

**ANNUAL
PERFORMANCE
REPORT**

Our
Performance
Matters
2016/17



Shetland Islands Council




This annual performance report gives you a snapshot of how we performed during the financial year 2016-17, focusing on some of the services you are likely to use on a regular basis.


If you'd like to see how Shetland Islands Council performs compared to other local authorities in Scotland on a range of services, take a look at [My Local Council](#). We've used some of that data to illustrate our performance through this document.


You can also look at details of our own performance on the Council's website at www.shetland.gov.uk/our-performance-matters/


We'd welcome any feedback on this report, including suggestions or comments for future issues. If there are other service areas you would like to see more of let us know. You can send these to chief.executive@shetland.gov.uk, tel 01595 744504, or put your ideas in writing to:


Executive Services
Shetland Islands Council
C/o Town Hall
Lerwick
Shetland
ZE1 0JL


-  Our finances


-  Community health and social care


-  Education


-  Things we've built or redeveloped


-  Further education


-  Youth services


-  In the community


-  Shetland Library


-  Sport and leisure


-  Environmental health

-  Trading standards

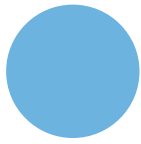
-  Transport

-  Roads

-  Housing

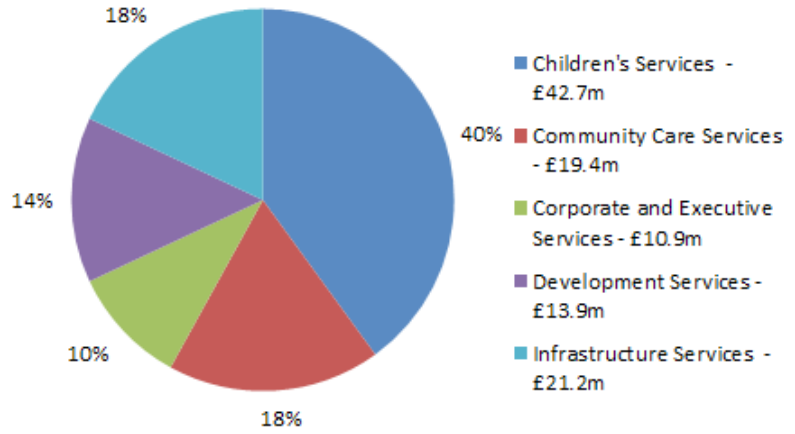
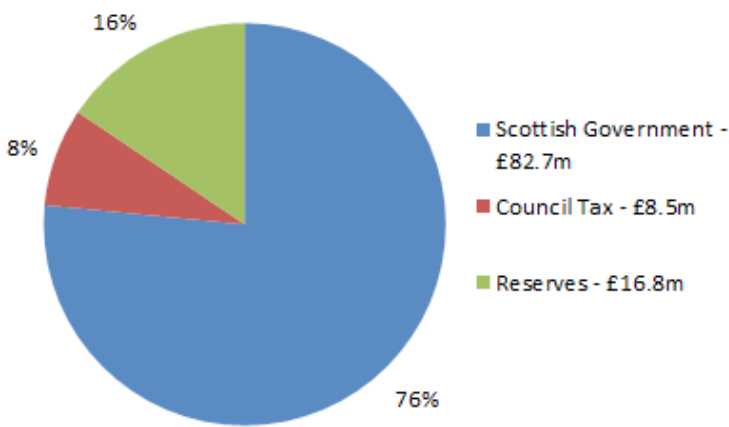
-  Estate operations / energy efficiency

The graphs overleaf (and throughout this document) are taken from the Local Government Benchmarking Framework website, which you can access at www.improvementservice.org.uk/benchmarking/. We've selected some of the indicators to help you understand how we're performing but there are many more across a range of services.



WHERE OUR MONEY COMES FROM

HOW IT'S SPENT



DELIVERING THE 2016-17 BUDGET

The General Fund expenditure for 2016-17 was £108.1m, which represented 95.2% of the Council's annual budget, resulting in a net underspend of £5.4m. This underspend can be attributed to a drive across services to reduce expenditure and increase income, as well as a number of one-off savings in year, mainly due to the number of staff vacancies within the Council.

As you can see above, the Council's General Fund received the majority of its funding from the Scottish Government, which is made up of General Revenue Grant and National Non-Domestic Rates.

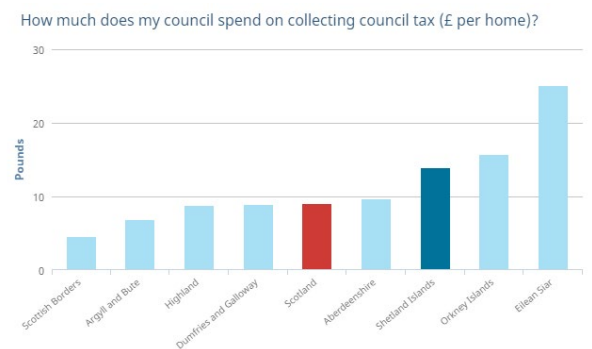
The collection of Council Tax represents 8.6% of the Council's overall funding and the Council has achieved an in-year collection rate of 97% during 2016-17.

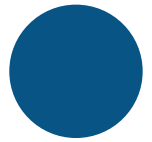
The remainder of funding comes from our own reserves. The overall level of usable reserves was £244.4m at 31 March 2017, an increase of £2.2m from the previous year.

The reserves of the Council reflect the historic financial performance of the Council and decisions that have been taken to provide a financial foundation upon which to plan for the future delivery and provision of Council services.

The Council uses its reserves on an annual basis to support delivery of frontline services. This is based on money being available from the anticipated income and growth achieved from the Council's long-term investments.

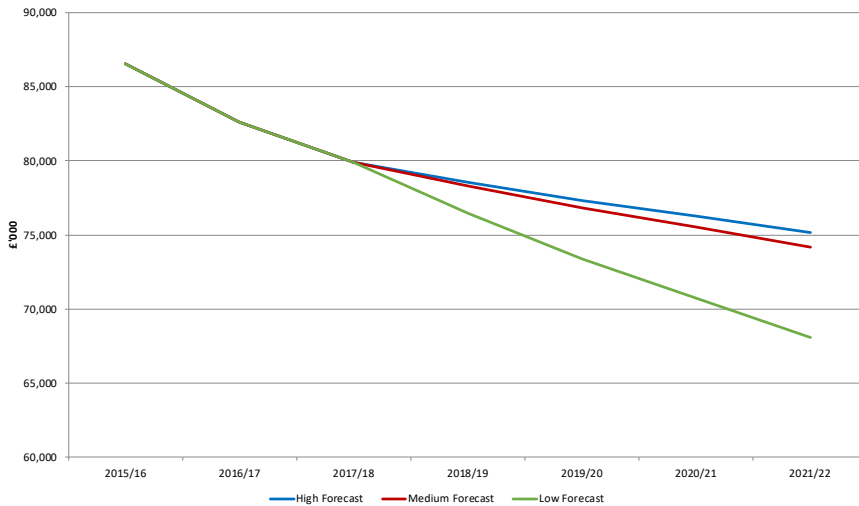
COUNCIL TAX COLLECTION





FUNDING SOURCES

Scottish Government Grant
Medium Term Scenarios v Costs



Given the current economic climate and the UK Government's financial objectives over the coming years, it is anticipated that there will be further reductions in the core revenue grant from the Scottish Government. At the same time, the Council must manage demographic and service delivery changes resulting from, for example, increasing demand for community care services, as well as having to manage cost pressures arising from inflation.

