

# **Zetland Transport Partnership**

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## **REPORT**

**To: Zetland Transport Partnership**

**18 August 2008**

**From: Lead Officer**

### **LEAD OFFICER'S REPORT**

#### **1. Introduction**

- 1.1. The Lead Officer's Report is a routine report to the Zetland Transport Partnership that gives an overview of current issues and events relating to the business of the Partnership.
- 1.2. This report covers,
  - Approval of the Shetland Transport Strategy
  - Scottish Transport Conference 2008
  - Response to Consultation for the Policy and Financial Review of Highlands and Islands Airports Limited

#### **2. Approval of the Shetland Transport Strategy**

- 2.1. The Shetland Transport Strategy was initially submitted to Scottish Ministers for approval on 30 March 2007.
- 2.2. The Strategy was not approved at that time due to the Scottish Parliamentary elections.
- 2.3. During the months after the elections the Government reviewed the public sector and concluded that RTPs have a valuable role to play. Ministers asked RTPs to revise the Strategies to demonstrate how, by working with Local Authorities, they support the Government's key purpose and national outcomes.
- 2.4. The Shetland Transport Strategy was duly revised and submitted to Ministers on 5 May 2008.
- 2.5. The document received no comments and was approved on 28 July 2008. A copy of the letter of approval from the Minister for Transport, Infrastructure and Climate Change is attached as Appendix 1.
- 2.6. The approval of the Strategy will be reported to the SIC Infrastructure Committee on 26 August 2008. The approved strategy is available on the

ZetTrans website [www.zettrans.org.uk](http://www.zettrans.org.uk) and hard copies can also be provided.

- 2.7. Now that approval has been given officers are working on a Delivery Plan for the Strategy which will be reported to Shetland Islands Council's Infrastructure Committee and then ZetTrans for approval as soon as practicable and probably in the cycle following this one.

### **3. Scottish Transport Conference 2008**

- 3.1. Members may recall that I reported to the meeting of 22 April 2008 that ZetTrans intends to exhibit at the Transport Conference 2008 in partnership with SWESTrans.
- 3.2. The details of the conference can be found online at: -  
  
<http://www.tenalpsevents.com/forthcomingevents/scottishtransport2008/Programme>
- 3.3. Unfortunately the site does not lend itself to being printed in hardcopy to be included in this report.

### **4. Response to Consultation for the Policy and Financial Review of Highlands and Islands Airports Limited**

- 4.1 ZetTrans has been asked to respond to Consultation for the Policy and Financial Review of Highlands and Islands Airports Limited (HIAL).
- 4.2 This consultation can be viewed online on the consultation web pages of the Scottish Government website at  
<http://www.scotland.gov.uk/Publications/2008/07/08085505/0>
- 4.3 The suggested draft response from ZetTrans is attached to this report as Appendix 2.
- 4.4 Members are asked to comment on and approve the draft response.

### **5. Financial Implications**

- 5.1. There are no financial implications arising from this report.

### **6. Recommendations**

I recommend that: -

- 6.1. The Members of the Partnership note the content of this report; and
- 6.2. Members comment on and approve the suggested response to the HIAL consultation contained in Appendix 2.

Report Number: ZTP-25-08-F

## Appendix 2

### ZetTrans response to:

### HIAL – Consultation for the Policy and Financial Management Review. August 2008.

	<b>Policy and Governance Framework</b>
<b>1</b>	<p><i>How effective do you consider the current policy and governance framework within which HIAL operates to be, particularly its status as a Public Corporation?</i></p> <p><i>Views are sought on potential delivery mechanisms for some or all of the functions currently carried out by the company.</i></p>
	<p>HIAL operates in a similar way to other Scottish NDPBs. This ensures that government policy features strongly in the development of HIAL's policies and governance but may restrict its ability to act in a truly commercial fashion and may constrain the ability to meet some users' expectations.</p> <p>An advantage of the framework may be that matters relating to the lifeline nature of many services operated from HIAL airports as well as commercial matters are placed in a full context.</p>
	<b>Regulatory Framework</b>
<b>2</b>	<p><i>How effective do you consider the regulatory framework within which HIAL currently operates to be?</i></p> <p><i>Please comment on ways in which this could be improved.</i></p>
	<p>It is difficult to comment on this without detailed knowledge of the existing regulatory framework.</p> <p>It may be that HIAL would benefit from more freedom to operate as it thinks fit to deliver optimum service.</p>
	<b>Financial and Operational Performance</b>
<b>3A</b>	<p><i>Please comment on HIAL's recent financial and/or operational performance, identifying any particular points for individual airports.</i></p>

	<p>HIAL provide airport facilities to allow lifeline links to remote areas. Shetland is the most remote area of Britain and relies on the airport facilities and air service operators to provide essential links with other islands, mainland Scotland and beyond.</p> <p>ZetTrans welcomes the increase in traffic and passenger numbers using Sumburgh airport.</p> <p>The subsidy to HIAL is significant but has to be compared with subsidies to other modes of transport which Shetland does not directly benefit from such as rail services.</p> <p>It is of concern that the highest operating loss of HIAL airports is incurred at Sumburgh which is Shetland's gateway. It is important that this subsidy is protected and that funding for the operation and improvement of Sumburgh is not reduced.</p> <p>Whilst there is no room for complacency and there may be areas for improvement, it would appear that HIAL operate efficiently.</p> <p>There was recent concern that the Category Sumburgh operates to was being reduced and care must be taken that this type of cost saving initiative does not discourage operators from considering new services with larger aircraft.</p>
<b>3B</b>	<p><i>Please comment on HIAL's commercial performance, particularly efforts to maximise aviation and non-aviation revenues and reduce reliance on subsidy.</i></p>
	<p>ZetTrans welcomes the introduction in recent years of the services to Stansted with a new operator.</p> <p>It also welcomes the introduction of a seasonal service to Bergen by an existing operator and the increased frequency of flights (before the impact of fuel price increases) to Scottish mainland airports.</p>
<b>3C</b>	<p><i>Do you consider that HIAL makes sufficient use of new technology in all aspects of its operations?</i></p> <p><i>Please comment on ways in which this might be improved.</i></p>
	<p>ZetTrans is not in a position to make detailed comment on technical issues to do with operating airports.</p> <p>However, any initiative to improve the reliability of services, especially in poor visibility, would be welcomed although the geographical constraints of the runway configuration are recognised.</p> <p>ZetTrans is committed, through the Shetland Transport Strategy, to encourage providers of services to consider ways of reducing carbon emissions. It may be that there are technological innovations that HIAL could explore in this area.</p> <p>The recent extensions to the 09/27 runway are welcomed in improving reliability. The innovative approach to this improvement is to be commended.</p> <p>Provision of new technology in delivering passenger information at the airport and via web based solutions should be considered especially in light of the fact that British Airways online flight information at Sumburgh will no longer be available when Loganair move across to the FlyBe franchise.</p>

	<b>Relationships with Stakeholders</b>
<b>4A</b>	<i>Please comment on HIAL's working relationships with its stakeholders and identify how best these relationships could be developed or improved for the benefit of the Company and its stakeholders.</i>
	<p>ZetTrans welcomes the involvement of HIAL staff on the recently formed External Transport Forum. It may be helpful for HIAL's engagement with stakeholders if it used this forum to proactively engage with members (as Loganair and Northlink do) to advise of developing plans for the organisation and the airport (with appropriate respect to commercial matters being understood). ZetTrans appreciates that the Sumburgh Airport Users' Consultative Committee is also a means of engaging with stakeholders as a means of strengthening the strategic connections and the chairman of this group has been appointed as an Adviser to the ZetTrans Board.</p>
<b>4B</b>	<i>Please comment on whether HIAL has an acceptable level of local community accountability. How best could such accountability be improved?</i>
	ZetTrans feels that local management staff adopt a responsible approach to resolving local matters.
<b>4C</b>	<i>Please comment on the Company's administrative arrangements and organisational management, particularly considering communication with stakeholders, including suppliers, customers and local communities. Please suggest any changes needed.</i>
	<p>ZetTrans does not have a detailed knowledge of HIAL's administrative arrangements and organisational management. With regard to communications, it can be seen that HIAL makes good use of media through press statements.</p> <p>An area to consider development could be where HIAL is more proactive in the External Transport Forum as suggested in the response to question 4A.</p>
<b>4D</b>	<i>Please comment on whether HIAL provides an acceptable level of service generally and any areas which could be improved.</i>
	<p>It has been commented that the opening hours at Sumburgh can constrain the effective operation of early flights and extension of opening hours may be beneficial, especially when recovering from periods of disruption (although appreciation has been expressed for the times when the airport remains open to accept late or disrupted flights).</p> <p>The new car parking areas at Sumburgh are a big improvement and welcomed.</p>

	<b>Environmental</b>
<b>5</b>	<i>Do you consider that HIAL's environmental policies and practices are acceptable? Please identify any areas which could be improved.</i>
	ZetTrans has no knowledge of HIAL's performance in this area.
	<b>Socio-Economic</b>
<b>6</b>	<p><i>To what extent is HIAL successful in achieving its objective of improving socio-economic conditions for residents of the Highlands and Islands and Dundee?</i></p> <p><i>Are there any areas of the Company's operations which could be strengthened in pursuit of this aim?</i></p>
	ZetTrans understands that reliability of services has increased in the last couple of years with no one getting "bumped" off flights in certain weather conditions. Taking into account also the increases in the number of rotations each day (even taking into account recent reductions) and the summer service to Bergen it can be said that HIAL is successfully contributing the Shetland's socio-economic welfare.
	<b>General</b>
<b>7</b>	<i>Please offer any further views you might have on any area of HIAL's operations and governance which you would like the Review to consider.</i>

## Appendix 1

Minister for Transport, Infrastructure and Climate Change  
Stewart Stevenson MSP

T: 0845 774 1741  
E: scottish.ministers@scotland.gsi.gov.uk



Councillor Allan Wishart  
Chair  
Shetland Transport Partnership  
Shetland Islands Council  
Town Hall  
LERWICK  
Shetland  
ZE1 0HB

28<sup>th</sup> July 2008

Dear Allan,

**ZETLAND TRANSPORT PARTNERSHIP (ZetTrans)  
REGIONAL TRANSPORT STRATEGY**

Thank you for submitting the ZetTrans Regional Transport Strategy for approval by Scottish Ministers in accordance with the Transport (Scotland) Act 2005. This strategy is a revision of the original version that was submitted in March 2007 following the meeting convened by John Swinney on 11 December 2007.

The ZetTrans strategy fulfils the role required of a high-level document in that it describes your approach to working with your constituent council to support the Scottish Government's key purpose and national outcomes, the National Transport Strategy and agreed regional and local transport priorities. Delivery of the strategy and transport improvements in Shetland is a matter for ZetTrans and its constituent council.

I am pleased to approve your Regional Transport Strategy.

STEWART STEVENSON



# **Zetland Transport Partnership**

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## **REPORT**

**To: Zetland Transport Partnership**

**18 August 2008**

**From: Transport Development Manager**

### **IMPLEMENTATION OF SHETLAND TRANSPORT STRATEGY**

#### **1. Introduction**

- 1.1 This report is to update Members on the progress of the implementation of the interventions contained in the updated draft of the Shetland Transport Strategy, which was approved at the ZetTrans meeting on 14 April 2008 (Min. Ref. 19/08). The updated Strategy has been submitted to the Scottish Government Minister for Transport, Infrastructure and Climate Change.
- 1.2 The report contains a short summary on a number of the interventions relating to the Strategy and includes those being progressed by both ZetTrans and external personnel.
- 1.3 The report also contains information on other activities relating to ZetTrans which may be of interest to Members but which may not be totally concerned with the Strategy.

#### **2. Shetland Transport Strategy Interventions**

- 2.1 Origin & Destination study – Surveys are ongoing including a joint project with VisitShetland and the Economic Development Unit to capture the views of non-travellers. The study will report by October 2008.
- 2.2 Fetlar breakwater and small craft berthing - currently seeking funding. There is still an opportunity to access some funding from ERDF, either via Shetland's Community Planning Partnership or ZetTrans.
- 2.3 Skerries South Mouth - in the prioritisation process of the Council's Capital Programme.
- 2.4 Bressay – work has now commenced on implementing the approved recommendations of the STAG 2 study into the Bressay Link. The main focus at this time is to set up a robust project plan, including ensuring that all the right parties are involved appropriately, and to undertake the work necessary to provide more accurate costs for the

project. Once the costs are better understood, it will become possible to look for funding for the project.

A technical workshop was held by Donaldson Associates on 31 July 2008, with SIC Roads, Transport and Planning participating, as well as the Lerwick Port Authority and Transport Scotland. The purpose was to better understand the technical risks associated with the project.

A larger workshop, with all key stakeholders, is to be held on 21 August 2008. The purpose will be to inform people of the work that is required in the coming months, and provide an opportunity for them to assist in planning the way forward.

It is anticipated that this next stage will be complete by March 2009.

- 2.5 Fares Study and Increasing Utilisation of Inter Island services – The Fares study report was presented to the Inter Island Ferries Board (IIFB) on 4 June 2008 and to the Infrastructure Committee on 10 June 2008. It was decided that it would be inappropriate to implement changes to the Fares Structure without addressing the budgetary consequences of the increase in fuel price. A wider report is being prepared for presentation in October 2008.
- 2.6 Travel Plan – NHS Shetland are shortly to consider a travel plan for Board Members and employees. A working group of SIC, NHS and SRT employees with a remit for cycling, have been meeting in recent weeks to develop a cycling action plan for Shetland.
- 2.7 Tunnels Study - The risk appraisal element of the study is now all but complete with only a small amount of the detail of the final draft to be agreed.

The purpose of the study was to establish whether single bore tunnels carrying two-way, low volume traffic flows present any greater or unacceptable risks to road users than travelling on the connecting road network. The study, supported by a third party review of it, has confirmed that the tunnels proposed for Shetland present no greater risks to the travelling public of Shetland. Indeed, it has been shown that travelling through any of the proposed tunnels would have a lower risk of accident or injury than travelling on the wider road network.

In the last report Members were advised that tunnel standards are a matter for the local Roads Authority. Since that report Transport Scotland have reviewed the approvals processes and it has been established that they are the Technical Approval Authority for road tunnels over 150m covered length in Scotland. This does not affect the work that will be undertaken in any way and Transport Scotland are already involved in the development of the next stages of the project.

- 2.8 Whalsay STAG 2 – The STAG 2 study for the Whalsay link was considered at the last meeting. It was also considered by the Infrastructure Committee on 10 June 2008. SIC approved funding of £250k at its meeting on 25 June 2008 for the next stages of the project

including tank testing of the proposal for a new terminal at North Voe on Whalsay.

- 2.9 Bluemull STAG – A separate report is for consideration at this meeting
- 2.10 Scandinavian Ferry –The outcome of the bid for EU Marco Polo funding is awaited.
- 2.11 External Transport Forum – The External Transport Forum met on Wednesday 21 May 2008 with representatives of Northlink. Issues arising from the meeting to be taken forward to the Tier 2 meeting included the 2008/09 dry-dock proposals, fares charged at Christmas, the RET pilot, arrangements and charging for the shipment of livestock and concerns about the age of the freight vessels. The next meeting of the Forum is at 2.15 p.m. on Tuesday 2 September 2008 in Room 16, Islesburgh Centre. Representatives of Loganair will attend this meeting.
- 2.12 Tier 2 Ferry Consultation – The Tier 2 Ferry Consultation Forum comprising of HITRANS, Nestrans, ZetTrans and Scottish Government was held in Shetland on 18 June 2008. There had been little adverse reaction from users to the dry-dock arrangements in 2007/08. Northlink's proposals for 2008/09 were accepted but will be reviewed for future years. Concern was expressed about the RET pilot. The livestock shippers in Orkney were concerned about the proposals for charging for shipment of livestock. Fares at Christmas are specified in the contract. A meeting was held on 9 July 2008 which resolved the issue of the charging for the shipment of livestock. The next Tier 2 meeting is provisionally arranged for Thursday 27 November 2008 in Orkney.
- 2.13 Area Transport Forums have now been held in five areas of Shetland. Full reports for each are available on the ZetTrans website.
- A different approach is being trialled in the North Isles and Whalsay and Skerries, where there has been detailed consultation work in relation to transport in recent months.
- The information gathered is being used in the future planning of transport services, notably in relation to addressing the budgetary consequences of the increase in fuel price.
- 2.14 Road Equivalent Tariff (RET) – There has been no development with the pilot project since the last meeting. An e-petition has been organised by Argyll & Bute Council asking for a discount of 40% on all routes.
- 2.15 Scottish Parliamentary Ferry Inquiry – The Parliamentary Inquiry reported on 27 June 2008. The report can be found at <http://www.scottish.parliament.uk/s3/committees/ticc/reports-08/trr08-04.htm#top>.

2.16 Officers responsible for the above projects will be present at the meeting and will answer any queries.

### **3. Financial Implications**

3.1 There are no financial implications arising from this report which cannot be met from existing budgets.

### **4. Recommendation**

4.1 I recommend that the Members of ZetTrans note the content of this report.

Report Number: ZTP-22-08-F

# **Zetland Transport Partnership**

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## **REPORT**

**To: Zetland Transport Partnership**

**18 August 2008**

**From: Transport Development Manager**

### **GENDER EQUALITY SCHEME – Annual Report**

#### **1. Introduction**

- 1.1 This report is to ask Members to approve the Gender Annual Report 2008.

#### **2. Background**

- 2.1 ZetTrans is required by the Equality Act 2006 to prepare and publish a Gender Equality Scheme (GES).
- 2.2 ZetTrans worked with Shetland Islands Council, the Schools Service, Shetland College and Licensing Board to prepare a joint scheme for Shetland. This GES was published on 30 June 2007. It is available at <http://www.zettrans.org.uk/aboutus/documents/GenderEqualityScheme.pdf>.
- 2.3 ZetTrans is required, by law, to produce and publish an Annual report on the progress made throughout the year on their Gender Equality Scheme.
- 2.4 There is also a statutory requirement to formally review the scheme at least every 3 years.

#### **3. Current position**

- 3.1 A Gender Annual Report 2008 was prepared for Shetland Islands Council, the Schools Service, Shetland College, Licensing Board and ZetTrans, which was published during July 2008.
- 3.2 This Annual Report is available at <http://www.zettrans.org.uk/aboutus/documents/GenderAnnualReport2008.pdf> and attached as Appendix 1.

#### **4. Proposal**

- 4.1 It is proposed that the ZetTrans Members approve the Gender Annual Report 2008 for ZetTrans.

#### **5. Financial Implications**

- 5.1 There are no financial implications to this report.

#### **6. Recommendation**

- 6.1 I recommend that the Members of ZetTrans approve the adoption of the Gender Annual Report 2008 for ZetTrans.

Report Number: ZTP-24-08-F

**Shetland Island Council; in partnership with  
Shetland College; Shetland Licensing Board,  
Shetland School Service and ZetTrans**

**gender**  
equality duty

**SHETLAND'S**

# Gender Annual Report 2008

**Access to the scheme**

Copies of this scheme can also be made available in large print, Braille or on audiotape.

Copies can also be translated into various languages, on request.

Please contact;

Policy Unit  
32 Hillhead  
Lerwick  
Shetland

01595 74 3728

Or email

[policy@shetland.gov.uk](mailto:policy@shetland.gov.uk)

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“Women will not make it to the top in significant numbers unless action is taken to remove the barriers that stand in their way, and Britain will continue to miss out on women's skills and talents for another generation.”<sup>1</sup>

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<sup>1</sup> Press release from Equalities and Human Rights Commission

## Introduction

The Gender Equality Duty (GED) is the biggest change to sex equality legislation since the Sex Discrimination Act came into force over 30 years ago.

### What is the gender equality duty?

The Equality Act 2006 amends the Sexual Discrimination Act to place a statutory duty on all public authorities, when carrying out their functions, to have due regard to the need:

- To eliminate unlawful discrimination and harassment
- To promote equality of opportunity between men and women.

This is known as the 'general duty' and came into effect on 6 April 2007.

The gender equality duty also requires public authorities to have due regard to the need to eliminate unlawful discrimination and harassment against transsexual people in the fields of employment and vocational training (including further and higher education).

The duty applies to all public authorities in respect of all of their functions. This means it applies to policy-making, service provision, employment matters, and in relation to enforcement or any statutory discretion and decision-making. It also applies to a public authority in relation to services and functions which are contracted out. In addition, it applies to private and voluntary bodies which are carrying out public functions.

The GED is intended to address the fact that, despite 30 years of individual legal rights to sex equality; there is still widespread discrimination and gender inequality. One reason for this is that policies and procedures of public authorities can often appear neutral but have a significantly different effect on women and men – often contributing to greater gender inequality. Individual legal rights have not been enough by themselves to change this.

To support progress in delivering the general duty, there is also a series of 'specific duties'. These are as follows;

- **To prepare and publish a gender equality scheme**, showing how it will meet its general and specific duties and setting out its gender equality objectives.
- In formulating its overall objectives, **to consider the need to include objectives to address the causes of any gender pay gap.**

- **To gather and use information** on how the public authority's policies and practices affect gender equality in the workforce and in the delivery of services.
- **To consult stakeholders (i.e. employees, service users and others, including trade unions) and take account of relevant information** in order to determine its gender equality objectives.
- **To assess the impact of its current and proposed policies and practices** on gender equality, and to have due regard to the results of those impact assessments.
- **To implement the actions set out in its scheme** within three years, unless it is unreasonable or impracticable to do so.
- **To report** against the scheme every year and **review** the scheme at least every three years.

### **Why has the gender equality duty been introduced?**

The gender equality duty aims to make gender equality central to the way that public authorities work, in order to create:

- Better-informed decision-making and policy development
- A clearer understanding of the needs of service users
- Better-quality services which meet varied needs
- More effective targeting of policy and resources
- Better results and greater confidence in public services
- A more effective use of talent in the workforce.

**Gender; Scope for change?**

The term 'sex' is used to describe biological differences between women and men. The term 'gender' refers to the wider social roles and relationships which structure men and women's lives. Gender inequality exists in all aspects of society and refers to lasting and embedded patterns of advantage and disadvantage.

In order to achieve actual equality of opportunity, it is necessary to recognise that in certain circumstances women and men, because of their sex or gender roles, are not in the same position. In some circumstances it may therefore be appropriate for public authorities to treat women and men differently, if that action is aimed at overcoming previous disadvantage.

For example, women make up the substantial majority of victims of domestic violence and rape. It would not be appropriate, therefore, for a local council to seek to fund refuge services on a numerically equal basis for men and for women.

A further example of this would be,

'NHS Shetland tries to make its condom distribution service as comprehensive as possible and free condoms are available in a variety of places including GP practices and village halls. The latest venue is barbershops. The health promotion clinical specialist in sexual health explains; 'Availability and accessibility are what's important. Condoms are available in GP practices but how accessible are they to people like young men, who don't go to see their GP. So, we tried to be a bit more imaginative and make sure condoms were available where men actually go'.

## **The Schemes**

The Shetland Islands Council, including the Schools Service and Shetland College, and ZetTrans decided to publish a Gender Equality Scheme together for Shetland. This outlined their individual requirements, service specific objectives and partnership Gender objectives. Therefore the Annual report for Gender will refer to the Shetlands Islands Council, Schools Service, Shetland College and ZetTrans.

## **The Council, The Schools Service, Shetland College and ZetTrans**

The Gender Equality Scheme published 30th June 2007, detailed how the Council, Schools Service, the Shetland College and ZetTrans complied with the Equality Act 2006 and the Sex Discrimination Act 1975 and accompanying regulations and best practice.

