



# 4



**OUR  
PERFORMANCE  
MATTERS**

## AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the last quarter January to March 2019 that have been reported to committees during July 2019.

# 1

Shetland Students Green Team (Shetland College and NAFC Marine Centre UHI) won the Highlands and Islands Student Association Society of the Year at this year's awards



# 2

Cunningsburgh and Fair Isle Primary School Early Years scored 'Very Good' in their latest inspections



# 3

Staff in Community Planning and Development have helped to secure

# £1,493,724

for local groups and projects - significantly exceeding the annual target

# 4

We're continuing to improve the Council's support to some of our islands with small populations – you can read a short feature, including interviews with local residents, on our website

[www.shetland.gov.uk/our-performance-matters/](http://www.shetland.gov.uk/our-performance-matters/)

CLICK



# 5

# 100%

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



### INFRASTRUCTURE SERVICES REVIEW OF THE YEAR 2018/19

Council's carbon footprint was **25,318 tCO2e** down from **27,000 tCO2e** in the previous year the equivalent of taking **232 cars** off the road

**77 OIL TANKERS** with **600,000 barrels** of oil each moved by the **Port of Sullom Voe**

**1.5t** Domestic batteries collected

**3.8 tonnes** of explosive to produce **66-893 tonnes** of rock the equivalent of **2 family cars** to produce almost **6 Northlink** ferries

**6,172 tonnes** of general waste collected (the equivalent to **851.7 Adult Male African Elephants**)

**1,311** Health Certificates processed for fish exports

**250,660m<sup>2</sup>** of road surface dressed the equivalent to **17 Thagwail** removals

**34,271m<sup>2</sup>** of road resurfaced equivalent to **3.5 Thagwail** removals

**800** of the **4,000** streetlights have been changed to LEDs

**137+** Abandoned vehicles collected

**556** tonnes of glass collected equivalent to **2,647,619** empty jam jars

**305** emergency works dealt with by Building Services staff

### INTEGRATION JOINT BOARD REVIEW OF THE YEAR 2018/19

**1,127** Anticipatory Care Plans in place

**81.9%** of 11 children free from dental decay

**1,375** nights people spent in hospital when they did not need to - **UP FROM 1,000** PREVIOUS YEAR

**59.3%** of people waited 18 weeks or less from referral to treatment for Psychological Therapies

**1,762** hours of personal care at home delivered to **264** people every week

**100%** of early supported discharges had no readmission in 30 days supported by the intermediate care team

**714** people have technology enabled care in their home to help keep them safe

**30.9%** of adults with a learning disability are in some form of employment - **HIGHEST** in Scotland

**94.2%** of people with learning disabilities undertake some form of education - **HIGHEST** in Scotland

**58** people arranged their own care through **Self Directed Support**

**153** Alcohol Brief Interventions delivered

### DEVELOPMENT SERVICES REVIEW OF THE YEAR 2018/19

**62** NEW HOUSES BUILT

**46** PRIVATE

**16** AFFORDABLE

**183** COUNCIL HOUSE LETS

**£843k** approved for **16** new **LEADER** projects funded by **SRDP**

**business gateway 84** new business start-ups assisted through Business Gateway

**£240k** awarded to **17** business and community projects supported through the **Economic Development Grant Scheme** securing **66k** of external funding

**£1.49m** of external funding secured by **11** different community projects and **3** SIC projects with our help

**26** community organisations benefited from **853,000** after **1200** people voted in **4** different PB projects

**Shetland Community Choices**

**TRAINS HETLAND**

**1,978** courses delegates

Over **97%** of our customers rated us **5/5** as providing excellent service

**177** apprentices in training

**84** new Vocational Training starts compared to **74** last year

**69** learners of **38** different nationalities supported by Adult Learning to develop their English through our ESOL programmes

**120** learners supported with core skills of literacy, numeracy, communication and digital skills

**778** Highest Full-time Further Education achievement rate in Scotland achieved by our own Tertiary Sector Shetland College and Train Shetland

**2.2m** passengers and vehicle journeys on transport services throughout Shetland an overall **4%** decrease from previous year

### CHILDREN'S SERVICES REVIEW OF THE YEAR 2018/19

**98%** of Primary 1 pupils are Library members

**95%** attendance rate for children **1.8% higher** than the national average

**220,827** visits to swimming pools

**95.7%** of Primary 1-3 pupils present took **Free School Meals**

**48,147** attendances at **2,224 Active School Sessions** an increase of **77%** over the last 5 years. Delivered by **243** people, **93%** of whom are volunteers

**74%** of primary pupils achieved expected **Curriculum for Excellence** levels in Literacy **3%** higher than national average

**95.9%** of all **16-19** year olds in training, education or employment a slight decrease from last year but **4th highest** in Scotland

**5,159** library book issues per 1000 population A slight decrease but now the **highest** rate in Scotland The cost per Library visit has been reduced from **£4.82** in **2014/15** to **£3.75** in **2017/18**

**67%** of pupils achieved 5 or more qualifications at **National 5** level or higher a decrease of **3%** but still **5% higher** than national average

**236** Primary 6 pupils took **Bikeability** Level 2 sessions

**212** newly qualified **Young Leaders** in upper primaries across Shetland

### CORPORATE SERVICES REVIEW OF THE YEAR 2018/19

**ICT**

We support **300+** staff in **25** third sector organisations

Free public Wi-Fi in over **100** locations throughout **Shetland** connecting **five thousand** people every day

**£1.9 million** secured for fibre in the North Isles to expand our network

**276** On-Line registration forms completed for early years education

**Asset Management**

**Eric Gray @Seafield** opened January 2019

New facilities to support recycling of **1000+** tonnes of waste, half of which is then recycled by Enviroglass

Plans for property developments for **early years expansion** delivered at **5 schools** across Shetland

**Human resources**

**3,000** staff supported

Almost **17,000** learning activities with **62%** via elearning

**117** gained professional qualifications

**6** young people supported through **Project SEARCH**

**Finance**

**£25.1m** return on council investments

**£141.3m** TOTAL SPEND

**£78.9m** Wages and Pensions

**£62.4m** Payments

**£3.99m** benefits supported **1,300** people in Shetland

**Audit**

**22** audits completed including an audit of Shetland's IJB

New, shared management arrangements with **AUDIT GLASGOW** saving **£50,000** in future years

**Executive services**

**Lerwick Town Hall**

**124** events hosted

Visitors from **48** countries

**303** visitors from USA signed the visitors book

**Governance & Law**

Support for **97** council meetings

**5** meetings of the Shetland Emergency Planning Forum

**9** exercises and **4** training events completed

**EU EXIT**

**4** SIC multi-discipline meetings and **2** workshops


**f.o.i** **1,250** Freedom of Information/Environment Impact Requests

**94%** responses within 20 day target

**25** requests for personal information

**76%** responses within 30 day target

**£17M** SLAP deal concluded

Click on the images above to download the infographics 

Find out more at:  
[shetland.gov.uk/our-performance-matters/](http://shetland.gov.uk/our-performance-matters/)  
[shetland.gov.uk/coins/calendar.asp](http://shetland.gov.uk/coins/calendar.asp)