Agenda Item

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# Shetland Islands Council

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| **Education and Families Committee** | **5 March 2014** |
| **Development Committee** | **12 March 2014** |
| **Social Services Committee** | **13 March 2014** |

| **Development Directorate Plan 2014/15** | |
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| Report No: DV016-F | |
| **Report by: Director of Development Services** | **Development Directorate** |

## 1.0 Summary

1.1 This report presents the Development Directorate Plan for 2014/15 which describes how the Directorate is going to deliver key actions, manage key risks, and report and manage progress and performance across the coming year.

1.2 The 2014/15 Directorate Plan has been developed in parallel to the update of the Councils Corporate Plan and the agreed Medium Term Financial Plan. It contributes a number of important projects to the Council's Change Programme.

1.3 Quarterly Progress Reports will be submitted to this Committee in line with the Council's Planning and Performance Management Framework (PPMF) to allow Members to monitor and scrutinise the delivery and progress of the Plan.

## 2.0 Decisions Required

2.1 The Committee is requested to;

2.1.1. Review and discuss the contents of the Directorate Plan and make any suggestions for amendment or further update.

2.1.2. Recommend the actions, risks and measures in the Plan to Council.

2.1.3 Delegate authority to the Director of Development Services to make any necessary adjustments to the Plan to ensure it is fully aligned with the final version of the Corporate Plan approved by Council.

## 3.0 Detail

3.1 The constitutional arrangements require "managing" committees to develop and recommend updates of key plans and strategies and present these to Council for final approval.

3.2 The draft Directorate Plan attached sets out the key aims, objectives, actions, performance measures and targets and risk management activities of the Directorate.

3.3 The Committee is invited to review and discuss the contents of the Directorate Plan and make any suggestions for amendment or further update.

3.4 The Draft Directorate Plan attached is formatted as a working document for Member and management business purposes. Once final versions are approved then further work will be done to produce versions that communicate key messages to the public, service users and partners.

3.5 2014/15 Service Plans for the Directorate have also been updated and are available on the Performance Management Section of the Council's Intranet Site.

## 4.0 Implications

Strategic

4.1 Delivery on Corporate Priorities – Effective Planning and Performance Management are key features of a well run organisation meeting the obligations of Best Value. The regular review and update of key plans is an important feature of the Council's PPMF and a specific action in the current Corporate Plan.

4.2 Community/Stakeholder Issues – Effective performance management and continuous improvement are important duties for all statutory and voluntary sector partners in maintaining appropriate services for the public.

4.3 Policy and/or Delegated Authority –

The Council's Constitution – Part C - Scheme of Administration and Delegations provides in its terms of reference for Functional Committees (2.3.1 (2)) that they;

"Monitor and review achievement of key outcomes in the Directorate and Service Plans within their functional area by ensuring –

(a) Appropriate performance measures are in place, and to monitor the relevant Planning and Performance Management Framework.

(b) Best value in the use of resources to achieve these key outcomes is met within a performance culture of continuous improvement and customer focus."

4.4 Risk Management – Embedding a culture of continuous improvement and customer focus are key aspects of the Council's improvement activity. Effective performance management is an important component of that which requires the production and consideration of these reports. Failure to deliver and embed this increases the risk of the Council working inefficiently, failing to focus on customer needs and being subject to further negative external scrutiny.

4.5 Equalities, Health and Human Rights – The Council is required to make sure our systems are monitored and assessed for any implications in this regard.

4.6 Environmental – NONE.

Resources

4.7 Financial – The actions, measures and risk management described in this report have been developed within the resource limits of existing approved budgets.

4.8 Legal – NONE.

4.9 Human Resources - NONE.

4.10 Assets and Property – NONE.

## 5.0 Conclusions

5.1 The Development Directorate Plan for 2014/15 has been updated as part of the planning and budgeting work done over the previous number of months. The Committee is now asked for final comments on its content before recommendation to Council.

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For further information please contact:

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*Date Cleared: 3 March 2014*

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Links to Background documents:

Development Directorate Service Plans for 2014/15

# *DEVELOPMENT DIRECTORATE*
# *Plan 2014-2015*

***'Enabling our communities to develop their potential'***

## DEVELOPMENT DIRECTORATE PLAN 2014-15

This Directorate plan provides an overview of the plans over the next year for the Development Directorate. Detailed activities for each service are included in the individual Service Action Plans. These encompass activities, outcomes, objectives, actions, targets and resources as well as the performance indicators for each service.

### 1. ABOUT US

The Development Directorate was formed as a result of the Council organisation and management re-structure in 2011. It comprises the functions of community planning and development, economic development, housing, planning, transport planning, and further and higher education.

The Directorate has 203 whole time equivalent staff and an annual budget of £13,065,000 for 2014-15.

The Directorate has a complex governance system in that it reports to several Council Committees, namely:

**Economic Development** - Development Committee.
**Planning** – Planning Committee, and strategic items to Development Committee.
**Transport Planning** - Development Committee.
**Housing** - Social Service Committee.
**Community Planning & Development** - Education & Families Committee (Adult learning & Community Work), Social Service Committee (Community Grants & Community Planning Development), Development Committee (Museum & Archives*), and Executive Committee (Community Planning).
**Shetland College** - Shetland College Board, and strategic items to Education & Families Committee.
**Train Shetland** - Education & Families Committee.

*Museum & Archives SLA will transfer to Economic Development in 2014/15

## 2. VISION

The management team's vision for the Directorate is as follows:

***"Enabling our communities to develop their potential".***

## 3. AIMS FOR 2014-15

- We will promote Community Planning within the Council and with partners, ensuring it is bought into and that it drives service planning.
- We will demonstrate progress in key policy areas, the main ones being internal transport network, developments in the energy sectors, the Local Development Plan, the Local Housing Strategy, digital communications, and taking the lead role in skills development.
- We will follow and promote best practice in engaging with communities, and evaluate and measure the impact of engagement.
- We will achieve a balanced budget having made the required savings and efficiencies.
- We will ensure Shetland's demographics are consistently used and shared to influence the work of our Directorate and the rest of the Council.
- We will demonstrate we are an effective, cohesive team with a reputation for innovation.
- We will ensure staff feel valued and supported particularly through periods of challenge and change.
- We will make more effective connections with key external partners including Scottish Government and European Parliament.

## 4. OBJECTIVES FOR 2014/15

Each service has specific objectives. The following relate to the overall Directorate vision and aims and our specific contribution to the corporate plan.

Our objectives for services include:

- Meeting our statutory duties in the day to day delivery of services ( it links into the business as usual element in section 9)
- Actions to support delivery of the Corporate Plan
- Acting to improve risk management across the Directorate
- Finalise the restructures of services and create stability for staff in services.

The following projects will be included in the Council's Change Programme:

- Bus Network Redesign (School & Public transport)
- ASN & Social care transport review
- Internal Ferry Fares review
- Transport Infrastructure 50 year Investment Plan
- A better lending system for commercial development projects
- Digital Shetland Strategy Project
- Shetland Tertiary Education, Research and Training Project
- Review of Community Grants, and Community Development Fund
- Strengthening Community Involvement
- Redesign of evening classes
- Redesign of Housing Support Service

Promote Community Planning:

- We will work together and with communities to develop and deliver the key priority areas of the Single Outcome Agreement and Community Plan, ensuring community engagement is at the heart of partnership working and service delivery across all partners.
- We will support an effective Shetland partnership, building capacity to meet the challenges set through the National Review of Community Planning, such as the Agreement on Joint Resourcing and the role of the Third Sector.
- We will work with the Improvement Service to carry out a self assessment of the Performance Group, in order to develop a Shetland Partnership improvement plan.
- We will implement a "Commissioning for Outcomes" approach that will provide a structured and transparent mechanism for ensuring delivery against the SOA, Community Plan, Corporate Plan and Directorate priorities. This will ensure an equitable allocation of resources linked to our overall objectives.

Progress in key policy areas:

- We will have an affordable transport network, including internal flights ferries and busses.
- We will have a fully signed off Local Development Plan, and complete set of Supplemental Guidance.
- We will draft a Community Benefit Policy which will have a key outcome of provision of affordable housing.
- The five key themes of the Local Housing Strategy will continue to be delivered.
    - Future Supply of Housing
    - Fuel Poverty

- Housing Support/Housing for an aging Population
- Homelessness
- Private Sector Housing

- We will work with community partners, HIE and Scottish Government to ensure that Next Generation Broadband is available to 84% of the Shetland Population.
- We will have greater consistency in the provision and practice of CLD across Shetland, with services being delivered in line with local priorities, and focussed on improving outcomes.
- Economic Development and CP&D will provide support to find money, e.g. EU/Big Lottery Fund. Assisting the Voluntary sector to increase their capacity in delivering more cost effective service.
- We will work in partnership with proactive communities in Shetland to identify barriers to employment, and create jobs in remote areas.
- We will work with community partners to identify skill and trade shortages and develop action plans to support the unemployed and under employed to access training in these areas.
- We will complete the development of a single governance model and implementation plan for tertiary education, research and training, working closely with the Shetland Learning Partnership Project.

Balanced budget:

- Implement budget savings of £1,839k contained in the 2014/15 Budget Book.

Shetland's demographics:

- The development directorate will develop an integrated research and information team operating across the services. The team will collect and analyse a wide range of demographic and other relevant data (including up to date census information). From this we will be able to identify trends and indicators which will feed into the Single Outcome Agreement and enable policies and service delivery to be shaped appropriately.

Team development:

- We will free up time to deliver change
- Better structure and organisation of meetings
- Delivery on commitments
- We will fully implement the new Employee Review and Development Policy to all of our staff.
- We will work together to deliver this plan

External connections:

- We will work with community planning partners develop and implement a plan to attract people to Shetland to live, work, study and invest.
- We will develop more effective links with our MSP, MP and MEPs this will include seeking to secure formal meetings on behalf of the Directorate on a 3-6 monthly basis.
- We will be more proactive at getting Ministers to Shetland and plan how we use the valuable time we have with Ministers.
- We will also plan and agree in advance at our Directorate meetings the key issues we want to get across to high profile visitors.
- We will promote representation on relevant national and European committees and take opportunities to engage.

## 5. LINKS TO NATIONAL AND LOCAL STRATEGIC PLANS AND FRAMEWORKS

Shetland stays a safe place to live, and we have strong, resilient and supportive communities.

Shetland has sustainable economic growth with good employment opportunities, our people have the skills to match, good places to stay and the transport people and businesses need.

We have tackled inequalities by ensuring the needs of the most vulnerable are identified and met.

We have financial sustainability and balance within each partner and a better balance between a dynamic private sector, a strong third sector and efficient and responsive public sector.

## 6. WHAT WE ACHIEVED LAST YEAR

There are a number of achievements which have been secured during the past year. The main achievements are:

- Achieved budget reductions of £3.6m.
- In partnership with Hjaltland Housing Association we have enabled a further 38 units of new housing currently on site across Shetland.
- Contributed to achieving successful outcome to reduce historic housing debt to manageable level.
- Successful Housing Inspection report from external ISO auditor.
- Successful HMI inspection of Shetland College.
- Submitted the Local Development Plan to the Scottish Government as the Council's settled view.

- Reduced time to consider planning applications, during a period where an exceptionally large number of major applications are being considered; Total Gas Plant, BP Gas plant, New Powerstation, Viking Energy, New AHS.
- Completed review of CP&D and carried out service restructure.
- Resolved issues relating to the transfer of SDT assets, including Community Quota to SIC.
- Implemented Housing Service review (Asset management Team).
- Implemented Planning Service review.
- Installed Shetland Telecoms NGB fibre connection to Sullom Voe.
- Worked with Total E&P, Petrofac and other companies engaged in the Shetland Gas Plant Project to maximise engagement of Shetland businesses.
- Introduced new economic development policies and assistance schemes.
- Made representation at the highest levels of Government to retain Shetland's Assisted Area status.
- Supported more than 50 community groups with external funding applications, securing £0.5m of external funding to date, with decisions pending on another 15 applications. This is an increase of approximately 33% on the previous year in relation to external funding secured.
- Office accommodation and learning room issues resolved.
- Completed a comprehensive review of the Tertiary Education, Research and Training sector and commissioned an enabling project to deliver the required Business Model and Implementation Plan.

## 7. SELF EVALUATION

Several systems are used within the Directorate to assess how effective we are at the delivery of what we set out to do and what we are expected to do in relation to Best value, legislative obligations and external inspections, more details of these can be found within the attached service plans. The approaches in place include national systems such as the balanced scorecard methodology used in building standards. The Directorate will also engage in the Council-wide assessment which is planned using 'How Good is our Council?

## 8. HOW WE WILL WORK TOGETHER

Working productively together is important to us as evidenced by one of our key aims as stated above i.e.
We will demonstrate we are an effective, cohesive team with a reputation for innovation. The newly established Development Partnership, which is part of the overall Shetland Partnership, will strengthen our ability to contribute to high level strategic planning through the single outcome agreement. We will work together and with our partners to develop innovative approaches to the key priority areas of economic recovery and growth, employment and inequality of outcomes.

## 9. PLANS FOR 2014-15

Details of plans for each service within the Directorate is included in service plans.

- **Business as Usual**

  Each service has a large number of day to day activities which form the core of their services, these are the key activities for the Directorate for the year. These maintenance activities are set out in the individual service plans.

- **Change Management**

  These activities are detailed in section 4. 'OBJECTIVES FOR 2014/15' and in the individual service plans.

## 10. WORKING BETTER TOGETHER

Improve Communication within team/opportunities to share information/join-up staff teams to make more efficient use of existing resources to support managers e.g admin, research and information

Avoid duplication at all opportunities including attendance at meetings.

Use time most productively by only attending meetings that pertain and being focused for those meetings we control.

Delegate where possible.

Ensure feedback from meetings is shared where appropriate and relevant.

## 11. EXTERNAL ENGAGEMENT

External engagement is key to our success. Specifically maintaining or improving customer satisfaction and developing better connections with external partners and the community are key aims and objectives for the Directorate for next year as set out above.

## 12. BENCHMARKING ARRANGEMENTS

Resources within the Directorate Services will be pooled to form an integrated research and information team.

Benchmarking will take place as part of service reviews.

Audit Scotland Annual Performance Indicators.

SOLACE Indicators.