SETTING THE 2017-18 BUDGET

The Medium-Term Financial Plan (MTFP) is the Council's strategic finance document, which focuses on the next five years. It is anticipated that there will be significant cash reductions in the general revenue grant from the Scottish Government over the forthcoming years and therefore an increasingly unaffordable cost of service delivery is inevitable. At the same time, the Council must manage increasing demand for services from areas such as community care, where the IJB will direct service development and adapt to these demands. The revised MTFP was approved by the Council on 8 March 2017, and covers a five-year period to March 2022.

The Council's 2017-18 budget is a tactical financial plan that complements the strategic Medium-Term Financial Plan, to ensure that the Council delivers its strategic financial objectives and achieves its target outcomes.

The 2017-18 budget was prepared in line with the budget targets set out in the Council's MTFP 2015-2020.

Although the revenue funding in Scotland reduced by 0.7% for 2017-18, the impact on Shetland was a reduction of 2.8%; a significantly different outcome for Shetland than the average change.

COMMUNITY CHOICES

Community Choices is the new term for participatory budgeting, which is high on the Scottish Government's agenda for local authorities. It is expected that over the short to medium term, local authorities will allocate up to 1% of their annual budgets through community participation and decision-making.

In 2016-17 a pilot scheme was undertaken by Shetland Islands Council that saw projects totalling £0.1m being chosen by the public through a process of online voting, as well as

in-person participation at a one-day market stall style event.

The pilot was successful, with around 5% of the population taking part. The Council is currently examining ways of 'mainstreaming' this approach to increase public participation in future budget setting and decision-making.

You can find out more on the 'In the Community' pages (see page 14).



REPLACEMENT ERIC GRAY RESOURCE CENTRE

The replacement building that will accommodate the current Eric Gray Resource Centre service is progressing well and is on track to be completed as planned.

In July 2014, councillors agreed to the replacement of the Eric Gray Resource Centre on the site at Seafield, Lerwick, recognising that the existing building, constructed in 1978 at Kantersted Road, plus shared use of space at Gressy Loan, was becoming a problem for the number of people and range of needs of those using the service.

The first turf was cut on site on 1 August 2016 by service users and councillors. Construction is being funded by the Council.

Favourable weather during Autumn 2016 meant good progress on the ground works and building foundations, followed on by laying the large slabs for the floor of the building and connecting in utilities before the timber kit was erected in early 2017.

The service provides needs-led support vocational activity for adults with learning disabilities or autistic spectrum disorder – recognising the rights of the individual to participate as meaningfully and as independently as possible in everyday life. Assessed needs are met through a range of vocational, learning and recreational opportunities and experiences to promote inclusion, choice and independence. Through this, each person is encouraged to fulfil their personal goals and aspirations.

The final building will all be on one level, to allow easy movement for those who use the centre. When complete the building will provide a modern, fully accessible hub with a broad range of activities, programmes and further opportunities for support. Adults in Shetland with learning disabilities and autistic spectrum disorder, their families and staff have commented on the positive difference the replacement will make.

The building is due for completion in August 2018.



Service users and staff having a project update from the architect and contractor during a site visit at Seafield



OTAGO AND MORE

The Otago and More Project was developed in response to the number of preventable falls occurring in Shetland and the need to provide a comprehensive approach to falls prevention.

Findings in the ‘*Prevention and Management of Falls in the Community - A Framework for Action for Scotland 2014-16*’ led to a multi-disciplinary team designing and piloting an eight-week programme in Unst, which was extremely successful, with 20 people attending on a regular basis.

All participants improved muscle strength, balance, confidence and exercise tolerance.

The project demonstrated the value of integrated working, but also that effectiveness is dependent on strong co-ordination.

Funding has now been identified to support maintenance phase and plans are now underway to roll the programme out Shetland-wide as further funding has been identified.

CONDITION MANAGEMENT

The Condition Management Project is a rehabilitation programme, based at the Job Centre in Lerwick, where occupational therapists work with clients on the Shetland Employability Pathway. The pathway is designed to help people develop skills and effective coping strategies to enable better management of their health, so that they can progress into or sustain employment.

Over a six-month period, 32 participants were assessed and 19 individuals successfully completed training, work placements, gained volunteer and/or paid employment for extended periods.

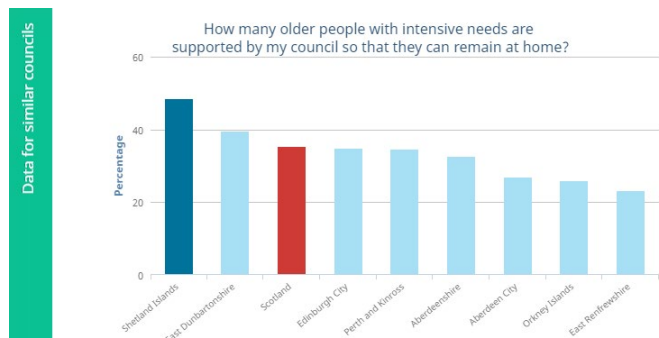
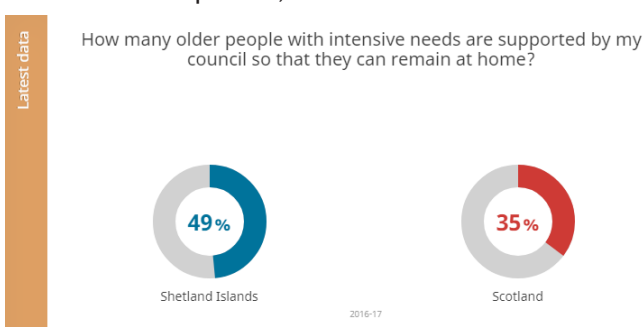
The Programme is jointly funded by Shetland Islands Council and the European Social Fund, and is organised by the Council working together with NHS Shetland.

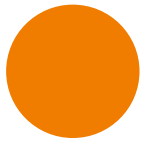
TAKING YOUR VIEWS INTO ACCOUNT

The Care Inspectorate listens to the views of residents and families when carrying out an inspection in our residential homes. Here’s a flavour of the overall feedback:

- “Excellent service – staff are very friendly – feel reassured and staff are always there if you need help.”
- “I think it’s good, a splendid service.”
- “Confident that staff have skills to support and are respectful, I know their names.”

- “It makes my week”
- “I enjoy my visit to day care every week”
- “The staff are excellent and very helpful. I can go and speak to them at any time and they listen to me. I put myself into their hands as I know that they are there when I need them.”
- “I think my carers do a wonderful job. I have no complaints and so grateful for all the support I receive.”





DID YOU KNOW?

These statistics are from the School Education Summary Statistics 'Shetland' page of the Scottish Government website.

Primary:

- Average class size 19 (up 0.2)
- Pupil numbers 1,864 (up 5)
- Pupil/teacher ratio 12.1 (up 0.1)
- Teacher numbers 153 (down 2)

Secondary:

- Pupil numbers 1,367 (down 12)
- Pupil/teacher ratio 8.9 (up 0.1)
- Teacher numbers 154 (down 3)

Source: School Education Summary Statistics www.gov.scot/Topics/Statistics/Browse/School-Education/InfographicPDF

SCHOOL EXAM RESULTS

Exam results for 580 pupils were released in August 2017 for the academic year 2016-17, with young people once again performing very strongly at National, Higher and Advanced Higher level.

