



Shetland's Single Outcome Agreement

**An agreement between the Shetland Community Planning Partnership
and the Scottish Government**

June 2009

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EXECUTIVE SUMMARY

Shetland's Single Outcome Agreement for 2009/10 is the result of joint working between Shetland Islands Council, NHS Shetland, Northern Constabulary, Highlands and Islands Fire and Rescue Service, Highlands and Islands Enterprise and the Scottish Government, with input from other public sector agencies and the voluntary sector.

It builds on the work done last year, which was the first time the approach had been used. This year the key agencies listed above have to agree and sign-off the document with the Scottish Government.

It sets out Shetland's shared objectives and targets for the next year, and seeks to show how these will complement the Scottish Government's priorities for Scotland and Shetland's long-term aspirations. All these areas need joined-up working across the community to get things done. Having everyone committed to the same agenda as their starting point for planning service development and delivery is critical to that.

The 'Sustaining Shetland' Appendix to the document gives overall information about how key areas are doing over time. Its general analysis is that we still enjoy very favourable conditions in our economy, society and environment generally. However in each area there are significant risks and issues. We may be cushioned from the direct effects of the global downturn at the moment but that may not continue in the medium and long run. We continue to have a vibrant and safe society but there are still concerns about long-run population projections and some current lifestyle issues and trends. Our environment is very good but the future impact of climate change could be very problematical.

The Targets section of the Agreement sets out our shared objectives in detail, and includes some information on how they will be delivered. This is quite a lengthy section as it covers a wide range of services and issues, however much of the detailed information about how particular aspects will be delivered are covered in the other plans and strategies referenced throughout.

We have also summarised together the main areas where we are highlighting assistance we particularly need from the Scottish Government to meet objectives, our "Asks".

Overall, the Shetland Community Planning Partnership has coordinated the development of the agreement. As well as monitoring overall progress against the whole agreement, the Partnership has agreed to focus on the following selection of specific priorities

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during this year to better understand the issues, what difference more effective partnership working could make and deliver a tangible improvement where possible.

Strategic Objective	Priority area
Wealthier & Fairer	Work on a co-ordinated, joined up and comprehensive response in Shetland to the economic and financial downturn across all our Community Planning Partners
Smarter	Work with all partners to make available high quality broadband and telecommunications throughout Shetland
Healthier	Promote healthier lifestyles to improve health and well being and reduce avoidable deaths, targeting the key issue of alcohol
Greener	Develop a cross agency approach to using less carbon and using energy better
Safer & Stronger	Work with partners to sustain and regenerate our most disadvantaged communities and a way to sustain and increase Shetland's social economy turnover

These areas will be “championed” by key representatives of partner agencies throughout the year with findings and progress reported back to the partnership.

All of these issues, and many others, need a co-ordinated and joined-up approach across agencies and the community, and all will be best progressed in partnership with the Scottish Government as they are also significant issues nationally.

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1. Introduction

1.1 Background

On 14th November 2007, the Scottish government published the 'Concordat', which set out the terms of a new relationship between the Scottish Government and local government, based on 'mutual respect and partnership'. It combines support for the delivery of a framework of Strategic Objectives and Key National Outcomes across the whole of Scotland, with a commitment to working with Community Planning Partnerships to develop 'Single Outcome Agreements' which are based on local needs, local circumstances and local priorities.

The following are the key areas from the Concordat:

- Each local authority were required to reach a Single Outcome Agreement (SOA) with the Scottish Government, based on the national outcomes and, under a common framework, local outcomes to take account of local priorities;
- A considerable number of ring-fenced specific grants have been rolled up and transferred into the local government settlement;
- Arrangements for reporting performance have been streamlined and simplified, with only one report required from Community Planning Partnerships each year showing progress in delivering the Single Outcome Agreement;
- Local authorities are able to retain – for the first time - all their efficiency savings to re-deploy against ongoing pressures;
- COSLA and the Scottish Government have put in place arrangements to monitor the new partnership and, as part of this, to assess how the new arrangements are working, how each side is fulfilling the commitments made, and how any significant new pressures associated with the development of government policy might best be accommodated.

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1.2 The Shetland Resolution

An extensive consultation exercise was carried out in 2004 to ask the people of Shetland what they felt were going to be the most important issues for Shetland over the next 20 to 30 years. The results of the 'Long-range Forecast' were used by the Community Planning Partnership to create "[The Shetland Resolution](#)". This was effectively the start of developing a Local Outcome Agreement for Shetland.

1.3 Shared National and Local Objectives

The Scottish Government's 5 National Strategic Objectives are:

- **WEALTHIER & FAIRER** - Enable businesses and people to increase their wealth and more people to share fairly in that wealth.
- **SMARTER** - Expand opportunities for Scots to succeed from nurture through to life long learning ensuring higher and more widely shared achievements.
- **HEALTHIER** - Help people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care.
- **SAFER & STRONGER** - Help local communities to flourish, becoming stronger, safer places to live, offering improved opportunities and a better quality of life.
- **GREENER** - Improve Scotland's natural and built environment and the sustainable use and enjoyment of it.

These are underpinned by 15 'Key National Outcomes'. The National Strategic Objectives and National Outcomes align very closely to the outcomes that we have set out in The Shetland Resolution. As a result, the recent development of the Shetland Single Outcome Agreement has been a natural extension of the outcome work that was started back in 2004.

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1.4 Development of this Agreement

Since the first Agreement was signed by the Shetland Islands Council and Scottish Government on 20th August 2008, the Shetland Community Planning Partnership and its associated strategic bodies have carried out a Single Outcome Agreement review. Through this we have been able to:

- reflect on the nature of the Agreement within a national and local context;
- reaffirm the outcomes that have been chosen, ensuring that these are indeed the areas that we want to focus on;
- further develop governance arrangements, to ensure accountability for delivery; and
- refresh the indicators, to ensure that these are the most effective at measuring impact.

As well as carrying out this self-assessment exercise, we have taken on board responses from the Scottish Government on the areas that we asked for their intervention on and sought to engage with our National Director, so that we incorporate the best practice guidelines provided for Community Planning Partnerships. There is now a joint commitment from all partners to ensure that service delivery is focused onto the achievement of the outcomes set out in this Agreement.

2. Scope of the Agreement

The Shetland Single Outcome Agreement has been developed and agreed by the Shetland Community Planning Partnership. This body consists of the following members:

2.1 Statutory Community Planning Partners

- Shetland Islands Council;
- NHS Shetland;
- Northern Constabulary;
- Highlands & Islands Fire & Rescue Service;
- HIE Shetland;
- ZetTrans

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2.2 Non Statutory Partners

- Shetland Council of Social Service
- Shetland College

The Partnership has also sought to involve strategic groups and local agencies, without whose co-operation, much of the Agreement would not be meaningful. These include:

- North Atlantic Marine Centre;
- Shetland Charitable Trust;
- Scottish Natural Heritage;
- Community Health Partnership;
- Environmental Action Team;
- Community Safety Partnership;
- Shetland Childcare Partnership
- Community Regeneration Partnership and
- Health Action Team.

This Agreement covers the period to 2009-10 and will be subject to annual review.

3. Commitment to delivering jointly on Local Government in Scotland Act (2003) obligations

As part of their obligations under the Local Government Act, the Shetland Community Planning Partnership is committed to meeting a range of duties relating to Community Planning, Best Value, Equalities and Sustainable Development. The Shetland Single Outcome agreement seeks to reinforce our commitment to discharging these duties through its inclusive development with Community Planning partners, its governance, consultation and communication methods.

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3.1 Commitment to Promoting Equality

Through this Single Outcome Agreement approach, all Community Planning Partners have committed to embedding equalities in their service delivery. All Statutory partners produce annual equality schemes to set out how they will achieve their equalities obligations during the year. The production of these is based on consultation with equalities groups across Shetland (CPP Disability Forum, Women's Aid, Adult Learning ESOL, College ESOL and Welcome Point). The Action plans in the schemes are then based on the feedback from these consultation exercises.

Over the past few years, in the spirit of community planning and co-operation, these schemes have been produced jointly across organisations. The Council, Shetland College, ZetTrans and Schools Service produce a joint [Race Equality Scheme](#) and [Gender Equality Scheme](#). During this coming year we have agreed to pilot a joint [Disability Equality Scheme](#) with the aforementioned partners plus NHS Shetland.

As a cross-cutting community planning theme for all partners, equalities forms an integral part of this Outcome Agreement. Throughout each of the 6 National Strategic Themes, we have local outcomes that seek to promote equality of opportunity across the whole population of Shetland, with indicators developed to monitor progress. Our success in achieving these will be reported on an annual basis, in line with our public performance reporting arrangements.

3.2 Commitment to Sustainable Development

The Shetland Community Planning Partnership believes that we must meet our present needs without impinging on future generations. We view sustainable development as economic development, social development, environmental protection and cultural development

On a day-to-day level, sustainable development is about incomes and money, health, housing and education, a safe and pleasant environment, how we use and manage biodiversity and access to transport, leisure and other services: and about these areas working in balance rather than in competition for resources.

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It is not about specific actions so much as believing in a set of values based on:

- The wise use of all resources (economic, human and natural);
- A strong commitment to inclusive local decision making and democracy; and
- More integrated working.

Generally, people have a natural desire to improve their quality of life. Sustainability means that, in doing so, progress in (for example) the quality of jobs, housing, transport and amenities is shared by all and does not come at the expense of the environment or earth's resources. Tomorrow is important, in terms of the economy, communities and the environment but a sustainable approach also offers benefits for today.

As with equalities, Community Planning Partners have tried to embed the concept of sustainable development throughout this Agreement.

3.3 Commitment to efficiency and continuous improvement

We are committed to ways of improving our business as a Partnership, to make sure that the priorities outlined in the plan can be delivered in an efficient and sustainable way. Of particular importance is the commitment that all partners have made to deliver 2% efficiency savings in revenue spend in the coming year.

4. Area Profile

Shetland's area profile is available through the most up to date '[Sustaining Shetland](#)' report, which was published in October 2008. The report provides-

- A comprehensive profile of Shetland, drawing on a wide range of social, economic and environmental indicators;

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- Trending and comparative information set out simply and clearly against these;
- National Strategic Objectives cross-referenced to Shetland's Targets and Priorities;

The issues which the Sustaining Shetland report highlighted, along with those from recent research into Population and Migration and Deprivation and Social Exclusion, have been taken into account in this Agreement and are reflected throughout. The local context for each section in the indicator table is provided through a link to the relevant section of Sustaining Shetland. Therefore, in order to get a full understanding of the context within which the outcomes and indicators fit, it's important that Sustaining Shetland 2008 is read in conjunction with this Agreement.

As mentioned above, The Long-range Forecast helped to set the key outcomes for the Community Planning Partnership to focus on in the medium to long term. As this exercise pre-dated the development of the Concordat and the Outcomes approach by the Scottish Government and the information it provides is still very relevant to our local priority-setting processes, it is embedded throughout this Agreement.

However, going forward, it is vital that the Community Planning Partnership has effective mechanisms in place to update the data from the Long-range Forecast. As a result, as well as using the Long-range Forecast data, ongoing systematic consultation takes place twice yearly through the local Citizen's Panel, known as '[Your Voice](#)'. Through this survey, a panel of 600 members of the Shetland community are asked their opinions on issues relating to the quality of life and service delivery in Shetland. The results of the most recent surveys have been used throughout the development of this Agreement – in setting baselines and targets for improvement.

Being a small island Community, Your Voice is viewed as an important mechanism for gathering opinions from a representative sample of the population, without running the risk of disengaging the wider community through consultation fatigue. It is particularly useful in the Single Outcome Agreement context as some of the national datasets are not broken down by community planning area, surveys are reported on an infrequent basis and/or the number of households surveyed in Shetland are so small that the data is rendered fairly meaningless.

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5. Governance and Accountability

5.1 Structure of the Agreement

Ensuring that the outcomes set out in this Agreement are delivered, is an essential feature of community planning in action and is something that all partners are committed to do. In order to ensure that this is effective, it requires a clear and understandable process to be in place, with organisations' roles and responsibilities communicated and understood.

As can be seen from the Indicator Table in Section 2 of this Agreement, 'Lead Role' status has been assigned to an organisation/group of organisations. This means that they are the key bodies that will take the main role in delivering the outcomes and indicators for that outcome area.

It is recognised that none of the outcomes in the Agreement can effectively be delivered by any one organisation – it will require a joint effort for these to be achieved. Therefore, 'Value Adding' agencies, who do not have a lead role, but without whose involvement, achievement will be much more difficult, are also highlighted.

