



Council

**Shetland
Islands**

MINUTE

‘A’ & ‘B’

Services Committee
Council Chamber, Town Hall, Lerwick
Thursday 25 January 2007 at 10.30am

Present:

F B Grains	L Angus
A J Cluness	C B Eunson
R G Feather	B P Gregson
L G Groat	I J Hawkins
J H Henry	J A Inkster
J C Irvine	E J Knight
W H Manson	Capt G G Mitchell
J P Nicolson	F A Robertson
T W Stove	W N Stove
W Tait	

Apologies:

J C Irvine (for lateness)
J G Simpson

In Attendance:

B Doughty, Executive Director, Education and Social Care
H Budge, Head of Schools
S Morgan, Head of Children's Services
N Watt, Sports and Leisure Service Manager
L Adamson, Committee Officer

Chairperson

Mrs F B Grains, Chairperson of the Committee, presided.

Circular

The circular calling the meeting was held as read.

Minutes

The minute of the meeting held on 30 November 2006, having been circulated, was confirmed.

Members' Attendance at External Meetings

There was nothing to report.

01/07 **Northern Community Justice Authority (Northern CJA) – Progress Report**

The Chairperson advised that Mr Hodgkinson, Chief Officer of the Northern CJA, had been unable to attend the meeting. The Committee agreed that this item be deferred until the next meeting of the Committee.

02/07 **Review of Stewarding Arrangements for the Islesburgh Complex**

The Committee considered a report by the Sports and Leisure Service Manager (Appendix 1).

After hearing the Sports and Leisure Service Manager introduce the report and Members noted that the report had been presented to the Employees JCC and the proposals were purely a formal management matter, Mr E J Knight moved that the Committee approve the recommendation in the report. Mr B P Gregson seconded.

03/07

Schools Service – Service Improvement Plan

The Committee considered a report by the Head of Schools (Appendix 2).

The Head of Schools outlined the main terms of the report and highlighted the six national priorities that schools have to consider for their Development Plans.

In response to a query from Mrs I J Hawkins, the Head of Schools explained that the priority to progress the Secondary staffing review during 2006 would involve setting a criteria to match secondary pupil numbers with teacher numbers. Members noted that Dr N Galbraith had commenced work on the Secondary staffing review and that the Primary allocation had already been established.

In referring to the national policies and numerous other policies that the Schools Service had to adhere to, Mr B P Gregson said that Members owed a debt of thanks and also had sympathy with the Head of Schools and her staff.

In response to a query from Mr J P Nicolson, the Head of Schools advised that the priority to "introduce "Cultural Ambassadors" into all schools", related to the draft Cultural Bill, currently going through the Scottish Parliament. One recommendation from the Bill is that all pupils must have a cultural entitlement and it is proposed that cultural ambassadors would be staff from within the schools who would highlight this area.

Mr L G Groat stressed the importance of involving and informing parents of children with additional needs during the implementation of the Additional Support for Learning Act. The Head of School and the Executive Director, Education and Social Care confirmed that parents would be kept informed and the introduction of the Integrated Assessment Framework would ensure that there was wider publicity for this area.

(Mr J C Irvine attended the meeting).

In response to a query from Mr J H Henry, the Head of Schools advised that the Council received national priorities funding from the Scottish Executive to ensure that schools keep up to date with advances in information technology.

Agenda Item No. (c) - Public Report

In response to a query from Mr W Tait regarding the priority to develop a dyslexia service, the Head of Schools explained that there had been a recent expansion in this area, particularly relating to identification of the learning difficulties at an earlier age. Developments will focus on ensuring staff are fully trained and aware of the different stages of dyslexia.

In response to a query from Mr R G Feather, the Head of Schools advised that children with hearing impairments are provided with support from a specialist teacher and aids are in schools where necessary.

The Committee moved the recommendation in the report on the motion of Mr W H Manson, seconded by Mr B P Gregson.

04/07

Shared Management

The Committee considered a report by the Head of Schools (Appendix 3).

The Head of Schools introduced the report and advised that having sourced information from the established and pilot shared management schools in Shetland, a decision is required to recognise the role and responsibilities of the Principal Teacher in the absence of the Head Teacher in shared management arrangements.

Mr J P Nicolson advised that a monitoring committee had been set up to oversee the shared management arrangement for Mid Yell Junior High and Cullivoe Primary School. The monitoring committee deals with any concerns and misgivings adequately and promptly and the community has expressed their satisfaction with the group.

Mr F A Robertson said that the proposals in the report would define and determine the Principal Teacher's overall authority for the operation of the school during the Head Teacher's absence and would give confidence to the system operated in the shared management arrangement.

Mr W H Manson moved that the Committee approve the recommendations in the report. Mr B P Gregson seconded.

05/07

Pre-School Funding

The Committee considered a report by the Head of Schools (Appendix 4).

The Head of Schools summarised the main terms of the report and explained that the Schools Service would not require the additional funding allocation from the Scottish Executive until 2008/09. Members were also being asked to consider that the current temporary post of Education Support Officer, Early Years, be established.

Mr L Angus explained that currently pre-school nursery and childcare provision in Lerwick was approaching a crisis situation due initially to

substantial under-funding. A further issue was the requirement for managers of the facilities to be qualified to degree level. Mr Angus said that investment was required to build purpose built, modern facilities, however he noted that there had been no provision in the budgets for improved facilities. Mr Angus proposed that a feasibility study be undertaken into the provision of a childcare facility for no less than 50 children in Lerwick and that a proper policy should be established. Mr Angus moved that the Committee approve the recommendations in the report. Mr W H Manson seconded.

The Executive Director, Education and Social Care stated that childcare provision was very important and advised that Shetland Childcare Partnership would be presenting a report to the next Services Committee. The Executive Director confirmed that funding had been made available to ensure that the Blyde Haven Nursery would not be closing.

Mr J C Irvine explained that he had been contacted by representatives from the Little Tykes Playgroup in Grista who had concerns regarding funding for the group and fears had been expressed on the future of the playgroup. Mr Irvine said that he was aware that the Head of Schools had previously met with representatives from the playgroup, however he requested that the Head of Schools arrange a further meeting with representatives from the nursery and that Mr Irvine be in attendance at the meeting to ensure this matter was fully investigated and resolved before the meeting of the Full Council. Mr Irvine referred to Recommendation 7.3 "The post of Education Support Officer, Early Years be established", and said that he had concerns with approving this recommendation should the current situation with the Little Tykes playgroup remain unresolved. The Head of Schools advised that a meeting had taken place with the Chair of the Playgroup but she would ensure that a further meeting would be arranged before the Full Council meeting.

(Mr E J Knight left the meeting).

Mr W H Manson advised that the Education Support Officer, Early Years had been a temporary post since 1999, and it was important that the post was established to continue to support the public and privately owned sectors of childcare provision. Mr Manson added that the report from the Shetland Childcare Partnership should also cover childcare provision in rural areas. Mrs I J Hawkins stated that childcare provision required to be looked at Shetland wide and there is a need to find a way round the requirement that the managers of the childcare facilities had to be qualified to degree level. Members agreed that the requirement for a degree qualification could have a detrimental effect on childcare provision in Shetland.

(Mr T W Stove, Mr A J Cluness and Mr F A Robertson left the meeting).

23/06 - Education (Additional Support for Learning) (Scotland) Act 2004
Mr L G Groat requested that the Scottish Executive's Summary Handout on the Additional Support for Learning Act and copies of the SIC's Mediation Service leaflet be made available to Shetland schools.

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F B Grains
Chairperson



REPORT

To: Services Committee

14 March 2007

From: Executive Director Education and Social Care

Northern Community Justice Authority (Northern CJA) – Progress Report

1. Introduction

- 1.1 The purpose of this report is to inform Members as to progress in relation to the establishment of the Northern CJA and comments received from the Scottish Executive in relation to the Community Justice Authority Strategic Plan. Mark Hodgkinson, Chief Officer of the Northern CJA will be in attendance.

2. Background

- 2.1 The Northern CJA is currently in its shadow year and the Council representative on the authority is Councillor Grains and the substitute representative is Councillor Gregson. The authority will be fully constituted as the Northern CJA in May 2007.
- 2.2 A Strategic Plan was submitted to the Scottish Executive in September of last year setting out the strategy of the CJA, particularly in relation to reducing offending.
- 2.3 Feedback on the Strategic Plan has now been received and is attached as Appendix 1.

3. Current Position

- 3.1 Members will note that one of the comments on the Strategic Plan was for the Authority to set out: -
- ‘How the CJA will engage its partners in the Western Isles, Orkney and Shetland’.

- 3.2 As part of the response to this the Chief Officer of the Northern CJA is attending this meeting of the Committee to listen to Members' views.

4. Links to Council Priorities

- 4.1 Reducing crime and offending is a key element of the Council's priorities for a safer Shetland.

5. Links to Corporate Plan

- 5.1 Assist in a healthy and safe environment, and one in which everyone is able to take part.
- 5.2 Everyone has the right to feel safe in his or her community.

6. Financial Implications

- 6.1 There are no direct financial implications arising from this report.

7. Policy and Delegated Authority

- 7.1 All Social Work matters stand referred to the Services Committee. The Committee has delegated authority to make decisions on matters within its remit and for which the overall objectives have been approved by the Council (Min Ref SIC 70/03).

8. Recommendation

- 8.1 Services Committee is requested to comment on feedback in relation to the Northern CJA Strategic Plan.

Services Committee - Wednesday 14 March 2007
 Agenda Item No. 01 - Public Appendix
Northern CJA Plan – Scrutiny Panel Report and Actions
Appendix 1

Item No	Points from Scrutiny Panel Report	Actions taken by amendments to the Plan
	<u>Weaknesses</u>	
1	Actions require more work to support direction stated.	Action Plan amended to include an 'outcomes' column and amended to link more closely with priorities.
2	Appears to have focus on high risk priority group only – may be appropriate to local priorities but doesn't appear to fit contextual analysis.	More work done and reflected in the plan in respect to analysis of criminal justice facts, priorities and Action Plan.
3	There is no reference to national strategy outcome on involvement of families.	<p>The references to involvement of families in the National Strategy include:-</p> <p>Outcomes for Communities "Timely information and, where appropriate, involvement for the families of offenders".</p> <p>Outcomes for offenders "maintained or improved relationships with families, peers and communities".</p> <p>The Northern CJA's draft area plan did contain reference to the involvement of families in Section 5 – Communications Strategy. Section 6, 6.2.1 has been expanded to include involvement of families within the ICM process.</p> <p>The Section 1.8 of the draft plan on key criminal justice facts and statistics, has been expanded to include domestic abuse statistics. Actions in respect to this are included in Sections on Priorities and Action Plan. These include the necessary involvement of partners of domestic abusers in the actions to be taken to deal with this issue.</p>
4	The CJA's role in ensuring proper follow up to the SWIA inspection report should be made clearer.	Action Plan amended and strengthened.
5	Some aspects of the plan are not developed as yet, such as workforce.	The Section 4 – Developing and Supporting the Workforce has been rewritten and expanded.
6	The new ways of working needs to develop beyond strengthening existing practice.	Some amendments made to this section of the plan.
7	Finance and costing is not dealt with sufficiently and it is not clear how the difficult resource allocation decisions will be dealt with.	A section has been included in Section 3 and actions specified in the Action Plan.

Services Committee - Wednesday 14 March 2007
 Agenda Item No. 01 - Public Appendix

Item No	Points from Scrutiny Panel Report	Actions taken by amendments to the Plan
8	In recognising that this is a plan for year 1, the plan still needs to start out with clear commitment to the direction of changes. Timing is critical and there are risks in leaving things as they are for too long.	A number of the amendments to the plan have addressed this issue. The direction of change is, however, clear in the Executive Summary at the start of the plan.
9	The plan is very good in places but is not yet consistent and does not fit together as one document.	All the above amendments are designed to improve coherence.
	<u>Issues</u>	
10	How the CJA will deal with the inconsistency in the plan – some parts are very coherent, others unrelated to key objectives and more like a listing of existing activity or cycle of audit/examinations without action to follow?	The amendments made to the plan address “inconsistency”. Action plan amended to achieve “follow up”.
11	How the CJA will engage its partners in the Western Isles, Orkney and Shetland?	Specifically addressed in Section 1.5 of the Plan.
12	How the CJA will balance its approach to the complex resource allocations in year one without giving the impression that this is about not much more than “business as usual” or that this is about individual authorities protecting their own budgets?	A section has been included in Section 3 and actions specified in the Action Plan

REPORT

**To: Services Committee
CHP Committee**

**14 March 2007
8 March 2007**

From: Head of Community Care

Report No: SC04-07F

Joint Future Extended Local Partnership Agreement (ELPA) and Community Care Plan 2007 - 2010

1. Introduction

- 1.1 This report presents a summary of progress made on community care service projects in 2006/07 and the priorities for service development over the next 3 years within the context of the Extended Local Partnership Agreement (ELPA) between the Council and NHS Shetland.
- 1.2 The report recommends approval of the priorities for future plans and notes that the ELPA and performance monitoring information for 2006/07 must be presented to the Scottish Executive no later than 18 May 2007.

2. Links to Corporate Plan

- 2.1 Community care services contribute to the corporate priorities of the Council and Shetland NHS Board in the following areas:-
 - improving health
 - promoting equal opportunities
 - promoting social justice
 - enabling active citizenship
 - community safety
 - achieving potential
 - strengthening rural communities.

- 2.2 The principal aim of community care is to enable people with assessed needs to live as normal a life as possible in their own homes or in a homely environment in their local community.
- 2.3 The Community Care Service will provide or purchase services to meet the assessed needs of vulnerable people in the Shetland community who cannot care for themselves through disability, age, illness or other circumstances, working with the most vulnerable to help them achieve their full potential.

3. **Background**

- 3.1 Local partnerships between Councils and NHS Boards are required to set out their Joint Future plans and management arrangements in a partnership agreement.
- 3.2 The ELPA is submitted to the Scottish Executive annually and contributes to the Joint Performance Information and Assessment Framework (JPIAF) used nationally to measure progress made in implementing the Joint Future Agenda across Shetland.
- 3.3 Community Care Plans have been agreed jointly by Shetland Islands Council and Shetland NHS Board since 1992/93.
- 3.4 The Community Care Plans for 2006 – 2009 were presented in 2006 as part of the ELPA.
- 3.5 Sections were included on individual care groups and written so that they could be lifted from the text and produced as a series of booklets for service users, carers and the general public.
- 3.6 The care groups covered were:-
 - Carers
 - Learning Disabilities
 - Mental Health
 - Sensory Impairment
 - Palliative Care
 - Physical Disabilities
 - Older People
 - Dementia
 - Advocacy
 - HIV/AIDS
 - Head Injury

- 3.7 A key issue for future plans is long-term care provision in an ageing population. The ELPA for 2006 highlighted the challenges for care services in Shetland in continuing to provide the high quality and level of services that the local community have come to expect.
- 3.8 On 6 February 2007 a planning conference was held in Lerwick. Workshops provided opportunities to explore issues around the mix of specialist and general services best suited to meet the needs of the local population and on issues for some of the care groups listed at 3.6 above.
- 3.9 The information from the conference is being used to inform the Community Care Plans for 2007 – 2010.
- 3.10 Progress in implementing the Joint Future agenda is monitored and reported annually to the Scottish Executive through the Joint Performance and Information Assessment Framework (JPIAF.)
- 3.11 Shetland's Final Evaluation Statement for 2005-2006 was issued by the Scottish Executive on 13 October 2006. Overall, the Scottish Executive reports that Shetland's Joint Future partners are making "good progress" towards meeting the JPIAF indicator requirements with performance in some areas above average. A recent circular issued by the Scottish Executive reports that, *"The national picture shows that about one third of partnerships demonstrated good progress in joint working. More than half of partnerships are now making steady progress and only a small number were evaluated as improvement required."*¹
- 3.12 The performance-monitoring framework for Joint Future is changing to focus more on outcomes rather than process. A National Outcomes Project has been commissioned by the Scottish Executive and is working towards a performance framework for all community care client groups comprising national outcome targets based on the visions in Delivering for Health, Changing Lives (the report of the 21st Century Social Work Review) and Joint Future.
- 3.13 It is envisaged that Local Improvement Targets will continue to be required as part of the new outcomes reporting model which will be introduced during 2007/08.

¹ Circular No CCD2/2007, Scottish Executive Health Department, 14 February 2007

4. **Proposals**

4.1 The main driver behind much of the work undertaken during the last 12 months has been the need to plan for the increasing demands for health and care services from a population that is ageing. Community Care Plans link to four key national outcomes:

- Supporting more people at home;
- Assisting people to lead independent lives through reducing inappropriate admissions to hospital, reducing time spent inappropriately in hospital and enabling supported and faster discharge from hospital;
- Ensuring people receive an improved quality of care through faster access to services and better quality services; and
- Better involvement of and support for carers.

4.2 The ELPA for 2007 will report on progress made in 2006/07. The following paragraphs provide an update on progress reported to Services Committee on 30 November 2006 (Min Ref SC72/06).

4.2.1 Long Term Care Review - Funding has been secured through the Council's Capital Programme for a combined feasibility study to look at replacement facilities for Viewforth House, the specialist dementia unit in Lerwick and Isleshaven, the care centre in Yell. This will draw on the work of the Dementia Redesign Project and the Long Term Care Planning Conference. Work has started with project meetings taking place at Isleshavn in Yell involving a wide range of stakeholders.

4.2.2 Dementia Redesign Project –Work to scope options for change is substantially complete. A dedicated Dementia Project Manager employed on a fixed term contract by NHS Shetland has taken the work forward working closely with a steering group comprising staff from agencies involved in dementia care services and family carers. The views of a wide range of stakeholders have been sought using a variety of techniques e.g. focus groups and workshops. More recently, a consultation paper has been circulated to the public. The final report of the Redesign Project will be available at the end of March 2007. Formal consultation on proposals for any new models of service provision will be required depending on the outcome of the work undertaken to date.

4.2.3 Interim Placement Unit - The IPU was opened in January 2005 providing 10 places for patients waiting for discharge. During the first 6 months of 2006/07, there were on average 16 patients in hospital who were ready for discharge and the number of places in

the IPU has been increased to 16. Shetland NHS Board has recently agreed in principle a Hospital Capital Plan whereby all clinical services would be located on the Gilbert Bain Hospital site. This would see all services move from Montfield, subject to public consultation. During staff consultation sessions there was a number of questions asked about future population demographics and about how services would be provided across health and social care to meet the expected demands on service. These issues will be explored through the long-term care review. Shetland NHS Board propose to maintain and fund the IPU until 2013 to allow time for redesigned services to be put in place. This proposal is dependent on agreement of the plans for the move from Montfield with the loss of one hospital bed and discussions on the future provision of services for younger adults with physical disabilities (see paragraph 4.3.12). It is anticipated that there will be two formal public consultation exercises on the plans for hospital services in the future, the first in 2007 and the second in 2009.

- 4.2.4 New Services for Adults with Learning Disabilities - Newcraigielea, the new respite facility for adults with learning disabilities built on the Kantersted site opened in January 2007. Additional supported accommodation for adults with learning disabilities has been opened at Rudda Park and Sea View, providing up to 12 new tenancies.
- 4.2.5 The Local Area Co-ordinator for learning disabilities has developed this role further during the last 12 months. The post holder works closely with a number of cases where clients are moving into adult services from children's services.
- 4.2.6 Assessment and Care Management - Shetland's Single Shared Assessment (SSA) procedures have been redrafted and will be re-issued in 2007. A new training programme for SSA and care management has been developed and the first course was delivered to a group of staff from across both the Council and NHS Shetland. Further courses are planned for 2007.
- 4.2.7 Day Care - Revised day care criteria have been approved and the service is being used increasingly as part of intensive care packages supporting people in their own homes for longer than would otherwise be possible as the profile of the population changes.
- 4.2.8 Joint OT Store - A feasibility study looking at options for a Joint OT Store and office accommodation has been completed.

A proposal for this to be developed as a new build on the Brevik House site has been accepted in principle by both Shetland NHS Board and the Council. Work is on-going with a view to start on site in 2007/08.