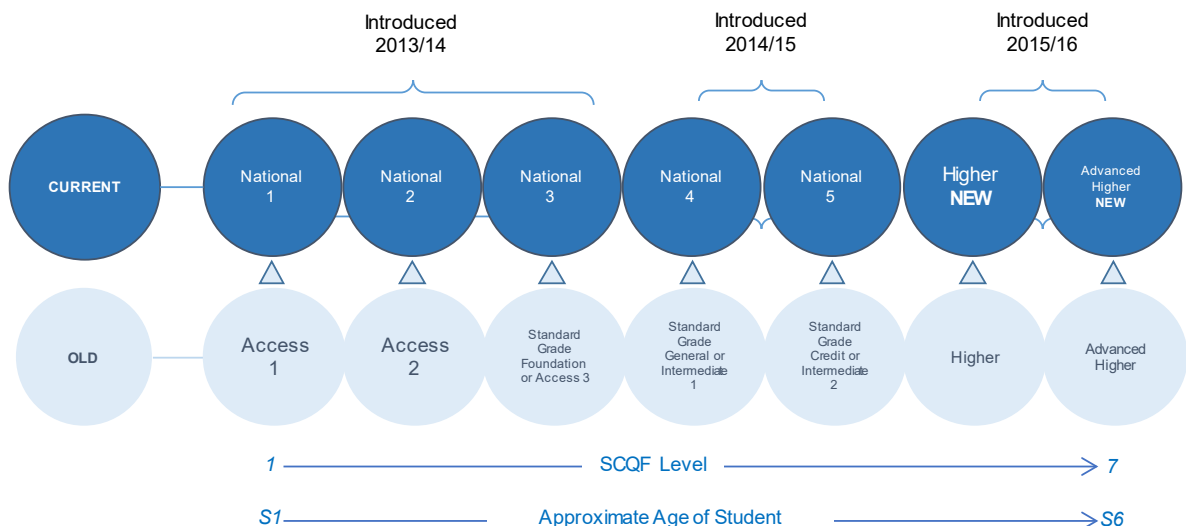
- new Higher compared to 80.0% in 2016
- 80.7% of candidates entered passed the new Advanced Higher compared to 74.3% who passed the new Advanced Higher in 2016

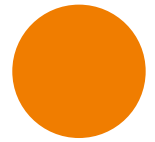
Key highlights:

- 96.2% of candidates entered passed National 4 compared with 93.7% in 2016
- 80.2% of candidates entered passed National 5 at A to C level, which is exactly the same percentage as in 2016
- 76.8% of candidates entered passed the

Nationals are usually studied by pupils in S4 as part of their three year Senior Phase, which runs from S4 to S6, when young people have the opportunity to study towards a range of academic and vocational qualifications. It is also the third year of the new Highers and the second of the new Advanced Higher exams.

What happened to Standard Grades? Do you know your Intermediates from your Highers? Scottish qualifications have changed in recent years and continue to evolve to offer breadth, flexibility and challenge to meet the needs of all learners (see below)





THE SCOTTISH ATTAINMENT CHALLENGE

Six schools received grant funding to raise the attainment of children and young people and close the equity gap.

- Hamnavoe Primary School – £13,200
- Sound Primary School – £10,000
- Brae High School – £9,000
- Foula Primary Cluster – £3,500
- Sandwick Junior High School – £10,000
- Lunnasting Primary School – £4,000

At Sound Primary School, the innovation fund has raised attainment in literacy for targeted socio-economic disadvantaged children by providing support between home and school, and developing a pack to encourage parental involvement in literacy, with parents volunteering to produce ‘story sacks’ and supportive literacy materials.

JOINT SUPPORT TEAM

The Joint Support Team (JST) is a team of people that provide support, guidance and advice to schools in the North Mainland. The project was set up as pilot in 2016-17.

Everyone involved has found it overwhelmingly positive in better meeting the needs of children through co-ordinated work

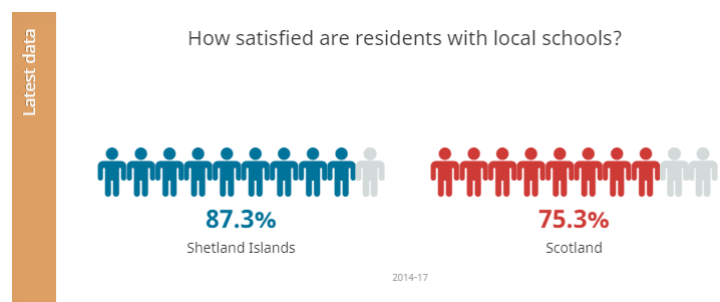
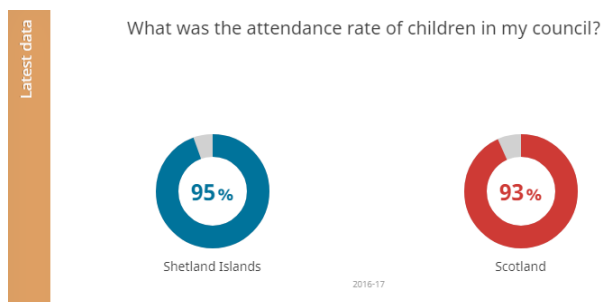
and staff collaboration, planning and earlier intervention.

So much so that the team is now a permanent support mechanism in the North Mainland with plans in place to develop similar groups in other school networks.

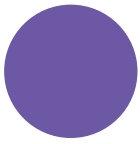
EARLY LEARNING TRIAL IN URAFIRTH

The Scottish Government set out its commitment to nearly double the entitlement to funded early learning and childcare (ELC) to 1,140 hours a year by 2020 for all three and four-year olds and eligible two-year olds. Urafirth Primary School is one of the pilot schools participating in the expansion project. Many aspects of the delivery model are working well including the flexibility which families need and appreciate, children

developing positive peer relationships, increased learning opportunities in literacy and numeracy, improved transitions and increased staff training opportunities. A third of children are accessing more than 600 hours provision and 20% of children are accessing more than 1000 hours of provision. The ELC expansion continues to be a major project for Children’s Services.



You can find out more about how the School Services performs at www.shetland.gov.uk/education/ChildrensServicesPerformance.asp



NEW ANDERSON HIGH SCHOOL

Work continued on the construction of the new Anderson High School and Halls of Residence, with main contractor Morrison Construction building on the good progress made in 2015.

May 2016 was a significant month for the project. An important milestone was reached when the main structural frames of both buildings were completed. This event was marked by a 'topping out' ceremony that was attended by senior representatives from Shetland Islands Council, Scottish Futures Trust, hub North Scotland and Morrison Construction.

May 2016 also saw the project recognised at the 2016 UK Partnership Awards. It was named runner up in 'Education Project of the Year' at an awards dinner in London.

With the main structure of the buildings complete, the focus throughout the summer and autumn period was on the external walls and roofs, and getting both buildings wind and watertight before the onset of winter. This was achieved around December 2016 and meant that work could be advanced on the internal fit out of both buildings.

(The new School and Halls of Residence were completed in autumn 2017.)



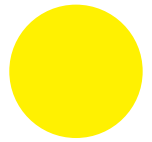
PARTNERSHIP WORKING

Linking three projects together led to a very satisfactory outcome for the Council and Hjaltland Housing Association (HHA) in 2017.