5.2 Accountability for delivery

The restructuring of the Community Planning Board in March 2008, was intended to help focus community planning partners onto delivering the outcomes from the Agreement. The Community Planning Board was replaced with a wider Community Planning Partnership and a Delivery Group.

Community Planning Partnership

The strategic overview of Community Planning in Shetland is carried out by a 'Partnership'. This group, which meets twice a year, is responsible for appointing members to the Delivery Group, setting priority areas for Delivery focus and reviewing performance against the objectives set out in the Agreement.

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Membership includes all Council elected Members, all NHS Shetland Board members, representatives from HIE Shetland, Northern Constabulary, SCSS, Shetland Recreational Trust, Shetland Amenity Trust, Shetland Arts Agency, Shetland Charitable Trust, Police & Fire Boards, ASCC, VISP. Also invited to attend are Council Executive Management Team and NHS Senior Management Team, All Strategic Group Chairs, Local NDPB Representatives and Young Peoples Representatives.

Community Planning Delivery Group

Membership of this Group consists of senior members from each of the statutory community planning partners as well as the Third Sector and Charitable Trust.

The main aim of this group is, on an annual basis, to take the areas that the Partnership have highlighted as priorities from the Agreement for that year and ensure that the Partnership is organised to take these forward. Champions are assigned to each priority area and are asked to outline, for a 1-year timescale, a target that they feel can be achieved within that area. For these chosen areas, they produce a position statement setting out the following:

- Where the Group is starting off from, and summary of why the area is important;
- Where we want to get to, both in the long-term and within the next year;
- What we need to do to get there (that has not happened in the past);
- Plans and actions that are already in place (and whether they are actually likely to deliver);
- Things we most need to do to succeed in this area (and why we have not done that already);
- Blockages that might prevent achievement and how they can be removed (with some consideration of how difficult that might be);
- Ways in which this can be made sustainable for the longer-term (so we don't have to keep looking for quick fixes);
- Any particular aspects of inter-agency working needed to ensure that the target is met, and a sustainable structure put in place for longer-term (how can effective Community Planning help); and
- Target for achievement by the end of the financial year.

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The Champions and their assigned areas from the 2008-09 Single Outcome Agreement were:

Strategic Objective	Priority area	Champions
Wealthier	Effective development of 10 companies with growth potential	Area Manager - HIE Shetland Chair - Development Committee
Smarter	More school leavers going into further education, training and jobs and more graduates going into jobs	Chief Executive, Shetland Islands Council Area Commander, Northern Constabulary
Fairer	Decrease those experiencing poverty, especially child poverty and fuel poverty	Chair, Shetland Charitable Trust Executive Officer, Shetland Council of Social Service
Healthier	Reduce delayed discharges from Hospital	Chief Executive – NHS Shetland Director of Public Health, NHS Shetland Chair - Services Committee
Safer & Stronger	Increase the supply of good quality Housing	Chair of NHS Board Convener, Shetland Islands Council
Greener	Greater % of journeys using public transport	Chair – Shetland Transport Partnership Vice Chair - Development Committee

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These areas, and the Champions that are assigned to each, have been refreshed and will be endorsed at the CPP summit to be held on 20th April 2009. The new priorities outlined below reflect the themes that emerged from the first Partnership 'Summit meeting' in October 2008 and the recent Population and Migration Study and all feature in the Single Outcome Agreement.

2009-10 Community Planning Priorities

Strategic Objective	Priority area	Champions
Wealthier & Fairer	Work on a co-ordinated, joined up and comprehensive response in Shetland to the economic and financial downturn across all our Community Planning Partners	General Manager - Shetland Charitable Trust Chair - Development Committee
Smarter	Work with all partners to make available high quality broadband and telecommunications throughout Shetland	Vice Chair - Development Committee Area Manager - HIE Shetland
Healthier	Promote healthier lifestyles to improve health and well being and reduce avoidable deaths, targeting the key issue of alcohol	Director of Public Health, NHS Shetland Chair of NHS Board Chief Executive, Shetland Islands Council
Safer & Stronger	Work with partners to sustain and regenerate our most disadvantaged communities and a way to sustain and increase Shetlands social economy turnover	Executive Officer Shetland Council of Social Service Chair - Services Committee

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Greener	Develop a cross agency approach to using less carbon and using energy better	Chair – Shetland Transport Partnership Area Manager – Scottish National Heritage
Efficiency	Public sector bodies, SIC and NHS initially, work together to explore ways of joint working and maximising economies of scale in the hotel services of laundry and catering aiming to share services where it is efficient and feasible to do so and high quality can be ensured	Chief Executive – NHS Shetland Executive Director – Education and Social Care

The aim of the Indicator Table in Section 2 of this Agreement, is to show for every area, what the end point (or outcome) is that we are trying to achieve, what the measurement will be so that we can check whether we are getting there, what it is that we will do, how this links in with other documents, what actions are required to make these things happen and what we are asking the Scottish Government to do to help us to achieve these.

As the Governance Framework for the Agreement develops, we expect each individual partner organisation will align its strategic documents and performance management arrangements with this Agreement. However, it is important to note that, in line with the Scottish Government’s Guidelines, accountability for delivery of the outcomes contained within the Agreement can only lie with the statutory public sector bodies within the partnership. Therefore, non-statutory partner organisations will be formally recognised as working to deliver the outcomes contained in the Agreement, but will not be required to formally sign-off the final version. The accountable signatories are the public partners individually.

5.3 Reporting Performance

Sustaining Shetland will remain the principal document for monitoring the indicators of quality of life in Shetland. Recognising our commitment to provide an annual report detailing progress towards achieving the things set out in this Agreement,

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Sustaining Shetland will be slightly amended, to include all of the indicators contained in Section 2 of this document. This will be reported in October each year through the statutory signatories and the Community Planning Partnership itself.

As well as producing an annual report that draws together the overall performance, partners will use already established reporting channels to track their progress in delivering the areas they are responsible for. These include - Council performance reviews, reports to Committees and Boards. As such, the members of each of these bodies will have a role to play in holding their officers to account for delivery of the particular section of the Agreement.

Current approaches to reporting performance to the public vary across community planning partners. The further development of this shared approach, focusing on common outcomes, presents an opportunity for performance reporting to be more joined-up between partners. This will be further explored with regard to public performance reporting arrangements from 2009 onwards.

Key for Improvement Indicators

NI	National Indicator
H	Heat ¹ Target
II	Improvement Service indicator 2007/08
A	Improvement Service indicator 2008/09
B	Improvement Service indicator 2008/09
T	Improvement Service indicator 2008/09
LI	Local Indicator

¹ H = Healthier, E = Efficiency, A = Access, and T = Treatment

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National Outcomes (Wealthier)	Shetland Resolution Outcomes (Economy)
<p>1: We live in a Scotland that is the most attractive place for doing business in Europe:</p> <p>2: We realise our full economic potential with more and better employment opportunities for our people:</p>	<p>1: We want to be known for carefully crafted products and excellent service.</p> <p>3: We'll promote fine quality and unique origin because they're vital to our customers.</p> <p>4: We'll seek to create fulfilling, fairly paid jobs for all, whatever their talent.</p> <p>6: Public sector resources will be used to stimulate stronger private and social sectors.</p>

Local context – See the '[Economy](#)' section from page 58 of '*Sustaining Shetland, 2008*'

Key Delivery Partners	Shetland Economy Outcomes
<p>Lead Role Shetland Islands Council Economic Development Unit, (EDU), Highland and Islands Enterprise Shetland. (HIE)</p> <p>Value Adding Role UHI, Shetland College, NAFC Marine Centre, Visit Shetland, Shetland Council of Social Service, and Industry Panels</p>	<ul style="list-style-type: none"> • More research and development will take place in Shetland • There will be more and better paid jobs • We will export more high quality products • We will be better connected with high quality broadband communications • We will provide opportunities for trained and skilled people to work in Shetland, and realise their full potential

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Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
More research and development will take place in Shetland.	LI 45: Increased number and value of R&D projects supported each year.	Economic Development Service HIE Shetland	In 2008/09 the SIC supported 6 projects under research budget headings, committing a total of £56,933	Support 4 new R&D projects every year	Economic Policy Statement
	NI 6: Improve knowledge transfer from research activity in universities	Nationally from Scottish Funding Council annually. Shetland base will require further research	No projects were funded by EDU linking university research with local business in 2008/09.	Involvement in 2 projects every year linking university research with economic activity and local business	Economic Policy Statement
There will be more and better paid jobs	NI 2: Increase the business start-up rate	BERR Nationally. Shetland from HIE business survey.	50 new VAT registrations in 2007.	Increase annual business start-ups figure to at least 70 per annum.	Economic Policy Statement HIE Strategy

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Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	LI 46: Support increased number of new business start ups	EDU	In 2008/09 EDU supported 3 business start-ups.	Support 20 new business start-ups per annum.	Economic Policy Statement The Business Gateway Initiative, being administered by EDU will lead to more effective engagement with potential new business and should allow us to make more headway in achieving this target.
	LI 47: Effective engagement and support of Shetland businesses with a potential for growth	HIE	2008/09 = 5	Effective engagement & support of 10 growth businesses.	HIE Strategy

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Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>We will export more high quality products</p>	<p>NI 3: Grow exports at a faster average rate than GDP</p>	<p>National figures from ONS and Global Connections Survey annually. Shetland base from periodic Input / Output study adjusted annually</p>	<p>The rate of growth of Scottish GDP was 2.3 in 2007. UK GDP rose by 3.1 in the same period. Figures are not available for Shetland GDP but at the time of the last survey the Shetland figure was very close to the Scottish average</p> <p>Export overseas from Shetland was estimated to be £150m in 2005 (HIE; November 2007)</p>	<p>Growth in the value of exports by 4.6%</p>	<p>Economic Policy Statement</p>
	<p>LI 48: Support Shetland businesses to increase the value of exports</p>		<p>HIE Assisted 5 businesses in developing international activity in 2007/08.</p> <p>EDU Assisted 3 businesses during 2007/08.</p>	<p>10 businesses engaged in new/extended international business development activity per annum</p> <p>HIE = 5 EDU = 5</p>	<p>HIE Strategy</p> <p>Economic Policy Statement</p>

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Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
We will be better connected with high quality broadband communications	LI 11: Improve the availability, reliability and uptake of broadband communications	Economic Development/SIC Data - Your Voice, 600 panel members, spring 2007 – 57% response rate.	Approx 49% of the Shetland population have broadband (Your Voice survey 2007)	Increase broadband uptake to 80% of Shetland population by 2011	Economic Policy Statement
	LI 49: Support extension of broadband availability and quality	EDU	Shetland broadband currently depends on a Microwave link to the mainland 12 exchanges only offer a maximum of 512k	Fibre link to mainland Scotland to be active by 2011 2 mbyte to be available in all areas	Economic Policy Statement
There will be good opportunities for trained and skilled people to work in Shetland and realise their full potential	LI 50: Increase the proportion of the workforce with educational, vocational or other qualifications	Economic Development/SIC	Proportion of the workforce with skills to be evaluated	Increased proportion with Graduate, Higher Education, Vocational or other qualifications	

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Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	LI 51: Maintain and extend apprenticeship, graduate placement and workforce development programmes	Skills & Training Strategy Group Shetland Childcare Partnership	2007-08 College = 54 (modern apprenticeship schemes and skill seekers) SIC = 13 Graduate placements HIE = 10 Graduate Placements	College = 75 SIC = 15 HIE = 12 25% increase overall	

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Required Actions/commitment by local partners for these outcomes

- Growth sectors identified for Shetland include North Sea decommissioning, renewable energy, food and drink, niche market tourism and creative industries. Increasing the potential and number of diverse businesses in these new and growing sectors will be prioritised.
- Effort and influence will be directed towards Shetland's higher impact businesses in terms of size, innovation and growth potential. Also, through business gateway, there will be a focus on increasing the number of start-up businesses within Shetland.
- There is significant potential for the development of research and development focussing on growth sectors and areas of strength in Shetland.
- Employment Opportunities:
 - Restructure Graduate Placement Scheme to provide higher quality outputs for both graduates and employers
 - Set up detailed structure in the training sector to determine training and apprentice needs in Shetland
- Food and Drink:
 - Offer support for industry groups and businesses engaged in the marketing of Shetland agricultural products
 - Implement targets and recommendations contained in the Shetland Seafood Plan
- Creative Industries:
 - Engage with HI-Links on improving knowledge transfer activity within the local economy
 - Achieve full integration of fibre-optic cable
 - Engage with recommendations and actions from report "Creative Industries in Shetland Today"
 - Engage consultants to produce a study into R & D potential in Shetland
 - Establishment of 20 new businesses dependent on high-speed data links offering direct employment to 60 people
 - 20 new businesses engaged in the creative industry sector, offering direct employment to 40 people
- External Transport Links
 - Develop freight link connecting Shetland markets with mainland European markets
 - Develop air and sea links to Scandinavia through promotion and study
- Energy:
 - Achieve delivery of raw gas from Laggan gas field into SVT for further production in 2011
 - Encourage commitment of Rosebank/Lochnagar finds to SVT by 2011
 - All crude oil tanks to be refurbished by 2011
 - Commitment of Phase II of Clair field development to SVT by 2011