4.2.9 Vulnerable Adults Procedures - Work to revise Vulnerable Adult protocols is at an early stage.

4.2.10 Community Health Partnership and Locality Working - Local Service Delivery Groups (LSDGs) are in the process of being established in 7 localities across Shetland. A small steering group has been set up comprising staff from across the Council and NHS Shetland. Shetland Council of Social Services is also represented on the Group. The CHP is committed to engaging with the public via the Public Participation Forum (PPF). This is set out in the Scheme of Establishment. In Shetland work to set up the PPF is being taken forward through the LSDGs who will link with existing groups in their localities.

4.2.11 Carers - Implementation of the Carers Strategy and Carer Information Strategy has been taken forward by the Primary Care Facilitator in the Community Health Partnership, who has worked closely with colleagues across the NHS, the Council and the voluntary sector. Shetland Council of Social Services has established a Carers Support Group in Lerwick and work to set up other groups is in hand. Events were organised across Shetland in Carers Week in June 2006 and on National Carers' Rights Day in December 2006. The Carer Information Strategy has been revised and re-issued in October 2006. A Young Carers Strategy has been drafted and was discussed at the Social Forum on 1 March 2007 (Min Ref SF04-07).

4.2.12 Mental Health Services - Vacant MHO posts in the Community Care fieldwork team have been filled. MHO training is being offered and supported locally. There is an MHO designated first contact as part of the Social Care 24/7 emergency duty rota. MHOs meet quarterly with MHOs working in Orkney to discuss issues involved with working in remote island communities. MHOs are also working more closely with staff in Cornhill Hospital to improve outcomes for Shetland patients.

4.2.13 Local Improvement Targets (LITs) – Performance against the LITs in 2006/07 will show:-

- Single Shared Assessment (SSA) – There has been an improvement in recording data on SWIFT. Performance against targets for the time taken to complete assessments has improved over the last 6 months.
- Occupational Therapy (OT) – Although the target to reduce the waiting list is not being met there has been a decrease in the numbers waiting for an assessment. The demand for Community OT Services remains high.
- Care at Home – The target for increasing the number of people receiving more than 10 hours per week has been met. However, there are difficulties in recruiting staff in sufficient numbers to meet the needs of increasing numbers of older people and people with disabilities so that they can remain in or return safely to their own home. This is causing delays in discharge from hospital in some cases. Some packages are being reduced on review in order to meet higher priority needs of other clients. The numbers waiting for a place in residential care have fallen from 41 at the start of 2006/07 to 31 in February 2007. Of these, 13 are in hospital, 12 are being supported at home and 6 are in residential care but waiting for a transfer to their place of first choice. There are 3 people on the waiting list for residential care who have a low score on the Indicator of Relative Need (IoRN) and are being supported at home but nevertheless, residential care is the service they would prefer.

4.3 Priorities for 2007/2008 include:

- 4.3.1 To complete the long term care review and feasibility study into replacement facilities for Viewforth and Isleshavn;
- 4.3.2 To look at options for assistive technology (Telecare) in the context of long term care solutions;
- 4.3.3 To promote the LSDGs and the Public Participation Forum Network across Shetland with a view to having on-going dialogue with the community on health and care issues;
- 4.3.4 To produce a revised Advocacy Development Plan;

- 4.3.5 To complete work on a Mental Health Strategy for Shetland looking at the next 10 - 15 years;
 - 4.3.6 To take forward proposals for a joint OT store and office accommodation at the Brevik House site;
 - 4.3.7 To implement the learning disabilities day services redesign;
 - 4.3.8 To publish the CHP Access Guide;
 - 4.3.9 To aim for continuing improvement against local targets for completion of assessments and reviews;
 - 4.3.10 To continue work on electronic data sharing across partner agencies;
 - 4.3.11 To develop and articulate a joint Respite Strategy; and
 - 4.3.12 To review health and care services for younger adults with physical disabilities, in particular options for independent living.
- 4.4 The ELPA for 2007 will have the same format as in 2006. The individual care group sections will be made available separately in draft form during March and April 2007. Any comments received by the end of April will be considered in finalising the document.
 - 4.5 The ELPA and Community Care Plans 2007-2010 will be submitted to the Scottish Executive by 18 May 2007 together with the performance information required for the JPIAF.
 - 4.6 Performance reports will be prepared regularly for the senior management team of NHS Shetland, the Adult Services Board, CHP Committee and the Council's Services Committee.
 - 4.7 Consultation with a wide range of stakeholders including service users, their carers and representatives from the voluntary and independent sectors is a continuing process with comments welcome at any time.

5. Financial Implications

- 5.1 There are no financial implications arising directly from this report.
- 5.2 The 2007/08 Joint Future budget allocations approved by the Council and NHS Shetland will be included in the ELPA. These will include all Council and Shetland Charitable Trust budget allocations for community care services.

6. Policy & Delegated Authority - SIC²

- 6.1 All Social Work matters stand referred to the Services Committee. The Committee has delegated authority to make decisions on matters within its remit and for which the overall objectives have been approved by the Council, in addition to appropriate budget provision (Min. Ref. SIC 70/03.)

7. Conclusions

- 7.1 Community care services make a major contribution to the corporate priorities of the Council and Shetland NHS Board.
- 7.2 Community Care Plans for Shetland have been prepared jointly by the Council and NHS Shetland since 1992.
- 7.3 The Council and NHS Shetland continue to work well together on the Joint Future Agenda.
- 7.4 The Scottish Executive has acknowledged the good progress made in the Annual Evaluation Statement for 2006-2007.
- 7.5 The main challenge for health and social care services in the future is to develop timeously services that are sustainable in a remote islands context and will meet the needs of an ageing population.
- 7.6 Strategic planning is a continuous process and for community care. This work is done through the joint management arrangements established to implement the Joint Future Agenda locally.
- 7.7 Shetland's Community Care Plans are an integral part of the Extended Local Partnership Agreement and comply with both national and local performance monitoring processes.

² for Shetland Islands Council Services Committee only

8. **Recommendations**

- 8.1 I recommend that Services Committee and CHP Committee approve the information presented in the body of this report for inclusion in the Extended Local Partnership Agreement and Community Care Plans for 2007 – 2010.

Date: 23 February 2007
Ref: CF'AN'SC04-07

Report No: SC04-07F



Shetland Islands Council

REPORT

To: Services Committee

14 March 2007

From: Shetland Childcare Partnership

Report No: SC05-0-F

Childcare Report (Early Years)

1. Introduction

- 1.1 The purpose of this report is to clarify what Childcare and Pre-school Education is and the complexity of service delivery (Appendix 1).
- 1.2 A feasibility study of Childcare in the Early Years in Lerwick is underway. Shetland Childcare Partnership has prompted this study because of possible changes to service currently provided by the private sector. The main aim of the study is to identify as sustainable a model as possible for early years childcare in the Lerwick area.

2. Links to Corporate Plan

- 2.1 Consistent Planning and Action: Making sure all our planning and decisions focus on delivering our priorities by the public, voluntary and private sector partners working together to maximize resources within Shetland.
- 2.2 It is suggested that the provision of sustainable childcare in Shetland alongside pre-school education is critical to meeting the Council's priorities of social inclusion and achieving potential as well as sustainable economic development.

3. Background

- 3.1 Council requested a further report on Childcare in the Early Years from Shetland Childcare Partnership. (Min Ref SC 05/07)

4. Childcare

- 4.1 There are a number of childcare services available to parents. These vary from a full day; a half day or a mix of what is termed wrap around care. The types of childcare provision available are as follows:-

- Registered Childminders (30 registered in Shetland)
- Private Day Care Centres (Sandwick Private Nursery, Abacus and the new Peerie Foxes)
- North Isles Childcare

5. Pre-School Education (Nursery Classes)

- 5.1. The Government has tasked each local authority with providing free pre-school education for every eligible three to five year old whose parents wish it. To achieve this target Shetland has a mix of nursery classes and partner providers. Nursery classes are attached to schools. These nursery classes with the exception of one class at Bell's Brae Primary School and Mossbank Nursery provide the required 2.5 hours pre-school education.

- 5.2 In Shetland there are 20 nursery classes attached to schools. One nursery class at Bell's Brae Primary School offers an extended morning session. Mossbank Nursery in Mossbank Primary School offers parents the opportunity of full day care along with pre-school education.

6. Pre-School Education (Partner Providers)

- 6.1 A Partner Provider is a pre-school centre from whom Council, through a Service Level Agreement, commission places for eligible three to five year olds. A commissioned place is 2.5 hours per day, five days per week, over a minimum of 33 weeks or 412.5 hours over a full school year. Payment is on a reduced pro-rata basis for any place, which is less than 5 sessions per week.

- 6.2 Money to pay for the commissioned places comes from the Government to Schools Service through Grant Aided Expenditure. Schools Service then has responsibility to pay the Partner Providers.

- 6.3 There are 7 Partner Providers. Four of these are managed by Voluntary Management Committees (Little Tikes Pre-School Group, Lunnasting Pre-

School Group, Scalloway Pre-School Group and Burra Pre-School Group). Two are in the public sector (Blyde Haven Nursery and Islesburgh Pre-School Group) and one is private (Lerwick Pre-School Group).

7. Supporting Pre-School Education

- 7.1 Nursery Classes and Partner Providers receive support through the Schools Service.
- 7.2 Funding to Partner Providers via commissioned places is from School Service. For this academic year 06/07, £1,425 is being paid per eligible child attending for the pre-school education element of 2.5 hours per day, five days per week. The amount paid is then pro rata. A minimum of eight places is paid to Partner Providers with small numbers of children attending (fragile groups).
- 7.3 Shetland Childcare Partnership pays each Partner Provider (voluntary and private) a small annual grant. Further financial assistance is given to Partner Providers who are termed fragile groups. Partner Providers apply to the Partnership for this assistance.

8. Feasibility Study on Early Years Provision

- 8.1 It was recognised by Shetland Childcare Partnership that a feasibility study on childcare in the early years (0 – 5 years) is required in order to ensure that the childcare needs of parents now and in the future are met. This study will be primarily at Lerwick in order to address the childcare in the main town, which will affect Shetland as a whole. This will dovetail with the feasibility study planned for Lerwick Primary School provision. This is stage 1 of action planned by Shetland Childcare Partnership. It is recommended that Shetland Childcare Partnership bring a report to Council in the autumn outlining the recommendations from the feasibility study on childcare in the early years in Lerwick.
- 8.2 Further support to existing Partner Providers and other Childcare Services is recognised in the current climate of inspections and legislation.

9. Shetland Wide Implications

- 9.1 The feasibility study will consider the situation in Lerwick. This will be followed by a close look at other areas in Shetland where there may potentially be childcare issues now and in the future. Shetland Childcare Partnership will work closely with these communities to seek local solutions to local need. This is stage 2 of action planned by the Partnership. It is

recommended that Shetland Childcare Partnership will follow this up with a further report to Council.

10. Workforce Review

- 10.1 All Childcare Providers, including those providing pre-school education, have to comply with the registration requirements of the Scottish Social Service Council (SSSC) as set out in the Regulation of Care (Scotland) Act 2001. All staff working in early education and childcare will have to be registered with the SSSC. The registration requirements are being phased in during 2007-2008. This will have an impact on the viability of the voluntary run Partner Providers and all Childcare Services.
- 10.2 Shetland Childcare Partnership has been involved in the Workforce Review and Training. The outcome of the Workforce Review is that services will have to be operated by a Manager/Lead Practitioner qualified to degree level.
- 10.3 The current challenge for Partner Providers is how they are going to fund a Manager/Lead Practitioner at this level unless a package of funding can be identified.

11. Financial Implications

- 11.1 Nursery classes are funded through Schools Service.
- 11.2 All Partner Providers (voluntary, private and public) receive funding from School Service through the Advisory Floor i.e. each service receives a sum of money per eligible child per year or pro rata if the child does not attend for all five sessions. The Advisory Floor that the Government funds Shetland Islands Council 2006/07 is £1,250 per eligible child.
- 11.3 Private Day Care Centres (Sandwick Private Nursery, Abacus and the new Peerie Foxes) and Registered Childminders get limited financial support through Shetland Childcare Partnership.

12. Policy & Delegated Authority

- 12.1 All Social Work matters stand referred to the Services Committee. The Committee has delegated authority to make decisions on matters within its

remit and for which the overall objectives have been approved by the Council, in addition to appropriate budget provision (Min. Ref. SIC70/03).

13. Conclusions

- 13.1 Parents welcome the entitlement for three to five year olds to pre-school education but as it is only for 2.5 hours per day it is insufficiently flexible to be significant help in enabling parents to enter the job market.
- 13.2 Those Partner Providers and Nursery Classes offering extended sessions and full day care (Mossbank Nursery) go some way to meeting those needs but at a cost, which is difficult to sustain.
- 13.3 Full day childcare is also costly and the private sector continues to struggle to make ends meet in the current climate.
- 13.4 Legislation and qualifications add extra pressure to both the public, private and voluntary sector. The costs of accredited training are met through the Workforce Development Budget but paying staff to attend training and backfilling posts is adding an extra burden to the Childcare Sector.
- 13.5 Partner Providers are important to the Schools Service in helping the Council meet its target of a place for every eligible three to five year old whose parents wish it. The Education Support Officer (Early Years) visits each group twice a year. The Partner Providers have identified the need for further support in funding and looking at ways of helping with staff appraisals, recruitment and selection; and monitoring and evaluation.

14. Recommendations

It is recommended that: -

- 14.1 Services Committee continues to support the Childcare Sector in Shetland through Shetland Childcare Partnership.
- 14.2 A report is brought to Services Committee in autumn outlining the recommendations from the feasibility study on childcare in the early years in Lerwick, which has been implemented.
- 14.3 Shetland Childcare Partnership bring to Services Committee a further report looking at provision across Shetland which identifies local solutions to local need.

Childcare Report (Early Years) 14th March 2007
Appendix 1

Childcare and Pre-school Education is complex.

- Childcare is primarily where a parent leaves their child in the care of a service in order for them to work or train.
- Pre-school Education is education for children from 3 – 5 years of age for 2.5 hours per day during the school term. This education takes place mainly in a Nursery setting. In order to meet the government targets of a place for every child whose parent's wish it, the Schools Service has Service Level Agreements with what they term as Partner Providers to offer pre-school education following a curriculum similar to that of the Nurseries.
- Wrap around care (childcare term) is when the child is attending a Nursery or Partner Provider for the pre-school education part of their day (i.e. 2.5 hours) and the parents requires further childcare in order to work. In this case the wrap around element is either provided by the Partner Provider or some other childcare service
- Childminders offer full day care and are inspected by the Care Commission to ensure standards and quality
- All other Childcare Services and Nurseries are inspected by the Care Commission and staff have to be qualified or in the process of gaining the appropriate qualifications as set by the Scottish Social Service Council (legislation)
- Nurseries and Partner Providers also are inspected by HMIE

Group	Sector	Number in Shetland
Childminders Based throughout the Isles – operates full day childcare as a business	Private	30
Nursery classes Based in primary schools managed by the Schools Service	Public	20 classes
Bells Brae Extended Nursery operates wrap around care and	Public	1

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education for morning		
Pre-School Partner Providers (Service Level agreement with Schools Service for 2.5 hours per day) Burra Pre-School Group; Little Tikes (Girista); Lunnasting Pre-School Group) Managed by Voluntary Committees and staff. A number of unpaid hours go into the operation of these services both from staff and the volunteers on the committees	Voluntary	3
Pre-School Partner Provider (Salloway Pre-School Group) provide wrap around care. Managed by a Voluntary Committee	Voluntary	1
Pre-School Partner Provider (Lerwick Pre-School Group) provide wrap around care	Private	1
Pre-School Partner Provider (Islesburgh Pre-School Group) part of the Bruce Family Centre also provides wrap around care	Public	1
Blyde Haven Nursery full day childcare along with pre-school education and is also a Partner Provider	Public	1
Central Private Nursery, Sandwick full day childcare	Private	1
Mossbank Nursery in Mossbank Primary School provides full day childcare and nursery education	Public	1
Full Day Care – Abacus, Peerie Foxes	Private	2
North Isles Childcare offers two days a week from 9.15 – 3.30pm	Voluntary	1



Shetland Islands Council

REPORT

To: Services Committee

14 March 2007

From: Head of Schools

SCHOOL ESTATE MANAGEMENT

1. Introduction

- 1.1 It was agreed that, instead of conducting a planned Task Force Review for the Schools Service that the Interim Head of Education, at the time in his role as an external consultant, examine all the documentation available from the Education Best Value Review and produce a report with his conclusions and recommendations (Min Ref: SIC 13/06).
- 1.2 The report on the *Examination of Shetland Islands Council's Best Value Education Service Review* was presented at Services Committee on 15 June 2006 (Min Ref: SC 33/06). The report which was appended makes clear the then Interim Head of Education's views on the requirement to, some time in the near future, take challenging political decisions which will be necessary to safeguard the sustainability of a high quality Schools Service in Shetland.
- 1.3 Subsequent to this, on the 31 August 2006, Services Committee agreed to adopt the Examination of Shetland Islands Council's Best Value Education Service Review as a framework for the evaluation of the School Estate Management (Min Ref: SC 53/06) but requested that Shetland Islands Council be presented with proposed timescales for these evaluations.
 - 1.4 A report was presented and approved at Shetland Islands Council on 13 September 2006 setting out the timetable of evaluations for the School Estate (Min Ref: SIC 131/06).
 - 1.5 The reviews are of major significance to the future of the Schools Service in Shetland. Therefore, it is very important that due time and

consideration is given so that fully informed decision making can take place.

- 1.6 The information gathering is ongoing and all information will be shared with the Evaluation Teams for both Skerries Secondary Department and Sandness Primary School. A report will be prepared for Services Committee which will be shared with the Evaluation Teams.

2. Links to Corporate Priorities

- 2.1 The Corporate Plan 2004-2008 commits the Council to providing the best learning environment for all and to providing a Best Value Service in Education.

3. Proposal

- 3.1 The information gathering will continue and a report will be prepared and shared with the Evaluation Teams of Sandness Primary School and Skerries Secondary Department in May 2007.
- 3.2 The reports on Skerries Secondary Department and Sandness Primary School will be presented to Services Committee in September 2007.
- 3.3 Financial consideration will need to be taken into account in the review process. There is a need for clerical support to assist these evaluations. Information is being gathered from a number of sources and it is important that there is one point of contact gathering the information. There are several Evaluation Team meetings for each review and meetings in the community which need to have minutes taken at them. It is proposed that a part time clerical support person be employed on a fixed-term contract for 17.5 hours per week for the timetable of evaluations from April 2007 to December 2010.
- 3.4 The Schools Service will attempt to recruit from within existing resources and advertise internally in the first instance.

4. Financial Implications

- 4.1 The Head of Finance highlighted in his recent report to Council, General Fund Expenditure Growth 2002/03 to 2006/07 (Report No: F-019), that there had been significant growth well above both inflation and additional monies received, over the past four years particularly in Social Work and the Schools Service (Min Ref: SIC 88/06).

- 4.2 The report prepared by Neil Galbraith and recommendations made were wholly based on educational considerations as was the previous Best Value Education Service Review. It would be of additional value to the forthcoming debate that a detailed analysis is made of the School Service budget spend overall in the Council and the specific implications of the recommendations being made on school estate on financial as well as educational grounds.
- 4.3 The clerical assistant's part time post will be graded at AP1 (pro rata) and this cost will be covered from Budget GRE 1251. The associated costs will be found within existing budgets.

5. Policy and Delegated Authority

- 5.1 All matters relating to the provision of education stand referred to the Services Committee (Min Ref: SIC 70/03). The Services Committee only has delegated authority to make decisions on matters within approved policy and for which there is a budget.
- 5.2 As the recommendation falls outwith delegated powers, a decision of the Council is required.

6. Recommendations

I recommend that the Services Committee recommend to Shetland Islands Council to agree to:

- 6.1 the Schools Service bringing forward the reports on Skerries Secondary Department and Sandness Primary School in September 2007;
- 6.2 financial considerations be taken into account in the review process;
- 6.3 a part time, fixed-term clerical assistant be employed to focus on the School Estate Management information gathering.

