRB meeting; they have requested that they be scheduled first on the agenda to give them time to fly back that afternoon. Complete.

Action 14.1- Report to be provided clearly outlining whether the sound levels at the emergency helicopter site are within tolerance levels (Ingrid Gall)

Ingrid advised that the 3rd noise report had been forwarded to Planning to be made public with the rest of the planning documents. As the site has only temporary 2-year planning permission, permission will need to be re-applied for in March 2018.

Cllr. Cooper requested clarification of the report, which he understood to be highly technical.

Ingrid said that the report had been sent to Environmental Health for their input and conclusions. Ingrid read the reply from Patti Dinsdale, Environmental Health Team Leader:

“As stated before, Statutory Nuisance law considered and enforced by this department specifically **excludes** aviation noise. Some of the elements of a Statutory Nuisance assessment are however relevant.

The other data collected in such an assessment would include: impact, locality, time, frequency, duration, convention, importance and avoidability.

The reports show an average maximum noise level during night time which is 18 dB higher than the average maximum noise level when there were no helicopter events. If statutory nuisance criteria were employed (*which we know they cannot be*) this would cause disturbance to local residents.

These emergency situations are infrequent and obviously cannot be anticipated. Helicopters are by their nature noisy and these are emergency situations where the creation of the noise cannot be avoided. In addition, the Search and Rescue helicopter does not need to use a helipad would very likely choose that location regardless of planning controls.

The Planning Authority would need to balance the infrequent short term noisy events, which may negatively impact some individuals and their health, against the important benefits that the facility delivers.” (All emphasis theirs)

Errol made the point that the site in question is an emergency landing site only. It is only used in life-or-death situations at the discretion of the paramedic in charge, and is not a regular landing site.

Action 14.2- Report to be provided on Shell’s large-scale exercise in Aberdeen (Ingrid Gall)

Ingrid to distribute report to CSRB members.

Action 14.3- SFRS to liaise with SAS and CP&D on the location of and responsibility for defibrillators on the Isles (Myles Murray)

Vaila said that Michael Duncan, Community Planning & Development, had been working on a list of the community-owned defibrillators in Shetland. Myles has not spoken to Michael about this, but will liaise with him in order to create a comprehensive list for the SAS so they are aware of the locations of all the defibrillators in Shetland.

Cllr. Cooper observed that this would need to be a 'live' list, and asked CP&D to liaise with the SFRS to complete it.

Peter advised that there is a SAS website to register defibrillators, and that a representative from the charity Lucky2BHere has been trying to encourage community groups to register their defibrillators.

Cllr. Cooper asked that this remain a live action.

Action 14.4- Report to be provided on collaboration between SFRS and Highlands and Island Airports (Fraser Burr)

Myles said that the SFRS and HIAL have a good relationship at Sumburgh Airport, and hopefully this will progress in the future as both organisations try to work closer together. There is no timescale for this closer integration, but Myles said he would speak to HIAL and update the Chair and Vice-Chair.

Cllr. Cooper advised that Chief Constable Gormley had visited Shetland, and met with members of the CSRB. Cllr. Cooper found this a very useful meeting, and that a number of island issues had been highlighted to the Chief Constable.

3. Resilience Activity

Ingrid spoke about the move to the 'critical' threat level in May following the terrorist attack on Manchester. Although a tragic circumstance, valuable lessons could be learned about an increased threat level. She noted that the level remained at 'critical' for days, and not hours as had been anticipated.

A 'Move to Critical' workshop had been planned; this has been moved to June 2017, and will incorporate the lessons learned in the recent events. Ingrid also mentioned the SIC is working on local action and training plans, which will be tested out at the workshop. Ingrid said that a Superintendent and specialist security advisors would be coming up to deliver the workshop.

CI Tulloch observed that a proportional response had been mounted in Scotland and Shetland, and the recent incidents let us look at our plans for such events. What was learned will be fed into the workshop to make the most of the lessons to be learnt.

Ingrid observed that what had not been anticipated was the pressure put on non-Manchester (particularly Scottish) health boards by victims of the Manchester attack heading home to their local area and seeking medical treatment there, rather than all being treated in the area of the attack itself. This was an eventuality that will have to be kept in mind.

Ingrid reported that there have been 25 emergency landings since March 2016 at the Lerwick helipad. This is less than anticipated. Cllr. Cooper remarked that this was a positive thing.

Ingrid also advised that the SSE Network have a 'Resilient Communities Fund', which is provided by OFGEM and amounts to £285,000. Grants up to £20,000 are available to community groups to help improve their resilience. She noted that there have been no applications from Shetland over the last 2 years, but this year there are 4, all from the North Isles. 2 of these are concerning a changeover switch for generators and gas cooking facilities. Michael Duncan is helping at least one group with their application.

Regarding the list of resilience activities, Ingrid asked that if any partners became aware of activities that were not included, to notify her. Cllr. Cooper asked if feedback from the next resilience training/activities be presented to the CSRB in order to learn where improvements can be made.

4. Quarterly Outcome C update

Vaila explained that each action on the Outcome C report has a progress indicator and impact statement. A number of items had been discussed at the CSRB Working Group, including the Community Justice Plan, which was approved in March.

Vaila also spoke about the *Make A Difference* project, which was launched in March. She added that the short film made for this was being shown as a trailer in Mareel at the moment.

There has been a significant amount of inter-agency working via joint forums. Vaila advised that it had been agreed that there is a need for separate forums, but that they need to meet and connect at least on an annual basis.

Cllr. Cooper raised the issue of stigma, which does exist in Shetland, as he felt that this is an issue that is perhaps being better tackled by the younger generation than the older. There are various kinds of stigma that may not seem particularly obvious, but it is important for all the CSRB partners to be mindful of this.

5. Anti-Bullying Strategy

Cllr. Cooper noted that this strategy has been discussed before, and commended the report presented to the CSRB.

Billy advised that the plan is to roll the strategy out in November to coincide with Anti-Bullying Week. There will be 3 areas of focus- primarily schools and educational establishments, but also workplaces (particularly with regard to apprentices) and the community at large. Billy said that this last area is particularly challenging as there is nobody responsible for dealing with bullying in the community.

Billy also raised the subject of the No Way Trust, a charity that specialises in educating young people about various subjects including prison, drugs and bullying. Their focus is to educate on the realities of these areas to help young people make informed choices. He proposed coordinating a presentation from No Way to the CSRB.

Cllr. Cooper suggested that, given the difficulty at this meeting with videoconferencing, that this would not be advisable. He instead suggested that they come to Shetland as part of Anti-Bullying Week, where they could meet a committee of CSRB partners. All the members agreed and Billy said he would arrange this.

6. Performance Against Local Policing Plan

Roads/ Traffic

CI Tulloch highlighted the reduction in fatalities and injuries from road traffic incidents, but noted that there had been an increase in instances of speeding. This suggested that the messages about the dangers of speeding were not getting through.

It was noted that there had been a fall in instances of drink-driving. Cllr Cooper asked if this was related to the lowering of the blood-alcohol threshold for drink driving offences; CI Tulloch agreed this was a significant factor, and added that the Police have had many inquiries from the public about how much alcohol is 'safe' to drive on. The answer always given is 'None at all'.

Drugs

CI Tulloch advised that there has been a reduction in drug-related offences, but qualified that the figures are still significantly higher than in Orkney, and community intelligence suggests that there is still a substantial amount of drug abuse on the isles. As such, the figures probably do not indicate a real-life downturn in drug use.

Sex Crimes

There has been a reduction in sexual offences and instances of domestic abuse. CI Tulloch was not sure why there had been a downturn, but was confident that incidents are still being reported to the Police. The Police will continue to work with partner agencies over these issues.

Antisocial Behaviour

There has been a reduction in disorder, and a significant reduction in assaults, which also have a high detection rate.

There has also been a reduction in vandalism generally, but an increase in instances over summer, both in Lerwick and in rural areas. These incidents are hard to detect as they tend to occur without witnesses. The Police rely on community intelligence to help solve these crimes. The reason for the summertime increase is hard to determine, and the Police will continue to monitor this and appeal to the public for information.

Drug Awareness

Cllr. Bell asked why some schools were not covered in the report's section on drug awareness, and highlighted that the absence of the Anderson High School was of note. CI Tulloch advised that they are focussing on high and junior high schools in order to deliver the best awareness, but added that the Anderson has been visited multiple times, and its absence from the report is an error. CI Tulloch also said that there has been no reluctance to participation from any of the schools.

Cllr. Duncan asked about visits by Dogs Against Drugs to primary schools- CI Tulloch said that this was successful, and that the Police work very closely with schools.

Local Policing Plan

CI Tulloch advised that the Local Policing Plan is due to be published in the autumn, and invited feedback from the CSRB to help refine it. The new Local Outcome Improvement Plan (LOIP) is also due to be published in autumn; the Police are working with Community Planning and Development to ensure that the priorities of the two plans align.

Members of the public had been encouraged to participate in an online survey to help establish what the community's priorities are. This survey highlighted the following areas as being of concern: drugs; roads; child abuse and exploitation; littering and fly-tipping. These issues will be given special focus in the plan.

CI Tulloch also advised that there has been an officer assigned to act as a liaison for issues with the Police control centre.

Cllr. Duncan asked if the drop in anti-social behaviour related offences was due to the downturn in the number of gas plant workers on the isles; CI Tulloch said that as there had been a spike in these incidents coinciding with the increase in workers arriving, the decrease would seem to reflect this.

Cllr. Duncan asked what further work was being done to reduce speeding in key areas of the isles, notably the roads leading to the North Isles ferries, where people tend to speed in order to catch

their ferry. CI Tulloch advised that there are officers deployed across Shetland on a daily basis. There has been an increase in reports of careless driving, so an unmarked police car will be deployed more regularly to try to catch offenders, who will face robust action.

Cllr. Duncan mentioned that he had seen some drivers going at very high speeds on the road to Sumburgh, and asked that the Police take this into account. CI Tulloch advised that speeds over 100mph are considered dangerous driving, and assured Cllr Duncan that this will be taken on board.

Cllr. Cooper voiced a concern about the cost to the community of alcohol abuse, and asked what could be done to counter this. He asked if test purchasing was being used in the isles. CI Tulloch said that test purchasing, where a young person tries to buy alcohol from a licensed premises, is intelligence-led, and is a tool that the Police can use (with resources from down south if necessary) if there is a suspicion that a particular licensee is not complying with the law. The Police are looking at working closer with schools and the Licensing Committee around tackling alcohol abuse.

With regard to staffing, CI Tulloch said that there are 3 constables transferring out of Shetland in June, but that they have recruited to fill these posts already. There are 2 sergeant posts currently vacant, and CI Tulloch is keeping them open in order to promote members of the local Police into them. There are currently 35 staff, which Cllr Cooper remarked was better than it has been in the past.

7. Scottish Fire and Rescue Service

Fraser advised that the report covers the first 3 quarters of the 2016/17 period (until end of December 2016); due to the amount of time necessary to collect and compile the data, the fourth quarter's data is not yet available. He noted that the figures are 'very positive'.

Fraser drew special attention to the red/ amber/ green statuses used by the report- red is used for increases in incidents (>10%), amber for minor increases (<=10%) and green for the same or improving. However, given the low number of incidents in Shetland, having just 2 incidents when the previous figure was 1 represents a 100% increase, and is categorised as 'red' despite the obviously low number. He asked that members bear this in mind and look at the figures themselves, which show that Shetland is very much a safe place to live and work.

Priority 1- Myles said that the figures for Shetland remain steady, although there has been a decrease in the number of officers in Lerwick, Bressay and Sandwick. There are 7 new recruits undergoing training, which will make a considerable difference. Myles also noted that the figures for Sumburgh should be classed as amber, not green.

There are still issues with the availability of fire appliances during the daytime in Sumburgh, Brae, Fetlar and Hillswick. Myles said that the Brae appliance is available 95-99% of the time, and commended the Brae fire crew's work.

Myles advised that training courses are being held locally- this is the 3rd time such a course has run, and in total 23 officers have been trained on-island. Active recruitment is ongoing.

Cllr. Bell asked about the risks posed by some island crews- especially Bressay- running at less than full capacity, whether this was enough to handle an incident and what can be done to remedy this. Myles advised that an appliance needs a minimum crew of 4 officers to be dispatched. The difficulty on Bressay is that most people leave the island to go to work, leaving the crew short during the daytime. This is difficult to improve, as the pool for recruiting officers is extremely limited. Fraser

added that while the current minimum for deploying an appliance is 4, improvements in technology mean that in the future it will likely be possible to dispatch fewer officers per appliance.

Priorities 2 & 3- Fraser reported that instances of fires are very low, but that the SFRS is not sitting on its laurels. Fires can happen anytime and have devastating consequences; Fraser cited a recent fatality on the Isle of Barra as evidence of this.

The SFRS is working with other agencies to improve service, and have drafted an information-sharing policy that they are ready to share with partners. The SFRS has been in discussion with Simon Bokor-Ingram, Director of Community Health & Social Care, SIC, about sharing workshops in Shetland. Fraser will also discuss this with Vaila. He said that any learning points that came back from workshops would be fed back to the CSRB.

Fraser advised that the main method for reducing risk of dwelling-house fires is a fire safety visit. Myles attributed the low number of fires to the large amount of these visits that are performed by SFRS in Shetland. Over 100 were performed in the 3 quarters reported on, over a target of 75. The figures show that the SFRS is targeting the right individuals (highest risk/ most vulnerable) and having a real impact.

Priority 4- Fraser reported that there were only two deliberate fires last year, which is a good reflection on the Shetland community.

Priority 5- There were only 7 instances of non-domestic fires reported, 5 of which were classed as 'significantly small'. Fraser clarified that this means they were so small as to be considered unlikely to spread.

All locations considered at risk of fire are subject to a fire audit; all 7 locations that had incidents of fires were also given a follow-up audit after the event.

Priority 6- Fraser noted that the number of casualties had jumped to 17. He added that there has been an increase in fire crews responding to calls at the behest of partner agencies (for instance, attending a medical emergency to break down a door for the paramedics).

Priority 7- Myles advised that there has been a reduction in false alarms due to regular premises checks and working with the proprietors of buildings that are repeat offenders.

Myles added that a false alarm takes an appliance out of circulation for the duration of attending that alarm- should there be an actual emergency elsewhere; it would delay the appliance's attendance. The SFRS will continue to work with building occupiers and owners to cut down on false alarms.

Fraser advised that the SFRS is reviewing their local plan, and that they are probably slightly behind the Police in terms of progress. He extended an invitation to the new elected members to come and visit the fire station to see the facilities first-hand, and that the SFRS would be happy to host them. Fraser said he would also ensure that any councillors who wanted to see the facilities at Sumburgh Airport would be able to do so.

Cllr. Cooper suggested that any members of the CSRB who are in Dundee for any reason should go and see the new emergency control room to get a better understanding of how it works. Fraser said he could also arrange this.

Cllr. Duncan referred to a recent fire on Fetlar, and asked if there was a 'plan B' for service provision on the island, given the low local recruitment. Fraser said that they are looking at different response models that may potentially affect areas like Fetlar. He added that a lot of work is done by fire

officers to drive recruitment in their local communities, but they are also looking at different ways to recruit, especially with regard to more female officers. Ultimately, it is up to members of the community to 'step up' and become fire officers, and Fraser said he hoped more people did so in areas where fire officers are needed.

Cllr. Duncan asked if there was any thought to amalgamating fire stations to reduce budgetary strains- Fraser said that they were open to all suggestions that would improve efficiency.

Cllr. Duncan also asked if the Sumburgh facility is at full capacity for training following its refurbishment. Fraser reiterated the importance of providing as much training as possible on-island, and said that the investment at Sumburgh had considerably improved the facilities in the hopes of providing as much training as possible.

Cllr. Cooper asked about the number of full-time staff in Lerwick- Fraser advised that the number of full-time staff is at its highest since the SFRS reform, and that they are looking at different ways to support the community. As of March, all vacant posts have been filled, but they are always open to different ways to provide the service.

Cllrs. Cooper and Duncan commended the dedication and service of the Shetland SFRS officers, Cllr. Cooper noting that they give themselves 'above and beyond' the call of duty.

Cllr. Cooper observed that the recent fire at the high-rise flat in Kensington will probably precipitate changes for fire safety all across the UK. Fraser confirmed that Shetland has no buildings comparable to the Grenfell Tower, and that this tragic incident will certainly have a considerable impact on fire and rescue service across the country.

Cllr. Duncan asked if new houses were required to have sprinkler systems installed; Fraser admitted that he was not an expert in this but did not believe that there was a legal obligation to install sprinklers. The UK Government will be holding an inquiry into the Grenfell Tower fire, and there will doubtless be changes that follow on from this.

8. Scottish Ambulance Service

As the videoconference link to Andy Fuller was not working correctly, Peter Smith spoke for the SAS.

Peter advised that as the clinical response model was still being rolled out, there was no data available on performance to include in the report.

The SAS are currently working on all public-access defibrillator units added to the SAS' C3 system, which would allow the control centre to direct members of the public to a nearby defibrillator in the event of a cardiac emergency.

Peter added that incidents of cardiac arrest are now attended by a crew of 3, or 2 separate crews, as it has been found that the attendance of 3 or 4 officers notably improves the patient's chances of survival.

The SAS is in a similar situation to the SFRS in that they have enough staff to be fully operable, but could always do with more staff. Peter acknowledged the difficulty in recruitment and training, especially on the outer isles where people can have multiple jobs in the community already.

Peter said they are looking to establish teams on the west side, and increase the number of officers in the north mainland teams. There is a plan in place for this but no timescale is available at the moment.

Peter added that of the 3 recent recruits, 1 has withdrawn and the SAS is looking to fill this vacancy.

Cllr. Duncan expressed concern about the increase in outpatient activity, as he would have thought this would decrease as the oil workers left Shetland and reduced the population. Peter advised that these figures relate to routine activity, not emergency admissions, although he was not sure what had caused this increase. Shetland has a high amount of car ownership, and most people are able to get themselves to outpatient appointments. He will look into this and report back to the next CSRB.

Cllr. Cooper suggested that the increase in people using ambulances to get to and from outpatient appointments might be caused by the appointments not linking in with public transport. Dr Laidlaw advised that this has been tried, but it is difficult to link appointments up to transport. Outpatient usage is increasing in general, and this may be because of more procedures being performed in Shetland as opposed to Aberdeen; it is not necessarily a negative but it does present a higher burden to the SAS.

9. AOCB

Coastguard

Cllr. Cooper asked the Coastguard representatives about an incident he had become aware of following a meeting of the Harbour Board, where there was a near-collision involving a fishing vessel because they were not using the correct radio frequency- an issue that he understands occurs occasionally. Errol was not aware of this incident; he advised that the Harbour Board had not made them aware of this event. However, he added that a situation like that would present a pollution issue as well as a safety one. Errol is trying to meet with the new Harbour Master to discuss problems like this.

Errol extended an invitation to the CSRB to come and see the new Coastguard station, in order to see the new facility and equipment. Cllr. Cooper agreed that this would be very useful, and thanked Errol for the invitation.

Cllr. Cooper thanked everyone for coming and closed the meeting.

Dates of Future Meetings

Wednesday 16th August, 14:00- 16:00,

Wednesday 8th November, 14:00- 16:00

No	Action	Responsible Officer	Deadline
2.4	Identify the staffing baselines for agencies on the Board. Ongoing	Alastair Cooper/ Jan Riise	Ongoing
13.1	BP representatives to attend future CSRB meeting.	Ingrid Gall	16/08/17
14.2	Report to be provided on Shell's large scale exercise in Aberdeen.	Ingrid Gall	16/08/17
14.3	SFRS to liaise with SAS and CP&D on the location of defibrillators on the Isles. Ongoing.	Myles Murray	16/08/17
14.4	Report to be provided on collaboration between Scottish Fire and Rescue Service and Highlands and Islands Airports.	Fraser Burr	31.05.17



SHETLAND EMERGENCY PLANNING FORUM

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Resilience Activities 2017

Detailed below is a list of resilience activities which are scheduled for 2017. The list is compiled as events are made known and shared with Resilience partners for attendance and participation. The list covers, in date order, Training, Exercises, Workshops, Conferences, Incidents, Visits and any other Resilience Events advised. Please note that some of these events are outside Shetland. Please contact Ingrid in the first instance with regard to attendance at any of these events.

23-02-17 0915 - 1630 RBS Conference Centre, Gogarburn, Edinburgh	Events Outside Shetland – Conference – Resilient Scotland 2017 – The Scottish Continuity Resilient Scotland Conference is widely regarded as Scotland's leading conference that brings Business Continuity and Resilience practitioners together providing an opportunity to gain valuable education, training and best practice to assist, organise, prepare, respond and recover from emergencies and disasters. This continues the theme of 'Our resilience is your resilience' which will run to 2018.	This event is free to Scottish Continuity members. £100 to non Members	No attendance
09-03-17 0930 – 1600 Bowlers Bar, Clickimin Leisure Centre, Lerwick	Training - Crisis Management 1 – Founding Principles - Delivered by Scottish Resilience & Development Service - Introduce tactical and strategic managers to the non-technical skills involved in crisis management. This will be delivered by Scottish Resilience and Development Service. This course aims to provide multi-agency Resilience Partners at strategic or tactical level with an overview of the key non-technical skills required for effective crisis management. It provides an opportunity to share learning and be part of a multi-agency group which develops individual personal skills and the ability to function effectively as part of a Local or Regional Resilience Partnership.	<ul style="list-style-type: none"> • Identify the components of Integrated Emergency Management (IEM) • Recognise the key elements required for effective crisis management • Demonstrate the ability to contribute to a Resilience Partnership multi-agency team (in a crisis situation) • Explain how response arrangements are organised in Scotland 	<p>9 Attendees - I need to reflect on learning. Could have been a little more in depth in areas? Otherwise very good!</p> <p>Presenters commented on the fact that other agencies were not here. I think that was a significant issue in terms of value that could be gained from this event.</p> <p>Very informative. Interaction good. Very good refresher which gives you more confidence in your knowledge.</p> <p>A useful seminar to refresh or</p>

			introduce basic knowledge and understanding. Well presented. Laid a good foundation for next two courses.
10-03-17 0930 – 1530 Aberdeen Exhibition and Conference Centre	Events Outside Shetland - Educating Resilience - Aberdeenshire Council in conjunction with colleagues in Education Scotland, Aberdeen City and Moray Councils are organising a community resilience networking event for resilience professionals and teachers in Aberdeenshire, Aberdeen City and Moray. This is an excellent opportunity for resilience professionals to meet the teachers and discuss how resilience can be integrated into Curriculum for Excellence - bringing the learning to life in the classroom.	<ul style="list-style-type: none"> Integrating Resilience into the Curriculum for Excellence 	Shared with Children & Families Department – no attendance
14-03-17 Scottish Police College, Tulliallan	Events Outside Shetland – Scottish Disaster Victim Identification (DVI) Conference – the conference will include talks on the Clutha Helicopter Crash from all perspectives, George square and aircraft safety amongst other topics.		No attendance
14 th -16th of March 2017 Shell Woodbank, North Deeside Road, Cults, Aberdeen AB15 9PN	Events Outside Shetland - Exercise Balmoral - Shell SOSREP Exercise is scheduled to run on with the SOSREP assessment taking place on the 15th March. Shell will be utilising the ICS model which will include around 100 responders from the Global Response Shell Network (GRSN). The scenario has been approved by BEIS (formally DECC) and will involve a Tier 3 spill from the Shell operated Brent Charlie platform, which is located in 115 miles east of Lerwick in the Northern North Sea. Scenario will show oil beaching on Shetland.	<ul style="list-style-type: none"> Involvement in a major oil spill exercise Opportunity to meet and work through an exercise scenario with Shell 	Four attended from Shetland Islands Council. Shell would deploy their services into Shetland and during the exercise were unaware of the resources held in Shetland. It was useful to take away from the event that all interested parties affected by a spillage would work together rather than in isolation. It was a well run exercise and the explanation from the SOSREP was very useful. Various cells were working and interacting together with lessons learnt. The position of a Liaison Officer, if this situation was to arise here, will ensure the

			communication between parties.
27th – 30th March 2017 Aberdeen	<p>Events Outside Shetland - LA01 – National Training Course on Oil Pollution, Contingency Planning and Response. A 4-day training course intended for local authority management staff involved in contingency planning and oil spill response. The courses are organised and run by the MCA and individuals from local authorities should apply directly to the MCA for places on one of the regional courses.</p> <p>The emphasis throughout the course is on shoreline and inshore pollution, including planning and response techniques. Topics covered are:</p> <ul style="list-style-type: none"> • The National Contingency Plan (NCP) • Operational Response Cells and the Environment Group • Fate and Behaviour of Oil • Environmental Impact of Oil • At-Sea Oil Spill Response • Nearshore Oil Spill Response • Shoreline Clean-up Techniques • Health and Safety in Oil Spill Response • Waste Management in Oil Spill Response • Cost Recovery <p>The course is accredited on behalf of the MCA by the Nautical Institute. Upon completion of the course delegates will receive a course attendance certificate.</p>	<ul style="list-style-type: none"> • A clear understanding of the NCP and how it interfaces with local plans, and an appreciation of how private and government agencies are involved in responding to oil spills in the UK; • The ability to assess the early stages of a spill, carry out the appropriate notification procedures and activate an organisational response; • The skills to assign priorities and identify resources required to carry out a response; • An awareness of the ecological factors to be considered when selecting clean-up techniques; • The ability to manage an on-going response, monitor the progress of clean-up efforts and make an informed decision on when to stand down the response; • An appreciation of financial aspects of oil spill clean up and subsequent compensation issues. 	Shared with SIC Infrastructure Department – no attendance