## 13. KEY PERFORMANCE INDICATORS FOR DIRECTORATE

### Council Wide Performance Measures

| | Indicators / Measure | Source / Freq | Baseline | Targets | Corp Plan Ref |
|---|---|---|---|---|---|
| 1 | Overtime Cost | P&I – Monthly | £5,000 | Under £5,000 per Month | |
| 2 | Sickness Absence Rates | P&I – Monthly | 3.1% | Under 4% | |
| 3 | Energy Usage | P&I - Qrtly | | | |
| 4 | Employee Review and Development | P&I – Annually | | 100% | |
| 5 | Return to Work Interviews | P&I – Qtrly | 100% | 100% in line with Managing Absence Procedures | |

### Local Performance Measures

| | Directorate or Service Indicators / Measures | Source / Freq | Baseline | Targets | Actions Ref |
|---|---|---|---|---|---|
| 1 | Increase sustainable economic growth | | 2% | 2.7% | |
| 2 | Increase the number of businesses/start up rate. | | 4.49 per 1000 of population | 4.5 per 1,000 of population by March | |

| | Directorate or Service Indicators / Measures | Source / Freq | Baseline | Targets | Actions Ref |
|---|---|---|---|---|---|
| 3 | Public/Voluntary/Private sector balance – target for March 2014. | | Public 38.4%, 3rd Sector 1.7%, Private 59.9% | Public 37%, 3rd Sector 2.5%, Private 60.5% | |
| 4 | Maintain the proportion of people on out of work benefits (JSA or equivalent). | | 1.5% | <1.5% | |
| 5 | Improve the skill profile of the population (% qualified at NVQ1 level or above). | | | 87% of 16-64 qualified at NVQ1 level or above; 32% 16-64 qualified at NVQ4 level or above. | |
| 6 | Increase the supply of new affordable homes by between 53 and 72 per year. | | Total affordable housing stock (SIC 1800/HHA 600) | Per LHS | |
| 7 | Complaints about service delivery. | | | | |
| 8 | Increase additional investment secured by community groups to improve their communities over a one year period. | | | | |
| 9 | Increase percentage of people who agree with the statement 'I can influence decisions affecting my local area'. | Scottish Household Survey | 28% | | |

## 14. DIRECTORATE RISKS

The key directorate risks are detailed below. Each Change Project has detailed specific risk registers as does each service within the Directorate.

| Residual Risk Profile | Current Risk Rating | Risk | Details | Control Measure | Resp Officer |
|---|---|---|---|---|---|
| High | 16 | Complex governance arrangements | The Development Directorate has Complex governance arrangements which can impact on decision making. | Business Programme for committee meetings implemented this year. | Neil Grant |
| High | 16 | Accidents/Injuries-Staff/Clients/Students/ Others | Serious health and safety incident involving staff, public or clients. | Continue to promote safety culture, conduct risk assessments, housekeeping, safety audits, and regular safety forums | Neil Grant |
| High | 12 | Capacity issues | Ability to continue to provide services within financial constraints, and reduced staffing resources. | Set realistic service plan targets and deadlines, regular progress monitoring at staff meetings and at Review and Development sessions. | Neil Grant |
| High | 12 | Loss of key staff | Staff morale is impacted by uncertainties where service reviews are outstanding. Low morale may impact on service performance, and loss of key staff. | Conclude service reviews and implement restructuring decisions with minimum delays | Neil Grant |
| High | 12 | Lack of 'buy in' to community planning | Lack of buy in from council or community partners, impacts on effectiveness of partnership and adversely on Council reputation. | Continue to support Community Planning Board and Performance Group | Neil Grant |

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| High | 12 | Breach of legislation- Data protection, Human Rights, Employment Practice, H&S | Failure to deliver a statutory duty or comply with legislation including EU procurement. legislation. | Adhere to standing orders and train staff on standing orders | Neil Grant |
| High | 10 | Poor communications. Failure to share information, mis-perception by media | Incident or comments on service or organisation.<br>Negative media coverage, reputational damage. | Adhere to Corporate Communications Policy | Neil Grant |

# Appendix 1 – Directorate Action Plan

## Key Directorate Actions

| CP Ref | Dir /Svs | Priority / by the end of this plan we will have….. | Proposed Action | Target Outcome | Delivery Target | Project Size |
|---|---|---|---|---|---|---|
| **1** | | **Supporting adults to be independent** | | | | |
| 1.2 | Housing | Increased services that help people to live longer independently in their own homes, and provided extra-care housing options to provide supported homely settings; | Addressed through Housing Support Service re-design, initially through multi-agency pilot in North Isles | Redesigned housing support service integrated into locality model of service with Care and NHS | 2014/15 | Medium |
| **2** | | **The best possible start for every child** | | | | |
| 2.4 | Directorate | Developed educational opportunities by establishing a partnership between secondary education and further and higher education and developing a Shetland Learning Campus. | Create an ambitious partnership between Shetland High schools and the Further and Higher Education sector in Shetland, and align the implementation of this partnership with the current proposals for Tertiary Education, Research and Training. | Detailed business model and implementation plan for single governance model for Tertiary Education Research and Training agreed with stakeholders. | May 2014 | Large |

| CP Ref | Dir /Svs | Priority / by the end of this plan we will have….. | Proposed Action | Target Outcome | Delivery Target | Project Size |
|---|---|---|---|---|---|---|
| **3** | | **The transport services we need most** | | | | |
| 3.1 | Transport Planning & ZetTrans | Developed transport arrangements that meet people's current needs and which we can afford to maintain in the long term; | Put in place new arrangements for school, public, additional support needs, and community care bus transport to more efficiently link together services, and to achieve this within the medium term financial plan budgets.<br><br>Work with Infrastructure Directorate to implement the ferry fares review.<br><br>Complete the 6 months and 12 months assessments of the Ferry Review to establish the impacts of the changes for individuals, communities, and businesses. | Best value public and school bus service contracts in place.<br><br>Best value ASN and Social Care Transport<br><br>Impacts reported to members.<br><br>Increase usage of smart cards, chip and pin facilities and online booking facilities | August 2014<br><br>March 2015<br><br>April 2014 & Nov 2014<br><br>March 2015 | Large<br><br>Medium<br><br>Small<br><br>Medium |
| | ZetTrans | | Refresh Shetland Transport Strategy | Refreshed strategy in place | October 2014 | Medium |
| 3.3 | Transport Planning | Developed a programme of changes to our long-term internal transport systems that meet our individual and business needs with a realistic funding programme; and | Work with Infrastructure and Corporate Services to establish the Council's current investment in our Transport Infrastructure and the future investment required to maintain transport | Infrastructure Investment Plan Completed | September 2014 | Medium |

| CP Ref | Dir /Svs | Priority / by the end of this plan we will have….. | Proposed Action | Target Outcome | Delivery Target | Project Size |
|---|---|---|---|---|---|---|
| | | | services in a 50 year infrastructure. | | | |
| 3.4 | Transport Planning | Developed a programme of changes to our long-term external transport systems that meet our economic growth needs with a realistic funding programme. | Develop proposal for external ferry provision. Current contracts end in 2018 | Proposal can be discussed with Scottish Government | Sept 2014 | Small |
| **4** | | **Healthy economy—strong communities** | | | | |
| 4.1 | Directorate | A wider business base, and a closer partnership with both traditional and emerging sectors. | Improve and develop engagement with local industry. | Chamber of Commerce or equivalent in operation. | March 2015 | Medium |
| 4.2 | Economic Development | High-speed broadband available to 84% of the Shetland population. | Work with partners and communities to deliver high speed broadband. | Digital Shetland strategy and action plan in place | September 2014 | Large |
| 4.3 | Housing | Found ways to help increase supply of affordable housing. | Through joint working with Planning and Hjaltland Housing Association and other partners to deliver on the Local Housing Strategy. | Robust housing development programme approved by Scottish Govt. Range of incentives and initiatives to complement social rented option. | March 2015 | Large |

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|---|---|---|---|---|---|---|
| | Planning | | Develop a community benefit policy to cover all industry sectors and including developer contribution. A key outcome is to provide affordable housing. | Community Benefit Policy agreed with Community Planning Partners | March 2015 | Large |
| | Economic Development | | Research and communicate supply chain information relating to larger scale developments in Shetland. | Business register maintained and communicated to parties engaged in industrial developments | March 2014 | Small |
| 4.4 | Economic Development | Maintained Shetland's overall high rates of employment. | Assess the capacity in Shetland to provide the workforce training & skills development required by Shetland industry | Devise a system for businesses to register needs for specific skills. | September 2014 | Small |
| 4.5 | CP&D | More resilient and long-lasting communities and community enterprises across Shetland; and | Continue to work with communities to identify viable projects, maximise return from community assets, increase resilience and create jobs in remote areas. | | | |
| | CP&D | | Investigate participatory budgeting | Proposal paper presented to members participatory budgeting could be | October 2014 | medium |

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|---|---|---|---|---|---|---|
| | Economic Development | | Encourage growth in commercial activity through development of unused or underutilised local assets | Engage with investigations in potential commercial or community uses for vacant properties within the schools estate. | March 2015 | Medium |
| 4.6 | Directorate | Maintained working-age population levels throughout Shetland. | Work with Community Planning Partners to develop a plan to attract people to Shetland to live, work, study, and invest. | Plan agreed by Community planning partnership | March 2014 | Medium |
| **5** | | **Vulnerable and disadvantaged people** | | | | |
| 5.1 | CP&D | Concentrated our resources and services on the people who need them most and protected these people from the worst effects of change. | Work with partners as welfare reform is implemented and support households through the changes. | | | |
| | CP&D | | Work with partners to deliver the Fairer Shetland framework to tackle poverty disadvantage and exclusion. | | | |

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|---|---|---|---|---|---|---|
| | Housing | | Combat fuel poverty by continuing to deliver on the Local Housing Strategy theme. | Range of measures to address fuel poverty issues and an increased awareness of the issues locally. Political lobbying of island specific issues | | Large |
| 5.2 | | Provided the right support, at the right time, to help each person find long-term employment opportunities; | | | | |
| 5.3 | | Worked with people who need our help to improve their chances in life; | | | | |
| 5.4 | | Provided opportunities to develop positive community connections, to make sure people feel more a part of their community and take part in a wider range of activities; and | | | | |
| 5.5 | | Identified and dealt with new forms of inequality such as not having access to the internet and online services, sometimes called digital exclusion. | | | | |

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|---|---|---|---|---|---|---|
| **6** | | **Working with partners and communities** | | | | |
| 6.2 | | A shared understanding of the financial, physical and human resources available across the Shetland Partnership and the best way to use these together; | Clarify/develop role of the Shetland Partnership Finance Team. | | | |
| | | | Fully implement the findings of the Community Planning & Development Service Review, recognising that 2014/15 will be a transitional year for community funding. | | | |
| 6.3 | | Made sure that we are making the best choices between public-, private- and voluntary-sector partners providing services; | Review and analyse obstacles to better partnerships and transfers of responsibilities. | | | |
| 6.4 | CP&D | Removed any barriers that stop more efficient and effective use of private- and voluntary-sector organisations providing more services. | Strengthening Community Involvement Project.<br>Agree role of the Third Sector in relation to the recommendations from the National Review of Community Planning. | | | |
| 6.5 | CP&D | A greater understanding about what each organisation can do and involved the private and voluntary sector more in service areas they haven't previously been involved in. | Develop a community asset transfer policy | Policy agreed with community partners | March 2014 | |

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|---|---|---|---|---|---|---|
| **8** | | **Dealing with challenges effectively** | | | | |
| 8.4 | | Secured the best for Shetland in any constitutional change following the referendum. | Provide support to members with the Our Islands Our Future campaign to ensure information and analysis is available to support the case for greater local decision making. | | September 2014 | Medium |
| **9** | | **Living within our means** | | | | |
| 9.1 | | Stuck to the Medium Term Financial Plan and be financially strong. | Deliver services within the revised budget of £13,065,000 thereby saving £1,809,000 in 2014-15.<br><br>This will be delivered by:<br>• CP&D implement review, £486k<br>• Economic Development, reduction in development grants, £408k.<br>• Review and retendering of School, public transport and review of ASN and social care transport, £738k<br>• Housing support service review, including charges and removal of furnished tenancy project, £207k<br>• Train Shetland, £41k | Balanced budget. | March 2015 | Medium. |

Agenda Item

**2**

# Shetland Islands Council

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|---|---|
| **Education & families Committee** | **5 March 2014** |
| **Development Committee** | **12 March 2014** |
| **Social Services Committee** | **13 March 2014** |

| **Nine Month Performance Overview – Development Services Department** | |
|---|---|
| Report No: DV017-F | |
| **Director of Development Services** | **Development Services Department** |

## 1.0 Summary

1.1 This report summarises the activity and performance of the Development Services Directorate for Quarter 3 of 2013/14, the nine months up to December 2013.

## 2.0 Decisions Required

2.1 Members are requested to discuss the contents of this report and make any relevant comments on progress against priorities to inform further activity within the remainder of this year, and the planning process for next and future years.

## 3.0 Detail

3.1 Progress against the **"this year we will"** priorities from the Council's Corporate Plan led by the Development Department.

**Corporate Plan - Page 8 - "The transport services we need most"**

Shetland is a group of islands. Nothing can change our basic geography and it is essential that our internal and external transport systems meet our individual and business needs, and are efficient, sustainable (can be maintained in the long term without harming the area for future generations), flexible and affordable.

We know that we have to make our internal transport services more efficient to be able to maintain them for the long term. We are determined to make those changes in partnership with the communities and businesses who depend on these transport links most.

Communities have told us that supporting economic activity, local businesses and access to jobs is the top priority for internal transport and that access to services and social facilities is not as important to them.

We also know that external transport is one of the most significant issues for Shetland's medium- and long-term economic growth and social well-being. We have to campaign hard to make sure these needs are properly understood regionally and nationally.

**This year we will:-**

| Item | Description | Due Date | Progress at end December 2013 | RAG |
|---|---|---|---|---|
| New Public Transport Contracts | Put in place new arrangements for school, public, additional support needs, and community-care bus transport to more efficiently link together services. | Aug-14 | Retendering of school and public bus contracts has been delayed to enable a detailed evaluation of the proposed network and operating options. Transport consultants TAS have been contracted to assist with this process. New school and public contracts are planned to start in August 2014. | A |
| Ferries Review | Complete the implementation of the ferries review | Dec-13 | New timetables have been implemented. Ferry fares review is currently being progressed with implementation planned for February 2014. The 6 monthly review of the ferry changes will be carried out in December 2013, and reported in March cycle. | A |
| Fixed Links | Establish whether there is a clear case for developing a programme for fixed transport links | Mar-14 | Review of Fixed links including funding options has been delayed, but planned to take place in first half 2014 | R |

**Corporate Plan - Page 10 - "Healthy economy - strong Communities."**

We can't take action like we used to, but we can work in partnership with individuals, communities and business to understand what would help them to turn an idea into a business, get a community project off the ground, expand an existing company or find a new market.

