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**OUR
PERFORMANCE
MATTERS**

AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the third quarter (October to December 2019) that were reported to committees during March 2020

1

Shetland hosted the first ever **FESTIVAL OF CARE** to celebrate care experienced young people



2

Shetland Library staff won a **Marketing Excellence** award for its 'E-services on the up!' campaign



3

100%

of people continue to have access to a primary health care professional on the day and within 48 hours at any Shetland health centre



4

A Climate Change strategic programme was approved by Council



5

6

bursaries secured to support staff complete the Post Graduate Diploma in Education teacher education programme



Shetland College Board:

Achievements included:

- For the second successive year, Train Shetland (Vocational) has been working with Skills Development Scotland and the Council to host the Modern Apprentice for the Day event. The event took place during Modern Apprentice Week (2-6 March 2020) and was designed to challenge gender stereotypes in relation to areas of work, so female pupils applied for STEM places and male pupils were offered opportunities in Care, Childcare and Admin. **14 applicants were selected from six schools and all had a work placement in SIC departments. The pupils had a taster of the type of work available in these sectors.**

Integration Joint Board:

Achievements included:

- In Q3, **100% of clients** waited no longer than 3 weeks from referral to receiving appropriate drug and alcohol treatment that supports their recovery
- 95% of people have achieved or mostly achieved their agreed outcomes after assessment. This new measure has stabilised around 95% and the target has been raised to reflect that.
- In Q3, 229 people aged 65 and over received personal care at home (target 200). Personal care is offered to those who need it. Assessments are thorough and Council's policy of reablement, which includes a six-week period of free support, has helped us to **achieve good performance over a number of years.**
- 745 people were receiving technology enabled care in Q3 (target 599). This kind of care continues to be used wherever possible to support people to live as independently as possible.

Education and Families Committee:

Achievements included:

- Shetland Library's 'cost per visit' has fallen from £3.75 to £1.81 in the past year. The Scottish average is £2.05 per visit. The statistics are from the new Local Government Benchmarking Framework report.

Find out more at:

shetland.gov.uk/our-performance-matters/

shetland.gov.uk/coins/calendar.asp

The main reason for the large drop is that criteria for 'virtual' visits have been updated. These now include meaningful social media engagements rather than just website visits, **so this reflects the Library's high social media profile.** Physical visits to libraries have also increased slightly.

- Shetland Library staff **won a 'Marketing Excellence' award** from the Marketing and Communications group of the Chartered Institute of Library and Information Professionals for a promotional campaign for e-services. The project included help sessions in school, community and mobile libraries. Loans of eBooks and eMagazines were doubled, and loans of eAudiobooks trebled over the year of the campaign.
- Cunningsburgh Early Learning and Child Care received a positive follow-up inspection in November 2019.
- In November, Shetland hosted the **first ever Festival of Care** to celebrate care experienced young people and help the general public understand why children are in care. The festival consisted of a series of Workshops were delivered to S2 and S3 pupils at the Anderson High School; Corporate Parents and professionals.
- Children's Social Work continued to develop capacity to provide specialist services in Shetland, **reducing reliance on off-island resources.**
- Spend to Save funding has been approved, securing six bursaries to support SIC employees complete the Post Graduate Diploma in Education (PGDE) teacher education programme in either primary or secondary teaching through the University of the Highlands and Islands (UHI). Children's Services are currently recruiting to the programme in conjunction with the UHI.
- Staff organised a thought provoking and successful **'Changing Lives through Sport and Physical Activity Conference'** with over 65 delegates attending.
- The refurbishment and re-opening of the Port Arthur Play Area in Scalloway was completed.
- All Shetland Secondary Schools participated in a very successful Badminton competition in Scalloway Games Hall that resulted in **four pupils being selected to attend the Scottish Schools Badminton Championships in Perth.**

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Islands
Council**