<p>05-04-17, 0930 – 1600, Room 10, Islesburgh Community Centre</p>	<p>Training - Crisis Management 2 – Decision Making Under Pressure - Delivered by Scottish Resilience & Development Service - Develop situation awareness and decision making skills of resilience partners in a crisis situation. This will be delivered by Scottish Resilience and Development Service.</p> <p>This is one of a series of courses which provides on-going professional and personal development for resilience partners and anyone who may deputise for them. The course audiences can be strategic, tactical, or a mixture of both. Either way, issues at both levels will be addressed in this course.</p> <p>The content presents an opportunity to develop and explore in more detail, the key skills outlined in the <i>Crisis Management: Founding Principles</i> course.</p> <p>The aim of Decision Making Under Pressure is to develop situation awareness and decision making skills of resilience partners in a crisis situation. The programme includes: <i>Decision Making Models • Generating Options • Ethical and Moral Decisions • Combating Stress • Validating Decision Making</i></p> <p>The pre-requisite is to attend the <i>Crisis Management: Founding Principles</i></p>	<ul style="list-style-type: none"> • Apply the process of situation awareness to information management in order to make effective decisions • Recognise the impact stress, ethics and morals can have on your ability to make decisions • Demonstrate the ability to contribute to a resilience partnership multi-agency team and follow a decision making model 	<p>15 Attendees</p> <p>All good. Interaction with group - interesting and worked well. Scenarios interesting and challenging to work out outcomes and processes.</p> <p>Enjoyed the seminar and working with the scenarios.</p> <p>Very relevant, good mix of participants, good discussion & facilitation.</p> <p>Value of the session was hampered by key agencies not being present and able to contribute to the discussions in particular Police and Fire.</p>
<p>06-04-17, 0930 – 1600, Room 10, Islesburgh Community Centre</p>	<p>Training - Crisis Management 3 – Leading & Communicating - Delivered by Scottish Resilience & Development Service - Develop the leadership, team working and public communication skills of tactical and strategic managers in a crisis response. This will be delivered by Scottish Resilience and Development Service.</p> <p>This is one of a series of courses which provides on-going professional and personal development for resilience partners and anyone who may deputise for them. The course audiences can be strategic, tactical, or a mixture of both. Either way, issues at both levels will be addressed in this course.</p> <p>The content presents an opportunity to develop and explore in more detail, the key skills outlined in the <i>Crisis Management:</i></p>	<p>The pre-requisite is to attend the <i>Crisis Management: Founding Principles</i></p> <ul style="list-style-type: none"> • Describe key crisis leadership skills within the resilience arena and when collaborating in a Resilience Partnership multi-agency team • Recognise causes of conflict and identify how to minimise them • Characterise and resolve barriers to effective communication and reporting in a crisis 	<p>14 Attendees</p> <p>Excellent course. Increased my awareness and confidence in topic area. Great, thank you!</p> <p>Very relevant.</p> <p>I wondered why some people had their titles on their place cards but most did not. It introduced an element of rank and status which was unhelpful and unnecessary. I found the day slow paced and</p>

	<p><i>Founding Principles</i> course.</p> <p>The aim of Leading and Communicating is to develop the leadership and communication skills of resilience partners in a crisis situation. The programme includes: <i>Seeing the bigger picture</i> • <i>Leadership Guiding Principles</i> • <i>Conflict and Welfare</i> • <i>Communicating in a Crisis</i> • <i>Reporting</i></p>		therefore.....
25-04-17 RAF Lossiemouth	<p>Events Outside Shetland – Aircraft Post Crash Management Seminar - To enable ‘Silver’ Incident Managers to contribute to their own organisation’s response to a Military Aircraft Crash and provide support to other organisations by improving the understanding of the roles and responsibilities of all responder agencies.</p> <p>Programme - This seminar is intended to give an insight into the challenges involved in managing an emergency. The programme is a mix of presentations from the key responder agencies.</p> <p>Nominations - A number of places have been made available for appropriate personnel from Category One/Two and Voluntary agencies in the North RRP area.</p> <p>Nominations including role, organisation & contact details should be sent to:</p> <p>Flt Lt Heidi Billany Email: LOS-OpsA5OC@mod.uk Tel: 01343 816912</p> <p>By 10th April 2017. <i>To avoid confusion with military terminology the incident command terms of bronze, silver and gold will be used on the day</i></p>	<p>Learning Outcomes - On completion of the training day individuals will have an understanding of:</p> <ul style="list-style-type: none"> • Time scale of how the response to an off base military incident evolves • Which organisation holds “lead authority” and how it changes as an incident unfolds • An overview of the priorities of responding organisations • Hazards associated with a military aircraft accident and clear up procedures • What the RAF’s Emergency Control Centres (ECC) can provide internally & to external agencies • Where the MOD Aircraft Post Crash Management (APCM) Lead Unit and Incident Manager fit into the response effort at an off military base incident 	Shared with Sumburgh, Scatsta and Tingwall Airports – no attendance

27-04-17 0900 – 1600 ERC, 20 Commercial Road, Lerwick	Training - Project Griffin / Security Awareness The aims of any of the Project Griffin or Security Awareness products are to equip delegates with the knowledge and skills to assist them when responding to security related incidents on their site(s).	<ul style="list-style-type: none"> • Introduction to Counter Terrorism • Current Threat; Insider Threat • Cyber Risk /Threat Awareness/Social Networking • Hostile Reconnaissance • Improvised Explosive Devices / VBIED's • Bomb Threat / Mail Handling • Stay Safe – Firearms and Edged Weapon Awareness • Run, Hide, Tell – Strategy and Procedure Planning 	20 Attendees - This was a training session that imparted a lot of information with regard to terrorism and protective security. It helped inform attendees on help and guidance available to protect people, physical assets and processes. There are a range of subjects to tailor sessions to suit the needs of the audience. Project Griffin will be run again in the autumn of 2017.
AM 25-05-17 0930 - 1230 Downstairs Hall, Islesburgh Community Centre	Workshop - Business Continuity - Delivered by Plan B Consulting - arranged by Shetland Islands Council but open to SEPF members. Invitation to plan holders to review plans. Also hold workshop on topical business continuity issue of cyber threat.	<ul style="list-style-type: none"> • Ensure BC plans are up to date with latest threats. • Raise awareness of plans and who may be responding to an incident • Prepare staff for a Council wide BC exercise 	16 Attendees – This was a timely event showing how to help mitigate the Council's overall corporate risk. Interesting and relevant to see the level of threat and to give consideration to vulnerabilities. Excellent delivery, engaging and thought provoking.
PM 25-05-17 1400 - 1700 Training Room, ICT Offices, Garthspool	Training - Liaison Officer - Delivered by Plan B Consulting - A Liaison Officer is someone who is exchanged between two or more groups or organisations, who will be making decisions on behalf of their manager and must be prepared to amplify the organisation's intent and points of detail through the timely exchange of information. This is about enhancing shared situation awareness.	<ul style="list-style-type: none"> • Summarise the key roles and responsibilities of those responding to an incident • Explain how to maintain effective communication between your organisation and other agencies • Demonstrate the gathering, collating and passing on of information and recognise the importance of providing this information in a timely manner • Rehearse the Incident Liaison Officer's response to an incident in exercises 	8 Attendees – A very useful and worthwhile session with good interaction and learning for attendees. Gained knowledge of terminology which has changed. There were several requests to exercise the role of Liaison Officer so this will be built into future exercises.

<p>AM 26-05-17 0930 - 1200 Room 11, Islesburgh Community Centre</p>	<p>Training – Incident Logging - Being able to maintain a log is a vital role supporting those responsible for managing the response to crises and emergencies. Any organisation involved in the strategic response to a major incident must ensure that suitable records are maintained detailing any key decisions made and actions taken.</p> <p>The non-statutory guidance accompany the Civil Contingencies Act 2004 explains that “A comprehensive record should be kept of all events, decisions, reasoning behind key decisions and actions taken. Each organisation should maintain its own records ...”</p> <p>Who should attend?</p> <p>This course is aimed at anyone from an organisation who may be expected to respond to an incident and therefore will be required to maintain a log of events, decisions and actions. It is ideally suited to anyone who can minute meetings. They do not need any previous knowledge of the Civil Contingency Act or responding to a major incident.</p>	<p>To equip potential loggists with the skills and knowledge required to fulfil the role of loggist.</p> <ul style="list-style-type: none"> • Recognise the importance of the role of the loggist • Develop an effective recording process • Demonstrate effective logging skills 	<p>10 Attendees – A very useful session which practical interaction and examples.</p> <p>Again, there were several requests to exercise this role and this will be built into future exercises.</p>
<p>07-06-17 1000 – 1530 SFRS HQ, Cambuslang</p>	<p>CPD Event – Emergency Planning Society Scottish Branch - Professor Roger Kemp – Living without Electricity: One communities experience of coping with a loss of power</p> <p>Paul Laidlaw – Scottish Flood Forum: ‘A good practice framework to support engagement with flood risk communities’</p> <p>Wendy Murray – East Haven Community Resilience – ‘An empowered community is a resilient community’</p> <p>Willie Johnstone – SGN – A Cessation of Scone Gas Supply – a response case study</p> <p>Detective Inspector Eamonn Keane Police Scotland Cyber Crime Unit – Cyber Risk and Resilient Communities</p> <p>What’s new in our world? An update on on-going initiatives including: where is Persons At Risk Database (PARD) going, what is CIRINT and what’s next for further qualifications?</p>		<p>No attendance</p>

13-06-17 0900 – 1300 By telephone only	Exercise Nemesis – Premier Oil – Test the communications response and practise liaison with the Council on a major incident on the Solan Installation. The Council involvement will be with the Resilience Advisor only and will concentrate on notification of the incident and initial actions.		Very short exercise which involved informing of an incident and requesting what initial actions the Council would take.
19-06-17 0930 – 1600 Police College, Tulliallan	National “Move to Critical” Workshop – Understand the implications of any threat level change and prepare for what steps may have to take should it increase to Critical.	<ul style="list-style-type: none"> • Raise awareness and promote discussion at a national level • Prepare for national Exercise “Border Reiver” – which aims to (1) provide all partners with a consistent level of knowledge as to exactly what a Move to Critical “actually” means, (2) recommend a consistent approach as to how partners can plan for such an eventuality within their own organisations, and (3) agree some common principles across Scotland, including from a multi-agency perspective, that everyone needs to adopt. 	There was attendance at this, however the format was changed given the terrorist incidents which had taken place in May and June which turned it into a debrief. Limited learning resulted rather than a discussion of what was required at strategic level.
26-06-17 1400 – 1700 Multi-Use, Clickimin Leisure Centre	Workshop – Actions on Threat Level Critical – This is an invitation only event to be delivered by Police Scotland – it will look at the actions which can and should be taken if the threat level is increased to critical. Carry out a review of a Graduated Security Plan (GraSP) looking at possible scenarios. Then look at what preparation needs be done in response to the possible consequences of the scenarios.	<ul style="list-style-type: none"> • Identify the consequences of a shutdown of key services, i.e., school closures • Further develop the Graduated Security Plan (GraSP) for the Council and NHS Shetland 	44 Attendees from SIC, NHS and other local organisations. Very worthwhile event giving overview of current threat level, videos and protective security. Workshop attendees went through draft Graduated Security Plans with groups set up to follow through.

13-07-17 0930 – 1600 Beach Ballroom, Aberdeen	<p>Exercise Opus Resilience - Opus Resilience is a multi-agency tabletop exercise, delivered by the UK National Disaster Victim Identification Unit (UKDVI) on behalf of the National Police Chiefs Council - Civil Contingencies business area. The exercise is being delivered in association with the North Regional Resilience Partnership Mass Fatalities Sub Group.</p> <p>To bring together local multi agency partners, to consider a major incident scenario involving mass fatalities and to discuss local civil contingency capabilities.</p> <p>Who should attend? Those partners from Police, Fire, Ambulance, Health, Local Authority, Emergency Planning, Mortuary Managers, Procurator Fiscal, Military, and the Voluntary Sector who may be involved in a mass casualty/mass fatality incident at a Tactical or Strategic Level.</p>	<p>To inform key partners regarding the role and capabilities of various agencies present</p> <p>To identify any gaps in local capabilities and discuss options to remedy these gaps, particularly in respect of the North RRP Mass Fatalities Framework.</p> <p>To understand the key issues around the Strategic/Tactical and Operational response to such incidents.</p>	<p>Planned attendance of one</p> <p>Overarching theme - was of capacity.</p> <p>Representative to take this to SG.</p>
15-07-17 0900 – 1500 Leuchars Station	<p>Military tabletop in planning to manage a Major Incident – an invitation has been received from the Army 205 (Scottish) Field Hospital for NHS Resilience Leads to observe at a training event being held in an aircraft hanger – warm kit is advised.</p>	<p>The instructor will be going over how to set up a tabletop.</p>	<p>No attendance planned</p>
15-08-17 1215 – 1400 Fetlar Room, Montfield	<p>Persons at Risk Database (PARD) Webinar - this is project which seeks to protect and prioritise the most vulnerable during times of emergency. The system provides responders real time access to the location of vulnerable people during periods of service disruption or when they are at risk of harm.</p> <p>The concept was developed and implemented in Dumfries and Galloway where the in-house technical team was able to take information about vulnerable people from Council and NHS databases and draw data into a GSI mapping application, which responders, including police, had access to during emergencies. The visual detail provided helped identify the location of vulnerable people and their vulnerabilities. A similar project has been developed and implemented in the Falkirk Council area.</p>	<p>The workshop seek views from the range of colleagues who would potentially contribute to the development of a PARD, and most likely will include emergency planners, ICT and GIS staff, Caldicott Guardians and others who are involved in the collection, maintenance and use of client data.</p>	

	<p>Webinar to strategic partners to raise awareness, to see how it is working elsewhere and to talk to those using it and the benefits or otherwise of utilising such a system. Each LA ultimately decides for themselves whether or not they are going to use it but this webinar will better inform the decision making process.</p>		
<p>11-09-17 0900 – 1600 Venue TBA</p>	<p>Training - Project Griffin / Security Awareness The aims of any of the Project Griffin or Security Awareness products are to equip delegates with the knowledge and skills to assist them when responding to security related incidents on their site(s).</p> <p>This event was run in April and is being run again following the Move to Critical Workshop held in June.</p>	<ul style="list-style-type: none"> • Introduction to Counter Terrorism • Current Threat; Insider Threat • Cyber Risk /Threat Awareness/Social Networking • Hostile Reconnaissance • Improvised Explosive Devices / VBIED's • Bomb Threat / Mail Handling • Stay Safe – Firearms and Edged Weapon Awareness • Run, Hide, Tell – Strategy and Procedure Planning 	
<p>11-09-17 Evening Fallback 18-09-17</p>	<p>Exercise Tirrick Two – Sumburgh Airport – This will be a live exercise carried out in the evening. It will carry on from Exercise Tirrick One and will concentrate on moving casualties from the crash site to the hospital with triage and the Hospital Control Room being set up. There will be an incident command post at the Police station and the Care for People Teams may be exercised, together with the British Red Cross on providing a Rest Centre.</p>	<p>Exercise objectives are in the process of being developed for each organisation.</p>	
<p>19-09-17 Daytime Live Exercise at Sullom Voe Harbour</p>	<p>SVT / SIC Pollution Exercise - The exercise will be run in a way that tests the new Incident Management processes that EnQuest will use after the transition of Terminal Operatorship. The BP CCM/ER team will support the exercise in its development and delivery, and will be available in Aberdeen and SVT to help facilitate on the day. BP will use a Consultant to assist in the development and delivery of the exercise in Shetland. EnQuest have requested that we use Petrofac to deliver the exercise, BP will interface with them going forward, with EnQuest and SIC</p>	<ul style="list-style-type: none"> ▪ Test the new EnQuest Emergency Response procedures for SVT. ▪ Test the draft Sullom Voe Oil Spill Harbour Plan (SVOSHP). ▪ Test interfaces between SIC/EnQuest in Shetland and Aberdeen. ▪ Verify understanding of Primacy during the exercise and the 	

	representatives, to ensure the exercise meets their requirements.	<p>associated protocols to be utilised.</p> <ul style="list-style-type: none"> ▪ Verify SVT ER ability to respond to Oil in the water, and the associated command and control. ▪ Test processes/response to Oil impacting the shore and how this is to be carried and communicated. ▪ If possible test the new model to utilise SIC and SVT ER teams as one team. (to be confirmed) ▪ SIC to test their new Emergency Room in the Ports and Harbour Office. ▪ Deploy Pollution Response equipment, weather permitting. 	
September / October 2017 0915 - 1545	<p>Workshop – Multi-Agency Waterborne Hazard and Pollution Incident Plans – Scottish Water - to refresh understanding / roll out to new staff the key Scottish Water Multi Agency Plans (Scottish Waterborne Hazard Incident Management (SWIP) and Pollution Incident - Risk Management Guidance (PI-RMG) Plans) to key staff in NHS Shetland (CPHM's, Health Protection) and Shetland Council (EHO's, RA's) staff along with colleagues from Scottish Water's Public health Teams and SEPA.</p>		
03 – 05 October 2017	<p>Events Outside Shetland – Exercise Border Reiver – As a tier one exercise this is a national (UK) event led by UKG. There will be NHSScotland involvement as a key partner in a response and further details will be provided at the national forum including the work SGHRU team are undertaking on behalf of the SG Health and Social Care Directorates.</p> <p>There are a number of preparatory events being held in the run up to the live exercise and NHSScotland will be required to be take part in these over the coming months. Information will follow on expectations of what will be required of NHSScotland.</p>		
26-10-17	NHSScotland Prevent Learning Event - Scottish Government		

Scottish Health Service Centre, Edinburgh	<p>Health Resilience Unit hosted a NHSScotland Prevent Learning event on 2 March 2016 as an opportunity for Health Boards to come together to share experience of implementing the <i>Playing Our Part</i> guidance. Participants found this event helpful and at that time we agreed to consider how we might repeat the opportunity.</p> <p>A second NHSScotland Learning Event will be held and will include an opportunity to consider any recent changes to the Prevent strategy.</p> <p>More details and how to book places etc. will be provided nearer the event but you may wish to hold this date in the meantime.</p> <p>The plan is to provide VC facilities for island Health Boards who may find it difficult to travel to the mainland for this event.</p>		
27-10-17 1000 – 1530 SFRS HQ, Cambuslang	<p>Scottish Resilient Communities Conference 2017 – Focus on how communities function well: economically, physically and socially, in the context of change, uncertainty and adversity.</p> <p>This free one day event will bring together communities, voluntary sector organisations, public sector emergency Responders and anyone with an interest in working better together of building resilience.</p>	<p>This intensive event will examine opportunities for collaboration, knowledge-sharing and future work.</p> <p>To attend – contact Kate.Anderson@scotland.gsi.gov.uk or on 0131 244 5489</p>	
November 2017 via UHI Video Conference	<p>Pandemic Flu Exercise - Exercise Silver Swan, a National Pandemic Flu exercise, was delivered in the latter part of 2015 and the exercise report was issued in April 2016. This exercise resulted in a number of recommendations being made for further work in respect of the planning and preparedness for pandemic influenza type incidents.</p> <p>Pandemic remains as one of the high risks for Scotland and this is reflected in the North RRP Risk Preparedness Assessment report.</p> <p>In light of the above the HILRP Working Group agreed that a Pandemic Flu exercise should be conducted in 2017. It is proposed that an exercise is delivered in the HILRP area to address the Exercise Silver Swan recommendations and to</p>	<p>More specific objectives will be to:-</p> <ul style="list-style-type: none"> i) Ensure the Multi Agency response arrangements are clearly understood and fit for purpose ii) Test the arrangements for excess deaths including body storage iii) Validate the Public Communications arrangements in a pandemic at the Resilience Partnership level. 	

Resilience Activities 2017

	validate the NHS Pandemic Plans.		
TBA, NHS Offices, Montfield, Lerwick	Exercise – Business Continuity - NHS Shetland is planning to run an ICT business continuity exercise following the communications outages.	<ul style="list-style-type: none"> Procedures and alternatives for communications outages 	
TBA	Debrief - Relocation from 8 North Ness - This debrief will be undertaken by Zurich Insurance <i>There is difficulty securing a date but as soon as it is agreed, the relevant staff will be advised.</i>		

Outcome C Update Report

Issue/Topic:	Update
Author:	Alex Garrick-Wright, Community Planning & Development, SIC
Date of last meeting:	26th July 2017

The purpose of this report is to provide the Shetland Community Safety Board with a concise, clear and easy to read update about activity relating to Outcome C of Shetland's Local Outcome Improvement Plan.

Background:

In April 2016, the Board agreed to the establishment of an officers' group to monitor operational delivery, and progress actions listed under LOIP Outcome C (Safer and Stronger) on behalf of the Board. The group has met three times to date, and will continue to provide progress reports to the Board on a quarterly basis.

Action required from CSRB:

The Community Safety & Resilience Board is asked to consider the report and offer comment for feedback to the working group.

Detail:C1.2 Review of the Domestic Abuse Partnership and associated sub-groups to ensure that preventing gender-based violence is resourced and supported

Domestic Abuse and Sexual Violence Strategy in progress. However MARAC funding has now been reduced and there is a risk to continuation of MARAC unless alternative funding can be sourced. Work on sexual assault and forensic medical examination is progressing.

Susan advised that Michael Matheson, Cabinet Secretary for Justice and colleagues, will be coming to Shetland in August and will attend a Domestic Abuse Partnership meeting, with regard to the gender based violence agenda.

C1.4 Anti-Bullying Strategy

The Anti-Bullying Strategy is now complete, and has been signed off. The Partnership Board has committed to implementing this strategy across all the partner agencies.

Conclusions:**On Going Actions:**

- An appropriate representative of the Coastguard to be identified and invited to the CSRB WG.

Next Meeting:

➤ Wednesday 18 October 2017

For further information please contact:

Vaila Simpson
Executive Manager
Community Planning and Development
vaila.simpson@shetland.gov.uk
01595 74 4375

LOIP 2016-20

Outcome A: Shetland is the best place for children and young people to grow up

Priority A1: To ensure the needs of our most vulnerable children and young people are met.