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Scottish Government required action/commitment to support delivery of local outcome	<ul style="list-style-type: none">▪ Help in co-ordination between public & private sector partners in improving broadband connectivity▪ Support in lobbying on valid state aid issues with implications for the Islands▪ Recognition and support of locally significant renewable and other energy projects as part of the national agenda▪ Continued engagement in discussion of options and issues to enhance affordable and sustainable transport links▪ Support Shetland as a preferred location for decommissioning in Scotland
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National Outcomes (Fairer)	Shetland Resolution Outcomes
<p>7: We have tackled the significant inequalities in Scottish society:</p> <p>8: We have improved the life chances for children, young people and families at risk.</p>	<p>18: Promote justice and equality</p>

Local context – See the '[Social Welfare](#)' section from page 71 of '*Sustaining Shetland, 2008*'

Key Delivery Partners	Shetland Fairer Outcomes
<p>Lead Role Community Regeneration Partnership, Poverty Reference Group.</p> <p>Value Adding Role HIE Shetland, Shetland pre- School play, Shetland Council of Social Service, Social Work Service, Schools Service, ZetTrans, SIC Housing Service, NHS Shetland, Shetland Childcare Partnership, Moving On Project, COPE, Community Bike Project.</p>	<ul style="list-style-type: none"> • We have tackled the root causes of poverty, low income, deprivation and social exclusion. • We have provided assistance to help lift people out of poverty, low income, deprivation and social exclusion. • We have acted to reduce the impact of poverty, low income, deprivation and social exclusion on people's lives • We have helped the most fragile and disadvantage areas and groups to regenerate economically and socially.

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Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>We have tackled the root causes of poverty, low income, deprivation and social exclusion</p>	<p>LI 53: Reduction in the number of people with very low incomes</p>	<p>National and International figures from ONS, Scottish Government and OECD annually. Shetland source to be established</p>	<p>Total claimants (benefits) = 7.4% per 1000 population (August 2008) NOMIS</p>	<p>Reduction in % of population with an income, which is below 60% (relative poverty) average.</p>	<p>Achieving Our Potential: A Framework to Tackle Poverty and Income Inequality in Scotland</p>
	<p>LI 35: Increase the employment rates of employable vulnerable adults (e.g. adults with learning disabilities, mental health problems, drug or alcohol misuse problems and physical disabilities) living in Shetland.</p>	<p>SIC Policy Unit to collate figures from organisations on an annual basis</p>	<p>Moving On 'Job Crew' project had 30 new clients during 2007-08.</p> <p>6 placements provided by Community Bikes Project (2007/08)</p> <p>COPE employ 11 people and provided 45 training places (2007/08)</p> <p>Example of other schemes; Bridges, Adult Learning, Support Training and volunteer centre</p>	<p>At least 40 new clients each year.</p> <p>6 placements to be provided each year</p> <p>45 training places to be provided each year</p>	<p>Community Health Partnership Agreement</p>

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Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>We have provided assistance to help lift people out of poverty, low income, deprivation and social exclusion</p>	<p>LI 31: Maximise benefit uptake among those groups experiencing poverty and disadvantage across Shetland</p>	<p>Citizens' Advice Bureau / SIC Revenues Service</p>	<p style="text-align: center;">2008-09</p> <p>Total number of Tenants 2,282</p> <p>829 Council Tenants claiming Housing Benefit (44% of Council tenants)</p> <p>140 claimants renting from private landlords (97 of whom were Hjaltland tenants)</p> <p>1,313 households in receipt of Council Tax Benefit (they may also be in receipt of Housing Benefit)</p>	<p>Increase the % making full or partial claims</p>	

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 55: Provide assistance to vulnerable groups in completing benefit claims accurately through the Citizens Advice Bureau Welfare Benefit Check service and claimant help for Council Tax and Housing Benefit claims.</p>	<p>Citizens Advice Bureau / SIC Revenues Service</p>	<p>120 welfare benefit checks carried out during 2008-09</p> <p>Less than 80 benefit claims (Council Tax and Housing Benefit) were refused owing to a failure to provide sufficient information during 2008-09.</p>	<p>At least 120 welfare benefits checks to be carried out each year.</p> <p>Benefits applications refused due to insufficient information: 2009-10 – less than 50 2010-11 – less than 25</p>	<p>Finance Service Plan</p>
<p>We have acted to reduce the impact of poverty, low income, deprivation and social exclusion on people's lives</p>	<p>LI 56: Make sure everyone who is entitled to discretionary services, especially children and the elderly, based on income or disadvantage is receiving them</p>		<p>Adult Learning and English for speakers of other language classes are Free Other Adult Learning Classes have fee waivers for those on a low income/receiving benefits, concessionary rates for over 60's and under 18's.</p>	<p>Greater number of appropriate discounts are available.</p>	<p>Adult Learning Service Plan</p> <p>Early Years Framework</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 37: Increase the number of young people from families experiencing poverty or disadvantage who are receiving free, discounted or supported services.</p>	<p>SIC Education SIC Revenues SCSS end of year monitoring report to C.I.N.</p>	<p>Free School Meals - 216 Clothing Grants - 386 Supported extra-curricular activities supported to go on school trips – 22 Access nursery schooling - 19 Befriending – 25 Children In Need - 153</p>	<p>Ensure that those eligible to claim these benefits are claiming, but seek to reduce these numbers each year.</p>	<p>SCSS Foundation Business Plan</p>
	<p>LI 34: Decrease the levels of personal and housing debt in Shetland for people on low incomes by helping them use insolvency legislation if that is appropriate.</p>	<p>SIC Policy Unit to collate figures from organisations on an annual basis</p>	<p>The Shetland CAB dealt with £3,500,000 of personal debt during 2007-08, of which £2.2 million was new debt. This amounted to 104 new cases.</p>	<p>Seek to use legislation to reduce the number of people who are in debt by 25 per year.</p>	
<p>We have acted to help the most fragile areas and groups to regenerate economically and socially.</p>	<p>LI 57: Improve the situation in Shetland's poorest performing areas on the Scottish Index of Multiple Deprivation</p>	<p>EDU SIMD from Policy Unit</p>	<p>Figures on average earnings between areas, or unemployment rates between areas, or SIMD classifications</p>	<p>Poor performing areas should be closer to the better performing</p>	<p>Regeneration Policy</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	LI 58: Support regeneration initiatives in communities to create jobs, get people into work or improve their skills and earning power.	EDU / Community Work	2 areas have been supported through the 'Initiative at the Edge' Programme between 2004-2009	3 areas to be supported each year for the next 5 years.	<p>Regeneration Policy The areas prioritised for assistance are:</p> <p>Skerries Skeld and Reawick (including Sand and Semblister) Walls and Sandness (including Papa Stour and Foula) Firth and Mossbank Fetlar Northmavine Yell and Unst (North Isles)</p>

Required Actions/commitment by local partners for these outcomes	<ul style="list-style-type: none"> Ensure that the Fairer Scotland Funding is allocated in line with local Strategic Priorities, to areas that will achieve maximum benefit for Shetland.
Scottish Government required action/commitment to support delivery of local outcome	<ul style="list-style-type: none"> Continue to ensure that Shetland is treated fairly in allocation of national funding to support Fairer Scotland priority areas into the future.

Shetland Single Outcome Agreement

National Outcomes (Smarter)	Shetland Resolution Outcomes (Education & Learning)
<p>3: We are better educated, more skilled and more successful, renowned for our research and innovation:</p> <p>4: Our young people are successful learners, confident individuals, effective contributors and responsible citizens.</p>	<p>2: We shall nurture creativity, build skills and encourage enterprise</p> <p>19: Expand knowledge, extend opportunities and improve access</p>

Local context – See the '[Smarter](#)' section from page 22 of '*Sustaining Shetland, 2008*'

Key Delivery Partners	Shetland Education & Learning Outcomes
<p>Lead Role SIC Schools Service, SIC Youth Issues and Skills Development Scotland,</p> <p>Value Added Role Shetland Council of Social Service, ZetTrans, SIC transport service, Private provider for childcare Shetland College, Shetland Childcare Partnership, SIC Community Learning Development, SIC Adult Learning, and NAFC Marine Centre.</p>	<ul style="list-style-type: none"> • We will maintain and improve availability, uptake and participation and/or attendance at pre-school, school, FE & HE & informal adult education opportunities, particularly among those less likely to take part • We will help pupils and students improve attainment at all levels, especially in the core skills of literacy and numeracy. • We will equip learners of all ages with skills, duties, attitudes and expectations to prosper in a changing society, and better ensure positive destinations for more learners following later stages of education. • We will sustain and improve the high quality of the educational experience, with teachers and learners sharing high quality environments and learning experience

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Sustain and improve availability, uptake and participation and/or attendance at pre-school, school, FE & HE & informal adult education and youth work opportunities, particularly among those less likely to take part</p>	<p>LI 12: Maintain and enhance the availability and range of childcare and pre-school provision.</p>	<p>SIC Children's Services Schools service</p>	<p>Current position 21 Local Authority nurseries, predominantly for pre-school education 1 Local Authority childcare facility 6 Partner Providers 3 out of school clubs 4 community or private enterprises providing childcare 26 childminders</p>	<p>Maintain current provision</p>	<p>Ensure that the provision of childcare and pre-school provision meets community needs and is sustainably planned as part of the Blueprint for Education</p> <p>Early Years Framework</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 14: Maintain and enhance participation in community based learning</p> <ol style="list-style-type: none"> 1. No of Adult Literacy Learners reporting positive impact in personal, family, community or working life. 2. No of ESOL Learners 3. Uptake of Youth Work Opportunities 4. No of Young People involved in Achievement Awards 5. No of Participants in community based adult learning (Adult Learning, College, VALDO) 6. Library participation 	<ol style="list-style-type: none"> 1. Annual Collection of Ad Lit data 2. ESOL data 3. Youth Work Management Reports 4. Annual collection of awards data 5. Annual collection of adult learning data 6. SPI 	<p style="text-align: center;">2007/08</p> <ol style="list-style-type: none"> 1. 180 Learners reporting positive impact 2. 232 ESOL Learners (increase of 140) 3. 33,122 youth work attendances 4. 38 young people involved in Achievement Awards 5. 1,799 participants in Adult Learning classes <ul style="list-style-type: none"> • 619 enrolments: Shetland College (community learning) • 132 participants in VALDO training 6. 34% of resident population use a library <ul style="list-style-type: none"> • 23% of resident population use the Learning Centre 	<p>Target for all of these is to sustain at the current level except No. of Young People involved in Achievement Awards whereby the expectation is to increase to 50 by 2009/10</p>	<p>Community Learning and Development Plan</p> <p>Skills and Learning in Shetland Strategy</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Improve attainment of pupils and students at all levels especially in the core skills of literacy and numeracy.</p>	<p>LI 13: Increase the percentage of P3-P7 pupils attaining or exceeding age and stage levels in Reading, Writing and Maths.</p>	<p>SQA for Scotland SIC Schools Service Annually</p>	<p>2008</p> <p>P3 – P7 Reading 84% Writing 78% Maths 85%</p> <p>Level E by the end of S2 Reading - 76% Writing - 62% Maths - 72%</p>	<p>2010/2011</p> <p>P3-P7 Reading - 86.5% Writing – 78% Maths – 87.5%</p> <p>S2 Reading - 80% Writing – 66% Maths – 76%</p>	<p>Blueprint for Education in Shetland</p> <p>Curriculum for excellence</p> <p>Schools Improvement Plan</p>
	<p>II 40: Increase the percentage of S4 pupils with</p> <p>a) 5 or more Standard Grades or equivalent at General level or better</p> <p>b) 5 or more Standard Grades or equivalent at Credit level or better</p>	<p>SQA for Scotland SIC Schools Service Annually</p>	<p>2008</p> <p>a) 89.9%</p> <p>b) 45%</p>	<p>2010/2011</p> <p>a) 91%</p> <p>b) 48%</p>	<p>Blueprint for Education in Shetland</p> <p>Curriculum for excellence</p> <p>Schools Improvement Plan</p> <p>New Anderson High School</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	II 41: Increase the percentage of a) S5 pupils with 5 or more Highers or equivalent b) S6 pupils with 1 or more Advanced Highers or equivalent	SQA for Scotland SIC Schools Service Annually	2008 a) 10.5% b) 14%	2010 a) 12% b) 16%	Blueprint for Education in Shetland Curriculum for excellence Schools Improvement Plan New Anderson High School
Equip learners of all ages with skills, duties, attitudes and expectations to prosper in a changing society and ensure positive destinations for more individuals following later stages of Education	NI 7: Increase the proportion of school-leavers in positive and sustained destinations (FE, HE, employment or training)	Nationally and locally from Careers Scotland annually	Currently, 10% of young people in Shetland are not in positive destinations 3 months beyond their school leaving date. This equates to 30 individuals. Volunteering is now a positive destination for young people, Volunteer Centre Shetland places young people and helps identify volunteering opportunities for the More Choices More Chances programme	93% in 09/10 95% in 10/11 Longer term aspiration to have 100% positive destinations	Curriculum for excellence Schools Improvement Plan More Choices more Chances Strategy SCSS Foundation Business Plan