- Firstly, Trading Standards had a long-term lease on a laboratory at Greenhead.
- Secondly, the Council's records store, occupying a prime central Lerwick in King Harald Street, Lerwick, needed to be relocated.
- Thirdly, the Council own the Market Street 'Old Leaks Garage' building and this had been under-utilised for some time as part general Council store and part leased out.

Remodelling the Market Street building to create a new Trading Standards laboratory and Archive allowed the Council to end a lease, free up a valuable site, and make full use of an existing building asset. Relocating the records store from the King Harald Street site was the final piece in the jigsaw, enabling partnership working between the Council and HHA to build much needed housing.

This is an excellent example of using our building stock and estate more efficiently, making savings and helping to assist in contributing new housing stock for Shetland.



SHETLAND COLLEGE UHI

Almost 250 students completed their studies across the wide range of courses provided by Shetland College UHI.

These include Business, Management, Education, Heritage, Contemporary Textiles, Early Education and Childcare, Social Care,

Computing, Carpentry and Joinery, Accounting, Art and Design, Film and Music.

The Student Satisfaction and Engagement Survey 2017 response rate for full-time students was over 40%. The results are summarised below:

Survey summary question results	Strongly agree	Agree	Disagree	Strongly disagree
Overall, I am satisfied with my college experience	42%	53%	5%	
Staff regularly discuss my progress with me	38%	56%	6%	
Staff encourage students to take responsibility for their learning	46%	54%		
I am able to influence learning on my course	30%	65%	4%	
I receive useful feedback which informs my future learning	34%	60%	6%	
The way I'm taught helps me learn	32%	61%	6%	1%
My time at college has helped me develop knowledge and skills for the workplace	38%	54%	7%	1%
I believe student suggestions are taken seriously	26%	60%	13%	1%
I believe all students at the college are treated equally and fairly by staff	42%	48%	8%	2%
The college Students' Association influences change for the better	15%	67%	13%	5%

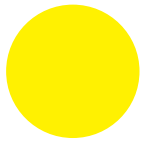
2016-17 saw an increase of over 13% in the percentage completed success rate for part-time further education students to just over 92%. The overall further education percentage successful completion figure was 68.8%. These figures account for all courses over 160 hours delivered at the College and NAFC Marine Centre UHI.

Enrolments remained high, with the credits target for further education exceeding the target of 4,255 by over 600. Meanwhile, there were a total of 77 full-time and 160 part-time higher education enrolments, which met the targets set for the year.

2016-17 saw particularly strong exam results for those studying English for Speakers of Other Languages (ESOL) courses with us.

Classes are delivered at a range of levels to meet the needs of individual students, with support provided to help improve speaking, listening, writing and reading skills. All students who sat the Higher ESOL exam passed, with over 60% achieving an 'A' grade, which is indicative of the high calibre of exam results across the college.

In 2016-17 the college achieved a 70% pass rate within A-C grades across Higher and National 5 exams undertaken.



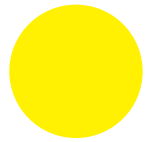
SHETLAND COLLEGE UHI ANNUAL GRADUATION

Student and staff achievements were also celebrated at the annual Graduation Ceremony. Esther Renwick completed a PhD in Archaeology / Heritage Management and was presented with the University of the Highlands and Islands' Postgraduate Student of the Year Award. Meanwhile, Dr Andrew Jennings was presented with the Highlands and Islands Students' Association (HISA) award for 'Best Video Conference Tutor' by Sorcha Kirker, HISA Regional Vice-President: Higher Education.

Finally, every year Shetland College UHI recognises the achievements of two students who have particularly stood out during their studies. This year Reuben Conroy (HNC Computing) was awarded the Higher Education (HE) prize and Laurie Carter (New Directions) was awarded the Further Education (FE) prize.



Left to right: Reuben Conroy (HE Student of the Year), Laurie Carter (FE Student of the Year), Peter Campbell (Chair of the College Board) and Willie Shannon (Interim Joint Principal)



TRAIN SHETLAND

Train Shetland Short Courses delivers a range of training for both the private and public sector. New in 2016-17 was a Driver CPC (Certificate of Professional Competence) course, for professional bus, coach and lorry drivers, which aims to improve road safety and help maintain high standards of driving.

Two days of training were delivered to 37 delegates, theory sessions in the classroom and, as you can see from the photo below, practical sessions on bicycles out and about public roads. The feedback received was very positive.



Participants on a Practical Cycle Awareness course as part of their CPC qualification

Some statistics...

During 2016-17, Train Shetland Short Courses delivered 289 short courses and 106 professional exams



In the year to April 2017, 44 new apprentices were recruited with on average around 130 apprentices on our books during the year.

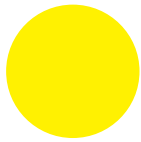
Highlights for the year included two of our trainees, Clare Farmer and Joe Smith, reaching the finals of the Scottish Apprenticeship of the Year Awards. Joe was awarded the title of Level 4 Apprentice of the Year and won the overall Apprentice of the Year for 2016.

Meanwhile, one of our agriculture apprentices, Jakob Eunson, was also awarded the Apprentice of the Year award

for Agriculture by LANTRA and now has an ambassadorial role for apprentices.

Train Shetland apprentices enjoy a high success rate and we work with local employers to deliver apprenticeships for them, which provide relevant skills for their industries.

The achievement rate for Modern Apprentices recorded by Skills Development Scotland (for all of Shetland) was 88%, up on 81% in 2015-16.



DUKE OF EDINBURGH AWARDS

This year, 62 local participants have taken part in a wide range of activities including netball, football, swimming, music, baking and volunteering.

2016 also saw Police Scotland Youth Volunteers being supported to undertake volunteering as part of their DofE awards. The 1st/2nd Lerwick Scouts and the Army Cadet Force also helped young people to gain their awards.

At the annual ceremony in October 2016, the following awards were presented:

- 10 Leader Awards – Introduction to DofE
- 7 Leader Awards – Introduction to eDofE
- 4 Leaders Awards – Emergency First Aid for the Outdoors
- 41 Sectional Certificates
- 16 Bronze Awards – Shetland Islands Council
- 2 Bronze Awards – Scouts
- 1 Silver Award – Scouts

EXCITE.ED

Shetland's young people were asked for their opinion on the future for education in Scotland at an event in the Islesburgh Complex, Lerwick in November 2016.

The Excite.ED initiative is a partnership between the national youth information and citizenship charity Young Scot; Children in Scotland, which represents the voluntary, public and private sectors; and the Scottish Youth Parliament.

The partnership's aim was to help inform the Scottish Government's ongoing work into raising attainment levels, and closing the gap between the country's least and most disadvantaged young people.

Representatives from Young Scot and Shetland Islands Council's Youth Services led a series of workshops, with topics ranging from pupils' roles in decision-making to how to encourage more equity within schools and between pupils and teachers.

The review into the way schools are run sought direct input from those most affected by Scotland's education system – children and young people themselves.

Some statistics...

Shetland's youth clubs recorded a total of 12,578 visits during the year 2016-17.

The top five for attendance were:

- Islesburgh – 1,939
- Whitedale – 1,553
- Sandwick – 1,101
- Tingwall – 1,088
- Unst – 927



NEW ADVICE SERVICES

The Council has been working with Shetland Charitable Trust to support the core work of the Citizens Advice Bureau (CAB).