Shetland has many resources and a lot of talent. We need to work together to make the best of these.

If everyone has the opportunity to work, improve their skills and make a positive contribution to the islands' increasing prosperity, we will create a wealthier, fairer and smarter Shetland.

We want to see more of Shetland's people in higher-skilled and better-paid jobs across Shetland, and for those jobs to be in a wider range of business areas than they are at the moment.

**This year we will:**

| Item | Description | Due Date | Progress at end December 2013 | RAG |
|---|---|---|---|---|
| Renewable energy development plan 2013-20 | Create and implement a renewable energy development plan 2013-20 which will seek a balance between inward investment and indigenous community projects and define Shetland's proposition as a test site for renewable energy projects. | Mar-14 | A renewable energy development plan framework is being prepared and will be presented to Committee. | A |
| Promote Shetland | Develop a plan to attract people to Shetland to live, work, study and invest. | Mar-14 | Work has commenced with Community Planning partners to develop the plan which includes Promote Shetland contracts which have been re-tendered for a 2 - 3 year period | A |
| Promote High-speed Broadband | Run a campaign to promote the business and community benefits of high speed broadband. | Mar-14 | Review of the Shetland Telecoms Project Completed. Council seminar held in November and action plan produced. | A |
| Investigate Barriers to Employment & Development | Work in partnership with communities to identify barriers to employment and development e.g. childcare issues, transport etc. and develop sustainable, creative solutions | Mar-14 | Baseline of number of community groups which influence local and wider decision making is currently being worked on.<br>New Strategy and Business plan for LEADER funding 2014-2020 progressing. | A |

| | | | | |
|---|---|---|---|---|
| | | | Survey of bus passenger service requirements and socio economic study conducted as part of the bus network review and will be used to inform decision making on bus networks. | |
| Develop Remote Areas | Continue to work with communities to identify viable projects, maximise return from community assets, increase resilience and create jobs in remote areas. | Mar-14 | Economic Development Grant Scheme and Business Start Up Scheme 2013-17 agreed at Council 9 October 2013. Community Asset Transfer Policy and Scheme being worked up. | A |
| Identify Skill Shortages | Identify skill and trade shortages and develop action plans to support the unemployed and underemployed get training in these areas with a specific focus on women and young people. | Mar-14 | Skills Learning and Employability Action Plan, draft created for presentation to Council and Shetland Partnership. | A |
| Tertiary Education Review | Undertake a tertiary education review to ensure Shetland's learning providers are fit for purpose and meet demand. | Mar-14 | Governance Structure of single organisation external to SIC agreed 12 June 2013. Strategy Board in place. Detailed business case and implementation plan being prepared. Working closely with Shetland Learning Partnership Project. | A |

**Corporate Plan - Page 12 - "Vulnerable and disadvantaged people"**

People who do not have easy access to income, employment and good housing often experience higher levels of ill health, are often have less able physically and psychologically to meet challenges, and have less power and influence to bring about change.

Poverty and inequality not only reduce levels of opportunity and life experience, but also damage Shetland's economic success and well-being as a community.

We want to make sure that the changes we have to make to services consider the needs of the most venerable people.

We are also committed to concentrating services and resources on taking action early to tackle some of the reasons why people become vulnerable and disadvantaged in the first place

**This year we will:**

| Item | Description | Due Date | Progress at end December 2013 | RAG |
|---|---|---|---|---|
| Welfare Reform | work with partners as welfare reform is implemented and support households through the changes and impacts resulting from it; including support to maximise income | | Work progressing through Fairer Shetland. Welfare Reform sub-group set up which has been effective at sharing and publishing information. | G |
| Change Programme - Integrated Impact Assessment | Make sure all change projects use the integrated impact assessment tool | Jun-13 | All finalised approved by CMT and in use in all change projects | A |
| Promote Household Budgeting | Help families developing a thrifty approach to reduce household bills | | Adult learning is actively building capacity of others working with people on a low income. The section has developed a “Money Matters for Money Mentors” course which will be held late November and early December. | A |
| Home energy efficiency programme | Promote the home energy efficiency programme and eco obligation funds to make sure lots of households take them up | | Project board and team in place. Currently pursuing the funding available through ECO. | A |
| National Action | Continue to lobby ministers to recognise the additional factors affecting fuel poverty in Shetland and continue to promote measures to help reduce fuel poverty locally | | The Minimum Income Standards report will prove very useful in providing further evidence for continued lobbying. Local CAB due to publish their findings on fuel costs survey. | A |

3.2 Progress against **Change Programme** projects led by the Development Department.

| Ref & Item | Start | End | Progress | RAG |
|---|---|---|---|---|
| GC02 Shetland College Phase 3 Development | 31-Mar-11 | 31-Mar-14 | To be complete by March 2014. | A |
| GD01 Community Planning & Development Service Review | 01- | 31-Mar-14 | Council considered the CP&D Review Report on 9 October 2013 and adopted the recommendations from the functional committees and the Executive. Adult learning to remain with Council as opposed to a move to the college - £500K savings. Implementation of staffing structure now almost complete. | G |
| GE01 Marketing/promotional services | 29-Apr-13 | 31-Mar-14 | This has been concluded. Revised contracts have been issued. | G |
| GE02 Fibre optic broadband infrastructure. | 29-Apr-13 | 01-Mar-14 | Consultant's report received end of July. Councillors seminar held. Action plan presented to Development Committee in November 2013. | A |
| GE03 Commercial Investment & Shetland Development Trust | 14-Aug-13 | 31-Mar-14 | Advice obtained and presented to Council Seminar. Detailed proposal for transfer of assets to Council now being prepared. | G |
| GG01 Implementation of Tertiary Education review | 01-Mar-13 | 31-Mar-14 | Detailed Business case and Implementation Plan being prepared. | G |
| GH01 Redesign of Housing support services | 01-Mar-13 | 01-Mar-14 | Project team meeting regularly and making progress. Links established with wider Localities Project through CHCP. Reporting March 2014 | G |
| GH02 Resolution of Housing Debt | 01-Mar-13 | 01-Nov-13 | Successful conclusion achieved in January 2014 | G |
| GH04 Housing Asset Management Team Review | 01-Mar-13 | 31-Mar-14 | Complete | G |
| GT01 School & Public Transport Review | 01-Mar-13 | 31-Mar-14 | PID complete. Project progressing with assistance from consultants TAS. Due date to be amended to 11 August 2014. | A |
| GT02 ASN & Social care Transport Review | 03-Jun-13 | 29-Aug-14 | Work is progressing to identify transport need, to be concluded by 21st June 2014, with implementation of transport changes by August 2014 | G |

3.3 Progress against other **Directorate Plan** priorities agreed for the Development Department.

| Item | Progress at end December 2013 | Due Date | RAG |
|---|---|---|---|
| Promote Community Planning ensuring community engagement is at the heart of partnership working and service delivery across all partners | Strengthening Community Involvement Project Report completed and presented to SPB on 16 May 2013. Initial internal project planning meetings have taken place, with Learning Evaluation & Planning (LEAP) tool used to draft outline plans.<br>Interface with NHS Localities Project recognised. Project Brief and PID to be developed for approval by SPPG.<br>Progress slightly delayed due to CP&D review. | 31 March 2015 | A |
| Support an effective Shetland Partnership by implementing efficient structures and processes in line with the national review | Regular meetings scheduled, and agenda development agreed - guidance to be developed for lead officers re topics and presentations to SPB & SPPG.<br>PPMF framework being developed.<br>Thematic group guide being developed.<br>Guidance recently rec'd from Scottish Govt on joint resourcing - to be discussed at next SPPG. Development Sessions with thematic groups being planned | 31 March 2014 | G |
| An affordable transport network, including internal flights, ferries & busses | Retendering of school and bus contracts has been delayed to enable a detailed evaluation of the proposed network and operating options. Transport consultants TAS have been contracted to assist with this process. New school and public contracts are planned to start in August 2014.<br>6 months review of changes to Ferry services to be reported in March 2014. | August 2013 | A |
| Complete the Local Development Plan<br>Draft planning policy on renewable development | LPD submitted to Scottish Government as the settled view of Council. Reporter currently engaged. | Mid 2014 | A |
| Renewable Energy Development Plan | Renewable Energy Strategy Action Plan refreshed. | Com plete | G |
| Future Supply of Housing | Constructive dialogue with Scottish Government on funding for future supply and on a range of initiatives/incentives to assist in the private market. Current Strategic Housing Investment Plan approved. | Ongoing | G |

| | | | |
|---|---|---|---|
| Fuel Poverty | A range of partnership working through Fairer Shetland continues to gather evidence and information to inform lobbying on all aspects of fuel poverty.<br><br>Government funding through Energy Company Obligation (ECO) is being pursued which, if successful, will assist with a range of measures to improve properties in private and public sector.<br><br>Cost of fuel continues to be a concern. | | A |
| Housing Support/ Housing for an Aging Population | Project Team established to review housing support provision in partnership with Health and Social Care, through the Localities Project. This will produce a pilot project in the North Isles to help shape wider housing support redesign. As part of this project and through funding identified in the Change Fund programme, we are currently planning adaptations to convert current 'sheltered' properties in the pilot project area to 'accessible' properties. Again this will feed into wider service redesign in future. | | A |
| Homelessness | Implementation of prevention/early intervention strategy is showing benefits – lower number of presentations but still extreme pressure on temporary accommodation. | | A |
| Private Sector Housing | Planned roll out and targeting of ECO funding to seek to improve energy efficiency in private sector stock. | | A |
| Next Generation Broadband available to 75% of the population | Consultant's report received end of July. Councillors' seminar held. Action plan presented to Development Committee in November 2013. | 2016 | A |
| Greater consistency in the provision and practice of Community Learning & Development (CLD) | Data on community assets gathered and discussions held with Planning Service about producing a map of community assets. No further progress made on review of Community Assets - await implementation of CP&D staffing structure.. Community Energy Efficiency Programme (CEEP) scheme projects finalised and all outstanding grant monies claimed, with 26 community facilities assisted to become more energy efficient and sustainable. 27 external funding applications assisted and submitted. £282k secured for 12 projects to date, 6 bids unsuccessful and 9 more pending a decision. | 31 March 2014 | A |

| | | | |
|---|---|---|---|
| Assist the Voluntary sector in funding and delivering more cost effective services | Asset Transfer Policy and Scheme being developed, which will include guidance in relation to the transfer of services as well as assets. The transfer of the Community Minibus to VAS is complete. | | A |
| Work in partnership with proactive communities to remove barriers to employment and create jobs in remote areas | Unst, Fetlar and Northmaven Development Companies provided with grant assistance through the Community Regeneration Partnership. Sandness Development Company supported to secure external funding to recruit a Development Worker for one year. Development Companies exist in most areas of Shetland, and communities wishing to set up a new Development Company are supported to do so. Consideration is being given at the Development Partnership to the need for a revised Community Regeneration Strategy for Shetland. | | A |
| Skills Learning and Employability Action Plan with a specific focus on Youth Employment | Skills Learning and Employability Action Plan, draft created for presentation to Council and Shetland Partnership. | May 2013 | A |
| Work with Community Partners to identify skills & training shortages and develop action plans to support the unemployed and underemployed. | Work ongoing with Skills Learning and Employability Partnership which means regularly | | A |
| Review Tertiary Education | Governance Structure of single organisation external to SIC agreed 12 June 2013.<br>Strategy Board in place. Project plan presented to Project board on 5 November 2013. Project Board working to complete the detailed business case and implementation plan. | March 2014 | A |
| Implement budget savings | Progressing and On line to exceed 2013/14 budget reductions. | | G |
| Implement the recommendations of the Planning Service Review | Implementation progressing. | March 2014 | G |
| Carry out a review of Community Planning & Development | Council considered the CP&D Review Report on 9 October 2013 and adopted the recommendations from the functional committees and the Executive. Adult learning to remain with Council as opposed to a move to the college - £500K savings Complete, implementation progressing. | March 2014 | G |

| | | | |
|---|---|---|---|
| Develop an integrated research and information team operating across all services in the Directorate | Initial work started to be implemented once move of Development Services to North Ness is complete in January 2014. | January 2014 | A |

3.4 Overview of service plan progress in the Development Department

| Service | Key Actions | RAG Rating | Number |
|---|---|---|---|
| Directorate Plan | 32 | Green | 10 |
| | | Amber | 22 |
| | | Red | 0 |
| Community Planning & Development | 14 | Green | 10 |
| | | Amber | 4 |
| | | Red | 0 |
| Economic Development | 13 | Green | 8 |
| | | Amber | 5 |
| | | Red | 0 |
| Housing | 15 | Green | 7 |
| | | Amber | 8 |
| | | Red | 0 |
| Planning | 4 | Green | 3 |
| | | Amber | 1 |
| | | Red | 0 |
| Transport Planning | 11 | Green | 6 |
| | | Amber | 4 |
| | | Red | 1 |
| Shetland College & Train Shetland* | 18 | Green | 1 |
| | | Amber | 17 |
| | | Red | 0 |
| **Development Services Directorate Plan Total** | **107** | **Green** | 45 |
| | | **Amber** | 61 |
| | | **Red** | 1 |

3.5 The Committee is invited to comment on any issues which they see as significant to sustaining and improving service delivery.

## 4.0 Implications

Strategic

4.1 Delivery on Corporate Priorities – Effective Planning and Performance Management are key features of the Council's Improvement Plan and part of the "Organising our Business" priority in the Council's Improvement Plan.

4.2 Community /Stakeholder Issues – Effective performance management and continuous improvement are important duties for all statutory and voluntary sector partners in maintaining appropriate services for the public.

4.3 Policy and/or Delegated Authority –

The Council's Constitution – Part C - Scheme of Administration and Delegations provides in its terms of reference for Functional Committees (2.3.1 (2)) that they;

"Monitor and review achievement of key outcomes in the Service Plans within their functional area by ensuring –

(a) Appropriate performance measures are in place, and to monitor the relevant Planning and Performance Management Framework.

(b) Best value in the use of resources to achieve these key outcomes is met within a performance culture of continuous improvement and customer focus."

4.4 Risk Management – Embedding a culture of continuous improvement and customer focus are key aspects of the Council's improvement activity. Effective performance management is an important component of that which requires the production and consideration of these reports. Failure to deliver and embed this increases the risk of the Council working inefficiently, failing to focus on customer needs and being subject to further negative external scrutiny.

4.5 Equalities, Health and Human Rights – The Council is required to make sure our systems are monitored and assessed for any implications in this regard.

4.6 Environmental – NONE.

Resources

4.7 Financial – The actions, measures and risk management described in this report has been delivered within existing approved budgets.

