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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 2018 that have been reported to committees during March 2019

1

the percentage of household waste recycled has increased to

17.5%



recycle
for Shetland



against a target of 10.5%

2

Shetland Library had the highest number of book issues per head of population in Scotland (Public library performance statistics for 2017-18)



3

Staff in Community Planning and Development have helped to secure

£1,216,346



for local groups and projects - significantly exceeding the annual target

4

A progress report on the Council's Corporate Plan was presented to Policy and Resources Committee, highlighting a selection of the many things Council services have delivered

www.shetland.gov.uk/our-plan-progress-report.asp



5

The North Isles Fibre project team have been successful in winning almost £2million funding from the UK Government to run a High speed broadband fibre connection to Yell and Unst - connecting up all public buildings



Education and Families Committee:

Achievements also included:

- Statistics in the new Local Government Benchmarking Framework report show **Shetland Library has an 83% satisfaction rating** from residents compared with the Scottish average of 73%.
- Care Inspectorate Reports, **in all cases are all Very Good and Good.**
- Education Scotland felt that all involved in the system in Shetland have a **clear commitment to improving outcomes for young people.**
- The October 2018 Inspection reinforced the direction of travel that Shetland is taking to meet the principles within the Joint Agreement, including the new Headteachers' Charter.
- In line with Shetland Islands Council's Remote Teaching Action Plan, previously shared with the Education and Families Committee in February 2017, **progress is being made with the development of remote teaching pilots in Shetland**, testing equipment, broadband and connectivity, and the learning and teaching experiences, using the Scottish Government's education intranet, Glow, and vscene web conferencing.
- Under the direction of a dedicated operational lead for the online learning and remote teaching programme, and with the support of the Western Isles' e-Sgoil, current remote teaching pilots include the delivery of History to secondary three pupils in Sandwick Junior High School; the teaching of German to pupils in Foula Primary School from Anderson High School and instrumental accordion lessons from a music instructor to pupils in Brae High School, Mid Yell Junior High School and Whalsay School.
- A **successful Careers Event** at the Anderson High School was held on 28 November, with over fifty employers participating. Feedback from employers and participants is being evaluated.
- The recent inspection of Urafirth Primary School Nursery Care Service (7 December) was also included on the meeting agenda. The service received a grade of **'Very Good' for the quality of care and support, and 'Good' for the quality of environment.** The quality of staffing and management and leadership was not assessed.
- The Short Breaks for Children Service was also inspected in December 2018 and achieved a score of **'Very Good' for the quality of care and support, and quality of staffing, as well as a score of 'Good' for quality of environment, and quality of management and leadership.**

Find out more at:

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

shetland.gov.uk/coins/calendar.asp



Harbour Board:

Achievements also included:

- Demolition of the existing Scalloway Fishmarket structure **is progressing well** and the project is within agreed programme and budget requirements at this time.

Development Committee:

Achievements also included:

- Local Development Plan (LDP) – Call for sites and adverts for submission of interest have been published and will run for a period of six months.
- Scalloway Making Places Project is **achieving very good community engagement** and will help to establish the community priorities and how they can be achieved in future place and service plans.
- Colleges Merger: The Full Business Case was **approved** in December 2018. Implementation under UHI project management resource is progressing.
- Centre for Rural Creativity: This is **now making significant progress** and a full update report is being presented to the Shetland College Board during this Committee cycle.
- In terms of the success rate for external funding applied for by community groups, in Q3, staff in Community Planning and Development have assisted with eight external funding applications. During the quarter, decisions were received on 5 applications, with all five bids successful. **This is a success rate of 100% for the period.**

Integration Joint Board:

- 207 people aged 65 and over were offered personal care – assessments are thorough and the Council's policy of reablement has helped us to **achieve good performance over a number of years.**
- 700 people received technology enabled care in Q3 – this **continues to be used wherever possible** to support people to live as independently as possible.
- Indicator NIPI06 "Balance of Care" (Percentage of population living unsupported in the community) was highlighted. **Shetland's percentage is 98% and it was noted at the meeting that this figure was the best of Scotland.**



**Shetland
Islands
Council**