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**OUR
PERFORMANCE
MATTERS**

AT A GLANCE ...

Highlights of some of the positive aspects of Council performance from the fourth quarter (January to March 2020) that were reported to committees during July 2020

1

Scalloway Fish Market was substantially **completed** by end Q4



2

Shetland Library was rated **very good** for readers' experience and **good** for learning culture*



3

£208,000



Ten local businesses and community projects were supported with grant funding through the Economic Development Grant Scheme

4

Pool cars bought for the Care at Home service will help reduce the Council's carbon emissions



5

4

elections were successfully delivered: a European Election, General Election and two local by-elections



Infrastructure Services:

Achievements included:

- Outline business case for future Energy Recovery Plant arrangements has been completed.
- The recycling shed at Gremista was completed and commissioned.
- Climate Change strategic programme and Shetland Energy Hub strategic business case approved.
- Strategic Outline Programme for the Cullivoe road was approved, as well as programming of other aspects of the Strategic Roads Network.
- Considerable credit was also given to Infrastructure staff who “safely sustained a wide range of core services throughout the pandemic lockdown”.

Development Services:

Achievements included:

- Scalloway Making Places Project achieved very good community engagement and will help to establish the community priorities.
- Town Centre Capital Grant Fund – allocation of £205,000 made available from Scottish Government to be invested in town centres. Projects in Lerwick and Scalloway have been agreed.
- Scottish Government Regeneration Capital Grant Fund – the Council was successful in submitting bids for funding on behalf of community-led projects: £132,000 was secured to develop parking at Hoswick Visitor Centre and £1.32m has been approved for the Cullivoe Industrial Estate and marina.
- The Centre for Rural Creativity is now making significant progress and is achieving notable inward investment for local research activity, e.g. the ‘Home and Belonging Project’.
- The Shetland LEADER Local Action Group approved funding of £180,818 to six local community projects.
- North Isles Fibre Network – implementation to Yell and Unst is progressing, with works tendered and awarded pre-Covid.
- Staff achievements:
 - Early formation of the Shetland Business Resilience Forum and Shetland Community Resilience Forum, the Caring for People Plan and the Single Point of Contact all worked well during lockdown.
 - Staff from Economic Development and HIE were in touch with local businesses and organisations

Find out more at:

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

shetland.gov.uk/coins/calendar.asp



in the immediate aftermath of the lockdown and local businesses reported that they were “very appreciative of the time taken to get in touch and valued having someone to discuss their issues with”.

- Hjaltland Housing Association said that the Planning Service’s response to the current situation has been “superb”.

Children’s Services:

Achievements included:

- Constructive and engaging visits to Brae High School and Sandwick Junior High School as part of the new programme of ‘Team Improvement Visits’ by Quality Improvement officers.
- Cunningsburgh Primary School’s follow-up Education Scotland visit in November 2019 was published, commending the work of staff for the improvements made.
- The refurbishment of Port Arthur play area at Scalloway was completed.
- The expansion of Early Learning and Childcare progressed.

Corporate Services:

Achievements included:

- Resources redirected to focus on the College Merger Project, which ensured that the required Ministerial Merger Business Case was completed.
- Significant piece of work led by Human Resources to transform the Council’s arrangements for Travel at Work.
- 149 staff members were supported by counselling or coaching through the Staff Welfare Service over the year.
- All of the planned capital works to support the expansion of Early Learning and Childcare were achieved – putting the Council ahead of most other local authorities in Scotland.
- All of the Council’s desktop computers were upgraded from Windows 7 to Windows 10 (approx. 3,500 machines). Many other councils have not yet managed to achieve this.
- The ICT service also supported the Council’s workforce to work from home at the end of March – in excess of 1,000 staff. At any one time, there are now 500-600 staff connecting remotely into the Council’s network.



**Shetland
Islands
Council**

* Shetland Library was rated ‘Very Good’ for readers’ experience and ‘Good’ for learning culture after two ‘How Good Is Our Public Library’ assessments.