March 2007

Our Ref: HB/ME

Report No: ED-07-F



Shetland Islands Council

REPORT

To: Services Committee

14 March 2007

From: Head of Schools

SCHOOL TRANSPORT POLICY

1. Introduction

- 1.1 In June 1998 a report (Min Ref: 38/98) was presented to the Education Committee which provided a Home to School Transport Provision Policy for the then Education and Community Services Department. This was approved by Shetland Islands Council on 24 June 1998 (Min Ref: SIC 107/98).
- 1.2 This policy has been reviewed following changes to legislation.

2. Link to Council Priorities

- 2.1 Achieving Potential: The Council will continue to provide the best learning environment for all. A best value schools service continues to be a Council priority.
- 2.2 Consistent Planning and Action: Making sure all our planning and decisions focus on delivering our priorities and work with public sector partners to maximise resources within Shetland.

3. Current Position

- 3.1 The Home to School Transport Provision Policy and the Code of Practice for the Home/School Transport of Young People with Additional Support Needs requires updating to reflect the recent changes to relevant legislation.

4. Proposal

- 4.1 The policy has been updated to take into account the new regulations which were introduced in September 2006 which requires all seated passengers aged 14 years and above to use seatbelts where they are fitted in all buses and coaches.

4.2 The new regulations also mean that all children under 135 cm in height must use a suitable restraint when travelling by car, for example, a booster cushion with an adult seat belt. The legislation explicitly excludes journeys made in taxis and private hire cars. However, a number of school transport contracts are provided by taxis and private hire cars. The Council needs to ensure that the safety of pupils whilst travelling to/from school is paramount and, accordingly, the policy has been amended to require transport contractors to provide booster seats or cushions where applicable. The Terms and Conditions for the provision of Home to School Transport will be amended to reflect this requirement.

4.3 All drivers now must have an Enhanced Disclosure Scotland clearance prior to driving any vehicle used for school transport provision.

4.4 The revised School Transport Policy and Code of Practice for the Home/School transport of Young People with Additional Support Needs are attached as Appendices A and B.

5. Financial Implications

5.1 There are no financial implications arising from this report.

6. Policy and Delegated Authority

6.1 All matters relating to the provision of Education stand referred to the Services Committee (Min Ref: SIC 70/03). The Services Committee only has delegated authority to make decisions on matters within approved policy and for which there is a budget. However, as this report is seeking to amend policy, a decision of the Council is required.

7. Recommendations

I recommend that Services Committee recommend to Shetland Islands Council that:

7.1 the School Transport Policy and the Code of Practice for the Home/School Transport of Young People with Additional Support Needs are adopted as policy.

Services Committee - Wednesday 14 March 2007
Agenda Item No. 05 - Public Report

March 2007

Our Ref: HB/ME

Report No: ED-04-F

Appendix A

Shetland Islands Council
Education and Social Care Department



SCHOOL TRANSPORT POLICY

March 2007

AIMS

The aims of this policy are to:

- ~ Clarify entitlement to, and the extent of, home to school transport provision.
- ~ Set out the standard of service expected from school transport operators in providing safe and reliable home to school transport.
- ~ Deal with the responsibilities of parents/carers, pupils and school staff in ensuring safe home to school transport.

ENTITLEMENT TO SCHOOL TRANSPORT

The Education (Scotland) Act 1980 places a legal responsibility on Local Education Authorities to enable the attendance at school of children living beyond specified maximum walking distance from their school. Shetland Islands Council's Schools Service facilitates this by using these limits to determine the provision of school transport. Walking distance is specified as two miles for pupils who have not reached their eighth birthday and three miles for pupils aged eight years and over. In Shetland this is extended during winter months (October break to Easter holidays) to provide transport for all pupils who live more than a mile-and-a-half from their school. The Education (Scotland) Act 1996 amended the 1980 Act to require education authorities to have regard to the safety of pupils when considering whether to make arrangements for the provision of school transport.

Education Authorities are also required to offer any vacant seats on school transport to pupils who live on a route but within walking distance of their school. The Authority can charge for the use of a vacant place or they have the discretion for a vacant place to be used without charge. However, they can only charge for the use of a vacant place if the charges can be met without undue hardship on the parent(s) /carers(s). If the number of non-entitled pupils exceeds the number of vacant seats available, the Authority must select which of those pupils can travel on the vehicle. If the number of pupils entitled to places increases then those who are not entitled will need to relinquish their place.

If as a result of a "placing request" pupils are attending a school other than their area school there is no entitlement to free school transport. Those pupils may take up any vacant seats on existing school transport e.g. primary pupils travelling on secondary pupil transport between the relevant catchment areas. Placing request pupils will not be taken into account when specifying the number of seats required for any future contracts.

Local authorities are required to make arrangements as necessary for the provision of school transport and have to pay or part of reasonable travelling expenses for school pupils. This legal responsibility could be fulfilled by providing either a means to get to school, such as a bicycle, or an allowance for parents/carers to make their own arrangements. However, Shetland Islands Council like other local authorities provide home to school transport for pupils who live outwith walking distance of their school. If the route between their home and school is considered unsafe transport is also provided for pupils who live within walking distance of their school.

To assess whether transport should be provided for safety reasons a safety audit is carried out by the Infrastructure Services Department – Roads Services sometimes in consultation with the Police. The method of assessing safety factors was approved by the Council in July 1996. If a route is assigned a pedestrian safety factor of 1 or 2 it is considered that there is little or no risk to children walking whilst supervised by an adult. A pedestrian safety factor of 3 or 4 indicates that the route is less suitable, in terms of road safety, for accompanied children on foot. Council policy is that school transport provision should not be made for pupils who live within walking distance of the school if the route has been assigned a pedestrian safety factor of 1 or 2. If parents/carers consider that the route has been assessed incorrectly they can make a written submission to the Head of Schools giving reason why they feel it should be changed.

Local Authorities are not required to provide “door-to-door” transport. Whilst transport is usually provided as close to home as practical, children may be expected to walk anything up to the legally specified or policy maximum walking distance to/from the transport pick-up point. Parents/carers are responsible for this part of the journey.

When pupils, who are entitled to transport, enrol at a school they should use the school transport already provided in their area. This transport may not be provided from their door. Unless the journey from their house to the main road pick-up point is more than walking distance or this part of the journey is considered unsafe for accompanied pupils transport provision will not be diverted from the existing route. Similarly, when the number of pupils in any area becomes such that it may be more practical and cost effective to provide transport in larger vehicles, pupils who previously enjoyed transport provision to their house in a car or mini-bus may have to walk to the main road to access a larger vehicle. Pupils and parents/carers are given as much notice as practicable and unless there are safety reasons, changes take effect at the start of the next school term or when the contract becomes due for renewal.

THE RESPONSIBILITIES OF CONTRACTORS/TRANSPORT OPERATORS

Contractors provide home to school transport using cars, mini-buses, buses and/or coaches. It is the responsibility of those who are awarded school transport contracts to ensure that pupils included in the route are conveyed to school in a safe, comfortable, and secure environment. The vehicles used must be suitable for the purpose and drivers must be adequately trained and qualified.

Contractors using cars (or vehicles which carry eight passengers or less) to take pupils to school must ensure that they have a valid taxi licence or private hire car licence and the appropriate driver's licence issued by Shetland Islands Council under the Civic Government (Scotland) Act 1982. If using mini-buses or coaches they must ensure that all vehicles are driven by an experienced, qualified driver holding the appropriate licence for the purpose.

A mini-bus is defined as a motor vehicle which is constructed or adapted to carry more than 8 but not more than 16 seated passengers in addition to the driver. A coach is defined as a large bus with a maximum gross weight of more than 7.5 tonnes and with a maximum speed exceeding 60 mph.

Seat belt regulations - The Road Vehicles (Construction and Use) (Amendment) (No 2) Regulation 1996 (SI No 1996/163) - require coaches and mini-buses to be fitted with seat belts when carrying three or more children, aged from 3 to under 16. A forward facing seat fitted with a minimum of a lap belt must be available to every child. Although there is no legal responsibility on the driver to ensure that belts are worn, Shetland Islands Council, within their terms and conditions for school transport require drivers to use their best endeavours to ensure that seatbelts are worn by pupils. In addition, parents/carers and school staff should encourage pupils, for their own safety, to wear seat belts at all times. The regulations only extend to school transport (including school trips/outings) and not to vehicles providing a transport service for the general public. New regulations were introduced in September 2006 requires all seated passengers aged 14 years and above to use seatbelts where they are fitted in all buses and coaches. (Regulations requiring children 3 years to 13 years to use seatbelts or child restraints if they are available will be brought forward as soon as practicable)

- This new legislation also means that all children under 135cm (4foot 5 inches) in height must use a suitable restraint when travelling by car, e.g a booster cushion with an adult seat belt. The legislation explicitly excludes journeys made in taxis and private hire cars, However Shetland Islands Council has adopted a policy which will require appropriate child restraints to be provided for all primary aged children below 135cm in height.

In addition to ensuring that seat belt regulations are adhered to contractors must comply with all current road traffic and any other applicable legislation relating to the licensing, operation, construction, fitness and safety of vehicles. Each vehicle used for home to school transport provision must have a policy of insurance endorsed to indemnify the authority against legal liability for personal injury or damage to property arising out of the use of the vehicle for the conveyance of school pupils.

Contractors should note that it is a requirement to display "school bus" signs when conveying school pupils and the regulations also permit the use of hazard warning lights when school pupils are boarding or alighting the vehicle.

Vehicles must have sufficient seating and provide adequate comfort for the number of pupils to be conveyed. Each pupil must have one full seat in the vehicle for the duration of the journey. The "3 for 2" concession which allowed three children under 14 to share a double seat no longer applies.

Contractors must ensure that they have contingency plans acceptable to the authority to deal with vehicle failures, staff unavailability, emergency closure of schools and other emergencies. Any driver employed by the contractor should be aware of issues involving pupil safety and behaviour and who to contact in an emergency. As school transport drivers are deemed to have "substantial opportunity for access" to children All drivers must have an Enhanced Disclosure Scotland clearance prior to driving any vehicle used for school transport provision. Contractors must provide the Authority with details of all persons who may drive their vehicles.

A contractor must not sub-contract to another operator without the written permission of the Local Authority.

The contractor is responsible for identifying suitable turning places and the arrangement of suitable, safe and sufficient picking-up points throughout the route. The Authority can specify alternative and/or additional picking up points at no extra cost unless an additional daily journey in excess of three miles is required. The contractor must ensure that all pupils included in the route are conveyed to school in time for opening and collected at the end of the school day when dismissed.

If at any time a contractor is not in a position to fulfil the requirements of the contract, due to the number of pupils in the area exceeding the number of seats available or due to the unavailability of a suitable vehicle or driver for any other reason they must inform the Schools Service immediately in order that new arrangements can be put in place.

THE RESPONSIBILITIES OF DRIVERS

Drivers of home to school transport bear much of the responsibility for the safety of pupils. However, parents /carers remain responsible for the behaviour of their children and they should encourage their children to follow the instructions of the driver. Failure to act responsibly will compromise pupils' own safety and the safety of other pupils. Listed below are key guidelines which drivers must follow to support the safe transport of pupils between home and school and/or on school trips/outings:

- ~ Do not drive a vehicle which you are not suitably licensed or insured to drive.
- ~ Do not drive a vehicle you suspect of being unroadworthy or in contravention of relevant regulations or legislation.
- ~ Follow the scheduled route and use pick-up and set down points designated by the contractor or agreed by the authority.
- ~ Approach each stop slowly and carefully and keep doors closed until the vehicle has stopped.
- ~ If applicable, check pupil bus passes. Pupils who do not have a pass should not be refused transport but it should be reported to the relevant head teacher.
- ~ Do not drive off until all pupils are seated, the doors are closed and you have checked that no pupils are in the vicinity of the vehicle.
- ~ Remind pupils to fasten their seat belts before driving off.
- ~ Smoking is now prohibited by law in all public places. The Legislation applies to school transport.
- ~ Know who to contact in the event of an emergency, such as a breakdown, an accident, adverse weather conditions, an unforeseen delay or other hazard.
- ~ Report any discipline or behaviour problems to the relevant head teacher but never eject a pupil from the vehicle under any circumstances. In the event of extreme or persistent misbehaviour the authority reserves the right to suspend school transport provision for the pupils responsible. Transport arrangements will then become the responsibility of their parents/carers.

All behaviour issues which are of concern to the driver must be dealt with. Concerns over the conduct of pupils must not be ignored as this only encourages situations / patterns to develop and escalate.

If it becomes apparent that a particular pupil cannot continue to be allowed to travel on school transport, the head teacher must inform the Schools Service immediately by contacting the relevant Quality Improvement Officer. As the Local Authority is required by law to provide school transport, an appropriate way forward must be found. In achieving this, the Quality Improvement Officer should work together with relevant school staff, the pupil, their parents /

carers, the Service Manager - Transport Operations to find an appropriate way forward. Some possible solutions may be:

- Provision of bus fares to facilitate the use of public transport
- Return to school transport on the same or a suitable alternative route with agreed conditions
- Provision of bus fares with parents / carers transporting their children

Report any discipline or behaviour concerns to the head teacher of the relevant school. This should be done even if the driver feels they have dealt with a particular issue effectively.

- ~ Be aware that the safety and welfare of all pupils on the vehicle is of paramount importance and a considerable degree of responsibility rests with the driver on each journey.

ROLE OF SCHOOL STAFF

The safety of pupils using school transport, particularly when boarding and alighting a bus, could be jeopardised as a direct consequence of inappropriate or unruly behaviour. Although parents/carers are responsible for the behaviour of their children during the journey between home and school it is considered reasonable that school staff have a role in encouraging pupils to adopt responsible attitudes whilst using school transport.

It is highly unlikely that drivers will have the training and experience necessary to deal effectively with behavioural problems and the support of school staff is sought in monitoring the conduct of pupils. This does not imply any supervisory responsibility but it would be appreciated if staff would report to their Head Teacher if they become aware of any problems on school transport vehicles.

Behaviour issues on school transport should be dealt with separately from issues which occur during the school day, but in a manner consistent with school policies.. It is not suggested that schools should take punitive action or administer discipline but it is requested that Head Teachers investigate any misbehaviour reported to them.

Head Teachers should contact the relevant Quality Improvement Officer if they feel the conduct of any pupil has reached a level where withdrawal of transport may be required.

The Safe School Travel Pack produced by the Scottish School Boards Association and endorsed by the Scottish Executive provides good advice on ways in which school staff, parents/carers and pupils can all play a part in making the journey to and from school a safe one. Copies of the pack have been issued to all schools in Shetland.

School staff can assist in the operation of a safe and efficient transport service by:

- ~ Ensuring that pupils understand the rules for safe travel on school buses, including the consequences of misbehaviour and activities such as smoking, vandalism, fighting, moving about the vehicle and tampering with the emergency doors/windows.
- ~ Encouraging pupils to stand back from the edge of the kerb when waiting for the bus.
- ~ Warning pupils about the danger of distracting the driver's attention by misbehaving on the vehicle.
- ~ Establishing good lines of communication with transport operators to assist in dealing with contingency plans for bad weather or other emergencies, early closure of schools or cases of problem behaviour.
- ~ Ensuring that pupils are released promptly from class and encouraging them to make their way to the transport departure point as quickly and safely as possible. Delays can result in transport being missed.
- ~ Ensuring safe access to and from pick-up and setting down points for both vehicles and pupils and ensuring adequate supervision of pupils at transport arrival and departure times from school.

- ~ Working with transport operators and the authority as appropriate in cases of problem behaviour. Dealing promptly with pupils whose behaviour on or around school transport gives cause for concern will gain the confidence and support of operators, drivers, parents/carers and other pupils travelling on the vehicle. Letting it be known when incidents have been reported and that those responsible have been dealt with will hopefully discourage similar behaviour.
- ~ Either contacting the operator or reporting to the authority any concerns regarding transport services, including late or non-operation, incorrect route, poor driving standards, inappropriate driver behaviour, overloading of or unsuitability of vehicles.
- ~ Ensuring observance of no smoking legislation, taking firm action against any pupils found smoking and reporting any driver observed smoking to their employer or the authority.

HOW PARENTS/CARERS CAN HELP

Parents/carers have a legal duty to provide for the education of their children, either by causing them to attend school regularly, or by other means. For many parents/carers, this means reliance on school transport provided under arrangements made by the local education authority. Parents/carers have a right to expect that suitable arrangements for safe and reliable school transport will be made for their children. However, the ultimate responsibility for the safety and welfare of pupils rests with their parents/carers and it requires parents/carers working along with the authority, schools and transport operators to ensure that a high level of service is maintained.

Unless the route is considered unsafe, pupils may have to walk anything up to maximum walking distance to access school transport. Parents/carers are responsible for this part of the journey. Parents/carers are also responsible for the behaviour of their children whilst on the vehicle and when waiting at the pick-up point. Persistent behaviour which is of concern can lead to a pupil being removed from school transport. Parents / carers should be aware that the Local Authority must still provide the pupil with the means of getting to school, but this may not be in a way which is particularly convenient. It is in everyone's best interests to ensure that all pupils can be maintained on the school transport provided. The following guidelines are included for parents/carers in the Scottish School Board Association booklet.

- ~ Young children should be accompanied by an adult while walking.
- ~ Ensure that your child takes the safest route.
- ~ Walk the route with your child at least once and talk about the hazards.
- ~ Children must be suitably dressed for the weather and should always wear something bright, preferably with reflective and fluorescent strips or panels.
- ~ Make sure children leave home in plenty of time so that they do not have to rush.
- ~ Children need to be at the designated pick-up point before the scheduled departure time of their transport. Transport operators cannot wait for latecomers.
- ~ Teach your children about road safety.
- ~ Remind your children that playing about at pick-up points or on the vehicle can result in accidents or injuries. Extreme or persistent misbehaviour may lead to the withdrawal of school transport from the pupils responsible.
- ~ Ensure children do as the driver says and not to misbehave. Parents / carers can be held responsible for any vandalism caused by your children.
- ~ When they return from school
 - ~ Young children should be met at the bus stop.
 - ~ If the vehicle stops on the opposite side of the road, cross over to meet your child do not expect them to cross the road to meet you.

If parents/carers are concerned about the behaviour of pupils on school transport they should contact the Head Teacher. If the service is unreliable, or parents/carers are concerned about the vehicles being used or the attitude of the driver, they should contact the Quality Improvement Officer for the school, preferably in writing. It is important that complaints are notified promptly. It becomes difficult to take effective action or identify who was at fault if the complaint is made long after the incident occurred.

All behaviour issues which are of concern to the driver must be dealt with. Concerns over the conduct of pupils must not be ignored as this only encourages situations / patterns to develop and escalate.

If it becomes apparent that a particular pupil cannot continue to be allowed to travel on school transport, the head teacher must inform the Schools Service immediately by contacting the relevant Quality Improvement Officer. As the Local Authority is required by law to provide school transport, an appropriate way forward must be found. In achieving this, the Quality Improvement Officer should work together with relevant school staff, the pupil, their parents / carers, the Service Manager - Transport Operations to find an appropriate way forward. Some possible solutions may be:

- Provision of bus fares to facilitate the use of public transport
- Return to school transport on the same or a suitable alternative route with agreed conditions
- Provision of bus fares with parents / carers transporting their children

Report any discipline or behaviour concerns to the head teacher of the relevant school. This should be done even if the driver feels they have dealt with a particular issue effectively.

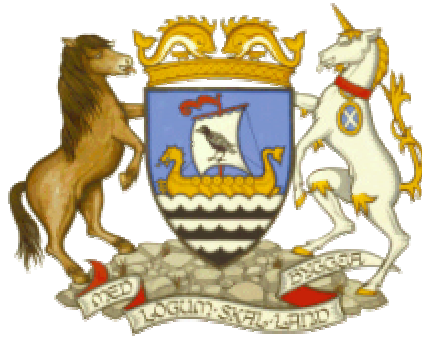
- ~ Be aware that the safety and welfare of all pupils on the vehicle is of paramount importance and a considerable degree of responsibility rests with the driver on each journey.