4.8 Legal – NONE.

4.9 Human Resources - NONE.

4.10 Assets and Property – NONE.

**5.0 Conclusions**

5.1 This report demonstrates good progress on the Directorate and Service plans for 2013/14.

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Date 03 March 2014

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List of Appendices
None.

Agenda Item

**3**

# Shetland Islands Council

**Development Committee** **12 March 2014**

| **Economic Development Policy Statement 2013-2017 – Review 2014** | |
|---|---|
| Report No: DV013-F | |
| **Report Presented by: Business Development Project Manager** | **Economic Development Development Services Department** |

## 1.0 Summary

1.1 The purpose of this report is to present to the Committee a final draft Economic Development Policy Statement 2013-2017, following the agreed annual review process undertaken by the Economic Development Service.

## 2.0 Decision Required

2.1 That the Development Committee RESOLVE to adopt the updated Economic Development Policy Statement 2013-2017.

## 3.0 Detail

3.1 The Economic Development Policy Statement 2013-2017 was produced following work by the Council's Economic Policy Working Group and Economic Development staff to develop a set of policy actions to guide the work of the Economic Development Service for the period of the current Council, and in the context of Council budget cuts in general and cuts to service budgets specifically.

3.2 The attached Policy Statement presents the overall aims and objectives of the Economic Development Service for the period 2013-2017, and details specific actions, measures and outcomes, including timescales, through which the Service will seek to realise these objectives. These are incorporated into and inform the direction of the Service Action Plan.

3.3 The Policy Statement is subject to an annual review process in order to ensure that all actions and measures reflect current economic development priorities. This is to ensure that the statement remains current and that policy decisions are based

## 4.0 Review and Amendments

4.1 The review process was undertaken by staff within the Economic Development Service at the direction of the Executive Manager. The Policy Working Group was consulted on changes, amendments and additions to existing policies

4.2 The most significant amendments to the previous policies and measures include:

4.2.1 Addition of references to financial assistance measures adopted by the Service and approved by the Development Committee, specifically the Economic Development Grant Scheme and the Business Start Up Grant Scheme.

4.2.2 Update of measures and targets relating to the work of Shetland Telecom, to accurately reflect current service priorities.

4.2.3 Addition of measures relating to service work in identifying potential uses for vacant Council properties.

4.2.4 Addition of actions, measures and targets which refer to Shetland Museum and Archives and Architectural Heritage Programme to reflect areas of service work.

4.3 The next review process will commence on November 2014.

## 5.0 Implications

Strategic

5.1 Delivery On Corporate Priorities – This document establishes Corporate Priorities with regard to economic development and establishes a policy framework for the period of the current Council.

5.2 Community /Stakeholder Issues – Consultation with local industry representatives, community organisations and other relevant public sector and local authority representatives were carried out and feedback incorporated into the initial drafting of this statement.

5.3 Policy And/Or Delegated Authority – The Policy Statement provides a policy framework by which the Economic Development Service will operate for the period of the current Council, and so establishes rather than addresses Council policy.

The Development Committee has delegated authority to implement decisions within its remit, in accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations.

As the contents of this report and appendix relates to policy and strategy within the Development Directorate, the Development Committee has delegated authority to make a decision.

5.4 Risk Management – This document establishes a policy framework for the Economic Development Service and thus provides guidance for how the Service will operate for the period of the current Council. Without a defined policy direction which reflects current economic circumstances and policies, the Council risks presenting an inconsistent message to local industry and the wider public on how economic development issues are addressed in a time of reducing budgets. Adopting this Policy Statement, and incorporating a review period, allows the Council to present clear and up-to-date guidance on these issues.

5.5 Equalities, Health And Human Rights – None.

5.6 Environmental – In order to comply with national public policy on the implementation of new schemes, strategies and policies put forward by public agencies, the draft Economic Development Policy Statement was submitted for Strategic Environmental Assessment pre-screening on 05 June 2013. Correspondence from SEA Gateway stated that if no correspondence was received from Consultation Authorities within 10 working days then it could be assumed that no concerns had been raised. No comments were received from Consultation Authorities in the period.

Resources

5.7 Financial – There are no direct financial implications arising from adopting this Policy Statement. Upon adoption, the Policy Statement provides guidance for how budgets within the Economic Development Service are apportioned to best achieve the aims and objectives described.

5.8 Legal – None.

5.9 Human Resources – None.

5.10 Assets and Property – None.

## 6.0 Conclusions

6.1 This report recommends that the attached Policy Statement be adopted as a formal policy framework for the Economic Development Service.

For further information please contact:
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*27 February 2014*

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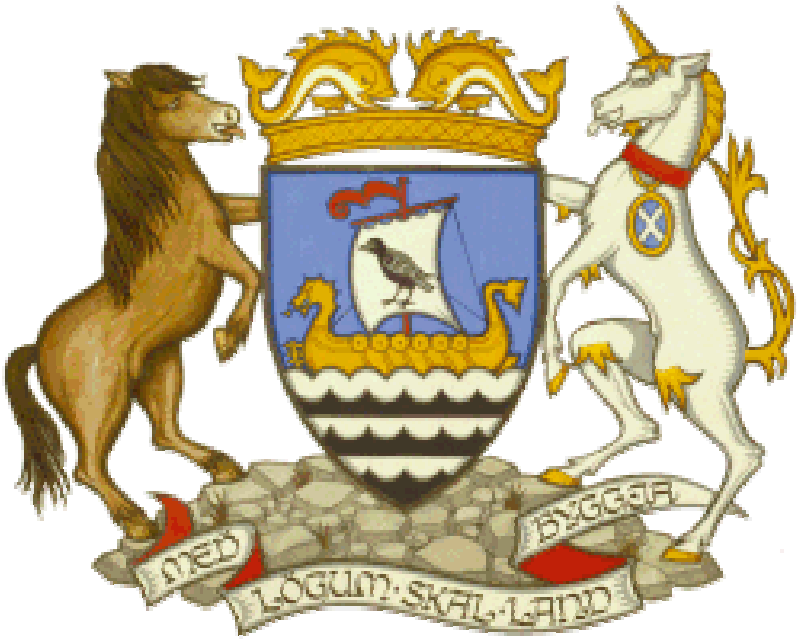
List of Appendices
Appendix I – Economic Development Policy Statement 2013-2017

END

# Shetland Islands Council




# Economic Development Policy Statement 2013-2017

V2.3 24 January 2014

# Contents


| | Page |
|---|---|
| **1 – Introduction** | **1** |
| **Links to Local and National Strategies** | |
| **2 – Scottish Government's Economic Strategy** | **3** |
| **3 – Single Outcome Agreement** | **5** |
| **4 – SIC Corporate Plan** | **7** |
| **5 – Directorate and Service Plans** | **8** |
| **6 – Local Strategic Engagement** | **9** |
| **Economic Development Policy Statement** | |
| **7 – Aims and Objectives** | **12** |
| **8 – Actions, Measures, Outcomes and Timescales** | **13** |
| **Guidance and Monitoring** | |
| **9 – Review and Monitoring Procedure** | **22** |
| **10 – Operating Principles and Guidelines** | **23** |

## 1.0 Introduction

1.1 This document forms an integral part of Shetland Islands Council's Corporate Plan, which covers the period 2013 to 2017. The Economic Development Policy Statement will act as the policy framework for the work of the Council's Development Committee and the Economic Development Service. It is expected that policies will be added, amended or deleted in the course of the Council's work so the Economic Development Policy Statement will be updated regularly by the Development Committee to reflect these changes.

1.3 An effort is made to link the Council's economic development work to other local and national strategies. Foremost among these is the Scottish Government's Economic Strategy, which is discussed in more detail below, but this document also links to the objectives and actions of the Single Outcome Agreement. The policies detailed within are informed and driven by the Council's Corporate Plan, and in turn inform the Economic Development Service Plan.

1.4 The next few years will be a crucial time for Shetland's economy. Although local economic conditions are currently more favourable than elsewhere in the United Kingdom, manifested in low unemployment, high rates of economic activity and an increasing population, the effects of the global economic downturn are evident, notably in the continuing contraction of public services and evidence of reduced demand in certain sectors. Nevertheless, local industrial sectors continue to perform strongly, most notably the combined fisheries sectors (aquaculture, processing and catching), which contribute around one-third of Shetland's total economic output; the TOTAL gas plant development will have a significant impact on local businesses and services, as well as the local labour market, for years to come, and developments in oil and gas, renewable energy and decommissioning offer important opportunities. The integration of next-generation broadband will bring economic and social benefits, as well as a demonstration of innovative methods of infrastructure delivery and the implementation/development of new technology.

1.5 The promotion of Shetland as a forward-looking place to invest in, as a desirable community to live and work in, and as a place with a reputation for high quality goods and services will continue to be a touchstone for economic development. The development of promotional initiatives and proactive marketing is key to this, as is the continued tailoring of local services to market needs. Through the Business Gateway the service will seek to strengthen the local private and social sector through skills development, business planning and ensuring enterprising activities are efficiently targeting their key markets.

1.6 The rest of the document details the key operating principles of the Economic Development Policy Statement, the aims, objectives and targets which the service will seek to deliver over the period of the current Council, and how this links to wider national and local strategies.

1.7 On the recommendation of SIC Development Committee (14 August 2013; min. ref. 37/13) this policy was adopted by Shetland Islands Council Executive Committee at the meeting of 20 August 2013 (min. ref. 66/13).

## 2.0 Links to Scottish Government Economic Strategy

2.1 Published in 2011, the Scottish Government Economic Strategy advances the Purpose of the Scottish Government, which is:

"…to make Scotland a more successful country, with opportunities for all to flourish, through increasing sustainable economic growth[1]."

2.2 To realise this Purpose, the Government Economic Strategy focuses on accelerating economic recovery in the context of challenging global economic conditions, with a range of measures to tackle unemployment and promote employability.

2.3 The focus of the Government Economic Strategy is on six Strategic Priorities[2] to drive sustainable economic growth, detailed below:

**Supportive Business Environment**

"Our ability to promote prosperity and jobs depends on the performance of our businesses - both large and small….[our] approach will focus our efforts on growth companies, growth markets and growth sectors."

**Transition to a Low Carbon Economy**

"…to reflect the excellent opportunity we have to secure investment and jobs from this growing sector and ensure that the benefits of this transformational change are shared across the economy and our communities."

**Learning, Skills and Well-being**

"[A] skilled, educated and creative workforce is essential to creating a more competitive and resilient economy. And in the face of the ongoing effects of the recession, it is vital that we develop the skills and employability of Scotland's workforce, and reduce the number of people who are out of work or underemployed - particularly amongst our young people."

**Infrastructure Development and Place**

"[We] will harness the strength and quality of Scotland's cities, towns and rural areas and promote the digital economy. Our focus on place is also about improving the overall quality of life in our neighbourhoods."

**Effective Government**

"[This] is fundamental to the successful implementation of the Government Economic Strategy, as it is only by the actions of the public sector being fully coordinated and aligned can we maximise Scotland's potential. Central to this will be nurturing and developing the talents and creativity of all our public servants."

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[1] Scottish Government, *The Government Economic Strategy* (13 September 2011), p.8
[2] Scottish Government, *The Government Economic Strategy* (13 September 2011), p.8-10

**Equity**

"As well as being a desirable outcome and characteristic of growth, Equity - social, regional, and inter-generational - is also a key driver of growth and jobs. Only by ensuring that everyone has an opportunity to succeed will we fully maximise the nation's potential."

2.4 Delivery of the Purpose and the Strategic Priorities is supported by five Strategic Objectives[3], carried over from the 2007 Government Economic Strategy and detailed below:

**Wealthier and Fairer** - Enable businesses and people across Scotland to increase their wealth and to ensure that more people share fairly in that wealth.

**Smarter** - Expand opportunities for all Scots to succeed from nurture through to life long learning ensuring higher and more widely shared achievements.

**Healthier** - Help people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care.

**Safer & Stronger** - Help local communities to flourish, becoming stronger, safer places to live, offering improved opportunities and a better quality of life.

**Greener** - Improve Scotland's natural and built environment and the sustainable use and enjoyment of it and facilitate the transition to a low carbon economy.

2.5 The policies and approach detailed in this document are consistent with the purpose, priorities and objectives of the Government Economic Strategy and will contribute to the delivery of sustainable economic growth locally and nationally.

[3] Scottish Government, *The Government Economic Strategy* (13 September 2011), p.21

## 3.0 Links to Single Outcome Agreement

*"Effective community planning arrangements will be at the core of public service reform. They will drive the pace of service integration, increase the focus on prevention and secure continuous improvement in public service delivery, in order to achieve better outcomes for communities. Community planning and SOAs will provide the foundation for effective partnership working within which wider reform initiatives, such as the integration of health and adult social care and the establishment of single police and fire services, will happen."*
**(Scottish Government/COSLA Statement of Ambition, 15 March 2012)**

3.1 Previously the mechanism by which the Scottish Government monitored annual progress on national indicators by public services at local authority level, the Single Outcome Agreement (SOA) has undergone a change of focus. The main priority of the SOA is now to demonstrate how an "integrated approach" i.e. partnership working, between local public agencies delivers significant local outcomes, and how these contribute to National Outcomes.

3.2 Under the new approach, SOAs will[4]:

- Use an evidence based approach, underpinned by disaggregated data, to drive improvement in meeting the differing needs of local populations;
- Include clear performance commitments that will lead to demonstrable improvements in people's lives;
- Focus upon reducing outcome gaps within populations and between areas – and promote early intervention and preventative approaches in reducing outcome inequalities; and
- Identify priorities for interventions and include plans for prevention, integration and improvement to promote better partnership working and more effective use of resources.

3.3 Community Planning Partnerships (CPPs) are the key monitoring body under which local SOAs sit, and the National Group has agreed that CPPs should have a common focus on key priorities where the aim should be to achieve transformational, not incremental, performance improvement through integrated working. These key priorities are[5]:

- Economic recovery and employment;
- Early years;
- Safer and stronger communities, and reducing offending;
- Health inequalities and physical activity; and
- Outcomes for older people.

[4] Scottish Government, *Single Outcome Agreements – Guidance to Community Planning Partnerships* (December 2012), p.2
[5] Scottish Government, *Single Outcome Agreements – Guidance to Community Planning Partnerships* (December 2012), p.3

3.4 The purpose, strategic objectives and local indicators of the Shetland Partnership SOA are detailed in the Shetland Partnership Performance Framework.

3.5 In the Shetland Partnership Single Outcome Agreement 2013, economic development, under the 'Wealthier and Fairer' National Outcome, is specifically addressed by the following Local Outcome:

"Shetland has sustainable economic growth with good employment opportunities and our people have the skills to match, good places to stay and the transport people and businesses need."