Additional funding has been secured to provide a financial health service and an energy advice service from April 2016.

The financial health service ensures that clients are helped to make the most of their

incomes, tackle debt and improve their money management skills. The new energy service is designed to help people tackle high household fuel bills.

CAB is an independent service, providing a 'one stop shop' of advice to support those who need it, assisted by the partnership working of both funders.

MAKE A DIFFERENCE

The 'Make A Difference' project was launched to help tackle loneliness and isolation. A short film was produced (see right), while training sessions were delivered to staff across the Shetland Partnership to help people start thinking about what they could do to make a difference to those who may be lonely or isolated in their community. Training has already been delivered to over 300 individuals with extremely positive feedback received.



Feeling part of the community can significantly improve the way you view your life



SHETLAND COMMUNITY CHOICES

By March 2017, 5,730 votes had been cast to decide which of twenty projects received a share of £100,000 Shetland Community Choices funding.

The projects that the public decided to fund were:

- Fair Food – £6,000
- Shetland Autism Awareness Raising Project – £6,750
- Workshops for Young People – £4,000
- Da Sletts Footpath Improvements – £67,500
- Zero Cost Coach and volunteer development – £15,000
- Brae High School – Learning for Sustainability – £750

Funding from within the Council's Infrastructure Directorate was put back into the 'budget' for Da Sletts Footpath improvements, which meant two other projects could be funded.

Shetland Community Choices has been successful in engaging the public in making decisions about how Council funding is used to meet community priorities. The number of participants taking part demonstrated a keen interest from the community in this new way of working. We will continue to involve the community in delivering the projects that have been successful.



INSPECTION OF COMMUNITY LEARNING AND DEVELOPMENT

Community Learning and Development (CLD) in Shetland received a very positive report from Education Scotland following an inspection in March 2017. The inspection specifically focused on Shetland South, Lerwick and Bressay.

During their visit, inspectors talked to CLD partners in the NHS and voluntary sector, staff, young people etc to look at how partners are contributing to national initiatives such as closing the poverty-related attainment gap, preventing and reducing social isolation, tackling health inequalities and empowering communities.

The inspection highlighted a number of key strengths, including:

- A well-established culture of volunteering and community involvement, increasing learning and improving communities
- Young people making a significant contribution to community life in Shetland
- Well focused and targeted programmes meeting specific needs

Inspectors discussed and agreed with partners how they might continue to improve their work, which included working with communities to develop a shared approach to addressing emerging needs.

The report is available at <https://education.gov.scot/other-sectors/community-learning-and-development/688275>

SUCCESSFULLY SECURING EXTERNAL FUNDING



Community groups have accessed
£280,486
 of external funding with support
 from Community Planning &
 Development Service

Nineteen external funding applications were supported by Community Planning and Development staff with 14 successful (73.68%).

Funding was brought into Shetland from National Lottery sources, Scottish Government and the EU LEADER Programme. The Grants Unit also organised a visit from Big Lottery Fund in September 2016 to deliver funding workshops on its grant programmes with 59 people attending from a variety of community groups.

Case study: Cunningsburgh History Group – Mosquito Memorial Project 2017-18

In 2012, Cunningsburgh History Group was approached by local residents concerned that the remains of the fatal WW2 de Havilland Mosquito DZ642 air crash site (1944) on Royl Field was in poor condition and rapidly disappearing. Following community consultation, it was clear that the community were keen to see an accessible memorial placed at the Cunningsburgh History Hut.

In 2016, the group decided to apply for funding from the Heritage Lottery Fund (HLF) and with advice from the Council's Community Development and Involvement Officer for the area, the application was successful. A programme of events, including workshops, lectures and information sessions, had been put together that secured the funding bid of £9,500. The funding was also to cover constructing a display cabinet, designing and producing permanent display boards, and holding a memorial service.

So far, several information and workshop sessions have gone ahead and the display cabinet is in place. A memorial service will take place in May 2018.



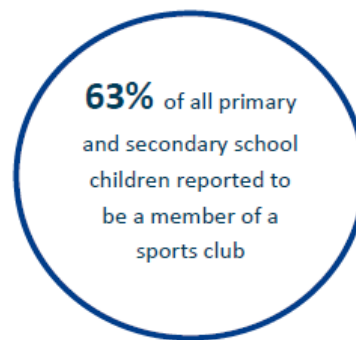
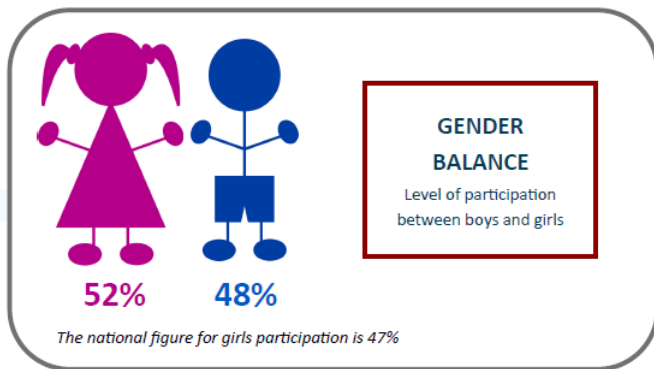
PARTICIPATION IN SPORT

Participation levels have increased by 168% over the last five years.

55% of the entire school population now engage with Active Schools' supported activity, which is 12% above the national average.

The number of people delivering sport and activity sessions has more than doubled in five years, with 98% of these being volunteers.

There has been an 87% increase in the number of school to club links with 38 local sports clubs and associations involved.



COMMUNITY CHOICES

Our Sport and Leisure Service were successful in winning enough public votes to secure £15,000 of funding through Shetland Community Choices to offer more advanced coach education opportunities in Shetland.

Clubs were invited to put forward expressions of interest outlining courses their club would like to receive through the project. This funding helped deliver 10 coaching courses and 12 CPD workshops to 172 candidates.

SWIM SKILLS

95.3% of children leaving primary school can swim to at least the Triple S standard

Swim Skills is designed to ensure that every child leaving primary school has achieved the Triple S (Scotland's Safe Swimmer) standard of ability. Funding was secured from

RBS Hughson's Trust (and match funded by the Council's Sport and Leisure Service) to deliver extra swimming lessons for identified pupils.

Find out more about how the Sport and Leisure service performs at www.shetland.gov.uk/sport_and_leisure/OurPerformance.asp



We recorded 5,819 bed nights in 2016-17, up from 5,069 the year before.

5,819
bed nights in Islesburgh Hostel

Islesburgh House Hostel has typically scored 95-97% satisfaction on hihostels.com.



FITNESS - ATTITUDE - SKILLS - TEAMWORK

The FAST Project is now into its 4th year and meets every Thursday night throughout the year to offer a variety of fitness activities to a group of vulnerable young men. In addition to the Thursday group, we have been working with a group of young girls, supporting and encouraging them to try out different types of activities as a team.

During 2016-17, the FAST project has been building relationships between the young

people and the wider community. For example young people are encouraged to do voluntary activities including leading the FAST group, working with charity groups, and helping out at sports events to help improve their confidence and self-esteem. This includes two of the young people signing up to Saltire Awards and currently working on voluntary projects.

DROPBOX SPORTSWEAR DONATIONS

Services that work with young people and adults regularly report that one of the barriers to participation for people on low incomes is the cost of trainers and suitable clothing. It was decided to trial a recycling scheme and this was launched in February 2017.

