



3



**OUR
PERFORMANCE
MATTERS**

AT A GLANCE ...

Highlights of positive performance from the third quarter (October to December 2021) reported to committees in March 2022

1

86 enquiries in Q3 – customer satisfaction rate of **100%**



2

Shetland Library moved into their new building and customer feedback is **overwhelmingly positive**



3

£124,000

of external funding to projects in Fetlar, Uyeasound, Voxter and Whalsay*



4

Shetland's **ORION** project featured prominently at **COP26**



5

88% satisfaction rate from recent SOCITM survey of our ICT Service*



Education and Families Committee:

Achievements included:

- Shetland Library won grant funding to provide public internet and printing in Unst and Yell community libraries.
- Positive Education Scotland engagement with three schools, Nesting Primary School, Sandness Primary School and Whalsay School in November 2021, which has highlighted the progress of recommendations from previous Education Scotland inspections, and their respective responses to the COVID-19 pandemic.
- Islesburgh Community Centre welcomed back the Royal Voluntary Service Lunch Club in October 2021, providing hot meals at lunchtime to senior citizens and vulnerable adults.
- Thirteen local athletes received financial support through the Athlete Travel Awards Scheme to attend competitions and training off island, including three para athletes for the first time.
- Children's Services has continued to support the development of mental health and wellbeing support for children and young people with a new pilot project developed in partnership with the voluntary sector (Mind Your Head), and building on findings from the Early Action Programme.

Development Committee:

- A Shetland-wide Place-Based Review is currently being undertaken to help inform a refresh of the 10 Year Plan to attract people to Shetland to live, work, study, invest and visit.
- Work continues on the Islands Growth Deal Programme, with outline business cases being presented to Scottish and UK Government as work continues towards signing Full Deal, the next major milestone.
- Through the Economic Development Grant Scheme, four projects were approved in Oct-Dec 2021, with total grant commitments of £78,561 approved.
- *In Q3, the council was awarded £124,000 from the Scottish Government via the Place Based Investment Programme, to support investments which deliver on local aspirations for community-led regeneration and other place-based initiatives. Expressions of interest were sought from local community projects, and the budget was committed in full to four projects, supporting community-led investments in Fetlar, Uyeasound, Voxter and Whalsay.

- In Q3, the council distributed £178,000 to 38 local businesses and organisations who had been ineligible for other Scottish Government COVID-19 support via the Discretionary Fund. Through this fund, the council also provided £147,000 to the hotel sector and £82,000 to taxi drivers via top-up funding to the Strategic Framework Business Fund and the Taxi Driver Fund respectively.

Environment and Transport Committee:

- Collaborative work began on the introduction of a proposed Dog Control Notice National Database. This project is being managed and coordinated by the Scottish Government through the Improvement Service. This is a welcome enforcement tool for operational staff who are tasked with dealing with 'out of control dogs' and has been prompted by the number of dog attacks on people continuing to rise nationally, and from the variable number of dog control notices served by local authorities across Scotland. The system is due to go live in Q4.
- Installation of electric vehicle charge points (public and fleet) is ongoing in line with government funding. Grants are available for the general public wishing to install charge points and there are at least two local accredited installers.
- The Trading Standards Team participated in a national project to assess local compliance with new restrictions on the supply of fireworks – an officer visited all the suppliers in Shetland, and was able to offer advice as well as establishing that the new requirements were being followed.

Policy and Resources Committee:

- The new student cohort for the Project Search Programme was put in place, which is delivered in partnership with UHI Shetland.
- *The Society for Innovation, Technology and Modernisation carried out a survey of our ICT Service, returning a satisfaction rate of 88%, which is excellent. The scope of the survey included security, communications, technical ability, responsiveness and fitness for purpose of equipment and systems. In all areas our service scored well above the benchmark for other Scottish local authorities and the wider ICT community. The technical ability of staff, the ease of contacting ICT, and the ability of staff to resolve problems scored particularly highly.



SHETLAND
ISLANDS COUNCIL

Find out more at:

shetland.gov.uk/performance

<https://coins.shetland.gov.uk>