The Gender Equality Scheme covers both recruitment and employment practices and access to all Council, College and ZetTrans services.

The main stakeholders held within in the scheme were:

- ❖ Current service Users
- ❖ Trade Unions,
- ❖ Council staff,
- ❖ Pupils and ex-pupils
- ❖ Local community groups, in particular parent groups, and
- ❖ Community planning partners.

## Who are we?

### **The Council**

**Shetland** (formerly spelled **Zetland**; Old Norse,) is an Archipelago off the northeast coast of mainland Scotland. The islands lie to the northeast of Orkney, 280 Km from the Faroe Islands and form part of the division between the Atlantic Ocean to the west and the North Sea to the east. The total area is approximately 1466 km<sup>2</sup> (566 sq.miles). Shetland constitutes one of the 32 council area of Scotland. The islands' administrative centre and only burgh is Lerwick.

The largest island, known as the Mainland, has an area of 967 km<sup>2</sup> (374 sq. miles), making it the third-largest Scottish Island.

The current Population of Shetland is approximately 22,000.

Shetland Islands Council is a local authority established under the Local Government etc. (Scotland) Act 1973, as amended, and has its principle offices at the Town Hall, Lerwick, Shetland, ZE1 0HB.

The Shetland Islands Council provides services throughout Shetland and all its inhabited Islands, and all the Islands come under the Authority of Shetland Islands Council.

The Shetland Islands Council provides services in the areas of Environmental Health, Roads, Social Work, Community Development, Policy, ICT, Planning, Registration of Births, Death and Marriages, Safety and Risk, Economic Development, Building Standards, Trading Standards, Housing, Capital Programmes, Legal and Administration, Finance, Waste, Education, Burial Grounds, Fire Service, Ports and Harbours, Ferries, Human Resources, Integrated Child and Young People's Services, Older People's Services, amongst others.

The Council is made up of approximately 30 services, all of which are detailed in appendix **A**

Or you can go straight to the website to access the A to Z of Council Services.

<http://www.shetland.gov.uk/atoz/>

### **Schools Service**

The Shetland Islands Council is an Education Authority under the Education (Scotland) Act 1980 and through its Schools Service has a duty to ensure that there is, for their area, adequate and efficient provision of school education. The Schools Service includes 385 Teachers who deliver the curriculum to 1867 primary pupils and 1660 secondary pupils. A total of 31 central support staff offer financial, administrative and quality assurance support to 34 establishments. A policy of inclusion seeks to ensure that young people are

educated in their local school as far possible and is consistent with meeting their needs. The Shetland Islands Council Inclusion Services provides a range of services to children and young people, through: youth work delivered in youth centres and clubs across Shetland; the Bridges Project to enable young people aged 16-19 to access education, employment and training; the Local Support Network, which through early intervention provides children, young people and families with support at the earliest opportunity.

### **Shetland Islands Area Licensing Board**

The Licensing Board is a separate body from the Council and is constituted under the Licensing (Scotland) Act 2005 to carry out the function of regulating liquor licensing and other related functions in the Shetland Islands Area. Although separate from the Council, the Board is wholly comprised of members of the Council. It has no direct employees but it receives all its administrative and legal support from staff employed by the Council. The Board has, as it is required to do, adopted its own Gender Equality Scheme. The opportunity is now taken to include the 2008 annual review of the Licensing Board's Scheme.

### **Shetland College**

Shetland College is a non-incorporated college governed by a Board of Management consisting of 9 members, all of whom are appointed by the Council. Shetland College is a partner college within the UHI Millennium Institute and as an unincorporated College the responsibility for Further and Higher Education is vested in Shetland Islands Council. The College is bound by the Shetland Islands Council's policies and procedures and therefore is required to comply with any requirements set out in Shetland Islands Council's Gender Equality Scheme. Similarly being a partner in the UHI Millennium Institute, cognisance of and adherence to their Gender Equality Scheme is also required.

Shetland College is primarily located at Gremista in Lerwick. The College currently comprises of two buildings and a car parking area. Additional departments under the umbrella of Shetland College are based off campus; including Hospitality and Vocational Training which are both located at the Anderson High School, and some courses within Health and Care which are housed in the Gutters Huts at the North Ness Business Park.

Shetland College Community Learning Network has lecturers based in five areas of Shetland, North Isles, North Mainland, Whalsay, West Mainland and South Mainland.

Shetland College offers a wide range of courses, both full time and part time in FE and HE provision.

### **ZetTrans**

Shetland's Transport Partnership (ZetTrans) was established in December 2005 following the introduction of the Transport (Scotland) Act 2005, following a successful campaign to be recognised as a Regional Transport Partnership (RTP) in its own right.

ZetTrans consists of a Board comprising of four elected Members of Shetland Islands Council (SIC). It is supplemented by a member from NHS Shetland, and one from HIE Shetland. In addition, individual representatives from Lerwick Port Authority, SIC Ports and Harbours Department, VisitShetland and the Sumburgh Airport Consultative Committee are invited as Advisers to the Board.

ZetTrans has the responsibility for the development and delivery of the Regional Transport Strategy.

In November 2006, responsibility for bus services was transferred to ZetTrans.

At officer level, the service delivery functions of ZetTrans are currently undertaken by SIC's Transport Service.

Operational funding for the Partnership is secured from SIC, with support provided by the Scottish Executive. The majority of projects and actions arising from the Transport Strategy are likely to be funded either through SIC's capital and revenue funds, or from the Scottish Executive.

## What do we want to achieve?

The Council is committed to fulfilling the duties imposed on it under the amended Sex Discrimination Act 1975 and working towards gender equality. Shetland's community statement contains the following statements:

- ❖ We'll seek to create fulfilling, well paid jobs for all, whatever their talent
- ❖ Foster confident, thriving communities across Shetland
- ❖ Promote justice and equality, here and overseas
- ❖ Expand knowledge, extend opportunities and improve access
- ❖ The Community Plan priorities and targets contains the following:
- ❖ To make sure we are all able to enjoy living in Shetland as fully as possible:

We will be internationally renowned by ranking in the top 5% on a European stage<sup>2</sup>. To ensure that equal opportunities exist for all, no matter an individual's age, race, gender, faith, sexual orientation or disability and to decrease inequalities.

Shetland already ranks highly in Scotland for social welfare, health and safety. However, we are aiming to be high ranking on an international stage. We also recognise that not everyone in Shetland shares this good experience'

Trevor Phillips OBE, Chair of the Equalities and Human Rights Commissions, recently stated,

" There are 2 challenges that we face today as human beings. The first, how we live with our planet and the second, how we live with each other."

Although we have come some distance in equalizing men and women's roles in society, we recognise that we still have a long way to go. The Shetland Islands Council are fully committed to eliminating gender inequality and promoting equality between women and men (girls and boys). We also know that other equality issues such as race, disability, religion or belief, sexual orientation and age can affect people's lives and that a "one size fits all" approach is not the answer.

One of our key priorities from 2008-2011 is to improve people's life chances and reduce inequalities. This will be delivered through a set of priorities, targets and actions plans held within our local single Outcome Agreement. Please click on the link below to access this document

<http://www.sic.gov.uk/services/org-dev/singleoutcomeagree.asp>

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<sup>2</sup> To be completed

**Zetland Transport Partnership** is committed to fulfilling the duties set out under the amended Sex Discrimination Act 1975 and working towards gender equality.

The Vision of the Partnership is to develop an effective, efficient, safe and reliable transport system for Shetland. The transport system will comprise an integrated network of accessible, and affordable internal, inter - island and external links, which will contribute to the development of a safe, healthy, vibrant and inclusive society, a diverse, successful and self-sufficient economy, and enhanced environmental quality.

### **Shetland College**

Statement from the Director of Shetland College

Shetland College is committed to ensuring that all people within Shetland should be able to access further and higher education. Our mission is to make a major contribution to the local economy through provision of high quality further and higher education and training which meets the needs of the population and employers.

'I warmly welcome our new legal duty to promote gender equality and to take account of the needs of all people in our decision making across the whole organisation. With the support of Shetland Islands Council we aim to demonstrate best practice in recruitment and retention by providing excellent support for our staff. Again, in partnership with agencies such as Shetland Council of Social Service, we are committed to addressing any inequalities and discrimination which might hinder individuals and communities from achieving their full potential.'

Shetland College is committed to ensuring that all students, staff and users of the college have equality of opportunity in whatever aspect of college activity they are engaged in and will work to ensure that that opportunity is not compromised through any form of discrimination.

The College will work with Shetland Islands Council to address the objectives and actions identified in this Gender Equality Scheme action plan, including those objectives and actions particular to the College. It is recognised that in the first year much of the work will be about establishing a baseline and putting in place effective systems to better understand any issues relating to gender inequalities, to put in place actions to remedy any shortcomings and to put in place effective consultation and monitoring mechanisms.

Shetland College is committed to addressing the objectives identified in Shetland Islands Council Gender Equality Scheme and in addition shall:

- ❖ Build on existing information systems within the college to ensure full and required data is gathered re student population and college workforce
- ❖ Establish appropriate consultation mechanisms, including an equalities committee
- ❖ Carry out impact assessments of all policies and procedures within the college

- ❖ Address any under representation by gender on decision-making bodies within the college
- ❖ Seek to increase numbers of male and female students taking up courses in which their gender has been traditionally underrepresented

***“A Society in which everyone can participate fully as equal citizens”***

## The Action Plans And A Summary of Results

### SHETLAND GENDER ACTION PLAN

Action	Timescale	Responsibility	Outcome/ Indicator
<b>Monitoring &amp; Evaluation</b>			
Publish Equal Pay Statement	September 2007	Head of Organisational Development	Step toward closing the pay gap
Review Recruitment and Selection procedures to ensure no gender related barriers exist and identify and introduce appropriate measures	October 2007	Human Resources Manager	Any gender related barriers identified
Review Disciplinary and Grievance procedures to ensure no gender related barriers exist and identify and introduce appropriate measures	August 2007	Human Resources Manager	Any gender related barriers identified
Promote Remote Working and Flexible Working policies and practices to encourage work life balance	March 2008	Head of Organisational Development	Increase in number of staff adopting remote or Flexible working
Ensure appropriate monitoring systems are in place to meet general and specific duties, including employee records for staff with caring responsibilities, flexible working requests and transgender employees	April 2008	Head of Organisational Development	Increased knowledge of the workforce
Ensure exit interviews are available to all Maternity leavers	April 2008	Human Resources Manager	Any gender related barriers identified

Build on existing information systems to ensure full and required data is gathered re student population and college workforce	June 2008	Director, Shetland College	Any gender related barriers identified
Continue to monitor usage of all public transport services, in order to effectively match the level of provision to the demand	December 2008	ZetTrans	Any gender related barriers will be identified in ZetTrans's Annual Report, through a series of Key PIs - published mid 2008.

<b>Energising the Organisation</b>			
To ensure all Heads of Service are aware of the Gender Equality Duty and cascade down to staff	April 2008	Head of Organisational Development	Increased knowledge of the Gender Equality Duty
Ensure that current Equality and Diversity Training is reviewed and developed to include Gender Equality Duty	April 2008	Human Resources Manager	Training continues to be relevant
Organise LGBT training and workshops for main stakeholders of Gender Equality Scheme through the Equality Network and Stonewall Scotland	April 2008	Head of Organisational Development	Increased awareness of LGBT issues in service delivery
Ensure all staff are aware of the Council's Gender Equality Scheme	April 2008	Head of Organisational Development	Increased awareness of the Gender Equality Scheme
Promote gender balance on decision making bodies	April 2008	Head of Organisational Development	Director, Shetland College
Decision making bodies more closely reflecting the gender profile of the population			

All current and proposed policies and practices will be equality impact assessed	March 2008	Head of Organisational Development and Director, Shetland College	Any gender related barriers identified
Consider including a standard heading within all new reports to Council – “Equalities and Human Rights”	October 2008	Head of Organisational Development	All Council reports including a statement on equalities

<b>Involving Communities</b>			
Contact Service Managers to provide information on how they can consult with their service users about the Gender Equality Duty	September 2007	Head of Organisational Development	Any gender related barriers identified
Ensure results of any consultation exercises are disaggregated by gender	March 2008	Head of Organisational Development	All consultation results disaggregated by gender
Establish appropriate consultation mechanisms, including an equalities committee	June 2008	Director, Shetland College	Ongoing consultation on gender issues
With an emphasis on partnership, ZetTrans will continue to consult with communities to develop public transport services. One method is through External and Internal Transport Forums for consultation on specific transport issues	December 2008	ZetTrans	Number of External Transport Forum meetings (planned to be quarterly with major air and ferry operators). Number of Area Transport Forums established (max of 7).

<b>Service Delivery</b>			
Contact Service Managers to provide information on how the Gender Equality Duty will impact on their	September 2007	Head of Organisational Development	Increased awareness of the Gender Equality

service			Scheme in service planning
Seek to increase numbers of male and female students taking up courses in which their gender has been traditionally under represented	June 2008 Director	Shetland College	Increased numbers of students enrolling on courses in which their gender has been traditionally under represented
Investigate the introduction of a concessionary travel scheme which is appropriate to Shetland's circumstances. This will include those on low income and unable to access a private vehicle, addressing gender related issues, raised in recent local deprivation research.	December 2008	ZetTrans	Concessionary Scheme established for implementation in April 2009.
Continue to support the use of Scottish Executive Rural Transport funding to support the complementary network of shopper services	December 2008	ZetTrans	Percentage of households able to access DRT services.
Continue to investigate and trial innovative forms of public transport service delivery in an attempt to improve service levels, reliability, efficiency and gender issues, whilst reducing costs. In the future, this may include further development of community transport initiatives, and other forms of rural demand responsive provision.	December 2008	ZetTrans	Percentage of households able to access DRT services.

<b>Reporting &amp; Review</b>			
We will report to the Council an updated action plan every year	June 2008	Head of Organisational Development	
We will ensure that these reviews take into account the views of communities, employees, trade unions and Members	Ongoing	Head of Organisational Development	

**GENDER EQUALITY SCHEME; Licensing Board****THREE YEAR ACTION PLAN – 2007- 2010****REVIEW 2008 (Revised April 2008)**

Objective	Action	Target Date	2008 Review
Eliminate unlawful discrimination and promote equality of opportunity	<ol style="list-style-type: none"> <li>1. Adopt Gender Equality Scheme</li> <li>2. Review the Gender Equality Scheme on an annual basis</li> <li>3. Develop working relationship with Shetland Islands Council and their Community planning partners</li> </ol>	<ol style="list-style-type: none"> <li>1. 2007</li> <li>2. Ongoing</li> <li>3. Ongoing</li> </ol>	<ol style="list-style-type: none"> <li>1. The Shetland Islands Area Licensing Board adopted a Gender Equality Scheme on 18 June 2007.</li> <li>2. This is the first annual review of the Gender Equality Scheme</li> <li>3. The Assistant Clerk is involved in a working group of officers looking at the fulfilment of the SIC's equality duty.</li> </ol>
Consult with stakeholders	<ol style="list-style-type: none"> <li>1. Consult with the new Licensing forum when it is established to seek opinions and suggestions towards improving equality of opportunity.</li> </ol>	<ol style="list-style-type: none"> <li>1. 2007</li> </ol>	<ol style="list-style-type: none"> <li>1. The Licensing Forum has only recently begun operation. The Assistant Clerk has arranged to attend the first suitable meeting to raise the issue of equalities.</li> </ol>

Assess impact of policies and services on the promotion of gender equality	1. Review all current documentation for compliance with the Act.	1. 2007	1. This process has begun but has not been completed at the time of the report. Policies and procedures under the Licensing (Scotland) Act 1976 have been impact assessed. The new policies and procedures under the Licensing (Scotland) Act 2005 require to be impact assessed. The target date for completion is 2008.
Monitor policies for an adverse impact	<p>1. Review all existing policies with a view to identifying any incompatibilities with the aims and objectives of the Act.</p> <p>1. Consider whether new policies or procedures to be adopted by the Board in the implementation of the Licensing (Scotland) Act 2005 will have an adverse impact on equality of Opportunity. If there could be adverse impact, whether it could be avoided or reduced</p>	<p>1. 2007</p> <p>2. Ongoing</p>	1. The existing policies under the Licensing (Scotland) Act 1976 have been impact assessed. One possible source of inequality was identified being the lack of female board members. This will be brought to the attention of potential board members when a vacancy arises and through this review to the attention of current board members.

Train Staff in connection with the general duty	1. Review staff training in conjunction with Shetland Islands Council and their community planning partners.	1. Ongoing	1. Two of the Administration Assistants and another Assistant Clerk have undertaken Equality and Diversity Training in February 2008.
Ensure public access to information and services	<p>1. Publish this policy and distribute it to all members and officers of the Board. Copies will be available to any interested party from the Clerk to the Board, 4 Market Street, Lerwick, Shetland, ZE1 0JN.</p> <p>2. As part of the annual review process consider whether further publicity in relation to the Scheme itself is required</p>	<p>1. 2007</p> <p>2. Ongoing</p>	<p>1. Copies were distributed in December 2007.</p> <p>2. The Gender Equality Scheme is available on the Licensing Board's Website.</p>

## Issues arising

Review of Action Plan on Gender Equality – Issues arising 30/4/08

Issue	Action Required	Lead Officer	Timescale	Resource Implications
Lack of female representation on the Board	Make female Councillors aware of the situation when a vacancy arises. The Administrative Services Manager needs to be contacted to discuss how this might be done.	Assistant Clerk (S. Brunton)	1 month	None

Introduction of the Licensing (Scotland) Act 2005	Review new policies and procedures introduced under the Licensing (Scotland) Act 2005 for an impact assessment on gender equality.	Assistant Clerk (S. Brunton)	Before June 2009	Can be dealt with within existing resources.
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**Examples of how Council Services are meeting our Gender Equality Objectives (outlined in the Gender Equality Scheme)**

**How has the Library & Information Service contributed to the council meeting the Objectives?**

**What do we know from existing data and research?**

Considerable consultation, analysis and research undertaken during year through:

- Your Voice (Local Citizens panel made up of 600 people)
- Customer Satisfaction Questionnaire
- Public Library Quality Improvement Matrix Self-assessment
- Talis (Library Management System) analysis
- Consultation with new workers & families through ESOL classes

**Childcare**

- Shetland Library encourages staff to return to work after maternity leave and looks favourable on the creation of flexible working arrangements, where these can be put in place whilst ensuring a high quality of service to the public. Currently, from a workforce of 32 staff, four staff work flexibly to assist with childcare arrangements; of these one works full-time, one in a job-share arrangement and two work term-time only. One is a man and three are women
- All vacancies are considered for job-share.
- In terms of service to the public, a broad range of materials and learning opportunities on Childcare are available and libraries are available at varied times of the day, weekend and evening to promote usage
- Shetland Library promotes usage of libraries amongst babies and families through the Bookstart Scheme

**Transport to Library Services**

Shetland Library works hard to ensure that the public have access to high quality library services, regardless of access to private or public transport through:

- 2 Mobile Libraries serving most of island and rural Shetland
- Housebound Library services throughout Shetland
- On-line Library Services available 24 / 7
- Community Collections on all islands where Mobile Library unavailable
- Community Libraries in several School Libraries

**Gender balance**

- The service is predominantly female (27 of 31) Of the six professional, Chartered Librarian posts, five are held by women, including that of Service Manager.
- In service provision terms opening hours, stock and promotions are planned to attract and cater for both men and women.
- In terms of the LGBT community, national and regional book collections and promotions are featured e.g. loud and Proud, Big Gay Read, booklists of materials likely to be of particular interest are posted on our website, publications drawing the public's attention to new anti-discriminatory measures, such as the Pink Pound, are displayed. Other council departments have used displays to circulate consultative material for the LGBT community.
- All senior staff trained in Recruitment and Selection, including a clear understanding of the non-discriminatory aspects

**2. No actions, which have not been met****3. Barriers to meeting objectives**

Occasional letters of objection about the display of materials of interest to the LGBT community are received and replied to by the Service Manager.

The balance between flexibility in relation to childcare, fairness and service need is a constant consideration.

**4. Action Plan**

- In addition to adherence to the council's Equality and Recruitment and Selection Policies
- Continue to monitor the uptake of services in terms of gender (e.g. sampling)
- Market the Library Service in arenas likely to be attended by gender being targeted e.g. past features at Classic Car Show to introduce more men to services on offer.
- Consider the implications of all plans and initiatives in terms of gender and sexuality.

**How has the Finance Service contributed to the council meeting the Objectives?****Finance contribution to Shetland GENDER ACTION PLAN**

<b><u>Action</u></b>	<b><u>Timescale</u></b>	<b><u>Responsibility</u></b>	<b><u>Outcome/Indicator</u></b>
Adhere to Recruitment and Selection Policy	Ongoing	Staff undertaking Interviews	Discourage gender barriers
Provide training on Recruitment and Selection Policy	ASAP following appointment	Staff undertaking Interviews	Discourage gender barriers
Carry out Exit Interviews	Ongoing	Line Managers	Establish reasons for leaving and determine whether there are any problems
Adhere to Disciplinary and Grievance policy	Ongoing	Line Managers	Discourage gender barriers
Provide training on Disciplinary and Grievance Policy	ASAP following appointment	Line Managers	Discourage gender barriers
Encourage Remote Working in line with policy	Ongoing	Line Managers	Look favourably on staffs' requests. We have had four requests for remote working. Two are working successfully. One was unsuccessful due to broadband facilities and the other is only used as and when required.
Encourage Flexible Working in line with Policy	Ongoing	Line Managers	Look favourably on staffs' requests. All the staff who have requested flexible working have had their requests granted.
Adhere to Maternity & Parental Leave Policy	Ongoing	Line Managers	Look favourably on staffs'

			requests
Adhere to Job Share Policy	Ongoing	Line Managers	Look favourably on staffs' requests. We have agreed to three Job Share requests following return from maternity leave.
Adhere to Equality & Diversity Policy	Ongoing	All Staff	Discourage gender barriers
Adhere to Employment Over Retirement Age Policy	November 2008 Ongoing	All Staff	Whilst we have no staff who have fallen into this range as yet, we do have one who will be 64 this year and we will be writing advising him of his rights at the appropriate time, in line with the policy.
Adhere to Training Policy	Ongoing	All Staff	Discourage gender barriers
Offer all staff training according to their needs	Ongoing	All staff	Training is essential to enable staff to carry out their duties effectively. No staff have been refused relevant training
Adhere to Harassment & Bullying Policy	Ongoing	All Staff	Discourage gender barriers
Advertise Harassment & Bullying Policy by displaying posters on notice boards	Ongoing	All Staff	Informs staff on what to do if they are being harassed/discriminated against
Adhere to Absence Management Policy by carrying out Return to Work interviews	Ongoing	Line Manager	Will determine whether there are problems within the workforce
Keep up to date records on staffs' personal circumstances by carrying out data verifications	Yearly	Office Services	Ability to provide accurate data for statistical returns

When new policies are prepared Equality Impact Assessments will be prepared, where, applicable.	As and when required	Staff who prepare policies	Will indicate how the policy will affect employees and service users
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## **Adult Learning's contribution to Council's Equality Objectives**

What do we know from existing data and research?