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A1.1 Identification of vulnerable children and young people across the partnership.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Aug-16	Current status (R/A/G)	
	Due Date	31-Aug-16		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A1.2 Build resilience and self esteem of the most vulnerable and improve outcomes for them using preventative, family-based approaches	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Dec-19	Current status (R/A/G)	
	Due Date	31-Dec-19		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A1.3 We will have an electronic system to support staff working with GIRFEC in Shetland having embedded the new GIRFEC process.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	01-Apr-17	Current status (R/A/G)	

	Due Date	01-Apr-17	
	Completed Date		

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A1.4 Deliver the Looked After Children Strategy	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-18	Current status (R/A/G)	
	Due Date	31-Mar-18		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A1.5 Development of nurturing communities.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	01-Apr-19	Current status (R/A/G)	
	Due Date	01-Apr-19		
	Completed Date			

Priority A2: To hear the voices of our children and young people.

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A2.1 Bring together different strands of work on engagement so that children and young people in Shetland are appropriately involved and their voices are better heard. E.g. Pupil Councils, Youth Voice, Members of Scottish Youth Parliament	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Aug-16	Current status (R/A/G)	
	Due Date	31-Aug-16		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
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LOIP A2.2 Monitor and measure the impact of the children and young people's voices being heard and feedback to them. Increase the number of children and young people's views recorded in GIRFEC and looked after children plans.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-18	Current status (R/A/G)	
	Due Date	30-Apr-18		
	Completed Date			

Priority A3: To support children and young people to develop physical competence and confidence from the earliest

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A3.1 Support pre-school years to reach daily targets for physical activity by encouraging active play, and active travel at home and in care settings	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-18	Current status (R/A/G)	
	Due Date	30-Apr-18		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP A3.2 Support active schools and partners to engage all school aged children in sports and physical activity including targeting those most in need	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-17	Current status (R/A/G)	
	Due Date	30-Apr-17		
	Completed Date			

Outcome B: We live longer healthier lives and people are supported to be active and independent throughout adulthood and older age

Priority B1: Increase physical activity (amongst those least active)

Priority B2: Improve mental health and resilience

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP B2.1 We will support individuals to be part of their community, to reduce loneliness and increase community connectedness	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-17	Current status (R/A/G)	
	Due Date	30-Apr-17		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP B2.2 We will support wellbeing and resilience in communities through physical activity and sport	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-19	Current status (R/A/G)	
	Due Date	30-Apr-19		
	Completed Date			

Priority B3: People are the key assets in their community

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP B3.1 We will develop self-management capacity and resources within the community; for people with long term conditions; older people and other vulnerable groups.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-17	Current status (R/A/G)	
	Due Date	30-Apr-17		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
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LOIP B3.2 We will support people to live as independently as is appropriate for each individual, in their own communities, through all partners working together with individual communities; utilising WYFY and local asset based approaches	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-17	Current status (R/A/G)	
	Due Date	30-Apr-17		
	Completed Date			

Outcome D: Shetland has sustainable economic growth and all our people have the chance to be part of island life

Priority D1: Attracting more people to Shetland to live, work, study and invest.

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D1.2 Develop and deliver the Local Housing Strategy, supporting SPB's ambition, where feasible, to attract more people to live, work, study and invest in Shetland.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Sep-16	Current status (R/A/G)	
	Due Date	30-Sep-16		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
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LOIP D1.3 Develop and deliver a refreshed Transport Strategy, supporting SPB's ambition, where feasible, to attract more people to live, work, study and invest in Shetland.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	01-Jul-16	Current status (R/A/G)	
	Due Date	01-Jul-16		
	Completed Date			

Priority D2: Make the best use of existing assets, infrastructure and human capital for sustainable socio-economic development

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D2.1 Develop a shared policy approach in relation to fostering resilient rural communities and sustainable community assets	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Sep-16	Current status (R/A/G)	
	Due Date	30-Sep-16		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D2.2 Deliver the Shetland Skills Investment Plan	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Dec-19	Current status (R/A/G)	
	Due Date	31-Dec-19		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D2.3 Understand the level and issues surrounding in-work poverty in Shetland	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-18	Current status (R/A/G)	

	Due Date	30-Apr-18	
	Completed Date		

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D2.4 “Fair Islands” (working title). Project to address gender balance, gender segregation and stereotyping in Shetland in order to encourage more women and girls into non-traditional sectors	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Dec-18	Current status (R/A/G)	
	Due Date	31-Dec-18		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D2.5 Identify groups at most risk from “digital exclusion” and use existing resources to address gaps identified to enable barriers to access and lack of know-how to be overcome	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-17	Current status (R/A/G)	
	Due Date	31-Mar-17		
	Completed Date			

Priority D3: Supporting the development of a digital, diverse and innovative business base

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D3.1 Ensure partners working on broadband projects co-ordinate to ensure that superfast broadband is available to all premises by 2020	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-20	Current status (R/A/G)	
	Due Date	31-Mar-20		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
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LOIP D3.2 Investigate how mobile connectivity could be improved across Shetland.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-20	Current status (R/A/G)	
	Due Date	31-Mar-20		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D3.3 Develop an action plan to support the development and growth of the creative industry sector in Shetland	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Dec-19	Current status (R/A/G)	
	Due Date	31-Dec-19		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D3.4 Pilot one innovative leadership development programme across the business base	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Sep-17	Current status (R/A/G)	
	Due Date	30-Sep-17		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D3.5 Promote the business benefits of the living wage to the private and third sector.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-20	Current status (R/A/G)	
	Due Date	31-Mar-20		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP D3.6 Develop a plan to develop up to three Island Innovation Zones in Shetland.	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Dec-17	Current status (R/A/G)	
	Due Date	31-Dec-17		
	Completed Date			

Outcome E: We deliver all our services in an environmentally sustainable manner to safeguard and enhance our out environment which underpins all our actions and our economic and social well-being

Priority E1: Mitigate, and adapt to, climate change

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E1.1 Protect and restore blanket bog. Map indicative areas of active blanket bog to establish baseline (SBRC)	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-20	Current status (R/A/G)	
	Due Date	31-Mar-20		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E1.3 Raise awareness of climate change through engagement with communities in Shetland to inform a Local Action Plan	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-17	Current status (R/A/G)	
	Due Date	30-Apr-17		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E1.4 Develop Local Action Plan for recognised effects of climate change on Shetland using public consultation to define scope of actions needed	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-19	Current status (R/A/G)	
	Due Date	30-Apr-19		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E1.5 The Environment Partnership and Carbon Management Board will support partners to improve their environmental/ sustainability/ carbon/ climate change data gathering processes and reporting; encouraging collective responsibility	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-17	Current status (R/A/G)	
	Due Date	31-Mar-17		
	Completed Date			

Priority E2: To protect and enhance our natural environment, and promote the benefits to society (including health) t provides.

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E2.1 Publish and implement Shetland Environment Strategy	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Jul-16	Current status (R/A/G)	
	Due Date	31-Jul-16		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E2.2 Protect our aquatic environment (achieve Water Framework Directive Area Advisory Group water quality targets)	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		

	Original Due Date	31-Mar-20	Current status (R/A/G)
	Due Date	31-Mar-20	
	Completed Date		

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E2.3 Develop online interactive map as single point of information to promote the natural environment and help people access nature	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Dec-16	Current status (R/A/G)	
	Due Date	31-Dec-16		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E2.4 Maximise the opportunity for, and promote benefits of, active travel and access to nature	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-20	Current status (R/A/G)	
	Due Date	31-Mar-20		
	Completed Date			

Priority E3: Resource and energy efficiency

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E3.1 Consider approaches to developing a Sustainable Energy Action Plan for Shetland	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	31-Mar-17	Current status (R/A/G)	
	Due Date	31-Mar-17		
	Completed Date			

Code & Title	Dates		Progress (%)	Progress and Impact statement
LOIP E3.2 Develop a new Shetland Waste Strategy to include increasing recycling in Shetland (both commercial and domestic) to support the national waste strategy targets	Planned Start	01-Apr-16		
	Actual Start	01-Apr-16		
	Original Due Date	30-Apr-19	Current status (R/A/G)	
	Due Date	30-Apr-19		
	Completed Date			



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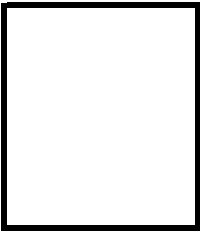
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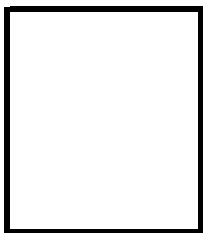
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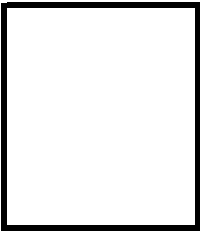
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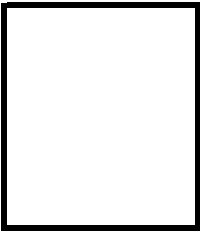
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Outcome C: Shetland is a safe place to live for all our people and we have strong, resilient and supportive communities

Priority C1: Keeping People Safe

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C1.1 Carry out an analysis to understand the increase in reported domestic abuse incidents and the drivers behind this for comparison against national rate	Planned Start	01-Apr-16	50%	Continuing as part of Domestic Abuse needs assessment for Strategy. Numbers had been reducing, thought to be at least in part due to success of MARAC but this is now under threat - see below	Susan Laidlaw
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-17	Current status (R/A/G)		
	Due Date	31-Oct-17	A		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C1.2 As part of the Implementation of the revised Domestic Abuse Strategy (2017-22), undertake a review of the Domestic Abuse Partnership and associated sub-groups to ensure that preventing gender-based violence is resourced and supported	Planned Start	01-Apr-16	50%	Domestic Abuse and Sexual Violence Strategy in progress. However MARAC funding has now been reduced and there is a risk to continuation of MARAC unless alternative funding can be sourced. Work on sexual assault and forensic medical	Susan Laidlaw
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-17			
	Due Date	31-Oct-17	A		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C1.3 Consider how to approach working with perpetrators, linking with work on Community Justice to reduce reoffending	Planned Start	01-Apr-16	30%	Discussions have taken place with Positive Prisons Positive Futures and the Criminal Justice Voluntary Sector Forum on two separate pieces of work: the strengthening engagement project; and to engage with people from Shetland in custody or on CPOs. Both projects will be delivered this financial	Community Justice Lead
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-18	Current status (R/A/G)		
	Due Date	31-Mar-18	A		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C1.4 Deliver the Shetland Anti-Bullying Strategy, including the development of information and training on prejudice-based bullying and a relevant linked indicator	Planned Start	01-Apr-16	100%	Work on the strategy is complete, with the strategy approved by the CSRB on 15 June and the Shetland Partnership Board on 21 June.	Lindsay Tulloch
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-18	Current status (R/A/G)		
	Due Date	31-Mar-18	G		
	Completed Date				

Priority C2: Reduce the harm caused by alcohol

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
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LOIP C2.1 Reduce the harm caused by alcohol through the delivery of the Shetland Alcohol and Drugs Partnership strategic plan	Planned Start	01-Apr-16	10%	A strategic planning event was held on 22 November using logic modelling process. A small working group from SADP has formed to begin planning for 2018 Delivery Plan. Indicators to measure will be established during this planning process.	Karen Smith
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-18	Current status (R/A/G)		
	Due Date	31-Mar-18	R		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C2.2 Refresh and deliver Drink Better Strategy and action plan	Planned Start	01-Apr-16	50%	Drink Better focus groups have been completed. Report and appropriate recommendations for activities will be provided Sept 2017.	Karen Smith
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-17	Current status (R/A/G)		
	Due Date	31-Mar-18	G		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C2.3 Working with licensees & vendors , supporting and empowering them to refuse alcohol to drunk customers	Planned Start	01-Apr-16	20%	Operational work continues with Police Scotland visiting licensed premises. Strategic work is facing challenges. The links with SADP and the Licensing Board need to be established.	Karen Smith
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-18	Current status (R/A/G)		
	Due Date	31-Mar-18	A		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C2.4 Continue support for OPEN Peer Education with Young people including input from Police Youth Volunteers	Planned Start	01-Apr-16	25%	Continuing support for education input is ongoing. A working group consisting of ADP staff, Education and Youth Services is meeting to map all health related education to develop a holistic programme - long term piece of work.	Karen Smith
	Actual Start	01-Apr-16			
	Original Due Date	30-Apr-17	Current status (R/A/G)		
	Due Date	30-Apr-18	A		
	Completed Date				

Priority C3: Improve Community Justice outcomes for those at risk of offending or reoffending, victims, families and communities

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C3.2 Identify and develop appropriate measures for Community Justice for	Planned Start	01-Apr-16			

measures for Community Justice (i.e. reoffending, diversionary activities, community sentencing	Actual Start	01-Apr-16	70%	This work is ongoing, and a meeting has already been held to discuss it. A draft report has been produced and will be released around October 2017.	Community Justice Lead
	Original Due Date	30-Apr-17	Current status (R/A/G)		
	Due Date	30-Apr-18	G		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C3.3 Prioritise support for a campaign to reduce stigma in communities, developing community-based solutions in relation to Community Justice which support full participation, and improved outcomes for victims, persons convicted of offences and their familie	Planned Start	01-Apr-16	25%	Make a Difference' training currently being rolled-out. Links to Community Justice will be developed.	Community Justice Lead
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-20	Current status (R/A/G)		
	Due Date	31-Mar-20	G		
	Completed Date				

Priority C4: Build community resilience

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C4.1 Develop up to two community resilience plans as a pilot (linking with Community Forum / Localities work)	Planned Start	01-Apr-16	30%	The Shetland Place Standard final report and locality reports are now available at http://www.shetland.gov.uk/placestandard.asp . Findings will be used to inform identification of localities which may benefit from a resilience plan. This will then be pursued through the Shetland Emergency Planning Forum.	Ingrid Gall
	Actual Start	01-Apr-16			
	Original Due Date	30-Apr-17	Current status (R/A/G)		
	Due Date	30-Apr-17	A		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C4.2 Develop multi-agency approaches to identifying the most vulnerable people in communities and putting in place measures to prevent harm	Planned Start	01-Apr-16	10%	On-going dialogue with partners to enhance data sharing protocols. This requires further discussion between agencies.	Myles Murray
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-18	Current status (R/A/G)		
	Due Date	31-Mar-18	A		
	Completed Date				

Code & Title	Dates		Progress (%)	Progress and Impact statement	Lead
LOIP C4.3 Carry out analysis of unintentional harm data (deaths, emergency hospital admissions, SFRS data, water safety incidents and A&E attendance data) to develop our understanding of this in Shetland and to link with the Building Safer Communities Programme	Planned Start	01-Apr-16	10%	Findings of the Strategic Assessment to better understand the causal factors and patterns of unintentional harm and injury across Scotland to be released throughout early 2017.	Community Safety Lead
	Actual Start	01-Apr-16			
	Original Due Date	31-Mar-18	Current status (R/A/G)		
	Due Date	31-Mar-18	G		
	Completed Date				

Community Safety & Resilience Board

Report Title - Performance Against Local Policing Plan 2014-2017.	
Presented by –Chief Inspector Lindsay Tulloch	

1.0 Overview/Introduction

- 1.1 To provide an update to Committee Board on the progress with reference to the objectives outlined in the Shetland Islands 2014-2017 Policing Plan.

2.0 Background Detail & Content

2.1 Performance 2014-2017

A review of the performance against the Shetland Local Policing Plan 2014-2017 is at Enclosure 1. This covers the period April 2017 to June 2017 and is attached for your review.

2.2 Local Policing Plans 2017-2020

The current Local Policing Plans for 2014-2017 are coming to the end of their term and we are currently working on plans for 2017-2020. You have a key role in the development of these plans.

2.3 Background

Police Scotland is committed to developing bespoke Local Policing Plans for each local authority area in Scotland. The Local Policing Plans are a statutory requirement derived from the Police and Fire Reform Act 2012 and demonstrate Police Scotland's legislative responsibility in the delivery of national, corporate and local outcomes.

2.4 The content of each Local Policing Plan is based on the following:

- Three year Local Strategic Assessment of the threats that will impact on policing at both Divisional and Local Authority area level. The strategic assessment will provide a true reflection of emerging issues and themes (including harm).
- Results from the Public Consultation 'Your View Counts' survey.

- Divisional contribution within the Community Planning Partnership setting, linking with the corresponding Local Outcome Improvement Plans.
- Local Engagement across communities.

2.5 Future

Without doubt over the last 4 years we have seen significant changes with the creation of a single Scottish Police force; we have now been operating as Police Scotland for over 4 years and you, as an elected member, join us at a pivotal point as we look to the future and shape the way that we deliver services in our communities, with our communities.

- 2.6 The way in which local services are delivered is changing and recognition that organisations; both public and private sector, need to constructively share and problem solve is crucial to the future of how we operate. In moving forward, we are committed to collectively implementing the Community Empowerment Act with our partners, implementing a holistic and preventative agenda increasing our ability to deter and divert those who pose a risk to our communities and ensure that the Shetland Islands area remains one of the safest places to live in the United Kingdom.

3.0 Proposal/Expected Outcome

- 3.1 Members note and scrutinise the progress made against the objectives set within the Shetland Islands Local Policing Plan 2014-2017.

4.0 Risk Management Implications

- 4.1 Professional. None.
- 4.2 Political. Should the objectives within the Shetland Local Policing Plan not be met there is a risk that there will be a failure in achieving the relevant elements of the Shetland strategic objectives and Single Outcome Agreements; this may negatively impact on the Board's reputation in respect to its ability to deliver its objectives and to hold the Local Policing Commander to account.
- 4.3 Social/Demographics/Community/Customer/Stakeholder Issues. Should the objectives within the Shetland Policing Plan not be met there is a risk that the quality of life for Shetland's residents will be negatively impacted.
- 4.4 Financial/Economical. None
- 4.5 Legal. None
- 4.6 Physical. None
- 4.7 Contractual. None

4.9 Technical. None

For further information please contact:

Name: Chief Inspector Lindsay Tulloch (Area Commander) or Constable Rosie Shanks (Performance Support)

Contact information: lindsay.tulloch@scotland.pnn.police.uk – rosemarie.shanks@scotland.pnn.police.uk

Date: 4 August 2017

Enclosure 1: Performance report against Policing Plan Objectives- April 2017 - June 2017

END

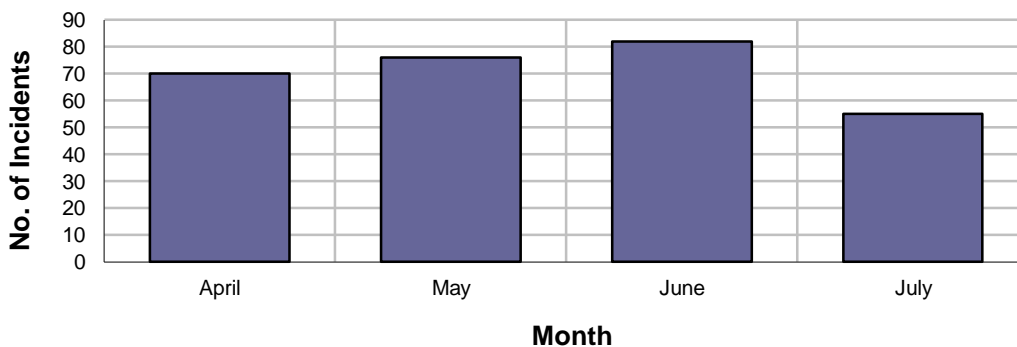
Demands on Service

The figures below relate to the period from 1st April 2017 – 31 July 2017. The total number of calls where vulnerability was the primary concern is 151 with an additional 132 Advice/Assistance calls:

Shetland Isles	Number of Calls
Assistance and Advice Incidents	132
Concern incidents	44
Medical incidents	32
Mental Health Incidents	13
Missing Person Incidents	62

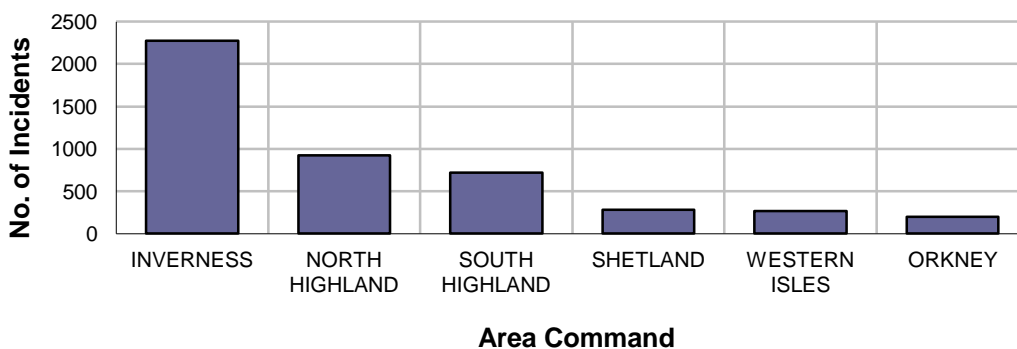
This represents a total of 17.38% of all calls received by Shetland Area Command. These incidents represent a very high risk area of police business and necessitate immediate response. Police officers involved in dealing with incidents of this nature are often committed to dealing with them for the entirety of the duration of their shift.

Incidents by Month Reported



A higher proportion of calls of this nature have been received during April and May this year, nearly twice that of February or March. Shetland Area Command have received more calls of this nature than any other island command during the period 1st April 2017 – 31 July 2017.

Incidents by Area Command



**PERFORMANCE AGAINST SHETLAND ISLANDS LOCAL POLICING PLAN 2014/2017
April 2017 – June 2017**

PRIORITY 1 – Road Safety

GO SAFE ON SCOTLAND'S ROADS ITS EVERYONE'S RESPONSIBILITY- SCOTLAND'S ROAD SAFETY FRAMEWORK TO 2020

Target	2015 Milestone % reduction	2020 target % reduction
People killed	30%	40%
People seriously injured	43%	55%
Children (aged <16) killed	35%	50%
Children (aged <16) seriously injured	50%	65%

(In addition to the above there remains a 10% reduction target in the slight casualty rate to 2020)

Note: All statistics are provisional and should be treated as management information. All data sourced from Police Scotland internal systems are correct as at published date.

Target	Baseline 5 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Reduce the number of people killed on the roads in Shetland.	1 (Full year average)	0	1	1	One fatal collision during this reporting period – B9071 at East Burrafirth a motorcyclist collided with a motor vehicle. The motorcyclist was seriously injured and died later in hospital.
Reduce the number of people seriously injured on the roads in Shetland.	4 (Full year average)	1	0	-1	

Reduce the number of children (aged<16) killed/seriously injured on the roads in Shetland.	0 (Full year average)	0	0	-	
Increase the number of people detected for drink/drug driving offences.	10.8	12	9	-3	Includes failure to provide a specimen
Increase the number of people detected for speeding.	18.8	23	18	-5	It is encouraging to see the numbers decreasing in terms of mobile phone, seatbelt and speeding offences. We know that if we can reduce these offences whilst driving, motorists are less likely to be involved in a collision or suffer less serious injury if involved in a collision.
Increase the number of people detected for mobile phone offences.	8.2	7	5	-2	
Increase the number of people detected for seat belt offences.	9.4	7	5	-2	
Conduct a Driving Ambition Campaign at each of the High Schools within a 12 month period.	During this reporting period there has not been any Driving Ambitions inputs provided. This is pre-planned with the High schools and will be completed during the 12 month period. Preventions & Intervention officer efforts have resulted in an extensive number of road safety inputs being provided to a range of school year groups over the reporting period as well as participation in the Shetland Motorshow.				
Participate in all Police Scotland Road Safety Campaigns.	In this reporting period the following Road Campaigns have been ongoing – Operation Zenith.				
Trunk Road/Divisional Policing Units to conduct a targeted motorcycle campaign each Spring.	Operation Zenith – the annual Motorcycle Safety Campaign – is currently ongoing. This operation involves a period of focused activity around motorcycle safety, including engagement, education and enforcement. Rider behaviour and speeding are significant contributory factors in collisions involving motorcycles. The robust enforcement of these offences will be delivered via speed checks and high visibility patrols on key routes.				