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Sustain and improve the high quality of educational experience with teachers and learners sharing high quality environments and learning experience	NI 8: Increase the proportion of schools receiving positive inspection reports	Nationally from HMIE, Shetland from SIC Schools Service Annually	2008 100% This represents 2 schools and 3 out 5 key indicators being good to very good	Maintain at 100%	School Service Improvement Plan Blueprint
	NI 12: Increase the proportion of pre-school centres receiving positive inspection reports	Nationally from HMIE, Shetland from SIC Schools Service Annually Care Commission	2008 100% This represents 2 schools and 3 out 5 key indicators being good to very good	Maintain 100%	School Service Improvement Plan Blueprint
	LI 58: Ensure that Shetland's schools offer the best learning environment through completing planned new builds at the AHS and Mid Yell and through the Blueprint for Education	Schools Service Improvement Plan		Mid Yell School to be complete by 2010 AHS to be complete by 2012 Blueprint to be completed in 2009	Shetland Island Councils Capital Programme

Shetland Single Outcome Agreement

Required Actions/commitment by local partners for these outcomes	<ul style="list-style-type: none">• Schools Service to meet all targets set in its Service Improvement Plan within timescales• Work in partnership with all learning providers in Shetland to ensure Curriculum for Excellence is implemented to fit our unique local context• Implement our local Childcare Strategy and the Early Years Framework
Scottish Government required action/commitment to support delivery of local outcome	<ul style="list-style-type: none">• Ensure support is given to local authorities to implement Curriculum for Excellence in a systematic, consistent manner• Ensure Safeguarding our Rural Schools is passed through the Scottish Parliament within the proposed timescales

Shetland Single Outcome Agreement

National Outcomes (Healthier)	Shetland Resolution Outcomes (Health)
<p>5: Our children have the best start in life and are ready to succeed:</p> <p>6: We live longer, healthier lives.</p>	<p>14: Shetland's people are healthier;</p>

Local context – See the '[Healthier](#)' section from page 14 of '*Sustaining Shetland, 2008*'

Key Delivery Partners	Shetland Health Outcomes
<p>Lead Role NHS Shetland, Shetland Community Health and Care Partnership, Health Action Team, Shetland Alcohol and Drugs Action Team and Community Alcohol and Drugs Service Shetland</p> <p>Value Added Role Shetland Council of Social Service, Community Regeneration Partnership, Shetland Islands Council (SIC) Schools Service, ZetTrans and SIC Housing.</p>	<ul style="list-style-type: none"> • People in Shetland live longer healthier lives • Children have the best start in life • Reduction in avoidable death from cancer, coronary heart disease, stroke and suicide. • Reduction in harm from alcohol and drugs • Reduction in obesity and smoking • Increase in healthy lifestyle activities • Improved Healthcare experience

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>People in Shetland live longer, healthier lives</p>	<p>NI 16: Increase healthy life expectancy at birth in Shetland</p>	<p>General Register Office for Scotland – Annually</p>	<p>Male and female life expectancies are better than the national average and significantly so in the case of females. Current estimates (2005/07) state that life expectancy at birth is 76.1 years for men and 82.6 years for women.</p>	<p>Target 2014/16 – 83.0 years for women and 77 years for men.</p>	<p>Shetland Healthy Weight Strategy Breastfeeding strategy Tobacco Control Strategy</p> <p>Children’s Services Plan</p>
	<p>LI 44: Sexual Health – maintain a low rate of underage pregnancies, reduce STI rates and deliver high quality and universal Sexual Health and Relationships Education</p>	<p>NHS Shetland</p>			<p>Sexual Health Strategy</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Children have the best start in life	NI 11: 60% of school children in primary 1 will have no signs of dental disease by 2010	National Dental Inspection Programme (NDIP)	NDIP currently 59.7%	Target for 2009/10 = 62%	Continued roll out of Childsmile Continued distribution of national toothbrush packs Extend nursery tooth brushing scheme to partner providers Implement nursery fluoride varnish programmes.
	H 2: 80% of all three to five year old children to be registered with an NHS dentist by 2010/11.	NDIP	72.1% as at March 2008	Target for 09/10 = 78.5%	Continued work with post natal & pre-school groups to encourage dental registration

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>NI 14: Reduce the proportion of children with their Body Mass Index outwith a healthy range by 2018</p>	<p>National Statistics will be available from 2009. QOF data – ISD Scotland, 2008</p>	<p>Current data from ISD shows that 2,019 patients are currently registered with 10 GPs as being obese. The raw prevalence rate (per 100 people) currently stands at 9.09 in Shetland.</p>	<p>Will be set once baseline is available</p>	<p>Shetland’s Healthy Weight Strategy 2008-11 Continue implementation of Counterweight Weight Management programme</p>
	<p>H 3: Achieve agreed completion rates for child healthy weight intervention programme by 2010/11.</p>	<p>As above</p>	<p>Raw data available - yet to be collated as part of data recording for H3 target.</p>	<p>40 children to have completed programme by Mar 10. Cumulative total by 2010/11 = 95.</p>	<p>Training, development and implementation of Child healthy weight interventions – multi-agency approach including health, active schools and family support.</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	H 7: Increase the proportion of newborn children exclusively breastfed at 6-8 weeks from 26.6% in 2006/07 to 33.3% in 2010/11.	Through Child Health Surveillance System	Currently 53.0%	Local target is 57% by 2010. We already meet national target of 33.3% by 2010/11	Breastfeeding Strategy - to be updated during 2009-10
Reduction in avoidable death from cancer, coronary heart disease, stroke and suicide.	NI 21: Reduce mortality from coronary heart disease (CHD) among the under 75s in Shetland	ISD annually and NHS Information Department more frequently	3 year combined figure (2004-6) of deaths from CHD under age of 75 was 40. SMR ² 56.1 for Shetland. This is significantly better than the Scottish figure of 80.3.	Target of fewer than 5 deaths from CHD by 2011 under 75s	
	H 8: Achieve agreed number of inequalities-targeted cardiovascular Health Checks during 2009–10.	Figures from GPASS		Target to be agreed based on results of pilot.	Well North pilot in Unst & Fair Isle

² Shetland CHP Health and Well-being Profile 2008 – ISD Scotland

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	H 5 - Reduce suicide rate between 2002 and 2013 by 20%	General Register Office for Scotland – Annually.	Small numbers which fluctuate between 1 & 8 each year.	Local suicide review group to be established	Shetland Mental Health Strategy 2007-10 Choose Life Strategy and Action Plan
	H 5: Reduction supported by 50% of key frontline staff in mental health and substance misuse services, primary care, and accident and emergency being educated and trained in using suicide assessment tools/ suicide prevention training programmes by 2010	General Register Office for Scotland – Annually.	33% of key frontline staff are currently trained. ASIST ³ being targeted at key staff. STORM ⁴ training to be offered in 2009.	50% of frontline staff to be trained by 2010.	Shetland Mental Health Strategy 2007-10 Choose Life Strategy and Action Plan

³ Applied Suicide Intervention Skills Training

⁴ Skills Based Training on risk Management

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Reduction in Smoking and Obesity	NI 17: Reduce the percentage of the adult population who smoke to 22% by 2010	ScotPHO.	22.5% (3868) of the Shetland population is currently estimated to smoke. (03/04)	Reduce to 18.4% of adult population smoking by 2010 – this would be fewer than the national target of 22% by 2010.	Shetland Tobacco Control Strategy 2008-11 which includes prevention & education, smoking cessation, passive smoking, protection & control Shetland Smoking Cessation Annual Reports 07/08 & 08/09
	H6: Through smoking cessation services, support 8% of your Board's smoking population in successfully quitting (at one month post quit) over the period 2008/9 – 2010/11.	ISD		By 2010, 79 people should have quit smoking at 1 month (237 in total between 2008 – 2010)	

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Reduction in harm from drugs and alcohol</p>	<p>NI 18: Reduce alcohol related hospital admissions by 2011:</p>	<p>ISD annually and NHS Information Department more frequently</p>	<p>From 2005-2008 there were 625 admissions directly related to alcohol in Shetland. This is an average of 208 admissions per year</p>	<p>Target of fewer than 150 admissions by 2011, with, in particular, a reduction in admissions due to binge-drinking and under-age drinking.</p>	<p>Drink Better programme Continued implementation of Licensing Laws Development of crisis support service in conjunction with mental health services</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>NI 15: Increase the average score of adults engaged with drug and alcohol treatment and mental health services on the Warwick-Edinburgh Mental Well-being Scale by 2011:</p>	<p>National Statistics will be available from 2009, Shetland figures will not be available until 2012. CHP health and well being profiles - 2008 SIMD 2006</p>	<p>In Shetland there are currently 1,281 (5.9%) people prescribed drugs for anxiety, depression or psychosis. The current data suggests there are 1,479 (6.8%) people who have self assessed their well being as "not good". 74.5% of the Shetland population lives in the most 'access deprived' areas in Scotland. - SIMD</p>	<p>Will be agreed once baseline is known.</p>	<p>Shetland Alcohol and Drug Action Team Action plan and strategy (in draft)</p> <p>Redesign of drug and alcohol services in Shetland.</p> <p>Shetland Mental Health Strategy includes actions to: Support and promote positive mental health Develop recovery supports/ services Assessments of mental state in primary care for people presenting with depression and dementia.</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	H 4: Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines by 2010/11.	Local services being developed to record data.	Current data shows 41 Brief Interventions undertaken by Alcohol Nurse in A & E, Ward based and Primary Care	312 screenings to have been completed by Mar 10	Shetland Alcohol and Drug Action Team Action plan and strategy (in draft) Training to be rolled out throughout 2009/10
	A 11: Offer drug misusers faster access to appropriate treatment to support their recovery.	Local data added to ISD National Waiting Times data base quarterly.	Quarterly figures from July – Dec 08 state that clients wait no more than 14 days for initial assessment. 15% of clients were offered an intervention between 2 & 26 weeks.	Discussions regarding redesign of Shared Care Prescribing clinic underway. Target will be set by working group of SADAT	Redesign of Drug and Alcohol Services in Shetland
Improved healthcare experience	NI 44 & T 7: Improve the quality of healthcare experience	Annual Patient Survey scheduled to commence Spring 2009.	Baseline to be agreed once survey results are available	Target to be agreed once survey results are available.	