- Profile of Shetland population available on datashare site
- Analysis of need re literacy and numeracy in Shetland Adult Literacy and Numeracy Strategic Plan 2006-8 (datashare)
- Barriers to Learning project report (datashare)
- Attitudes to Learning in Shetland (datashare)
- Population distribution by community council area (datashare)
- Ethnicity of ESOL learners participating in language learning (Adult Literacy Partnership)
- No of adults on low incomes, with health problems or disabilities affecting their learning, participating in literacies learning (Adult Literacy Partnership)
- Nos. of adults accessing fee waivers in evening class provision (SIC Adult Learning)

<http://www.shetland.gov.uk/datashare/>

Adult learning staff have identified that there is a need to profile participation in learning, compare it to population profile and identify the gaps in participation. However a potential difficulty with this it can be intrusive to ask participants about their sexuality, mental health or faith and many participants 'refuse' questions about age and disability. Forms are designed to collect information re ethnic origin, gender, fee waiver according to age and low income, and disability.

Staff within the adult learning service have identified that women have a higher participation rate in adult learning opportunities than men. This is a National pattern of participation and not particular to Shetland. Pro-active steps are going to be taken to engage men e.g. by offering classes designed for men. Informal consultation has taken place with LGBT learners to ensure that programmes meet individual needs.

**Environmental Health: Contribution to Council Gender Objectives**

One of the Shetland Islands Councils priorities is to actively promote flexible and remote working to encourage and allow employees to manage their work around childcare responsibilities and in response to what can be an inflexible transport service.

Environmental Health Service Manager states,

“ There is one member of staff who works 7-2.30 each day to enable them to work and maintain childcare arrangements. All of the team who wish to work from home are supported to take work home when this is needed to cover childcare arrangements.

I am also developing a career grade to support and train Administrative posts into Environmental Health Officers. This increases the number of females into what was a predominantly male occupation. I also support two job share posts. I allow my staff to work remotely. One of my team has been on parental leave this year and I try to support my staff to enable them to use

flexi time to cover their childcare requirements in holidays”

**Sport and Leisure: Contribution to Council Gender Equality Objectives**

Please find below some examples of how the Sport and Leisure Service is contributing towards Council's Gender Action Plan and therefore our Gender equality objectives.

All staff taking part in Recruitment and Selection panels have been trained to do so. This is to ensure that recruitment and selection processes within the department are fair and equitable. This type of training is regularly offered to new employees who may have to take part in the recruitment process.

Exit interviews are regularly conducted with staff leaving the Service to ensure there are no unidentified reasons for their departure that should be known by the Service Managers.

Managers within the Sport and Leisure Service support staff where grievances are made or disciplinary action is required. Throughout 2007-08 a disciplinary procedure was concluded to deal with a case of verbal abuse towards an employee.

Remote Working - A number of posts within the Sport and Leisure Service have been located within Council premises outwith Lerwick. These are the Active Schools Posts based in Sandwick JHS, Brae JHS and Whiteness PS.

Flexible Working - The Sport and Leisure Service has agreed that a F/T male member of staff can alter their working hours to undertake childcare responsibilities. This arrangement has been put in place for a one-year period and will be reviewed after this time with an option to further extend the arrangement.

Maternity and Parental Leave - The Sport and Leisure Service is supportive of staff with young families and at present two members of staff are on maternity leave and a number of staff have had maternity support leave approved for them.

Job Share - At present there are a number of posts within this Service that are on a job share basis. In addition, where possible jobs are always advertised as potentially being available for job share.

Employment Over Retirement Age - The Sport and Leisure Service recognise the value of older members of staff and the contributions they can make to the Service. At present there is at least 3 members of staff in the Islesburgh Community Centre who are significantly beyond their normal age of retirement.

Return to work interviews are regularly held with staff in line with the Absence Management policy.

Staff verification documents have been completed for all staff in the Sport and Leisure Service.

All new policies are Equality Impact assessed to ensure they meet this legislation.

In order to deal with an ongoing equal pay issue new temporary contracts will be issued to 5 F/T temporary members of staff, two of which were previously paid at a higher rate of pay. This will ensure that all members of staff within this team will be paid under the same pay scales and conditions of service.

Within the sport and leisure area young women and girls have a statistically lower participation rate when it reaches early teenage years, therefore in the sport and leisure service they have committed to continue to target physical activities and sports at teenage girls in Shetland. This will be mainly done through our Active Schools Team, using a national programme called "Fit for Girls".

In addition they will continue to develop the "Young Mums" Active Futures programme, which seeks to get young mother physically active. It also seeks to develop social network through which young mothers can gain confidence, build self-esteem and become able to participate in activities on an independent basis.

They are also continuing our "FAST" programme this year which is targeted at young "homeless" men in Shetland. This programme provided football sessions and is being further developed to offer general fitness programmes and outdoor education sessions.

All of these programmes are run in partnership with other service areas.

If you would like any more information on these programmes please click on the link below.

<http://www.shetland.gov.uk/sport/>

## **Port and Harbour Operations Contribution to Councils Gender Equality Objectives**

This service area of the Council adheres to the Council's;

- Recruitment and Selection Policy
- Harassment and Bullying Policy
- Equal Opportunities Policy and
- Equality and Diversity Training procedures

As long as a person,

- Passes the industry medical and
- Passes the SIC selection and recruitment (non discriminatory) procedure

The successful candidate will be offered the post on the same terms and conditions as any other regardless of colour, creed, religion, sex, or age. Currently within this service area there is no woman employed, however a female Vessel Traffic Officer is due to start in July 2008, which is the first female to be offered this position in the UK. It must be noted that statistically there is a low number of women employed in the industry worldwide.

This is also true of Ferry Service in Shetland too. This has always been a male dominated environment.

Flexible working cannot be offered to tug or launch crew due to the nature of the job. This will for a short time put off any females who may want to have a family, even if they may not be the partner responsible for the child caring responsibilities.

There are a limited number of persons serving in the marine industry with physical or medical difficulties due to the internationally set rules on medical fitness.

Due to the strict legislation concerning medical and physical fitness this can discriminate against certain individuals. However were a woman to go for the post and she passed the medical and was a suitable candidate, there would be no reason for that female not to be offered the post. There is a very low number of women applying for posts within these industries, however positive discrimination could be something we look at in the future. Raising awareness of this issue, training for women to gain confidence to apply for posts and making sure all boats are male and female friendly.

### **Consultation with Women's Group**

The Policy Unit requested women of worth to critically review the Shetland Gender Equality Scheme and to comment on possible actions or future outcomes that could be positive steps for the council to take with regard to Gender Equality.

Comments and Actions Points are as follows;

1. "There is no mention in the document of how (physically and/or mentally) disabled women are affected by gender inequality? We know from the women attending WOW that they can feel incredibly isolated in terms of the ongoing support they need and that this is exacerbated by things like poor bus services."

Action - ZetTrans and the Council Transport Service: area transport consultations forums. These aim to look at specific issues in communities and target their service to meet the needs of that community.

2. "Gender imbalance of those involved in the decision making processes."

Action – The Council recognises that there is a Gender Imbalance within their decision-making bodies and this is built into our action plan. We are doing better on this but it is an area we do relatively poorly at in comparison to other local authority areas. I am having a meeting with pupil support teachers at the start of a new term to discuss the PSE curriculum. We feel that young men and women need to feel confident, equal in any society and that no job or position is beyond their capabilities.

## **Council Policies**

**Equal Opportunities are paramount to the Shetland Islands Council and it's employees.**

All Council departments must adhere to the;

- Recruitment and selection Policy
- Disciplinary and Grievance Policy
- Remote Working Guidelines
- Flexible working Guidelines
- Maternity and Parental Leave Policy
- Job Share Policy
- Equality and Diversity Policy
- Employment over retirement age policy
- Training Policy
- Harassment and Bullying Policy
- Absence Management Policy

## Single Status and Equal Pay

In 1999, the Single Status Agreement was reached between national employers and Trade Unions. The agreement came from a recognition that pay and conditions in local government were not equal, and were open to challenge under equal pay legislation.

The principles of the Agreement are based on:

- Delivery of high quality and flexible services
- A well trained and motivated workforce
- Ensuring equal opportunities in employment

Traditionally, Councils in Scotland have had more than one set of pay rates terms and conditions for their employees, and Shetland is no exception. Single Status is about harmonising these, fairly and consistently.

Different sets of terms and conditions has meant that some groups of employees enjoyed benefits that others weren't, and there have been different rates for some of these benefits. As this is against Equal Pay legislation, and has led to claims of discrimination, **one** single set of terms and conditions has to be developed and introduced for everybody. This is what's known as 'Single Status'.

The National agreement on Single Status has set some terms and conditions to apply nationally across all Scottish Councils and left others for negotiation between individual Councils and local Trade Unions. However, all Councils were required, through the Agreement, to deliver the following,

1. A new local pay and grading structure to replace the current national grades and pay rates. This had to follow on from a Job Evaluation exercise;
2. An associated pay structure for the new grades using a new expanded spinal column of hourly rates/pay points, agreed by the Scottish Joint Council; and
3. Local, harmonised terms and conditions of employment.

### **Where Shetland Islands Council has got to**

The Council made a set of proposals to staff in February 2007 to implement Single Status, however these were rejected by employees and subsequently withdrawn by the Council. Since then Council has reassessed the best approach to Single Status. A joint Councillor / Union / Management Single Status Team was appointed, and that team has reviewed, updated and reassessed all aspects of the project since then.

Many of the details of Single Status have been overhauled in the last year, and the overall outcome for many staff is quite different to that proposed last February. Delivering the fundamental principles of equality and fairness are vital to the Council being a good employer, as is meeting its equalities duty. These have been kept squarely in mind as the Project Team has gone about its work.

Single Status is ultimately about modernisation, and the Council is confident that it now consulting on a set of proposals that meets that objective, but also reflects the interests and aspirations of individual members of staff.

As part of the interim arrangements pending the introduction of Single Status the Council has distributed £3 million in Equal Pay compensation to qualifying staff, cost for 2007/2008 were over £1 million. Equal Pay compensation liability will continue to rise throughout 2008/2009, and until Single Status is eventually introduced

The new proposals are to be discussed with staff during the autumn and subject to approval will be implemented later this year. This implementation will include an equalities impact assessment and an update to Shetland Islands Council equal pay audit to confirm their equality impact.

## **SCHOOLS SERVICE UPDATE 2008 GENDER EQUALITY DUTY**

The Schools Service is committed to promoting gender equality for all by fulfilling the objectives set in the Council's Gender Equality Scheme, and the targets set by the Schools Service Action Plan.

### **STAFF**

Schools Service staff work with staff from Human Resources to remove barriers affecting mothers returning to work and to inform action to promote gender equality within the Schools Service.

Schools Service staff monitor uptake of courses to inform gender equality in training – e.g. Leadership.

### **PUPILS**

A project group has been established to explore gender issues in schools, including attainment and involvement in school activities.

Two small projects have taken place to encourage boys' attainment in Maths and boys' participation in home economics.

The Schools Service is committed to raising awareness of gender issues and has included awareness raising by staff from the legal department at Head Teachers' and ASN teachers' meetings. An initial survey of current good practice has been shared with schools.

Schools Service staff liaise with other departments – e.g. integrated children's services – to raise awareness amongst young people about gender equality. Schools Service staff will participate in the Youth Voice Conference in June.

### **GENERAL**

The Schools Service is committed to an open review of practice and planned action to promote gender equality. The Equalities Review Group includes representatives of staff from various schools, other SIC well as to contribute to the action plans drawn up to meet the gender and disability equality duties

## Appendix A

### Gender analysis for the Shetland Islands Council 2007/08

#### Councils Workforce

As at 4 April 2008 the Quarterly Joint Staffing Watch Survey for Shetland Islands Council shows the number of staff at **3,762** and the total number of FTE as **2,469**. This is broken down into **1,004** male and **2,758** female staff, or **26.69%** male and **73.31%** female, of which **202** are part-time male and **2,006** part-time female. Posts such as Social Care Workers, Cooks and Cleaners are predominantly part-time female staff, which explains the high percentage of part-time female staff. The total number of staff records, including relief and supply staff, on the Council's payroll is **5,728**.

The various staff groups can be broken down as follows:

Table A

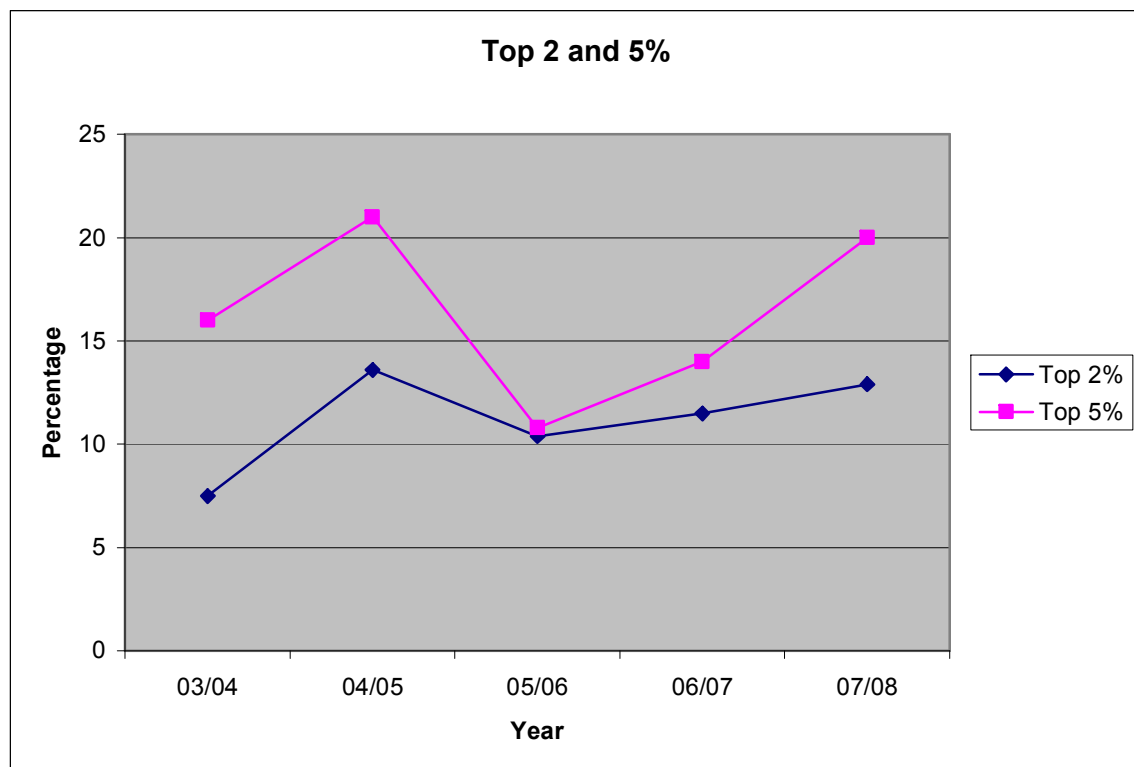
Staff Group	Male %	Female %
APT&C	35.18	64.82
Chief Officials	84.21	15.79
Manual Workers	22.24	77.76
Craft Operatives	97.87	2.13
Teachers	23.68	76.32
Lecturers	43.10	56.90
Instructors	18.82	81.18

The Council has arrangements in place to support the caring responsibilities of employees through the provision of childcare vouchers and various policies including maternity provisions, flexible working, adoption leave and parental leave. There are currently **41** employees who take part in the childcare voucher scheme, of this, 11 were male and 29 were female. However, the data on employees could not be broken down into those with caring responsibilities, as there are currently no measurements in place to record such information.

#### **Statistical Evidence Update**

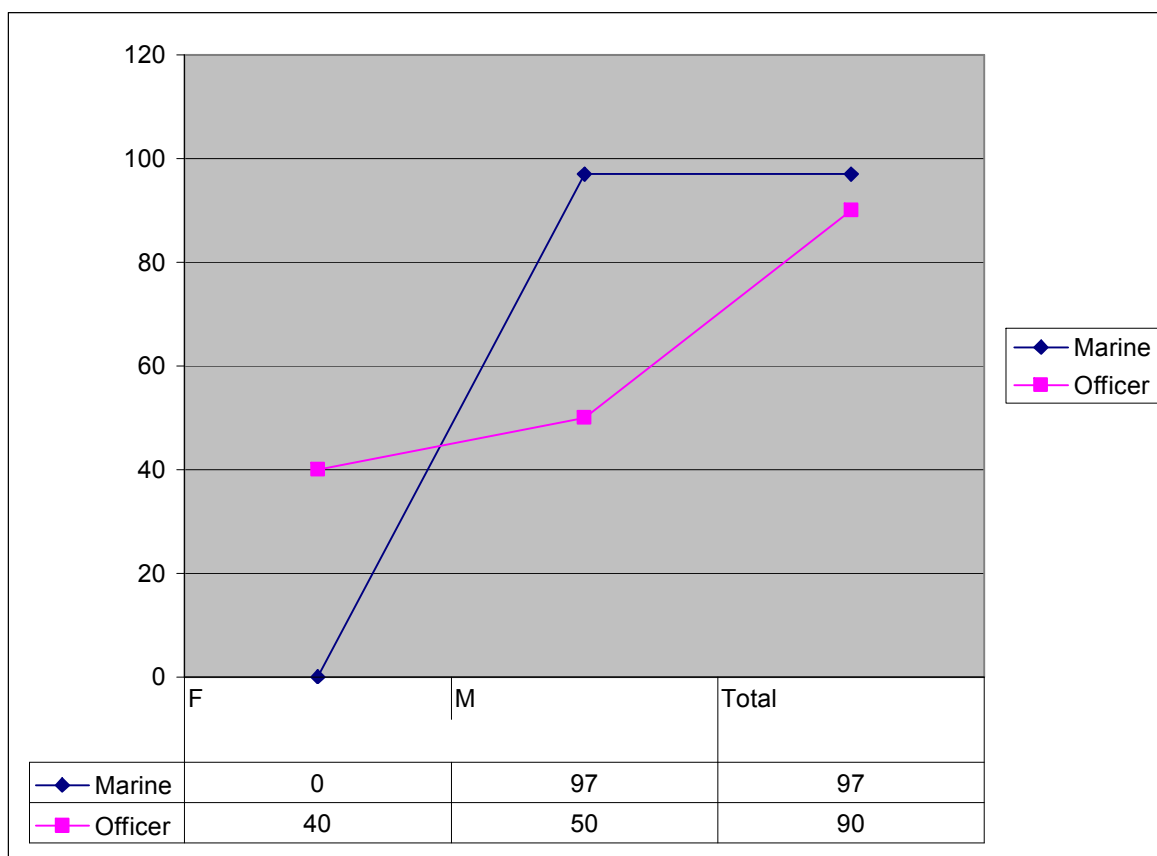
Two statutory performance indicators are collated by Audit Scotland in relation to Local Authority Staff gender balance. Percentage's of the top 2 and 5% of earners who are female. (*These indicators exclude teachers*) Shetland Island Council continues to perform poorly against the Statutory Performance Indicators. In the year 06/07, Shetland came 32<sup>nd</sup> out of 32 councils for performance on both indicators (top 2% and top 5%).

Figure 1 Top 2% and 5% of the Council workforce: Female



As you can see from figure 1, the council has made improvement within the last year. With an increase of 6% of women in the top 5% from 06/07 to 07/08 and 1.4% in the top 2%. This has mostly been due to females recruiting to service management position. However 80% of the top 5% of earners are male and 88% of the top 2% of earners are male therefore the council has a piece to travel yet.

One of the reasons as to why Shetland's performance is poor is primarily due to the Shetland Towage Merger bringing in additional marine staff. There are no women employed in this industry. This is not due to any recruitment or selection discrimination, simply that women do not apply.

**Figure 3 : 2007/08 top earners in the Council**

As you can see from figure 2, males and females at officer level are relatively equal.

The towage merger is not the only reason why Shetland performs poorly in these equal opportunity indicators. For instance;

- There are 19 chief officials in Shetland, 89% of which are men and
- 100% of craft operatives are men

Due to the nature of the equal opportunities indicators, the teaching staff of the council are not included, as they are measured by their own performance indicators. For the teaching staff in Shetland there are 77% female to 23% male. Lecturers are 58% female to 42% male. Were this to be included in the overall balance of the council workforce it would certainly go far to equalizing out the imbalance at present.

### **Analysis of Recruitment Practice and Promotion Rates**

All **job applicants** are asked to complete an Equal Opportunities Monitoring form, which is not seen by the selection panel. Successful candidate details are logged on an equal opportunities database. This database is used solely for the purpose of data analysis.

Table B

Promotion	Female	Male	Undisclosed	Grand Total
Undisclosed	145	82	47	274
Yes	394	230	4	628
No	819	317	8	1144
Grand Total	1358	629	59	2046

The data can then broken down into gender and whether the job applicants had caring responsibilities.

Table C(a)

Children under 16	Yes	Grand Total
No	460	460
Undisclosed	8	8
Yes	160	160
Grand Total	628	628

Table C(b)

Elderly Relatives	Yes	Grand Total
No	610	610
Undisclosed	9	9
Yes	9	9
Grand Total	628	628

The annual salary change details report compares last year's salary level with this year's salary level and highlights possible promotions for employees. Out of **5,611** records, **576** showed a salary increase indicating a possible promotion and **5,035** were not. There are a high number of records as employees have an employee number for each post held. This information was then broken down into the staff groups of male and females who were promoted and those who remained the same. Please note the large variance between the figures for 06/07 and 07/08 is due to improved methods of reporting.

### Analysis of Training Opportunities

Gender	Approved	Not Approved	Grand Total
Female	2629	27	2656
Male	1104	30	1134
Grand Total	3733	57	3790

There were 3,790 training applications of which 70.08% were female and 29.92% were male. Of the 3,737 successful training applications (approved by managers), 70.40% were female and 29.60% were male.

All employees should take part in an annual Employee Review & Development meeting with their line manager. Of the 89 meetings logged in 07/08, 71% of them were from female staff and 29% from male.

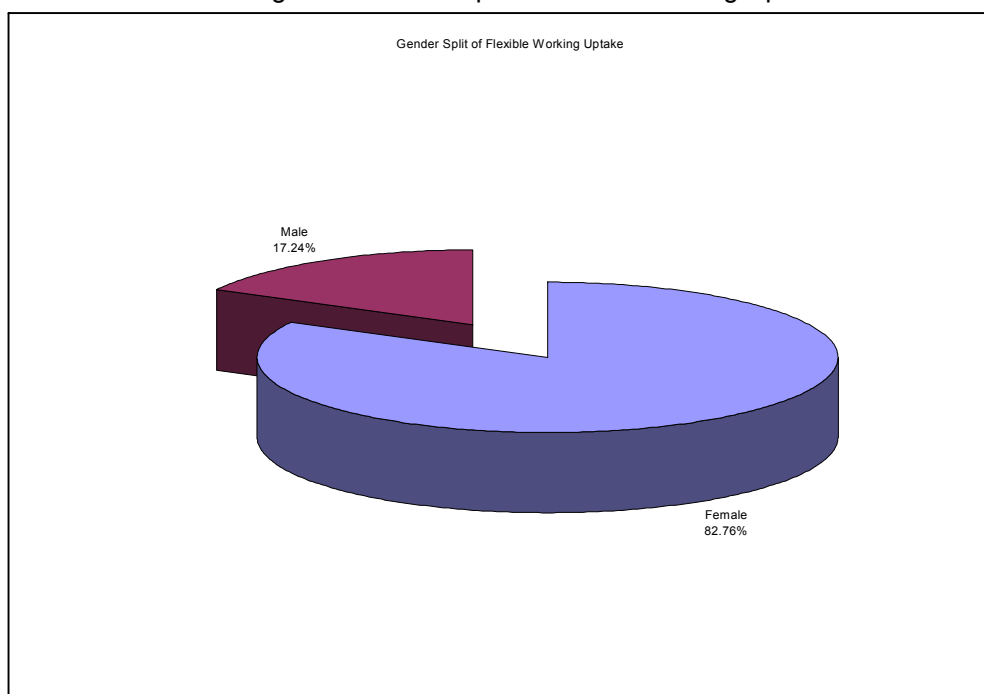
### **Grievance and Disciplinary 07/08**

From 1 April 2007 to 31 March 2008 there were **15** incidents reported through the Council's disciplinary procedure. A total of **53.33%** were male and **46.67%** were female. The departmental breakdown of disciplinary incidents is as follows:

- Infrastructure – **20%**
- Executive Services – **6.67%**
- Education and Social Care – **73.33%**

### **Flexible Take Up Rates**

Figure 4: Gender Split of Flexible working Uptake



The above chart shows the overall gender split of the uptake of Flexible working.