PRIORITY 2 – The Supply, Abuse and Misuse of Drugs

Target	Baseline 5 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Over a 3 yearly period conduct a programme of illegal drug awareness activities with all students at each of the High Schools and Junior High Schools in Shetland.	Police Scotland in conjunction with Dogs against Drugs resource have attended at Hamnavoe, Lunnasting, Bells Brae Primary School and Scatsta Airport, carried out 4 educational visits and presented to 113 individuals.				
Increase the number of positive stop searches/ confiscations for those possessing drugs.	-	-	-	-	See note below re Stop Search
Increase the number of offences reported for the supply or being concerned with the supply of drugs.	6.6	8	3	-5	Ongoing investigations resulting in financial crime enquiry involving several tens of thousands of pounds.
Increase the number of detections by the 'Dogs against Drugs' assets.			9		In this reporting period 2775 people have been scanned by the Drugs Dog at points of entry into Shetland. There have

PRIORITY 3 – Protecting People

Target	Baseline 5 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Increase in reporting of sexual crimes.	6.4	8	5	-3	Gp 2 Crimes of Indecency – Police Scotland are moving away from targets in relation to crimes of this nature. Enquiries in relation to sexual crimes and domestic abuse are focused on positive outcomes for victims of crime and led by their wishes.
Meet the Police Scotland detection rate target for Sexual Crimes.	ACTUAL FOR 2016/17- 50%		80.0%	30.0%	
Increase in reporting of domestic abuse incidents.	-	36	37	1	DA Incidents only
Meet the Police Scotland detection rate target for domestic abuse.	ACTUAL FOR 2016/17-96%		65.4%	-30.6%	Police Scotland are moving away from targets in relation to crimes of this nature. Enquiries in relation to sexual crimes and domestic abuse are focused on positive outcomes for

					victims of crime and led by their wishes.
Increase in reporting of Hate crimes.	-	-	1	1	Extensive work is ongoing to ensure victims have the opportunity and confidence to report Hate Crime/Incidents to Police either directly or through third party reporting services. All Hate Crime/Incidents are dealt with promptly and in accordance with Police Scotland Standard Operating Procedures. A Hate Crime Survey is sent to all victims of Hate Crime to ensure people who report Hate incidents feel satisfied with Police Response. Third Party reporting centres are currently being reviewed in N Division for the purpose of assessing the suitability of current centres and if appropriate recruiting additional centres.
Meet the Police Scotland detection rate target for Hate crimes.	ACTUAL FOR 2016/17 – 100%		100.0%	-	
In support of the Shetland Community Safety Board play an active role in preventative initiatives and campaigns.	During June 2017 a multi-agency preventative initiative took place in numerous areas of Shetland. This related to protecting people for risk of financial harm and was badged “Shetland Scambusters”. This was a successful multi agency initiative which attracted media attention. The success of this initiative in Shetland has led to it being looked at to roll out across the Highlands and Islands. This initiative was driven by Police Scotland in response to reports of high value internet frauds occurring in the Shetland Isles.				

PRIORITY 4 – Antisocial Behaviour and Alcohol Related Disorder

Target	Baseline 5 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Licensed Premises Checks			264		Working collectively and constructively with licensees, with robust enforcement when required, we continue to work towards keeping people safe. During the report period, Shetland Division conducted 12.75% of all licensed premises checks in the Highlands and Islands (264 checks out of 2070 recorded checks)
Conduct an annual test purchasing operation.	Test purchasing is currently under review by the local command team.				
Contribute to the Antisocial Behaviour Working Group initiatives and campaigns.	Operation Notebook and Operation Respect are both well embedded in the Shetland Isles area. These Operations provide a focus on tackling antisocial behaviour ensuring that offenders are robustly dealt with within a multi-agency setting resulting in fewer repeat victims.				
Increase the number of positive stop searches/ confiscations for those possessing alcohol.	-	-	-	-	See note below re Stop Search

Reduce the number of Section 38 Criminal Justice and Licensing (Scotland) Act 2010 Offences.	1.6	1	-	-1	Threatening and Abusive Behaviour Crimes and Offences
Reduce the number of Breach of the Peace offences.	41.6	29	31	2	BOP
Reduce the occurrences of common assault	44.8	35	54	19	Crimes and Offences
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.	There are currently no premises at Stage 3 in Operation Notebook. Continued positive multi-agency working has meant that identified issues are being resolved prior to escalation.				
Number of antisocial behaviour contracts in place.			0		
Reduce the incidents of vandalism	33.6	26	27	1	Includes Malicious Mischief

PRIORITY 5 – Emergency/Major Incident Response and Resilience

Target	Baseline 5 Year Average	YTD 2016/17	YTD 2017/18	YTD Variation	Context/Narrative
Annually review and exercise, in partnership with relevant partners, major incident/facility response plans.	Major incident exercises continue to take place.				
Number of officers and staff, against an identified skills/training matrix, for	Police Incident Officer training continues to be part of the First Line Managers courses for supervisors at the Scottish Police College.				

dealing with a major incident.	
Identify a location for a multi agency incident room.	Lerwick Police Station can be utilised as the primary multi-agency major incident room. In the event this location is the subject of the incident, the Council Building at 20 Commercial Road, Lerwick or alternatively the Town Hall will be available.

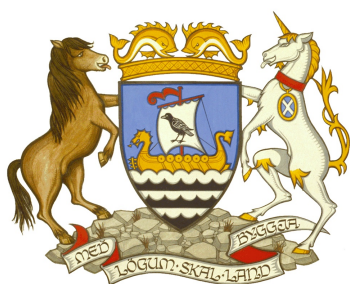
NOTE

Violence, Disorder & Antisocial Behaviour - Stop and Searches					
		Apr 2017 - June 2017	Apr 2017 - June 2017 (Positive)	Victims	% Change
20	Number of stop and searches conducted (total)	66	14		
21	Number of statutory stop and searches conducted	18	5		
22	Number of consensual stop and searches conducted	-			
23	Number of consensual stop and searches refused	-			
24	Number of seizures made	10			
<p>An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication</p>					



Quarterly Performance Report

Quarter 4 2016-2017 (1 January to 31 March)



Shetland Islands Council



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

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INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within the Shetland Islands over the period Quarter 4 2016/2017, (January – March 2017).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes in the Shetland Islands by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland 2013.







The SFRS Strategic Plan 2016/2019 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.




The priorities contained within the Shetland Islands Local Fire and Rescue Plan 2014/2017 reflects the Community Planning Partnership & Single Outcome Agreement (SOA). The SOA includes a range of key themes focused on delivering improved outcomes for the communities in the Shetland Islands.

The aims of the Local Fire and Rescue Service in Shetland are to reduce deaths, injuries and damage to property from fires and other emergency events. We aim to achieve this by working in partnership, being pro active and targeting our prevention and protection activities to where they are most required, based on evidence.

Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Mar					RAG rating
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	17	12	12	17	7	
All accidental dwelling fire casualties (fatal & non-fatal)	4	1	1	2	1	
All deliberate fires	4	3	7	3	4	
Non domestic fires	6	5	17	4	8	
Special Service Casualties - All	12	7	14	11	21	
False Alarm - UFAs	73	60	81	68	68	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

Progress on local fire & rescue plan priorities

Priority 1 – Local Risk Management and Preparedness

Operational Risk Intelligence Gathering and Review

Operational Risk Intelligence is a key factor in safeguarding both Firefighter and Community safety. The Control of Major Accident Hazards is a series of regulations which control the activities on high risk use or storage of certain chemicals or compounds. All of the SFRS Site Specific Plans (SSPs) for sites on Shetland have been reviewed and are in place. These have now been updated and communicated to relevant personnel with the documents having been uploaded onto the onboard computer system on each fire engine.

These plans are being enhanced by the addition of digital mapping and three dimensional views of the sites to assist attending fire and rescue crews.

Major Incidents

Shetland staff prepares for major incidents through our contribution to the Shetland Emergency Planning Forum Executive and our joint training to deal with specific risks. During this reporting period Shetland Area staff have been working with operators Total, at the new Shetland Gas Plant, in preparation for the site going live and for a COMAH exercise.

Fire Appliance Availability

The following bar graphs indicate the operational availability of fire appliances across Shetland during January, February and March 2017. The lower half of each bar indicates the average day-time availability of a fire appliance from 6am to 6pm across the month.

The upper half of each bar indicates the average night-time availability of a fire appliance from 6 pm to 8am across the month. Blue portions of a bar indicate the percentage of time when a fire appliance was operationally available. Red portions of a bar indicate the percentage of time when a fire appliance was operationally unavailable.

To ensure Safe Systems of Work; SFRS policy stipulates that an appliance cannot mobilise with less than 4 suitably competent firefighters.

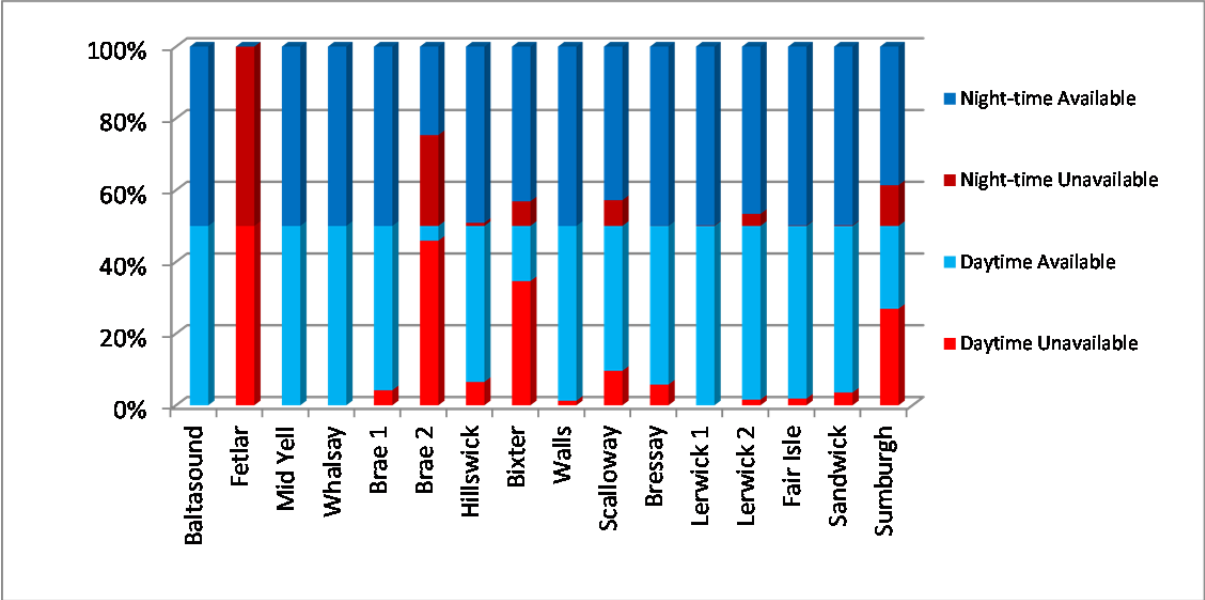
The key factor affecting appliance availability in Shetland is the low staff establishment at a number of stations, therefore as soon as any individual from a unit becomes unavailable, the appliance availability is affected.

As can be seen from the table below, this continues to have the greatest impact on Brae, Sumburgh, Bressay, Bixter, Hillswick, Walls and Scalloway.

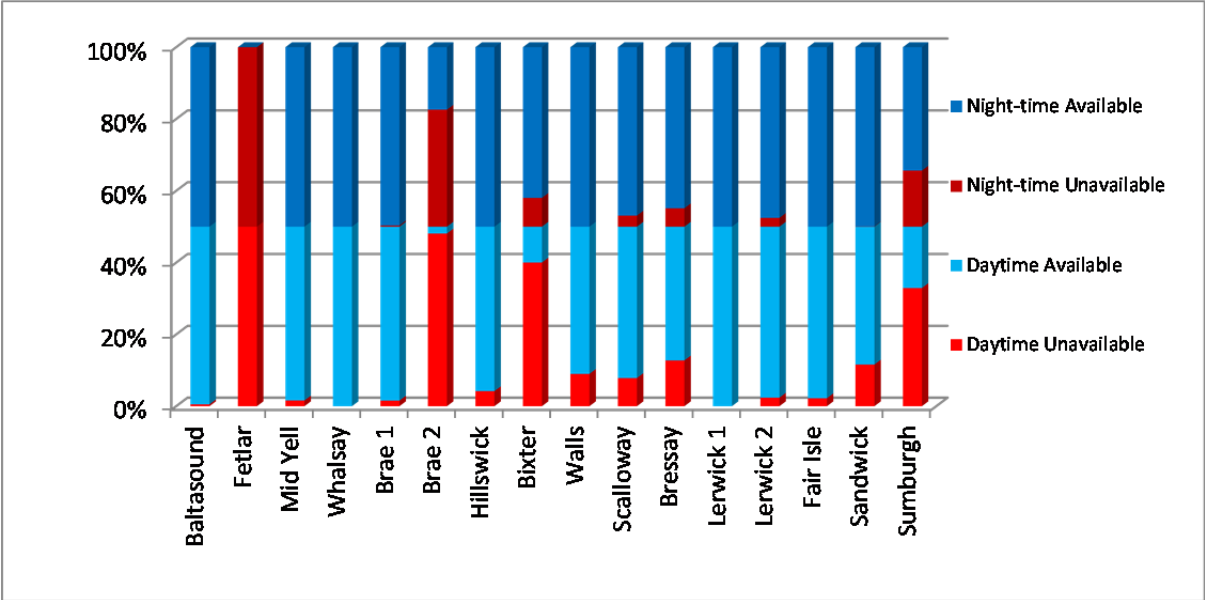
Maintaining 100% fire appliance availability at these stations is currently proving a challenge due to the station establishment numbers and firefighters main employment requirements, which takes personnel out with the station turnout area for periods of time.

Fetlar remains unavailable due to recruitment issues and low staffing levels. Work is still ongoing to try and remedy this problem, but with the limited pool of potential applicants on the island, it is a challenge for SFRS to attract people into the retained fire service. Shetland Area Staff will continue to work to find a solution to the recruitment challenges, by speaking to residents, associated groups and other partner agencies.

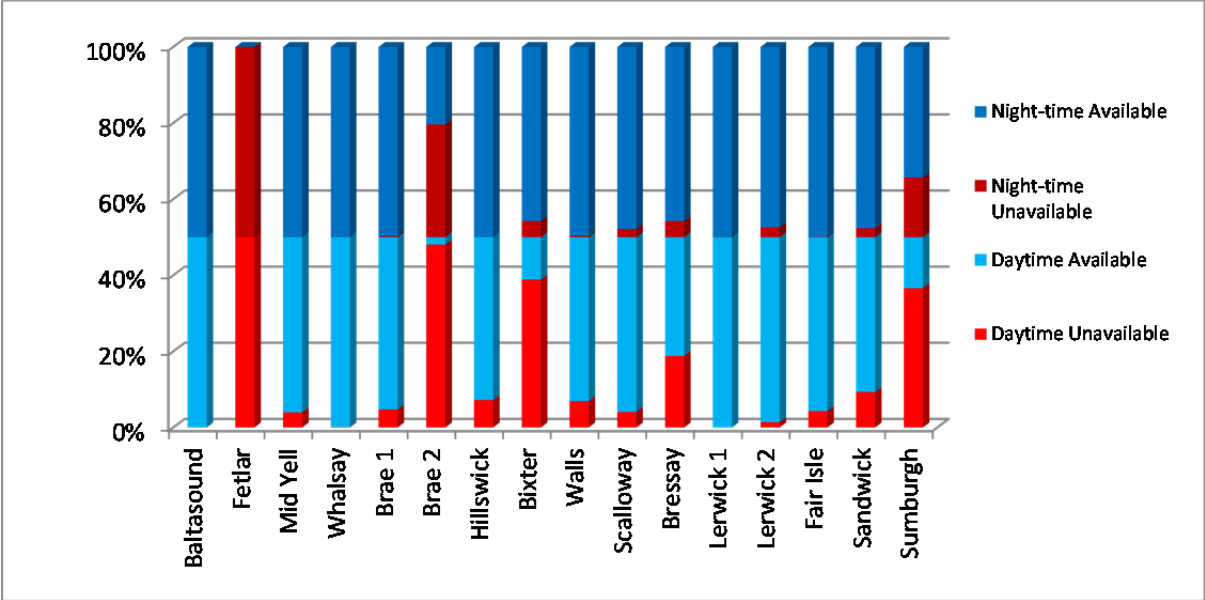
Fire Appliance Availability – January 2017



Fire Appliance Availability – February 2017



Fire Appliance Availability – March 2017



Fire Station Staffing & Recruitment

Historically recruitment within Shetland has been challenging. The Service is confident that improvements to the recruitment process will provide for a more positive experience for potential candidates and that this will have an overall impact on station crewing levels.

As part of this new approach, SFRS has engaged with Local Councillors, Community Councils and local media. We have also actively undertaken additional awareness by utilising banners and visiting households and businesses at local station level in an effort to encourage members of the community to join the service.

The change of focus by SFRS to a new recruitment process is starting to show improvements in station establishment figures within Shetland.

It is encouraging to note the number of persons now applying to join the Retained Fire Service within Shetland. Area staff will continue to work with partner agencies, Community Councils and others in promoting the need for locally based retained firefighters.

Fire Station Staffing and Recruitment January to March 2017

Council Ward	Fire Station	Staffing Dec 2016	Staffing Mar 2017	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Unst	11	10	↘	12	-2	0
	Fetlar	1	1	→	12	-11	0
	Yell	9	9	→	12	-3	0
	Whalsay	9	9	→	12	-3	0
Shetland North	Brae	8	8	→	20	-12	0
	Hillswick	8	8	→	12	-4	1
Shetland West	Bixter	6	6	→	12	-6	1
	Walls	9	9	→	12	-3	1
Shetland Central	Scalloway	8	8	→	12	-4	1
Lerwick North & Lerwick South	Bressay	7	6	↘	12	-6	0
	Lerwick	21	21	→	20	+1	0
Shetland South	Fair Isle	8	8	→	12	-4	
	Sandwick	11	11	→	12	-1	0
	Sumburgh	8	8	→	12	-4	0

Priority 2 - Reduction of 'All accidental dwelling fires'

The tables below represent the number of accidental dwelling house fires that occurred in Shetland. Tolerances are set in context of the number of previous incidents by reporting period and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter, and it is encouraging to note a decrease in the quarter to date.

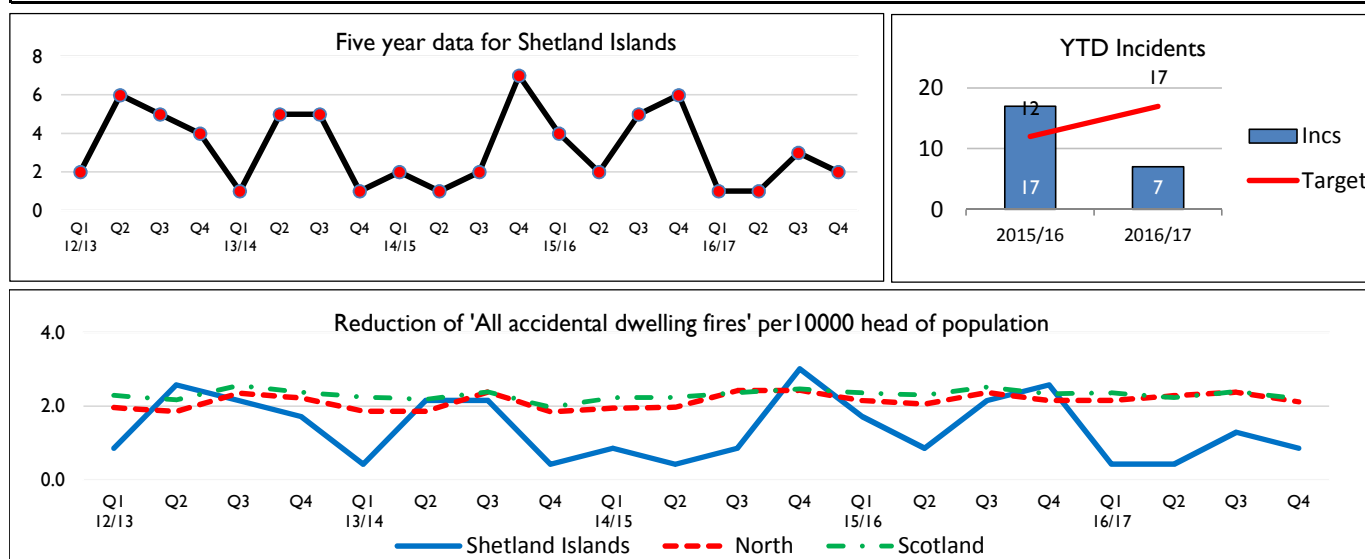
Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction.

Domestic Dwelling Fire Safety Partnership Working

Our local Community Safety Advocate (CSA) continued to engage with partner organisations to help in driving down the risk from fire to those most vulnerable in the community.

Domestic Dwelling Fires

There has been a decrease in accidental dwelling fires for the year to date compared to 2015/16. This is encouraging to note, but we will not become complacent based on this figure. Although Shetland fire stats are lower than the national average on all aspects, we must and will, ensure that we continue to promote fire safety within the home.



YTD ward ave. for Shetland Islands - I	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	17	12	12	17	7	
North Isles (Shetland)	1	1	1	1	0	
Shetland North	0	1	2	4	1	
Shetland West	1	0	1	4	0	
Shetland Central	4	0	5	2	3	
Shetland South	5	1	1	1	0	
Lerwick North	5	3	2	2	2	
Lerwick South	1	6	0	3	1	

Priority 3 - Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))'

Home Fire Safety for Vulnerable Residents

The Shetland Community Safety Advocate and staff from P&P have continued to engage with our partners to target our work towards the most vulnerable in the community.

Home Fire Safety Visits

Q2 statistics show that a total of 70 Home Fire Safety Visits were undertaken during the second quarter of 2016/17 giving a 93% visit rate. A refocus by staff, including RDS firefighters has seen a significant improvement during this quarter.

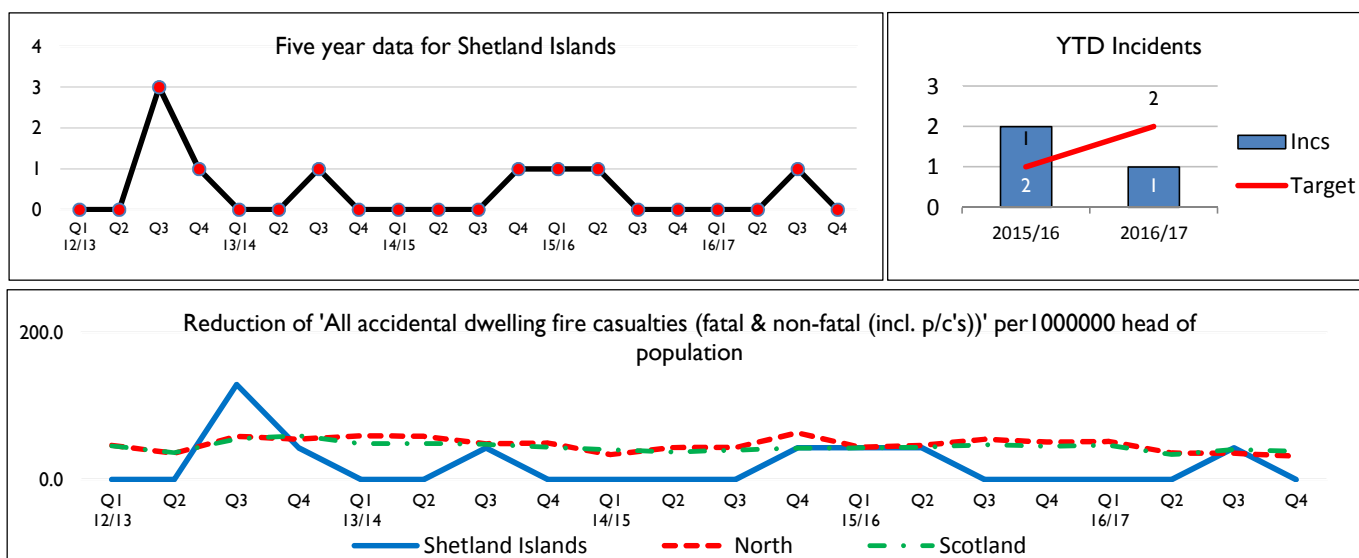
During the visits in Q2 (70 visits) a total of 12 properties were fitted with smoke detectors.