WHAT PUPILS CAN DO TO HELP

School transport is provided to get pupils to and from school. The behaviour of pupils between home and school whether as a pedestrian or as a passenger in a vehicle has a direct bearing on their safety. Pupils should be given sound advice on what constitutes responsible and safe behaviour and they should be encouraged to develop their own road safety skills. Pupils should be encouraged to adopt the following as a code of conduct in relation to their journey between home and school:

- ~ Make sure you leave home in plenty of time so that you do not have to rush.
- ~ Always walk on the pavement, where there is one.
- ~ If there is no pavement, always walk facing the oncoming traffic.
- ~ Always wear something bright to make you more visible in the dark or in bad weather.
- ~ If you are with younger children, set them a good example and let them walk on the inside so that they are furthest away from any traffic.
- ~ On narrow roads with no pavement, walk in single file.
- ~ Walk, don't run.
- ~ Act responsibly and don't be persuaded by others to act foolishly as this could compromise your own safety and the safety of others.
- ~ Stand back when the vehicle arrives.
- ~ Get on and off the vehicle one at a time and do not push or shove.
- ~ Sit still on the vehicle and fasten the seat belt.
- ~ Do not open or play with emergency doors or windows.
- ~ Always obey the instructions of the driver.
- ~ Treat other people with respect.
- ~ When you get off the vehicle do not cross the road until the vehicle has moved off and you can see clearly in both directions.
- ~ Between the vehicle and the school entrance keep your eyes open for other vehicles near the drop-off point.
- ~ If you have left anything on the vehicle do not run after it but tell your teacher or playground supervisor as soon as possible.

Review Date: 2012 or as necessary due to changes in legislation



SHETLAND ISLANDS COUNCIL

CODE OF PRACTICE

FOR THE HOME/SCHOOL TRANSPORT

OF YOUNG PEOPLE WITH

ADDITIONAL SUPPORT NEEDS

March 2007

CODE OF PRACTICE
FOR THE HOME/SCHOOL TRANSPORT
OF YOUNG PEOPLE WITH ADDITIONAL SUPPORT NEEDS *

CONTENTS

1. Introduction
2. Drivers
3. Escorts
4. School Staff
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6. Emergency Procedures

"Additional Support Needs" now replaces the term "Special Educational Needs", following SEED terminology in the Education (Additional Support for Learning) (Scotland) Act, 2004, encompassing all young people who may have a difficulty accessing and benefiting from learning.

Infrastructure Services Department
Transport Services
Grantfield
Lerwick
Shetland
ZE1 ONT

CODE OF PRACTICE FOR THE HOME/SCHOOL TRANSPORT OF YOUNG PEOPLE
WITH ADDITIONAL SUPPORT NEEDS (ASN)

FOR DRIVERS/ESCORTS/SCHOOL STAFF/PARENTS/CARERS

1. INTRODUCTION

1.1 Shetland Islands Council provides a wide range of services to meet the individual needs of pupils. The transport of pupils to and from school is an essential part of this service, and the Council's aim is to make this an efficient, responsive and high quality service for pupils.

1.2 This Code of Practice has been produced by Shetland Islands Council to provide Contractors, Escorts, Parents/Carers and School Staff with summary information about the provision of transport for pupils with additional support needs and their own responsibilities and duties.

The Code of Practice is issued to:

- parents/carers of all pupils who travel on ASN transport
- all school staff involved with young people with additional support needs
- all Contractors/Drivers/Escorts who operate ASN transport contracts

1.3 Young people requiring ASN transport may have one or more of the following:

- (a) moderate or severe learning difficulties
- (b) physical disabilities
- (c) emotional and behavioural difficulties
- (d) sensory impairment
- (e) medical needs

1.4 Contractors are responsible for taking reasonable care of the pupils in their charge. These instructions concern the safety and supervision of passengers on ASN transport contracts for education, and contractors must ensure that drivers and escorts are suitably briefed and familiar with these instructions.

The Council will co-ordinate training programmes with regard to general disability awareness, manual handling, first aid, safety procedures and other related issues. Risk Assessments as appropriate are in place and are subject to annual review. Contractors should be aware that evidence of appropriate training will normally be required prior to contracts being awarded.

Contractors are responsible for ensuring suitable child restraints and/or booster cushions are provided in compliance with relevant regulations and Conditions of Contract.

1.5 It is the Contractors responsibility to ensure all drivers and escorts used in the provision of school/ASN transport services hold Enhanced Disclosure Scotland Clearance. The Contractor will be required to produce evidence to confirm all drivers and escorts meet this requirement.

1.6 Drivers must at all times be considerate of their passengers, and take all responsible steps to ensure their comfort and safety during the journey. Pupils should always be treated in a sensitive manner appropriate to their age and ability.

- 1.7 Drivers must ensure that seat belts are worn and that the number of pupils carried does not exceed the number of seat belts.
- 1.8 Drivers should be aware that failure to maintain acceptable timings without adequate reason will be grounds for termination of the contract.

2. DRIVERS

2.1 Before the Journey

2.1.1 Check your vehicle to ensure that there are no defects which could affect the safety of passengers during the journey.

2.1.2 Ensure that all the necessary equipment is on the vehicle, e.g. child seats; booster cushions and/or wheelchair and occupant restraints.

2.1.3 Check that you have a record of the telephone numbers to be used in the case of breakdown, accident or delay e.g. the number of Shetland Islands Council Infrastructure Services Department (Transport Services) the contractor, the school and parents/carers. Check that the on-board communication system is switched on and ensure that it remains switched on at all times so that you can be contacted at any time during the journey.

2.1.4 Ensure that the escort (if required) is on board prior to picking up any pupils.

2.1.5 When picking up pupils from school, unless instructed otherwise, the driver and vehicle should arrive before school finishing time so that the vehicle is parked in position and stationary when pupils are ready to board. Departure at the end of the school day will be 10 minutes after the official dismissal time, or as agreed with the school staff.

2.1.6 The driver must be available to attend any relevant training which would help in their understanding and management of pupils with additional support needs (e.g. first aid etc).

2.2 Picking up and Setting down Passengers

2.2.1 Approach each stop with care – do not brake sharply.

2.2.2 When parking up and setting down passengers use only the agreed points. Do not drop off young people other than at an agreed place.

2.2.3 Keep all doors closed until you have brought the vehicle to a complete standstill.

2.2.4 Wherever possible, the vehicle must draw up close to the pavement on the near side of the road. If a pupil requires to cross the road at this point, they should be taken across the road and placed on the opposite pavement by the escort. Hazard warning lights should be activated during loading and unloading.

2.2.5 Ensure that only you or the escort opens or closes the door. Do not allow the pupil to do this.

2.2.6 If reversing is required, complete the manoeuvre whilst pupils are in the vehicle.

- 2.2.7 Passengers should board or alight from the vehicle only from a side-facing door on the near side of the vehicle except when they are using lift equipment at the rear of the vehicle. Drivers and escorts should be knowledgeable in the safe use of equipment both under normal and emergency situations. Such equipment should be supervised at all times when in use.

2.2.8 Before moving off make sure; that pupils on board are seated, wearing seat belts or (if appropriate) occupant restraints, that doors are properly closed, that no bags, coats, etc. are caught in the doors, that the number of passengers does not exceed the permitted number and that pupils who have alighted, and any other pedestrians are well clear of the vehicle.

2.3 During the Journey

- 2.3.1 Drivers should ensure that all doors and emergency exits remain free of any obstructions.

2.3.2 Where child-proof locks are fitted to a vehicle, the locks should be in the 'child safe' position for the duration of the journey.

- 2.3.3 Drivers should ensure that pupils are wearing seat belts or an appropriate occupant restraint system and that these are suitable for the pupils. In the case of wheelchair users an appropriate occupant restraint (not attached to the wheelchair) must be used in addition to the wheelchair restraints.

- 2.3.4 The route detailed by the Infrastructure Services (Transport) or Head Teacher at the start of each school session must be followed except for:

- (a) temporary revisions caused by the absence of pupils
- (b) revisions caused by the admission of pupils or when pupils leave school
- (c) temporary deviations arising from traffic conditions

Advice on any deviation must be given immediately to the Infrastructure Services (Transport) or Head Teacher (including any change in the pick-up arrangements for escorts).

2.4 Safety in the Case of Accident, Breakdown, Adverse Weather or (in certain circumstances) the Availability of the Parent/Guardian

2.4.1 In the event of interruption to the journey through mechanical breakdown, weather conditions or other reasons, the driver must immediately use the on-board communication system to contact the school and then the Infrastructure Services (Transport) giving details of the situation.

2.4.2 In the event of interruption to the journey, the driver must ensure that the passengers remain in the vehicle unless circumstances render this unsafe. In the case of a breakdown/emergency the driver must contact Transport Services who will arrange alternative transport and assistance as appropriate.

- 2.4.3 In adverse weather, drivers should use their discretion to decide whether a journey is possible. Journeys should not be started if the driver considers the road conditions to be such that the journey cannot be completed. In all cases, the driver should liaise with schools to keep parents/carers informed.

- 2.4.4 If, for unavoidable reasons, parents/carers are not at home when their children arrive, the driver will wait five minutes only and will then leave a note using the pro forma supplied and continue on his journey with the other young person. If the parent/guardian continues to be unavailable, the driver may be advised to take the pupil to a care agency such as the Council's Social Work Department. Under these circumstances, parents/carers will be responsible for collecting their children. Drivers/escorts have been instructed not to take pupils home with them.

2.5 Other Requirements

- 2.5.1 Drivers must not smoke in the vehicle, near pupils or in the school buildings or grounds.
- 2.5.2 Drivers must carry their Taxi Driver/Private Hire Car licence and ID Badge at all times and show these when requested.
- 2.5.3 Drivers must ensure that dangerous substances, animals, or unauthorised persons are not carried in the vehicle or allowed to enter the vehicle during the transportation of pupil.
- 2.5.4 Where there is no escort, drivers of cars and taxis will be fully responsible for the opening and closing of passenger doors; this function must not be left to the pupil to perform.
- 2.5.5 Drivers should not give young pupils sweets, snacks or drinks during the journey.

3. ESCORTS

3.1 General Requirements

- 3.1.1 Escorts are responsible for the care and supervision of pupils on the school journey, and should work with drivers to ensure that pupils are as safe and comfortable as possible.
- 3.1.2 All escorts should be trained to an appropriate standard as specified by Transport Services. Should an escort fail to demonstrate a satisfactory level on competence he/she will be replaced.
- 3.1.3 Escorts should maintain a courteous relationship with pupils and parents/carers at all times and should be aware of the individual needs of pupils.
- 3.1.4 Escorts should report any concerns about the upkeep or safety and reliability of the vehicle to the Infrastructure Services (Transport) or concerns about pupils immediately to the Head Teacher. If in doubt, seek advice.
- 3.1.5 Escorts must not smoke in the vehicle, near pupils or in the school buildings or grounds.

3.2 Before and After the Journey

- 3.2.1 The driver and/or escort should hold up-to-date lists of children in their care which include normal home phone numbers and an emergency phone number for each child. The information is confidential and must not be left in the vehicle unattended or be disclosed to anyone other than the Infrastructure Services (Transport) staff, school staff or the operator/driver.

- 3.2.2 The driver and escort should be aware of the individual needs of each child such as specific seating requirements, medical or behavioural difficulties. Advice on the individual needs of pupils should be obtained from the Head Teacher and/or parents/carers. The escort should notify the school of any difficulties or changes.
- 3.2.3 The escort should meet and board the vehicle before the first pupil is collected either from home or from school and only leave the vehicle after the last pupil has been dropped off.
- 3.2.4 The escort is responsible for the direct supervision of the children and must remain on, or within, the immediate vicinity of the vehicle at all times, while passengers are on board.
- 3.2.5 Upon arrival at the child's home or the education establishment, the escort should assist the passenger to alight from the vehicle before handing responsibility over to the nominated responsible adult.
- 3.2.6 At the end of the journey, on no account should a passenger be left either alone or with an unauthorised person.
- 3.2.7 If, for unavoidable reasons, parents/carers are not at home when their child arrives, the driver will wait five minutes only, before continuing on the journey with the other children. If the parent/guardian continues to be unavailable, the driver will be advised to take the child to a care agency such as the Council's Social Work Department. Under these circumstances, parents/carers will be responsible for collecting their child. Drivers/escorts have been instructed not to take children home with them.
- 3.2.8 Before accepting any money or medication from parents/carers to pass to the school, or vice versa, the escort should ensure that it is in an envelope or container marked with the child's name. This should be handed directly to school staff/ parents/carers. Drivers and escorts should not administer medication, or first aid, beyond their competence or instructions.
- 3.2.9 Where medication is transported for use by pupils, the escort should ensure that it is stored safely out of reach of children for the duration of the journey and handed to school staff/parents/carers on arrival at school/home.
- 3.2.10 Should any pupil be involved in any minor accident on school transport, it will be the responsibility of the escort/driver to ensure that the Head Teacher is informed, on homeward journeys parents/carers should be informed. Infrastructure Services (Transport) should also be informed of all accidents.
- 3.2.11 Escorts must ensure that no unauthorised person enters or travels in the vehicle.

3.3 Picking Up and Setting Down Passengers

- 3.3.1 The escort must be familiar with the normal and emergency use of the passenger lift where pupils are conveyed in wheelchairs. The instructions given during training must be followed at all times.
- 3.3.2 Wherever possible, lifting must be avoided. In certain circumstances, lifting will be essential, for example, where a child is to be transferred to a vehicle seat. Escorts should wear clothing which does not hinder this. Manual handling training will be given in lifting and this must be followed.
- 3.3.3 Escorts must report to the Head Teacher any absences or reasons for absence if these are known.

3.4 Seating Arrangements

- 3.4.1 In vehicles fitted with safety belts, occupant restraints or harnesses, the escort must ensure that these are correctly and securely fastened around the pupil.
- 3.4.2 The escort must follow advice given about seating requirements, restraints and harnesses. Any concerns about pupil safety in relation to their seating should be passed to the Infrastructure Services (Transport).
- 3.4.3 All pupils in cars, taxis, minibuses and coaches must wear a seat belt or, in the case of wheelchair users, an occupant restraint. In all cases a seat belt or occupant restraint appropriate to the pupil's size must be used, including, if necessary, the use of booster cushions.
- 3.4.4 Where a pupil is transported using a harness or other restraint, these should be correctly secured and fastened before the vehicle moves off. The escort should be familiar with the correct and safe use of equipment used.
- 3.4.5 Where pupils are transported in wheelchairs, these must be secured in a forward facing position (or rear facing) but never sideways as they have little lateral strength. The wheelchair should be secured using either clamps, or four point restraints if clamps are unsuitable. In addition to this, an independent occupant restraint must be used. Trays and unpadded pommels should be removed and safely and securely stowed.
- 3.4.6 Unless allocated to care for a particular pupil, an escort should sit where it is possible to keep all pupils in view at all times.

4. SCHOOL STAFF

- 4.1 In the case of passengers with additional support needs, school staff will be expected to pass on any appropriate information to the escort/driver which will help him/her to better carry out his/her duties and responsibilities. This information could include short term medical and /or behavioural issues.
- 4.2 Any messages received from the parent during the day concerning transport arrangements, absences, changes to the responsible adult who will meet the pupil at home etc should always be passed on to the escort/driver.
- 4.3 Should a transport vehicle fail to arrive, staff should contact the Contractor, in the first instance. Infrastructure Services (Transport) should also be informed and, in addition, they should be made aware of problems with the transport provision.

- 4.4 School staff will be expected to take passengers to and from the vehicle and do any lifting that may be necessary. The duty to take children on and off the bus rests with the escort and driver.
- 4.5 Where problems are identified with seating, restraints etc, or other transport issues, staff should contact Infrastructure Services (Transport) for advice.
- 4.6 School staff are responsible for ensuring that parents/carers are made aware of any breakdowns or accidents, significant changes in transport times in emergencies, absconding of pupils from transport etc.
- 4.7 School staff are responsible for ensuring that Infrastructure Services (Transport) are informed of any changes of address of pupils or other changed circumstances (for example, a child leaving school) which affect the home-to-school transport. It is important that Infrastructure Services (Transport) are informed of any changes as early as possible. Except in exceptional circumstances, every effort will be made to provide seven working days' notice.

5. PARENTS/CARERS

- 5.1 If the child wears a harness other than that fitted in the vehicle, parents/carers must make sure he/she is wearing it correctly before the vehicle arrives.
- 5.2 Parents/carers must take their child to the normal stopping place at the agreed time.
- 5.3 It is the responsibility of the driver/escort to take children on to and off the vehicle.
- 5.4 If a child requires to be lifted it is the responsibility of the parent/guardian to lift their child on to the vehicle in the morning and off the vehicle at the end of the school day.
- 5.5 Parents/carers must meet children at the normal stopping places at the agreed times.
- 5.6 If parents/carers will not be at home when a child is due home, they must inform the driver/escort in the morning telling him/her who will meet their child at home that afternoon. This information should also be confirmed to the school. If a child is to be returned to a place other than the normal stopping place, then parents/carers will be responsible for making alternative transport arrangements. In such circumstances both the escort and the school must be notified, in writing in the morning, that the usual transport will not be required home from school that afternoon. Parents/carers should also provide details of the arrangements which have been made.
- 5.7 If, for unavoidable reasons, parents/carers are not at home when their child arrives, the driver will wait five minutes only before continuing on the journey with the other children. If the parent/guardian continues to be unavailable, the driver may be advised to take the child to a care agency such as the Council's Social Work Department. Under these circumstances, parents/carers will be responsible for collecting their child. Drivers/escorts have been instructed not to take children home with them.
- 5.8 Any messages to school should be written not oral where this is possible.
- 5.9 Children's possessions should be contained in a named bag wherever possible.

- 5.10 Parents/carers should ensure that any medication needs by their child at school is given to the escort/driver together with any written instructions for the Head Teacher.
- 5.11 Should parents/carers have any cause for concern about the operation of the contract they should contact Transport Services as soon as possible. Any concerns on entitlement to transport will be discussed with staff at Education Service.

6. EMERGENCY PROCEDURES

- 6.1 Should any passenger require urgent medical assistance whilst being transported, the passenger concerned will be made as comfortable as possible, and the driver will take the passenger to the nearest point where help will be available. This could either be back to school, to the passenger's home base or to the nearest Medical Centre (whichever is closest). If necessary, the other passengers will remain on board until the sick passenger is delivered to an appropriate responsible person. If other passengers are delayed because of the emergency, contact will be made with the home base as soon as possible with an explanation of the reason for the delay.
- 6.2 Parents/carers will be advised by the driver/school staff of any medical or serious incident which involves their child on the bus on the day that incident occurs. In all cases of incident or accident, the appropriate reporting procedures must be adhered to in terms of other officials who may need to be notified in the circumstances, i.e. Transport Services who will then notify others as appropriate.



REPORT

To: Services Committee

14 March 2007

From: Head of Housing

Report No: HS-01-07

Allocation Policy Annual Review

1. Introduction

- 1.1. This report details recommendations by the Allocation Monitoring Group regarding the annual review of the allocation of quota targets and letting profile areas contained in the Shetland Islands Council's Allocation Policy
- 1.2. This report also details recommendations by the Allocation Monitoring Group regarding changes to the Shetland Islands Council's Allocation Policy.

2. Links to Corporate Priorities

- 2.1 Sustaining rural communities is a key Council priority contained within the Corporate Plan - section 1. Finding locally appropriate housing solutions by delivery of a sustainable housing service will contribute to strong and vibrant rural communities.

3. Background

- 3.1. As part of the 2001 Allocation Policy an Allocation Monitoring Group was established in April 2001, which comprises five Councillors, staff from the Housing Service and the Shetland Tenants Forum worker.
- 3.2. Councillor membership of the group is Iris Hawkins, Eddie Knight, John Nicolson, Gordon Mitchell and Jim Henry.
- 3.3. The role of the Allocation Monitoring Group is to ensure that there is an ongoing assessment of the effectiveness of the allocation policy and to annually review the allocation targets and letting profile areas.
- 3.4. Part of the group's remit is also to consider ideas and issues for improving the policy where required, and to recommend changes to Services Committee, thereby ensuring the allocation policy remains relevant and up to date.