Chart shows flexible uptake

Female - 82.76%

Male – 17.24%

### Women and Men engaged in Decision and Policy Making Issues

A gender breakdown of those involved in decision and policy-making issues affecting Council employees can be seen in Table D below.

Table D

<b>Committee</b>	<b>Male</b>	<b>Female</b>
Council Members	17	5
Employees Joint Consultative Committee	16	3
Local Negotiating Committee for Teaching Staff	12	4
Shetland College Lecturers Joint Consultative Committee	4	3
Shetland College Lecturers Local Negotiating Committee	4	3
Executive Management Team	3	1
Total	56	19

Table D clearly shows the high number of males involved in Council decision and policy-making issues. This is not a reflection of the gender balance of Council employees, however these committees are a mixture of Council Members and Union Representative all of whom are elected by constituents and employees respectively. There continues to be a need to address the gender balance in those who actually put themselves forward for election as Council members and Union Representatives.

### Reasons for Leaving the Council 07/08

- 2 dismissals – 100% of which were male.
- 56 employees retired, 64% of which were female and 36% were male.
- Of the 486 employees who resigned in 07/08, 81% of them were female and 19% of them were male. This may be a point to be picked up on. If females are applying for more training opportunities, their uptake are substantially higher in annual employee review and development, they receive less disciplinary penalties and raise less formal grievances. It may be fair to pose the question why is it that 81% of resignations are female?

This may in part be answered by the high percentage of resignations in job share - holders. The number of resignations for female job share - holders is nearly 60%. This would suggest that further investigation may be required into why female job share holders are resigning, as it would indicate that job shares are not working.

Out of **5,728** records, **111** are job share and can be broken down by department as follows:

- Education and Social Care – **82%**
- Executive Services – **7%**
- Infrastructure – **7%**

The number of employees who have more than one job is shown in Table E, below.

Table E

Number of Jobs	Female	Male
1	1708	1041
2	556	115
3	212	37
4	108	8
5	54	4
6	15	1
7	3	0
8	1	0
9	1	0
Grand Total	2658	1206

### **Prevalence of Harassment and Sexual Harassment of Staff**

There have been no reported incidents of sexual harassment of staff in the last financial year. 8% or 2 incidents reported through the Council's grievance and disciplinary procedures were harassment and bullying cases. The outcome of 1 of these incidents was dealt with by formal procedures and the other incident was not progressed.

### **Marine Staff**

It is possible within the Towage Service to raise awareness of the lack of women within the service and to politically target women for recruitment, through a variety of methods, i.e. young women in schools, careers events with marketing aimed at women and young women.

### Shetland School Service; Gender Analysis 5-14 results June 2007

Figure 4 Attainment levels by Gender: Reading

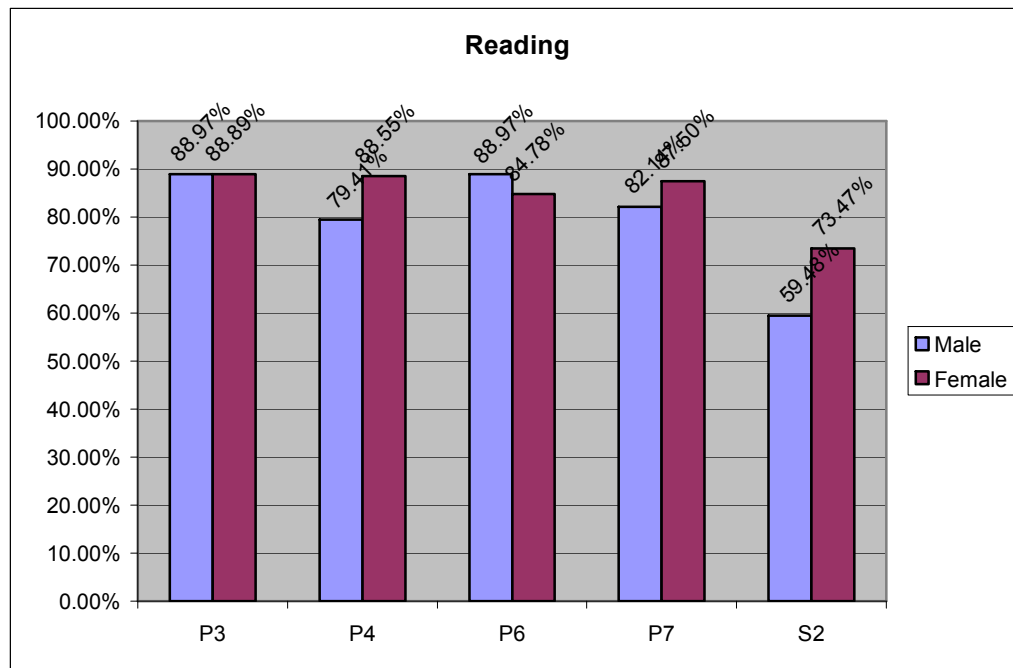


Figure 5: Attainment Levels by Gender: Writing

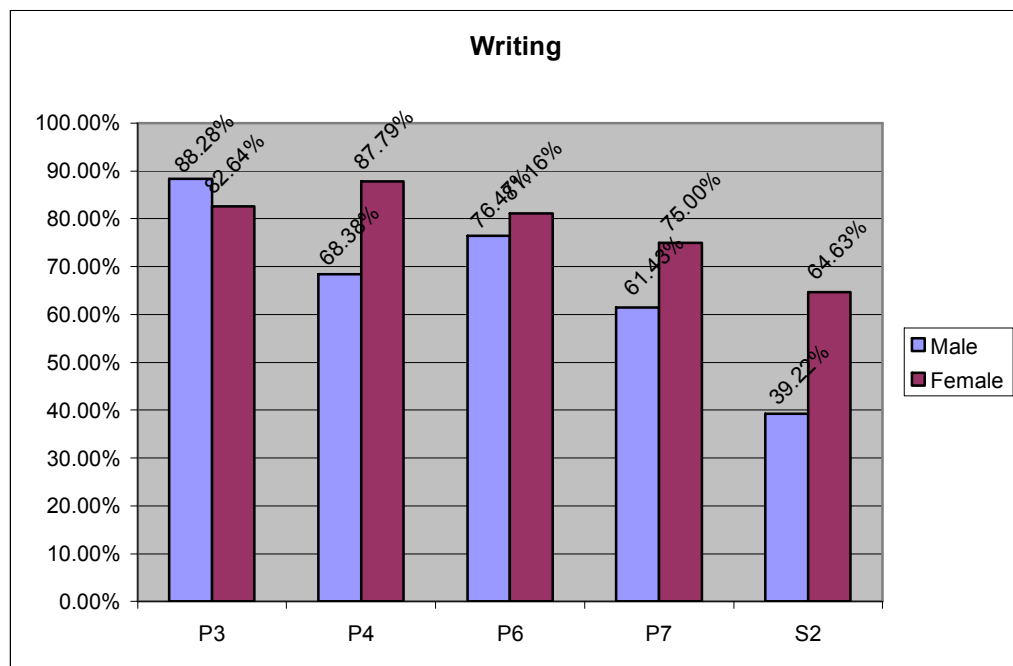
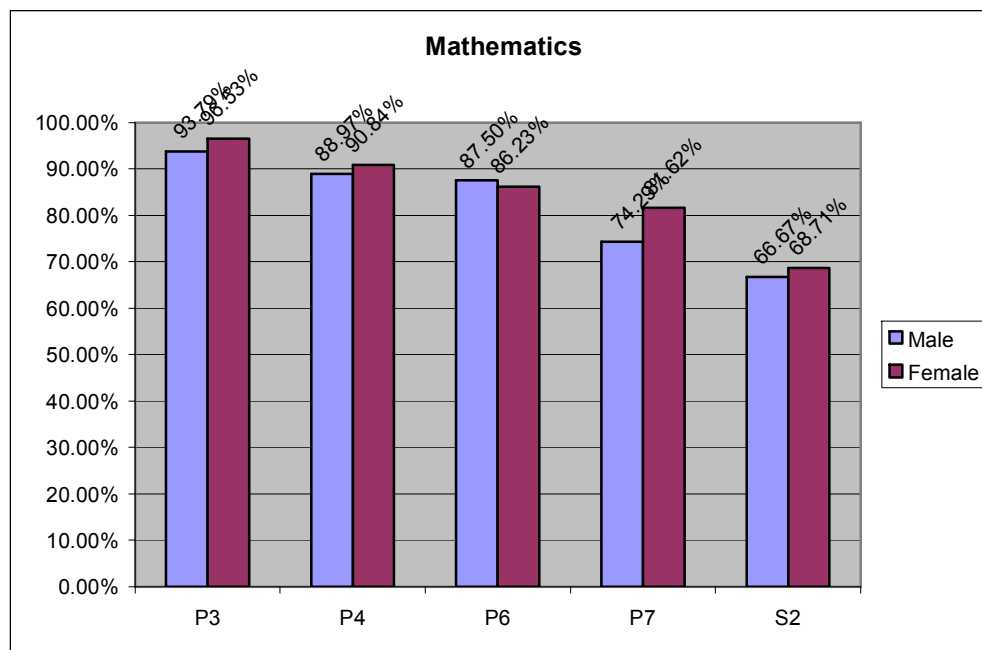


Figure 6: Attainment Levels by Gender: Mathematics



Females outperform their male counterparts in every area. None more staggering than in the graded area of writing, which by secondary 2, 64.63% of females are receiving minimum graded level to 39.22% of their male peers. In reading 73.47% of young females are receiving the required entry requirements in comparison to 59.48% of young males. Mathematics is the only area in which young females and males stay relatively comparable. Females outperform males by slightly over 2% by secondary 2.

## Appendix B

### Gender profile of Shetland College 2006/2007

Below is a breakdown of the gender profile for student enrolments for the academic year 2006/2007.

<b>Mode of Delivery</b>	<b>Total number of Enrolments</b>	<b>Male</b>	<b>Male %</b>	<b>Female</b>	<b>Female %</b>
<b>All</b>	<b>2185</b>	<b>1026</b>	<b>47</b>	<b>1159</b>	<b>53</b>
<b>Further Education programmes</b>					
Further Education (FE)	1981	977	<b>49</b>	1004	<b>51</b>
FE Full time	79	39	<b>49</b>	40	<b>51</b>
FE Part time / Distance Learning / Other Part time / Short/Full time / Evening/Weekend	1208	609	<b>51</b>	599	<b>49</b>
FE Day Release	543	253	<b>47</b>	290	<b>53</b>
FE Open Learning	104	29	<b>28</b>	75	<b>72</b>
<b>Higher Education programmes</b>					
Higher Education (HE)	204	49	<b>24</b>	155	<b>76</b>
HE Full time	75	11	<b>15</b>	64	<b>85</b>
HE Part time / Distance Learning/ Other Part time / Evening/Weekend	47	9	<b>19</b>	38	<b>81</b>
HE Day Release	49	18	<b>37</b>	31	<b>63</b>

There appears to be a reasonable balance between male and female enrolments across Further Education (FE) programmes with only a 6% excess in the female enrolments, compared to Higher Education (HE) programmes where there is a preponderance of female students.

There is also a reasonable balance between male and female enrolments with only slight excess (2%) in the female enrolments of the FE programmes and the FE full time enrolments. There is a gender balance with regard to FE part time programmes, which includes distance learning, other part time, short full time, evening and weekend programmes. The data was collated this way because the actual numbers for individual programmes were too small to publish separately, as doing so may have created an issue regarding student confidentiality.

When analysing the FE day release programmes there appears to be a reasonable balance between male and female enrolments with only a 6% excess in female enrolments. However there was a significant difference regarding gender in the FE open learning programmes where there is an excess of 44% in the female enrolments. This excess may be due to the types of programmes to which this mode of delivery lends itself, such as the health and care programmes, as these are curriculum areas that tend to attract more female enrolments.

However when analysing the total number of HE enrolments there is a significant difference in gender breakdown with two thirds of student enrolments being female compared to only one third being male. This suggests that females are twice as likely to enter into HE as males. The difference is even more apparent when HE full time programmes are examined. Here, only 15% are male whilst 85% are female. There is a similar difference when analysing HE part time, distance learning, other part time and evening/weekend with male enrolments at 19% and female enrolments 81%. Again the mode of delivery may lend itself to certain types of curriculum, such as the health and care programmes, attracting more female enrolments.

There appears to be a significant number of male enrolments, 37%, that are on HE day release programmes, but there still is a gender imbalance against the female enrolments of 63%, again this mode of delivery may lend itself to certain types of curriculum, or traditional roles may be at play wherein males are in full time employment and females may have more time available for study. However more in-depth research is required to determine the cause or causes of the imbalance.

## **Appendix C**

### **The Gender Booklet; S3 Pupils Anderson High School**

Total booklets completed = 71

Female Male = 37

Male responses = 34

Secondary 3 pupils were asked to fill out the following Gender booklet during their pupil support lessons. The aim of this was to get an understanding of how young g people viewed Gender roles in society today and to see if the policies, which we are implementing, i.e. Gender Equality, are having any effect at this level.



## Gender

**What do you think?**

Shetland Islands Policy Unit

Female -----

Male -----

Age -----



These are two advertising campaign's each using men and women to sell a product.



1) Do you think these stereotype men and women?

2) Does it matter?



## Gender

### How do you feel?

- In Shetland, **77%** of teachers are female. Much of this is in the primary sector of education. **100%** of craft operatives are male. There are **74%** manual female workers in the council, a large percentage of which are female social care workers.
- At Anderson High School, mostly young women choose the vocational pathway courses in childcare and hairdressing. Young men predominantly take up the construction and sound engineering courses.

### 3) Why do you think this is?

### Do you think this matters?

- In Shetland, **89%** of Chief officials are men, and 11% are women
- At present in Shetland we have 5 female councillors and 17 male councillors. They have the final decision making powers for much of what will or will not take place in Shetland

### 4) Is this the way it should be? Why?



**Gender**  
**What do you want?**

Advantages/Disadvantages in today's society

**Q)** What are the Advantage's to being a young male/female in Shetland?

**Q)** What are the disadvantages to being a young male/female in Shetland?

Expectations for the Future

**Q)** What do you hope to achieve/would like to do, in the future?

**Q)** If you have children with your partner in the future, who do you think will look after the child/children? Why?

**Q)** Do you expect men and women to be paid the same wage for doing the same job?

### **Analysis of Gender Booklet**

#### **Question 1(refer to page 38)**

**32%** of the females felt that the adverts were, in particular, stereotyping women; the remaining **68%** did not.

**38%** males felt that this stereotyped men and women, however were unclear if this mattered or not.

#### **Question 3 (refer to page 39)**

Overwhelmingly **76%** of the females felt that the answer to question 3 was;

“Children get on better with females”

“That’s what they are into”

“Men like to get dirty”

“ Girls like working with hair and children more than men do”

A number of respondents mentioned that it may be embarrassing for a male to go into childcare, or they may be made fun of which would put men off going into hairdressing and women construction.

**70%** of the males felt that this was in line with tradition and that girls and boys simply had different interests. Most felt that this was not important. **30%** males felt that this was an issue, however they were unclear as to why it may have occurred. A few quotes from the young men for Q3

“ Because they (men) want to have a stronger gender”

“Some jobs are seen as female jobs and some are seen as male jobs”

“ To scared to try it, in case they get bullied”

#### **Question 4(refer to page 39)**

**44%** of the young males felt that this is the way it should be, with explanations such as;

“Men do a better job at running a country”

**32%** of the males felt that this was **not** the way it should be, with most feeling that within the council it should be split more proportionately to represent society fairly.

**24%** were unsure.

**62%** of females felt that this was not the way it should be and that the executive and councillor chamber should be more proportional to the population of Shetland. One young female stated;

“ Men and Women should not be viewed as different deciders”

**14%** of the females felt that this was the way it should be as people had voted for this and **24%** were unsure if this was they way it should be.

### **Advantages/Disadvantages in today's society**

A few examples of the answers given from males and females to what are the advantages and disadvantages of being a young Shetlander today.

#### *Advantages*

F = “Its safer than being on the mainland” (this was mentioned many times for males and females)

F “you get to wear make up”

F = you get a big choice of courses that was originally thought to be for boys”

F = “easier to get jobs”

F = you have Fun”

M – “easy to make friends from football”

M = “not many bad influences”

M = “Good Community”

M = “Sports”

#### *Disadvantages*

F = “no good clothes shops”

F = “not allowed in Up Helly Aa squad” (men only) Shetland wide Viking tradition (this was mentioned by quite a few females)

F = “nothing to do unless you like sport”

F = “ Having your period!”

F = “Police are annoying”

M = “Old people hate us”

M = “it's a remote place”

M = “not many Jobs” (several young men felt like this)

– Contrary to what young female felt.

### **Expectations for the Future**

A few examples of the answers given from young Shetland males and females for what they hope to achieve in the future.

F = “Travel”

F = “Hairdressing”

F = “I am going to go to Uni and get a good job” (quite a number of females said this)

F = “Fashion designer or art teacher”

F = “I am going to be a Forensic Scientist”

M = ”Police Officer” (a few young men said this)

M = “Electrical engineer or plumber”

M = “become a teacher”

M = “Journalist”

**Q) If you have children with your partner in the future, who do you think will look after the child/children? Why?**

*Answers*

**53%** of young males felt that it was the responsibility of both partners, with several stating (18%) that depending on who earned more in the future, that would be the person to continue working.

**30%** of males felt that it was the responsibility of the female/to look after the child, as it was more natural and **17%** did not know.

**70%** of the females felt that it was the responsibility of both parents and that it was important for both partners to spend time with the child/children to bond with them. Many of the young females felt that having a child would be dependant on their career, with many stating that they would use child minders or baby sitters to allow them to work.

**24%** of the females felt that it would be their responsibility in the future. The reasons given for this was either that they wanted too look after the child/children or that men are not given the equivalent in maternity leave, so it's easier for a women.

**6%** of females were unsure.

**Q) Do you expect men and women to be paid the same wage for doing the same job?**

*Answers*

**82%** of males said yes, **11%** said no and **7%** were unsure.

**100%** of females said that yes men and women should be paid the same wage for doing the same job.

**Few points from analysis to raise**

**Education**

A school is obviously a place of education and can heavily influence a young person and so one must engage openly and positively in any equal opportunity debate.

Over 70% of the young females and males felt that there were specific careers for men and women. I would ask the question why over 70% our educated young people of 14 and 15 feel that in this day and age it would be unnatural for a young man to choose a career in childcare or a young women to choose a career in engineering?

I would also ask why 44% of our young males feel that is a good thing to have 89% of our chief officials as male.

#### Quality of Life

#### Disadvantages

I would like to raise a few points from the listed disadvantages put from the young people.

F = "Police are annoying"

M = "Old people hate us"

M = "not many Jobs"

Following this booklet, a member of the policy unit will be in discussion with the Principal Teachers of Pupil Support to discuss the careers programmes and PSE programmes. This has been recommended, by the Head Teacher of the Anderson High School, as the most appropriate way forward. The progress and development of which will be input into the 2008/09 Gender Annual Report.

## **Appendix D: Council - Core Functions**

### **Education and Social Care – Schools –**

- To educate young people aged 3 - 18 to reach their full potential

### **Library & Information –**

- To provide books, large print books, music cd's, talking books, open learning packs, newspapers and talking newspapers.
- To provide free access to the Internet and a broad range of software
- To provide free access to a range of reference materials
- To provide promotional activities
- To provide a library service to schools Adult Learning –
- To provide a range of adult learning programmes to help adults and young people achieve their potential

### **Sport & Leisure Services –**

- To manage sports and leisure facilities
- To manage Islesburgh Community Centre and Youth Hostel
- To manage play areas, multicourts and general amenity areas
- To deliver a programme of sports development opportunities and activities
- To deliver the Active Schools programme
- To provide outdoor education and adventure activities
- To administer a variety of grant aid schemes

### **Train Shetland – Short Courses –**

- To develop and provide quality short courses locally to meet the need of both the SIC and external customers
- Train Shetland – Vocational Training –
- To act as a managing agent for the Government Funded Training Programmes of Skill seekers and Modern Apprenticeships

### **Integrated Children's Services –**

- To provide an integrated care service for children and young people in Shetland.

### **Criminal Justice –**

- To supervise offenders in the community in order to increase community safety and protect the public
- To work with offenders on community sentences or post release supervision to reduce current levels of re offending

### **Community Care –**

- To provide a care service to older people, people with dementia, physical disabilities, mental health problems, sensory impairments, learning difficulties, children with disabilities or a disabling illness, people with HIV/AIDS and people who are terminally ill

**Inclusion –**

- To provide a universal youth work service delivered through a network of 10 youth centres provided in partnership with local communities and groups

**Community Work –**

- To provide up to date information and advice on all issues concerning voluntary organisations in a way that best suits the organisation
- To develop the skills and confidence needed for communities to engage and exercise power and influence, and to achieve their outcomes
- To engage with communities and other stakeholders across Shetland to identify, plan and meet their needs
- To provide community transport in the form of self drive community minibuses located throughout mainland Shetland

**Infrastructure –****Planning –**

- To prepare, maintain, review and implement the Structure Plan and Local Plan, which set out the framework for development and area regeneration
- To undertake wide consultation and resulting negotiations on new development proposals
- To ensure that new building work achieves national standards relating to the health, safety, welfare and convenience of people in and around buildings
- To look after our very rich heritage of buildings, landscapes, plants and animals

**Roads –**

- To ensure that all roads, footways, streetlights, traffic signals, culverts and bridges are inspected and maintained

**Ferries –**

- To own and operate a fleet of ferries providing lifeline services between the mainland and other islands

**Transport –**

- To provide local bus services on behalf of ZetTrans
- To provide internal air services and management of associated airport infrastructure
- To provide transport services for all other statutory functions within the Council, such school and social work transport
- To manage the Council fleet
- To administer the Council's function as licensing authority for taxi and private hire care licensing

**Trading Standards –**

- To check businesses for compliance with Trading Standards legislation

- To educate and inform locally based businesses and consumers
- To register and license locally based businesses
- To enforce Trading Standards legislation
- To maintain Shetland's standard weights and measures and provide a metrological service

**Environmental Health –**

- To ensure the healthy production of food animals, the responsible ownership of pets and the welfare of animals
- To ensure adequate protection, maintenance and improvement of the local environment so as to benefit the health of the community
- To ensure the safe production, manufacture, storage, handling and preparation of food and its proper composition and labelling
- To safeguard the safety, health and welfare of persons whilst at work and those who might be affected by work activities
- To ensure the provision and maintenance of housing stock of a good standard, that is safe and that is provided with all basic amenities
- To ensure the protection of public safety and/or elimination of nuisance or other adverse impacts of activities through the exercise of licensing controls
- To prevent the potential spread of disease and/or physical damage resulting from infestation by pests
- To ensure proper public health controls are in place at ports of entry
- To protect and secure improvements in the public's health

**Waste –**

- To audit Council services and buildings with regard to environmental performance
- To promote waste prevention within the Council, households and the business community
- To provide a range of disposal and recovery options
- To monitor and coordinate activities related to the cleaning of litter and graffiti and maintaining public areas to a high environmental standard

**Burial Grounds –**

- To provide a grave digging service for all funerals in Shetland
- To maintain all 62 yards
- To maintain records of all yards

**Cleansing –**

- To provide an integrated waste management service from the point of collection through to safe disposal or recycling

**Building Services –**

- To provide a catering service to schools and Social Care clients
- To provide a cleaning service to all Council schools, offices, public buildings and toilets
- To provide a building maintenance service for all Council properties

**Executive Services****Committee Services –**

- To manage, coordinate and administrate all Council and Committee meetings, and their related subcommittees and forums
- To administrate all Scottish Parliament, Westminster Parliament, Shetland Islands Council and Community Council elections
- To implement and comply with the Data Protection Strategy, Policy and relevant legislative requirements
- To implement and comply with the Records Management Strategy, Policy and relevant legislative requirements, including the Freedom of Information (Scotland) Act 2002

**Registration Services –**

- To collect and process accurate information from the public to enable an event to be registered, to produce an accurate permanent record, and to ensure that no events remain unregistered

**Legal Services –**

- To provide a legal service to all Council departments

**Contract Compliance –**

- To provide a tendering and contract administration service to all Council departments, including advice and assistance regarding EU procurement regulations and relevant Council policies and procedures.