Under this Local Outcome, the SOA contains the following local objectives:

- a more diverse business base;
- more resilient and sustainable communities and community enterprises across Shetland;
- sustain high rates of employment.

3.6 These objectives, and the engagement of the Economic Development Service with relevant local agency partnerships which report to the Community Planning Partnership, particularly the Economic Development Partnership and the Skills, Learning and Employability Partnership, are addressed by the policies detailed in this document.

3.7 Progress on achieving the above local objectives will be measured by the following local indicators:

- Economic growth
- Businesses start-up rate (per 1,000 population)
- Employment rate
- Proportion on out-of-work benefits (JSA or equivalent)
- Average (median) earnings
- Skill profile of the population (% of 16 - 64 qualified at NVQ1 level or above)
- Skill profile of the population (% of 16 - 64 qualified at NVQ4 level or above)
- Proportion of school leavers in positive destinations
- Youth out-of-work claimant count (16-24)
- CO2 Emissions per capita (tonnes)

Baseline figures and targets for years 1, 3 and 10 of the SOA are included the SOA document.

## 4.0 Links to SIC Corporate Plan

4.1 This Policy Statement addresses the following priority of the Shetland Islands Council Corporate Plan 2013-2017:

"Helping build a healthy economy and strong communities.

We know we can't take direct action the way we used to, but we will work with businesses and communities to help the Shetland economy to be as strong as possible, to expand wherever possible and to encourage existing and new businesses in all parts of Shetland."

4.2 The Policy Statement contains action and measures which address the following priority actions detailed in the Corporate Plan:

**"**This year we will:

- create and put into practice a Renewable Energy Development Plan 2013-2020 which will look to find a balance between inward investment in the area and local community projects and define Shetland's proposition as a test site for renewable-energy projects;
- develop a plan to attract people to Shetland to live, work, study and invest;
- run a campaign to promote the business and community benefits of high-speed broadband;
- work in partnership with communities to identify barriers to employment and development (such as childcare issues, transport and so on) and develop long-term, creative solutions;
- continue to work with communities to identify projects which could be successful, achieve the highest possible return from community assets, strengthen communities and create jobs in remote areas;
- identify skill and trade shortages and develop action plans to support unemployed people and people whose work does not make full use of their skills and abilities get training in these areas with a specific focus on women and young people; and

By the end of this plan we will have:

- a wider business base, and a closer partnership with both traditional and emerging sectors;
- high-speed broadband available to 84% of the Shetland population;
- maintained Shetland's overall high rates of employment;
- more resilient and long-lasting communities and community enterprises across Shetland; and
- maintained working-age population levels throughout Shetland."

## 5.0 Links to Development Directorate Plan and Economic Development Service Action Plan

Development Directorate Plan

5.1 The Development Directorate was formed as a result of the Council organisation and management restructure which took place in 2011. It comprises the functions of community planning and development, economic development, housing, planning, transport planning and further and higher education.

5.2 The Development Directorate Plan provides an annual overview of the Directorate's objectives, achievements to date, key performance indicators and risk analysis.

5.3 Included in the Directorate Plan are individual Service Action Plans. These encompass activities, outcomes, objectives, actions, targets and resources as well as performance indicators for each service.

Economic Development Service Action Plan

5.4 The Economic Development Service Action Plan details the activities, objectives and targets of the service over the coming year, and the resources required to achieve this. It also identifies priority action areas and headline indicators to measure progress.

5.5 The Service Action Plan is taken forward in line with the policy aims, objectives and actions which are detailed in this document. There is a clear reporting line from the Policy Statement to the Action Plan.

5.6 Each annual Service Action Plan will contain a set of priority activities to direct resources and a set of headline indicators to measure progress. These priority activities and headline indicators are consistent with the actions and measures detailed in this Policy Statement, and will reflect key service area milestones for the year in question.

## 6.0 Local Strategic Engagement

6.1 The following section lists the public sector plans and sectoral strategies through which the Economic Development Service engages with local industry and works in partnership with industry representatives, other public sector agencies and the social and voluntary sector where appropriate to implement economic development priorities.

6.2 This section is in two parts. The first part details local government plans and strategies which may inform or are informed by aspects of the Economic Development Policy Statement, which impact on local economic activity and which are driven primarily by the corporate priorities of the Council and Scottish Government priorities and legislation. The second part comprises strategies and plans which are designed to guide service engagement with specific aspects of the local economy or guide the delivery of a specific funding stream. These plans and strategies are driven by industry and local need.

6.3 Local Government Plans and Strategies

*Shetland Partnership - Our Community Plan*

"How we use available resources will be key to influencing our success in the short-to medium-term. Service and financial planning continues to take place against a challenging environment for public sector spending and creating a balance across all areas is a key priority for Community Planning. Strengthening community involvement through Community Planning will help to ensure that available resources are used effectively and sound decisions are taken for the benefit of Shetland."

*Shetland Local Development Plan*

"The Shetland Islands Local Development Plan…sets out a Vision and Spatial Strategy for the development of land in the Shetland Islands over the next 10-20 years. The Council's Planning Service will use the land use planning policies contained in the Plan for determining applications submitted under the Planning (Scotland) Acts."

*Shetland's Local Housing Strategy 2011-2016*

"Work in partnership to enable everyone in Shetland to have access to…[a] choice of affordable housing options across all tenures that are warm and safe, energy efficient and in keeping with the Shetland environment, of good quality and in good repair, able to meet demand and the particular needs of households in inclusive and vibrant communities."

*Shetland Transport Strategy*

"The vision of ZetTrans is…to develop an effective, efficient, safe and reliable transport system for Shetland. The transport system will comprise an

integrated network of accessible, and affordable internal, inter-island and external links, which will contribute to the development of a safe, healthy, vibrant and inclusive society; a diverse, successful and self-sufficient economy, and enhanced environmental quality."

6.4 Sectoral and Industrial Plans and Strategies

*Successful and Sustainable: A Strategy for Shetland Seafood 2009-2013*

"To achieve a competitive advantage we must enhance our own and our visitors' appreciation and recognition of our seafood products, add value to the product before it leaves Shetland and retain an identity with the product after it leaves our shores. This demands continuous learning about the needs and demands of the market place to ensure appropriate product and market development."

*The Shetland Marketing Strategy*

"We must do justice to Shetland's strengths and keep our promises to our target customers…This depends on our actions in delivering excellent products and providing great experiences."

*The 2011-2014 Shetland Tourism Plan*

"Our location away from major population areas means that we will continue to be quite an expensive destination to reach. This alone means that we have to work harder than other places in the UK to attract visitors and convince them that their visit will be worth the money in everything from service quality to things to see and do."

*A Strategy for Sustainable Shetland Agriculture 2012-2016*

"The vision set out in the brief for the strategy is, 'to promote and enhance a diverse, competitive and sustainable agricultural industry in Shetland'. This means the industry not only needs to become more viable and sustainable it also has to become more diverse."

*Renewable Energy Development in Shetland: Strategy and Action Plan*

"The partners in this strategy believe that the opportunities for renewable energy development in Shetland offer our community a rare opportunity to reduce our fragility [and] can secure significant community and environmental benefits in addition to the economic benefits which could be created."

*Shetland Skills and Learning Strategy*

"This strategy…identifies areas where service providers (such as schools, colleges and training providers) can work differently, to better meet the needs of individuals, employers and communities…[and] sets out how individuals

and employers might better express and plan what skills and learning they need to put in place to meet current and future skills needs."

*On the Cusp…Shetland's Cultural Strategy 2009-2013*

"Culture…largely defines the identity of a place and its people and it promotes personal growth and community cohesion. A vibrant and distinctive culture is also a hugely important economic asset."

*European Fisheries Fund Axis IV*

"EFF Axis 4 aims to provide support for the sustainable development of fisheries areas and is available to Fisheries Local Action Groups (FLAGs) who represent the fisheries area in which they are based, and who implement an Axis 4 local development strategy for their area. The aim of Axis 4 is to increase the capacity of local fishing communities and business networks to build knowledge and skills, innovate and co-operate in order to tackle local fisheries development objectives."

# Shetland Islands Council Economic Development Policy Statement 2013-2017

**"Enabling our communities to develop their potential."**

Aim

To improve the economic well-being of Shetland by promoting an environment in which newer industries develop alongside thriving traditional industries.

Objectives

1. Link skills and knowledge development to economic need
2. Develop the economic health of local communities and a more diverse business base, through encouraging innovation and sustainable growth
3. Encourage research and adoption of enabling technologies and infrastructure
4. Develop local control and management of resources
5. Improve the reputation of Shetland as an attractive place to live, work, study, visit and invest.

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 1.1 | Through the Business Gateway encourage new business start-ups and improve existing businesses | Provide information, advice and guidance to those starting new businesses in Shetland | • Provide support to 20 new start-ups through the Business Gateway | Annual |
| | | Provide business planning advice to those looking to develop existing local businesses | • Provide advice to 20 existing businesses or social enterprises looking to expand or develop | Annual |
| | | Develop business skills among the local community through advice and training | • Support 100 clients through the Business Gateway | Annual |
| | | | • Provide 100 clients with access to Business Gateway training courses | Annual |
| | | Through monitoring and evaluation, refine local delivery of Business Gateway services to be more effective for Shetland businesses and social enterprises | • Produce annual report on Business Gateway incorporating client feedback and service review | Annual |
| 1.2 | Provide up-to-date monitoring of the Shetland economy through survey and research work | Develop, undertake and report on survey work carried out which deliver detailed and up-to-date information on the Shetland economy | • Complete the Shetland Employment Survey | 2014/2017 |
| | | | • Complete the Shetland Visitor Survey 2012/13 | 2014 |
| | | | • Complete Shetland In Statistics | Annual |
| | | | • Commission, manage and review socio-economic studies to inform Schools Reconfiguration Project | 2015 |

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 1.3 | Support a high quality marine research and training facility | Ensure financial support to the NAFC Marine Centre is appropriately targeted to meet industry needs | • 9 research and development projects with commercial applications undertaken<br>• 5 briefing notes produced for local industry and the Council on current issues facing the sector<br>• 650 enrolled students<br>• 45 training courses delivered<br>• 50 jobs maintained | Annual |
| 1.4 | Improve and develop engagement of the service with local industry | Improve service engagement with local industry<br><br>Support research and knowledge gathering to inform growth in local industry | • Support efforts within the local commercial sector towards establishing integrated working such as a Chamber of Commerce<br>• Establish, co-ordinate and report on Fisheries Support Group<br>• Identify two research projects with commercial potential | 2014<br><br>Ongoing<br><br>Annual |
| 1.5 | Develop a greater understanding of skills gaps and shortages in the Shetland labour market, and assess the future skills requirements of local industry | Devise a system for businesses to register needs for specific skills<br><br>Assess the capacity in Shetland to provide the workforce training & skills development required by Shetland industry | • Reduce the skills deficit by 30% by 2017 (baseline to be established by Shetland Employment Survey) | 2017 |

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 1.5 | Develop a greater understanding of skills gaps and shortages in the Shetland labour market, and assess the future skills requirements of local industry | Contribute to completion and implementation of Shetland Skills and Learning Strategy and Action Plan<br><br>Contribute to implementation of recommendations from Review of Tertiary Education, Training and Research in Shetland | • Completed strategy and action plan<br><br>• *tbc* | 2014 |
| 2.1 | Encourage sustainable growth in the local economy through support for business development and social enterprises. | Support 18 economic development projects, prioritising target sectors (tourism, creative industries, manufacturing, food & drink), which deliver on one or more of the following key economic outcomes:<br><br>• Improved product quality<br>• Import substitution<br>• New market development<br>• Improved productivity<br>• Improved service delivery<br>• Introduce new or improved manufacturing processes<br>• Introduce new business activity to Shetland | • 8 projects in target sectors supported under the Economic Development Grant Scheme<br><br>• 10 new businesses supported under the Business Start Up Grant Scheme | Annual<br><br>Annual |
| | | Develop and implement business review guidelines for grant aided projects and commercial investments | • Continued business review of grant aided projects and commercial investments<br><br>• Manage and regularly report on the existing portfolio of 70+ commercial investments | Ongoing<br><br>Annual |
| | | Identify best mechanism for future commercial investment and holding structure for existing investment portfolio (including Quota) | • Provide new and manage existing commercial investments which support economic development objectives. | Ongoing |

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 2.1 | Encourage sustainable growth in the local economy through support for business development and social enterprises. | Encourage growth in commercial activity through development of unused or underutilised local assets | • Investigate potential for textile business development hub located at Old Museum Building<br>• Engage with investigations in potential commercial or community uses for vacant or to-be-vacated properties within the Council's school estate | 2014<br>2014/2015 |
| 2.2 | Support communities and individuals to engage in economic activity and/or reduce the effects of peripherality and disadvantage | Support economic activity in local communities through the improvement of services and providing assistance for local development projects. | • 4 community projects generating economic activity in local communities supported under the Economic Development Grant Scheme.<br>• 4 business projects mitigating against the effects of peripherality and improving access to economic opportunities supported under the Economic Development Grant Scheme or the Business Start Up Grant Scheme | Annual<br>Annual |
| 3.1 | Provide high speed Digital Broadband in Shetland | Update the Digital Shetland strategy to ensure complementarity with the BDUK project, including full anticipated outcomes and exit/completion strategy<br>Develop campaign to promote benefits of high-speed broadband to communities businesses and households | • Updated strategy approved<br>• Promotional campaign developed and implemented | Dec 2014<br>2017 |

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 3.1 | Provide high speed Digital Broadband in Shetland | Develop technical and service needs cases for extensions of the Council broadband network to Yell and Fair Isle | • Applications submitted to Capital Programme Gateway | Dec 2014 |
| 3.2 | Support research and development projects which encourage innovation and growth in the private sector | Provide support to research and development projects which will introduce new methods of production, improve productivity or quality, or introduce new processes to the local private sector | • 2 industry-led research and development projects supported | Annual |
| 4.1 | Contribute to national, regional and local policies on renewable energy development | Develop and implement Renewable Energy Action Plan 2014-2020 to guide activity and investment<br><br>Develop Community Benefit Policy for local renewable energy development<br><br>Engage with Strategic Energy Partnership | • Approved Action Plan in place<br><br>Approved Policy in place<br><br>• Provide support and guidance to the Strategic Energy Partnership | 2014<br><br>2014<br><br>Ongoing |
| 4.2 | Support research and development projects in renewable energy across the isles, in homes, businesses and community organisations | Support 6 community-scale renewable energy projects through commercial investment and grant assistance<br><br>Develop projects which utilise increased renewable energy connections to the local grid through the NINES project<br><br>Reduce dependence on imported fossil fuels through increasing local installed renewable energy capacity | • 2 renewable energy projects in the marine environment supported<br><br>• 4 terrestrial renewable energy projects supported<br><br>• Increase local installed capacity of renewable energy<br><br>• Work with utility companies to increase capacity and storage in the Shetland grid | Annual<br><br>Annual<br><br>2015<br><br>Ongoing |