The 'Dropbox for Sportswear' scheme encourages people to donate their unwanted sports clothes to support people in the community to get active. Over 30 families and individuals benefited from this scheme.

PARKS AND OPEN SPACES

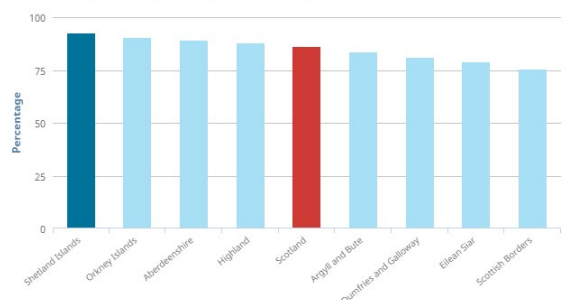
How satisfied are residents with local parks and open spaces?



2014-17

Data for similar councils

How satisfied are residents with local parks and open spaces?



Latest data



CUSTOMER SURVEY RESULTS

In 2016-17, the Library’s overall customer satisfaction score was 93%, which means it maintained the 2015-16 score. We asked a very important question, “What difference does the Library make to your life?”

Satisfaction rates for different services were fairly similar to previous years – maintaining lots of ‘excellent’ ratings, especially in customer service (85%), help with computers

(71%), requests and reservations (76%), and children and young people’s services (79%).

The lowest satisfaction rate again is for space and layout but only 3% rated this poor, and most still scored it good (42%) or excellent (39%).

LIBRARY INSPECTION

The Library was inspected on ‘Individual and Community Engagement’ under the national ‘How Good is Your Public Library’ framework in February 2017 and graded ‘good’. The assessment is overseen by the Scottish Library and Information Council who gauge five quality indicators. There’s a particular focus on being able to demonstrate the impact a service makes.

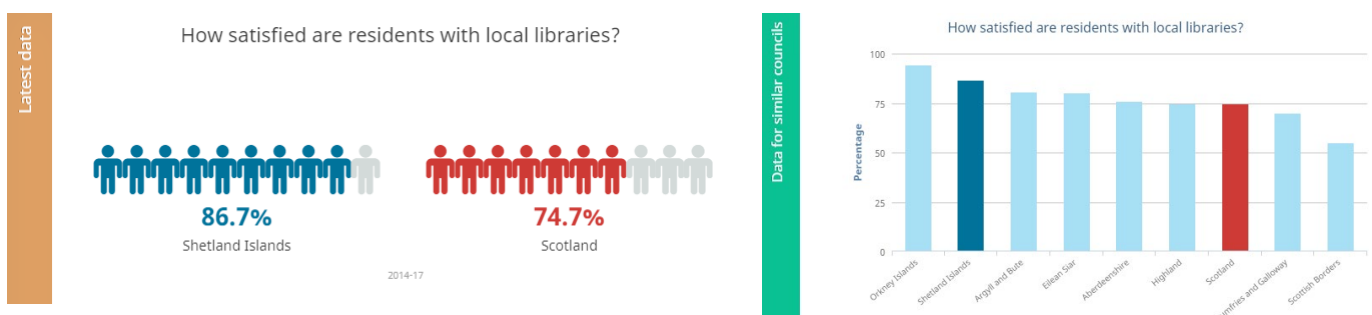
The Peer Review Panel commended Shetland Library for having very dedicated

and enthusiastic staff working well as a team, for the social media presence which demonstrates real engagement with communities, and for the strong sense of stakeholder participation and engagement which demonstrated real pride in the civic space as represented by the library.

The full report can be read at: www.shetland-library.gov.uk/documents/HGIOPLQ14ReportShetland2017.pdf

SOME STATISTICS

- In 2016-17, Facebook followers increased from 1,596 to 2,105 and Twitter rose from 5,000 to 7,460 – particularly from friendly banter with Orkney Library!
- We achieved an average 51 likes, 23 link clicks and 11 retweets a day from our tweets
- 41% of Shetland’s population are library members
- 24% borrowed a book in 2016-17
- Our computers were used 13,329 times
- Our visits increased slightly to 197,504



Download the library’s own performance report at www.shetland-library.gov.uk/Performance.asp



SOME STATISTICS...

Our Environmental Health service is a member of the Association of Public Service Excellence. APSE performance networks allows us to compare our services more accurately against others in the same field of work.

In the latest report, we have retained top position in our family group for customer satisfaction at 100%. The lowest in the group was 66.67% and the average 90.42%.

The report also highlights the average time (in days) between the time of a complaint and attendance on site (when assistance is required).

For this we were 9th in our family group with a score of 4 days. The lowest score was 0.71 days, highest 15.88 days and the average 3.31 days, so we are fairly close to the average.

ENVIRONMENTAL PROTECTION - TOP 5 INCIDENTS

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Abandoned vehicles	107	54	47	106	119	243
Dog fouling	16	29	16	43	64	37
Litter complaints	47	81	52	44	12	11
Noise complaints	378	403	239	265	157	134
Pest control	116	135	84	97	94	84



Environmental Services monitors food safety in Food businesses **495**

973 

HEALTH CERTIFICATES issued for Shetland business exports outside the EU



SOME STATISTICS...

- Percentage of customers contacting us looking for advice/assistance responded to within target of one working day – 99.7% (target is 98%) and actual performance is consistent with 2015-16 figure
- Customer satisfaction index – 94.8% (slightly down from 96% last year) but above target of 90%
- Percentage of consumer complaints completed within 14 days – 87.2% (down from 93.1% last year) but again above target of 85%
- Percentage of business advice requests completed within 14 days – 92.2% (second consecutive rise and up from 87.5% last year)
- The service sends out survey cards to consumers and businesses who contact them for advice or assistance, and they use the feedback to monitor satisfaction

SCAM ALERTS!

The Council’s Trading Standards service produces Scam Alert Bulletins when there is a particular issue to highlight to the general public. The June 2016 bulletin included a small piece on charity collectors and direct debits. We were asked if we could create a page on our website where people could check if charities were registered, which we did at www.shetland.gov.uk/tradingstandards/CharityCollections.asp.

In July 2016, we encouraged a number of public buildings to display 'I'm glad I listened to my gut feeling' posters in their washrooms as part of Scams Awareness month, a joint initiative with Citizens Advice.

Then in September 2016, we raised awareness of the issue of fraudulent bank phone calls, which involved joint working with

Police Scotland to get warnings and advice out across the islands. This was reinforced by a Scam Alert Bulletin in February 2017.

SCAM Alert *Bulletin* February 2017

Scam banking calls

Beware of phone calls claiming to be from your bank – it could be a scammer trying to gain access to your account.

They may make a genuine bank phone number appear on your caller display, and they may block your line so that you speak to them again when you think you have phoned your bank.

Never give out sensitive personal or financial information to someone who phones you, no matter who they claim to be or how convincing they seem.

Instead, end the call and check that your phone line is clear by calling a friend or relative.

You can then contact your bank using a number you trust, such as one from your bank card or statement or from the bank’s website.

Trading Standards Advice
Keep alert!

Report scams by using the online tool at www.actionfraud.police.uk or by phone on 0300 123 2040, or by contacting Trading Standards on 01595 744887.

Keep up to date with warnings about scams and other consumer issues at the Shetland Trading Standards Facebook page.

Trading Standards
Charlotte House
Commercial Road
Lerwick
01595 744887

www.shetland.gov.uk/tradingstandards

I'm glad I listened to my gut feeling.