**Asset Services –**

- To manage the Council's assets
- To provide land and seabed surveys to facilitate works in the capital programme

**Emergency Planning –**

- To prepare a Community Risk Register (CRR)
- To prepare and produce emergency plans and procedures
- To provide advice to businesses and voluntary organisations

**Safety and Risk –**

- To provide a corporate approach to the management of risk across all Council services

**Human Resources –**

- To recruit and retain high quality people to meet the Council's present and future needs
- To build on and improve fair employee relations strategies

**Policy –**

- To initiate, coordinate and facilitate partnership working initiatives
- To develop Council wide corporate strategies based on need, and prepare mechanisms to deliver those strategies

- To promote and ensure the incorporation of best value principles and management practices throughout the Council
- To develop performance management systems at all levels of the Council

**ICT Unit –**

- To provide and ICT service for all parts of the Council

**Finance –**

- To provide financial management information and advice
- To maintain the General Ledger of the Council's Financial Management System (Integra)
- To manage the Council's cash flow
- To provide a payroll, pensions and payments service
- To conduct audit investigations, as directed
- To collect local taxes due
- To process claims for Council Tax Benefit and Housing Benefit in Shetland

**Housing –**

- To provide general needs, temporary, supported and sheltered accommodation
- To provide a strategic overview of housing provision in Shetland

**Capital Programme –**

- To manage the range of individual projects within the Council's Capital Programme on behalf of service users
- To manage the Council's aspirations and to deliver a sustainable Capital Programme

**Economic Development Unit –**

- To provide a research and development function
- To invest in a variety of projects and economic sectors
- To provide a marketing function

**Ports and Harbour Operations –**

- To maintain a service to board and land pilots to/from vessels and for running moorings from ships to the shore dolphins
- To maintain a towage service for tankers berthing at and sailing from the Sullom Voe oil terminal
- To assist the oil terminal in any marine related activity



# Zetland Transport Partnership

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## REPORT

**To:** Zetland Transport Partnership

18 August 2008

**From:** Transport Strategy Officer  
Infrastructure Services Department

## KEY PERFORMANCE INDICATORS

### 1. Purpose of Report

- 1.1 This report presents baseline data on a number of Key Performance Indicators relating to different areas of transport services relevant to Shetland. Monitoring of key areas highlights where progress is being made and other areas which require further development.

### 2. Introduction

- 2.1 Performance Monitoring is about tracking the development of different areas of service in order to gain a clearer understanding of how to best distribute resources.
- 2.2 As part of the development of Shetland's Regional Transport Strategy (RTS) a number of Key Performance Indicators (KPIs) were put in place, in order to measure progress on delivering the aims and objectives of the strategy.
- 2.3 There are a number of benefits, including:
- a record of progress against objectives outlined in the Regional Transport Strategy;
  - a better understanding of the effectiveness of various initiatives used to reach those objectives; and
  - an overall more efficient and effective service based on a stronger understanding of resource distribution.
- 2.4 Since the development of the RTS officers have been collating information and putting in place systems for ongoing monitoring of different areas of transport services and aims outlined in the RTS. The data presented in this report is the first time this information has been brought together and provides a baseline for 2007-08.
- 2.5 The information is collected throughout the year, and is presented to ZetTrans on an annual basis – Report of Transport Key Performance

Indicators (see Appendix A). A summary of the main points will be made available to the public through the ZetTrans annual report, with the full report being made available via the ZetTrans website.

### 3. Key Performance Indicators

- 3.1 In order to assist with monitoring the progress of ZetTrans in delivering the targets and objectives set out in the Transport Strategy, a range of Key Performance Indicators have been developed. In total, eight high level KPI's have been developed as set out in the below table.

<b>Key Performance Indicators</b>	
KPI 1	Reliability of Shetland's Transport Network
KPI 2	Standard of Road Maintenance
KPI 3	Fuel Consumption Levels
KPI 4	Market Growth on Shetland's Transport Network
KPI 5	Public Transport Accessibility
KPI 6	Sustainable Transport Use
KPI 7	Road Safety Levels
KPI 8	Transport Integration Opportunities

- 3.2 In addition to the high level objectives, the Transport Strategy also identified the need to introduce a number of other monitoring regimes. These include records of public transport satisfaction and an ongoing monitoring of fares and timetables to ensure that the services offered are affordable and integrated.

<b>Monitoring</b>	
M 1	Affordability of Public Transport in Shetland
M 2	Capacity Constraint
M 3	External Destinations
M 4	Access for All
M 5	Access to Health
M 6	Safety and Security
M 7	Freight Facilities
M 8	Public Transport Satisfaction

- 3.3 Putting in place a consistent set of KPIs will enable trends to be monitored over time. Where possible, trend data has already been collected up to five years prior to 2007-08.
- 3.4 This data collection and monitoring will continue to be built upon to assess progress in delivering the outcomes and objectives of the Transport Strategy.

## 4. Summary of Main Points

4.1 A summary of main points raised in the report includes:

- The average cancellation rate for inter-island air services in 2007/08 was 3.75%, while the rate for external air services was 0.17%;
- The standard of road maintenance throughout Shetland declined by 12% between 2005/06 and 2006/07 then improved by 9% in 2007/08;
- Levels of fuel consumption throughout Shetland's transport network rose by 400 tonnes between 2002 and 2005;
- The level of fuel consumption on Shetland's inter-island ferries has increased by 20.6% since 2003/04;
- Road traffic levels increased by 4 million vehicle kilometres between 2005 and 2006;
- Bus passenger numbers have increased by 8% since 2002/03;
- Passenger and car numbers on inter-island ferries increased by 8% between 2004 and 2006;
- Passenger numbers on inter-island air services declined by 15% between 2005/06 and 2006/07 then rose by 13% in 2007/08;
- Passenger numbers on external ferry services increased by 21% between 2003 and 2006 then declined by 0.2% in 2007;
- Passenger numbers on external air services have increased by 24% since 2004/05;
- A 2007 travel survey showed single occupancy cars to be the most popular method of travelling to work among SIC employees;
- Numbers of people killed or seriously injured on Shetland's roads have dropped from a peak of 13 in 2005/06 to nine in 2007/08;
- Numbers of slight casualties on Shetland's roads have dropped from a peak of 56 in 2005/06 to 33 in 2007/08;
- In 2007 from Monday to Saturday 15% of arriving inter-island ferries connect with a local bus service compared with 4% on a Sunday;
- In 2007 from Monday to Saturday 18% of departing inter-island ferries connect with a local bus service compared with 3% on a Sunday;
- In 2007 48% of arriving flights connect with a local bus service compared with 61% of departing flights; and
- In 2007 43% of ferries departing from Holmsgarth connect with a local bus service;
- Capacity utilisation on inter-island ferries increased by 1% and 7% for passengers and vehicles respectively between 2005 and 2006; and
- In 2007/08 inter-island ferry services received 57% positive feedback while bus services received 33% positive feedback.

## **5. Conclusions**

5.1 Some conclusions can be drawn from the main points of this report.

In terms of progress:

- usage of public transport has generally increased over the last few years
- levels of road safety appear to have increased with fewer serious and slight casualties on Shetland's roads

There continues to be scope to:

- Improve levels of walking, cycling, carsharing and use of public transport to access work (i.e. more sustainable travel choices);
- Improve integration across Shetland's transport network, particularly integration of buses with inter-island ferry services
- Increase the percentage of the population able to access more responsive public transport solutions, including to access health services

In terms of improvements to monitoring, some areas could use further development such as a system for monitoring reliability of inter-island ferry services, which is due to be put in place for 2008/09.

## **6. Financial Implications**

6.1 The costs of all actions within this report are contained within approved budgets.

## **7. Recommendations**

7.1 I recommend that the Members of ZetTrans note the content of this report.

Report No: ZTP-23-08-F

**Report of  
Transport Key Performance Indicators**



**August 2008**

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## **Introduction**

This document has been put together to provide an overview of performance levels for the various aspects of Shetland's transport network. It will be provided on an annual basis.

As part of the development of Shetland's Regional Transport Strategy (RTS) a number of Key Performance Indicators (KPIs) were put in place, in order to measure progress on delivering the aims and objectives of the strategy.

This document provides the following information for each of the KPIs:

- Purpose of the KPI;
- Source(s) of data;
- Available data and analysis.

Where possible data is provided for up to five years prior to 2007-08.

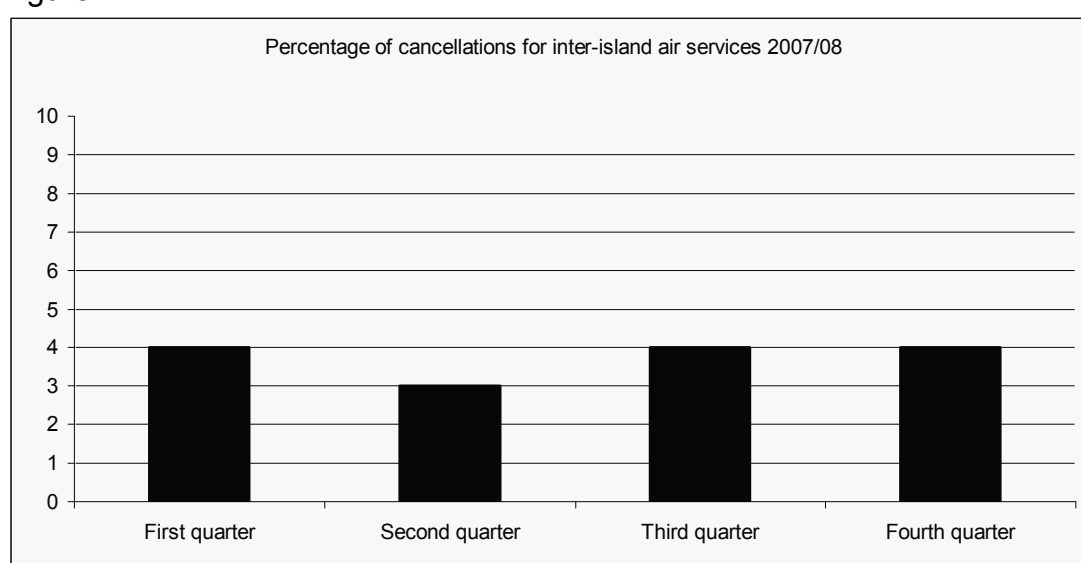


### Reliability of Shetland's Transport Network (KPI 1)

This indicator has been set up to monitor the reliability of the various public transport services in Shetland's transport network. One of the central policies of the Shetland Islands Council is the development of sustainable communities and transport reliability has a significant role to play in this area. As many people throughout Shetland's rural communities rely on public transport it is essential that the services provided are of a standard that gives these people the required access and ensures these communities remain an attractive and practical place to live.

- The data for this indicator is provided by the transport operators – SIC Transport and Loganair.

Figure 1<sup>1</sup>:

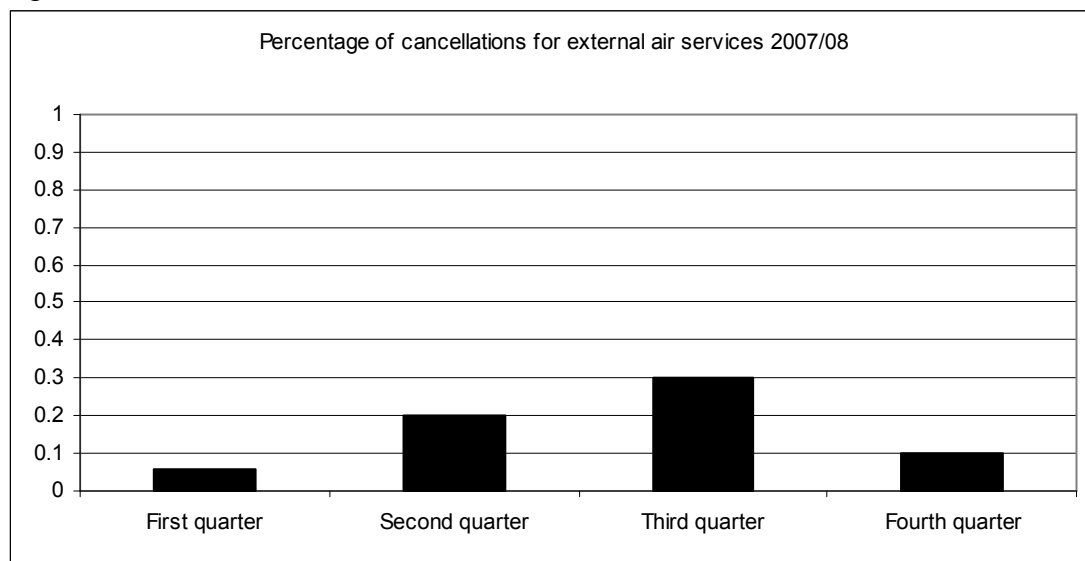


The figures in the above chart exclude weather related cancellations. As shown 4% of timetabled inter-island flights were cancelled in the first quarter of 2007/08. This figure dropped to 3% in the second quarter then returned to 4% for the third and fourth quarter. The average annual cancellation rate was 3.75%.

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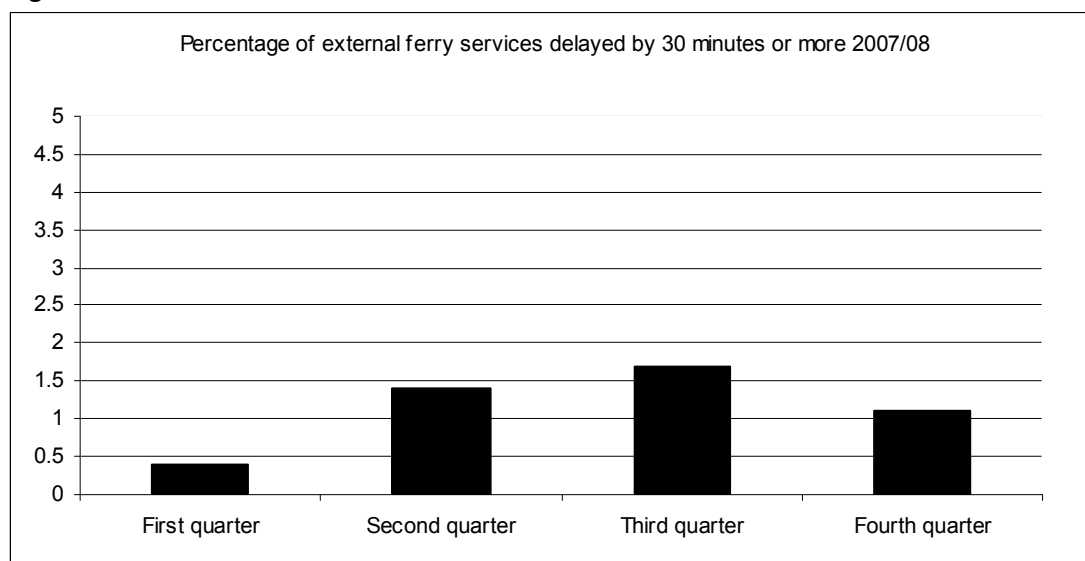
<sup>1</sup> SIC Transport

Figure 2<sup>2</sup>:



The data in Figure 2 exclude weather related cancellations. As shown 0.06% of timetabled external air services were cancelled in the first quarter of 2007/08. This figure rose to 0.2% in the second quarter then to 0.3% in the third quarter and then dropping to 0.1% in the final quarter. The average annual cancellation rate was 0.17%.

Figure 3<sup>3</sup>:



The data in Figure 3 exclude weather related delays. As shown 0.4% of timetabled external ferry services were delayed by 30 minutes or more in the first quarter of 2007/08. This figure rose to 1.4% in the second quarter then to 1.7% in the third quarter and then dropping to 1.1% in the final quarter. The average annual delay rate was 1.15%.

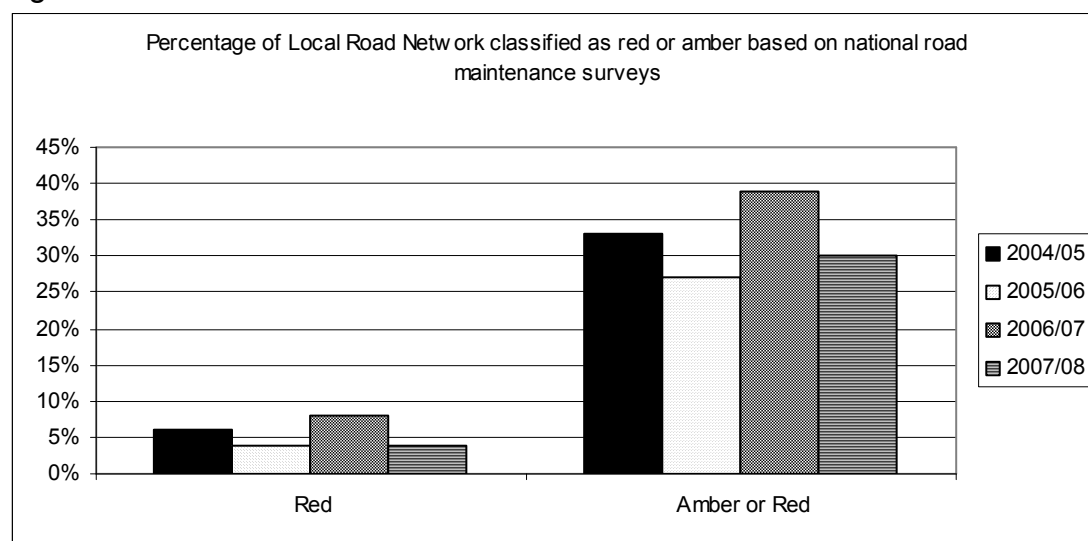
<sup>2</sup> Loganair  
<sup>3</sup> NorthLink

### Standard of Road Maintenance (KPI 2)

This indicator serves to monitor the maintenance of Shetland's road network. As Shetland has many rural areas it is essential that the necessary steps be taken to ensure there is a safe and well-developed road network to allow proper access. Inadequate roads increase the threat of dangerous traffic accidents and so this monitoring system can show whether or not the various communities throughout Shetland have the standards of roads they require.

- The data for this indicator is provided by the Scottish Transport Statistics (2007). To illustrate the condition of road networks throughout different areas they have developed a colour coding system:
  - Green – Roads classified as green are in acceptable condition;
  - Amber – Roads classified as amber require further investigation to determine whether treatment is required; and
  - Red – Roads classified as red are in need of repair to allow future use.

Figure 4<sup>4</sup>:



As shown in the above chart, there has been some variation in the quality of Shetland's road network. The percentage of roads classified as red has doubled from 4% in 2005/06 to 8% in 2006/07 while the percentage of roads classified as amber or red has risen from 27% to 39% over the same period of time. In 2007/08 the quality of roads improved again, falling to 4% red and 30% amber or red.

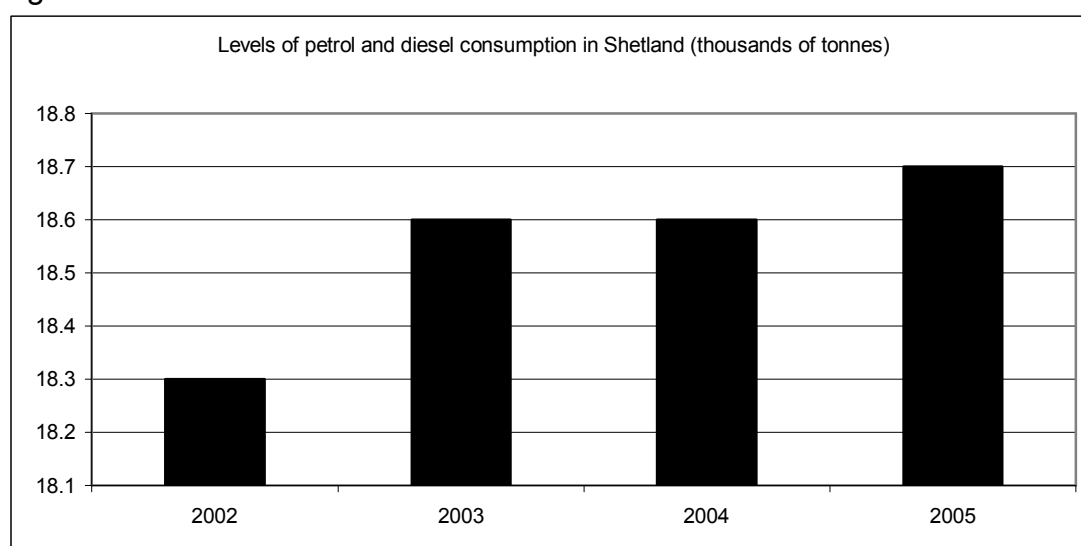
<sup>4</sup> <http://www.scotland.gov.uk/Publications/2007/12/14120610/67>

### Fuel Consumption Levels (KPI 3)

This indicator records the levels of fuel consumption in Shetland. The data provides statistics for the levels of petrol and diesel consumed in Shetland including the levels of fuel used by Shetland's inter-island ferry service. As climate change is becoming an increasingly dominant issue throughout all areas of government, steps are being taken to try and reduce levels of carbon emissions. The monitoring of fuel consumption levels is a useful indicator of performance in reducing the carbon emissions of both private and public transport. The target for this area is an annual reduction of fuel consumption throughout Shetland and the development of higher levels of fuel efficiency within the public transport network.

- Data for levels of petrol and diesel consumption in Shetland is provided by the Scottish Transport Statistics (2002 – 2005);
- Data specifically for inter-island ferries is provided by SIC Ferries; and
- Data specifically for inter-island air services is provided by SIC Transport.