The Service operates a dual approach to HFSV; gross number of visits and points risk rating. This ensures that those at highest risk from fire are targeted ahead of lower risk groups. The points to visit ratio has a target figure of 15, with a figure of 16.4 being achieved within Shetland.

Home Fire Safety Education for Schools/Children

Operational personnel continue to accommodate requests from schools and other community groups to visit our fire stations. Our staff use these visits as an opportunity to engage with young people, where a fire safety message can be delivered.

Staff continue to use and become familiar with the Community Safety Engagement Toolkit, (CSET), which in addition to being a recording mechanism for these activities, tracks activity across the SFRS. Over time, this will allow for the sharing of community safety engagement good practice across Scotland.

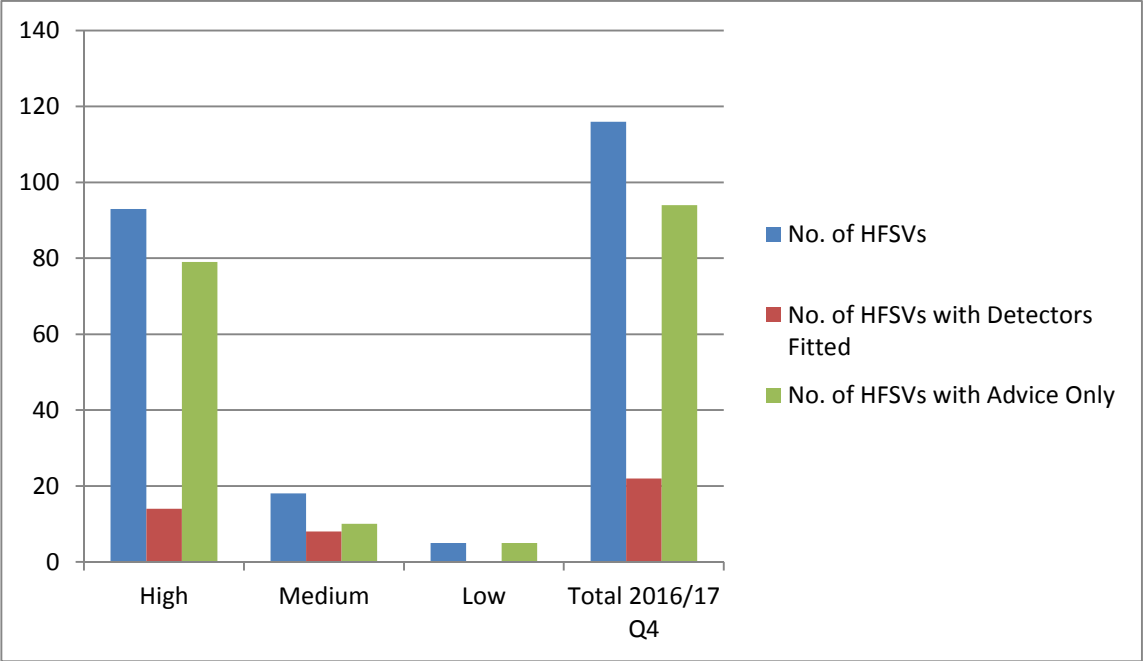


YTD ward ave. for Shetland Islands - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	4	1	1	2	1	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	0	0	1	0	
Shetland West	0	0	0	0	0	
Shetland Central	1	0	1	0	0	
Shetland South	2	0	0	1	0	
Lerwick North	1	0	0	0	0	
Lerwick South	0	1	0	0	1	

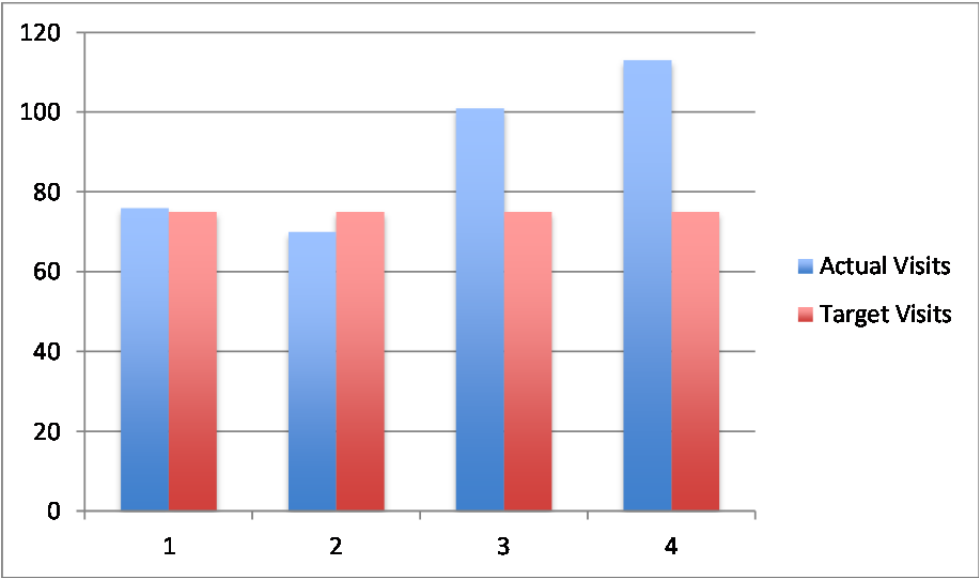
HFSV Total for Shetland Committee - 2016/17 Q4

CSET Risk

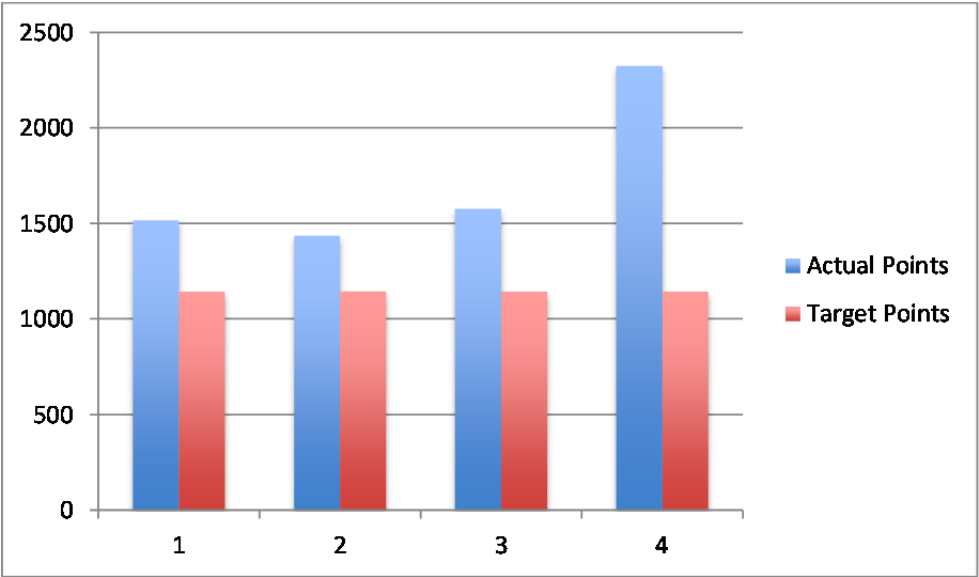
	High	Medium	Low	Total 2016/17 Q4
No. of HFSVs	93	18	5	116
No. of HFSVs with Detectors Fitted	14	8	0	22
No. of HFSVs with Advice Only	79	10	5	94



CSE QUARTERLY VISITS 2016/17



CSE QUARTERLY POINTS 2016/17



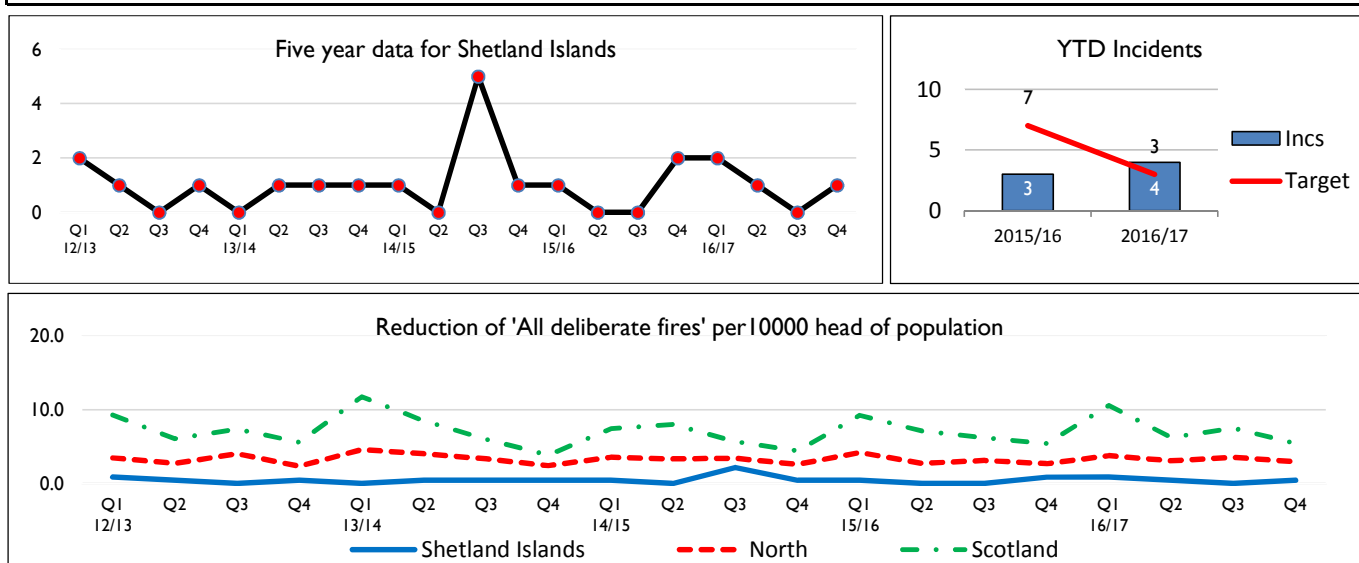
Priority 4 - Reduction of 'All deliberate fires'

Fortunately, deliberate or wilful fires are rare within Shetland but do occasionally occur. This quarter saw one fire of this nature. We will notify Police Scotland of any wilful fire or suspected wilful fire so that appropriate action can be taken against an individual or individuals.

The service within Shetland implemented its Fire Setter programme for the first time since 2010 to deal with wilful fire raising. This involved a multi agency approach with SFRS personnel travelling from mainland Scotland to facilitate the session. This shows the commitment by Shetland fire personnel and SFRS nationally, to prevent or reduce occurrences of wilful fire raising within the islands.

The Shetland Community Safety Advocate has recently received refresher training to work with individuals who have, or may be identified as having the potential to instigate a wilful fire raising occurrence. This will ensure that we have the necessary trained personnel locally based to deal with such problems.

If necessary, Area staff will continue to request the attendance of the Fire Investigation Unit from Aberdeen, if it is suspected that a fire is of a deliberate nature. This team works closely with Police Scotland to identify the cause of a fire and to identify any persons that may be involved in wilful fire raising.



YTD ward ave. for Shetland Islands - I	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	4	3	7	3	4	
North Isles (Shetland)	0	0	1	0	0	
Shetland North	1	1	2	0	1	
Shetland West	0	0	0	1	0	
Shetland Central	0	1	0	0	0	
Shetland South	3	0	0	0	0	
Lerwick North	0	0	2	1	3	
Lerwick South	0	1	2	1	0	

Priority 5 - Reduction of 'Non domestic fires'

Legislative Fire Safety Enforcement Audits

The Service will continue to undertake legislative fire safety audits which are managed by a Fire Safety Enforcement Team based in Inverness. Progress against the annual fire safety enforcement targets, set out in the prevention and protection plan, are indicated below. It is pleasing to note that the deployment of the Enforcement Team in this quarter has resulted in the achievement of the targets as set out in our Prevention and Protection Plan.

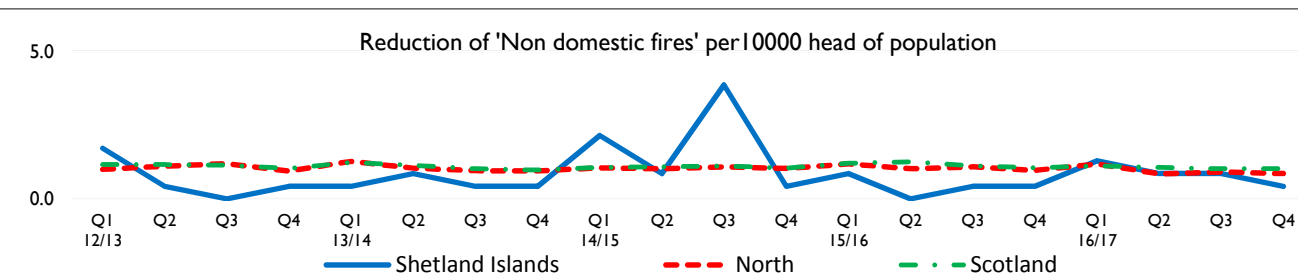
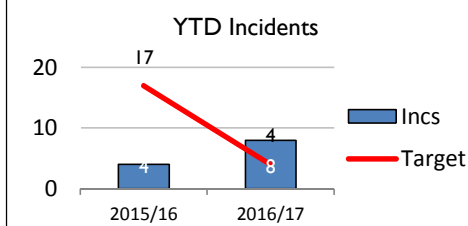
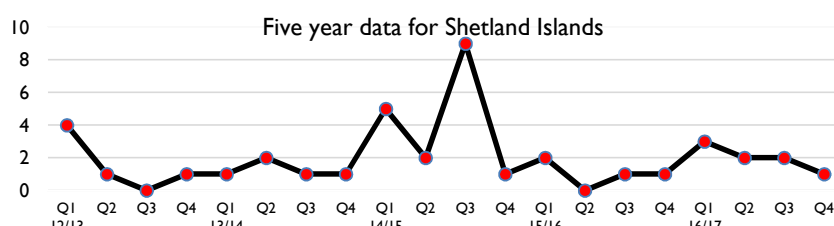
The team of FSEOs will continue to deliver the SFRS Fire Safety Enforcement Strategy through the auditing of all mandatory premises within the Shetland Islands area.

There were 14 fire safety enforcement audits undertaken in Shetland during Q2. This is higher than the quarterly target figure of 7.

Fire service officers served a prohibition notice on an occupier during Q2, based on information received from an external agency. This ensured that any risk to the safety of persons from fire was removed immediately. We will continue to act on information passed from other agencies to ensure that we protect persons from the risk of fire.

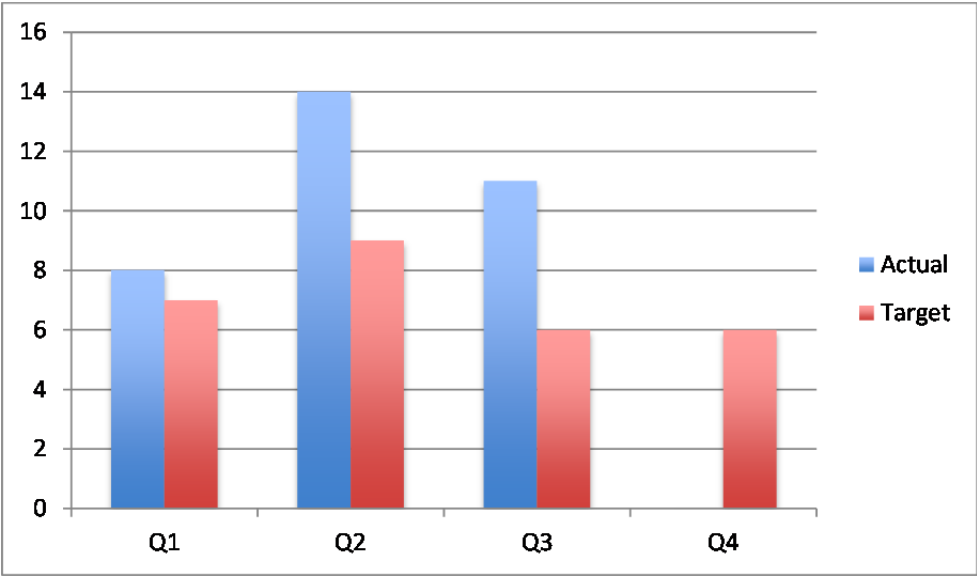
Post Fire Audits

It is now SFRS policy that a post fire audit will be implemented following a fire in any building which is deemed to be a relevant premises under the Fire (Scotland) Act 2005. This examines whether the duty holders of the premises were adequately complying with their fire safety responsibilities.

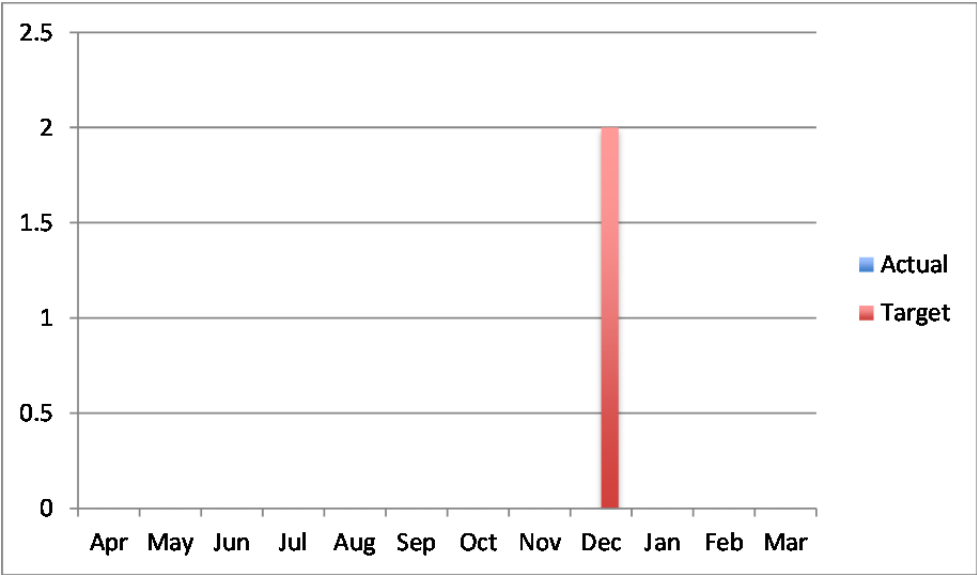


YTD ward ave. for Shetland Islands - I	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	6	5	17	4	8	
North Isles (Shetland)	1	3	1	0	1	
Shetland North	4	1	3	1	0	
Shetland West	0	0	0	0	1	
Shetland Central	0	0	2	0	1	
Shetland South	0	0	3	0	0	
Lerwick North	0	0	7	1	3	
Lerwick South	1	1	1	2	2	

FSE Audits – Quarterly Report



Post Fire Audits



Priority 6 - Reduction of 'Special Service Casualties - All'

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi agency non fire related events.

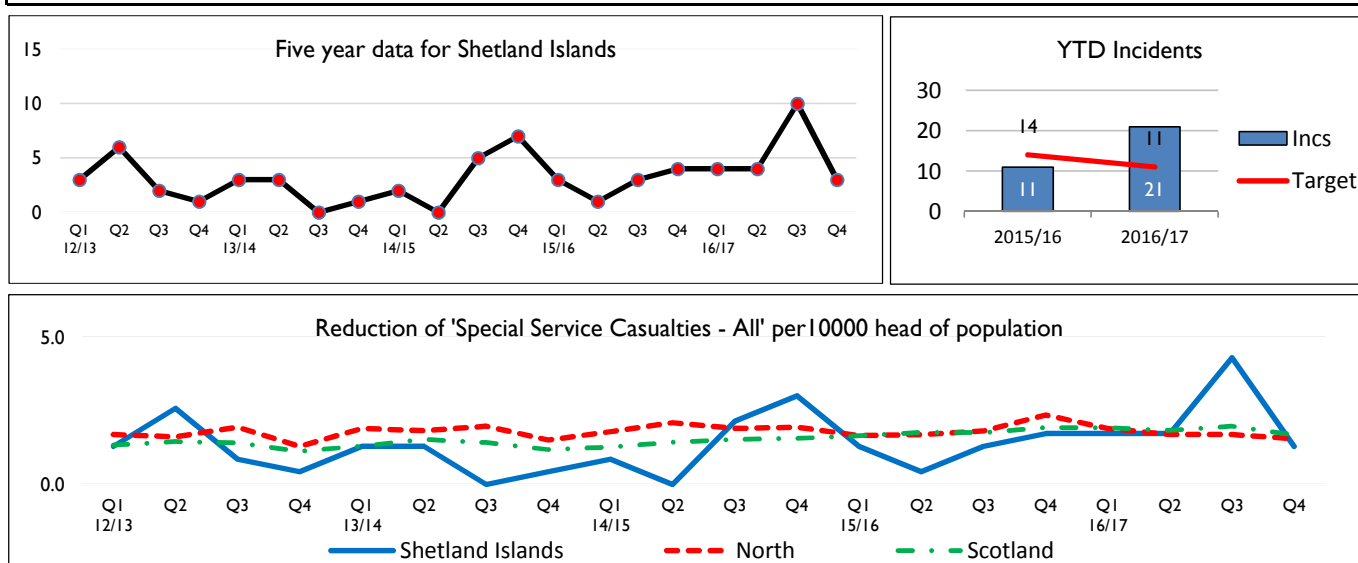
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies.

Road safety activities in the area include e.g. Driving Ambition, which has a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020.

A Driving Ambition day was delivered to 170 pupils from Lerwick and Raigard during September. This event was well received by those attending, where it is hoped that the messages delivered will assist in reducing the likelihood of young people being involved in a road traffic collision. This project is undertaken by SFRS working in partnership with Police Scotland, S C Road Safety Unit and local business.

Special service calls have increased from 2015/16, with a total of 21 such calls this year. This is mainly due to closer working practices being established between all emergency services within Shetland, resulting in an increased response from SFRS resources. This is seen as an improvement in response, but again we will continue to help reduce the risk within the home, workplace and road network by promoting personal safety.

<http://www.scotland.gov.uk/Resource/Doc/26643/00726.pdf>



YTD ward ave. for Shetland Islands - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	12	7	14	11	21	
North Isles (Shetland)	2	0	0	0	1	
Shetland North	4	4	9	6	4	
Shetland West	2	0	1	0	1	
Shetland Central	3	0	0	0	3	
Shetland South	0	3	1	4	4	
Lerwick North	0	0	1	0	2	
Lerwick South	1	0	2	1	6	

Priority 7 - Reduction of 'False Alarm - UFAs'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (FAS). It is disappointing to note that we attended an increased number of FAS calls during Q3.

This increase has been due, on a number of occasions, to construction work being undertaken in various buildings. SFRS officers have visited and spoken to the responsible person at these buildings, providing guidance, information and advice on how to reduce the number of FAS calls to their premises. The impact of an emergency services response to a FAS incident has also been clearly communicated.