Be scam aware

Get advice
from the Citizens Advice consumer service 03454 04 05 06 who can provide advice and pass details on to trading standards.

Report
scams or suspected scams to Action Fraud: 0300 123 2040 www.actionfraud.police.uk

Tell
a friend, neighbour or relative about any scams you become aware of.

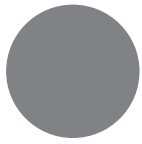
citizens advice | ctsi Chartered Trading Standards Institute | #scamaware

WORKING TOGETHER

During the year, we also worked with Trading Standards Scotland and colleagues in England, logging intelligence on a number of matters.

Sometimes events that at first appear localised can end up helping colleagues further afield.

Find out more about how the Trading Standards service performs at www.shetland.gov.uk/tradingstandards/Performance.asp



FERRIES

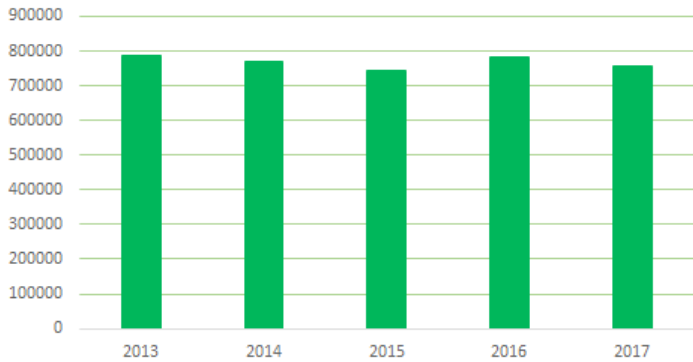
Our Ferry Service logs are based on calendar years so we've included statistics for both 2016 and 2017 in this report.

- In both years, the busiest month for passengers was July – with 84,262 recorded in 2016 and 88,461 passengers in 2017
- The busiest month for vehicles was also July each year – with 39,371 and 39,720 respectively
- The number of commercial vehicles carried was a new indicator in 2017, and

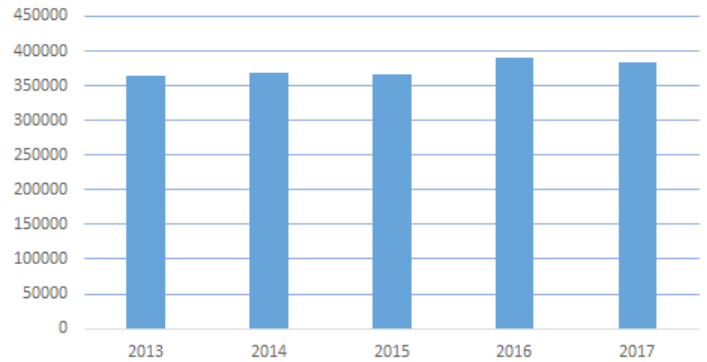
the busiest month recorded was May with 2,175 vehicles

- For both years, the amount of oil used to fuel our ferries was approximately 4,200,000 litres
- In 2017, we made a total of 60,372 scheduled runs

Total passengers



Total vehicles

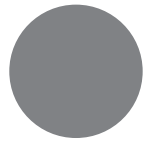


Ferry Service operates



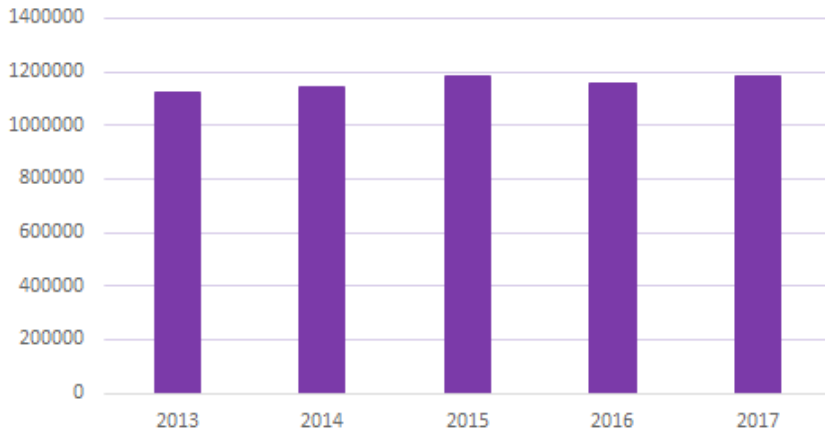
2nd largest fleet in Scotland!





BUS TRANSPORT

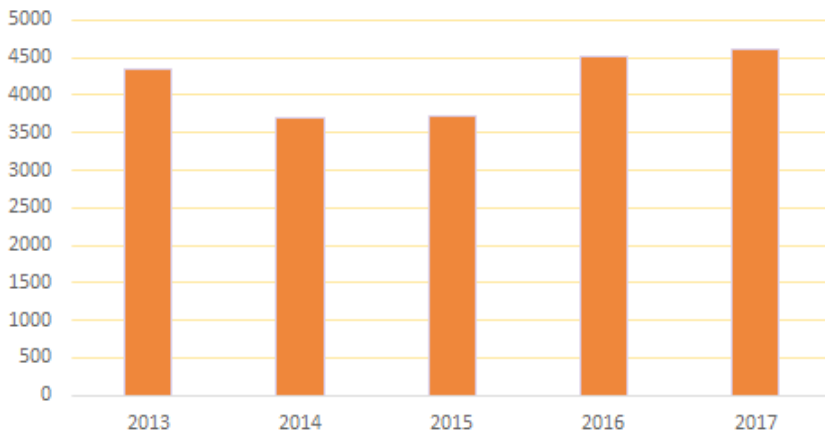
Bus Transport



2017 is an estimated figure based on fares income

INTER-ISLAND AIR TRANSPORT

Inter-Island Air Transport



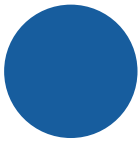
The 2017 figure includes passengers to and from Tingwall and passengers between Sumburgh and Fair Isle

Transport Planning administers tax licensing, the National Entitlement Card and Blue Badge schemes, as well as managing transport for passengers with additional support needs. Statistics relating to these services will be included from 2017-18.

2.3
million

passenger and vehicle journeys on transport services throughout Shetland





MICRO SURFACING

Micro surfacing is a simple and cost effective method of improving skid resistance, sealing the road surface and preventing further deterioration. It can also level out any small discrepancies in the road surface such as a poorly reinstated utility track.

In August 2016, a total of 31 roads and streets were treated with micro surfacing in Lerwick. The area treated amounted to over 50,000m². It would have taken approximately 30 years, at the current rate of treating Lerwick's roads, for this to have been done using conventional resurfacing.

STREET LIGHTING

There are 3,989 street lights in Shetland, of which 498 or 12.5% have the more energy efficient Light Emitting Diode (LED) lanterns.

These lanterns use approximately 50% less energy than conventional lanterns.

SHETLAND'S BUSIEST ROAD

Shetland's busiest road is Holmsgarth Road on the way into Lerwick. There are currently 15,000 vehicle movements on this road per

day, an increase from 10,500 in 1991.

GRITTING STATISTICS

7,800 tonnes of road salt was used to grit Shetland's roads in 2016-17. When first shipped into Scalloway it is stored in the Scord Quarry in a pile that measures 70m x 30m x 8m in height.

