



# 4

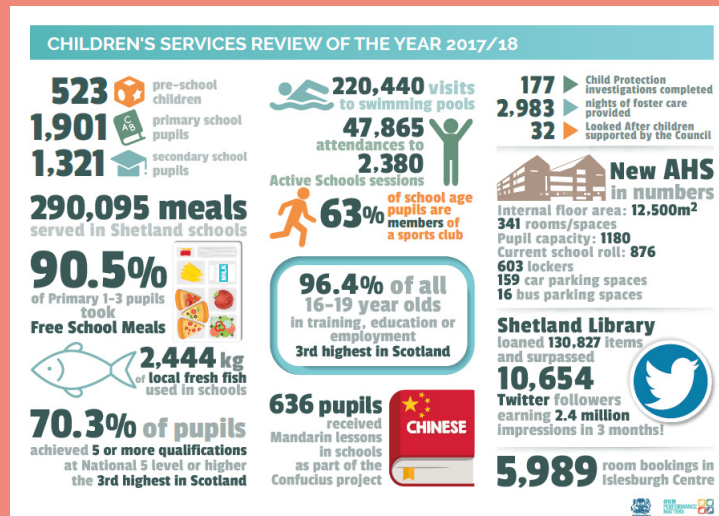
## OUR PERFORMANCE MATTERS



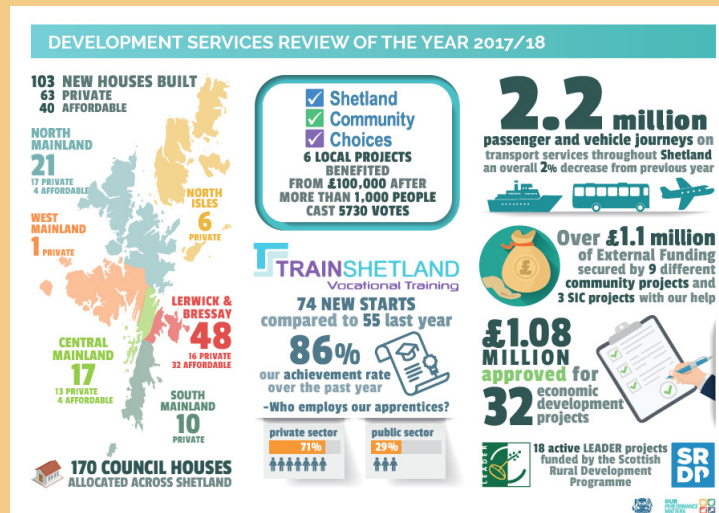
### At a glance...

Highlights of some of the positive aspects of Council performance from Quarter 4 (January to March 2018) that were reported to committees in May and June 2018.

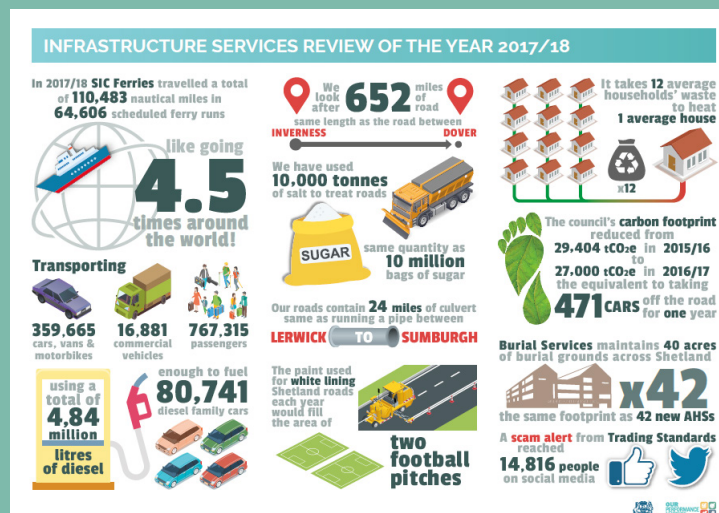
# 1



# 2



# 3



# 4

**CORPORATE AND EXECUTIVE SERVICES REVIEW OF THE YEAR 2017/18**

**FINANCE - PAYROLL**  
**£7 million** per month in staff and pension payments  
 ALMOST **£1 million** per week invested in the local economy  
**220 people** supported through Scottish Welfare Fund

**HUMAN RESOURCES**  
**Learning and development 3,000** for more than **STAFF**  
**45 Modern Apprentices** including plumbers, electricians, social care workers, engineers, mechanics and builders. We employ over **1800 staff** in Lerwick and Scalloway and almost **1200** outwith

**ICT SERVICES**  
**Free Wi-Fi** in over **100** different locations including **70** outside Lerwick connecting around **5,000** people every day  
**2,200 computers** in Shetland schools used by **3,400** pupils  
 We support **325 staff** in **26** third sector organisations  
 and provide the **ICT Service Desk** for NHS Shetland

**EXECUTIVE SERVICES**  
**576 tweets** and **1,262,434 impressions** on the SIC Twitter account almost double the year before  
**CAPITAL PROGRAMME**  
 Supported delivery of **9** significant Capital projects **total value £70 million** including the new AHS and the new Eric Gray Centre  
**55 procurement exercises** valued at **£23 million** saving over **£500,000** for the Council  
**GOVERNANCE AND LAW**  
**1,119 F.O.I.** requests received **94%** responded within **20 days** compared to **89%** the previous year  
**AUDIT RISK AND IMPROVEMENT**  
**19 INTERNAL AUDITS**

# 5

**INTEGRATION JOINT BOARD REVIEW OF THE YEAR 2017/18**

**Health & Care Experience Survey results**  
 Service users health and care services seem to be well coordinated  
**72%**  
 Rating of overall care provided by GP practice  
**83%**  
 Rating of overall help, care or support services  
**86%**  
 Carers feel supported to continue caring  
**41%**

**1,103** NIGHTS PEOPLE SPENT IN HOSPITAL WHEN THEY DID NOT NEED TO

**89.3%** P7 CHILDREN WITH NO OBVIOUS DECAY IN PERMANENT TEETH **2nd highest in Scotland**

**34%** OF ADULTS WITH A LEARNING DISABILITY IN SOME FORM OF EMPLOYMENT **HIGHEST IN SCOTLAND**

**22%** OF ALL PEOPLE WITH LEARNING DISABILITIES UNDERTAKE SOME FORM OF EDUCATION

**21.3** EMERGENCY HOSPITAL ADMISSIONS RESULTING FROM A FALL RATE PER 1,000 POPULATION **OVER 65** CLOSE TO SCOTTISH AVERAGE

**95.6%** **HIGHEST PROPORTION** IN SCOTLAND of last **6 months** of life spent at home or in community setting

**IN THE PAST 5 YEARS WE HAVE SEEN A**  
**22% REDUCTION IN HOSPITAL BEDS**  
**12% REDUCTION IN CARE BEDS**

**44%** OF PEOPLE **OVER 65+** WITH LONG TERM CARE NEEDS RECEIVED AN **INTENSIVE CARE PACKAGE AT HOME** - **OVER 10 HOURS WEEKLY**-

**683 people** in Shetland have **technology enabled care** in their home to help keep them safe - up from **653** last year-

Find out more at:

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

**OUR PERFORMANCE MATTERS**



**Shetland Islands Council**