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>NI 19: (H10) Deliver 18 weeks referral to treatment from 31 December 2011. No patient will wait longer than 12 weeks from referral to a first outpatient appointment from 31 March 2010. No patient will wait longer than 12 weeks from being placed on a waiting list to admission for an inpatient or day case treatment from 31 March 2010.</p>	<p>ISD annually and NHS Information Department weekly</p>	<p>Referral to Outpatient: Jan 09 – 11</p> <p>Waiting list to Inpatient or Day Case: Jan 09 – 2</p>	<p>Referral to Outpatient: Zero patients waiting more than 12 weeks from 31st March 2009</p> <p>Waiting list to Inpatient or Day Case: Zero patients waiting more than 12 weeks from 31st March 2009</p>	<p>Clinical Services Management Team in place to lead this work.</p>
	<p>LI 32 No person will wait more than 6 weeks to be discharged from hospital into a more appropriate care setting</p>	<p>ISD monthly statistics</p>	<p>Baseline March 2008: zero</p>	<p>Maintain at zero</p>	

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 29: Increase the proportion of people needing care or support who are able to sustain an independent quality of life as part of the community, through effective joint working.</p>	<p>See Indicators LI 7, NI 26, NI 20, LI 32, LI 10, LI8, LI 9</p>			<p>National Outcomes Framework for Community Care</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Increase in Healthy Lifestyle Activities</p>	<p>II 25: Increase the percentage of the local population taking part in sport and leisure activities.</p>	<p>Shetland data from Shetland Recreational Trust</p>	<p>National data from the 2003 health survey shows that in terms of children aged 2-15 - 74% of boys and 63% of girls are meeting recommended activity levels For adults aged 16-74 44% of men and 33% of women. Data taken from the same survey shows that physical activity levels in the island groups are lower than the national average.</p>	<p>Active Lives Strategy completed and adopted.</p> <p>Active Lives strategy for Shetland is currently being developed local targets will be set in line with findings of the soon to be launched consultation. Any targets will have to tie in with the revised physical activity strategy for Scotland, launched on the 25th February 2009.</p>	<p>Shetland Active Lives Strategy (draft)</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	LI 33: Increase the number of community ventures that have a positive impact on health	Joint Health Improvement Team Poverty Reference Group Monitored annually	No funding source currently requires the fundee to make a positive impact on health	All projects funded through Fairer Scotland Fund to make a positive contribution to improving health in Shetland	

Shetland Single Outcome Agreement

<p>Required Actions/commitment by local partners for these outcomes</p>	<ol style="list-style-type: none">1. People in Shetland live longer, healthier lives<ul style="list-style-type: none">• Community focussed health promotion• Health Promotion work on key risk factors: smoking, physical activity and obesity. 2. Children have the best start in life<ul style="list-style-type: none">• Continue “Childsmile” implementation• Work with post natal & pre-school groups to encourage dental registration• Healthy Weight Strategy, Active Schools Programme, Counterweight Weight Management programme• Training, development and implementation of Child healthy weight interventions – multi-agency approach including health, active schools and family support. 3. Reduction in avoidable death from cancer, coronary heart disease, stroke and suicide.<ul style="list-style-type: none">• Mental Health Strategy inc. tackling stigma, suicide prevention and mental health in the workplace• Choose Life Strategy & Action Plan 4. Reduction in harm from alcohol and drugs<ul style="list-style-type: none">• Drink Better campaign• SADAT Alcohol Action Plan 5. Reduction in Smoking and Obesity<ul style="list-style-type: none">• Tobacco Control Strategy inc. prevention & education, smoking cessation, passive smoking, protection and control 6. Improved health and care experience<ul style="list-style-type: none">• 09-10 Plan, Local Delivery Plan, Community Health and Care Partnership Agreement 7. Increase in Healthy Lifestyle Activities<ul style="list-style-type: none">• 09-10 Plan, Local Delivery Plan, Community Health and Care Partnership Agreement
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Shetland Single Outcome Agreement

<p>Scottish Government required action/commitment to support delivery of local outcome</p>	<ol style="list-style-type: none">1. People in Shetland live longer, healthier lives<ul style="list-style-type: none">• Long healthy life expectancy in Shetland – we don't want to jeopardise Shetland's health by losing resources if national policy targets inequalities elsewhere2. Children have the best start in life<ul style="list-style-type: none">• Government support for continued "Childsmile" implementation3. No Asks4. Reduction in harm from drugs and alcohol<ul style="list-style-type: none">• Focus on changing the culture on alcohol – this recognises the priority of alcohol as the key problem within substance misuse, and that communities' culture needs to change – long term strategy.5. Reduction in Smoking and Obesity<ul style="list-style-type: none">• Would like Government to develop a national Obesity Strategy to drive and support local actions on healthy weight.6. Improved health and care experience<ul style="list-style-type: none">• Recognition that all social care provision is provided by the public and voluntary sector7. No Asks
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Shetland Single Outcome Agreement

National Outcomes (Safer)	Shetland Resolution Outcomes (Crime & Safety)
9: We live our lives safe from crime, disorder and danger:	15: Keep Shetland's people safe

Local context – See the '[Healthier](#)' (from page 14) and '[Crime](#)' (from page 32) sections of '*Sustaining Shetland, 2008*'

Key Delivery Partners –	Shetland Crime & Safety Outcomes
<p>Lead Role Northern Constabulary, Northern Community Justice Authority, Shetland Child Protection Committee, Shetland Reporter to the Children's Panel, Highlands and Islands Fire Service, Coastguard, SIC Integrated Children and Young Peoples Service.</p> <p>Added Value Role Women's Aid, Victim Support, SADAT, Shetland Council of social Service, Community Safety Partnership, and Community Drugs and Alcohol Programme,</p>	<ul style="list-style-type: none"> • Reduction in volume and rates of crime affecting individuals and households • Improved reporting and detection of crime • Reduction in the harm caused by illegal activities, particularly alcohol, drugs and driving offences • Reduction in the fear of crime affecting quality of life • Increased efficiency in justice processed • Reduced incidence of accidents resulting in casualties, particularly home fires, road accidents and marine accidents

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Reduction in volume and rates of crime affecting individuals and households	NI 24 – Reduce overall crime victimisation rates by 2% by 2011	Your Voice	10% of respondents to the Your Voice survey, Spring 2008, said that they had been a victim of crime in the past 12 months. This figure rose to 16% of respondents aged between 45 and 54 years.	Reduce % in line with figures below	A Community Safety Strategy For Shetland 2005-2010

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>NI 24: Reduce crime rates in each reporting group.</p> <p>1 – Non-sexual crimes against the person</p> <p>2 – Crimes involving indecency</p> <p>3 – Crimes of dishonesty</p> <p>4 – Fire-raising, vandalism etc</p> <p>5 – Other crimes, e.g., carrying offensive weapons, resisting arrest etc</p> <p>6 – Miscellaneous offences, e.g., breach of the peace, firearms and offences by licensed persons etc</p>	<p>Annual / Quantitative / Northern Constabulary</p>	<p>Group 1 2007/08 - 15 crimes 2006/07 - 33 crimes</p> <p>Group 2 2007/08 - 20 crimes 2006/07 - 24 crimes</p> <p>Group 3 2007/08 - 266 crimes 2006/07 – 269 crimes</p> <p>Group 4 2007/08 - 255 crimes 2006/07 – 247 crimes</p> <p>Group 5 2007/08 – 202 crimes 2006/07 – 209 crimes</p> <p>Group 6 2007/08 – 575 crimes 2006/07 – 595 crimes</p>	<p>Group 1 – a reduction from 33 to 32 (2%)</p> <p>Group 2 – a reduction from 24 to 23 (2%)</p> <p>Group 3 – a reduction from 269 to 263 (2%)</p> <p>Group 4 – a reduction from 247 to 242 (1%)</p> <p>Group 5 – a reduction from 209 to 204 (2%)</p> <p>Group 6 – a reduction from 595 to 583 (1%)</p> <p>Overall 2%</p> <p>These targets will be achieved by 2011</p>	<p>Northern Constabulary Public Performance Report 07/08 – Excellence In Community Policing</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	NI 28: Increase the percentage of adults who rate their neighbourhood as a good place to live		See NI 28 in Community		
Reduction in the fear of crime affecting quality of life	NI 31: Increase positive public perception of the general crime rate in local area	Biennial / Quantitative / Northern Constabulary	Positive public perception of the general crime rate was 96.25% in 2007/08	97% by 2010/11	A Community Safety Strategy For Shetland 2005-2010
Improved reporting and detection of crime	LI 20: Reduce the number of incidents of domestic abuse throughout Shetland	Annual / Quantitative / Northern Community Justice Authority	48 incidents of domestic abuse during 2007/08	Expected to increase until confidence in reporting levels reached	A Community Safety Strategy For Shetland 2005-2010
	LI 21: Reports of racist incidents	Annual / Quantitative / Northern Constabulary	4 racist incidents reported during 2007/08	Expected to Increase until confidence in reporting levels reached	A Community Safety Strategy For Shetland 2005-2010

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Reduced incidence of accidents resulting in casualties, particularly home fires, road accidents and marine incidents	LI 26: Reduce number of people killed or seriously injured on our roads	Monthly / Quantitative / Northern Constabulary	2007-08 No. of people killed – 5 No. of people seriously injured - 4	Reduce the number of people killed in Road Traffic Collisions by 33% by 2010/11	A Community Safety Strategy For Shetland 2005-2010
	LI 27: Reduce number of fatal and non fatal fire casualties	Monthly / Quantitative / Highland and Islands Fire and Rescue Service	0	Maintain at 0 for 2010/11	A Community Safety Strategy For Shetland 2005-2010

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Increased effectiveness in the management of offenders</p>	<p>NI 23: Reduce overall reconviction rates by 2 percentage points by 2011</p>	<p>National and Local data from the Northern Community Justice Authority</p>	<p>Scottish Executive Statistical Bulletin 2005-2007 shows that there was a 35% reconviction rate of offenders discharged from custody or given non custodial sentences</p> <p>Internal audit of 88 risk assessments completed in 2007 / 2008 showed that 78 offenders had alcohol and or drug problems.</p>	<p>Reduce reconviction rate to 33%</p> <p>75% of substance misusing offenders subject to community based supervision to participate in drug and alcohol programmes</p>	<p>Northern Community Justice Area Plan 2008-2011</p> <p>Northern Constabulary Public Performance Report 07/08 – Excellence In Community Policing</p> <p>Criminal Justice Social Work Service Local Plan</p>

Shetland Single Outcome Agreement

<p>Required Actions/commitment by local partners for these outcomes</p>	<ul style="list-style-type: none"> • To resource partnership working and service delivery through the community safety partnership, Community Planning Partnership and Child Protection Committee. • To continue to promote Shetland as a safe place to live, work and do business • To maximise focus to ensure each contact with the police is customer orientated and friendly • To monitor the quality of service complaints to identify patterns and trends • To ensure high visibility policing is intelligence led and links with focused patrols • Monitoring the types and numbers of crimes and offences reported. • LSDG's to identify within their areas how good their communities are (NI28) • All Services to; <ul style="list-style-type: none"> ○ Develop and understanding of Deprivation and Social Exclusion in Shetland within Communities and agencies
<p>Scottish Government required action/commitment to support delivery of local outcome</p>	<ul style="list-style-type: none"> • To ensure that consideration is given to launching initiatives, which are relevant to all local areas rather than just focusing on urban areas, by recognising that the diversity of local areas does not always fit with national initiatives • Provide better data and larger sample of Shetland Households in the Scottish National Household Survey. • Review anti Social Behaviour Policy, guidance funding and evaluation within reasonable timescales. • Prioritisation of alcohol misuse as key community safety activity, including drink driving levels and alcohol related crime

Shetland Single Outcome Agreement

National Outcomes (Safer)	Shetland Resolution Outcomes (Social Welfare)
<p>7: We have tackled the significant inequalities in Scottish society: 8: We have improved the life chances for children, young people and families at risk.</p>	<p>18: Promote justice and equality, here and overseas</p>

Local context – See the '[Social Welfare](#)' section from page 71 of '*Sustaining Shetland, 2008*'

<p>Key Delivery Partners –</p> <p>Lead Role Shetland Community Health Partnership, SIC Community Care Service, Integrated Children’s Services, SIC Housing Service, SIC Revenues Service, Voluntary Sector, COPE, Citizens’ Advice Bureau, Shetland Befriending Scheme, and Carers Link Group,</p> <p>Value Added Role ZetTrans, Shetland Islands Council Transport Service</p>	<p>Shetland Social Welfare Outcomes</p> <ul style="list-style-type: none"> ▪ Ensure children with care or other needs get the best life chances ▪ Help adults with complex needs to be as independent and productive as possible ▪ Assist vulnerable people to live longer safely in or near their own homes ▪ Maintain and improve the quality of the Social Care experience
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Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Ensure children with care or other needs get the best life chances	LI 37: Overall proportion of inspection reports which include positive evaluation of the work of area child protection committees	Annual/ SIC Education & Social Care	63% (2007/08)	90% of identified improvement activities included in the CPC annual Business Plan achieved within the agreed timescale	
	LI 59: Support the extension of the Shetland Befriending Service to meet demand and extend to ASN befriending services	Shetland Befriending Service annual reports.	Currently meeting 40% overall demand ASN is new Service Development started 08	Increase to 60% Offer 10 ASN places during 2009/10	SCSS Foundation Business Plan