This is enough to fill more than two and a half-Olympic sized swimming pools.

375 
miles of road covered by our gritters
on 65 days in the average year





ROAD CONDITION

The Road Condition Indicator (RCI) has improved each year, apart from a slight rise in 2014, and is now sitting at 35.3%, an improvement of 8.4%. This is in part due to more use being made of the SCANNER surveys that produce the RCI but also identify each length of road that is in poor condition. This has allowed better decision-making regarding the type of treatment needed as well as improved targeting of available resources.

In 2011, the Council ranked 24th out of the 32 Scottish local authorities for overall road condition. This improved to 20th in 2013, returned to 24th in 2014 then 21st in 2016. The current ranking in 2017 has improved to 17th.

In 2011, we were ranked 15th out of the 32 Scottish local authorities for 'A class' road condition. The position improved to 6th in Scotland last year and 3rd in 2017. The figure for 'A class' roads is now sitting at 18.8%, the best it has been in the past 9 years.

We were ranked 26th out of the 32 Scottish local authorities in 2011 for 'B class' road condition. This position improved to 21st in 2013, 19th in 2016 and now in 2017 is 18th.

At the same time we were also ranked 22nd out of the 32 Scottish local authorities for 'C class' road condition. This position improved to 14th in 2013, 16th in 2016 and 14th in 2017.

Latest data

How many of my local A class roads are in need of repair?



Shetland Islands

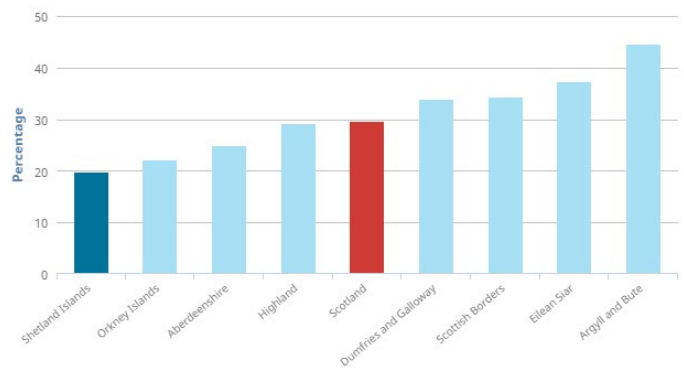


Scotland

2015-17

Data for similar councils

How many of my local A class roads are in need of repair?



Roads Service maintains

652 
miles of road





SOME STATISTICS...

At 31 March 2017, we owned 1,716 homes. The total rent due for the year was £6,437,316 and we collected 99.9% of it. We increased our weekly rent by 2.3%.

We had 70 bedsits, 430 one-beds, 541 two-beds, 636 three-beds and 39 four or more-bedroom houses on our books. Average weekly rent for the bedsit and one-bed properties was below the Scottish average, and rents for the rest were above.

We took an average of 3 hours to complete emergency repairs, well within our target response rate and an improvement on the year before at 5 hours. We also compared well with the Scottish average of 4.7 hours. We took on average 17.5 days to complete non-emergency repairs compared to the Scottish average of 7.1 days.

A satisfaction survey is sent to every tenant reporting a repair. The feedback we received from 498 tenants for 2016-17 was that 88.6% were satisfied with the service they received. This compares to 82.7% in 2015-16.

We are now working towards the Energy Efficiency Standard (EESH) for Social Housing. This is the first year we have had to complete a submission in this area. We reported that 50.2% of properties comply with the EESH standard. All properties should comply with these regulations by 2020. In the last year, this has seen us carrying out insulation upgrades to 141 houses

and a heating upgrade programme to 115 homes. We will be continuing to prioritise energy efficiency works through a planned programme.

It took us an average of 34.8 days to re-let homes, compared to 64.2 days in 2015-16. We are looking into how we can improve this to allow properties to be re-let more quickly and have asked tenants for ideas for improvements. There are occasions when properties are empty because there is no demand and that affects the overall figure.

In 2016-17, there were 164 SIC re-lets compared to 128 the year before. In addition, 41 applicants were housed through our nomination agreement with Hjaltland Housing Association (HHA). This is a decrease from 50 the previous year. The table below shows the number of lets and nominations by locality.

At March 2017, there were 661 housing applications on the register, which is the lowest it has been for several years.

661 housing applications on waiting list 

114 HOMELESS CASES a downward trend as a result of our prevention work 

Locality	SIC Lets	HHA nominations	Total
Central	12	9	21
Lerwick and Bressay	70	25	95
North	35	3	38
North Isles	20	0	20
South	16	2	18
West	9	2	11
Whalsay and Skerries	2	0	2
Total	164	41	205



ESTATE INSPECTIONS

In September 2016, inspections were carried out across all our housing schemes. This was the first year that we asked tenants for comments before the inspections were carried out. This allowed us to be prepared for particular concerns tenants had.

Various issues were identified as needing attention: mainly garden maintenance, roofs, gutters, exterior elevations, paths, boundary fences and abandoned vehicles. Follow up work was carried out by Housing and

referrals made to other Council services, as appropriate. The majority of our schemes are being kept in a really good condition with tenants taking pride in how they look after their homes and their gardens.

Our houses and schemes are regularly inspected throughout the year. The planned estate inspection gives tenants an opportunity to be more involved in how their area is maintained.

TENANT SATISFACTION

- 86.5% of tenants are satisfied with the overall service they receive
- 87.2% of tenants felt their landlord is good at keeping them informed about their services and outcomes

Download the Housing Service report card at: www.shetland.gov.uk/housing/documents/ReportCard20162017.pdf

Latest data

How energy efficient is the housing provided by my council as measured by the Scottish Housing Quality Standard?



2016-17





SOME STATISTICS...

- Estate operations provides 22 public toilets across Shetland and we estimate that 131 miles of toilet roll are used in a year if laid end to end.
- The team provides ground maintenance to 1,394 plots across Shetland and cuts 399,553m² of grass each year.
- In 2016-17, the council used 16,811,530 kWh of electricity and 706,239 litres of oil for heating. This compares with 17,366,673 kWh of electricity in 2015-16 and 836,303 litres of oil.
- We also monitor our carbon footprint – in 2016-17, the Council generated 27,000 tonnes of carbon dioxide equivalent (tCO₂e), compared with 29,404 the year before.



PUBLIC TOILETS ACROSS SHETLAND

131 miles of toilet roll used if laid end to end - the distance between Aberdeen and Edinburgh!



We provide grounds maintenance to 1,394 plots across Shetland and cut 399,553m² of grass per year



the equivalent to 56 football pitches!

ENERGY EFFICIENCY

The Scottish Government's 'Scotland's Energy Efficiency Programme – Phase 1 (SEEP for short) was a pot of money we could bid for to "ensure that all buildings (domestic and non-domestic) in Scotland can achieve a good energy efficiency rating".

We examined the domestic properties and public buildings attached to the district heating scheme to assess whether or not

they were energy efficient and, where not, are using the funding we had attracted to improve the overall efficiency of the system.

External funding of almost £3m was secured by the Carbon Management Team for carbon reduction related projects to help 150 fuel poor homes improve their energy efficiency.

150 energy efficiency upgrades delivered to private fuel poor households



www.shetland.gov.uk

 **@ShetIslandsCll**

Find out more about how we're performing at
www.shetland.gov.uk/our-performance-matters

You can read our latest press releases at
www.shetland.gov.uk/news-advice/info-bulletins.asp