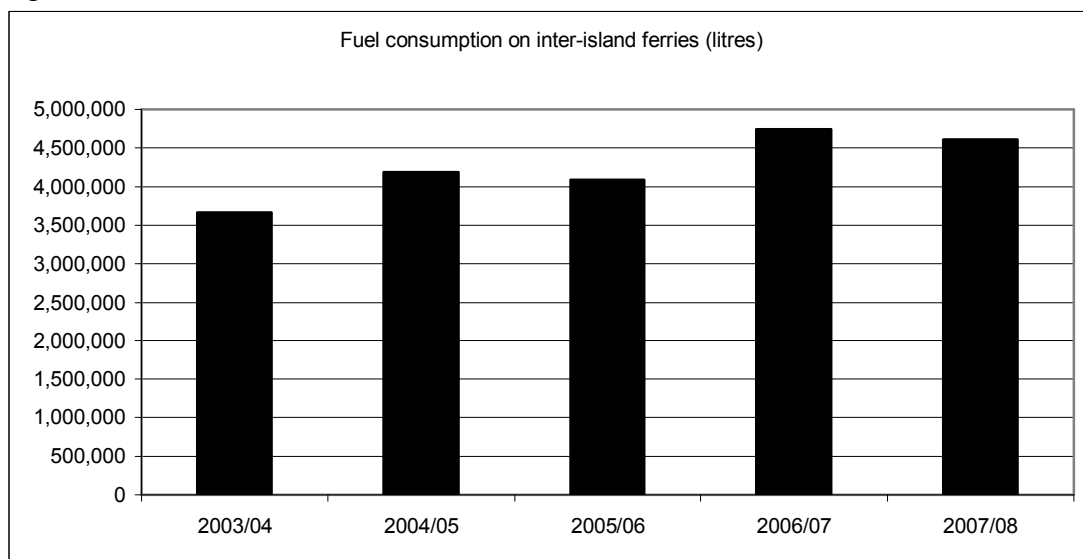
Figure 5<sup>5</sup>:



As shown in the above chart petrol and diesel consumption for Shetland rose from 18.3 thousand tonnes to 18.6 thousand tonnes between 2002 and 2003. This level remained steady throughout 2004 but rose by another 100 tonnes in 2005.

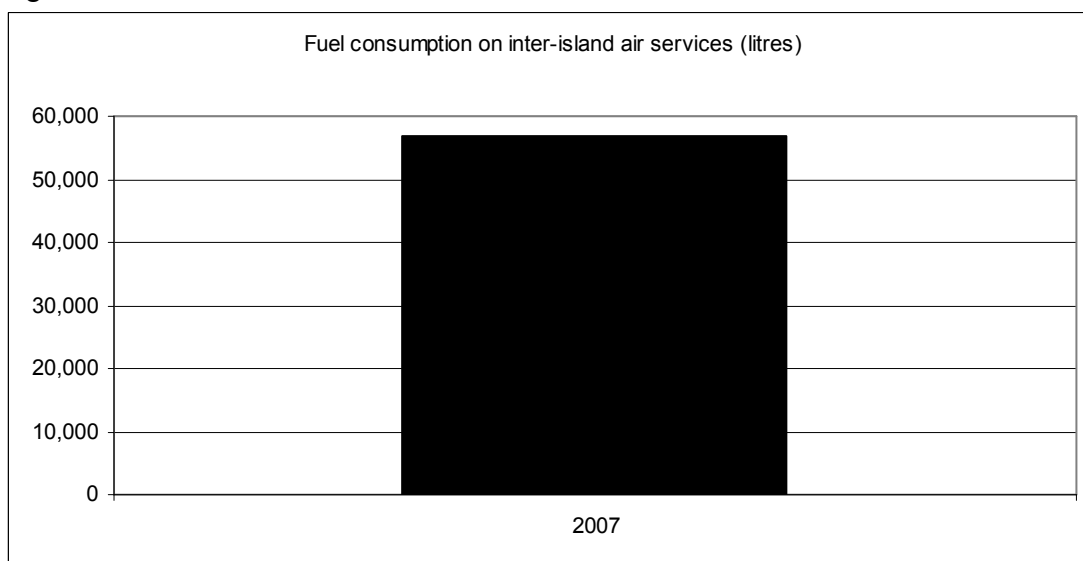
<sup>5</sup> <http://www.scotland.gov.uk/Publications/2007/12/14120610/80>

Figure 6<sup>6</sup>:



As shown in the above chart fuel consumption on Shetland's inter-island ferries has varied from year to year beginning at the lowest level of 3,661,143 litres in 2003/04 and peaking at 4,743,642 litres in 2006/07. The most recent figure from 2007/08 is 4,612,307 litres, showing a 2.8% decrease from the previous year.

Figure 7<sup>7</sup>:



As shown in the above chart fuel consumption on Shetland's inter-island air services was 56,702 litres in 2007.

<sup>6</sup> SIC Ferries

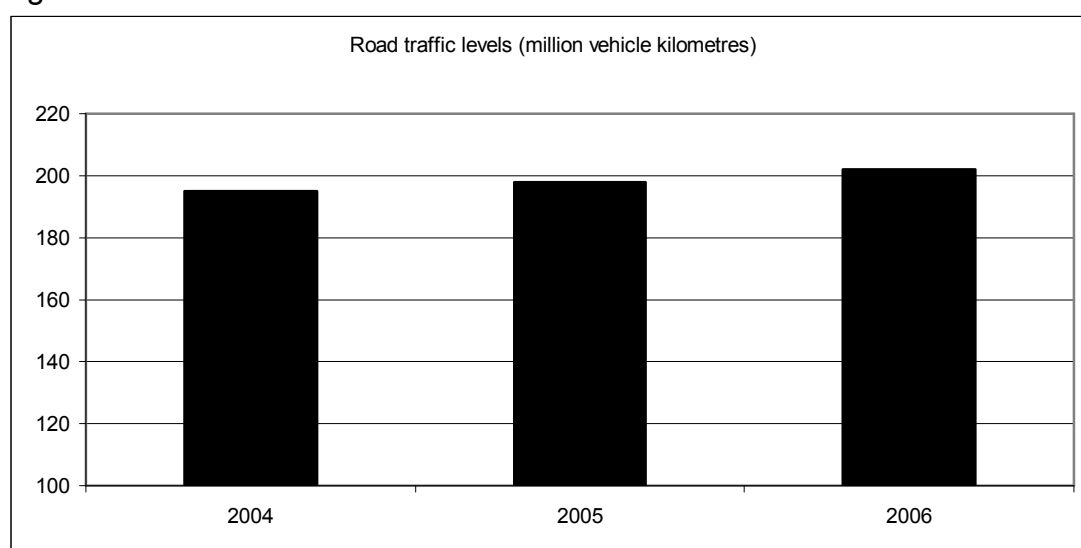
<sup>7</sup> SIC Transport

#### Market Growth on Shetland's Transport Network (KPI 4)

This indicator monitors the market growth of both private and public transport throughout Shetland. As with the monitoring of fuel consumption levels recording market growth within Shetland's transport network can assist in tracking Shetland's performance in reducing carbon emissions, developing sustainable transport and dealing with the demands of climate change. In the interest of sustainable transport the development of an effective public transport network is a necessary step in reducing the levels of private car usage. In addition the provision of effective external transport services is essential to ensure people have access to services out with Shetland. Levels of market growth in public and private transport provide an effective indicator of performance in improving the levels of service of both internal and external public transport. The target of this area is an annual increase in the users of Shetland's internal public transport services.

- Data on road traffic levels are provided by the Scottish Transport Statistics (2007);
- Data on bus and ferry services are provided by Shetland Islands Council;
- Data on inter-island air services are provided by Directflight
- Data on external ferry services was provided by NorthLink; and
- Data on external flights is provided by Loganair.

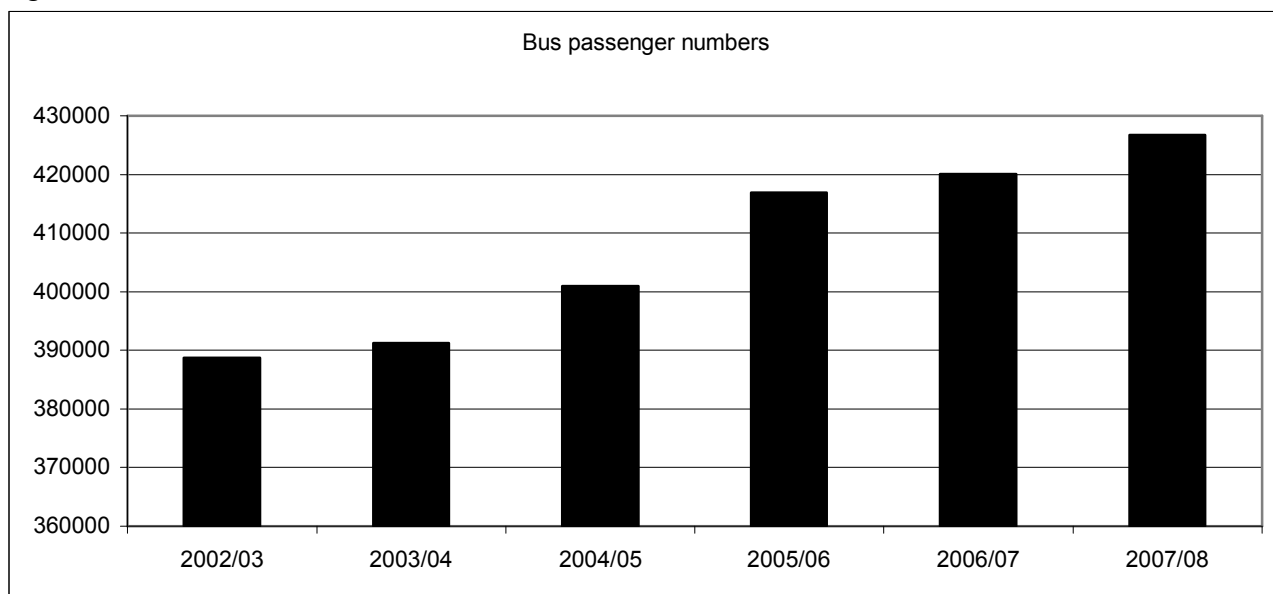
Figure 8<sup>8</sup>:



The above table shows how road traffic levels throughout Shetland increased by seven million vehicle kilometres between 2004 and 2006. These statistics are only a rough indication of traffic levels and so the estimated figures could contain a significant degree of error.

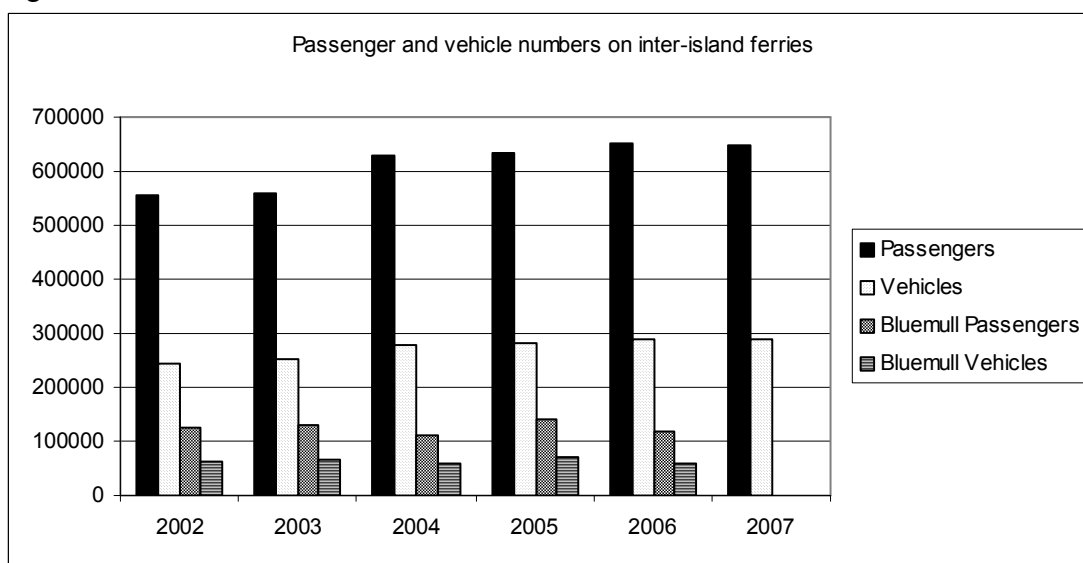
<sup>8</sup> <http://www.scotland.gov.uk/Publications/2007/12/14120610/73>

Figure 9<sup>9</sup>:



Bus passenger numbers, as shown on the above chart, have risen steadily from 388,720 in 2002/03 to a current peak of 426,740 in 2007/08, showing an overall increase of 8% over a six year period.

Figure 10<sup>10</sup>:



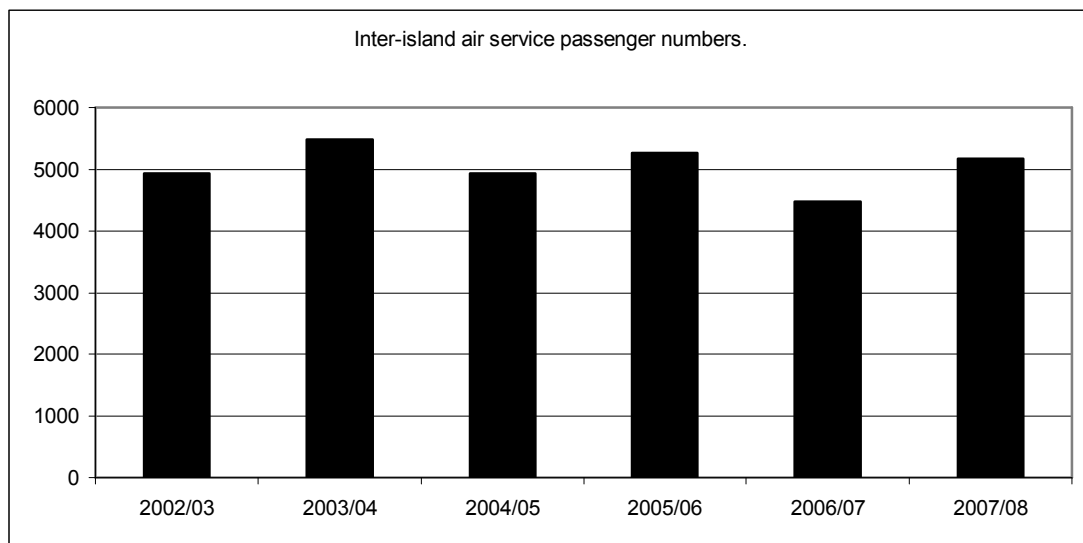
Recorded passenger numbers on Shetland's inter-island ferries experienced a growth of 15% between 2002 and 2006. 2007 saw a 0.4% decline but numbers remain comparatively high. Similarly vehicle numbers increased by 15% over the same period then decreased by 0.3%, in 2007. Figures for Bluemull services are displayed separately from other routes as Bluemull numbers for 2007 are unavailable. These show 19% and 18% increases for

<sup>9</sup> SIC Bus Services

<sup>10</sup> SIC Ferries, excluding Bluemull carryings (all years)

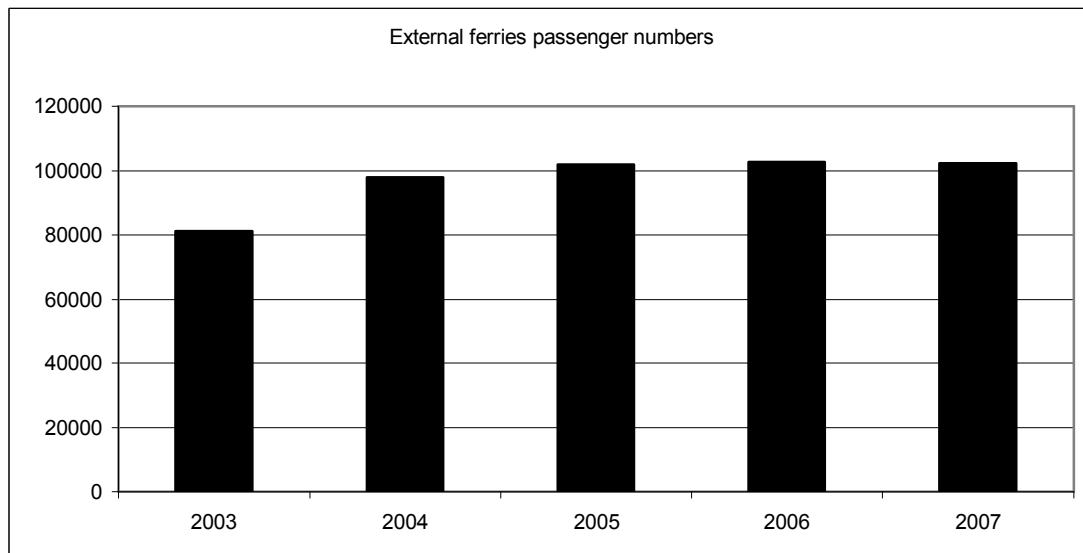
vehicles and passengers respectively in 2005 followed by decreases of 15% for both in 2006.

Figure 11<sup>11</sup>:



Passenger numbers on inter-island air services saw a decline of 15% in 2006/07 with a total of 4,476 compared to 5,263 in 2005/06. This figure was up again by 13% to 5,167 in 2007/08.

Figure 12<sup>12</sup>:

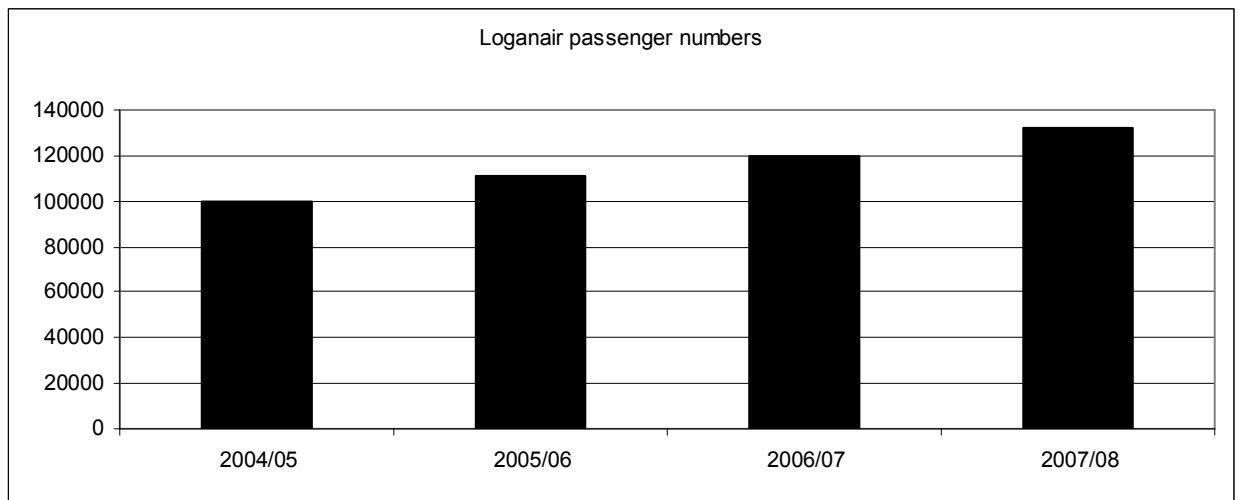


Over a period of four years, passenger numbers on external ferry services increased continually by a total of 21% from 81,185 in 2003 to 102,603 in 2006. This figure showed a slight decline of 0.2% in 2007.

<sup>11</sup> Directflight

<sup>12</sup> NorthLink

Figure 13<sup>13</sup>:



Over a period of four years, passenger numbers on external flights have increased steadily by 24% from 100,024 in 2004/05 to 132,092 in 2007/08. Some of this growth will be as a result of the introduction of the Air Discount Scheme.

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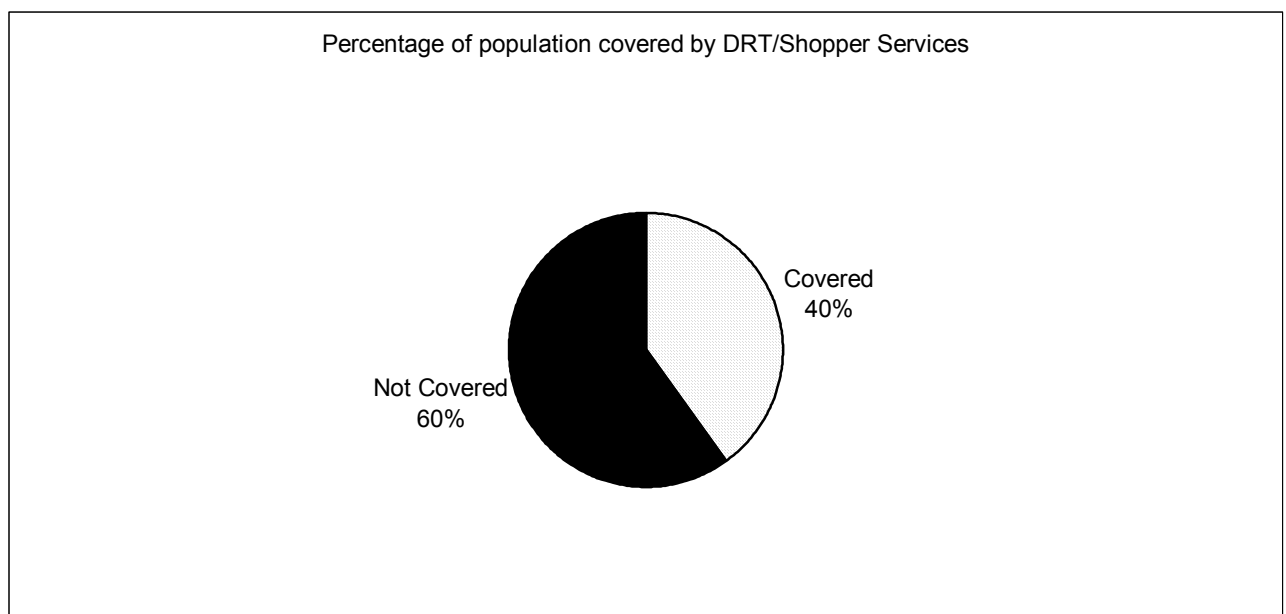
<sup>13</sup> Loganair

### Public Transport Accessibility (KPI 5)

This indicator monitors levels of public transport accessibility throughout Shetland and tracks the development of new services introduced to improve this accessibility. For rural communities such as the ones throughout Shetland it is essential that public transport services be geared towards the specific requirements of their residents in order to ensure these communities remain practical places to live. The concept of Demand Responsive Transport (DRT) illustrates this approach as it focuses on the development of dynamic transport services rather than fixed services that people must work around. This system means that transport providers can have a clearer picture of what is required of a service and identify gaps within the current service.

- The statistics for this indicator were calculated by correlating DRT/Shopper services listed in the 2008 Shetland Transport Timetable with census data on population.

Figure 14<sup>14</sup>:



As shown in the above chart approximately 40% of Shetland's population currently has access to a DRT/Shopper Service.

