



**OUR
PERFORMANCE
MATTERS**

AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the first quarter April to June 2019 that have been reported to committees during September

1

The roll-out of household waste recycling was successfully completed this quarter



 **recycle**
for Shetland



2

Shetland Library was shortlisted in The Bookseller's 'Library of the Year' Awards



3

Staff in Community Planning and Development have helped to secure

£888,204

for local projects - a 100% success rate!



4

100%

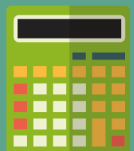
of patients were able to speak to a healthcare professional on the day at all Shetland health centres



5

Attendance rates continue to be above the national average:

- Primary school pupils – **96%**
- Secondary school pupils – **94.5%**



Education and Families Committee:

Achievements also included:

During the first quarter of 2019/20 the Directorate's achievements included:

- The Shetland Library was awarded a [Marketing Excellence Award](#) by the Chartered Institute of Library and Information Professionals for 'eServices on the Up'
- The Anchor Project has started direct engagement with families through the Sound Primary School
- Shetland's Public Protection Committee has been established, combining the work of the Child Protection and Adult Protection Committees
- A Home and Belonging Project got underway, following a [successful partnership bid to the Life Changes Trust](#). The Council is one of seven partner organisations supporting the project.
- The Emotional Wellbeing and Resilience project has established a Strategic Group to drive the project forward, which includes peer educators from the OPEN Peer Education Project
- The [expansion of Early Learning and Childcare is progressing](#)
- The [refurbishment of Stout's Court Playground was completed](#)

Also on the agenda was a report covering the latest Care Inspectorate inspection of the Anderson High School Halls of Residence (in May).

The Halls of Residence achieve a ['good' grade](#) for quality of care and support, as well as quality of staffing.

Environment and Transport Committee:

Here are some highlights from the Infrastructure Services directorate:

- The commercial recycling scheme is being implemented in line with the completion of the recycling shed.
- A Zero Waste Shetland Partnership, a community-based approach to waste awareness and prevention activities, was approved in April 2019 and a project officer to support this initiative has been appointed under the new graduate scheme.
- A Strategic Outline Case for the future of the Energy

Recovery Plant was approved in May 2019. An Outline Business Case will now be developed for future arrangements for the operation of the plant.

- Climate change and Zero Carbon Shetland has been the recent focus of members briefing and considerable public discussion. A report will be brought to the Environment & Transport Committee at the next cycle of Council meetings.
- The [replacement of conventional street lights with LED lanterns has progressed well](#). The first year's contract has been completed on time and within budget and further replacement is now progressing.

Integration Joint Board:

Here are some highlights from the Q1 performance report:

- [100% of clients waited no longer than 3 weeks](#) from referral received to appropriate drug or alcohol treatment that supports their recovery.
- 94% of people achieved, or mostly achieved, their agreed outcomes after assessment.
- The monthly data return from practices shows [100% compliance](#) for those patients who need to speak to a healthcare professional on the day and for those patients who request an appointment within 48 hours.
- Personal care is offered to those who need it. Assessments are thorough and the 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. At Q1, 214 people were receiving this service.
- Technology enabled care continues to be used wherever possible to support people to live as independently as possible. [At Q1, 732 people were using this service](#).
- At Q1, there were 1,121 anticipatory care plans in place. Anticipatory Care Planning (ACP) is about supporting individuals to better understand their health condition and to think ahead as to what their wishes are for where and how they should be cared for as their condition progresses.

You can download the full report at www.shetland.gov.uk/coins/agenda.asp?meetingid=6322 (Item 2)

Find out more at:

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

shetland.gov.uk/coins/calendar.asp



**Shetland
Islands
Council**