



**OUR
PERFORMANCE
MATTERS**

AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the second quarter July to September 2018 that have been reported to committees during December 2018

1

the percentage of household waste recycled has increased to

11.2%



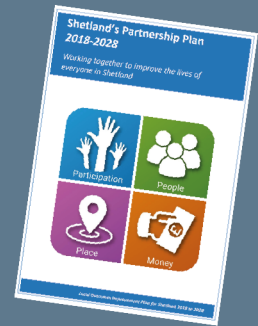
**recycle
for Shetland**



against a target of 10.5%

2

Shetland's Partnership Plan 2018-28 has been adopted by all Schedule 1 community planning partners and the Plan was launched in August



3

THE LIBRARY RAN

44

outreach events

ATTENDED BY

1,553

people



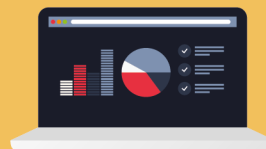
The highest number of attendees since the Library began recording figures

4

85

Modern Apprentices enrolled with Train Shetland

an increase from 64 the previous year



5

We're continuing to embed our new Customer First strategy and charter

shetland.gov.uk/Customer-First

We're putting
**YOU
FIRST**

Development Committee:

Achievements also included:

- The transfer of the old school, South Nesting is **an exemplar community asset transfer project** from both a community and Council perspective.
- Work is progressing with 7N Architects and Architecture and Design Scotland, to develop the Knab Site Masterplan for the site, which will be presented to Committee in February 2019.
- Scalloway Making Places Project is **achieving very good community engagement**. This will help to establish the community priorities, and how these can be achieved.
- The Economic Development Strategy 2018-22 and action plan was **adopted in August 2018**.

Shetland College Board:

Achievements also included:

- Education Scotland: How Good is our College – Evaluation Report: **91.7% of students also report that they are satisfied with their overall college experience and 72.7% of students reporting that their time at college has helped them to develop knowledge and skills for the workplace**.
- Train Shetland have added Furniture Making to their Modern Apprenticeships and have also seen Hairdressing being approved by SQA and delivered by Shetland College, which has meant that apprentices no longer have to travel to Perth.

Harbour Board:

Achievements also included:

- The Council **awarded the contract** for Scalloway's new fish market, with work due to start on site in December 2018.
- A successful ship-to-ship transfer of crude oil took place in September at the Port of Sullom Voe, **the first such transfer** since December 2015.

Find out more at:

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

shetland.gov.uk/coins/calendar.asp



Education and Families Committee:

Achievements also included:

- From July to September, Shetland Library ran 57 events in the Lerwick Library, including Big Takeover sessions, which 1,005 people attended. This is **the Library's highest ever number of events for this quarter**.
- In Q2, the attendance rate for primary school pupils was 96.9% (against a target of 95.1%). For secondary school pupils it was 94.3% (against a target of 91.9%). Yearly government figures **continually show Shetland to be performing above the national average**.
- The Happyhansel Primary School Nursery was inspected by the Care Inspectorate in September 2018. The school achieved a **grade of 'good'** for the quality of care and support it provides and the quality of management and leadership.
- The Care Inspectorate also inspected our Adoption Service, Fostering Service, Children's Residential Services at Grodians, and Islesburgh Out of School Care Service. The Adoption Service **achieved 'good'** for the quality of care and support provided, and 'good' for quality of management and leadership. The Fostering Service achieved the same score in each category, as did Children's Residential Services (Grodians).

Islesburgh Out of School Care Service achieved a **grade of 'Very Good' for all four areas assessed** – quality of care and support, quality of environment, quality of staffing, and quality of management and leadership.

Policy and Resources Committee:

Achievements also included:

- The UK Government Full Fibre Challenge Fund bid for fibre network to North Isles is currently being considered by the Dept for Digital, Culture, Media and Sport (DCMS). **Good progress has been made** with the bid with a recent visit from DCMS, who are expressing a strong interest in the project.



**Shetland
Islands
Council**