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**OUR
PERFORMANCE
MATTERS**

AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the second quarter (July to September 2019) that were reported to committees during November 2019

1

Baltasound Junior High School was awarded a gold School Sports award



2

Book loans rose by over 2,500 (7.6%) compared to the same quarter last year

3

Our Fleet Management Unit **won** the 2019 'UK Most Improved Transport Operations & Vehicle Maintenance national award'



4

745

people were supported to live independently and in the community with the help of technology



5

Housing Support Shetland were assessed as '**Very Good**' for their quality of staff, care and support



Shetland College Board:

Achievements included:

- College staff have established a new relationship with Sodexo with **two new apprentices starting in Professional Cookery**. It is hoped that we will also be able to develop new opportunities with Sodexo, who have expressed a desire to work with local training providers. There has also been interest from Peterson in growing their workforce through apprenticeships.

Education and Families Committee:

Achievements included:

- The Anchor Project continues its direct engagement with families through the Sound Primary School.
- Baltasound Junior High School Nursery Care Service was inspected in February – received **a score of 'Very Good'** for quality of care and support, and 'Good' for quality of environment.
- Fetlar Primary School Nursery Care Service received **a score of 'Very Good'** for both these indicators in March, and 'Good' for quality of staffing, and management and leadership.

Development Committee:

Achievements included:

- The 'Call for Sites' process has been recently completed and responses are being evaluated for the Local Development Plan.
- The Scottish Government has allocated **£205k to the Council to be invested in town centres** to encourage their diversification and increase footfall. Projects in Lerwick and Scalloway are now being implemented.
- The Centre for Rural Creativity project is **making significant progress** and is achieving notable inward investment for local research activity, for example the 'Home and Belonging Project'.
- Our Transport Planning Team have carried out **extensive public consultation and community engagement on bus networks**, involving area transport forum events, operator, and user group consultations.

- The Islands event held in September 2019 was an **exemplar for community-led place planning**, which was well facilitated by our Community Planning and Development Team.

Integration Joint Board:

Achievements included:

- The target that 80% of outcomes for individuals are met **was again surpassed** at 95%.
- **100% of people had access** to a primary care health professional for 'on the day' requests at any Shetland health centre. This also applied to people looking for an appointment within 48 hours.
- The target for the number of 65's and over receiving personal care at home was also met with 216 people receiving care (target 200).
- 1,123 anticipatory care plans in place (target 700) – **designed to help to maintain or improve the quality of life of service users**.

Environment and Transport Committee:

Achievements included:

- *While our Fleet Management Unit won the 2019 Association for Public Service Excellence (APSE) national award for 'UK Most Improved Transport Operations and Vehicle Maintenance' award, **our Roads Service was a finalist (for the sixth year in a row) in the 'Best and Most Improved Performer Awards 2019' for the 'Best Performer in Roads, Highways and Winter Maintenance'**.

We were also a finalist in 'Most Improved Performer in Street Lighting.'

Find out more at:

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

shetland.gov.uk/coins/calendar.asp



**Shetland
Islands
Council**