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 4.2 | Support research and development projects in renewable energy across the isles, in homes, businesses and community organisations | Reduce dependence on imported fossil fuels through increasing local installed renewable energy capacity<br><br>Deliver grant support through the Shetland Business Energy Efficiency Scheme | • Support local efforts to establish an interconnector between Shetland and the UK mainland<br><br>• 20 renewable energy projects supported | Ongoing<br><br>2014 |
| 4.3 | Maximise benefit to Shetland from Council participation in regional and EU networks. | Promote representation on relevant regional, national and European committees and take opportunities to engage and lobby on issues with bearing on the social and economic future of Shetland | • Continued engagement at officer and political level on national and EU networks. In particular:<br>  • Conference for Peripheral Maritime Regions<br>  • Convention of Scottish Local Authorities<br>  • Council of European Municipal Region Policy Committee<br>  • Highlands & Islands Convenors Group<br>  • Highlands & Islands European Partnership<br>  • Highlands and Islands European Partnership Board | Ongoing |
| 4.4 | Maintain and improve quality and sustainability management systems in key sectors through partnership arrangements with key delivery partners | Ensure delivery of local quality control measures in the seafood sector and provide funding to a local delivery partner<br><br>Support the Shetland Regulating Order through the provision of funding to Shetland Shellfish Management Organisation | • Maintain quality control measures<br><br>• Ensure sustainability and management of inshore shellfish stocks | Annual<br><br>Annual |

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 4.5 | Support community and commercial projects through local delivery of regional, national and EU funding programmes | Delivery of Shetland LEADER Programme 2007-2013 and European Fisheries Fund Axis IV | • Deliver £2.3m of LEADER support and £0.3m of Axis IV support as match funding for local development projects | 2015 |
| | | Develop local strategy and guidance for delivery of Shetland LEADER Programme 2014-2020 | • Complete strategy and Business Plan for LEADER Programme 2014-20 | 2014 |
| | | Identify opportunities for local delivery of EU Structural Funds 2014-20 | • Range of measures/projects suitable for support under key Structural Fund themes | Ongoing |
| | | Attract funding from regional, national and European programmes to support local development projects | • Investigate potential regional, national, and EU funding sources for relevant projects and develop applications | Ongoing |
| 4.6 | Develop local policies and plans, and contribute to national strategies, to maximise local control and management of resources | Support lobbying efforts on management of local resources, including the Our Islands, Our Future campaign | • Provide information, as required, to enable lobbying to be carried out by Council representatives and other stakeholders | Ongoing |
| | | Develop strategy and guidance for Rural Development Plan | • Rural Development Plan completed and approved | 2014 |
| | | Engage with and report on review of Common Agricultural Policy | • CAP review completed | 2014 |
| | | Contribute to the development of policies and guidance on the control and management of Shetland's marine environment | • Completed policies and guidance in place | 2014 |

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 4.7 | Increase local benefit from current developments in energy sector, and develop workforce and infrastructure for future developments | Hold regular meetings with companies engaged in large-scale developments to discuss issues relating to local supply chain and skills development, and prepare appropriate actions | • Up-to-date reports from Shetland Gas Plant project management on employment and recruitment issues | Quarterly |
| | | Research and communicate supply chain information relating to larger scale developments in Shetland | • Business register to be maintained and communicated to interested parties engaged in industrial developments<br>• Develop and conduct 'exit meetings' where companies are concluding large-scale developments to discuss supply chain and other relevant issues | Ongoing |
| | | Diversify Scalloway and Sullom Voe harbour areas to encourage further economic developments | • Contribute to master plans for Scalloway and Sullom Voe to introduce new business to the harbour areas and increase benefits from existing usage | 2014 |
| 4.8 | Engage with changes to EU Regional Aid guidelines 2014-2020 | Support political lobbying efforts and provide input into ongoing consultation on the Regional Aid Map 2014-2020 | • Provide information and guidance in support of lobbying efforts to ensure recognition of the unique status of island areas in development of the Regional Aid Map 2014-2020 | 2014 |

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 5.1 | Raise Shetland's external profile as a place to live, visit, work, study and do business. | Manage and monitor delivery of Promote Shetland contract in line with contract specifications and Single Outcome Agreement targets | • Increase number of businesses and people visiting and relocating to Shetland<br>• Increase positive national media coverage of Shetland<br>• Increase local inward investment from businesses located outwith Shetland | 2014-2017 |
| | | Contribute to development of a five-year plan to attract people to live, work, study and invest | • Working group established<br>• Plan finalised and approved | 2014<br>2014 |
| | | Promote Shetland as a location for filmmakers through the Scottish Locations Network | • Provide information, support and guidance to filmmakers within and outwith the UK looking to use Shetland as a location | Ongoing |
| 5.2 | Improve services and information available to visitors | Maintain and develop a cost effective local visitor information service throughout Shetland | • 12 Visitor Information Points in strategically selected rural locations<br>• 9 rural visitor attractions open by appointment during April and October | Annual<br>Annual |
| 5.3 | Increase the economic impact of the local creative sector through improved co-ordination between relevant agencies | In partnership with local stakeholders, prepare an action plan and strategy to develop the local arts and culture sector in the context of current economic conditions | • Shetland Arts and Culture Strategy and Action Plan, including key milestones and a clear implementation process | Dec 2014 |
| 5.4 | Ensure stewardship of local heritage and culture is delivered to a high standard | Manage and monitor contract delivery for Shetland Museum & Archives in line with contract specifications | • *tbc* | |

V2.3 24 January 2014

| Obj. Ref. | Action | Measure | Outcome/Targets | Timescales |
|---|---|---|---|---|
| 5.4 | Ensure stewardship of local heritage and culture is delivered to a high standard | Provide core funding to Shetland Amenity Trust's Architectural Heritage Programme | • £85,000 approved as core funding for the Architectural Heritage Programme for 2014/2015 | 2014/2015 |

## 9.0 Review and Monitoring Procedure

9.1 This set of policies will be subject to annual review by the Economic Development Service and the Development Committee to monitor progress on approved outcomes and ensure that all measures, actions and outcomes are up-to-date, achievable and relevant in the context of the Council's economic priorities.

9.2 During review of the policy statement, it is expected that the Service will produce up-to-date information on achievement of outcomes, and that actions and measures which have been achieved and are not recurring will be updated or removed from the policy statement. Similarly, new actions or measures which arise from policy decisions from the Council may be added into the statement at this point.

9.3 The review procedure will be scheduled to take place in November of each year, and will be timetabled to conclude in February of the following year, after which the Service Action Plan will be drafted reflecting updates and revisions to the Policy Statement.

The following personnel will be involved in the review of the Policy Statement:

- Chair – Development Committee
- Vice Chair – Development Committee
- Director – Development Services
- Executive Manager – Economic Development
- Economic Development staff as deemed appropriate

Staff from other services may be consulted on this review process where this is deemed necessary and appropriate. The review will conclude with a seminar involving the members of the Development Committee, in addition to the above staff and elected members.

9.4 The next review of this Policy Statement will be scheduled to take place in November 2014.

## 10.0 Operating Principles and Guidelines

10.1 Social Inclusion

The Council is committed to upholding people's rights, to promoting social inclusion, to protecting the vulnerable and the disadvantaged and to ensuring that all citizens have equal opportunity to fulfil their potential. The Council aims to promote an inclusive society which values diversity and works to secure and protect the rights of all the people of Shetland by combating disadvantage, discrimination, risk, exploitation and abuse.

10.2 Sustainable Development

In all aspects of economic development work the Council will endeavour to find sustainable solutions for economic development. Sustainable development is defined as development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

10.3 Evidence of Need

Council investment in economic development projects should lead to the creation or improvement of a process, service or product that could not have happened without the Council's assistance. Funds will only be awarded to projects that cannot proceed without assistance, and all applicants for financial assistance must be able to provide evidence of need for Council funds.

10.4 The Role of Development Agencies

While the ongoing efforts of all organisations participating in economic development are important, the future success of the economy depends on the businesses and workers making a living in Shetland. Development agencies have a role in facilitating and supporting economic development and working in partnership with businesses to achieve prosperity.

10.5 Financial Duty of Care

The Council has a duty of care to the public purse in terms of maximising the productive use of public funds for economic development activity. In this regard the Council has a duty to thoroughly examine and make informed judgements on the viability of projects being considered, the need for public assistance, the probability of changes in the environment that projects will operate in and any potential negative impacts which may arise from the awarding of Council assistance, such as impacts on local competition.

10.6 State Aid Compliance

The Council must comply with State Aid regulations which govern the investment of public money in private enterprise.

10.7 Promoting Independent Working

The Council will seek to ensure the financial independence of businesses and organisations that benefit from public assistance. In particular there is a need to avoid situations where dependencies can arise.

10.8 Transparency

The availability of services, eligibility for services and the process of applying for and approval of services will be made clear to all potential applicants. The details of all awards of financial assistance to applicants will be published in the local media.

Agenda Item

**4**

# Shetland Islands Council

**Development Committee** **12 March 2014**

| **Common Agricultural Policy Reform – Progress Report** | |
|---|---|
| **DV014-F** | |
| **Executive Manager- Economic Development** | **Development Services Economic Development** |

## 1.0 Summary

1.1 The purpose of this report to seek the Committee's endorsement of the Highlands and Islands Agricultural Support Group's (HIASG) position on the current Common Agricultural Policy (CAP) consultation exercises being undertaken by the Scottish Government.

1.2 The report explains:

- The background to CAP reform
- The work that the Scottish Government is doing to implement CAP changes in Scotland
- What the HIASG is doing to influence the Scottish Government
- What the changes may mean for Shetland agriculture

## 2.0 Decision Required

2.1 That the Development Committee NOTES the work being done by the HIASG to rebalance agricultural support towards the Vulnerable Farming Areas of Scotland, as specified in paragraph 3.5 in this report, and to agree the response being made by HIASG to the stage two consultation exercise for Direct Payments, also specified in paragraph 3.5.

## 3.0 Detail

### 3.1 CAP Reform

The EU took decisions in 2013 to implement a revised CAP for the period 2015-21. In general the decisions moves the support mechanisms for agriculture in the EU further away from the production support that resulted in the wasteful “food mountains” of the past towards a more land based market driven system. The need to make these changes is also driven by the GATT treaty which enables trading with countries outside the EU.

Agricultural support from the EU will be delivered through two main related regulations that cover Direct Payments for Farmers (Reg. 1306/2013) and Rural Development (Reg. 1305/2013). Under the Direct Payments regulation the EU is seeking to even out the support paid in the many regions of the EU member states to an equal distribution of support to farmers in each region by 2019. In addition there will be “top ups” from a greening payment, designed to deliver environmental benefits, targeted livestock headage payments, and an extra payment for young farmers. The Rural Development regulation provides the opportunity for member states to introduce measures that assist wider rural development. Some of these measures also relate to agriculture but they also impact on forestry, rural services and protecting the rural environment.

### 3.2 Scottish Government Implementation of CAP Regulations

The Scottish Government has been involved in an intensive research and consultation process into how the CAP regulations will be delivered in Scotland after 2015. This process began four years ago in 2010. An initial inquiry on agricultural support in 2010/11 was followed up by CAP Stakeholder meetings into a number of aspects of the CAP relevant to Scotland. In 2013 the Scottish Government issued stage one consultations on the implementation of the Direct Payments and Rural Development regulations. The stage two consultations on the regulations were issued in December 2013. Responses for the Rural Development consultation (Scottish Rural Development Plan (SRDP)) had to be submitted by 27 February 2014. Responses for the Direct Payment regulation have to be submitted by 31 March 2014.

Regarding the Direct Payments delivery, the Scottish Government has proposed that Scotland will be divided up into two regions based on agricultural systems rather than geography. The first region is a combination of arable cropping and permanent grassland. The second region is rough grazing. These types of farming are already defined for the current single farm payment method and form a patchwork across Scotland with far more rough grazing in the Highlands and Islands than in the lowland farming areas. In the stage two consultation exercise the Scottish Government has proposed that the balanced payment for the first region will be €200/ha by 2019. The payment for the second region is proposed at €25/ha by 2019. Top up measures will include a greening payment, a payment for young farmers and a beef calf headage scheme.

Regarding the SRDP delivery mechanism, the Scottish Government has identified the following schemes as being the most appropriate for Scotland. These measures are very similar to the existing SRDP but do vary in detail.

Agricultural/Forestry

- Least Favoured Area Support Scheme (LFASS)
- New Entrants Scheme
- Crofting and Small Farm Support
- Agri-Environment/Climate Scheme
- Forestry Grant Scheme
- Support for Co-operative Action

Other Schemes

- Small Rural Businesses Schemes
- Food and Drink Support
- LEADER
- Knowledge Transfer and Innovation Fund

### 3.3 Highlands and Islands Agricultural Support Group (HIASG)

The HIASG was formed in 2011 in the aftermath of the Scottish Government's inquiry into agricultural support. HIASG consists of the five local authorities in the Highlands and Islands as the main active participants with other organisations such as RSPB, SNH, NFUS, HIE and the Scottish Crofters Foundation involved in an advisory capacity. The main reason for forming HIASG was a fear that the strong lobbying activities of farmers in the more productive areas of Scotland would sway the Scottish Government's thinking on the future distribution of support in favour of the larger beef farms and arable enterprises in the lowland areas. This fear is based on what has happened in the past. For example, the Scottish Government's definition of the LFASS area extends to most of Scottish farming and not just what the EU defines as being "least favoured". I have attached a copy of HIASG's Position Statement, prepared in 2011, for further information on the work of the Group (Appendix 1). Since 2011 HIASG has:

- Published a detailed study on Vulnerable Farming Areas in Scotland to help inform the debate on CAP in Scotland

- Met regularly with senior Scottish Government officers involved in designing the new support system

- Attending CAP Stakeholder group meetings, conferences etc

- Corresponded with the Cabinet Secretary and MSPs

- Submitted responses to all consultations

- Engaged with other stakeholders such as NFUS at national level

In summary HIASG attempts to persuade the Scottish Government to implement the CAP Reform regulations within the spirit of the EU's intentions, which is to direct support where there is most need.