4. Annual Review of Allocation Targets

- 4.1. During the period April 2006 to January 2007, 530 new applications were received and registered on the Orchard Housing Management System. This is an average of 53 applications being received per month, which is an increase of 17% per month since the last report.
- 4.2. The number of new applications received brings the total number of applications for housing in Shetland to 860. Of those currently active these are broken down into application type as follows:

<u>Application Type</u>	<u>Number</u>	<u>% Feb 07</u>	<u>% Mar 05</u>
<u>Waiting List</u>	<u>445</u>	<u>59%</u>	<u>62%</u>
<u>Transfer</u>	<u>185</u>	<u>25%</u>	<u>23.5%</u>
<u>Housing Association</u>	<u>44</u>	<u>6%</u>	<u>5%</u>
<u>Homeless</u>	<u>68</u>	<u>9%</u>	<u>8%</u>
<u>Relocating Workers & NHS Employee</u>	<u>6</u>	<u>1%</u>	<u>1%</u>
<u>Special Cases</u>	<u>3</u>	<u>0%</u>	<u>0.5%</u>
<u>Total</u>	<u>751</u>		<u>100%</u>

- 4.3 This table shows a small increase in homeless and transfer applications and a reduction in waiting list applications since March 2005.

- 4.4 The allocation of empty properties is split into Lerwick and landward allocations, with quota targets set for waiting list applications, transfer applicants and homeless applicants.

- 4.5 The quota targets set by Council last year were as follows:

	<u>Lerwick</u>	<u>Landward</u>
<u>Homeless</u>	<u>45% of lets</u>	<u>5% of lets</u>
<u>Waiting List</u>	<u>35% of lets</u>	<u>80% of lets</u>
<u>Transfer</u>	<u>20% of lets</u>	<u>15% of lets</u>

- 4.6 As of the end of January 2007, there had been 150 new lets. Detailed in the tables below are the number of offers accepted and the percentage of lets by category:

<u>Lerwick</u>			
<u>Category</u>	<u>Offers Accepted</u>	<u>% of total offers</u>	<u>Annual target</u>
<u>Homeless</u>	<u>16</u>	<u>30%</u>	<u>45%</u>
<u>Waiting List</u>	<u>24</u>	<u>45%</u>	<u>35%</u>
<u>Transfer</u>	<u>13</u>	<u>25%</u>	<u>20%</u>
<u>Total</u>	<u>53</u>		

Landward			
<u>Category</u>	<u>Offers Accepted</u>	<u>% of total offers</u>	<u>Annual target</u>
<u>Homeless</u>	<u>7</u>	<u>7%</u>	<u>5%</u>
<u>Waiting List</u>	<u>74</u>	<u>76%</u>	<u>80%</u>
<u>Transfer</u>	<u>16</u>	<u>17%</u>	<u>15%</u>
<u>Total</u>	<u>97</u>		

Shetland overall			
<u>Category</u>	<u>Offers Accepted</u>	<u>% of total offers</u>	<u>Annual target</u>
<u>Homeless</u>	<u>23</u>	<u>15%</u>	<u>N/A</u>
<u>Waiting List</u>	<u>98</u>	<u>65%</u>	<u>N/A</u>
<u>Transfer</u>	<u>29</u>	<u>20%</u>	<u>N/A</u>
<u>Total</u>	<u>150</u>		

- 4.7 It can be seen that in the Lerwick area the homeless quota is under target and the waiting list and transfer quotas are over target. Overall the numbers of homeless households being housed in Shetland is very low at 15%, which is much less than the average in Scotland.
- 4.8 A recent independent review of the Council's homeless service found that in March 2004 the numbers of households in temporary accommodation was 83, while in April 2006 the numbers had increased to 129. It is estimated that in light of predicted legislative changes, the number of homeless households in temporary accommodation in 2007 will be 216 and 232 in 2011.
- 4.9 The review also found that there were 2 people who had been staying in temporary accommodation for between 3 to 4 years at the end of April 2006. 38% of households in temporary accommodation had been there for more than a year, and 11% for more than 2 years.
- 4.10 The Communities Scotland self-assessment criteria expect that local authorities set and monitor targets for the time spent in temporary accommodation. Lengthy periods of time spent in temporary accommodation have been critically identified as an issue in some of Communities Scotland Inspection reports of other local authorities homelessness services.
- 4.11 Housing is keen to decrease the use of and time spent by homeless households in temporary accommodation in order to minimise the negative impact that this uncertainty can have. To assist with this aim targets will be set and monitored in relation to this in the new Homeless Policy, and a Temporary Accommodation Strategy will be drafted in April 2007.
- 4.12 However, the first priority must be to reduce the numbers of people in temporary accommodation before being able to make a longer-term impact

on numbers and the overall time applicants spend in temporary accommodation, using the above measures.

4.13 It is therefore proposed that the number of lets offered to homeless households is increased for a period of 12 months to 80% in Lerwick and 35% in landward areas, with the aim of reducing the numbers of households in temporary accommodation by 50%.

4.14 It is important to ensure that this increase does not result in homelessness being perceived as a quick route into housing, therefore this increase will only apply for a maximum of 12 months and will be reduced as soon as the aim is achieved.

4.15 It is also proposed that the Allocation Monitoring Group on a quarterly basis monitor these targets, and that the Head of Housing, or nominee, in consultation with the group be given delegated authority to change the quotas during the year, should the target be met sooner.

4.16 The Allocation Monitoring Group, in assessing these figures and the homeless service review, recommended the following alterations to come into effect as of 1st April 2007:

	<u>Lerwick</u>	<u>Landward</u>
<u>Homeless</u>	<u>80%</u>	<u>35%</u>
<u>Waiting List</u>	<u>15%</u>	<u>50%</u>
<u>Transfer</u>	<u>5%</u>	<u>15%</u>

5. Annual Review of Letting Profile

5.1 The existing list of letting profile properties agreed by Council is:

1 – 9 St Olaf Street
47 St Olaf Street
High Street
Parkfield
12a North Road

5.2 These properties are designated as having a specific letting profile to ensure sensitive lettings. It is recommended that 1 – 6 Rudda Park and the Firth and Mossbank areas be added to the letting profile areas.

5.3 The inclusion of Firth and Mossbank is to allow the development of a Local Lettings Initiative, which has been requested by the community following an investigation into alleged antisocial behaviour last year.

5.4 It is also proposed that the Allocation Monitoring Group on a quarterly basis monitor these areas, and that the Head of Housing, or nominee, in consultation with the group be given delegated authority to include any street or letting area at any point during the year, should the need to let properties in a more sensitive way arise during the year.

6 Proposed changes to the Allocation Policy

6.1 A summary of the proposed changes as recommended by the Allocation Policy Monitoring Group is attached as Appendix 1.

6.2 A full report has been placed in the Members' Room for information.

7 Summary of Proposals

7.1 It is proposed that:

7.1.1 The allocation quota targets are changed as detailed in 4.16 above;

7.1.2 The Head of Housing, or nominee, in consultation with the Allocation Monitoring Group be given delegated authority to change the quotas during the year should the target be met sooner;

7.1.3 1 – 6 Rudda Park and the Firth and Mossbank areas are added to the letting profile areas as detailed in 5.2 above;

7.1.4 The Head of Housing, or nominee, in consultation with the Allocation Monitoring Group is given delegated authority to add letting profile areas based on prevailing need at the time;

7.1.5 The Allocation Policy is amended to include the changes as summarised in Appendix 1 and as detailed in the document placed in the Members' Room.

8 Financial Implications

8.1 The Council will be required within six months of the changes in policy to ensure that these changes are publicised. These changes can be publicised within existing resources and therefore there are no financial implications as a result of this report.

9 Conclusions

9.1 The Allocation Monitoring Group has highlighted areas of the Allocation Policy that it considers requires alteration to ensure that the policy remains within the legislative requirements of the Housing (Scotland) Act 2001 and that it remains effective.

9.2 The Allocation Monitoring Group will continue to meet on a regular basis, every 6 weeks, to monitor, assess and develop the Allocation Policy.

10 Policy & Delegated Authority

10.1 All matters relating to Housing stand referred to the Services Committee (Min Ref: SIC70/03), and the Committee has delegated authority to make decision on matters within it's remit for which the overall objectives have been approved by the Council, in addition to appropriate budget

provision. However as this report recommends changes in the Allocation Policy, a decision of the Council is required.

11 Recommendations

11.1 I recommend that the Services Committee recommend to the Council that:

11.1.1 The allocation quota targets are changed as detailed in 3.12 above.

11.1.2 The Head of Housing, or nominee, in consultation with the Allocation Monitoring Group be given delegated authority to change the quotas during the year should the target be met sooner;

11.1.3 Rudda Park and the Firth and Mossbank areas are added to the letting profile areas as detailed in 4.2 above.

11.1.4 The Head of Housing, or nominee, in consultation with the Allocation Monitoring Group is given delegated authority to add letting profile areas based on prevailing need at the time.

11.1.5 The Allocation Policy is amended to include the changes as summarised in Appendix 1 and as detailed in the document placed in the Members' Room.

Allocation of 'Low Demand' properties

This document details a new procedure for advertising and allocating 'low demand' vacancies.

Suspension Policy

This document details a new policy on suspending applicants from the housing register. This sets the policy on whether or not an applicant should be suspended from allocation and is summarised below.

Issue	Type	Time	Review
Rent Arrears	Conditional	Min three months	Six months
Antisocial Behaviour	Conditional	Min three months	Six months
Condition of House or Tenancy	Conditional	Min three months	Six months
Refusals	Time limited	Six months	
Fraud or false information	Time limited	Six months	
Moving to less suitable accommodation	Time limited	Six months	
Evictions	Time limited	Six months	
Local Connection	Conditional	Until met	Annually
Housing Support	Conditional	Until met	Six months
Right to buy	Conditional	Until met	Six months
Abandonment or voluntarily leaving a tenancy	Not applicable in own right		
Income or property ownership	Can not suspend		
Not living in house for a certain period of time	Not applicable in own right		
Statutorily Homeless People	Can not suspend		
Low or no housing need	Not applicable in own right		

Insecurity of Tenure / No fixed abode / Unreasonable to remain

Details of a proposed change to applicable points when an applicant has been assessed as no fixed abode.

We consider you to be of no fixed abode e.g. you are moving on a regular basis between different addresses, residing in a touring caravan etc. Medical or social needs points will apply to your application. Sharing amenities and lacking amenities points can apply to your application at the discretion of the Senior Housing Officer – Estate Management.

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Assessment of applicants who need 4 or more bedroom properties

This document outlines a new procedure on how applications from households who need 4 or more bedrooms will be assessed and prioritised for opportunity conversions or adaptations.

Relocating Workers Housing

This document outlines a new procedure on how applications from relocating workers will be assessed and prioritised for allocation to relocating workers housing.

Designated Remote Area Schoolhouses

This document details a new procedure on how applications from new Council employees who have been appointed to an education post in a designated remote area school will be assessed and prioritised for allocation to housing in designated remote areas.

Nomination Arrangement Procedures & Section 5 Referrals

This document details a new procedure on nominations and section 5 referrals to Hjaltland Housing Association.

Review of the Housing Register

Details of a proposed change to how responses to annual review letters will be received by Housing.



Shetland Islands Council

REPORT

To: Services Committee

14 March 2007

From: Head of Housing

Report No: HS-02-07

Void Management Policy

5. Introduction

- 5.1. This report outlines proposals and recommendations for a Shetland Islands Council Void Management Policy.
- 5.2. Elected Members are asked to approve the policy and to provide guidance on a particular issue around timescales and targets.

6. Links to Corporate Priorities

- 2.1 Sustaining rural communities is a key Council priority within the Corporate Plan - section 1. Finding locally appropriate housing solutions by delivery of a sustainable housing service will contribute to strong and vibrant rural communities.

7. Background

- 7.1. Shetland Islands Council has performed comparatively poorly over the past few years in terms of the time it takes to re-let properties. It is well below the Scottish average and has compared poorly with other island authorities.
- 7.2. The Council's void management performance was subject to a Scrutiny Committee investigation during 2006.
- 7.3. The reasons noted at that time for the poor performance are detailed in Appendix 1.
- 7.4. One of the potential improvements noted in that report, was the production of a new Void Management Policy, which would allow elected Members an opportunity to discuss the many issues of policy relating to Council house void management and resolve some of the issues that have been raised through the scrutiny investigation report.
- 7.5. The Shetland Tenants Forum has been consulted in relation to the proposals contained within this report and their comments are attached for information in Appendix 2.

8. Proposals

- 8.1. A copy of the draft Void Management Policy is available in the Members' Room for information.
- 8.2. New timescales have been set for each stage of the void process as detailed in Appendix 3.
- 8.3. One issue Elected Members need to consider is whether the same timescales and targets should apply across Shetland as a whole, or whether different timescales and targets should be set for voids within Lerwick and landward voids.
- 8.4. Approximately 60% of annual voids occur outside Lerwick. The majority of these will occur on the Shetland mainland.
- 8.5. Setting the same timescales and targets across Shetland ensures consistency in service standards. However, it has implications for the current area team working system in Housing, where visits are carried out to areas of Shetland on an appointment basis. This was introduced in order to provide tenants and applicants with regular, known days when their area officers would be available for home appointments, and to manage mileage costs and travel time more appropriately.
- 8.6. In order to implement the same timescales and targets across Shetland, area team working would have to be reviewed for Technical and Housing Officers, and some work would have to be organised on a task and performance basis, rather than on an area team working basis.
- 8.7. This would improve performance in the key areas of void and allocation management, but may reduce the number of area appointments available on set days and may increase mileage costs and travel time.
- 8.8. A new repairs category of seven days will be introduced for essential works that have to be carried out prior to the start of a new tenancy. This may have implications for how the DLO workforce is organised and how repairs are carried out. Some initial discussions around how this could be achieved have taken place with the DLO, and there is general agreement that this change would work well and improve service delivery.
- 8.9. Tenants will be asked to carry out their own assessment of their home prior to the Technical Officer's inspection, recognising that the person living in the house knows where any problems are that may need attending to and to raise awareness of what work they might need to undertake before they move out.
- 8.10. New standards on the condition that the vacating tenant should leave the property in have been set as detailed in Appendix 4. These standards are in line with the responsibilities detailed in the Scottish Secure Tenancy Agreement. If the property is not left in this condition, the former tenant will be recharged for bringing the house up to this standard.
- 8.11. The role of the Housing Assistant in the void management process will be increased. They will ensure that the pre and post termination inspection by the Technical Officer, and the electrical test by the DLO are booked when the termination notice is received. These changes would be contained within their current job specifications and would not have any financial implications.

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- 8.12. The Housing Assistant will also advise the Rents and Recovery Section when the termination is received, so that the tenant can be contacted before they move out if they have any outstanding debts with the Council.
- 8.13. If a vacancy has arisen because the tenant has died, the tenant's family will be asked to return the keys to the Housing Service within four weeks in line with this policy.
- 8.14. Accounts Commission Guidance states that the following voids are excluded from performance management: voids, which are not to be let because they are surplus to requirements, to be transferred, disposed of or demolished; voids where an insurance claim has been raised due to fire or flood damage; voids awaiting or undergoing major structural work; voids held for decant tenants.
- 8.15. Any vacancies, which fall into the above categories are to be recorded on a form, which will be authorised by the Head of Housing and their void period and void rent will not be counted until they are ready to let.
- 8.16. Any vacancies, which may become long-term voids, will be reported to the Senior Housing Officer – Estate Management and a plan of actions that may reduce the length of the void will be agreed.
- 8.17. Prospective tenants will be notified verbally of an offer and their interest or refusal recorded on Orchard and followed up in writing.
- 8.18. All applicants will be offered an accompanied viewing of the vacant property.
- 8.19. Home visits to confirm the information held on file and the applicant's housing need would only be carried out if an applicant were interested in the vacancy, prior to the accompanied viewing. If an applicant would like advice on their housing options, this will continue to be available but the meeting will focus on the range of housing options available in Shetland.
- 8.20. Post tenancy visits will be carried out for all tenants. A customer satisfaction survey will be given to the new tenants at this visit.
- 8.21. The role of the Allocation Monitoring Group be widened to include an ongoing assessment of the effectiveness of the Void Management Policy, to annually review the timescales and targets set, to consider ideas and issues for improving the policy where required, and to recommend changes to Services Committee, thereby ensuring the Void Management Policy remains relevant and up to date.

9. Financial Implications

- 9.1. The Council will be required to ensure that these changes are publicised. These changes can be publicised within existing resources.**
- 9.2. Depending on the decision in relation to 4.3 above, there may be financial implications resulting from increased mileage and travel time, which can be met within existing budgets.**

10. Conclusions

10.1. Shetland Islands Council has performed comparatively poorly over the past few years in terms of the time it takes to re-let properties.

10.2. To address the reasons for the poor performance a new Voids Management Policy has been drafted, and if approved will be implemented on 1st April 2007.

11. Policy & Delegated Authority

11.1. All matters relating to Housing stand referred to the Services Committee (Min Ref: SIC70/03), and the Committee has delegated authority to make decision on matters within it's remit for which the overall objectives have been approved by the Council, in addition to appropriate budget provision. However as this report recommends changes in the Allocation Policy, a decision of the Council is required.

12. Recommendations

12.1. I recommend that the Services Committee recommend to the Council that:

8.1.1 The void policy timescales apply to Shetland as a whole, or that different timescales apply to Lerwick and landward vacancies as appropriate.

8.1.2 A new 7-day repairs category is added to the Schedule of Rates.

8.1.3 The tenants role and responsibility to return the house in a reletable condition when they are moving out of Council houses is increased.

8.1.4 The role of the Housing Assistant in the void management process is increased.

8.1.5 Family of deceased tenants are asked to clear the house and return the keys to housing within four weeks.

8.1.6 Certain vacancies are removed from the rent and performance management system when they are not available for relet.

8.1.7 Potential long-term voids will be reported on and an action plan for relet will be agreed.

8.1.8 Verbal offers of accommodation can be made to prospective tenants.

8.1.9 The prospective tenant and a member of staff from Housing will view all vacancies.

8.1.10 Home visits will be carried out at the point of offer.

8.1.11 Post tenancy visits will be carried out for all new tenants.

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8.1.12 The Allocation Monitoring Group monitor and review the ongoing effectiveness of the Void Management Policy.

Appendix 1 - Voids Management Policy

- Properties are returned in poor condition
- General condition of property e.g. deterioration due to wear and tear or older and due for refurbishment
- Major repair/renewal required e.g. re-plumb, new kitchen, heating replacement
- Ability of tenant to manage tenancy e.g. mental health, addiction issues etc
- Making the best use of the housing stock can result in delays e.g. it can often take time to find an applicant with needs that match the adaptations that have been made to a property
- Expectation levels and aspirations of applicants are possibly higher than in other Council areas – some tenants are not willing to accept a property until it meets standard (if a property is turned down, it can often lead to other potential tenants turning the same property down)
- Turnover of officers – increased workload in other areas
- Staff absence e.g. staff absence from DLO can result in delays due to competing demands from emergency and urgent repairs
- There are no time limits currently in place for a deceased tenant's relatives to return the key to the house after clearing it out
- Mismatch between supply and demand – high demand in areas with low numbers of voids and vice versa. This issue will be dealt with within the Allocation Policy.
- Some houses can only be let on non-secure tenancies e.g. school houses. This issue will be subject to a different report to Committee.
- Dealing with applicants who have high levels of social as well as housing needs can result in delays while support packages are put in place or assistance is provided to enable moves to take place. This issue will be dealt with within the Allocation Policy.

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Appendix 2 - Voids Management Policy

Comments from the Shetland Tenants Forum following their meeting on Tuesday 27th February 2007

- STF think this is a necessary policy
- The use of the outgoing tenant's own assessment of the property is seen as a good idea and emphasises the tenants responsibility for the property
- The suggested timescales are good and should be adhered to where possible
- The STF would like to see Housing aiming for equal access to the policy for all tenants, wherever they live in Shetland
- The targets should be monitored closely and reported regularly (the STF would like these reports)
- Targets should be amended if necessary, once the policy is bedded in and monitoring has taken place.

The STF suggested that the process would be clearer if it could be set out as a timeline, showing a countdown to handover.

