



# 4



**OUR  
PERFORMANCE  
MATTERS**

## AT A GLANCE ...

Highlights of positive performance from the fourth quarter (January to March 2023) reported to committees in May and June

# 1

Shetland Library  
**2nd highest customer satisfaction rate** in Scotland



# 2

Shetland's recycling rate **increases**

# 22.3%



recycle  
for Shetland



of household waste is recycled

# 3

**341**  
adults **supported**  
by **Adult Learning**

in reading, writing, numbers etc



# 4

**49**  
working across  
the council



# 5

**Bell's Brae Primary School** won the local Euroquiz heat to **represent Shetland** in the final



## Education and Families Committee:

Achievements included:

- **The sixth** Eco Schools Green Flag was awarded to Cullivoe Primary School from Keep Scotland Beautiful in February 2023. The award recognises the school's commitment to 'Learning for Sustainability' and is an internationally recognised accreditation for excellence in sustainable education.
- The trialling of **free school breakfasts** in secondary settings funded through the Scottish Government's Islands Emergency Cost Crisis Fund.
- The council is **one of the five** local authorities taking part in the National Writing Programme run by the Children and Young People's Improvement Collaborative (CYPIC) and Education Scotland, which aims to raise attainment in first level writing across the country.
- The recognition of **one of our social workers at the 2022 Fostering Excellence Awards** in Birmingham in November, winning the 'Outstanding Contribution by a Social Worker' award.
- The Sport and Leisure Service ran a very popular 'Jump Start January Challenge' that involved being active for at least 15 minutes a day.

## Development Committee:

Achievements included:

- The revised Strategic Housing Investment Plan was approved in February, which makes provision for the delivery of 256 units of accommodation across Shetland over the next five years. There are **currently 40 units on site and being developed** as part of this investment programme.
- A number of activities were delivered to support communities during the cost of living crisis, including setting up the St Ringan's Hub in Lerwick and out-reach centre in Brae, working with the Citizen's Advice Bureau to implement a scheme to support households with energy costs, and providing fresh food via food parcels.
- The Community Work service has been supporting Sound Parent Council and Sound School over the past year to develop the **Sound School Growing Project**, including help to complete a Coastal Communities Fund application and identify and apply for match funding.

The project is now under construction and will provide a safe learning space, alongside the existing polycrub, in which pupils, their families and other support services can relax, learn and grow.

## Environment and Transport Committee:

Achievements included:

- The refuse collection vehicles due to arrive later this year will be hydrogen ready and the council is looking to see how this can be implemented across different types of vehicles, such as tipper trucks.
- Trading Standards visited a number of local businesses that sell tobacco and nicotine vapour products to check compliance and provide traders with advice, support and guidance.
- The roads reconstruction programme for the last year saw a total of 17 separate works completed ranging from surfacing a former cattle grid bypass to the realignment and widening of the B9071 Parkhall to Skeld Road at Garderhouse. The Garderhouse Phase II works will be **the largest project undertaken in the coming year for the Roads Service**.

## Policy and Resources Committee:

Achievements included:

- The Performance and Improvement Team supported all directorates to prepare their 2023-24 service plans, which are now live on the council's website. This is a **key part of implementing** the Performance Management Framework 2019-24.
- Staff in Corporate Services supported the development of the Islands Deal with specific activity **dedicated to the Knab Redevelopment Project**.

Find out more at:

[shetland.gov.uk/performance](https://shetland.gov.uk/performance)

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



**SHETLAND**  
ISLANDS COUNCIL