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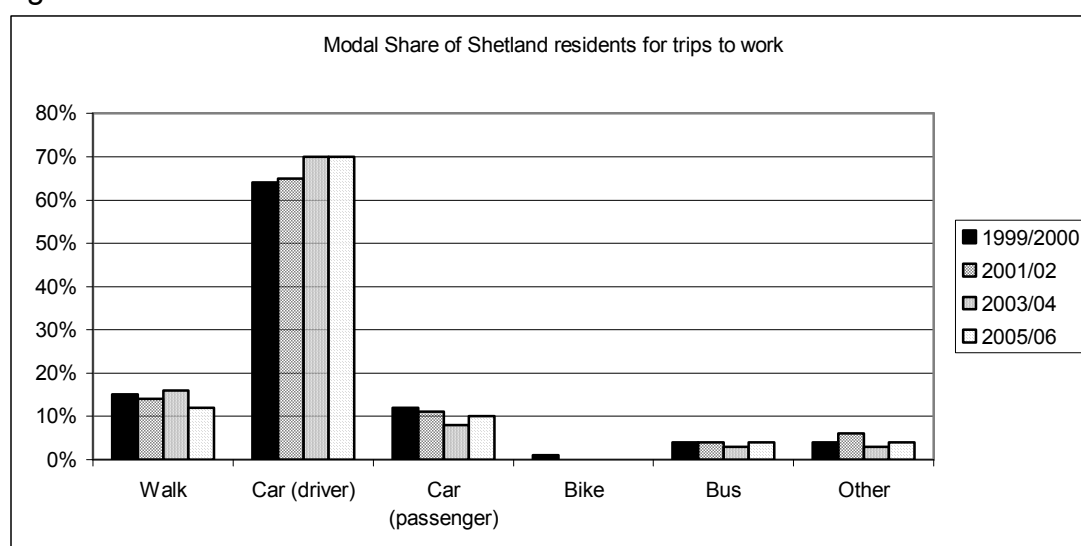
<sup>14</sup> Shetland Transport Timetable 2008

### Sustainable Transport Use (KPI 6)

This indicator monitors the development of sustainable modes of transport throughout Shetland. The aim of sustainable transport is to meet the requirements of current transport users while maintaining scope for future developments. This concept benefits both the sustainability of local communities as well as wider issues surrounding the environment and climate change. The aim for this area would be a reduction in levels of private car usage in favour of other modes of travel such as buses, walking and cycling. This helps show the effectiveness of efforts to promote these alternative modes of travel.

- Data for modal share of Shetland resident for trips to work is provided by the Scottish Household Statistics (2006); and
- Data for modal share of SIC employees for trips to work was gathered in a workplace travel survey carried out in September 2007.

Figure 15<sup>15</sup>:

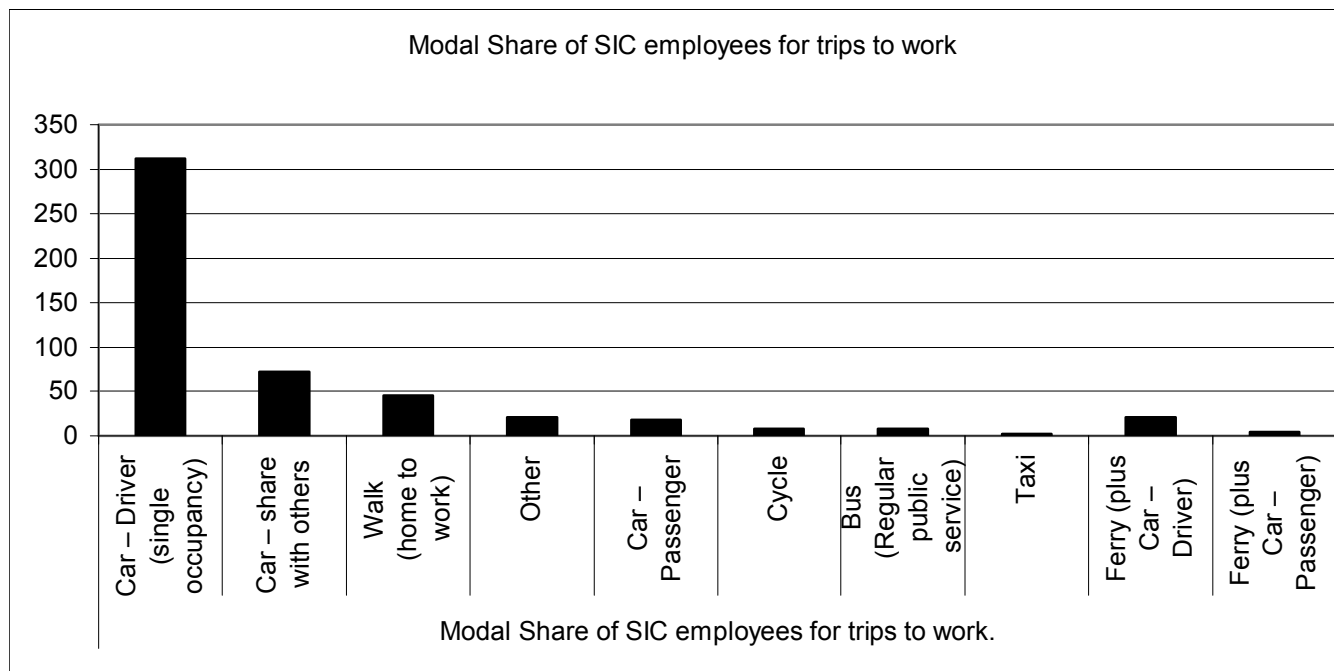


The statistics in the above chart are based on limited samples with an average size of 320 and only offer a rough indication of the popularity of different modes of transport for trips to work. The results suggest:

- Car drivers as a mode increased from 64% in 1999/2000 to 70% in 2003/04 and this figure remained steady throughout 2005/06;
- Car passengers declined steadily between 1999/2000 and 2003/04 from 12% to 8% but experienced a 2% growth in 2005/06;
- The popularity of walking has varied marginally from year to year reaching its highest level of 16% in 2003/04 then dropping to the lowest level of 12% in 2005/06;
- Cycling remains the least popular mode of transport, starting at 1% in 1999/2000 then falling to 0% in the subsequent years; and
- Percentages of people travelling by bus have remained relatively steady at 4% though it briefly dropped to 3% in 2003/04.

<sup>15</sup> <http://www.scotland.gov.uk/Publications/2007/11/29142052/29>

Figure 16<sup>16</sup>:



As shown in the above chart single occupancy cars is the most common type of transport among the 511 survey participants, with 312 using this mode for travel to work. 72 respondents car-share with others while 45 walk to work. Eight respondents cycle or take the bus while taxis are the least common with two people using this mode.

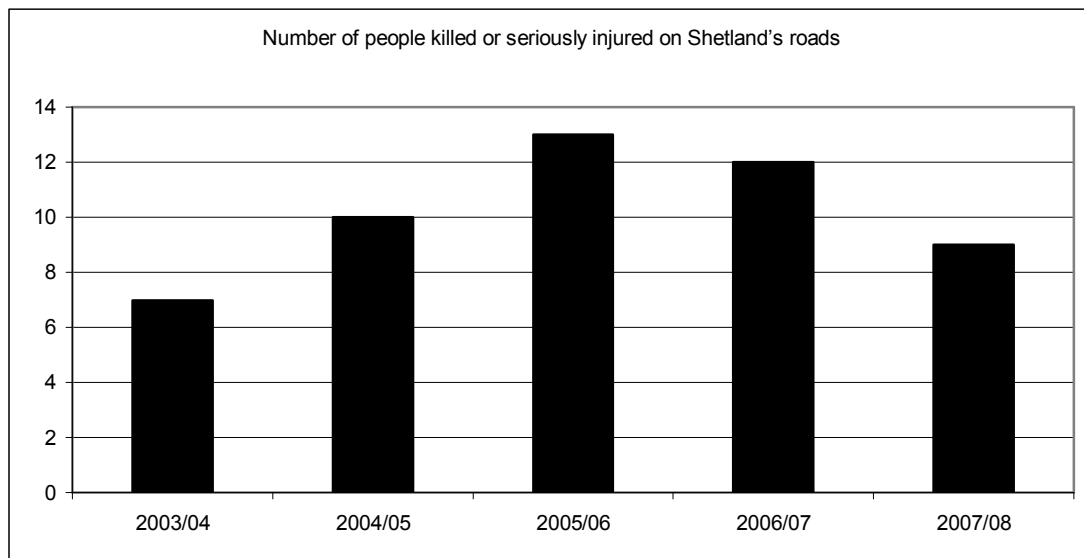
<sup>16</sup> Workplace Travel Survey 2007

### Road Safety Levels (KPI 7)

This indicator looks at Shetland's road safety levels by monitoring the annual numbers of reported casualties on the road network. Progress can be tracked in meeting national road safety targets and correlations may also be made between the number of casualties and the level of road maintenance throughout Shetland.

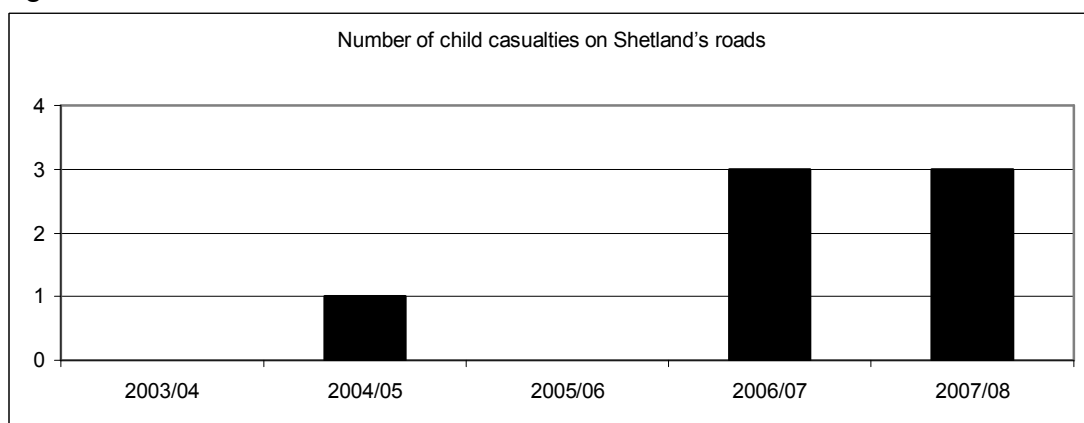
- Data on road casualties throughout Shetland is provided by Road Accidents Scotland (2007).

Figure 17<sup>17</sup>:



The number of people killed or seriously injured on Shetland's roads rose from seven in 2003/04 to a peak of 13 in 2005/06. 2006/07 saw a decline to 12 and this figure fell again to nine in 2007/08.

Figure 18<sup>18</sup>:

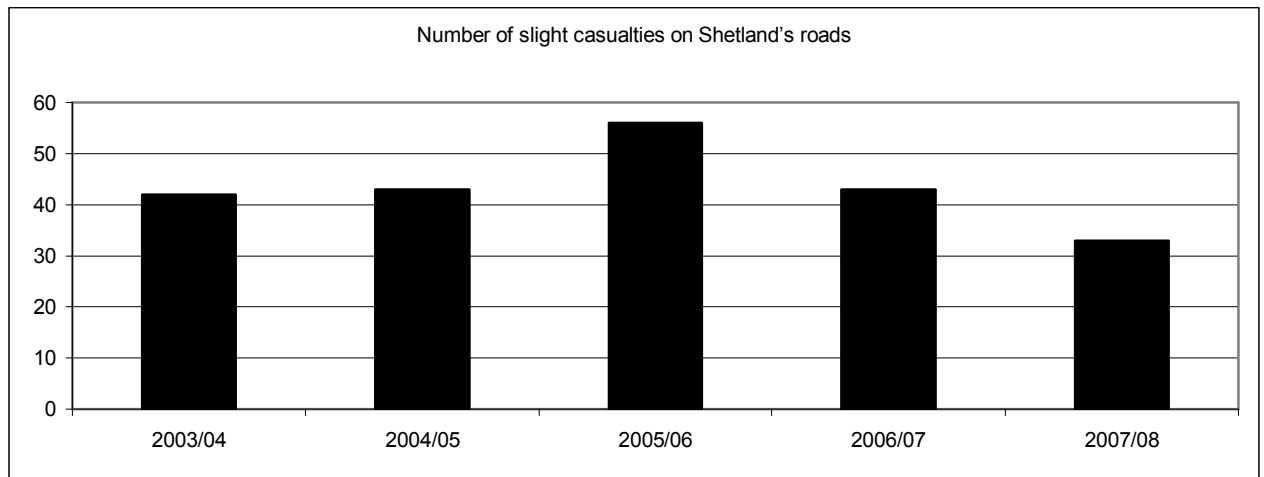


<sup>17</sup> Community Safety Officer

<sup>18</sup> Community Safety Officer

The number of child casualties on Shetland's roads was one reported in 2004/05 while none were reported in 2003/04 or 2005/06. This figure rose to three in 2006/07 and remained at that level again in 2007/08.

Figure 19<sup>19</sup>:



The number of slight casualties on Shetland's roads has varied each year. Rising from 42 to 43 between 2003/04 and 2004/05 then peaking at 56 in 2005/06 and falling again to 43 in 2006/07 and to its lowest number of 33 in 2007/08.

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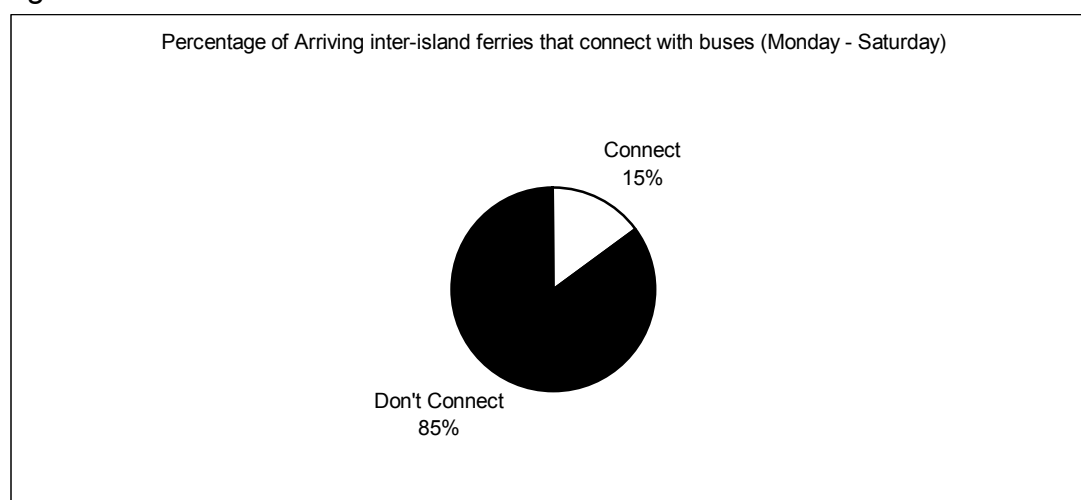
<sup>19</sup> Community Safety Officer

### Transport Integration Opportunities (KPI 8)

This indicator looks at levels of integration between different transport services within Shetland. In order to assure accessibility effort must be made to ensure a level of compatibility between the timetables of public transport services. To assist with this the percentages of external flights, external ferry services and inter-island ferry services that connect with local bus services are monitored.

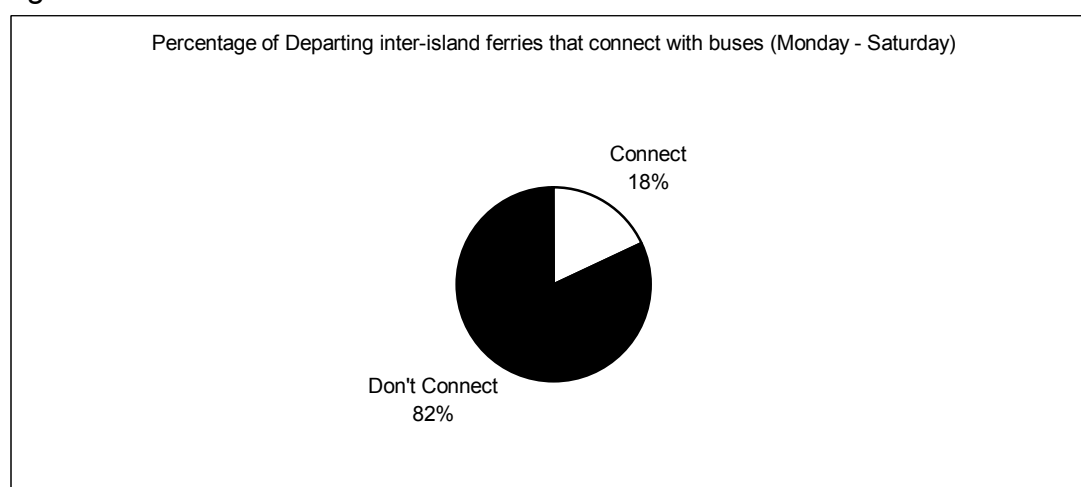
- These statistics were developed by comparing bus timetables with other transport services in February 2008.

Figure 20<sup>20</sup>:



As shown in the above chart from Monday to Saturday 15% of inter-island ferries are met with a local bus service when they arrive at their destination. Buses considered to connect with ferry services leave within 15 minutes of the ferry's arrival at the terminal.

Figure 21<sup>21</sup>:

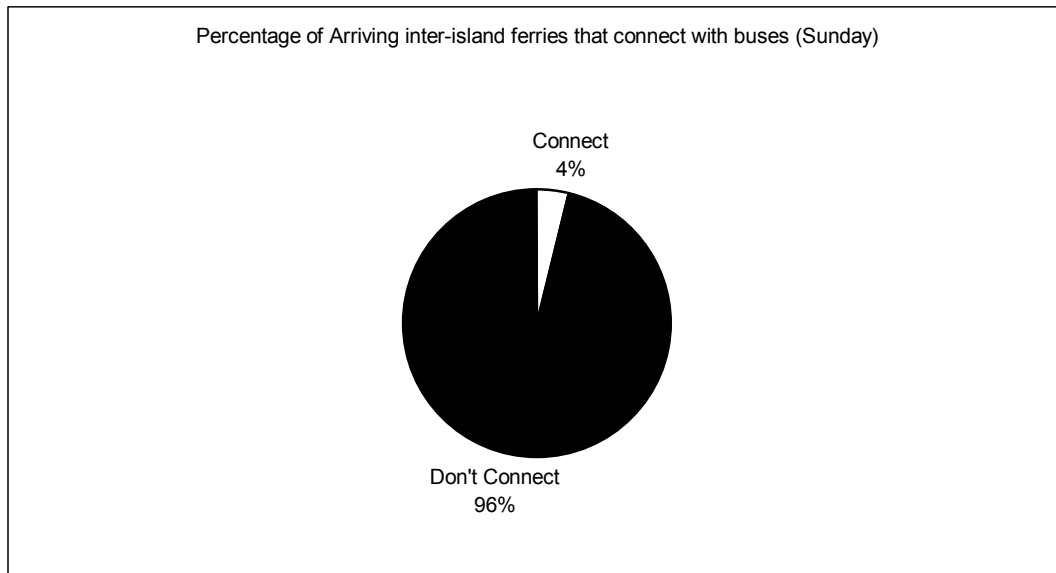


<sup>20</sup> Shetland Transport Timetable 2008

<sup>21</sup> Shetland Transport Timetable 2008

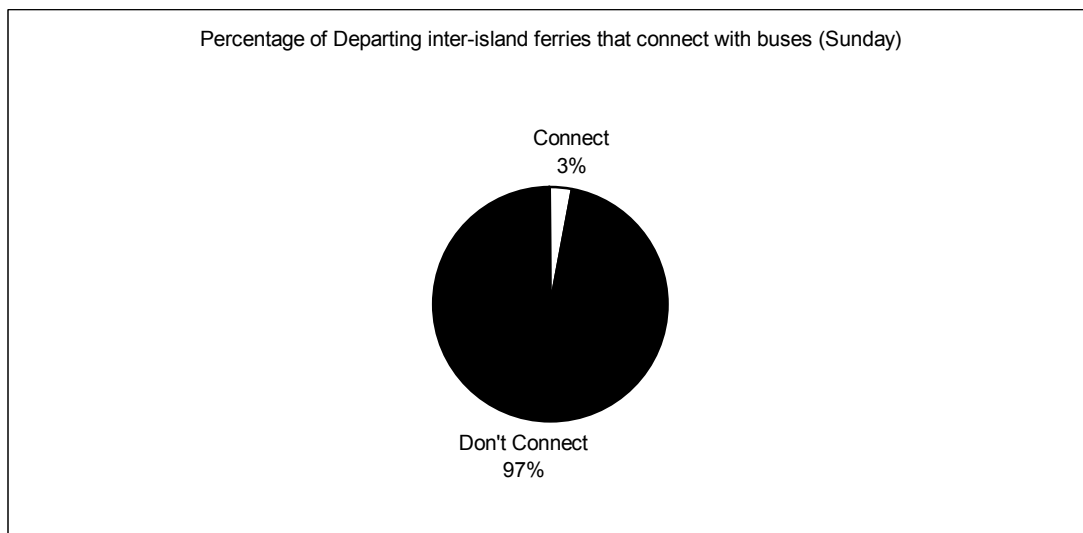
As shown in the above chart from Monday to Saturday, 18% of departing inter-island ferries can be caught with a local bus service. Buses considered to connect with ferry services arrive within 15 minutes of the ferry's departure from the terminal.

Figure 22<sup>22</sup>:



As shown in the above chart 4%, of arriving inter-island ferries are met with a local bus service on a Sunday. Buses considered to connect with ferry services leave within 15 minutes of the ferry's arrival at the terminal.

Figure 23<sup>23</sup>:

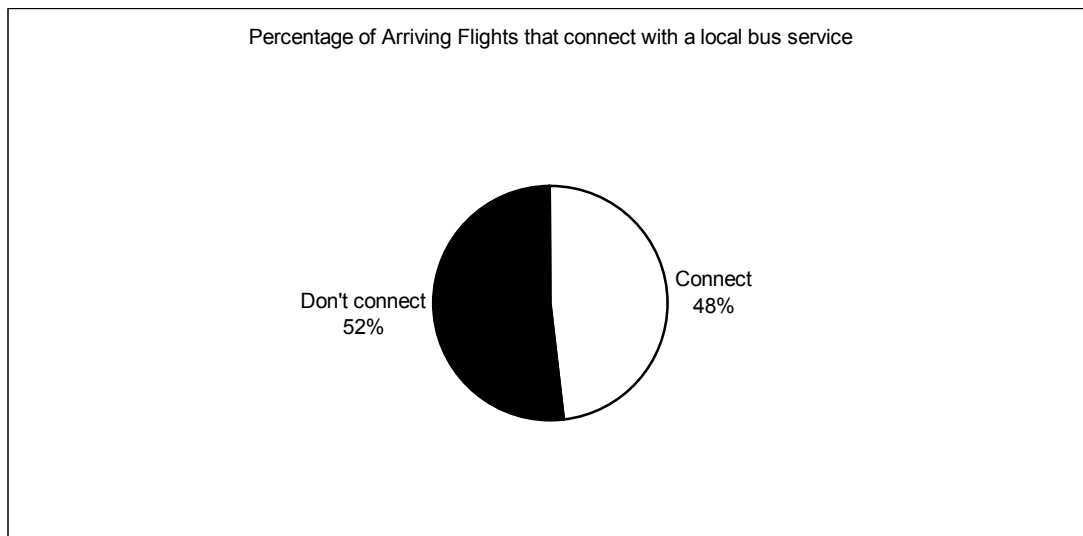


As shown in the above chart 3%, of departing inter-island ferries can be caught with a local bus service on a Sunday. Buses considered to connect with ferry services arrive within 15 minutes of the ferry's departure from the terminal.