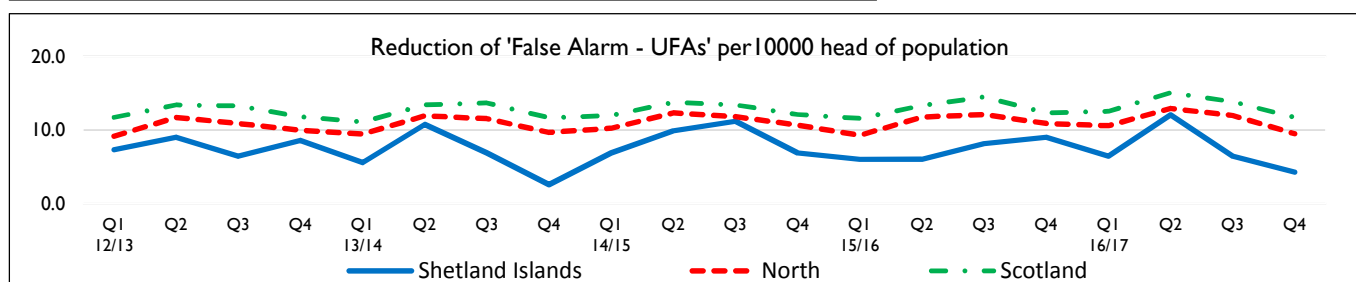
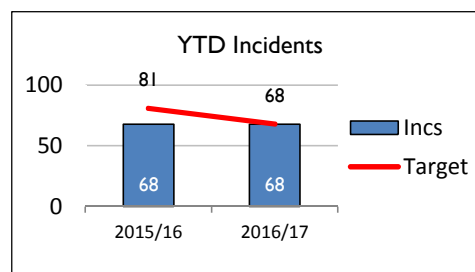
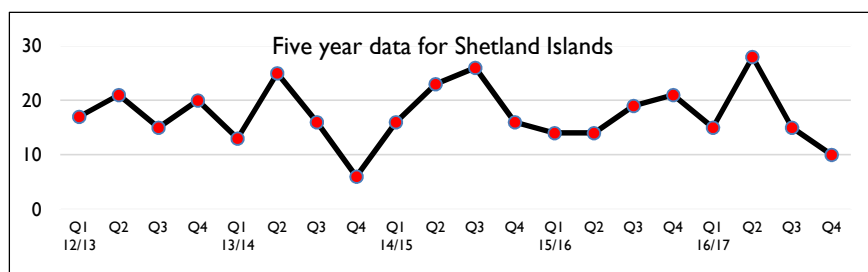
In addressing the number of FAS incidents across Scotland, the Scottish Fire and Rescue Service (SFRS) introduced a national FAS Reduction Procedure on 1 December 2014. The key aim of this procedure is the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland. This will be achieved in a number of ways

- Working more closely with responsible duty holders post FAS events to review, and where appropriate improve management arrangements within premises

- Effectively managing an appropriate response to repeat FAS calls from known premises

SFRS recognises that high levels of unwanted Fire Alarm Signals can have a significant impact on our staff and their full time employers. The Prevention and Protection team based in Inverness have examined this issue and we will undertake bespoke plans to improve the overall picture in Shetland.

Lerwick still continues to have a high level of FAS calls to commercial premises. Operational RDS staff continue to issue advice to the occupier at the time of attending the premises with additional steps having been taken to visit the premises at a later date by Prevention and Protection staff. This will hopefully allow the occupier of the most frequently attended properties to fully understand the implications of a continued response from SFRS. The SFRS FAS policy will be implemented on offending properties, if deemed appropriate.



YTD ward ave. for Shetland Islands - 10	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	73	60	81	68	68	
North Isles (Shetland)	0	2	3	2	2	
Shetland North	2	1	0	0	2	
Shetland West	0	0	1	0	0	
Shetland Central	1	5	7	2	3	
Shetland South	9	10	14	15	16	
Lerwick North	37	23	41	27	29	
Lerwick South	24	19	15	22	16	

4. Glossary

Primary Fire

Primary fires include all fires in non-derelict buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

Secondary Fires

Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

Accidental Dwelling Fires

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

Fire Fatality

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

Fire Casualty

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

Deliberate Fire

Fires where deliberate ignition is suspected.

Special Services

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding.

CPP

Community Planning Partnership.

SOA

Single Outcome Agreement.

RTC

Road Traffic Collision

UFAS

Unwanted Fire Alarm Signals

RDS

Retained Duty System – Staff who are employed on a retained (part time basis) and provide an emergency response within a local area

CRU

Community Response Unit – staff who provide a specific role within a local area e.g. attending RTC or Wildfire type incidents

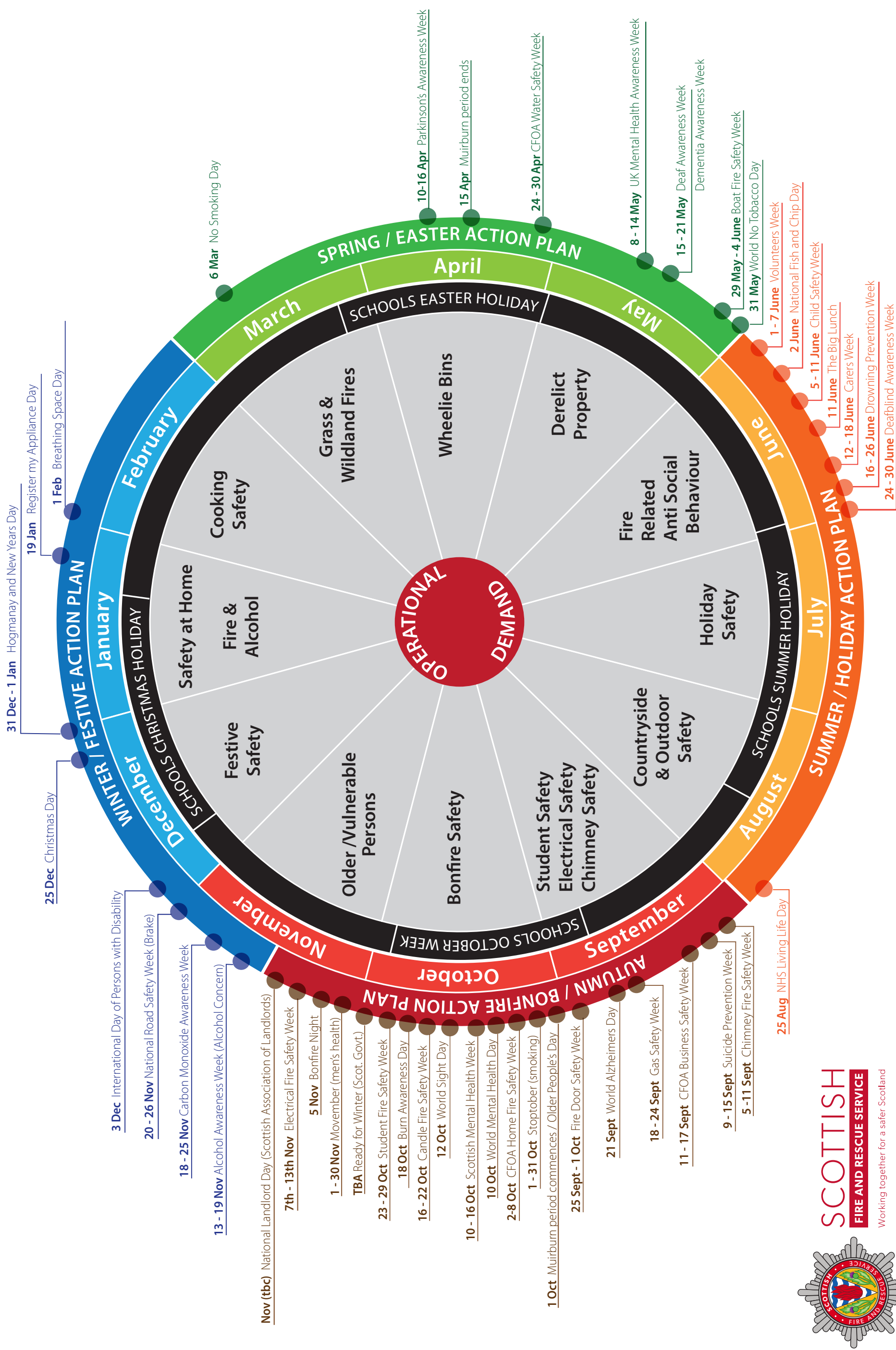
CFS

Community Fire Safety - CRU staff providing a local prevention and protection role and deliver fire safety advice and information

PDIR

Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire

Seasonal Community Safety Calendar 2017



SCOTTISH
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Quarterly Performance Report

Quarter 4 2016-2017 (1 January to 31 March)



Shetland Islands Council



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DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

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INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within the Shetland Islands over the period Quarter 4 2016-2017, (January-March 2017).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes in the Shetland Islands by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland 2013.







The SFRS Strategic Plan 2016-2019 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.




The priorities contained within the Shetland Islands Local Fire and Rescue Plan 2014-2017 reflects the Community Planning Partnership & Single Outcome Agreement (SOA). The SOA includes a range of key themes focused on delivering improved outcomes for the communities in the Shetland Islands.

The aims of the Local Fire and Rescue Service in Shetland are to reduce deaths, injuries and damage to property from fires and other emergency events. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are most required, based on evidence.

Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Mar					RAG rating
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	17	12	12	17	7	
All accidental dwelling fire casualties (fatal & non-fatal)	4	1	1	2	1	
All deliberate fires	4	3	7	3	3	
Non domestic fires	6	5	17	4	8	
Special Service Casualties - All	12	7	14	11	21	
False Alarm - UFAS	73	60	81	68	76	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
	AMBER TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

Progress on local fire & rescue plan priorities

Priority 1 – Local Risk Management and Preparedness

Operational Risk Intelligence Gathering and Review

Operational Risk Intelligence is a key factor in safeguarding both Firefighter and Community safety. The Control of Major Accident Hazards is a series of regulations which control the activities on high risk use or storage of certain chemicals or compounds. All of the SFRS Site Specific Plans (SSPs) for sites on Shetland have been reviewed and are in place. These have now been updated and communicated to relevant personnel with the documents having been uploaded onto the onboard computer system on each fire engine.

These plans are being enhanced by the addition of digital mapping and three dimensional views of the sites to assist attending fire and rescue crews.

Major Incidents

Shetland staff prepares for major incidents through our contribution to the Shetland Emergency Planning Forum Executive and our joint training to deal with specific risks. During this reporting period Shetland Area staff have been working with operators Total, at the new Shetland Gas Plant, in preparation for the site going live and for a COMAH exercise.

Fire Appliance Availability

The following bar graphs indicate the operational availability of fire appliances across Shetland during January, February and March 2017. The lower half of each bar indicates the average day-time availability of a fire appliance from 6am to 6pm across the month.

The upper half of each bar indicates the average night-time availability of a fire appliance from 6pm to 6am across the month. Blue portions of a bar indicate the percentage of time when a fire appliance was operationally available. Red portions of a bar indicate the percentage of time when a fire appliance was operationally unavailable.

To ensure Safe Systems of Work; SFRS policy stipulates that an appliance cannot mobilise with less than 4 suitably competent firefighters.

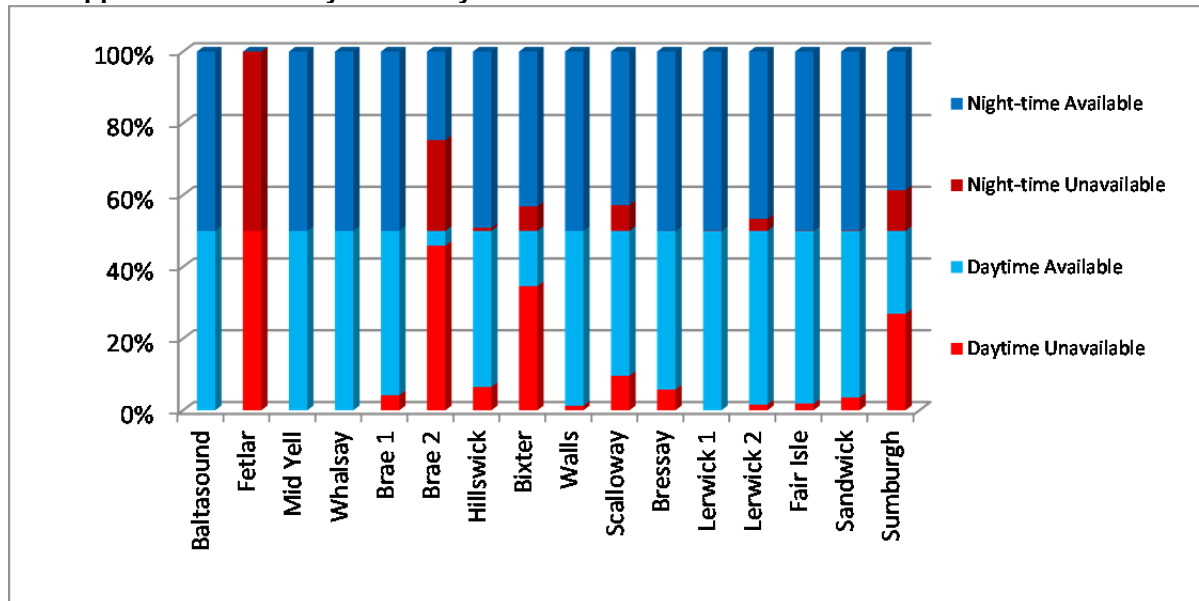
The key factor affecting appliance availability in Shetland is the low staff establishment at a number of stations, therefore as soon as any individual from a unit becomes unavailable, the appliance availability is affected.

As can be seen from the table below, this continues to have the greatest impact on Brae, Sumburgh, Bressay, Bixter, Hillswick, Walls and Scalloway.

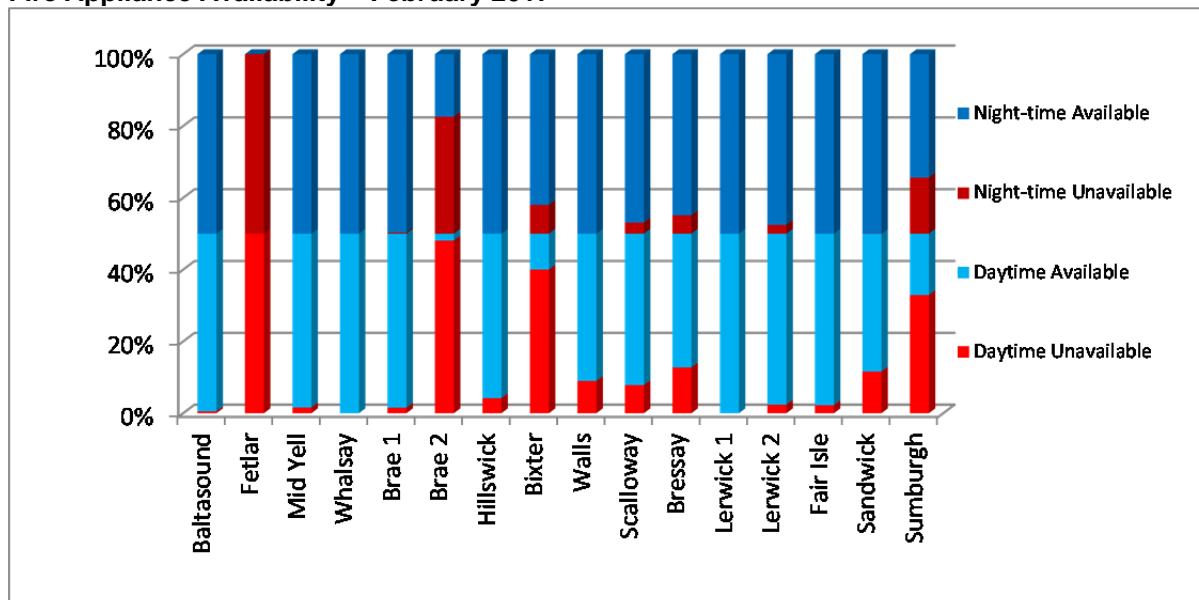
Maintaining 100% fire appliance availability at these stations is currently proving a challenge due to the station establishment numbers and firefighters main employment requirements, which takes personnel out with the station turnout area for periods of time.

Fetlar remains unavailable due to recruitment issues and low staffing levels. Work is still ongoing to try and remedy this problem, but with the limited pool of potential applicants on the island, it is a challenge for SFRS to attract people into the retained fire service. Shetland Area Staff will continue to work to find a solution to the recruitment challenges, by speaking to residents, associated groups and other partner agencies.

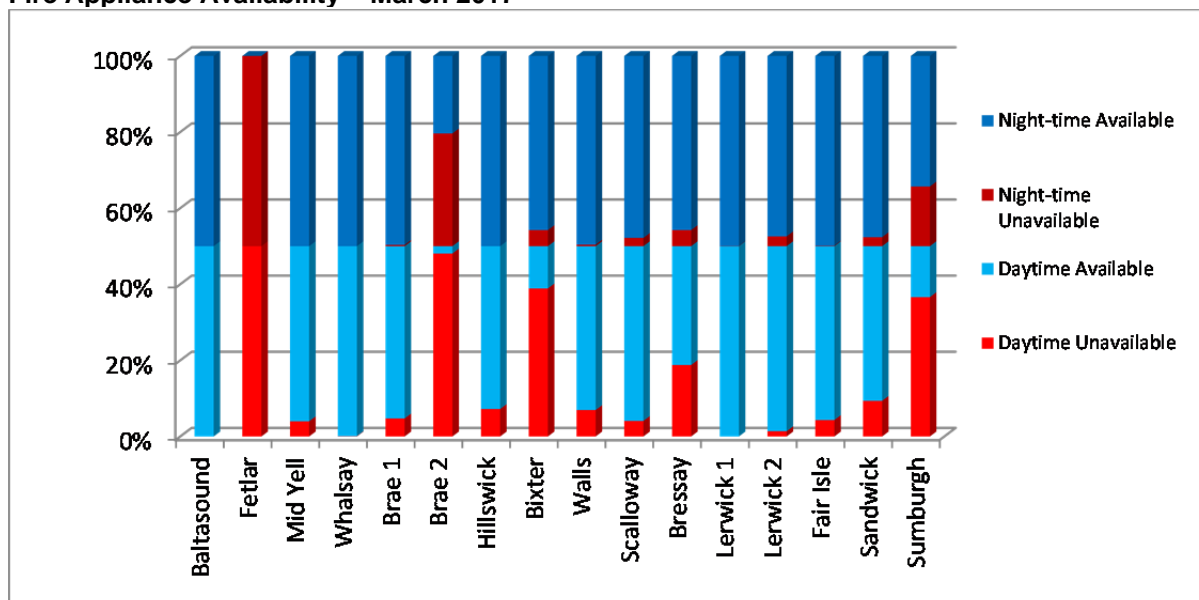
Fire Appliance Availability – January 2017



Fire Appliance Availability – February 2017



Fire Appliance Availability – March 2017



Fire Station Staffing & Recruitment

Historically recruitment within Shetland has been challenging. The Service is confident that improvements to the recruitment process will provide for a more positive experience for potential candidates and that this will have an overall impact on station crewing levels.

As part of this new approach, SFRS has engaged with Local Councillors, Community Councils and local media. We have also actively undertaken additional awareness by utilising banners and visiting households and businesses at local station level in an effort to encourage members of the community to join the service.

The change of focus by SFRS to a new recruitment process is starting to show improvements in station establishment figures within Shetland.

It is encouraging to note the number of persons now applying to join the Retained Fire Service within Shetland. Area staff will continue to work with partner agencies, Community Councils and others in promoting the need for locally based retained firefighters.

Fire Station Staffing and Recruitment January to March 2017

Council Ward	Fire Station	Staffing Dec 2016	Staffing Mar 2017	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Unst	11	10	↘	12	-2	0
	Fetlar	1	1	→	12	-11	0
	Yell	9	9	→	12	-3	0
	Whalsay	9	9	→	12	-3	0
Shetland North	Brae	8	8	→	20	-12	0
	Hillswick	8	8	→	12	-4	1
Shetland West	Bixter	6	6	→	12	-6	1
	Walls	9	9	→	12	-3	1
Shetland Central	Scalloway	8	8	→	12	-4	1
Lerwick North & Lerwick South	Bressay	7	6	↘	12	-6	0
	Lerwick	21	21	→	20	+1	0
Shetland South	Fair Isle	8	8	→	12	-4	0
	Sandwick	11	11	→	12	-1	0
	Sumburgh	8	8	→	12	-4	0

Priority 2 - Reduction of 'All accidental dwelling fires'

The tables below represent the number of accidental dwelling house fires that occurred in Shetland. Tolerances are set in context of the number of previous incidents by reporting period and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter, and it is encouraging to note a decrease in the quarter to date.

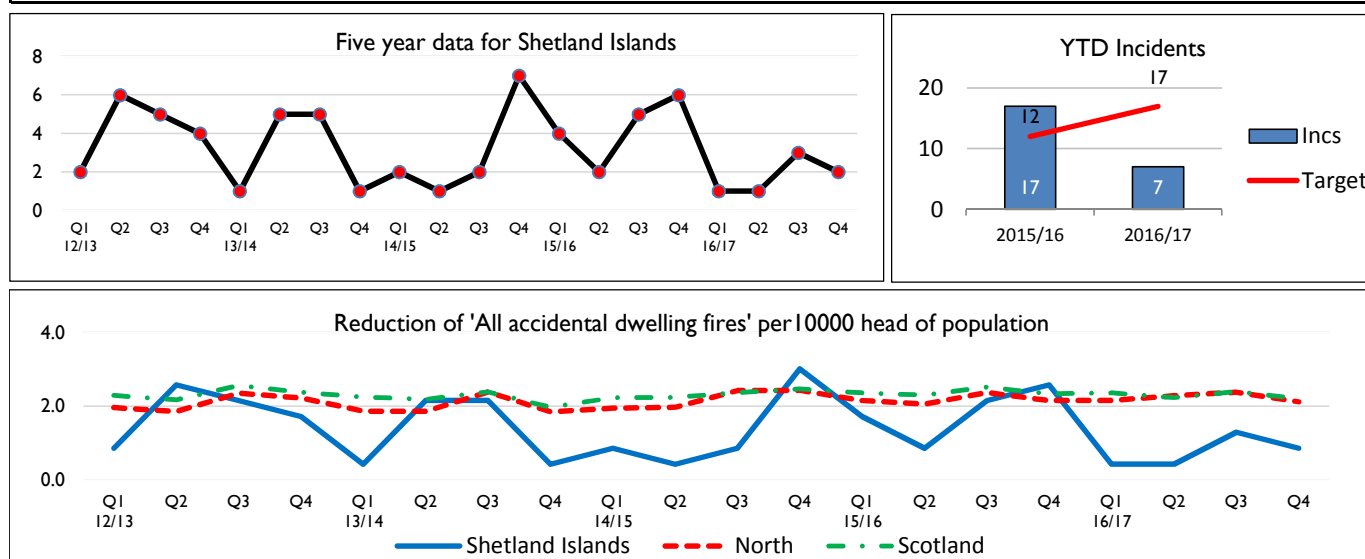
Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction.

Domestic Dwelling Fire Safety Partnership Working

Our local Community Safety Advocate (CSA) continued to engage with partner organisations to help in driving down the risk from fire to those most vulnerable in the community.

Domestic Dwelling Fires

There has been a decrease in accidental dwelling fires for the year to date compared to 2015/16. This is encouraging to note, but we will not become complacent based on this figure. Although Shetland fire stats are lower than the national average on all aspects, we must and will, ensure that we continue to promote fire safety within the home.



YTD ward ave. for Shetland Islands - I	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	17	12	12	17	7	
North Isles (Shetland)	1	1	1	1	0	
Shetland North	0	1	2	4	1	
Shetland West	1	0	1	4	0	
Shetland Central	4	0	5	2	3	
Shetland South	5	1	1	1	0	
Lerwick North	5	3	2	2	2	
Lerwick South	1	6	0	3	1	

Priority 3 - Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))'

Home Fire Safety for Vulnerable Residents

The Shetland Community Safety Advocate and staff from P&P have continued to engage with our partners to target our work towards the most vulnerable in the community.

Home Fire Safety Visits

Q4 statistics show that a total of 116 Home Fire Safety Visits were undertaken during the last quarter of 2016/17 giving a 155% visit rate. A refocus by staff, including RDS firefighters has seen a significant improvement during this quarter.