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Assist vulnerable people to live longer safely in or near their own homes</p>	<p>LI 29: Increase the proportion of people needing care or support who are able to sustain an independent quality of life as part of the community, through effective joint working.</p>	<p>Annual/ SIC Education & Social Care & NHS</p>	<p>Care Homes: Number of people resident in Care Homes is published each year in Care Homes publication: Care Homes Home Care: Number of people receiving 10+ hours of home care (purchased or provided by a local authority) is published each year in Home Care Services publication: Home Care Hospital: Hospital statistics are available from ISD Scotland: ISD Learning Disability: total known population published through “The Same As You?” Annual statistics TSAY Assessments of people at risk of hospital admission: collected in 2007/08 through Community Care Performance Reporting PIOD</p>		<p>National Outcomes Framework for Community Care</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	NI 26: Increase the percentage of people aged 65+ with high levels of care needs, who are cared for at home (complex care needs)	Scottish Government Community Care Statistics and ISD annually. Shetland from Community Health Partnership Annually	37% at March 2008	40% by March 2010	Community Health & Care Partnership Agreement National Outcomes Framework for Community Care
	NI 20: Reduce proportion of people aged 65+ admitted as emergency inpatients 2 or more times in a single year	Annual/ ISD	40.6 people per 1,000 population, at March 2008	35.3 people per 1,000 population by March 2010	National Outcomes Framework for Community Care
	LI 32: No person will wait more than 6 weeks to be discharged from hospital into a more appropriate care setting	Annual/ ISD	March 2008 a) No people waiting for support to return home b) 15 People waiting for a residential care place or other accommodation that accords with their choice and is deemed reasonable in terms of national guidance on choice	a) Maintain at 0 b) Reduce numbers waiting for accommodation to zero by June 2010	Community Health & Care Partnership Agreement National Outcomes Framework for Community Care
	LI 7: Reduce the number of people on the Occupational Therapy waiting list	Annual/SIC Education & Social Care	87 people of the list as at March 2008	Reduce to 58 by March 2010	Community Health and Care Partnership Agreement SIC Corporate Plan

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Maintain and improve the quality of the Social Care experience	LI 10: Improve user / carer satisfaction rate of community care assessment process and services received	SIC Social Care / Your Voice Carers Link Group, Carers Group,	85.9% (2006/07)	87% (2009/10)	Community Health & Care Partnership Agreement Young Carers Strategy
	LI 8: Increase the number of carers assessments done by 10% including young carers	SIC Social Care	40 carers assessments carried out during 2007/08	44 at March 2010	Community Health & Care Partnership Agreement Carers Strategy Young Carers Strategy
	LI 9: Increase the number of Single Shared Assessments done within target date	SIC Social Care	49% of SSAs carried out within target date during 2007/08	65% at March 2010	Community Health & Care Partnership Agreement

Required Actions/commitment by local partners for these outcomes	<ul style="list-style-type: none"> • To deliver our aims and objectives outlined in our Community Health and Care Partnership Agreement • To enhance our assessment and care management processes to improve the quality of people's lives (as detailed in the SSA & Care Management Procedure). • Undertake a rolling programme of consultation to evaluate service user satisfaction.
Scottish Government required action/commitment to support delivery of local outcome	<ul style="list-style-type: none"> • Support diverse commissioning models that can be responsive to local contexts. • Support single, HR and Finance frameworks at local level. • Develop single, streamlined performance monitoring systems for health and care services.

Shetland Single Outcome Agreement

National Outcomes (Stronger)	Shetland Resolution Outcomes (Transport)
<p>10 We live in well-designed, sustainable places where we are able to access the amenities and services we need:</p>	<p>11 Everyone should be able to access the places, services and opportunities that they need to reach.</p>

Local context – See the '[Transport](#)' section from page 44 of '*Sustaining Shetland, 2008*'

<p>Key Delivery Partners</p> <p>Lead Role ZetTrans, SIC Transport Service, Bus Operators, Ferry Operators, Air Service Operators</p> <p>Value Added Role Environmental Action Team, Shetlands Islands Council roads service and Health Action Team</p>	<p>Shetland Transport Outcomes</p> <ul style="list-style-type: none"> • Improved Quality, Availability, Affordability and Accessibility • Reduce transportation emissions
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Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Improved Transport Quality, Availability, Affordability and Accessibility</p>	<p>LI 1: Increase the availability, accessibility, affordability and usage of internal public transport</p> <ul style="list-style-type: none"> ▪ Decrease road traffic levels ▪ Increase bus passenger numbers ▪ Increase the ratio of passengers to cars on inter-island ferry routes. ▪ Increase the population served by DRT services. ▪ Monitor affordability. ▪ Increase integration between different transport services 	<p>ZetTrans, Bus Passenger Numbers, annual, by financial year</p>	<p>The road traffic level for 2007 was 206 million kilometres.</p> <p>Bus passenger numbers had an increase of 1.6% in 2007/08 with a total of 426,740 compared to 420,035 in 2006/07.</p> <p>In 2008, 40% of the population was covered by a Demand Responsive Transport/Shopper service</p> <p>Air & Ferry services connecting with a bus service (2008): 15% of arriving inter-island ferries (4% on Sunday) 18% of departing inter-island ferries (3% on Sunday) 48% of arriving flights 61% of departing flights 43% of departing external ferries</p>	<p>2% decrease for 09/10.</p> <p>2% increase for 09/10</p> <p>Maintain service</p> <p>Maintain service</p>	<p>Regional Transport Strategy</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 2: Increase the reliability, affordability and appropriateness of external air and sea links</p> <ul style="list-style-type: none"> ▪ reliability ▪ affordability ▪ number of primary destinations 	ZetTrans	<p>Reliability excluding weather related (2007-08) Loganair performance on Shetland routes: 99.8% Northlink performance on Shetland routes: 98.85% (figures exclude weather related cancellations)</p> <p>Affordability: Sea: Lerwick/Aberdeen, Adult £25 Single: High Season £22.89 Air: Sumburgh to Glasgow, adult single, with ADS and taxes, £57.60</p> <p>External Destinations (2007/08) External Ferry Services: 2 Primary Destinations of External Air Services : 6</p>	<p>99.8% 99.8%</p> <p>£25 £60</p> <p>2 7</p>	Regional Transport Strategy

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Reduce transportation emissions</p>	<p>NI 36: Increase the proportion of journeys to work made by public or active transport</p> <ul style="list-style-type: none"> ▪ Increase the use of sustainable modes of transport ▪ Decrease the use of single occupancy private cars <p>And</p> <p>LI 3: Increase the proportion of journeys made by public or active transport</p>	<p>National figures from ONS, Scottish Households Survey annually. Shetland data from annual workforce and school surveys</p>	<p>2005/06 baseline:</p> <p>Car Driving - 70%</p> <p>Walking - 12%</p> <p>Bus - 4%</p> <p>Cycling - 1%</p>	<p>Car - 65%</p> <p>Walking -14%</p> <p>Bus - 6%</p> <p>Cycling - 2%</p>	<p>Regional transport Strategy</p>

Shetland Single Outcome Agreement

Required Actions/commitment by local partners for these outcomes	<ul style="list-style-type: none">• Continued commitment and implementation of the Shetland Transport Strategy (including Delivery Plan) and Transport Services Service Plan
Scottish Government required action/commitment to support delivery of local outcome	<ul style="list-style-type: none">• Provide appropriate support for the implementation of the Shetland Transport Strategy Delivery Plan.• Apply the Road Equivalent Tariff system to the Shetland route.• Ensure affordability and user feedback are taken into account when designing the new contract for the Aberdeen to Lerwick route.• Continue to support and develop the Air Discount Scheme.

Shetland Single Outcome Agreement

National Outcomes (Stronger)	Shetland Resolution Outcomes (Housing)
<p>10 We live in well-designed, sustainable places where we are able to access the amenities and services we need:</p>	<p>10 Live in well-designed, sustainable homes and settlements 11: Everyone to be able to access the amenities and services we need.</p>

Local context – See the '[Housing](#)' section from page 35 of '*Sustaining Shetland, 2008*'

<p>Key Delivery Partners</p> <p>Lead Role Housing Strategies Steering Group and Shetland Befriending Scheme</p> <p>Value Added Shetland Childcare Partnership and Poverty Reference Group</p>	<p>Shetland Housing Outcomes</p> <ul style="list-style-type: none"> • Improve availability of housing in Shetland across all tenures and communities • Ensure all unintentionally homeless households have settled accommodation. • Support the long term future of our communities • Eradicate fuel poverty. • Support high quality housing standards across all tenure types
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Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Improve the availability of housing in Shetland, across all tenures and communities	NI 27: Increase the rate of new house building	Housing Strategies Steering Group	In the financial year 2008/09 there were 169 new property builds throughout Shetland. 110 of which were private and 59 of which were Hjaltland/SIC.	100 house completions in 2009/10	Local Housing Strategy
	LI 39: Increase the supply of affordable housing for rent and low cost home ownership.	Housing Strategies Steering Group	2008/09 SIC Housing stock = 1830 Hjaltland = 438	HHA Planned Development 2009/10 = 84 additional units	Local Housing Strategy
Ensure all unintentionally homeless households have settled accommodation	NI 22: All unintentionally homeless households will be entitled to settled accommodation by 2012	Housing Strategies Steering Group	2008/09 70% of all homeless applications were assessed as priority unintentional.	2009/10 - 75% 2010/11 - 85% 2011/12 – 95% 2012/13 – 100%	Homelessness Strategy

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	LI 43: Support the number of vulnerable young adults between the ages of 16 and 25, who are either homeless or potentially homeless, through the Shetland Befriending Scheme	Shetland Befriending Scheme – Young Adult Service	22 vulnerable young adults between the ages of 16 and 25 were supported in 2008/09 through the Befriending Scheme	25	SCSS Foundation Business Plan
Support high quality housing standards across all tenure types	LI 40: Increase the level of support provided to low-income households for repair and adaptation of their houses.	Shetland data from Fuel Poverty Strategic Group	92 private sector housing grants were provided during 2007-08. 53.3% of these were means tested.	Household grant awards that are awarded after means testing: 2009-10 – 60% 2010-11 – 65%	Private Sector Housing Grants Scheme

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Eradicate fuel poverty</p>	<p>LI 41: Reduce the number of households that are experiencing fuel poverty each year.</p>	<p>Shetland data from Fuel Poverty Strategic Group Scottish House Condition Survey data</p>	<p>Combined data from the 2003-04, 2004-05 and 2005-06 Scottish House Condition Surveys, indicates that 31% of households in Shetland were in fuel poverty or extreme fuel poverty at May 2005.</p>	<p>15 households to be taken out of fuel poverty each year to meet National target of eliminating fuel poverty by 2016.</p>	<p>Fuel Poverty Grants Scheme Fuel Poverty Strategy</p>

Shetland Single Outcome Agreement

Required Actions/commitment by local partners for these outcomes	<ul style="list-style-type: none">• Complete the analysis of the Local Housing System in order to inform the development of a new Local Housing Strategy.• Work with partners to complete a homeless needs assessment, using this to plan how households assessed as non-priority will be entitled to permanent accommodation by 2012.• Commence preparation of the Shetland Local Development Plan in accordance with the requirements of the Planning Etc. (Scotland) Act 2006.• Await agreement of the Scottish Housing Quality Standard Delivery Plans from Scottish Government.• Continue to prioritise households in fuel poverty for private sector repair and improvement grants.
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Shetland Single Outcome Agreement

Scottish Government required action/commitment to support delivery of local outcome	<ul style="list-style-type: none">• Provide adequate funding to support the provision of good quality, affordable permanent homes across all housing tenures in Shetland.• Ensure that Private sector housing grants allocation process is “rural-proofed”⁵.• Support to seek fairer fuel prices. Heating and transport fuel prices are much higher than UK average. This impacts on the amount of income households have to spend on items like food and clothing. Those who are getting out of fuel poverty are falling back into fuel poverty due to continuing increases in fuel prices.• Support to introduce a more equitable electricity system across Scotland. Households that rely on Electricity card meter systems are paying more for their electricity – those on low income are more likely to have card systems.
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• ⁵ Takes account of the increased cost of building materials, freight charges etc in rural areas and that allocation is not done on a population basis which disadvantages areas of smaller population