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Appendix 3 - Voids Management Policy

Void stage	Responsibility	Timescale	Target
Notice of termination	Tenant	28 days	90%
Issue VYP booklet	HA	24 hours	100%
Issue pre inspection letter	HA	24 hours	100%
Pre term inspection	TO	5 days	98%
Programme essential repairs	TO	24 hours	98%
Report to vacating tenant	TO	1 day	100%
Short listing & pre-allocation	HO	5 days	100%
Formal offer	HO	2 days	98%
Pre-viewing	HO	2 days	100%
Response to formal offer	Applicant	2 days	90%
Keys back from tenant	Tenant	28 days	90%
Termination inspection	TO	1 day	98%
Order essential repairs	TO / DLO	24 hours / 7 days	98%
Order non essential repairs	TO / DLO	24 hours / 28 days	98%
Order planned works	TO / DLO	24 hours / to programme	98%
Accompanied viewing	HO	1 day	100%
Post essential repairs inspection	TO	7 days	100%
Tenant advised of recharges	TO	10 days	100%
Post non essential repairs inspections	TO	28 days	10%
Tenancy sign up, Housing & Finance	HO	1 day	100%
New tenancy visit	HO / TO	28 days	100%

VOID PROPERTY STANDARDS

Living room

Decoration intact and clean
Floor coverings removed (Not Temporary Tenancies)
Doors and woodwork clean and operational
Windows clean and operational
Floor coverings intact and clean (Temporary Tenancies only)
Furnishings clean and in place as per inventory (Temporary Tenancies only)

Kitchen

Decoration intact and clean
Floor coverings removed (Not Temporary Tenancies)
Doors and woodwork clean and operational
Windows clean and operational
Kitchen fitments clean and operational
Floor coverings intact and clean (Temporary Tenancies only)
White goods clean and acceptable for use and equipment in place as per inventory (Temporary Tenancies only)

Bathrooms

Decoration intact and clean
Floor coverings removed (Not Temporary Tenancies)
Doors and woodwork clean and operational
Windows clean and operational
All sanitary ware clean and acceptable for use
Floor coverings intact and clean (Temporary Tenancies only)

Bedrooms

Decoration intact and clean
Floor coverings removed (Not Temporary Tenancies)
Doors and woodwork clean and operational
Windows clean and operational
Floor coverings intact and clean (Temporary Tenancies only)
Furnishings clean and in place as per inventory (Temporary Tenancies only)

Front / Rear doors

Locks operational / secure and all keys returned

Services

Electricity and heating suppliers advised of leaving date and final meter readings

External

Garden areas maintained and free of rubbish

General

There should be no personal belongings or rubbish left from previous tenant. Inventory items only in temporary tenancies.



Shetland Islands Council

REPORT

To: Employees JCC
Services Committee
Shetland Islands Council

20 February 2007
14 March 2007
27 March 2007

From: Sport & Leisure Service Manager

OUTDOOR EDUCATION AND ACTIVITIES SERVICE

1. Introduction

- 1.1 The purpose of this report is to outline the service provided by outdoor education in benefiting people and communities and to establish a temporary post to ensure its continued provision.

2. Links to Corporate Priorities

- 2.1 The Corporate Plan 2004 – 2008 commits the council to Benefiting people and communities by continuing to improve the health of the wider community and to help all people (particularly the young) achieve their potential. Therefore, through the continuation of this service the Council will provide a wide variety of Outdoor Activities that can be delivered throughout Shetland and which promotes healthy living and personal development for all individuals.

3. Background

- 3.1 In early 2004 Shetland Islands Council received a grant of £120,000 from the Big Lottery Fund, for the development of an Outdoor Education and Activities Service. This funding was for a three year period and has been used to support the post of Outdoor Education and Activities Officer who is responsible for managing the delivery and development of an outdoor education and activities service to the Council and the people of Shetland, ensuring that the service delivers added value to the Council and the community as a whole.
- 3.2 During the three years of funding the Outdoor Education and Activities Service has delivered a broad and inclusive programme of outdoor education and activities. Users of the service have come from the following sectors

- **Schools Service:**

Curriculum for Excellence – Transition Programme P7-S1

Activity weeks S1-S5
Health weeks P6 - S5
ASN young people

- **Integrated Children's Services:**

Additional support needs team

Summer diversions programme
Youth service
Social work youth justice
Bridges programme

- **Sport and Leisure Service**

Summer Holiday activities
Active futures Programme

- **Others**

Adult Education Classes

Team Building sessions for Council Services, Commercial and voluntary sector organisations

Shetland Recreational Trust

- 3.3 The Outdoor Education and Activities Service provides activities throughout the whole of Shetland but is located in the Council's St Sunniva Street Store in Lerwick. The store is used for meeting and briefing groups, providing changing and drying facilities and the storage of equipment with a value of over £70,000. This equipment was provided through £40,000 of Quality of Life funding from the Scottish Executive and income generated through the programme.
- 3.4 Since May 2004 the Council has held an Adventure Activities Licensing Authority (AALA) License (28 local authorities in Scotland hold such a licence). The Outdoor Education and Activities Officer assumes overall responsibility for meeting the licensing requirements of AALA, including the annual submission for the licence and any related inspections by the AALA.
- 3.5 Currently 28 out of the 32 local authorities in Scotland make some form of provision for outdoor education.
- 3.6 During the busy period from April to October each year a team of freelance outdoor instructors are employed to support the Shetland Programme. In 2006 from 1st April to 30th September 1,611 people participated in Outdoor Education and activities.

4. Present Position

- 4.1 Over the last three year the Outdoor Education and Activities Service has significantly developed, providing a wide range of opportunities for all people in Shetland, but in particular young people to experience and enjoy the natural environment in which they live.

- 4.2 In addition the Outdoor Education and Activities Service has also been used to support other Services for children and young people, for example those pupils who benefit from alternative forms of education and activities which provide a stimulating and exhilarating experience, a 'natural high' without any guilt as a consequence of their actions. Involvement in Outdoor Education and activity programmes provide a means for the development of a range of core skills, as well as self esteem and confidence in children and young people which are transferable and key to keeping them positively engaged in education and learning. The Outdoor Education and Activities Service contributes effectively to a number of local and national priorities including the Curriculum for Excellence within the Schools Service, and as part of Shetlands response to the Scottish Executives 'More Choice, More Chances' strategy to reduce the number of 16-19 year olds who are not in education, employment or training and the 'Learning for Our Future Scotland's First Action Plan for the UN Decade of Education for Sustainable Development'.
- 4.3 However, the external funding for this Service and the Outdoor Education and Activities post comes to an end on 31st March 2007.

5. Proposal

- 5.1 Therefore in order to continue this Service it is proposed to establish the post of Outdoor Education and Activities Officer and continue the high quality of service that is available to the Council and being delivered to groups and organisations outwith the Council.
- 5.2 The benefits of this proposal for the Council are that it would be in a position:
- To provide a broad and inclusive programme of outdoor activities and experiences to meet the needs of user groups, principally involving the schools service and integrated children's services;
 - To continue to have the expertise and knowledge to meet the licensing requirements of the Adventure Activities Licensing Authority (AALA), and there by ensuring that Shetland Islands Council continues to hold such a licence;
 - To continue to be able to deliver NGB awards and staff training in adventurous outdoor activities;
 - To add value to the Council and the community as a whole by providing less expensive but equally valuable residential experiences for young Shetlanders in Shetland as apposed to having to travel to the UK mainland or beyond (e.g. 3 day residential in Unst costing approximately £60 per head for all instruction, equipment, accommodation, travel and food as opposed to £550 for 5 day residential of similar activity on the mainland);
 - To offer advice and contribute to the audit of all potentially hazardous out of school activity with reference to Health and Safety on Educational Excursions documentation;
 - To utilise and promote the superb natural environment of Shetland as a venue for adventurous outdoor activities

- To work with young people who are increasingly disconnected from the natural environment;
- To continue to promote healthy lifestyles
- To offer guidance and advice to SRT on all aspects of the safe use and management of the climbing wall and to provide instruction for taster/induction sessions on the wall

5.3 As the existing temporary post holder was appointed using the SIC Recruitment and Selection Policy and has been in post for over two years, they meet the criteria for seeking union approval to be established in the post.

6. Financial Implications

6.1 At present the Outdoor Education Activities Service is part funded from income generated, an SIC financial contribution and from external funding.

6.2 The external funding for this Service is due to end on 31st March 2007 after which it is proposed to meet the cost of this service from income generated and existing Sport and Leisure Service budgets. The total estimated cost of the Service for 2007/08 is £65,623, of which £37,333 of this is the salary cost for the AP5 post and the remainder is for operational costs. It is proposed to raise income of £35,000 to off-set the cost of this service. Therefore, the net cost of this service to the Council will be £30,623, which is £16,067 more than the SIC contribution towards the service in previous financial years.

6.3 Members should note that budget provision was made in the 2007/08 General Fund revenue estimates for the Outdoor Education and Activities Service, which was approved by the Council on the 8 February 2007. However that report was approved on the basis that there is a need to reduce spend against budgets by £1.277m.

7. Policy and Designated Authority

7.1 All matters relating to the provision of Sport and Leisure Services stand referred to the Services Committee (Min Ref: SIC 70/03). The Services Committee only has the delegated authority to make decisions on matters within approved policy and for which there is a budget.

7.2 However, the Services Committee does not have delegated authority to determine the permanent staffing establishment, and therefore a decision of the Council is required.

8. Recommendations

I recommend that the Employees Joint Consultative Committee and Services Committee recommend to Shetland Islands Council to agree to:

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- 8.1 Support the continuation of the Outdoor Education and Activities Service and the establishment of the post CRD019 Outdoor Education and Activities Officer (AP5).

February 2007
NW/MR

Report No. CD-205-F



REPORT

To: Services Committee
Shetland Islands Council

14 March 2007
28 March 2007

From: Sport & Leisure Service Manager

SUPPORTING COMMUNITY GROUPS TO MEET CHILD PROTECTION OBLIGATIONS

1.0 Introduction

- 1.1 The purpose of this report is to seek the approval of Members for the implementation of a two stage process to introduce a new child protection grant condition for community groups that are requesting funding from the Council's Education and Social Care Department – Grants Unit.

2.0 Links to Corporate Priorities

- 2.1 The recommendation in this report seek to meet the Council's Corporate priority for Community Safety by assisting community groups to meet their child protection and child welfare obligations, thus giving a greater degree of protection to children and young people involved in community run activities in Shetland.

3.0 Background

- 3.1 In 2003 the Protection of Children (Scotland) Act was introduced, and came into force in April 2005. This acts provides for Scottish Ministers to keep the "Disqualified from Working with Children List" and requires all organisations working with children to ensure that no-one in their group is included on this list.
- 3.2 It is now therefore a legal requirement for all organisations, including community and voluntary organisations to comply with this legislation and to ensure that none of their helpers/volunteers are included on this list. However, the only way for an organisation to comply with this legislation is through the completion of Disclosure Scotland Checks for all helpers/volunteers working with their organisation.

- 3.3 Since April 2002, the Shetland Child Protection Committee have discussed the need to raise awareness of child protection issues for community groups, such as sports clubs and youth organisations. A working group comprising Council Officers and staff from the Shetland Council of Social Service was established to address this issue.
- 3.4 During 2004/05, with funding from the Shetland Community Safety Partnership, the "Child Safe Shetland" information pack and training programme was developed following a period of discussion with a sample number of interested community groups.
- 3.5 This was a new project specifically to support typically unpaid volunteers working in community groups in Shetland by giving them basic information and knowledge on child protection and child welfare issues. The timing of this project also co-incided with the impact of the new legislation contained in the Protection of Children (Scotland) Act.
- 3.6 Printed copies of the resulting Child Safe Shetland information pack were initially distributed to community groups, and the pack continues to be available for download from the Council's website. The pack contains information and guidance on a range of topics, including local child protection procedures, sample codes of conduct, Disclosure Scotland checks, travel checklists and risk assessments.
- 3.7 The Shetland Child Protection Committee also developed the initial Child Safe training courses, regarding child welfare obligations and best practice, and provided child protection training and free disclosure checks to volunteers across Shetland. Subsequently a number of tutors have been trained to deliver the approved 3-hour workshop entitled "Keeping Children Safe" which will enable the ongoing provision of relevant training.

4.0 Current position

- 4.1 For a number of months Officers in the Education and Social Care Department, in conjunction with the Shetland Child Protection Committee have been discussing the implications of introducing a Child Protection related grant condition, and the effect of this on community organisations. The outcome of these discussions is, that as there is now a legal obligation for all community groups to be compliant with this legislation then the Council would be failing in our duty to protect children by continuing to provide public funds to organisations that have not demonstrated that they meet the requirements of this legislation.
- 4.2 However, in reaching this position it was recognised that such a grant condition could not be introduced without a significant lead in period to ensure that all community groups affected by this legislation were fully aware of the requirements of the legislation. This would allow a period of support and training for all affected organisations to review and if necessary update their policies and procedures.

- 4.3 Accordingly, it is being proposed that during 2007/8, a new Grant Condition be included in all grant awards from the Council's Education and Social Care Department – Grants Unit, to the effect that community groups will either have in place, or will agree to start working towards, the implementation of policies and procedures that meet the requirements of this legislation. Thereafter, from financial year 2008/9, all groups to whom this issue is relevant, will be expected to have appropriate policies and procedures in place to ensure the safety of children involved in their activities.
- 4.4 If agreed this proposal would allow community groups a period of up to twelve months to prepare for the introduction of the grant condition from April 2008. During this twelve month "lead in" period, Council staff will work with the Shetland Child Protection Committee to provide support to community groups, including the delivery of short training courses as well as assistance with the preparation of policies and procedures. In addition a programme of publicity events would also be arranged to raise awareness of the grant condition and to ensure that all groups are informed of the change.
- 4.5 It should be noted that although this grant condition will apply to all grant schemes (see paragraph 5.2 below), that not all groups will be subject to the new grant condition, only those that are subject to the Child Protection legislation. Therefore, in partnership with the Shetland Child Protection Committee guidance notes will be prepared for Community groups and grants administration staff, in order for them to evaluate whether a group is required to meet this new grant condition. In addition, it is proposed that Officers should review levels of support for community groups in relation to these requirements and if necessary present a further report on this issue to request further mechanisms of support.
- 4.6 Please note that this report does not deal with the grant aid schemes administered by other Council Departments or the conditions of hire for Council premises. Therefore, it is likely that further reports on these matters will need to be presented in due course.

5.0 Proposal

- 5.1 Therefore, it is proposed that the following grant conditions be approved:

2007/08 - "That the grantee either has in place or agrees to start working towards the implementation of policies and procedures for their organisation that meets the requirements of the Protection of Children (Scotland) Act and which adequately cover child protection and welfare issues. (Please note that no grant assistance will be available from 2008/09 to organisations that have not implemented such policies and procedures)".

2008/09 - "That the grantee has in place policies and procedures for their organisation that meets the requirements of the Protection of Children (Scotland) Act and which adequately cover child protection and welfare issues".

- 5.2 That this grant condition should be applied to the following schemes that are administered by the Education and Social Care – Grants Unit.

- Development Grants
- Support Grants – All types
- Maintenance of Community Facilities
- Ground Maintenance
- Faroe – Shetland Grants
- Grants to Voluntary Organisations – General
- Grants to Voluntary Organisation – General Capital
- Grants to Voluntary Organisations – Feasibility and Design
- Water Based Facilities
- Scottish Executive Quality of Life Funding
- Communities Scotland – Regeneration Outcome Agreement Funding

- 5.3 That Officers should review levels of support for community groups in relation to these requirements and if necessary present a further report on this issue to request further mechanisms of support for community groups.

6.0 Financial Implications

- 6.1 There are no financial implications arising directly from this report other than Officers time and general operational expenditure for promotion and implementation of this grant condition.

7.0 Policy and Delegated Authority

- 7.1 All matters relating to the provision of Sport and Leisure Services stand referred to the Services Committee (Min Ref: SIC 70/03). The Services Committee only has the delegated authority to make decisions on matters within approved policy and for which there is a budget.
- 7.2 However, as this report is seeking to amend policy for the distribution of grant assistance then a decision of the Council is required.

8.0 Recommendations

- 8.1 I recommend that the Services Committee recommend to Shetland Islands Council to agree the proposals as set out in section 5 of this report.

February 2007
NW/mr

Report No. CD-206-F



Shetland Islands Council

REPORT

To: Services Committee

14 March 2007

From: Sport & Leisure Service Manager

NATWEST ISLAND GAMES – RHODES 2007

1.0 Introduction

- 1.1 The purpose of this report is to request grant assistance for the Shetland Team travelling to compete in the 2007 NatWest Island Games in the Greek Island of Rhodes.

2.0 Links to Corporate Priorities

- 2.1 The Corporate Plan 2004-2008 commits the Council to “Benefiting young people and communities by continuing to improve the health of the wider community and to help all people (particularly the young) achieve their potential.” By providing support to sportsmen and women involved in the Island Games, the Council promotes individual and community achievement through sport.

3.0 Background

- 3.1 The Shetland team has participated in all of the previous Games and has received financial assistance from Shetland Islands Council to meet the substantial travel costs to and from the host Island.
- 3.2 The planning and management of the Shetland team for the 2007 Island Games is being undertaken by Shetland Island Games Association (SIGA) with support from the Council’s Sport & Leisure Service, where necessary.
- 3.3 As Members will be aware, the last Games held in Shetland in 2005 was widely acknowledged as a great success, both in terms of the overall organisation of the event and for the Shetland Team, who had their highest ever medal tally of 46 medals, finishing in seventh place in the medal table. There is significant merit in continuing to support the Shetland team at this international sports event that contributes locally to a stronger sense of community achievement and identity.

4.0 Present Position – Rhodes 2007

4.1 Preparations are well underway for the 2007 NatWest Island Games, due to be held in Rhodes from Saturday 30 June to Friday 6 July 2007.

4.2 The Shetland Team are proposing to travel with a total party of 82 sportsmen and sportswomen, including medical staff and management. The Shetland Team will compete in 8 sports, as below, out of the 14 sports offered by the Rhodes Organising Committee:-

Archery	Golf	Swimming
Athletics	Sailing/Sailboarding	Table Tennis
Cycling	Shooting	

4.3 Over the coming months, SIGA will finalise their plans for the Shetland Team's involvement in Rhodes, including travel and accommodation arrangements. However, before any of these arrangements can be confirmed a decision in respect of the funding to support these preparations is required.

5.0 Bowls, Squash and Badminton Small Games

5.1 Members may also be aware that there are three Island Games sport of local significance that are not included in the programme of sports on offer in Rhodes – bowls, squash and badminton – and for whom other “inter-island type” competitions will take place later in 2007.

5.2 These events, although not officially endorsed by the International Island Games Association, nonetheless provide an invaluable continuity of inter-island competition for these sports until they reappear in the sports programme of an Island Games in future years. It is expected that this will be the norm in future Games, where up to six sports could be excluded from the sports programme of any one Games.

5.3 Shetland Indoor Bowls Club and Shetland Squash Association are both co-ordinating Shetland teams to take part in a bowls/squash Island Games event in Guernsey, from 30 September to 05 October 2007. Shetland Badminton Association is also co-ordinating a team to take part in a badminton Island Games event in Greenland from 17 to 23 October 2007. In total, it is expected that 38 Shetland competitors and officials will be involved in these three sport events.

5.4 Therefore, Members should note that a further application for funding for these events may be presented later in the year when the costs and arrangements for these events have been finalised.

6. Estimated Cost – Rhodes 2007

6.1 The total estimated cost of sending a Shetland team to the 2007 NatWest Island Games XII in Rhodes is £96,010 of which £54,955 relates to travel costs. The full breakdown of expenditure is as follows: -

Rhodes 2007

£

Travel	54,955
Accommodation	30,375
Team Uniforms	5,000
Insurance	1,500
Team Pennants, Badges, Medical supplies	2,300
Island Games Affiliation	350
Accreditation /competition Fees	1,230
Miscellaneous	500

TOTAL	<u>96,210</u>
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- 6.2 It is proposed that the Shetland Team will travel by ferry to Aberdeen, and then on to Rhodes via a charter flight from Inverness, shared with the Western Isles Island Games Team. Sharing a charter flight and using a larger aircraft will reduce the individual cost for each participant. The team will leave Shetland on the evening of Wednesday 27 June 2007 and return on the morning of Sunday 08 July 2007 – a round trip of ten days and eleven nights.