### 3.4 The Impact of CAP Changes on Shetland Agriculture

The agricultural industry in Shetland, 960 businesses, benefits from EU agricultural support to the level of 50-60% of its turnover. This is similar to the levels of support across all of Scottish agriculture. For Shetland the support brings around £9M a year into the local economy. The changes to the Direct Payment may benefit Shetland due to the fairly high levels of permanent grassland defined under the current system. However, is also seems apparent that the most productive farmers in Shetland may experience a loss in their support as rebalancing occurs downwards towards the €200/ha in 2019. The very low payment for rough grazing also continues to be of deep concern particularly as sources within the Government have suggested that the actual payment may be as low as €15/ha. Overall the new Direct Payment system may result in an uplift of around €2M a year by 2019 (currently €5.5M). It is far more difficult to predict what the changes to SRDP will mean for Shetland agriculture. This is because the full details of the schemes are not yet available.

### 3.5 What HIASG is Making Representation to Achieve

I have attached, as appendix two, a copy of a letter which I prepared for the Cabinet Secretary recently. The letter was sent by both Highland and Western Isles Councils. It describes HIASG's concerns relating to the recent consultation exercises. I have also attached a copy of HIASG's response on the SRDP consultation.

The particular requests made by HIASG are listed below beginning with the Direct Payments consultation:

- Better support in the Vulnerable Farming Areas for the existing pockets of more intensive activity such as more productive businesses in Shetland.

- An increase in the proposed support payment on rough grazing to €35/ha, directed at active farmers, so that sufficient levels of agricultural activity are retained in the remoter communities.

And for the SRDP consultation:

- "the Highlands and Islands Agricultural Support Group is disappointed that the proposed SRDP has not been developed in a way that links Pillar 2 support better with Pillar 1. There needs to be a far higher emphasis on plans to include cross measure packages to encourage a more systematic approach to land management. It is regrettable that the budget is generally so restrictive and all the more important that a cap is introduced to limit support for larger projects. We would also welcome more of the SRDP to be delivered through regional mechanisms with attached budgets to encourage wider spread of development throughout rural Scotland."

- The budget for SRDP is inadequate. In particular some schemes will have to cover continuing approvals from the current programme so will not have scope for much new work.

- LFASS need to be reviewed as it stands to help producers in the Vulnerable Farming Areas faced with additional costs of production. This also needs to be done so that the switch to the new Areas of Natural Constraint Scheme in 2018 is a simpler process.

- Only small farms in the crofting counties should benefit from inclusion in the Crofting Support Scheme.

- The agri-environment scheme needs to be much better targeted and is little better at present than a top up measure for the direct payment support.

## 4.0 Implications

4.1 Delivery On Corporate Priorities – The work of the HIASG ties in with the Healthy Economy- Strong Communities part of the Corporate Plan. Agricultural support is recognised in the CAP as the main measure to strengthen communities in rural areas.

4.2 Community /Stakeholder Issues – The work of HIASG has been discussed with Shetland's Agricultural Support Group. The recent consultation exercises were discussed with the local industry at the Group in January.

4.3 Policy And/Or Delegated Authority – This report has been prepared under the following actions contained in the Council's Economic Development Policy Statement 2013-17.

"Maximise the benefit to Shetland from Council participation in regional and EU networks"

"Support community and commercial projects through local delivery of regional, national and EU funding programmes."

The Development Committee has delegated authority to implement decisions within its remit, in accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations.

As the subject of this report is covered by existing policy the Development Committee has delegated authority to make a decision.

4.4 Risk Management – The main risk associated with this work is that the local agricultural industry could end up with less support than it has benefitted from in the past. This risk is being addressed by ensuring that a message gets across to the Scottish Government to provide proper support for agriculture in the Vulnerable Farming Areas.

4.5 Equalities, Health and Human Rights – None.

4.6 Environmental – It is important that Shetland benefits to the full from the environmental improvement schemes included in the CAP.

Resources

4.7 Financial – There are no financial implications arising from this report.

4.8 Legal – None

4.9 Human Resources – None

4.10 Assets And Property – None

## 5.0 Conclusions

5.1 The CAP reform process is of significant importance to agriculture as so much support is delivered to farming through the CAP regulations. A view was taken in 2011 that the Highlands and Islands would have a stronger voice in the process if the Councils in the region formed a joint campaign. The Committee is asked to endorse the work of HIASG and agree to the response being made for the Direct Payments stage two consultation.

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For further information please contact:
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*27 February 2014*

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List of Appendices
Appendix 1 – Position Statement, HIASG
Appendix 2 –Letter to Cabinet Secretary
Appendix 3 – Detail of HIASG response on SRDP Stage 2 Consultation

END

**Appendix 1**

## Supporting Farming in Scotland's Vulnerable Areas

## A Position Statement of the Highlands and Islands Agricultural Support Group

Farming and crofting is a vital part of Scotland's economy, its culture and rural communities; many people depend on it for their livelihoods. At the same time, much of Scotland's valued wildlife and landscapes and the quality of its natural environment depend on farming activity.

There is growing evidence that farming activity is declining in some parts of Scotland and mounting concern that this may lead ultimately to land abandonment. This decline is most clear in the northern and western parts of Scotland, where hill farming and crofting systems predominate. There is a strong case for considering these areas as **Vulnerable Farming Areas** (VFAs). The consequences of declining farming and crofting activity for Scotland's rural economy, its communities and the environment are all largely negative.

A combination of factors is thought to be contributing to this agricultural decline. Low intensity farming and crofting systems, in the areas most affected, have always been at a disadvantage. Factors such as harsh climatic conditions, poor quality land and distance from markets, present challenges which farmers on more fertile and productive land, and closer to markets and centres of population, largely do not have to face. An increasingly tough economic climate, with rising input costs and volatile prices, can only exacerbate these challenges. Meanwhile, the current system of agricultural support payments that could help farmers and crofters survive in these areas is weighted in favour of farming in the less peripheral and more productive regions of Scotland for historic reasons.

***Securing the future of farming and crofting systems in Vulnerable Farming Areas is important for Scotland's economy, people and its environment. The Highlands and Islands Agricultural Support Group[1] calls for:***

- Recognition of the particular economic, social and environmental value of farming and crofting systems in VFAs.
- Acknowledgement of the decline in farming and crofting activity across large parts of the VFA and of the increasing threat of land abandonment in some areas.
- Agreement that continuing declines in farming and crofting activity and possible land abandonment would have serious impacts on Scotland's rural economy, communities and environment.
- Concerted effort to halt the decline in farming and crofting activity in the VFA and to maintain sustainable businesses, communities and the environment, by effective targeting of current agricultural support measures.
- The Scottish and UK Governments to secure a reform of the Common Agricultural Policy (CAP) from 2014 which will offer flexibility and enable support to be better targeted to VFAs through both Pillar I and Pillar II measures.

[1] The Group consists of representatives from: Highland Council, Shetland Council, Orkney Islands Council, Comharle Nan Eilean Siar, Argyll and Bute Council, Highlands and Islands Enterprise and RSPB Scotland.

## What are Vulnerable Farming Areas?

In April 2011, the Highland and Island Councils commissioned Rural Analysis Associates to undertake some work to define the vulnerable areas of Scotland. This work explored a number of indicators of vulnerability and produced an indicative map of vulnerable areas in Scotland[2].

More work is required to further elaborate indicators of vulnerability but, based on the evidence to date, the Highlands and Islands Agricultural Support Group considers that VFAs are areas where:

- Farming and crofting systems face a number of disadvantages or handicaps compared to farming systems in other areas. These include: challenging climate conditions (temperature, precipitation etc); poor quality land (soil quality, slope, altitude); and, distance from markets. These handicaps are a constraint to the economic viability of farming systems in these areas.
- The predominant type of farming and crofting systems – low intensity, livestock production – is of high nature value and its continuation is essential to the conservation of biodiversity and environmental management more widely.
- Farming and crofting is a significant component of the local and regional economy and where farmers, crofters and their families make up a substantial proportion of local communities.
- Despite the challenges faced, farming and crofting activity supports, and contributes significantly to, the wider Scottish agricultural supply and demand chains and is also very important to Scotland's tourism industry.
- A significant decline in agricultural activity or land abandonment would have serious economic, social and environmental impacts across the area which would subsequently require to be addressed via non-agricultural support mechanisms.
- Opportunities both for on-farm and off-farm diversification are much more limited than in other parts of Scotland.

## The situation in Vulnerable Farming Areas

Evidence presented by Rural Analysis Associates highlights some of the key issues in the VFAs:

- Substantial declines in breeding sheep and cattle numbers in the north and west of Scotland over the last 10 years with agricultural activity in some areas thought to be at a 'tipping point' and some evidence of land abandonment[3].
- Significant decreases in agricultural employment in the VFA and loss of skilled labour.
- Low profitability of livestock production in the VFAs and a higher than average dependence on CAP support for survival (but receiving the lowest payment rates per ha under various measures).

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[2] Rural Analysis Associates (2011) Defining the Vulnerable Areas of Scotland. A report for the Highland and Island Councils.

[3] SAC *Farming's Retreat from the Hills* (2008); Holland, J. P., Morgan-Davies, C., Waterhouse, T., Thomson, S., Midgley, A. & Barnes, A, *An Analysis of the Impact on the Natural Heritage of the Decline in Hill Farming in Scotland.* Scottish Natural Heritage Commissioned Report No. 454.(2011

- Higher input costs and higher product-to-market costs, particularly for farmers and crofters on the islands, compared to many of their counterparts on the mainland and in more accessible rural areas.

- Local and complex upstream and downstream value chain networks which are wholly dependent upon critical levels of local agricultural activity and production.

- The high nature and scenic value of the VFA and the threat to this of a decline in farming activity and certain management practices e.g. declines in biodiversity, impacts on landscape quality and increased fire risk resulting from changes in grazing regimes.

- The consequences for local communities of a decline in farming and reductions in farm labour e.g. for the school roll, active clubs and community activities and for visitors and tourism more widely.

### Current support for VFAs

Scottish agriculture currently receives c.£670 million of public support through various Common Agricultural Policy (CAP) payments. For historic reasons, payments are weighted in favour of farming systems in the more productive regions of Scotland rather than VFAs. Halting agricultural decline in the VFAs is likely to require the Scottish Government to use a range of CAP measures – including both Pillar I and Pillar II measures. Support is needed to help underpin the existing farming and crofting systems and the land management they carry out and to encourage specific activity in order to boost income streams and protect and enhance the environment.

Negotiations are currently underway to reform the CAP from 2014; this process offers an opportunity to re-focus support towards VFAs and prevent further declines in agricultural activity. Current CAP reform proposals emerging from Brussels indicate a number of changes will be required in relation to both Pillar I and Pillar II measures. Most significantly, is the intention to require Member States to change the way in which the Pillar I – Single Farm Payment is allocated and to 'green' it. Pillar II – rural development support is likely to see a move to a new and more objective approach to allocating funding to Member States and regions and the introduction of some new measures. These changes present opportunities for the Scottish Government to re-focus CAP support towards the VFAs. Specific options include:

- Moving from an historic to a more equitable area based system of support under the Single Farm Payment in such a way that some re-distribution occurs. Farming and crofting systems in the VFAs should receive an uplift in overall support.

- Ensuring provision is made, when introducing an area based system of support, to assist new entrants in the VFA, which is crucial as people and skills in the agriculture sector decline.

- Giving an additional Pillar I payment to farming and crofting systems in 'areas with natural constraints' (effectively Scotland's Less Favoured Area) using 5% of the overall SFP budget. The payment should be targeted specifically at the most vulnerable farming and crofting systems within the wider LFA.

- Ensuring that Scotland receives an increased share of EU rural development funds (Scotland currently receives the lowest level of support across the EU) by making a strong case for support and highlighting the need for funding to: improve the competitiveness of agriculture; secure the sustainable management of natural resources; and, help the development of rural areas.

- Designing a Scotland Rural Development Programme (SRDP) for 2014-2020 that sets clear objectives and targets for supporting farming and crofting in the VFAs and includes appropriate measures to do so. This could include developing a sub-programme for VFAs.

- Better using the Less Favoured Area Support Scheme (LFASS) within the next SRDP to target support to VFAs and give an uplift in payment levels and overall support to the most vulnerable farming and crofting systems which are also of high nature value.

- Ensuring better targeting of Rural Development Contracts (Land Manager's Options and Rural Priorities) within the next SRDP to farming and crofting systems within the VFAs to support economic, environmental and social activity.

Building a 'package' of support for farming and crofting systems in the VFAs, using the full range of Pillar I and Pillar II options which the Scottish Government will have at its disposal following the CAP reforms, will be essential to prevent agricultural and social decline and the loss of environmental public goods. In considering this issue, the Scottish Government should also explore the scope for suitable alternative payment approaches to support farming and crofting systems in the VFAs[4].

[4] See Barnes, A.P., Schwarz G., Keenleyside C., Thomson S., Waterhouse T., Polokova J., Stewart S., McCracken D. (2011) *Alternative payment approaches for non-economic farming systems delivering environmental public goods*. A report for SNH, SEPA, CCW and Northern Ireland Environment Agency.

Appendix 2

Richard Lochhead MSP, Esq.
Cabinet Secretary for Rural Affairs and the Environment
The Scottish Government
St Andrew's House
Regent Road
EDINBURGH
EH1 3DG

RF 1290

Dear Mr Lochhead,

**CAP Reform Exercise – Direct Farm Payments and SRDP Consultations**
**A View from the Highlands and Islands Agricultural Support Group**

I am writing on behalf of all Councils in the Highlands and Islands to express our disappointment on the outcome of the work streams to reform the Common Agricultural Policy in Scotland, as expressed in the current consultations on Direct Farm Payments and SRDP.

The early indications drawn from the CAP review process were that the Scottish Government was going to take more account of the needs of farmers in the Vulnerable Farming Areas. Indeed your address to the CAP Moving Forward Conference on 17 April 2013 led us to believe that meaningful progress was being made to "move support up the hill", as you put it. Now, after these consultations have been published, it is clear that we are once more faced with a pragmatic fix in the support measures which retain as much support as possible in the intensive lowland farming sectors while making a token gesture of an uplift to the extensive farming sector. Worse still, hundreds of farmers in the Vulnerable Farming Area that manage valuable commercial farming businesses will actually receive less support under the proposed new system. That just can't be right when these farmers bear higher costs of production due to their remoteness from markets and suppliers. The Scottish Government needs to do much more to rebalance support commensurate with farming needs in line with both the spirit and detail of the EU CAP reform Regulations.