Shetland Single Outcome Agreement

National Outcomes (Greener)	Shetland Resolution Outcomes (Natural Resources)
<p>12: We value and enjoy our built and natural environment and protect it and enhance it for future generations.</p> <p>14: We reduce the local and global environmental impact of our consumption and production.</p>	<p>5: We'll use the natural resources at our disposal responsibly and seek more control over them:</p> <p>7: Take pride in our heritage, natural or manmade, and respect it for its own sake;</p> <p>8: Recognise that our livelihood depends on our environment and use the gifts of nature responsibly</p> <p>9: Work with nature in all its diversity, not against it and restore our environment where it has been damaged</p> <p>12: Play our part as responsible members of the world community.</p>

Local context – See the '[Natural Resources](#)' section from page 52 of '*Sustaining Shetland, 2008*'

Key Delivery Partners	Shetland Natural Resources Outcomes
<p>Lead Role SIC Planning Service and Environment Service, Scottish Government, Scottish Environment Protection Agency, Scottish Natural Heritage and Historic Scotland</p> <p>Value Added Role Scottish Civic Trust, KIMO, Royal Society for the Protection of Birds and Shetland Amenity Trust.</p>	<ul style="list-style-type: none"> • Promotion of sustainable and efficient use of energy resources to maximise social, environmental and economic benefit to Shetland. • Prevent biodiversity loss as a direct result of human activity in Shetland • Protect, sustain and enhance Shetland's built and natural environment and cultural heritage for future generations to enjoy • Reduced waste production and increased recycling

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Promotion of sustainable and efficient use of energy resources to maximise social, environmental and economic benefit to Shetland</p>	<p>NI 32: Reduce Scotland's Overall ecological footprint</p>		<p>The Ecological footprint is measured as part of the national scheme run by WWF and SSN, many of the policies relating to CO2 reduction, transport and waste will all help to reduce the ecological footprint.</p> <p>Shetland's ecological footprint is currently 5.39 global hectares per capita</p>	<p>Annually report ecological footprint data for Shetland from the monitoring programme managed by the Sustainable Scotland Network/ WWF</p>	<p>Towards a Greener Shetland</p>
	<p>NI 38: 50% of electricity generated in Scotland to come from renewable sources by 2020 (interim target of 31% by 2011)</p>	<p>National Data from the Department of Business, Enterprise & Regulatory reform. Shetland data from SIC Energy Unit</p>	<p>Currently 14,122 kWh generated from renewable sources in Shetland</p> <p>Burradale Wind Farm currently meets 8-18% of Shetland's electricity needs</p>	<p>Continue to support locally significant renewable and other energy projects as part of the national agenda</p>	

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Prevent biodiversity loss as a direct result of human activity in Shetland	NI 33: Increase to 95% the proportion of protected nature sites in favourable condition (proportions of features)	National & Shetland Data from SNH Annually	Designated features in favourable or recovering condition at March 2007 – 79% Another 13% were described as ‘no on-site action’, e.g. climate change, however these are reported separately.	Increase to 95% the proportion of protected nature sites in favourable condition by March 2010	Towards a Greener Shetland Actions Schedule sets out actions
	NI 35: Increase the index of abundance of significant terrestrial breeding bird species	By British Trust for Ornithology & RSPB to SNH for National data annually. Shetland data from Environmental Action Team FIBO, SBRC and SOTEAG for monitoring of wildbirds	Wild Birds: Songbirds - 5 species stable, 3 species increasing Wild Birds: Eiders –declining population Wild Birds: Waders – 5 species stable, 3 species declining	Annually report Shetland population data from 5-yearly rolling monitoring programmes	Wild Birds: Songbirds - Monitor sample of 7 species of national importance Wild Birds: Eiders - Monitor whole Shetland population of eiders Wild Birds: Waders - Monitor sample of 8 species of national importance

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 28: Increase the index of abundance of key sea bird species</p>	<p>By British Trust for Ornithology & RSPB to SNH for National data annually. Shetland data from Environmental Action Team</p>	<p>Wild Birds: Seabirds - 3 species stable, 1 species increasing, 6 species declining</p>	<p>Annually report Shetland population data from 5-yearly rolling monitoring programmes</p>	<p>Wild Birds: Seabirds - Monitor sample of 10 species of national importance</p>
	<p>NI 40: Increase to 70% key commercial fish stocks at full reproductive capacity and harvested sustainably by 2015</p>	<p>National Data from ICES annually. Local data from NAFC Marine Centre</p>	<p>Baselines on local commercial fish stocks to be established.</p>	<p>Species targets to be established once baseline available.</p>	<p>Continue effective implementation of the Shetland Shellfish Management regime and seek greater involvement in the redesign and management of other fisheries management schemes</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Protect, sustain and enhance Shetland's built environment and cultural heritage for future generations to enjoy</p>	<p>NI 34: Improve the state of Scotland's Historic Buildings, monuments and environment</p>	<p>Baseline data collated 2006-07. Re-survey over 5-year period by Planning Service.</p> <p>Data on category A listed buildings also available from Scottish Civic Trust/ Historic Scotland.</p>	<p>49 listed buildings were assessed as 'at risk' in 2006/07 (14%)</p>	<p>To reduce the number of listed buildings assessed as being at risk.</p> <p>Annually report listed buildings at risk data from 5-yearly rolling monitoring programme</p>	<p>Towards a Greener Shetland Actions Schedule sets out actions</p>
	<p>NI 37: Increase the proportion of adults making one or more visits to the outdoors per week</p>	<p>Nationally from Scottish Household Survey annually. Shetland Data from Your Voice</p>	<p>See below</p>	<p>See below</p>	<p>See below</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 59: Complete and extend Shetland's Managed Core Paths Network</p>	<p>Planning Service</p>	<p>There are currently 200 'managed general access routes', which is equal to 560km. 100 of which are Core Paths</p>	<p>All core paths signed, way marked and accessible by 2011.</p> <p>Develop 10 new routes per year aimed at specific user groups.</p>	<p>Shetland Core Paths Plan</p> <p>Shetland Local Development Plan</p> <p>Shetland Transport Strategy</p> <p>National Cycle Strategy</p>
<p>Reduced waste production and increased recycling</p>	<p>NI 39: Reduce to 1.32 million tonnes of waste sent to landfill nationally by 2010</p>	<p>National Data from SEPA annually. Shetland Data from SIC Environmental Service.</p>	<p>1,169 tonnes of waste were sent to landfill in 2007/08</p> <p>690 tonnes of waste were sent to landfill in 2008/09</p> <p>Shetland's proportion of the 1.32 million tonnes target is a maximum of 2,657 tonnes of MSW to Landfill.</p>	<p>Continue to landfill substantially less than 2,657 tonnes of waste through appropriate waste reduction, diversion and recycling activity.</p>	<p>Waste Services Service Plan</p>

Shetland Single Outcome Agreement

<p>Required Actions/commitment by local partners for these outcomes</p>	<ul style="list-style-type: none"> • All CP partners to be aware of their responsibilities under the Nature Conservation (Scotland) Act 2004, and to integrate them with the discharge of all their functions as relevant e.g. when undertaking direct works, acting as Planning Authority, or disbursing grants. • SIC, HIE to participate actively in the RPAC for RDC-Rural Priorities, actively promote the scheme to crofters and farmers and support capacity building measures for applicants • Continued collaborative working in terms of monitoring • Review and delivery of Living Shetland, the suite of Local Biodiversity Action Plans <ul style="list-style-type: none"> ▪ Expansion of PURE hydrogen project in Unst
<p>Scottish Government required action/commitment to support delivery of local outcome</p>	<ul style="list-style-type: none"> • SG to ensure adequate funding available for the RPAC to approve RDC-RP proposals addressing SSSI management. • SNH to provide advice to CP partners, when requested, on the discharge of their duties under the Nature Conservation (Scotland) Act 2004. • SNH and SEPA to provide advice to the Planning Authority on developments that may affect SSSI's • Commitment to the continued and regular collection of data to ensure that data is relevant.

Shetland Single Outcome Agreement

National Outcomes (Stronger)	Shetland Resolution Outcomes (Community)
<p>11: We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others:</p> <p>13: We take pride in a strong, fair and inclusive national identity</p> <p>15: Our public services are high quality, continually improving, efficient and responsive to local people's needs.</p>	<p>15: Foster confident, thriving communities across Shetland;</p> <p>16: Welcome visitors and new Shetlanders from wherever they may come;</p> <p>13: Cherish and promote our traditions and our values;</p>

Local context – See the '[Community](#)' section from page 79 of '*Sustaining Shetland, 2008*'

Key Delivery Partners	Shetland Community Outcomes
<p>Lead Role Shetland Islands Council (SIC) Community learning and Development, SIC Sports & Leisure, SIC Libraries and SIC Executive Services.</p> <p>Value Added Shetland Arts, Shetland Amenity Trust, Shetland Council of Social Services, Visit Shetland, and Shetland Childcare Partnership.</p>	<ul style="list-style-type: none"> • Increased size of Social / Voluntary Sector with high levels of participation. • More communities own and manage local assets • Take pride in Shetland and all its communities, people, values and heritage. • Maintain and improve high quality and efficient public services

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
<p>Increased size of Social / Voluntary Sector with high levels of participation.</p>	<p>NI 13: Increase the social economy turnover</p>	<p>National Data from the ONS Inter Departmental Business Register annually. Shetland Data may require further research</p>	<p>HIE have supported 5 social enterprises with growth plans in 2008/09</p>	<p>HIE target for 09/10 is 8 Social enterprises supported with growth plans.</p> <p>Increase SLA/Contract Services awarded to Social Economy and Voluntary Organisations from Public Sector Agencies by 2%</p>	<p>Shetland Compact</p> <p>CHCP Commissioning Strategy</p> <p>HIE Draft Operating Plan 2009-12</p> <p>LSEP Action Plan</p> <p>Third Sector Action Plan (Gov)</p> <p>SCSS Foundation Business Plan</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	<p>LI 30: Increase the percentage of the local population taking part in cultural and volunteering activities.</p>	<p>Participation figures from, Annual Your Voice survey information, Shetland Befriending Service, Volunteer Centre, Voluntary Organisations</p>	<p>35% of Your Voice, 2008 respondents said that they volunteer</p> <p>(3 most common)</p> <p>1) Helping children and young people 2) Helping the elderly 3) Sport and outdoor activities</p>	<p>Increase by 10%</p>	<p>Volunteering: Achieving Scotland Potential Shetland Cultural Strategy</p> <p>SCSS Foundation Business Plan</p>

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
Take pride in Shetland and all its communities, people, values and heritage	NI 28: Increase the percentage of adults who rate their neighbourhood as a good place to live	National data from Scottish National Household Survey annually. Your Voice survey.	Your Voice 2008 produced the following results on rating of Shetland as a place to live: Very good 68% Fairly good 29% Fairly poor 2% Very poor 0% No opinion 1%.	To maintain the high level of satisfaction at 68%.	
	NI 41: Improve other people's perceptions, attitudes and awareness of Shetland's reputation	National Data from National Brands Survey	Shetland was named 3 rd most desirable island destination by National Geographic Visitors per year 104,241 ⁶	Increase occupancy rates of tourist beds by 10% Increase direct visitor spend to £20m per annum	
Maintain and improve high quality and efficient public services	NI 42: Improve public sector efficiency through the generation of 2% cash releasing efficiency savings per annum	Scottish Government & Audit Scotland will publish National & Local figures annually	Annual revenue spend across all Community Planning partners is approximately £200 million	£4 million efficiency savings annually	Shetland Islands Council's Medium-term Budget Strategy and Efficiency Statement

⁶ Based on research carried out in 2006

Shetland Single Outcome Agreement

Local Outcome	Improvement Indicator	Frequency / type / source	Baseline	Local Target	Links to relevant plans/relevant actions
	NI 43: Improve people's perceptions of the quality of public services delivered	Scottish Household Survey annually for National Data. Your Voice for Shetland Data	Your Voice respondents, 2008 who said that they were 'satisfied or very satisfied' with services - Local health services – 81.9% Local Schools – 78.8% Public Transport – 69.9%	Maintain these levels and improve them wherever possible	N/A
	LI 29: Reduce the number and streamline local organisations, strategic groups, committees, working groups, taskforces etc.	SIC Policy Unit	Baseline to be confirmed through review later this year	Not available	Shetland Islands Council's Corporate Plan 2008-11

Shetland Single Outcome Agreement

<p>Required Actions/commitment by local partners for these outcomes</p>	<ul style="list-style-type: none"> ▪ Promotion of the Shetland Identity through international events such as Tall Ships ▪ Development of Shetland promotional website to attract professionals & businesses to Shetland ▪ Establish www.shetland.org as a user-friendly primary electronic entry point to Shetland ▪ Adopt Heritage Tourism Investment Programme. ▪ Support Shetland Geo Park status and 5 additional heritage projects. ▪ Provide training on Legislation and support for business planning to assist growth of social economy ▪ Include social economy organisations in service planning and procurement ▪ Increase the capacity of social enterprises through training, support and finance ▪ Develop research project to gather baseline information on social economy ▪ Develop Community Partnership Community Engagement Strategy
<p>Scottish Government required action/commitment to support delivery of local outcome</p>	<ul style="list-style-type: none"> ▪ Help in negotiations with BT on local broadband connectivity ▪ Enhance affordable transport links ▪ Support the promotion of Shetland as a unique island destination ▪ Commitment to consult on legislation and the effects on social economy ▪ Financial commitment for the growth of the social economy ▪ Removal of the requirement to produce annual Statutory Performance Indicators (SPIs) would allow more effective focus on measures of Efficiency and Productivity. The SPIs, which are very process-focused, have over several years, proven to be inappropriate measures for this Council's efficiency.

