



3



**OUR
PERFORMANCE
MATTERS**

AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the third quarter (October to December 2020) that were reported to committees during March 2021

1

The Building Standards Team scored **8.2** out of **10** in the latest National Customer Satisfaction Survey - the **highest score** yet



2

Over **100** applications

received for the new King Harald Street flats – demonstrating the high level of demand for this size and type of accommodation



3

The Roads Service spread

5,500 tonnes of salt from Christmas to end January (the usage for an entire winter over the last few years...)



4

Shetland Crown Estate Fund – to date 13 projects across Shetland have been approved, with grant awards totalling

£663,090



5

Our new website was ranked **150th in the UK** by the UK Local Government Digital Compliance INDEX



Education and Families Committee:

Achievements included:

- The continued positivity and smoothness of the full-time resumption of full-time face-to-face education in Shetland between October 2020 and December 2020, as evidenced by the Shetland Islands Council's pupil attendance rate during these three months, which, remained at 95%, comfortably above the national weekly average of pupil attendance.
- The rapid clarification by Children's Services for arrangements for the period of remote learning in January 2021, and clear and comprehensive communication with all stakeholders at the end of term two, following the First Minister's announcements about revised arrangements for the start of term three, on the 19 December 2020.
- The Sport and Leisure Services outdoor education team has delivered a varied programme of land based adventure journeys to small 'bespoke' groups of young people from various schools and other services including young people from the Bridges Project and AHS ASN department.
- The new build residential house is near completion and local resources have been developed to ensure children do not have to leave Shetland to get the support they need.

Development Committee:

Achievements included:

- A series of 21 online conversations were held across Shetland between October and December 2020. Attended by 166 people, conversations provided an opportunity for communities to reflect on, celebrate and learn from the inspiring community efforts during the last 10 challenging months under COVID-19.
- The delivery of the SHIP has continued with 32 unit approvals, 12 site starts and 27 completions to January 2021. Lockdown had a major impact on the construction sector and the restrictions of new working practices has slowed down progress on sites generally. Despite this the King Harald Street development achieved completion and 27 flats have now been allocated.
- The second round of the Shetland Crown Estate Fund was held in December 2020, with the first full applications considered at Council on 20 January 2021 – including developments in Sandwick,

Northmavine, Scalloway, Nesting, Walls, Yell and Unst, and initiatives addressing fair food, local tourism, and improving community facilities.

- The Fair Food Policy and Food Growing Strategy adopted by Council in September 2020 with some national interest in Shetland's approach to meeting the legislative requirements.

Environment and Transport Committee:

Achievements included:

- Preparations are ongoing for the upcoming contract at the Energy Recovery Plant which will see the installation of the water cooled wear zones from August until October this year. The works are expected to take 10 weeks to be completed and by the end of the installation we will see operational and financial benefits to the incinerator.
- The Roads Service has had an extremely busy winter with the longest prolonged cold spell for a number of years. The gritting teams were out nearly every day from Christmas to the end of January 2021 dealing with some particularly difficult conditions brought about by unusually cold temperatures and reduced traffic flows due to the pandemic.

Policy and Resources Committee:

Achievements included:

- The first online In-Service event for schools took place on the 25 and 26 October 2020. Workforce Development handled 1330 individual bookings for places on development events for school staff.
- ICT Services have continued to support council staff to work from home throughout the COVID-19 pandemic. This is something that was reflected in the recent staff Viewpoint Survey results, with a lot of positive feedback on the quality of service received.
- ICT Services have received a number of very positive comments about the new website, specifically about its simplicity, and how easy it is to navigate.



SHETLAND
ISLANDS COUNCIL

Find out more at:

shetland.gov.uk/performance

<https://coins.shetland.gov.uk>