7.0 Proposed Funding

- 7.1 The following funding arrangement is proposed:

	£	%
Shetland Islands Council	35,000	36
Total Public Funding Required	<u>35,000</u>	<u>36</u>
Awards for all	10,000	10
Sponsorship	5,000	5
Shetland Island Games Association	46,210	49
TOTAL COST	<u>£96,210</u>	<u>100</u>

- 7.2 Members should note that the grant assistance being proposed above is £1,000 more but 2% less than the grant assistance approved by Shetland Islands Council for the NatWest Island Games in Guernsey in 2003.
- 7.3 Members may also wish to note that the estimated individual contribution for each team member towards the cost of these Games is between £575 and £685 per person assuming the funding package above is achieved. The remaining SIGA contribution comes from Association fund-raising and sponsorship.
- 7.4 The figure above for individual contribution does not include spending money, unpaid holiday time from work (for some team members) and provision of individual team equipment, training costs etc., all of which must be met by individual team members.

8.0 Financial Implications

- 8.1 The Sport and Leisure Service budget for Grants to Voluntary Organisations – General – Revenue (GRJ3201 2402) for the financial year 2007/08 has sufficient funds to meet the amount requested by Shetland Island Games Association.

9.0 Policy and Delegated Authority

- 9.1 The Council has a general policy to continue to support initiatives from community groups and organisations by every means at its disposal and by application of all resources available from all local and national agencies (Min Ref 15/93).
- 92 The Services Committee has delegated authority to make decisions regarding Grants to Voluntary Organisations within approved policy and budget (Min. Ref: 70/03).

10.0 Conclusions

- 10.1 Shetland's continued participation in the Island Games is important for the development of sport in Shetland. It provides an opportunity for Shetland's sports people to compete and represent Shetland on an international stage. The Games provide incentive and experience for Shetland's young and talented sports people who are now finding their way internationally, representing Scotland in major events.
- 10.2 The investment that Shetland Islands Council has made in its facilities and towards the development of Shetland sports people are certainly paying dividends, and continued participation in the Games provides an ideal benchmark to monitor the success of this investment.

11. Recommendations

I recommend that that the Services Committee approve: -

- 11.1 a grant of up to £35,000 to Shetland Island Games Association for the purposes outlined in this report.
- 11.2 that any offer of grant be subject to the standard conditions applying to the Grants to Voluntary Organisations General scheme.



REPORT

To: Services Committee

14 March 2007

From: Sport and Leisure Services Manager

WHALSAY GOLF CLUB – SUPPORT GRANT

1. Introduction

- 1.1 The purpose of this report is to consider an application for grant assistance from Whalsay Golf Club towards their annual running costs.

2. Links to the Corporate Plan

- 2.1 The proposals in this report link to the Corporate Plan by supporting the creation of employment opportunities in a rural community and through promoting the concept of active citizenship and improved health through enhanced facilities and golfing opportunities.

3. Background

- 3.1 At a meeting of the Leisure and Recreation Committee on 29 February 1996, a grant of £62,545 was awarded to Whalsay Golf Club towards the cost of constructing a new clubhouse (Min Ref 21/96). The total cost of this project was £125,090.
- 3.2 The new clubhouse was successfully completed and officially opened on 29 June 1996.
- 3.3 At a meeting of the Community Services Committee on 3 July 1997 Members were informed that Whalsay Golf Club had produced a five-year course development programme along with income and expenditure projections to cover that period. The main aim of the programme was to further develop the course and take the club to a position of financial self sufficiency within the five year period.
- 3.4 From 2002 until 2006, Whalsay Golf Club operated without any grant assistance from Shetland Islands Council towards its annual operating costs and only survived with the assistance of a large overdraft facility. The club did however receive a grant of £149,920 from Shetland Islands Council towards the cost of developing the course for the 2005 NatWest Island Games.

- 3.5 However, at a meeting of the Services Committee on 4 May 2006 a grant of £14,450 was awarded to Whalsay Golf Club towards its annual running costs and a further grant of £20,000 towards the costs of three one off capital projects i.e. purchasing a digger and turf cutter and levelling the courses 16th green (Min Ref: SC/31/06).

4. Present Position

- 4.1 During 2006 Whalsay Golf Club has successfully completed the three one-off capital projects identified above. The purchase of new machinery in particular has enabled the club's green staff to undertake significant course development work and this has resulted in improvements to the greens, approaches, fairway levelling and drainage.
- 4.2 Members should note that last year the overall membership at Whalsay Golf Club has increased, mainly as a result of the junior membership doubling in size.
- 4.3 Representatives of Whalsay Golf Club have been meeting with officers of the Sport and Leisure Service and have recently submitted a Support Grant application for their 2007 playing season. From Appendix A it can be identified that Whalsay Golf Club is requesting a grant of £14,730 towards their proposed annual operating costs for financial year 2007/08 (1st January 2007 – 31st December 2007).
- 4.4 The Club's total estimated expenditure for their financial year 2007/08 is £70,130, towards which the club will contribute £55,400 or 79% of the costs.
- 4.5 The approval of the Club's operating cost grant will allow the club to employ its green keeping staff on a full time basis during the summer months and on a part time basis during the winter months. Therefore, on the basis that the grant will directly support a full time job in Whalsay, then it is proposed to support this request for grant assistance.

5. Proposals

- 5.1 It is proposed that Members agree a grant of up to £14,730 for the Club's operating costs for its financial year 2007/08. The source of this grant is the Sport and Leisure Services budget for Grants to Voluntary Organisations – General – Revenue (GRJ3201 2402) for the Council's financial year 2007/08.

6. Financial Implications

- 6.1 The Sport and Leisure Service budget for Grants to Voluntary Organisations – General – Revenue (GRJ3201 2402) for the financial year 2007/08 has sufficient funds to meet the amount requested by Whalsay Golf Club.

7. Policy and Delegated Authority

- 7.1 The Council has a general policy to support initiatives from community groups and organisations by every means at its disposal and by application of all resources available from all local and national agencies (Min Ref: 176/96).
- 7.2 The Services Committee has delegated authority to make decisions regarding Grants to Voluntary Organisations within approved policy and budget (Min. Ref: 70/03).

8. Recommendations

8.1 I recommend that the Services Committee approve:

- 8.1.1 a grant of up to £14,730 to Whalsay Golf Club for the purpose outlined in this report.
- 8.1.2 that any offer of grant be subject to the standard conditions applying to the Grants to Voluntary Organisations General scheme.

March 2007

Our Ref: NWW/MD/mr/SPO5.14.3

Report No: CD-207-F

WHALSAY GOLF CLUB

Proposed Budget 2007

	Income (£)	Expenditure (£)
Membership Fees	15,500	
Competition Entry Fees	11,500	
Green Fees	3,300	
Other fund raising (raffles, functions, etc)	7,500	
Sponsorship and donations	5,000	
Bar profit	10,500	
V.A.T. Refund	2,000	
Telephone	100	
Audit and accountancy		450
Advertising		380
Clubhouse development & equipment		1,000
Course development		2,000
Greens Staff		30,000
Course maintenance		5,000
Haulage & bus hire		1,400
Catering		3,000
Prizes & donations (funded by other fundraising, sponsorship & entry fees)		4,000
Machinery		3,000
Running costs (heating, lighting, gas & stationery)		4,000
Clubhouse staff wages		6,000
Insurance & rent		1,500
Bank interest		900
Subscriptions		1,500
Charity donations (funded by donations, entry fees and raffles)		6,000
	55,400	70,130

Expenditure

	70,130
Income	55,400
Shortfall	14,730



REPORT

To: Services Committee

14 March 2007

From: Director, Shetland College & Train Shetland

Report No: CD-210F

Shetland Museum and Archives Services Plan 2007/09

1.0 Background

1.1 Shetland Islands Council has in place a service level agreement with Shetland Amenity Trust for the provision of museum and archive services. The specific power to provide a museum service is contained in the Public Libraries Consolidation (Scotland) Act 1887.

1.2 This report sets out the Service Plan for the museum and archives for 2007/09 (Appendix 1) which details the level of service to be delivered by Shetland Amenity Trust.

2.0 Links to Council Priorities

2.1 The Council has a priority to celebrate Shetland's Cultural identity and the provision of a museum and archive service contributes greatly to this priority.

3.0 Current Position

3.1 The Service Plan for the museum and archives for 2007/08 has been drawn up by officers of Shetland Amenity Trust in conjunction with myself, as responsible officer within Shetland Islands Council for museums and archives.

3.2 The Service Plan has been considered and agreed by the trustees of Shetland Amenity Trust.

3.3 The Service Plan sets out the key areas of activity as being:

- Collections
- Exhibitions
- Lifelong Learning
- Heritage Trusts and Community Museums
- Readers and Researchers

and details what actions and outcomes can be expected over the next two years.

4.0 Financial Implications

4.1 A budget of £1,100,032 for financial year 2007/08 from SIC General Fund was approved by Council on 8 February 2007 for the provision of a museum and archives service. (SIC Min. Ref. 14/07).

5.0 Policy and Delegated Authority

5.1 All matters pertaining to museum and archives services are delegated to the Services Committee (SIC Min. Ref. 70/03).

6.0 Recommendations

6.1 I recommend that Services Committee consider and approve the Service Plan for the provision of museum and archive services for 2007/09.

Ref: GS

Date: 2 March 2007

Report No: CD-210F

SHETLAND AMENITY TRUST



Shetland Museums and Archives Service Service Plan 2007-08

Museum and Archives Service



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Introduction

This plan is a management tool to identify the correct resources to deliver a quality service; analyse and plan for future requirements; monitor service delivery; and provide an action plan for improvements.

The Shetland Museum was created by Zetland County Council and Lerwick Town Council in 1966, after a long campaign by the people of Shetland. The Shetland Archives came into existence ten years later, following the reform of local government throughout the U.K. The services were run by Shetland Islands Council from 1976-2005, and transferred to Shetland Amenity Trust in October 2005. The Museum and Archives collections remain the property of Shetland Islands Council, and the Amenity Trust manages the service through a Service Level Agreement with the Council.

Shetland Amenity Trust's Museums and Archives service comprises the main Museum and Archives at Hay's Dock, Lerwick; a reserve collection store at Staney Hill, Lerwick; the Croft House Museum at Voe, Dunrossness; and the Bòd of Gremista at Gremista, Lerwick.

The move to the new Museum and Archives, and transfer to Shetland Amenity Trust in October 2005, has created the opportunity to expand the service. It provides opportunity to develop an important lifelong learning role for all sections of the community.

The Museums and Archives service contributes to the quality of life in Shetland, by safeguarding the material and written evidence of people and their environment. Museums and Archives provide for their users a sense of continuity and pride in place, and preserve the history and traditions of the community that they serve. The service actively promotes Shetland's distinct culture, past and present, and in doing so plays a crucial role in the cultural tourism sector. The new venue adds significant extra value to the local tourism trade.

This Service Plan covers the period 31st March 2007 to 31st March 2008, the first full operational year. The action plan covers two years (2007 – 2009) sets out what is thought to be achievable and manageable within that time as the services grow. This plan will be reviewed annually and, in particular, the action plan will be monitored by Shetland Amenity Trust and Shetland Islands Council to ensure that it meets the needs of the service during a period of evolution.

Through the monitoring of targets and action plans, the service plan will provide evidence for continuous improvement, and demonstrate best value for all areas of service delivery within the Museums and Archives.

Shetland Amenity Trust's Strategic Plan, 2003-2006:

"The protection, improvement and enhancement of buildings and artefacts of architectural, historical, educational or other interest in Shetland with a view to securing public access to such buildings and the permanent display for the benefit of the public of such artefacts for the purposes of research, study or recreation."

SHETLAND ISLANDS COUNCIL'S CORPORATE PLAN, 2004-2008:

"To be a sustainable and self-sufficient community where everyone works together towards the same goals. Our vision is to ensure the long-term vitality and well-being of Shetland; a place where:

- Our economy is prosperous, competitive and diverse;
- Our society is vibrant, healthy and safe, and one in which everyone is able to take part;
- Our outstanding environment is conserved and enhanced; and
- Our unique cultural identity and spirit is celebrated and promoted."

Part 1	Who we provide the services to
---------------	---------------------------------------

Our client group

Our clients include:

- Anyone who lives in Shetland
- Anyone who works in Shetland
- Visitors to Shetland
- Visitors to our website
- Researchers and enquirers

In addition the service has identified target groups for 07/08. These are:

- School children (primary and secondary)
- Family groups
- Care homes
- Researchers and enquirers

Our pledges to clients

We will:

- Acquire and preserve objects and information for the public benefit.
- Use the best possible practice for care of items in the collection.
- Advise and promote good standards of collection care and interpretation to the network of Shetland museums and heritage groups.
- Use collections to improve the quality of life in Shetland, promote a sense of place and belonging and of local pride, and enhance Shetland's image nationally and internationally.
- Break down barriers to access.
- Provide an information and enquiry service.
- Create and instigate exhibitions, publications and events that are thought-provoking, inspiring, educational and enjoyable.
- Consult with customers to ensure needs are being met.

Our engagement with clients

In the previous five years we have:

- Consulted visitors on whether admission to the Croft House Museum and Bòd of Gremista should be free (resulting in free admission) through questionnaires
- Consulted visitors about satisfaction with the Archives service, and about future improvements through questionnaires.
- Consulted through meetings with Disability Shetland to ensure that the new Museum and Archives building will meet the needs of disabled visitors.
- Consulted with care home workers through individual meetings to obtain feedback on the pilot Reminiscence Loans Service.
- Obtained feedback from teachers regarding the pilot artefact lending boxes and the new Museum and Archives Lifelong Learning Service through questionnaires and meetings
- Liaised with local heritage groups and the Heritage Association to ensure no duplication of service, and that the Museums and Archives service is meeting their needs.
- Consulted with main user groups of the temporary exhibitions space, to ensure the service is developed in line with their needs and aspirations.
- Contributed to two major strategies Shetland Cultural Strategy and the Shetland Heritage Strategy.
- Instigated wide loans programme of museum objects to community museums
- Introduced the Museum and Archives building to interested groups in organised tours.

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In the next year we will:

- Engage with clients as we pilot and evaluate services
- Use information from this to improve our services

Part 2	The services we provide and why
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Statutory Framework

Museums

The duties and powers of Shetland Islands Council enable the community to make provision for cultural facilities and activities, including museums and galleries. These powers are set out in section 91 (3) of the Local Government (Scotland) Act 1973: 'Regional and Islands Councils shall have a duty to ensure that there is adequate provision of facilities for the inhabitants of their region for social, cultural and recreative activities'.

Archives

In terms of sections 53 and 54 of the Local Government Etc. (Scotland) Act 1994, the local authorities set up by the Act are obliged to make proper arrangements for the preservation and management of their records, both those which they create and those which they inherit from their predecessors or acquire from elsewhere. This duty applies to records regardless of age, from those which have just been created to those which may already have reached a local authority archive repository. Before putting such arrangements into effect, the authorities are also obliged 'to consult the Keeper of the Records of Scotland, and have regard to any comments that he may make'.

National and Local Framework

The National Cultural Strategy – Creating Our Future ... Minding Our Past, 2000 recognises that museums contributed to Scotland's Cultural identity and stated that museums and other aspects of culture 'play an important role in bringing people together and promoting social inclusion' (Scottish Executive 2000).

Shetland Cultural Strategy

The implementation of the Shetland Cultural Strategy will inform the work of the Museum and Archives Services through the delivery of the strategy action plan. The main aim to be delivered on is Aim 2.3, as follows: 'maintain, develop and promote the rich cultural and natural heritage arts and crafts, and archaeology of Shetland'.

The Museums Library and Archives Council Museum Accreditation Scheme

The Museum Accreditation Scheme sets nationally agreed standards for UK museums. To qualify, museums must meet clear basic requirements on how they care for and document their collections, how they are governed and managed, and on the information and services they offer to their users.

A National Learning and Access Strategy for Museums and Galleries in Scotland recognises that museums and galleries contribute to the development of a confident and creative Scotland by playing an invaluable role in advancing equality of access, and cultural engagement opportunities for all.

Shetland Amenity Trust's Strategic Plan sets out the objects of the Trust and how they are to be delivered through key priorities and actions, while identifying the main issues and challenges.

Shetland Cultural Heritage Strategy sets out the key aims and objectives of the new Museum and Archives Service and its integration with the Amenity Trust and the network of community heritage groups.

Service Core Strategic Objectives

Shetland Museum and Archives will tell the story of Shetland to a wide public audience and thereby become a focus for the celebration of Shetland's cultural and natural heritage.

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The Shetland Museum and Archives Service will provide improved access to heritage, not only through the display and interpretation of its collections but also through its support and promotion of local museums and heritage sites. The service will continue to establish strong links with the local community encouraging a sense of ownership and involvement in the facility.

Areas of Activity

Collections

- To hold in trust, for present and future generations, the material, written, oral and visual evidence of Shetland's people and their environment.
- To acquire, preserve and make available objects and records for the benefit of the public.

Exhibitions

- To maintain and develop permanent exhibitions.
- To host and curate temporary exhibitions that explore and interpret Shetland's unique cultural heritage and identity
- To host and curate temporary exhibitions that experience the diversity and breadth of the surrounding national/international heritage and arts scene.
- To create a range of travelling exhibitions that tell the Shetland story to a wider audience

Lifelong Learning

- Ensure that lifelong learning is integral to the work of the Shetland Museum and Archives and that the services and facilities are accessible to all visitors regardless of age, sex, ability or social, ethnic or religious background.
- Understand the learning needs of visitors and potential users.
- To offer a wide range of sustainable formal and informal learning opportunities.
- Actively encourage new audiences to engage with Shetland Museum & Archives services and collections.
- Work in partnership with other agencies, services and the wider community to promote the lifelong learning potential of Shetland Museum and Archives and deliver the aims of Community Planning.

Heritage Hub and Community Museums

- To be active in advising and promoting good standards of collection care and interpretation to the network of Shetland museums and heritage groups.
- To work with other community organisations and groups to encourage that a unified approach is adopted in presenting the many links of Shetland's heritage and culture.

Readers & Researchers

- To provide a public resource for academic and casual enquiries
- To research our collections and archives
- To make our own research available to the public

These core objectives are delivered through a series of service documents. The key documents are

Service Plan and Action plans
Lifelong Learning action plans
Collection Management Policy
Training Plan

Part 3	How we deliver the services
--------	-----------------------------

The service is delivered by the following personnel:

Museum Curator

Overall management of the Museums service; responsible for strategic overview and direction.

Archivist

Overall management of the Archives service; responsible for strategic overview and direction.

Curator and Collections Officer

Overall responsibility of the collections, management, storage and direction.

Curator and Exhibitions Officer

Responsibility for the delivery permanent and temporary exhibitions.

Curator and Community Museums Officer

Responsibility for help and advice to the network of community heritage groups.

Assistant Archivist

Responsible for developing all aspects of the Archives service.

Lifelong Learning Officer

Responsibility for developing and delivering lifelong learning opportunities of the services.

Facilities Manager

Building operation and management.

Chef Manager

Responsibility for running the Café Restaurant and providing catering support for events.

Resources (as at 1st March 2007)

Core Activity		
	<i>Staff</i>	<i>Financial</i>
Museum	9 full-time 9 seasonal 2 part-time	£480,296
Archives	4 full-time	£160,088
Building	6 full-time 1 seasonal	£599,968

In addition there is a growing number of active volunteers, especially within the museums service. There will also be a number of additional staff employed to run and manage the Café Restaurant.

Infrastructure

Museum and Archives building and environs at Hay's Dock, Lerwick
Böd of Gremista Museum, Lerwick
Croft House Museum, Voe, Dunrossness

STRUCTURE OF SERVICE

See attached Organogram

Service Provision

The new facility is to offer extended opening hours, for both museum and archives services. The archives will offer a limited service on an appointments only basis from November 2006, until such time the building opens to the public.