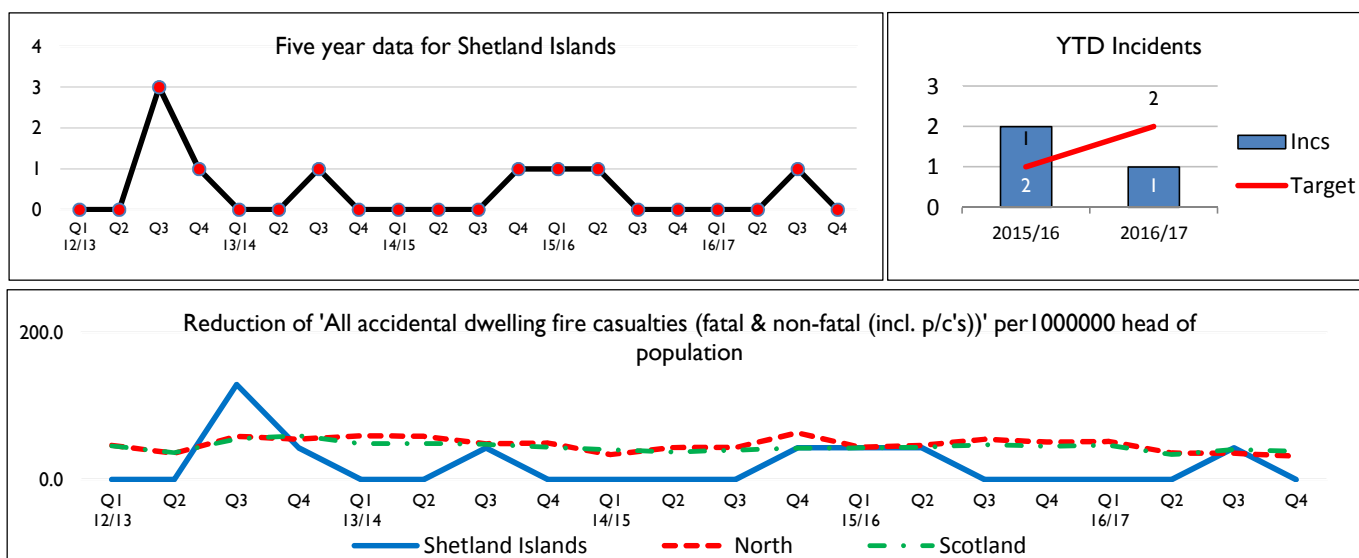
During the visits in Q4 (116 visits) a total of 22 properties were fitted with smoke detectors.

The Service operates a dual approach to HFSV; gross number of visits and points risk rating. This ensures that those at highest risk from fire are targeted ahead of lower risk groups. The points to visit ratio has a target figure of 15, with a figure of 20.5 being achieved within Shetland.

Home Fire Safety Education for Schools/Children

Operational personnel continue to accommodate requests from schools and other community groups to visit our fire stations. Our staff use these visits as an opportunity to engage with young people, where a fire safety message can be delivered.

Staff continue to use and become familiar with the Community Safety Engagement Toolkit, (CSET), which in addition to being a recording mechanism for these activities, tracks activity across the SFRS. Over time, this will allow for the sharing of community safety engagement good practice across Scotland.

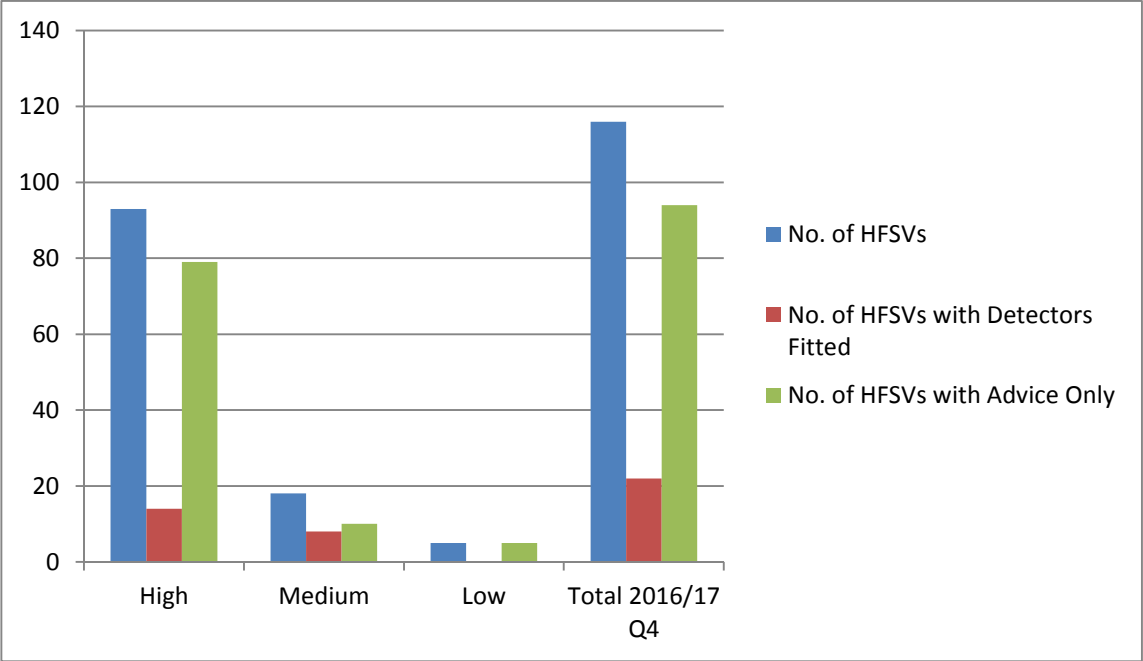


YTD ward ave. for Shetland Islands - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	4	1	1	2	1	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	0	0	1	0	
Shetland West	0	0	0	0	0	
Shetland Central	1	0	1	0	0	
Shetland South	2	0	0	1	0	
Lerwick North	1	0	0	0	0	
Lerwick South	0	1	0	0	1	

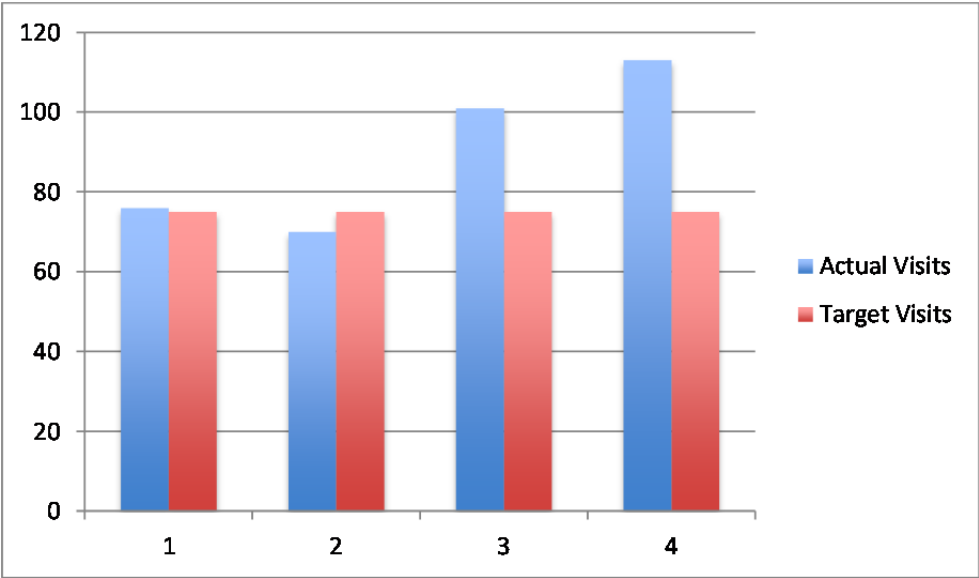
HFSV Total for Shetland Committee - 2016/17 Q4

CSET Risk

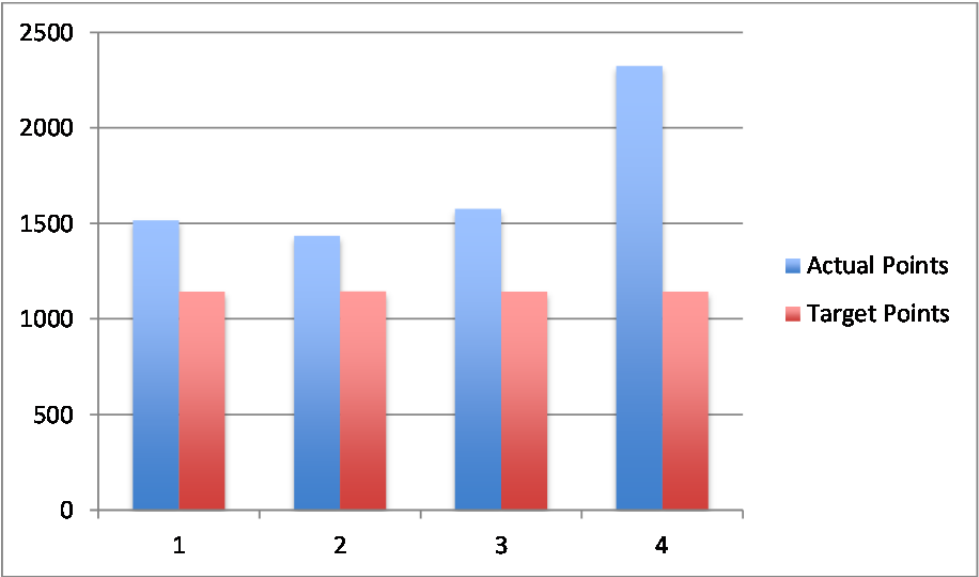
	High	Medium	Low	Total 2016/17 Q4
No. of HFSVs	93	18	5	116
No. of HFSVs with Detectors Fitted	14	8	0	22
No. of HFSVs with Advice Only	79	10	5	94



CSE QUARTERLY VISITS 2016/17



CSE QUARTERLY POINTS 2016/17



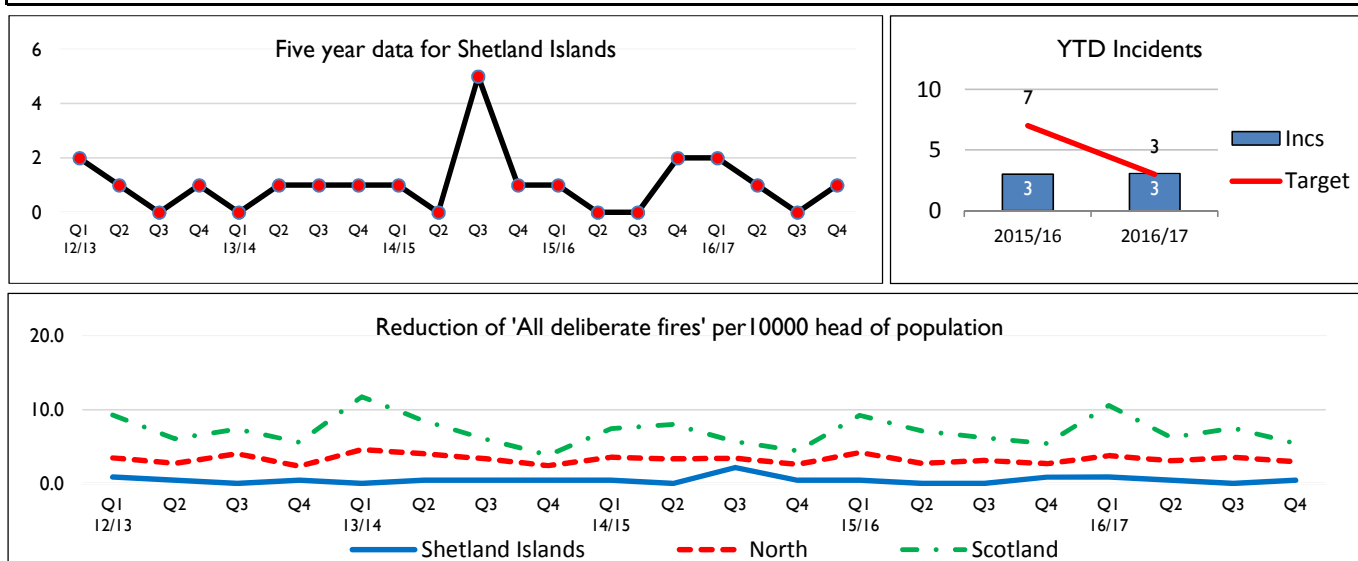
Priority 4 - Reduction of 'All deliberate fires'

Fortunately, deliberate or wilful fires are rare within Shetland but do occasionally occur. This quarter saw no deliberate fires. We will notify Police Scotland of any wilful fire or suspected wilful fire so that appropriate action can be taken against an individual or individuals.

The service within Shetland implemented its Fire Setter programme for the first time since 2010 to deal with wilful fire raising. This involved a multi-agency approach with SFRS personnel travelling from mainland Scotland to facilitate the session. This shows the commitment by Shetland fire personnel and SFRS nationally, to prevent or reduce occurrences of wilful fire-raising within the islands.

The Shetland Community Safety Advocate has recently received refresher training to work with individuals who have, or may be identified as having the potential to instigate a wilful fire-raising occurrence. This will ensure that we have the necessary trained personnel locally based to deal with such problems.

If necessary, Area staff will continue to request the attendance of the Fire Investigation Unit from Aberdeen, if it is suspected that a fire is of a deliberate nature. This team work closely with Police Scotland to identify the cause of a fire and to identify any persons that may be involved in wilful fire-raising.



YTD ward ave. for Shetland Islands - I	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	4	3	7	3	3	
North Isles (Shetland)	0	0	1	0	0	
Shetland North	1	1	2	0	0	
Shetland West	0	0	0	1	0	
Shetland Central	0	1	0	0	0	
Shetland South	3	0	0	0	0	
Lerwick North	0	0	2	1	3	
Lerwick South	0	1	2	1	0	

Priority 5 - Reduction of 'Non domestic fires'

Legislative Fire Safety Enforcement Audits

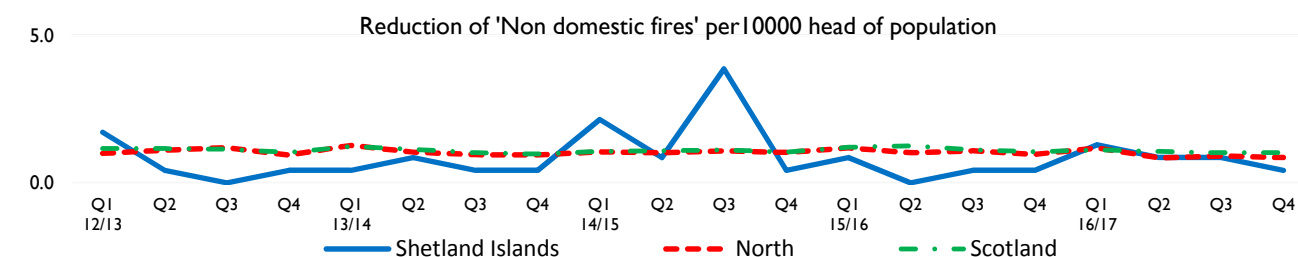
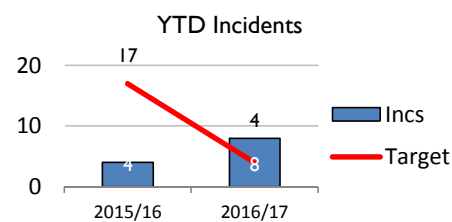
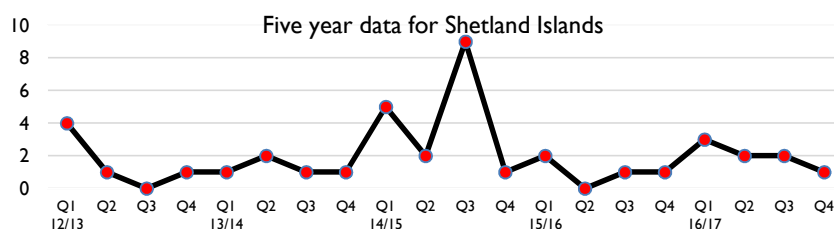
The Service will continue to undertake legislative fire safety audits which are managed by a Fire Safety Enforcement Team based in Inverness. Progress against the annual fire safety enforcement targets, set out in the prevention and protection plan, are indicated below. It is pleasing to note that the deployment of the Enforcement Team during 2016/17 has resulted in the achievement of an above target as set out in our Prevention and Protection Plan.

The team of FSEOs will continue to deliver the SFRS Fire Safety Enforcement Strategy through the auditing of all mandatory premises within the Shetland Islands area.

There were no fire safety audits undertaken in Shetland during Q4. This is as a result of a planned approach to frontload audits on the island during the first three quarters, this saw 33 audits being undertaken during 2016/17, 5 above the target of 28.

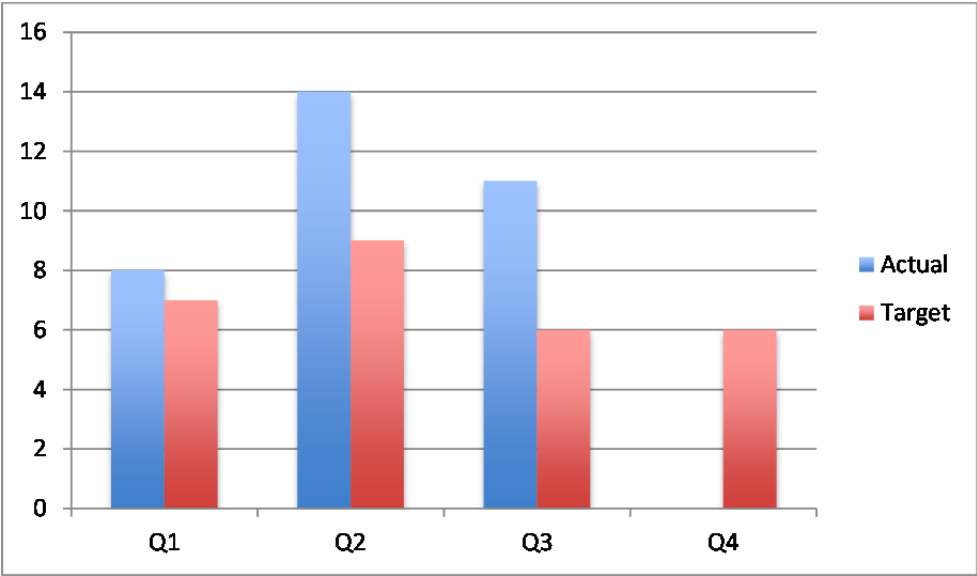
Post Fire Audits

It is now SFRS policy that a post fire audit will be implemented following a fire in any building which is deemed to be a relevant premises under the Fire (Scotland) Act 2005. This examines whether the duty holders of the premises were adequately complying with their fire safety responsibilities.

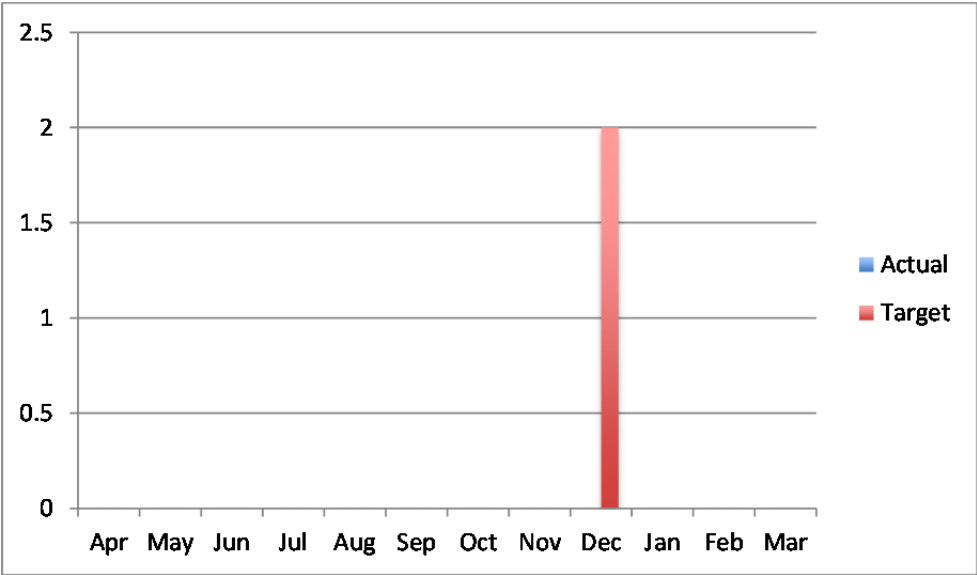


YTD ward ave. for Shetland Islands - I	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	6	5	17	4	8	
North Isles (Shetland)	1	3	1	0	1	
Shetland North	4	1	3	1	0	
Shetland West	0	0	0	0	1	
Shetland Central	0	0	2	0	1	
Shetland South	0	0	3	0	0	
Lerwick North	0	0	7	1	3	
Lerwick South	1	1	1	2	2	

FSE Audits – Quarterly Report



Post Fire Audits



Priority 6 - Reduction of 'Special Service Casualties - All'

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi-agency non-fire related events.

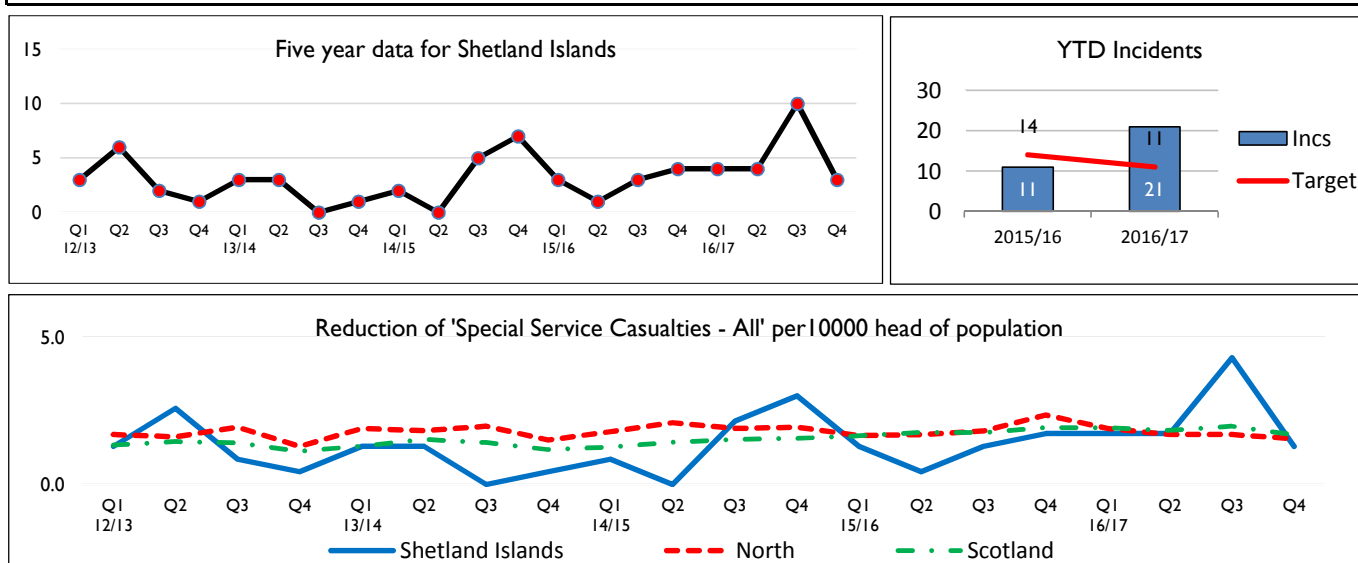
The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies.

Road safety activities in the area include e.g. Driving Ambition, which has a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020.

A Driving Ambition day was delivered to 170 pupils from Lerwick and Brae during September. This event was well received by those attending, where it is hoped that the messages delivered will assist in reducing the likelihood of young people being involved in a road traffic collision. This project is undertaken by SFRS working in partnership with Police Scotland, SIC Road Safety Unit and local business.

Special service calls have increased from 2016/17, with a total of 21 such calls this year. This is mainly due to closer working practices being established between all emergency services within Shetland, resulting in an increased response from SFRS resources. This is seen as an improvement in response, but again we will continue to help reduce the risk within the home, workplace and road network by promoting personal safety.

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>



YTD ward ave. for Shetland Islands - 3	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	12	7	14	11	21	
North Isles (Shetland)	2	0	0	0	1	
Shetland North	4	4	9	6	4	
Shetland West	2	0	1	0	1	
Shetland Central	3	0	0	0	3	
Shetland South	0	3	1	4	4	
Lerwick North	0	0	1	0	2	
Lerwick South	1	0	2	1	6	

Priority 7 - Reduction of 'False Alarm - UFAS'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS). It's disappointing to note that we attended an increased number of UFAS calls during Q4.