<sup>22</sup> Shetland Transport Timetable 2008

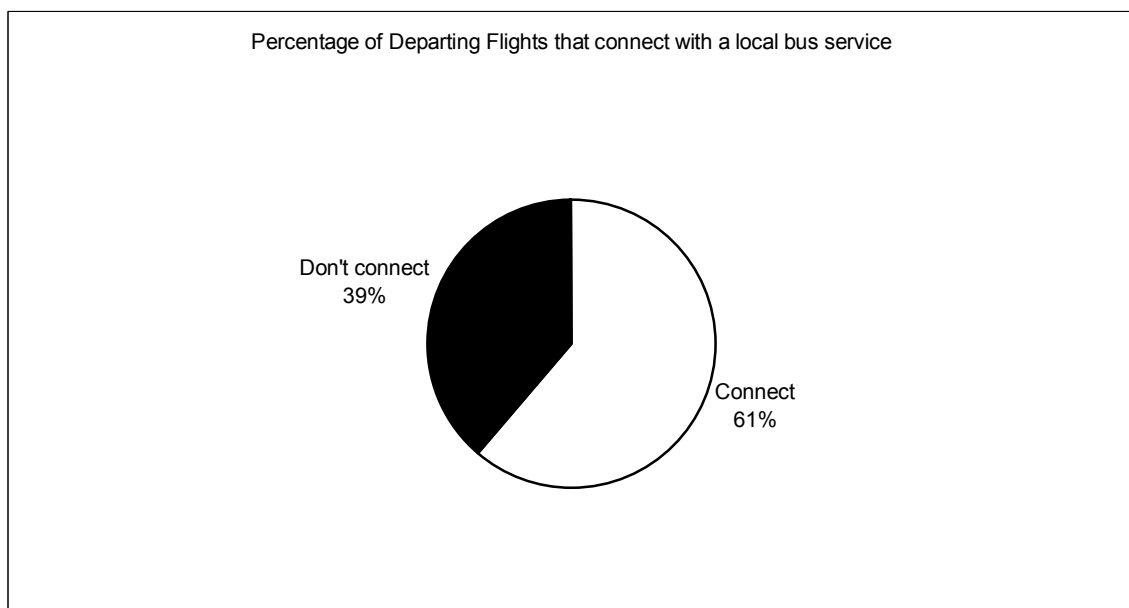
<sup>23</sup> Shetland Transport Timetable 2008

Figure 24<sup>24</sup>:



As shown in the above chart 48% of flights arriving at Sumburgh Airport connect with local bus services that provide a link to Lerwick. Buses considered to connect with air services leave Sumburgh within 30 minutes of the arriving flight.

Figure 25<sup>25</sup>:

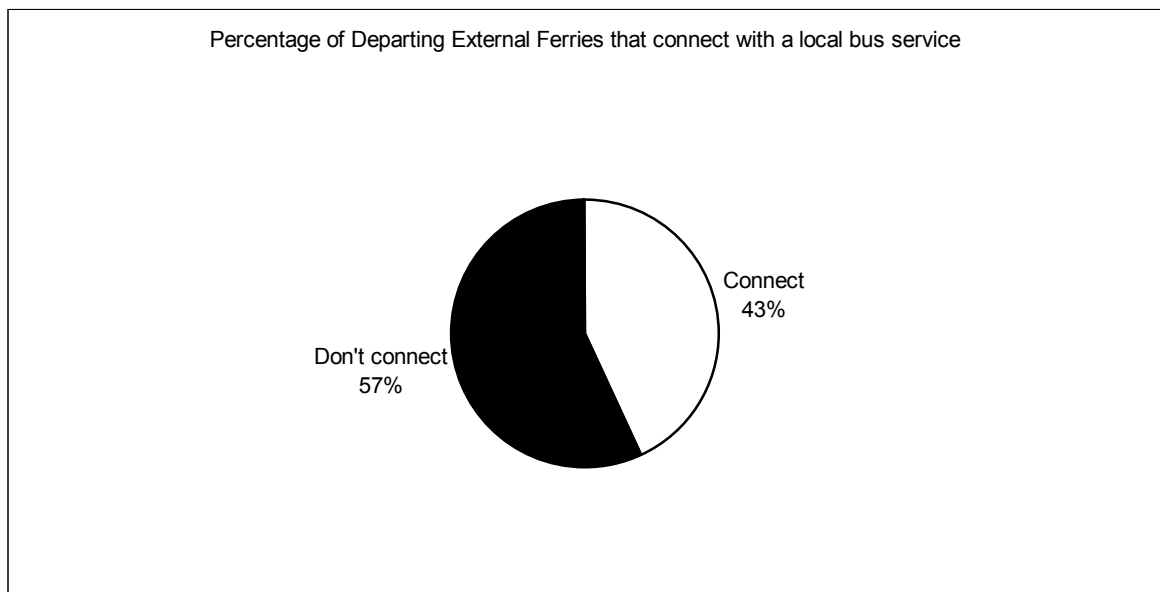


As shown in the above chart 61% of flights departing from Sumburgh Airport connect with local bus services from Lerwick. Buses considered to connect with air services all arrive at Sumburgh 45 minutes to 1 hour 15 minutes before the flight departs.

<sup>24</sup> Shetland Transport Timetable 2008

<sup>25</sup> Shetland Transport Timetable 2008

Figure 26<sup>26</sup>:



As shown in the above chart 43% of external ferries departing at Holmsgarth terminal connect with a local bus service. Buses considered to connect with ferry services arrive at Holmsgarth 45 minutes to 1 hour 15 minutes before the ferry departs.

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<sup>26</sup> Shetland Transport Timetable 2008

### Affordability of Public Transport in Shetland (M1)

The purpose of this indicator is to monitor fare levels for passengers and freight on transport services throughout Shetland. In efforts to maintain sustainable communities it is necessary for public transport to be affordable in addition to being accessible. This monitoring process may explain the impact fare levels have on market growth in different areas of transport.

- Data for this indicator was gathered by monitoring fare levels on public transport for 2008-09.

Table 1<sup>27</sup>:

<b>Examples of Fares for Local Bus Services (single fare)</b>	
<b>To or From</b>	<b>Cost (2008-09)</b>
Fetlar/Unst to Lerwick	£4.00 Integrated Bus/Ferry Service
Yell (Ulst) to Lerwick	£2.50 Bus (+ £3.20 Ferry (return))
Whalsay to Lerwick	£2.00 Bus (+ £3.20 Ferry (return))
Lerwick to Tingwall Airport	£1.50 Dial a Ride Taxi
Hillswick to Lerwick	£2.30 Bus
Sandness to Lerwick	£0.95 Feeder Bus & £2.50 Bus
Lerwick to Sandwick	£1.70 Bus
Lerwick to Sumburgh Airport	£2.20 Bus
Lerwick to Burra (Hamnavoe)	£1.70 Bus

Table 2<sup>28</sup>:

<b>Examples of Fares for Inter-Island Ferries (return fare)</b>	
<b>To and From</b>	<b>Cost (2007-08)</b>
Mainland to Bressay, Whalsay & Yell	Adult Return: £3.20 Car incl. Driver Return: £7.60
Mainland to Skerries & Papa Stour	Adult Single: £2.70 Car incl. Driver Single: £3.70
Mainland to Fair Isle	Adult Single: £2.70 Car incl. Driver Single: £14.20

Table 3<sup>29</sup>:

<b>Examples of Fares for External Ferries</b>	
<b>To and From</b>	<b>Cost (2007-08)</b>
Lerwick to Aberdeen	Adult Single: Low Season £21.40 (£14.98) Adult Single: Mid Season £27.10 (£18.97) Adult Single: High Season £32.70 (£22.89) Car Single: Low Season £86.70 (£60.69) Car Single: Mid Season £110.50 (£77.35) Car Single: High Season £116.60 (£81.62)
Lerwick to Orkney	Adult Single: Low Season £13.80 (£9.66) Adult Single: Mid Season £16.30 (£11.41) Adult Single: High Season £19.70 (£13.79) Car Single: Low Season £49.80 (£34.86)

<sup>27</sup> <http://www.zettrans.org.uk/bus/BusTimetables.asp>

<sup>28</sup> <http://www.shetland.gov.uk/ferries/documents/20082009A4FaresSheet1.pdf>

<sup>29</sup> <http://www.northlinkferries.co.uk/fares.html>

	Car Single: Mid Season £72.20 (£50.54) Car Single: High Season £81.50 (£57.05)
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The prices in brackets in Table 3 show the fares with the 30% islander discount available to Shetland residents applied.

Table 4<sup>30</sup>:

<b>External Flights (Searched fares for March 19<sup>th</sup> on February 19<sup>th</sup> 2008)</b>	
<b>To and From</b>	<b>Cost</b>
Sumburgh to Aberdeen	Adult Single: From £32.00 (£19.20)
Sumburgh to Glasgow	Adult Single: From £96.00 (£57.60)
Sumburgh to London	Adult Single: From £73.00 (£43.80)
Aberdeen to Sumburgh	Adult Single: From £46.00 (£27.60)
Glasgow to Sumburgh	Adult Single: From £101.00 (£60.60)
London to Sumburgh	Adult Single: From £135.00 (£81.00)

The prices in Table 4 show the cheapest available fare while the figures in brackets show those fares with the 40% air discount available to Shetland residents applied.

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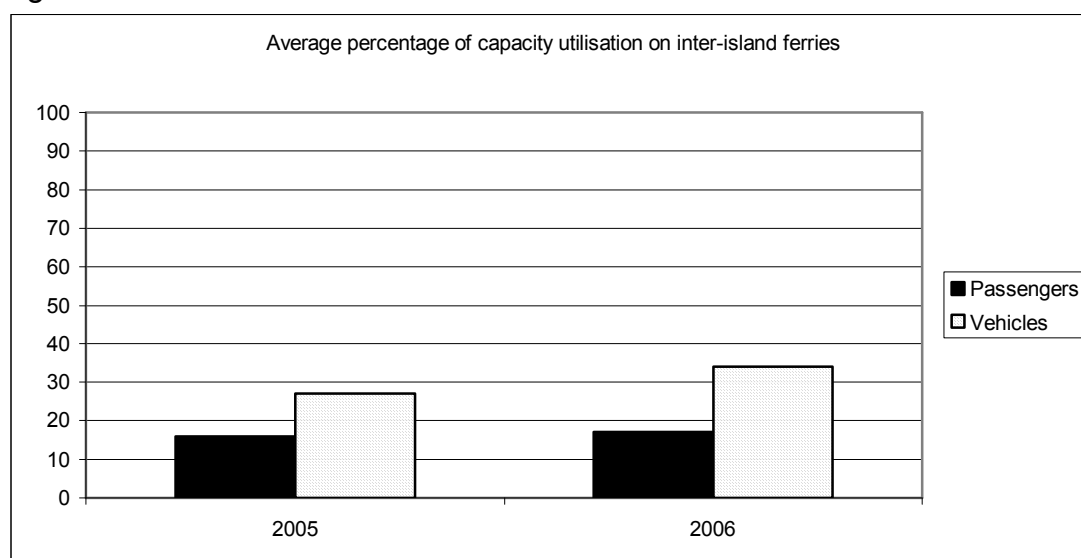
<sup>30</sup> <http://www.ba.com/>

## Capacity Constraint (M2)

This indicator tracks the average levels of capacity utilisation on public transport services throughout Shetland. These trends may then be used to highlight areas of the service which require changes such as improvements in transport integration and financial incentives.

- The data for this indicator was provided by SIC Ferries.

Figure 27<sup>31</sup>:



As shown in the above chart the average capacity utilisation on all inter-island ferry routes increased by 1% and 7% for passengers and vehicles respectively in 2006.

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<sup>31</sup> SIC Ferries

### External Destinations (M3)

This indicator monitors the number of air routes and ferry routes available to and from Shetland. These observations may be used to better understand market trends in external transport services. This understanding could potentially be used to help promote valuable market growth for these services, particularly as tourism is beginning to play an increasingly dominant role in Shetland's economy.

- The data for this indicator was gathered by monitoring of published transport timetables for 2007-08.

Table 5<sup>32</sup>:

<b>Destinations of External Passenger Ferry Services</b>	
<b>Destination</b>	<b>Frequency</b>
Aberdeen	Seven per week
Orkney	Three per week

Table 6<sup>33</sup>:

<b>Primary Destinations of External Air Services</b>	
<b>Primary Destination</b>	<b>Frequency</b>
Glasgow	Seven per week
Edinburgh	Twelve per week
Aberdeen	Thirty-two per week
Inverness	Twelve per week
Orkney	Twelve per week
London Stansted	Seasonal: 15 June - 10 September Two per week

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<sup>32</sup> Shetland Transport Timetable 2008

<sup>33</sup> Shetland Transport Timetable 2008

### **Access for All (M4)**

This indicator monitors the number of ferries and buses in Shetland's transport network compliant with the Disability Discrimination Act. To assist with the promotion of sustainable development, effort must be made to ensure different communities throughout Shetland remain viable places to live. In addition to being frequent, reliable and affordable, public transport must also be accessible.

- The data for this indicator is provided by SIC Ferries and SIC Transport.

All buses operated by the SIC are DDA compliant.<sup>34</sup>

DDA legislation does not apply to ships. The nearest comparator is "Designing and operating passenger vessels and passenger shore infrastructure: guidance on meeting the needs of persons with reduced mobility."<sup>35</sup>

Of the 14 ferries operated by the SIC four comply with these guidance. Of the 16 ferry terminals throughout Shetland three comply with these guidelines. All other vessels and terminals are of an age where major adjustments cannot be made, though effort is made where possible to ensure optimal access.<sup>36</sup>

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<sup>34</sup> SIC Transport

<sup>35</sup> <http://www.shetlandcommunities.org/disability-shetland/ferries.html>

<sup>36</sup> SIC Ferries

### Access to Health (M5)

This indicator monitors the levels of access to health care facilities provided by public transport throughout Shetland. This is another factor important to the maintenance of sustainable communities throughout Shetland. Specifically this section observes whether people living in rural areas have access to their local Health Centre for daytrips on public transport as well as access to flights to and from Aberdeen from Sumburgh airport.

- The data for this indicator was gathered by monitoring of published transport timetables for 2007-08.

Table 8<sup>37</sup>:

<b>Access to Local Health Centre for Daytrips</b>	
Burra to Scalloway Health Centre	three trips per day
Sumburgh to Levenwick Health Centre	one trip per day
Mossbank to Brae Health Centre	one trip per day

Table 8 shows some examples of the number of accessible short daytrips of between one and three hours to local Health Centres for different areas.

Table 9<sup>38</sup>:

<b>Access to flights to and from Aberdeen from Sumburgh 2007-08</b>		
<b>Day</b>	<b>Number of Flights</b>	<b>Integration with Buses</b>
Monday to Friday	Five	Three connect with buses from Lerwick
Saturday	Three	Two connect with buses from Lerwick
Sunday	Four	Three connect with buses from Lerwick

Table 9 shows the frequency of flights to and from Aberdeen at Sumburgh and the number that connect with a local bus service. However, it is unlikely that flights later in the day are convenient for patients accessing appointments.

<sup>37</sup> Shetland Transport Timetable 2008

<sup>38</sup> Shetland Transport Timetable 2008

**Safety and Security (M6)**

This indicator monitors the levels of safety and security on inter-island ferry and air services. To ensure the safety of passengers and crewmembers inter-island ferries are required to have documents of compliance with safety measures and similarly air services require operating licenses.

- Data for this indicator is provided by SIC Ferries and SIC Transport.

All inter-island ferries operated by the SIC have documents of compliance with safety measures with the exception of one, which is classified as a cargo vessel.<sup>39</sup>

All inter-island air services operated by the SIC have operating licenses.<sup>40</sup>

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<sup>39</sup> SIC Ferries

<sup>40</sup> SIC Transport

### **Freight Facilities (M7)**

The purpose of this indicator is to monitor the available freight facilities on transport services to Shetland's Outer Isles.

- Data for this indicator is provided by SIC Ferries and SIC Transport.

In terms of freight facilities the ferries serving Skerries, Fair Isle and Papa Stour and Foula have cargo holds and loading cranes. Additionally transport pens are available for animals and a refrigerated box is available on the Skerries service.<sup>41</sup>

Inter-island aircraft have some limited space for transporting freight but this is dependent on seat demand.<sup>42</sup>

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<sup>41</sup> SIC Ferries

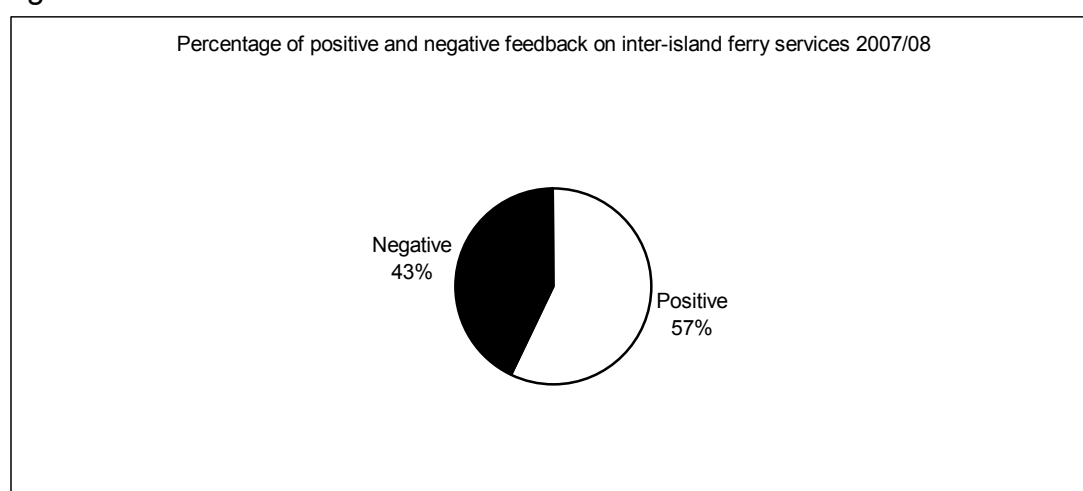
<sup>42</sup> SIC Transport

## Public Transport Satisfaction (M8)

This indicator records public opinion on the quality of bus and inter-island ferry services throughout Shetland. In order to encourage market growth on public transport and maintain sustainable communities it is essential to understand what works and what doesn't work in the current services. The views of both users and non-users should assist in highlighting a number of these issues.

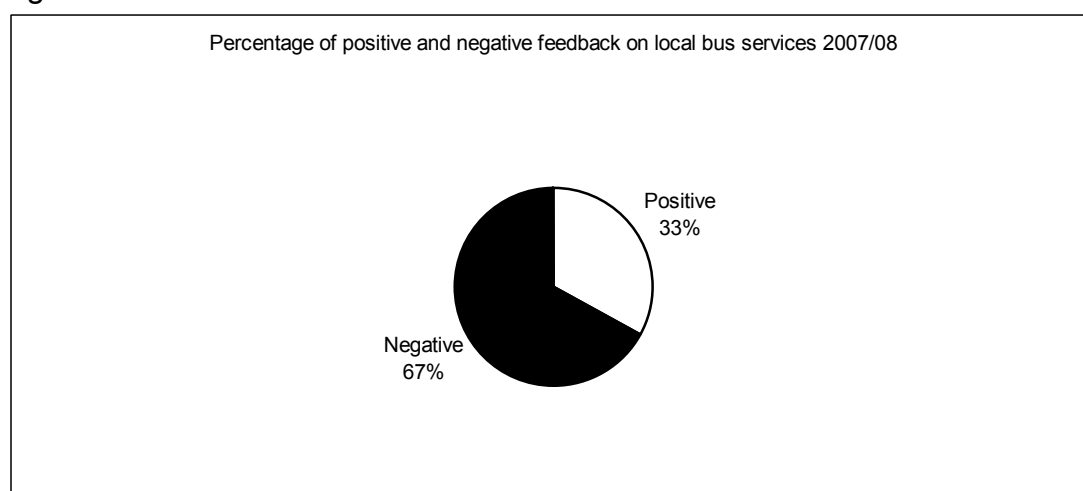
- Data for this indicator is provided by feedback forms received by ZetTrans, SIC Ferries and SIC Transport.
- Feedback and comments are also gathered on an ongoing basis, as part of Shetland's Area Transport Forums. Current reports can be found at [www.zettrans.org.uk](http://www.zettrans.org.uk)

Figure 28<sup>43</sup>:



Of the 42 feedback comments received by SIC Ferries in 2007/08, 18 were complaints while 24 complimented the service.

Figure 29<sup>44</sup>:



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<sup>43</sup> SIC Ferries

<sup>44</sup> SIC Transport

Of the six feedback comments received on bus services, four were complaints while two complimented the service.

## Summary and Conclusions

A summary of main points raised in the report includes:

- The average cancellation rate for inter-island air services in 2007/08 was 3.75%, while the rate for external air services was 0.17%;
- The standard of road maintenance throughout Shetland declined by 12% between 2005/06 and 2006/07 then improved by 9% in 2007/08;
- Levels of fuel consumption throughout Shetland's transport network rose by 400 tonnes between 2002 and 2005;
- The level of fuel consumption on Shetland's inter-island ferries has increased by 20.6% since 2003/04;
- Road traffic levels increased by 4 million vehicle kilometres between 2005 and 2006;
- Bus passenger numbers have increased by 8% since 2002/03;
- Passenger and car numbers on inter-island ferries increased by 8% between 2004 and 2006;
- Passenger numbers on inter-island air services declined by 15% between 2005/06 and 2006/07 then rose by 13% in 2007/08;
- Passenger numbers on external ferry services increased by 21% between 2003 and 2006 then declined by 0.2% in 2007;
- Passenger numbers on external air services have increased by 24% since 2004/05;
- A 2007 travel survey showed single occupancy cars to be the most popular method of travelling to work among SIC employees;
- Numbers of people killed or seriously injured on Shetland's roads have dropped from a peak of 13 in 2005/06 to nine in 2007/08;
- Numbers of slight casualties on Shetland's roads have dropped from a peak of 56 in 2005/06 to 33 in 2007/08;
- In 2007 from Monday to Saturday 15% of arriving inter-island ferries connect with a local bus service compared with 4% on a Sunday;
- In 2007 from Monday to Saturday 18% of departing inter-island ferries connect with a local bus service compared with 3% on a Sunday;
- In 2007 48% of arriving flights connect with a local bus service compared with 61% of departing flights; and
- In 2007 43% of ferries departing from Holmsgarth connect with a local bus service;
- Capacity utilisation on inter-island ferries increased by 1% and 7% for passengers and vehicles respectively between 2005 and 2006; and
- In 2007/08 inter-island ferry services received 57% positive feedback while bus services received 33% positive feedback.

Some conclusions can be drawn from the main points of this report.

In terms of progress:

- usage of public transport has generally increased over the last few years
- levels of road safety appear to have increased with fewer serious and slight casualties on Shetland's roads

There continues to be scope to:

- Improve levels of walking, cycling, carsharing and use of public transport to access work (i.e. more sustainable travel choices);
- Improve integration across Shetland's transport network, particularly integration of buses with inter-island ferry services
- Increase the percentage of the population able to access more responsive public transport solutions, including to access health services

In terms of improvements to monitoring, some areas could use further development such as a system for monitoring reliability of inter-island ferry services, which is due to be put in place for 2008/09.