The old Shetland Museum was open to the public for a total of 42 hours per week. In the new facility this is to be increased to 51 hours during summer months, and reduced to 38 during winter. Shetland Archives was open 35 hours. This is to be increased to 40 hours a week.

Draft opening hours for Shetland Museum and Archives are as follows:

Museum proposed hours of opening:

Mon, Tue, Wed, Fri	10.00 – 18.00 (winter 10.00 – 17.00)
Thursday	10.00 – 19.00 (winter 10.00 – 17.00)
Sat	10.00 – 17.00 (winter 14.00 – 17.00)
Sun	14.00 – 17.00

Archives proposed hours of opening:

Mon, Tue, Wed, Fri	9.30 – 16.30
Thursday	10.00 – 19.00
Sat	10.00 – 13.00
Sun	Closed

The opening hours are based on previous experience of demand on each of the services, and includes, for the first time, a Sunday opening for the museums service and a Saturday opening for the archives.

For 2007 the Bød and Crofthouse will both be open from 1st May to 30th Sept, with hours as follows:

Crofthouse Museum

Mon, Tue, Wed, Thur, Fri, Sat, Sun	10.00 – 13.00, 14.00 – 17.00
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Bød of Gremista

Wed, Thur, Fri, Sat, Sun	10.00 – 13.00, 14.00 – 17.00
Mon, Tue	closed

SETTING OBJECTIVES & TARGETS

(1) Performance Monitoring

Monthly recording of visitor numbers

The Shetland Museum attracted around 33,000 visitors a year. The Croft House and Bød of Gremista Museums are open during the summer months only, and, combined, they attract around 4,500 visitors. The archives manage around 1000 research visits and enquiries per year. These figures are expected to significantly rise, and will be closely monitored and recorded.

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The previous Museum and Archive both mechanically record visitor numbers. This will continue in the new building. Currently web visits are unable to be monitored, however a transfer to a new service provider will rectify this.

External revision / monitoring from national bodies

e.g. Scottish Museums Council, Museums, Libraries and Archives Council, National Archives of Scotland (inspections of records held under charge and superintendence of the Keeper of the Records of Scotland).

Performance Indicators

Audit Scotland has recently revised the Statutory Performance Indicators for Museums. They are as follows:

BVP 1170a Number of visits/usages per 1000 of the population

BVP 1170b Number of visits/usages in person

BVP 1170c Number of pupils in school groups

No local performance indicators exist, but it is intended that a number of indicators will be developed. This may include comment cards, surveys, web site bulletin boards or numbers of objects catalogued. The Museums and Archives service is committed to providing high quality services, and is anxious to obtain feedback. A strategy is to be developed, which clearly shows which methods will be used to measure different aspects of the service.

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Appendix 1 Shetland Museum and Archives Service Action Plan 2007/09

It is understood that immediately pre and post opening the staff will be extremely busy dealing with the public experiencing the new service. There is no one specific action detailed in this plan to deal with this, but it is understood that the service and action plan and associated detailed work plans has underwritten in it, the need for the staff to have time to work with this settling in period.

SHETLAND MUSEUM & ARCHIVES ACTION PLAN 2007-2009			
Service Operation	Tasks	Outcomes	Progress
Collections	Review of collections, conservation, storage, cataloguing post new museum opening	Complete re-assessment of the collections post opening to develop action plans for future	
	Review boat collection specific to floating boats, continue restoration of LOKI and BRENDA	Use of boats within dock core to NMA vision document	
	Create and update conservation care plan, documentation procedures	Accreditation requirement for management of collections	
	SMC Scottish Significance Scheme	International recognition to collections	
	Complete transfer of maps/plans and oral history archive from King Harold Street	Consolidation of collections within building in correct environmental conditions	
Exhibitions	Complete exhibition policy, additional documentation and forms, and draft 3 year programme	Important part of service delivery	
	Develop and action programme of updates to permanent displays	Core part of exhibition vision to create changeable displays. Conservation requirements to collection	
	Investigate and develop partnered exhibitions and events, beginning with Jack Chesterman	To create a co-ordinated access to Shetlands culture	
	Develop pre and post opening exhibitions and events that integrates	First major exhibition	

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	exhibitions service with lifelong learning service		
Lifelong Learning	Develop a range of learning opportunities for different audiences e.g. workshops and tours for formal education, and events programme including 2007 conference "A woman's island?"	To provide learning opportunities for different audiences e.g. schools, families, adults, experts and first time users.	
	Plan events and exhibitions to tie in with local and national events e.g. Johnsmas Foy, Scottish Archaeology Month	To work in partnership with other organisations, build community involvement, broaden visitor understanding of how collections can be used	
	Continue to develop the outreach service e.g. new discovery boxes	To enable artefacts and knowledge to be used by groups unable to visit the museum and archives	
	Develop a series of publications on aspects of Shetland's culture beginning with facility catalogue	A range of publications that expand on the delivery of information from the collections	
HH and Community Museums	Consult with community groups to assess requirements and need, create action plan	Core vision to integrate network of community heritage groups with project	
	Support in accreditation and improvements of standard of interpretation, collections management	Improved service delivery interpretation and collection care of Shetlands cultural assets	
	Develop museum and archives newsletter	A regular newsletter to co-ordinate information to and from community groups	
	Carry out a Shetland wide oral history audit	Understanding of what's available in Shetland to ensure wider access to oral history information	
Readers researchers	Carry out an evaluation of the service and create a co-ordinated documentation and enquiry procedures	Ensure an efficient and improved service	
Facilities	Develop core products and	A key project vision to deliver high quality retail products	

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	improve/maintain retail products	relating to collection	
	Relate restaurant to events and activities within museum and archives	Integration of all aspects of building into service	
ICT	Work on achieve VSQA 5 star for museum and archives facility, maintain and improve for CHM and Böd. Investigate integration of museum and archive databases	Ensure high standards of customer care and service Improved public access to collections	
	Develop a new website for the Museum and archives	Ensure widest possible access to information on the service	
	Develop search room public access to databases	Increased access to collections	
Marketing	Develop and range of guides and leaflets to promote all aspects of the service	Widest possible access to information on service	
	Work with Coleman Getty to continue marketing plan + opportunities for the promotion of the service	Ensure continued marketing is given for service, increasing public awareness.	
Staffing	Develop and maintain training plan and CPD opportunities	Ensure updates to professional issues and high quality of service delivery	
	Monitor staff performance and service delivery against detailed service work plans.	Maintain staff and project vision against resources and set outcomes.	



Shetland Islands Council

MINUTE

B

Shetland College Board of Management
Council Chamber, Town Hall, Lerwick
Thursday 1 March 2007 at 2.15 pm

Present:

A J Cluness	J L B Smith
C B Eunson	W N Stove
E Fullerton	H Sutherland
W H Manson	

Apologies:

F B Grains	W A Ratter
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In attendance (Officers):

G Smith, Director, Shetland College
J Leask, Interim Vocational Training Co-ordinator
J Watt, Short Course Manager
J Chapman, Accountant, Finance
I Peterson, Depute Director, Shetland College
S Gibson, Admin Manager, Shetland College
H Anderson, Clerk

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Agenda Item No. 13 - Public Report

Chairperson

Mr W H Manson, Vice-Chair of the Board, presided.

Circular

The circular calling the meeting was held as read.

11/07

Minutes

The minute of the meeting held on 18 January 2006 was agreed on the motion of Ms H Sutherland, seconded by Mr W N Stove.

12/07

Chairman's Report

The Chair said that he was pleased to report that Shetland College was making significant progress. He also mentioned that single status was a heavy topic throughout the Council this week.

13/07 **Director's Report**

Mr Smith said that Single Status had dominated everyone's thoughts since the letters arrived from Saturday onwards. The contents of these letters had a devastating effect on his staff, almost, without exception, staff were worth less. Only one small group of employees had gained. The losses were from over 30% down to single figures, with most Admin/Clerical staff averaging a loss of approximately 20%. The effect on staff was one of loss of value and worth; a belief that their employers did not know what they were doing. There was disbelief, shock, anger and hurt. Numerous members of staff were in tears, and one pregnant member of staff actually ended up in hospital. Thankfully both she and the baby were still OK. Those affected are having difficulty in thinking of anything else, and it can be difficult to encourage them to concentrate and get on with their work.

Mr Smith said that it appeared to him that the Council were not prepared for the effect of this outcome. The damage was now done, staff moral was very low, and it was difficult to feel motivated when all sense of worth had been removed. He was speaking about his staff in Shetland College and Train Shetland, but he knew that the effects had dominated most of the Shetland Islands Council this week. As a Manager, he feels quite hopeless in dealing with the effect this has had.

Mr Smith then referred to the Disability Equality Scheme and the fact that Shetland College had been named by the Disability Rights Commission as one of the Colleges who had not published such a scheme. He said this was essentially his fault as he had assumed that as an unincorporated College and part of Shetland Islands Council that the Council's published scheme applied. However, he was hopeful that he had reached agreement with the Disability Rights Commission. If Shetland Island Council's scheme had made specific mention of Shetland College, there would not have been a problem, but now the College needs to address specifics in respect of the College and students. He said that a policy would be in place within the next 2-3 months. The next issue would be the Gender Equality Scheme, and Legal Services had already offered to assist in this respect.

There had been a brief visit from the Principal and Secretary of the UHI and in addition to visiting both Shetland College and NAFC; they had also met with Mr Cluness and Mr Ratter. During the visit they had been made aware that the main benefit to Shetland College of being part of UHI was the ability to offer networked

courses. It had been suggested that UHI should set up project teams to work on networked courses, which would both broaden Shetland College's portfolio and help the College to live within its means.

The Chair said that the UHI had some serious thinking to do in respect of its management structure and where it was going. He was pleased that the need to improve the portfolio of networked courses had been discusses. Regards the Disability Equality Scheme, he was aware that the College had been working hard on disabled access and the installation of a second lift was one of the improvements made recently. He was hopeful that there was not a great deal more Shetland College needed to do to ensure compliance.

With reference to Single Status, the Chair said that he personally had a huge regret in respect of the type of effect on staff. He had been approached by quite a number of those affected and provided with details, and whilst some information appeared to suggest anomalies, he had insufficient knowledge or information to comment.

Mr A J Cluness said that this was a scheme which the Unions, Government and all Local Authorities had signed up to. He had always believed that what Single Status would bring was fairness. Since Monday, he had spoken to about 50 members of staff, and there were examples of where fairness was not a test which could be used. Not only had staff lost money, many faced real personal difficulties as well. He said that he would shortly be making a statement on behalf of the Council. He thought that the Council may have to take some time, look at how they might proceed, re-examine schedules, etc. and ensure that they used their best endeavours to move forward. In answer to a question he confirmed that any decision on an amendment would need to be at Council level.

Mrs E Fullerton said that the Health Board was facing a similar situation, through their Agenda for Change and although she had not seen any information as yet, she understood that it would be Admin and Clerical staff who would be most involved. These staff had not had the same level of pay as those within the Council and no doubt there would be the same degree of dismay and personal hardship. She would welcome dialogue with the Council on how it proposed to proceed.

Mr Cluness said that this was a national scheme and there was no additional money forthcoming from the Scottish Executive for implementation.

Mr W N Stove said that he feels embarrassed when as a Council member; he has to justify Single Status. The history of Single Status is that it was signed in July 1999 and ratified in 2000. At the original signing, the Council knew that 25% of staff would go up, 25% would go down and the rest would stay the same. The Council was also aware that this had to be self-financing. When it was realised that Red Circle staff would be an extra cost, COSLA went to the Scottish Executive hoping for additional funding, but this was not forthcoming. This was a system which the Unions and COSLA signed up to and wanted, Councils did not suggest the system. SIC Members had received regular updates on progress throughout. He believed that the SIC had done well and were offering a 5 year preservation, which could be illegal and it might be constrained to 3 years. The Council was doing the best it could. If it threw more money at the scheme the folk who had already gained would again gain and the 25% who had lost would only be allocated 25%. Folk will shout for the money, but if the Council gave it to them it would cost £120m out of the reserves.

The Chair concluded by saying that there would be more discussion about Single Status in other forums.

The Chair then intimated that he would take item 6 after item 7.

14/07

Proposal for Temporary p/t Library Assistant Post

Mr Smith spoke to his report (Appendix 1). Mr J L B Smith questioned the recommendation as he understood the Board could not approve this recommendation, but instead would have to recommend to the Council. This was confirmed by Mr Smith. With this amendment and having heard how this proposal would benefit students and also address issues raised by students on HE programmes, on the motion of Ms H Sutherland, seconded by Mr A J Cluness, the report was approved.

15/07

HMIE Action Plan Update

Mrs I Peterson spoke to her report (Appendix 2). She said that she was happy to report that the College was making good progress, and indeed during their last visit, both Mr I Lowson and Mr J Bowditch of HMIE confirmed this. The College was proud to say that it had actually overtaken some of the milestones.

Ms E Fullerton said that she was pleased to see that such a huge amount of work had been done. She commended the College staff.

The Board noted the content of the progress report.

16/07 **Enrolments and Weighted SUMs Monitoring**

Mrs I Peterson spoke to her report (Appendix 3). She confirmed that some part-time courses and evening class enrolments still had to be recorded. However, the College was on target and she had no concerns.

There was discussion about the possibility of increasing the availability of Care Courses. Mrs Fullerton said that at a rent planning conference concern had been expressed about the need to recruit more Care Workers. She had been in touch with Mrs C Rogers, Head of Care, to arrange a meeting to discuss this further.

Mr Stove asked why Jewellery was not mentioned on the Appendix to this report when recently there had been publicity about an award to a student in Shetland. Mrs Leask explained that this was a course through Orkney College. Mr Stove said that he had been speaking to someone on the mainland, with Shetland connections, who was keen to put staff on this course. Mr Smith explained the need to ensure that courses would be viable before offering them in Shetland. There was a need to continually re-evaluate the portfolio of courses offered by Shetland College, but it had to be recognised that the College was also capped in respect of SUMs. In this instance the advice was for the employer to approach Orkney College.

The Board noted the content of the report.

17/07 **Financial Position of Shetland College**

Ms S Gibson spoke to her report (Appendix 4).

The Board noted the financial position as outlined in the report.

In order to avoid the possible disclosure of exempt information, the Board resolved, on the motion of Mr W H Manson, seconded by Mr W N Stove, and in terms of the relevant legislation, to exclude the public during the consideration of the following item of business.

18/07 **Restructuring of Vocational Training**

Mr Smith spoke to this report (Appendix 5). He said that there was a healthy portfolio of students, who required to be supported. This proposed reorganisation would reflect better where recourses are needed, and achieve a saving.

On the motion of Mr A J Cluness, seconded by Mr W H Manson, the Board approved the recommendations contained in the report.

Mr Smith left the meeting.

19/07 **Appointment of Director of Shetland College**

The Chair referred to the memo from the Chief Executive (Appendix 6) indicating that he would wish to see the appointment of Mr Smith made permanent.

The Chair said that Mr Smith appeared to be tackling all the problems existing in the College, morale had considerably improved, and the suggestion is that the Board offer Mr Smith the post on a permanent basis.

The Board unanimously agreed to appoint Mr Smith to the permanent position, and he was invited back into the Council Chamber and offered the post. Mr Smith accepted, saying how much he had enjoyed the work to date. He received warm congratulations from the Board.

The meeting concluded at 3.30 p.m.

**W H MANSON
CHAIRPERSON**



Shetland Islands Council

MINUTE

B

Shetland College Board of Management
Council Chamber, Town Hall, Lerwick
Thursday 18 January 2007 at 2.15 pm

Present:

W A Ratter	W H Manson
C B Eunson	J L B Smith
F B Grains	H Sutherland

Apologies:

A J Cluness	W N Stove
E Fullerton	

In attendance (Officers):

G Smith, Director, Shetland College
J Leask, Vocational Training Co-ordinator
J Watt, Short Course Manager
M Bates, Student Representative
J Chapman, Accountant, Finance
H Anderson, Clerk

Services Committee - Wednesday 14 March 2007
Agenda Item No. 13 - Public Report

Chairperson
Mr W A Ratter, Chair of the Board, presided.

Circular

The circular calling the meeting was held as head.

01/07 **Minutes**

The minute of the meeting held on 27 November 2006 was agreed on the motion of J L B Smith, seconded by Mr C B Eunson. The minute of the meeting of 18 December 2006 was agreed on the motion of Mr W H Manson, seconded by Mrs F Grains, subject to the addition of a sentence at 46/06 saying "The Director confirmed that any future proposals for course development would follow agreed procedures for scrutiny and approval."

02/07 **Chairman's Report**

The Chair said that he had little to report over the Christmas period. His comments in the minute of 27 November 2006 were still pertinent – that he had no intention of seeing the College's essential resources burdened by demands from UHI. He and the Director would be attending An Comann at the end of the month and would be keeping a close watch on what was happening within UHI.

03/07 **Director's Report**

Mr Smith referred to Mr Ratter's comments about UHI and then tabled a document, advising that this be kept confidential at this stage, which had been the subject of discussion at Executive Board. The Board considered and made comment on the documents, and asked to be kept fully informed throughout the process.

04/07 **HMIE Action Plan**

Mr Smith spoke to his report (Appendix 2), and explained that he had added a progress column to the original table. By and large, he felt that the College was making reasonable progress. John Bowditch, HMIE, and Ian Lowson, HMIE were meeting with him in Shetland on 7 February, and the updated Action Plan would be sent to them prior to that meeting.

Ms H Sutherland said that she would like the Board to consider how to further develop the role of Champions. It was agreed to look at this further, and to recommence informal meetings with Heads of Section to that end.

05/07 **Shetland College Term Dates 2007/08**

The Board considered the report (Appendix 3) and unanimously agreed the proposals contained therein.

Mr Smith explained that the dates did not match UHI dates in respect of Easter, but were similar to that of other Colleges and schools.

Mr Bates, student representative, explained the difficulties that this created for HE students, particularly in respect of library provision and lecturer support. Mr Bates concerns were noted.

06/07 **Enrolments and Weighted SUMs Monitoring**

Mr Smith spoke to his report (Appendix 4) and confirmed that the position was similar to the previous two years. Staff were confident that there would be no difficulty in reaching the SUMs total.

The Board noted the report.

07/07 **Train Shetland (Short Courses) – 9 Month Performance Management Update**

Mrs J Watt spoke to her report (Appendix 5) and explained that the main concern was the number of cancelled courses. Information is provided that courses are required, these are arranged, and then Council employees do not attend. This has led to the cancelling of 80 courses this year, often at a late date, with cancellation fees having to be paid to trainers.

It was agreed that the Board would write to the Chief Executive, expressing their concern at the waste of resources. The letter should also indicate that Ms Watt could provide an analysis showing which courses have been cancelled, and which Departments are involved, if so required.

It was noted that a group had been formed to look at training across the Council and that this group would be reporting to Executive Management Team shortly.

08/07 **Train Shetland (Vocational Training) – 9 Month Performance Management Update**

Ms Leask spoke briefly to her report (Appendix 6). The main issue raised was that there was a waiting list of young people who could not be accommodated, due to restraints on funding by HIE. It was agreed to write directly to HIE to explain the position, in the hope that some consideration would be given to increasing funding.

09/07 **Strategic Plan – Shetland College**

Mr Smith referred to his report (Appendix 7) and said that he had used the discussed at the Away Day to update the Strategic Priorities.

It was noted that there was concern about future funding of the Community Learning Centres, and it was noted that Mr Smith was in discussion with Economic Development in this respect. Mr W H Manson said that it was important to have a report to the next Board Meeting, so that decisions could be made prior to the local government elections.

10/07 **Financial Position of Shetland College**

The Board noted the report (Appendix 8), and requested that thought be given to providing this report in a different format, so that the Board could have the information necessary to ensure that they were properly managing the finances of the College.

Mrs Chapman said that the figures were presented in the format previously requested, but that Finance would be happy to present them as required by the Board. To this end, the Board agreed that Ms Sutherland would meet with Mr Smith and Mrs Chapman to discuss budget profiling.

The meeting concluded at 3.15 p.m.

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W A Ratter
CHAIRPERSON