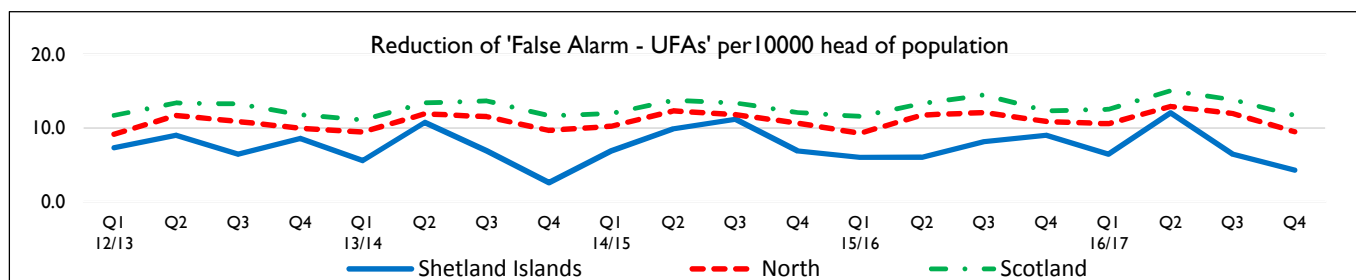
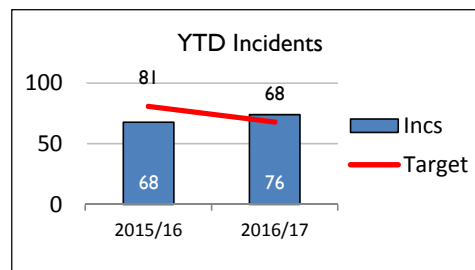
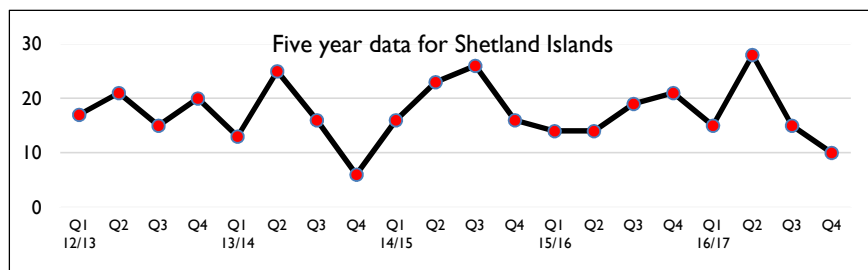
This increase has been due, on a number of occasions, to construction work being undertaken in various buildings. SFRS officers have visited and spoken to the responsible person at these buildings, providing guidance, information and advice on how to reduce the number of UFAS calls to their premises. The impact of an emergency services response to a UFAS incident has also been clearly communicated.

In addressing the number of UFAS incidents across Scotland, the Scottish Fire and Rescue Service (SFRS) introduced a national UFAS Reduction Procedure on 1 December 2014. The key aim of this procedure is the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland. This will be achieved in a number of ways:

- Working more closely with responsible 'duty holders' post UFAS events to review, and where appropriate improve management arrangements within premises
- Effectively managing an appropriate response to repeat UFAS calls from known premises

SFRS recognises that high levels of Unwanted Fire Alarm Signals can have a significant impact on our staff and their full time employers. The Prevention and Protection team based in Inverness have examined this issue and we will undertake bespoke plans to improve the overall picture in Shetland.

Lerwick still continues to have a high level of UFAS calls to commercial premises. Operational RDS staff continue to issue advice to the occupier at the time of attending the premises with additional steps having been taken to visit the premises at a later date by Prevention and Protection staff. This will hopefully allow the occupier of the most frequently attended properties to fully understand the implications of a continued response from SFRS. The SFRS UFAS policy will be implemented on offending properties, if deemed appropriate.



YTD ward ave. for Shetland Islands - 10	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	73	60	81	68	76	
North Isles (Shetland)	0	2	3	2	2	
Shetland North	2	1	0	0	2	
Shetland West	0	0	1	0	0	
Shetland Central	1	5	7	2	3	
Shetland South	9	10	14	15	17	
Lerwick North	37	23	41	27	32	
Lerwick South	24	19	15	22	20	

4. Glossary

Primary Fire

Primary fires include all fires in non-derelict buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

Secondary Fires

Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

Accidental Dwelling Fires

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

Fire Fatality

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

Fire Casualty

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

Deliberate Fire

Fires where deliberate ignition is suspected.

Special Services

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding.

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Road Traffic Collision

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Community Response Unit – staff who provide a specific role within a local area e.g. attending RTC or Wildfire type incidents

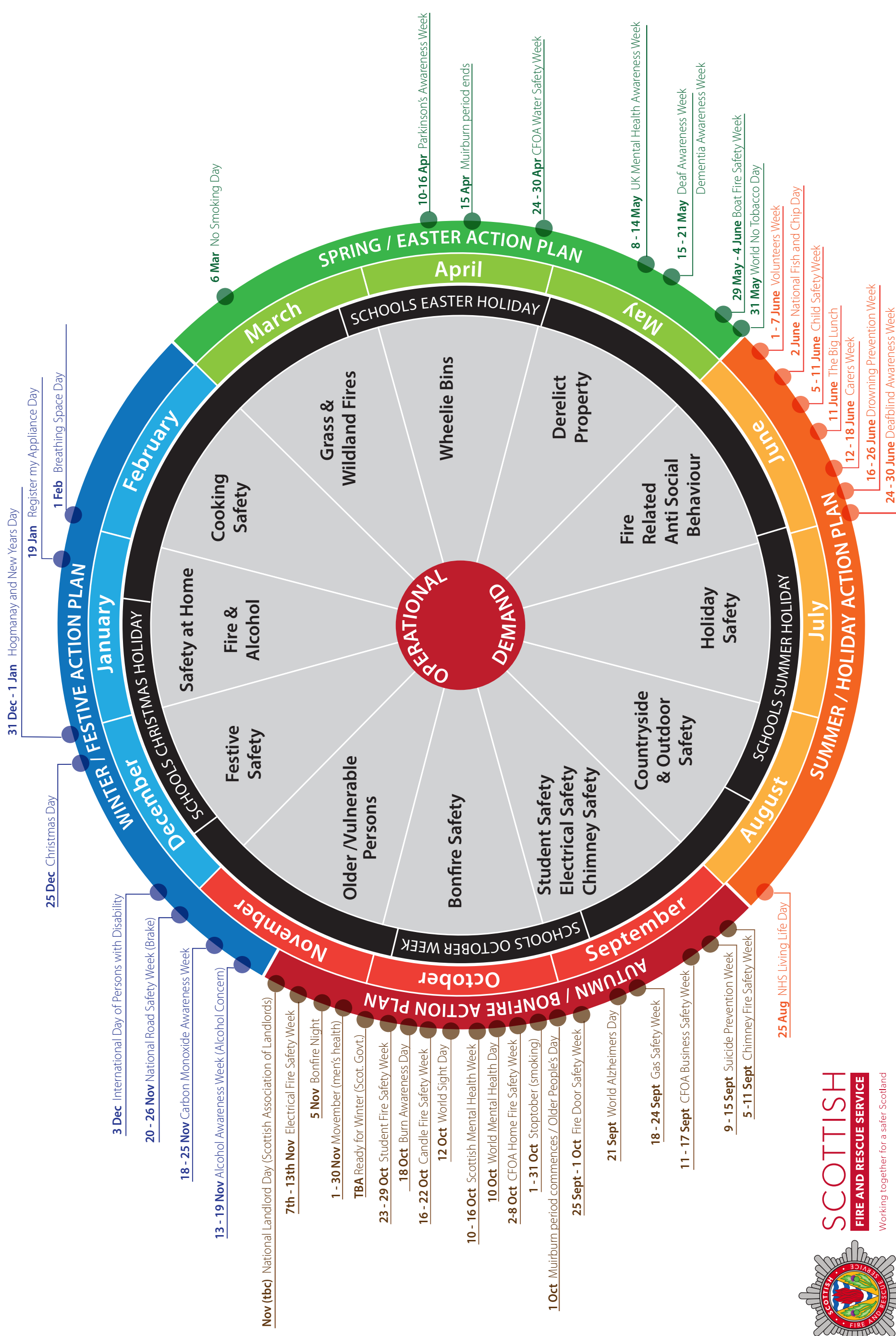
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Community Fire Safety - CRU staff providing a local prevention and protection role and deliver fire safety advice and information

PDIR

Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire

Seasonal Community Safety Calendar 2017



Community Safety & Resilience Board

Report Title:	Performance against SAS Quality scorecard and Strategic Options framework
Presented By:	Andrew M Fuller, Regional Head of Services North. (Shetland, Orkney & Western Isles)

1.0	Overview/Introduction
1.1	To provide an update on performance against the SAS quality scorecard and development of the strategic options framework
2.0	Background Detail & Content
2.1	The performance report attached details the performance against Nationally agreed targets for the Scottish Ambulance Service
3.0	Proposal/Expected Outcome
3.1	
4.0	Risk Management Implications
4.1	Professional
4.2	Political
4.3	Social/Demographics/Community/Customer/Stakeholder Issues
4.4	Financial/Economical
4.5	Legal
4.6	Physical
4.7	Contractual
4.8	Technical
5.0	Conclusions

For further information please contact:

Name: Andrew M Fuller, Regional Head of Services (Islands), North.

Contact information: 01463 667799

E: afuller@nhs.net

Date: 8th August 2017

END



Scottish Ambulance Service

Shetland

Community Safety & Resilience Board August 2017

1.0 A&E Performance:

The New Clinical Response Model (NCRM) was launched in late 2016 as a 12 month pilot and phase 1 has now been in operational practice for five months. NCRM was developed and modelled with an extensive clinical data set, allowing for a focused review of patients' clinical need and matching this to the Service response, resource and skill. Since going live the model has proven to accurately identify patient groups as predicated, based on their clinical acuity.

NCRM aim is to save more lives and improve outcomes. This can be demonstrated with an increase in Return of Spontaneous Circulation (ROSC) in the first quarter launch in comparison to the same quarter in 2015/2016. For patients who require access to an acute pathway i.e. Acute Myocardial Infarction or Acute Stroke Patients, this has been approached in the NCRM by sending the right conveying emergency ambulance resource first time; this has been achieved 93.7% of the time. There has been a steady volume of staff feedback to a dedicated email address which has allowed themes to be identified and improvements to operating practice to be made. Since going live there have been no reported Significant Adverse Events.

Phase 2 goes live in June and will involve the upgrade to the latest version of our triage software, MPDS. Introduction of dispatch on disposition with resources sent once the clinical coding in MPDS is still to go live with an expected implementation date of September 17.

I am hoping to be able to report on location specific data soon but this has not yet been developed nationally to sub divisional level

1.1 Actions being taken to improve the ILT Performance

- Continue to review shift patterns. Implementation of 6 new staff into Lerwick is now complete with the development of a shift to accommodate the staff that maximises shift cover is now being negotiated and costed
- Progress with new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continue the development of Specialist Paramedics to increase see and treat and reduce inappropriate admissions to hospital. One locally for Shetland this year currently on their post grad cert at Glasgow Caledonian University
- Continue to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available. Discussion through Ambulance liaison group.
- All daily Immediate Life Threatening calls Out Of Performance are monitored daily for any notable delays in response where reflection and learning can take place. Main delays are still reported as through 'location always out with performance response time / surge demand. Delays in mobilising are still mainly due to staff responding from home locations when on call.

1.2 Actions being taken to improve the YTD Cardiac Arrest Performance

- As outlined in the ILT Performance Section
- Developing new community first responder schemes and working with local communities to install Public Access defibrillators and map these onto the C3 System
- Targeting another resource to attend all Cardiac Arrest calls as well as the initial response

1.3 Actions being taken to improve the Urgent Performance Target

- Implementing revised shift patterns
- Progression of new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS A&E Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continuing to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop Falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available
- Working to improve service delivery through See and Treat figures

1.4 Actions being taken to improve the YTD Hyper Acute Stroke to Hospital < 60 mins Performance

- As outlined in the ILT/Urgent Performance Section
- Crews to take less time at location if they can achieve getting the patient to hospital within 1 hour from the call.
- Return from call under blue lights to hospital.
- Profession to profession support

SAS Context

- 888,000 calls to ACC = 686,500 ambulance responses
- Typical response outcome:
 - 2 patients in every 10 are life threateningly ill and/or injured
 - 1 patient is seriously unwell
 - 6 patients have an exacerbation of an existing condition or minor injury/illness
 - 1 patient will not require or will refuse assistance
- Current Model
 - Circa 30% of SAS responses require hospital A&E
 - Circa 80% end up there! (82.5% in Shetland)

2.0 SAS/NHSS Liaison Group

2.1 Background

Our clinical partnership working between the Scottish Ambulance Service and NHSS is an integral part of the health service activity on Shetland. Before the Ambulance Liaison Group was set up the discussions between NHS Shetland and SAS were undertaken at a front line level and through a Commissioning team route. It was decided to try and widen the involvement of other stakeholders to ensure that discussions and decisions were as representative as possible, and were able to be fed back into the governance structures of both organisations. The Ambulance Liaison Group started meeting monthly from September 2012.

2.2 Membership and roles on group

Co Chaired by Andy Fuller SAS Head of services for the Islands and Kathleen Carolan Director of Nursing NHS Shetland the group consists of representatives from both NHSS and SAS.

2.3 Reviewing Ambulance Liaison incidents

Both SAS and NHS Shetland have an incident reporting system and some incidents which are reported involved the other organisation and so require some partnership investigation and learning. The Ambulance Liaison group have overseen the investigation and outcome of a number of incidents since it started and the group has proved a useful forum to discuss incidents in detail and agree learning outcomes.

3.0 Shared Governance

The Ambulance Liaison meeting allows both organisations to look at governance issues that cross the boundary between them.

Liaison incidents can be raised by either organisation and are investigated by one or both of them, depending on the circumstances. The investigation reports are then reviewed by the group and learning and actions identified. An ongoing Action Log monitors the progress of actions arising from incident investigations.

4.0 Ambulance Liaison Incidents

4.1 Changes/ outcomes from these incident reviews include:

- Shared understanding where there has been a poor patient journey so we can learn and improve.

4.2 Current Actions from the Group:

- Island specific ambulances delivered to Skerries and Fetlar for SAS/NHSS use
- Ongoing training and development of the retained service with new members in the recruitment process

5.0 Outer Islands SOF Update:

Fetlar Basic Spec 4x4 VW Caravelle (A shared resource with NHS Shetland is now in place, this will serve as patient transport/mobile clinic/nurse transport).	Two available to respond with more to refresh their training, training officer trying to secure personnel and dates
Skerries Basic Spec 4x4 VW Caravelle (A shared resource with NHS Shetland is now in place, this will serve as patient transport/mobile clinic/nurse transport).	We have a team of 5 here, and training is complete. They have been trained and Completed Driving assessments with all 5 plus some Moving & Handling, infection control, entonox and FPOS Intermediate Delivered.
Unst A&E Spec 4x4 VW Caravelle	A team of 8 working and available to respond to calls
Whalsay A&E Spec 4x4 VW Caravelle	A Contractor scheme with a pool of 5 volunteers and a coordinator. A couple are ready to train when resources are available
Yell	The team are trained to FPOS intermediate or the equivalent.

A&E Spec 4x4 VW Caravelle	The vehicle now located at the fire station
Foula	We intend a joint visit to Foula and contact the Community Council at the earliest opportunity.
Fair Isle	Fair Isle visited on the 22 nd June 2016 and held a meeting in the fair isle hall with about 26 residents. No one showed any interest and Peter and Edna were told that they have an arrangement with the SFRS as they are first responder trained that the nurse calls them if she requires any help. SAS and SFRS will formalise this arrangement
Bressay	Advertised locally for recruits with one person to date expressing an interest. Utilising local newsletter to advertise. Possible co responder scheme with SFRS

5.1 Retained

There is currently two members of the retained team available with a need to recruit and train more. The current gaps in cove are filled by qualified staff.

5.2 West Mainland – Aith

There is an intention to set up a community responder scheme in west Mainland and we have a couple of contacts that the team intend to follow up. Lucky to be here have trained some locals and this has increased their community resilience

6.0 PTS (Patient Transport Service)

We have recruited to three part time posts two of which are starting training this month June 17

The North Division Scheduled Care Delivery Team meets regularly on a six weekly basis to review performance against the agreed North Scheduled Care Action Plan.

Only patients with a clinical need for ambulance assistance will be conveyed by the SAS.

	Demand		Difference	
	Period 1 - 03/04/2017 - 30/06/2017	Period 2 - 01/04/2016 - 30/06/2016	Demand	Demand Variance
Registered Journey Count	295	288	7	2.43%
Journey Count	241	255	-14	-5.49%
Medical Escort Count	3	2	1	50.00%
Relative Escort Count	6	5	1	20.00%
Cancel Count	54	33	21	63.64%
Abort Count	5	3	2	66.67%

W (C)				
W1, WT1, WC1 (C1)	200	188	12	6.38%
W2, WT2, WC2 (C2)	23	33	-10	-30.30%
Stretcher	18	34	-16	-47.06%
A&E				
Admission	2	5	-3	-60.00%
Day Patient				
Discharge	40	57	-17	-29.82%
House to House Transfer				
Out Patient	199	189	10	5.29%
Transfer		4	-4	-100.00%

Although Shetland has a low number of requests for the service the large area in which the ambulance covers has its own challenges. The vehicle is responsible not only for servicing mainland Shetland it also covers the small islands involving ferry trips.

Shetland is experiencing significant increases in Outpatient activity and demand which is not in line with the national framework where reductions were expected. This will continue to be monitored and explored with the Health Boards.

Staffing has been challenging in terms of vacancies and sickness absence, however this is now improving due to the qualifying of two new Technicians. This position has allows improved allowing redirection of ACA staff from Urgent Tier to PTS duties. Small increase in the number of renal patients which was discussed at a recent liaison group meeting in terms of eligibility etc. It is anticipated that further recruitment for Scheduled Care will be required once the A&E staffing budget is realigned.

The reasons for PTS Punctuality for Pickup after appointment

- Patients requiring to be picked up from outpatient clinics with different outpatient appointments finishing at different times impacting on the pick up after appointment time

Actions being taken to improve

- AutoPlan and Shift Reviews, Working with Health Boards to streamline outpatient appointment time processes

The reasons for PTS SAS Cancelled No Resource

- Accepting all bookings and having to cancel journeys 24 hours prior to appointment time due to lack of resources
- Limited resources with Vacancies, sickness or leave having an impact on capability

Actions being taken to improve

- Fill vacant PTS Posts, Reviewing & Monitor Sickness / Absence levels, Different ways of working and engaging with Health Boards around appointment times, Working with alternative transport providers for patients who do not meet the Patient Needs Assessment (PNA) freeing up capacity for patients that do meet the PNA

Contacts:

Andrew M Fuller Divisional Head of Services

Malcolm Macleod Area Service Manager, Islands

Peter Smith Paramedic Team Leader, Lerwick

Appendix 1

Glossary

Scheduled Care – PTS

Punctuality for appointment at hospital - Target 75%

Punctuality after appointment (uplift) - Target 80%

Journeys cancelled - Target <0.5%

The categories are:

W - The patient can walk unaided and requires no assistance.

W1 - The patient can walk and requires steadying assistance only.

W2 - The patient can walk and requires the assistance of two crew members.

WT1 - The patient has their own wheelchair but can transfer to a seat with minimal assistance. There is suitable access at their home and requires the assistance of a single crew member only.

WT2 - The patient has their own wheelchair and requires the assistance of two crew members to transfer to/from the vehicle.

WC1- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. There is suitable access at their home and they require the assistance of a single crew member.

WC2- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. Access at their home and/or their condition requires the need of a two crew members.

SAS Clinical Model

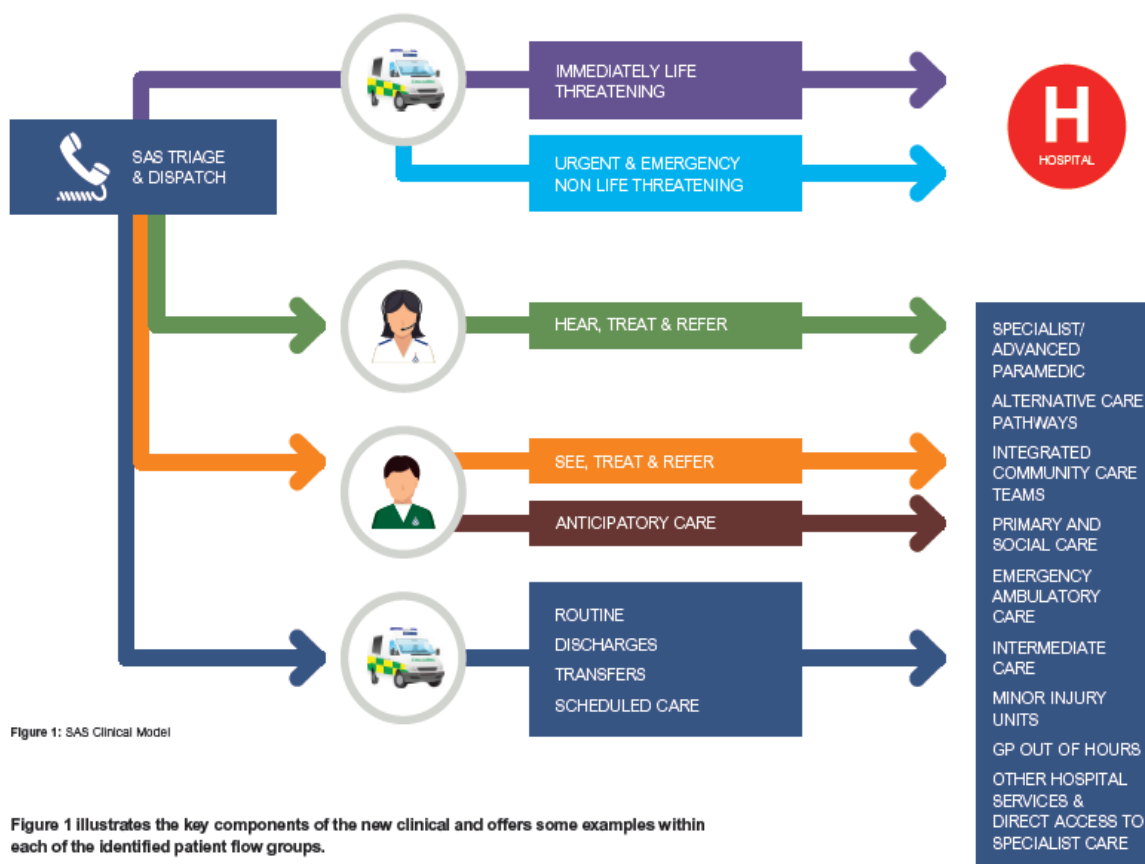


Figure 1 illustrates the key components of the new clinical and offers some examples within each of the identified patient flow groups.

**Scottish
Ambulance
Service**
Taking Care to the Patient

'Taking Care to the Patient' **The Response Model**

Patient Flows	Acuity	Response/skills
Immediately Life Threatening	Immediately life threatening 8 minute response	Paramedic/Specialist paramedic Conveying resource
Serious but not Immediately Life-Threatening	Time-critical Urgent GP admissions and hospital transfers	Conveying resource Paramedic plus support
See, Treat & Refer	Non time-critical Face-to-face assessment	Specialist paramedic/Paramedic Enhanced minor injury/illness
Hear, Treat & Refer	Low acuity 999 calls Calls passed to NHS24	Clinical advisor in Ambulance Control Centres Paramedic level
Non-Emergency	Scheduled care Low acuity urgent-discharge/ transfers	Conveying resource Enhanced Ambulance Care Assistant, Basic Life Support, oxygen, Automated External Defibrillator

