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**OUR  
PERFORMANCE  
MATTERS**

## AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the first quarter (April to June 2020) that were reported to committees during September 2020

# 1

Scalloway Harbour won **Fishing Port of the Year**



# 2

The Strategic Outline Case for the Cullivoe Road was approved by Council

establishing a short list of alternatives for more detailed evaluation



# 3

**91,978-103,971**  
**uses**

use of the online education platform, **Glow**, increased during the period of enforced school closures (March to July)



# 4

**Positive results** for Grodians Residential Childcare and Short Breaks for Children in latest inspections



# 5

Over **120** calls to the ICT Service Desk every day. Average waiting time for an answer **under a minute**. **95%** of calls successfully dealt with on each day.



## Education and Families Committee:

Achievements included:

- Preparing for the reopening of all schools and early learning and childcare settings following the enforced closure period caused by the COVID-19 pandemic.
- On the whole, positive Education Scotland inspections on two settings, Dunrossness Primary School and Whalsay School.
- ICT Services have worked in partnership with Children's Services to access Scottish Government funding for devices for children who are digitally excluded. This has resulted in the provision of 460 devices to pupils the length and breadth of Shetland.
- Dedicated central support, seven days a week, was provided to children and young and their parents and carers in respect of queries and issues related to Glow, through a dedicated email address, with very positive feedback received on this support.
- Delivered critical childcare services throughout Shetland to support vulnerable families and enable keyworkers to continue working throughout lockdown.
- Maintained the delivery of essential children's social work and social care services to support vulnerable families and ensure children were protected from harm.
- Redeployment of children's services staff to essential roles in other parts of the council to assist with Shetland's response to the coronavirus pandemic.
- The Care Inspectorate undertook three inspections of Grodians Residential Childcare Service, Short Breaks for Children and Windybrae Residential Childcare Service under the new inspection framework, which is based on six key questions aligned to the new Health and Social Care Standards.
  - Grodians was evaluated as '5 - very good' in both of the areas assessed at inspection.
  - Short Breaks for Children was evaluated as '5 - very good' in relation to 'How well do we support children and young people's wellbeing?' with other areas for improvement.
  - Windybrae was evaluated as '4 - good' in relation to 'how well do we support people's wellbeing?'.
- The Chief Social Work Officer Report 2019-20 was also presented to this committee. The report noted that Social Work and Social Care continue to deliver good quality services and this is evidenced in the grades achieved by registered services and the fact that quality assurance and self-evaluation activity has improved and remains a priority across services.

Find out more at:

[shetland.gov.uk/performance](http://shetland.gov.uk/performance)

<http://coins.shetland.gov.uk/calendar.asp>



## Environment and Transport Committee:

Achievements included:

- The recycling shed at Gremista was completed and commissioned. The planned public launch events around its opening had to be curtailed due to COVID-19 but the shed has been functioning throughout the crisis and remains an important component of the Zero Waste Shetland programme.
- In common with most of the construction sector Estates and Building Services tradespeople, electricians, joiners, plumbers etc. were very restricted by guidance in the activities they could undertake. However, a full emergency and urgent support service was maintained throughout. A wider range of services are being provided as restrictions have eased and COVID-19 safe risk assessments have been developed, notably significant support for social care adaptations and return to school.

## Policy and Resources Committee:

Achievements included:

- Human Resources - Workforce Development released a whole new suite of over 70 e-learning opportunities specifically to support staff to work effectively from home, and to help staff cope with the changes to their working life. Examples include Managing Virtual Teams, Resilience and Digital Skills.
- Staff Welfare continued to provide invaluable support to council staff throughout the pandemic. In total, there were 70 referrals for staff welfare support during the period April to June.
- Committee Services and ICT Services worked closely together to enable members and officers to attend council and committee meetings remotely. They continue to work closely together to plan for the webcasting of all Council meetings going forward.
- Assets, Commissioning and Procurement have been working in close partnership with NHS Shetland in meeting the accommodation requirements arising from the Covid-19 pandemic. This has included the use of the Anderson High School Halls of Residence as accommodation for key staff living in a household with someone who was shielding and identifying contingency for additional hospital ward space, should this ever be required.
- In spite of the pandemic, ICT Services managed twelve school refreshes and upgrades over the school summer holiday period.



**Shetland  
Islands  
Council**