SUSTAINING SHETLAND

Monitoring of Social, Economic, Environmental and Cultural
Trends

2009 Update

Shetland Single Outcome Agreement

INTRODUCTION

This document sets out social, economic, environmental and cultural data for Shetland measuring Shetland's quality of life and sustainability.

The Shetland Resolution was developed as part of the Long Range Forecast project in Shetland in late 2004, gathering the views of the Shetland public on the future of the islands for the next 20 to 30 years or so.

It links the shared vision of the Shetland Community, the public bodies which work on its behalf, voluntary and business sectors to maintaining and enhancing the quality of life in Shetland.

The information provided in Sustaining Shetland also links that vision to that of Scotland, and described how the shared priorities of Shetland and the Scottish Government are being implemented.

“Sustainability” Gauges.

We use simple gauges to provide an indication of current sustainability in Shetland. The three categories ‘Better’, ‘Worse’ and ‘Stable’ correspond to the most recent information available, and provide a simple assessment on the changes seen in different indicators:



Shetland Single Outcome Agreement

Some indicators are new and lack time series data needed to see if change has occurred, whilst some changes are difficult to interpret as 'better' or 'worse.' A 'Don't Know' gauge represents these areas.

Thanks to all those involved in the development of these indicators and production of this update report.

Sustaining Shetland sets targets and provides Indicators exist in ten key areas:

	Measure	Indicators
1	Population	Population Size & Structure
2	Health	Avoidable Deaths, Life Expectancy, Drug and Alcohol Use
3	Education & Learning	Opportunity, Participation, Attainment
4	Crime & Safety	Incidents of Crime and Fear of Crime
5	Housing	Quantity, Quality, Appropriateness and Affordability
6	Transport & Communications	Access to Services, Social Facilities, Employment and ICT
7	Natural Resources	Resource Usage and Impact
8	Economy	Economic Activity, Employment & Business Performance
9	Social Welfare	Income Levels and Costs of Living
10	Community	Breadth and Depth of involvement

Shetland Single Outcome Agreement

Population

Overall Level



Natural Increase



Migration



Age Profile



- ◆ Over the last 20 years, the population of Shetland has declined by 3%. Since the 2001 Census, the GROS has estimated that the population levels in Shetland have remained relatively stable, with the latest estimates showing the population at 21,950⁷.
- ◆ The trend towards centralisation of the population towards Lerwick and a 15-20 minute commute of Lerwick continues. Around 40% of the population now lives in Lerwick, with 59% of the jobs now located in Lerwick.
- ◆ Since 1991, Shetland's population aged over 65 has risen by 31% and the progression of an ageing population looks set to continue, with the population of over 50s increasing by 1.9% in the last year alone.
- ◆ It has been estimated that, in the next 25 years, Shetland will experience a 50.7% increase in the number of islanders of pension able age, while the working-age population will decrease by 20.7%.⁸
- ◆ Shetland has a negative migration pattern, meaning that more people leave Shetland than decide to stay. In the period 2001/2002 to 2006/2007 there was net out migration of 119. Orkney, on the other hand, had an overall net in migration of 866 in the same period.⁹
- ◆ In Shetland, the birth rate has been consistently higher than death rate and in 2007 the rate of natural population increase was the highest in Scotland, however net migration outwards was also the highest.

⁷ GROS, 2007 mid-year estimates

⁸ GROS, 2006-base population projections

⁹ GROS, In, out and net migration to and from council areas by sex, 2001-02 to most recent, march 2009

Shetland Single Outcome Agreement

Health and Well Being

Life Expectancy Avoidable Death Substance Abuse Mental Health



- ◆ Shetland's overall life expectancy continues to increase. Current estimates (2005/07) state that life expectancy at birth is 79.2 years. When compared to all other Local Authorities our rank is 4th. We were 16th in 1995/97.¹⁰
- ◆ Avoidable Death rates, Heart Disease, Strokes, Cancers & Accidental Death & Suicide are overall fairly static.
- ◆ Problematic Alcohol use and Drug misuse rates both continue to be at concerning levels. From 2001 to 2007, 33 people (1.5% of population) in Shetland died from Alcohol related illness. This compares to 40 in Orkney within the same time period.¹¹
- ◆ Smoking rates remain below national levels. The % quit rate at 3 months during 2008 was 19% in Scotland overall.¹²
- ◆ 2,019 (9.2%) patients are currently registered with the 10 GP practices in Shetland as being obese. This compares extremely positively with national (Scottish) rates (25%).¹³
- ◆ 1,281 (5.9%) people prescribed drugs for anxiety, depression or psychosis in Shetland. The current available data suggests there are 1,479 (6.8%) people who have self assessed their well being as "not good".

¹⁰ GROS, Life Expectancy in Community Health Partnership Areas in Scotland, 2003-2005, published 26th March 2009

¹¹ Alcohol-related deaths¹, Scotland by council area, published last quarter 2008

¹² ISD Scotland Statistical Publication Notice - 25 March 2008

¹³ NHS Shetland 2009

Shetland Single Outcome Agreement

Education and Lifelong Learning

Early Years



School Attainment



Adult Opportunity



Destinations



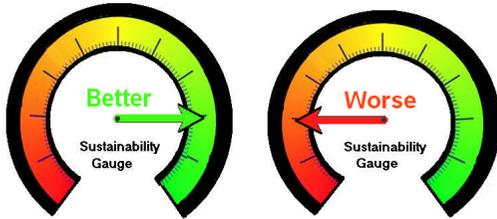
- ◆ There are 29 pre-school centres, providing places for all 3 and 4 year olds.
- ◆ Attainment levels in schools continue to be high, with 90% of S4 pupils achieving 5+ awards at SCQF level 4 compared to the Scottish Average of 76%.
- ◆ Participation in Adult Learning classes continued to rise in 2007/8 with 1,386 participants in Evening Classes, 180 learners improving literacy and numeracy and 110 taking part in English for Speakers of Other language classes.
- ◆ The number of new trainees being taken on for vocational training has decreased in the year 08/09, however the applications received increased.¹⁴
- ◆ Shetland College continues to have high enrolment levels, particularly in part time further education courses.
- ◆ Most learners continue to have positive destinations after completing school, college or university courses. 47% of school leavers go on to further Education, a similar proportion into work.

¹⁴ Vocational Training Service plan 09/10

Crime and Safety

Crime Levels

Fear of Crime



- ◆ Since 2005/06 to 08/09 there has been a total decline in the number of criminal offences. Shetland also has one of the highest clear up rates for criminal offences in the UK (70%).
- ◆ However since 2004 the overall fatalities on Shetland's roads has increased year on year, with 2007/08 seeing a total of 9 fatalities on Shetland's roads and 7 serious cases.
- ◆ The Northern Constabulary reported that the number of people who rated the area within 15 minutes of their home as safe or very safe as 90% in 2008.¹⁵ This had been 95% -99% in previous years.
- ◆ 80% of respondents from the 2008 spring edition of Your Voice¹⁶ felt that Shetland was very safe.

¹⁵ Your Voice, spring 2008

¹⁶ Shetland Citizens panel, 600 members

Shetland Single Outcome Agreement

Housing

Quantity



Quality



Availability



Homelessness



- ◆ The total number of houses continues to increase by over 100 per year required to meet our long-term target.
- ◆ The rate of new builds has increased from 114 in 2007/08, to 169 in 2008/09, of which 59 was Hjaltland and 110 was private.¹⁷
- ◆ The numbers waiting for social housing continue to increase; approx **1000** people are now on the waiting list.
- ◆ Just fewer than half the population have problems heating their homes, while it is estimated at least a quarter are at risk from fuel poverty.
- ◆ Condensation problems affect an estimated 14.7% of all Shetland housing, particularly detached, older stock,¹⁸. This compares to 10% of all Scottish housing.¹⁹
- ◆ The number of Homeless presentations continues to increase, 234 in 2007/08. This has a knock on effect to the quantity and availability of housing as the housing service must meet target - 'all unintentionally homeless households will be entitled to settled accommodation by 2012'

¹⁷ Assessors office 2009

¹⁸ SIC, Local House Condition Survey, 2005/06

¹⁹ Scottish House Condition Survey, 2004

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Transport and Communications

Internal Transport

External Transport

Electronic Communications

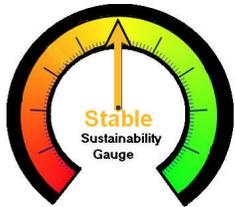


- ◆ Bus passenger numbers have risen steadily. Recorded passenger numbers on Shetland's inter-island ferries experienced a growth of 15% between 2002 and 2006. 2007 saw a 0.4% decline but numbers remain comparatively high.
- ◆ Passenger numbers on inter-island air services saw a decline.
- ◆ External air passenger numbers have increased to Scottish Airports but ferry passenger numbers have recently declined.
- ◆ The cost of fares is also increasing across the board.
- ◆ Shetland continues to have high uptake of broadband Internet connection where possible.

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Natural Resources

Environment



Resource Use²⁰



Waste & Recycling



Energy



- ◆ Existing data available to measure the quality of the environment in Shetland, such as air and water quality, paint a good picture.
- ◆ Shetland's ecological footprint is currently 5.39 global hectares per capita. You can calculate your own at <http://footprint.wwf.org.uk/> also gives you practical tips to make improvements for change.
- ◆ Recycling opportunities continue to expand and diversify and new renewable energy possibilities are being explored.
- ◆ Energy generation levels from fossil fuels and renewable sources seem fairly stable

²⁰ Shetland's consumption of global resources indicator, further research is needed.

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Economy

Workforce



Unemployment



Gross Pay



Business Numbers



- ◆ Nomis statistics for 2008 indicate that 12,600 adults were recorded as economically active in Shetland (89.8%)²¹.
- ◆ Unemployment in Shetland is still one of the lowest rates in the UK. This has risen of late to **1.3%** (march 09) from 0.8% in September 2008.
- ◆ Gross weekly pay levels for full-time workers are fairly stable, just below Scottish Average at £450 in 2007.

“The Shetland Islands has become the most entrepreneurial area in Scotland, according to new research”²²

- ◆ New business start-ups rose from 66 on 2007 to 84 in 2008. Shetland was one of only two areas in Scotland showing an increase.²³

²¹ June 2008

²² http://www.axismediagroup.co.uk/news_item92.html

²³ Quarterly from committee of Scottish clearing bankers

Shetland Single Outcome Agreement

Social Welfare

Income Poverty

Benefit Uptake

Fuel Poverty

Childcare



- ◆ While full time average wages are around national averages, costs of living are higher and insufficient data is available to determine whether the proportion of the Shetland population in income poverty is increasing or falling.
- ◆ Overall Key Benefits uptake continues to run at around 9% compared to a national average of around 16%.
- ◆ Fuel poverty remains high with any gains in insulation etc. being offset by increasing fuel prices.
- ◆ Decreasing numbers of registered child minders is restricting people's access to learning and employment opportunities.

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Community

Voting



Volunteering



Sports & Culture



Social Economy



- ◆ 2007 Council elections had higher turnout than previous years.
- ◆ Community Groups continue to flourish, new groups emerge from identified gaps in local service provision.
- ◆ Volunteering remains generally stable, however we have seen an increase in young people registering for volunteering opportunities.
- ◆ Attendances at leisure centres and swimming pools have increased in the last year, as have attendances at Shetland Museum and archives.
- ◆ Attendances at the Garrison theatre and library have remained stable.
- ◆ Data still unknown for Social Economy, however work underway with Local Social Economy Partners to identify, support and grow social economy. This should assist with identifying baseline to enable future assessment.
- ◆ The ability to attract external funding for voluntary organisations is proving more difficult as funders are reporting that many funds are doubly subscribed.

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