In contrast to the very production focussed approach being proposed in the Direct Payment consultation, the SRDP consultation shows a scheme that is lacking in detail, is very poorly targeted, has only a limited budget and retains LFASS as it is currently operated. Once again our strong feeling in the remoter areas is that there is a reluctance in Government to align the SRDP with the direction of CAP Reform and target support based on specified agricultural, community and environmental requirements.

We do recognise the complexities of the situation that the Scottish Government is faced with and understand that the cumbersome agricultural support system that we have in Scotland is difficult to put right in a single attempt. That stated there are still

two changes that the Scottish Government could make at this late stage to help resolve some of the issues that we have identified.

First of all LFASS needs to be reviewed as it stands to help producers in the Vulnerable Farming Areas faced with additional costs of production. This also needs to be done so that the switch to the new Areas of Natural Constraint scheme in 2018 is a simpler process.

Second, the support payment on RGR needs to be increased to €35/ha, and directed at those actively farming, which is still far less than is proposed for Moorland farmers in England. This level of support is necessary to retain sufficient levels of agricultural activity in the remoter communities of the region.

I look forward to future discussions between the local authorities in the Highlands and Islands and the Scottish Government on this massive subject, which, if not properly addressed at this time, will have a long term negative impact on agriculture throughout the Highlands and Islands.

Yours sincerely

Executive Manager – Economic Development

cc: Mr David Barnes
All Highlands and Islands MSPs
Members of the Rural Affairs Committee

**Appendix 3**

**Highlands and Islands Agricultural Support Group**

**Response to SRDP Consultation**

**February 2014**

**Q1. How would you rate your satisfaction with the budget as a whole?**

Very dissatisfied

The budget is inadequate to achieve meaningful impacts across all the schemes that are proposed. Some schemes such as the agri-environment scheme have commitments from the current SRDP programme that mean a severe restriction on new approvals.

**Q2. Are you broadly satisfied with the new application process for land based investments outlined in Section 5?**

Quite dissatisfied.

The assessment process needs to be defined better than at present.

**Q3. Should support for farmers operating in constrained areas be continued through the SRDP?**

Yes

LFASS needs to be reviewed as it stands to help producers in the Vulnerable Farming Areas faced with additional costs of production. This also needs to be done so that the switch to the new Areas of Natural Constaint Scheme in 2018 is a simpler process.

**Q4. How would you rate your satisfaction with the proposals for the New Entrants Scheme?**

Very satisfied

This scheme should be introduced as quickly as possible.

**Q5. Should the Crofting Support Scheme be extended to small farms?**

Yes (but only to small farms in the Crofting Counties)

**Q6. Is a 3 to 50ha range appropriate when defining a small land holding?**

Yes

**Q7. Do you agree with the proposal for grants of £500 to be available to assist the establishment of grazing committees?**

Yes

**Q8. How would you rate your broad satisfaction with the proposals for the Crofters and Smallholders Scheme?**

Quite satisfied

Given the small budgets and the clear need for such support in the Crofting counties the scheme should be restricted to the inclusion of small farms in the Crofting Counties.

**Q9. How would you rate your broad satisfaction with the proposal for the Agri-Environment Scheme?**

Very dissatisfied.

The scheme is once more poorly targeted with an emphasis on being a top up for Pillar 1 support rather than stressing the areas of environmental improvement need. In addition the budget is very restricted leaving little scope for new applicants because there are so many projects carried forward from the existing Scheme.

**Q10 to 21 relate to forestry.**

**Q22. How would you rate your broad satisfaction with the proposals for co-operation?**

Neither satisfied nor dissatisfied.

**Q23. How would you rate your broad satisfaction with the proposals for Small Rural Business Support?**

Quite dissatisfied

The Scottish Government should consider delivering this support through a regional mechanism such as the Local Action Groups, as part of the LEADER programme, with budget transferred along with activity.

**Q24. Should the Scottish Government continue to give significant support to the food and drink sector?**

Yes

**Q25. Should selection criteria such as those listed below apply to the Food and Drink Scheme?**

Yes

**Q26. Should steps be taken to streamline processes for food companies including a one stop shop for public support?**

Yes

**Q27. How would you rate your broad satisfaction with the proposals for Food and Drink support?**

Quite Satisfied.

**Q28. How would you rate your broad satisfaction with the proposals for LEADER?**

Quite Satisfied

**Q29. Do you agree with the range of options listed below which are being included within the KTIF scheme?**

Yes

**Q30. How would you rate your broad satisfaction with the proposals for KTIF.**

Quite satisfied

**Q31 How would you rate your broad satisfaction with the proposals for the Advisory Service?**

Quite Satisfied

**Q32 Do you think the tasks set out below are the most appropriate ways for the SRN to add value to the implementation of the SRDP?**

Yes

**Q33. Do you agree with the proposal of establish thematic working groups as an approach to supporting the Rural Development Programme priorities?**

Yes

Q34

**How would you rate your broad satisfaction with the proposals for the Scottish Rural Network?**

Quite Satisfied

**Q35. How would you rate your broad satisfaction with the proposals for communicating the new Scotland Rural Development Programme?**

Quite Satisfied

**Q36 to 40 relate to monitoring and no response is being suggested to these questions.**

**Q41 and 42 invite comments on the Business Regulatory Impact Assessment (BRIA) and no comments have been made.**

**Other Comments**

The Highlands and Islands Agricultural Support Group is disappointed that the proposed SRDP has not been developed in a way that links Pillar 2 support better with Pillar 1. There needs to be a far higher emphasis on plans to include cross measure packages to encourage a more systematic approach to land management. It is regrettable that the budget is generally so restrictive and all the more important that a cap is introduced to limit support for larger projects. We would also welcome more of the SRDP to be delivered through regional mechanisms with attached budgets to encourage wider spread of development throughout rural Scotland.

Agenda Item

**5**

# Shetland Islands Council

**Environment and Transport Committee** **11 March 2014**
**Development Committee** **12 March 2014**

| **Ferries Review Impact Assessment** | |
|---|---|
| **Report :** IP-03-14-F | |
| **Performance & Improvement Adviser** | **Corporate Services** |

## 1 Summary

1.1 The 4 February 2013 meeting of the Council decided on a number of changes to the Ferries Service including staffing levels, timetabling and fare changes (Min Ref: 01/13). As part of those decisions, the Director of Development Services committed to providing "a 6-monthly update report on monitoring and evaluation of the impacts of the changes".

1.2 This report, presented on behalf of the Director of Development Services, is the first in that series of update reports, focussing on the first six months since the changes were fully implemented. This report is split into three sections, covering the impact on:

- **Ferry Users**
- **Staff**
- **Operations**

1.3 The 4 February 2013 meeting of the Council also initiated a Ferry Fares Review. The remit of the project was "to increase fare income whilst maintaining costs for regular users." Significant work was undertaken during 2013 on this review, identifying opportunities for changes to the fare structures and discount levels. This report seeks authority to progress the Ferry Fares Review further.

## 2 Decision Required

2.1 The Environment and Transport Committee is asked to RESOLVE to

- Review the impact that the ferry changes have had on staff and operations

- Recommend any additional monitoring arrangements for future Impact Assessment reports

- Agree to commission a comprehensive study of ferry usage in order to identify patterns of travel for locals and numbers of tourists travelling.

2.2 The Development Committee is asked to RESOLVE to

- Review the impact that the ferry changes have had on users

- Recommend any additional monitoring arrangements for future Impact Assessment reports

## 3 Detail

3.1 **Summary of Changes:** The main changes that were approved at the 4 February 2013 meeting of the Council were:

- **Reduction in staffing levels:** 32 posts were deleted (30 Sea Staff, 1 Maintenance and 1 member of Booking Staff)

- **Reduced sailings:** Sailings were reduced from 825 to 727 per week in winter, and from 825 to 742 per week in summer.

- **Fares re-introduced**: On Bluemull sound, fares were re-introduced for those travellers who had NOT travelled from mainland Shetland the same day.

- **Skerries:** Sailings to Lerwick were reduced from 2 to 1 per week.

### 3.2 Impact on Ferry Users

**Ferry Users Survey**

3.2.1 In February 2014, ferry users (Business and Personal) were invited to complete a survey, detailing the impact the changes had on them. In total, 315 users completed the survey. Appendix A contains a summary of the responses, and all comments in full. Common themes are:

**Business Users**

- 57% of business users are able to travel on the ferry they would like. However 42% are unable to travel on the ferry they would like, this was due to not enough sailings especially in Skerries, and also the loss of Monday/Wednesday/Weekend sailings.

- 69% of business users now have to book the ferry “significantly more.”

- 75% of business users feel the new sailing schedules are

"significantly less convenient" due to reduced frequency of sailings and businesses suggest the number of sailings to Skerries & Whalsay have been cut "dramatically" in comparison to other islands.

- "Single ferry operations lead to long gaps and crowded, booked up ferries."

**Commuters/Personal Travellers**

- 59% of personal users are able to travel on the ferry they would like "sometimes", while 39% are able to travel on the ferry they would like "often".

- 74% of users have to book the ferry "significantly more".

- 70% of users feel the new sailing schedules are "significantly less convenient".

- Survey comments suggest that the cuts to weekend sailings are affecting personal users the most.

**Frustrated Travel**

3.2.2 Frustrated travel occurs when a ferry is full and has to turn away potential passengers who are queuing. These figures do not include passengers who are unable to book (by phone) the ferry they would like to travel on. In the period July 2012 – December 2012, there were 2,205 frustrated journeys. In July 2013 – December 2013 this reduced to 1,766 frustrated journeys, a reduction of almost 20%.

3.2.3 It is surprising that the number of frustrated journeys has reduced, given the reduction in ferry crossings. Several users have mentioned in the survey that the number of ferries running full to capacity has increased. The reduction in frustrated travel may be due to increased numbers of travellers booking their journey instead of attempting to travel without prior booking.

3.2.4 Frustrated travel is very inconvenient for ferry users and should be closely monitored. It is intended that a more thorough examination of this indicator is undertaken during the full 12-month Impact Assessment exercise.

**Cancelled runs**

3.2.5 In the period July 2012 – December 2012 there were no occasions where ferry journeys were cancelled due to staff being unavailable. In July 2013 – December 2013 there were 3 days when the second ferry on one route was cancelled, for part or all of the day, due to lack of staff. This resulted in around 30 cancelled sailings.

3.2.6 It should be noted that the delivery of reduced sailings in the winter timetable has been additionally impacted by cancellations due to

extreme winter weather conditions. The need for contingency planning for extreme weather has been addressed with key island communities and in future years it is expected that this will enable the Council to work more proactively with communities in advance of extreme weather disruptions.

## 3.3 Impact on Staff

### Staff Survey

3.3.1 In February 2014 all ferry staff, including the 102 Sea Staff, were invited to complete a survey detailing the impact the changes had on staff. 19 staff completed the survey. Appendix B contains a summary of the responses, and all staff comments in full. Common themes are:

- Over 50% of the staff that responded indicated a ”significant impact” i.e. not having enough time for maintenance, drills and training since staff levels were reduced.

- Around 1/3 of the staff that responded feel that the reduction in staff levels has impacted on the time available to collect fares.

- Timetable/rota changes have not raised any major issues regarding staff travelling to work.

- Comments from staff that responded suggest low staff morale due to perceived unfairness between vessels i.e. rotas and leave patterns.

### Sickness Levels

3.3.2 The reductions in staffing levels agreed in the February 2013 report were mostly implemented by August 2013. Sickness levels are very seasonal therefore it is appropriate to compare sickness levels against the same period in the previous year.

3.3.3 Comparing August –December 2013 sickness levels against August – December 2012 levels shows sickness levels in the Ferries Service rose from 1.8% in Aug-Dec 2012 to 3.1% in Aug-Dec 2013. This is in contrast to the Council as a whole where sickness levels for the same periods were approximately 3.6% for both years. It should be noted that the sickness level of 1.8% in Aug-Dec 2012 for the Ferries Service was unusually low and also, individuals on long-term sickness can have a significant effect on a small group of staff.

3.3.4 Increased workload and low staff morale can have a significant effect on sickness levels, and these will continue to be monitored closely.

### Recruitment and Retention

3.3.5 Generally, reductions in staffing levels can cause staffing issues such as an increase in the number of resignations. The resultant increase in turnover can be expensive as new staff require initial training and

overtime is often used to cover temporary vacancies.

3.3.6 During July – September 2012, there were 5 recruitments of Sea Staff. There was a break in recruitment from October 2012 to December 2012 due to the implementation of the Ferries Review. During August – December 2013 there were 19 recruitments of Sea Staff.

3.3.7 It is normal for organisations to see an increase in resignation levels after an Early Retirement/Voluntary Redundancy (ER/VR) exercise. As part of the managed reduction in staffing levels, Ferry Services carried out an ER/VR exercise in summer 2013. There were 46 requests for ER/VR, 8 were granted. This may go some way to explain the increased turnover described above.

## 3.4 Impact on Operations

3.4.1 **Financial –** A number of savings were agreed in the February 2013 report, including some predictions on increased income. A comparison of actual impact vs. predicted impact on expenditure and income is regularly monitored and reported through the normal budget monitoring process and is not considered separately within this report. However, it should be noted that the Ferry Services Review targeted savings of £3.102m is on track to be achieved as programmed by the end of 2015/16.

3.4.2 **Overtime –** Increased staff turnover and sickness can have a significant impact on overtime, where full-time staff are required to work overtime to cover vacancies and sickness. During July – December 2012, there were 13,441 hours overtime worked in Ferry Services. In July – December 2013, this reduced to 12,607 hours, a reduction of 6%. It should be noted, there was a Council-wide reduction in most overtime budgets in 2013/14.

## 3.5 Ferry Fares Review

3.5.1 During summer 2013, a community consultation on Ferry Fares and possible future discount arrangements was undertaken. This involved a 24-question on-line survey. Paper copies of the survey were also distributed to community locations such as doctors' surgeries, shops etc. We also wrote to island Community Councils to get their views.

3.5.2 The survey asked for comments and suggestions on various discount schemes such as time-based discounts (peak/off-peak etc), location based discounts (tourist/commuter etc) and season-ticket type discounts.

3.5.3 Over 600 people responded to the survey, Appendix C gives a summary of the responses. A full copy of all responses and comments is available in the Members' room.

3.5.4 The survey responses, and the subsequent analysis of discount options, identified a number of gaps in current data. E.g. Number of tourists travelling in the summer months, split between island

commuters and island visitors etc.

3.5.5 It is proposed that Ferry Services conduct a comprehensive survey of passengers, covering all types of passengers, during 2014. This will allow accurate fare-modelling, which is not possible at the moment, due to lack of data.

3.5.6 In particular, a number of island Community Councils have called for an island resident's discount card. The survey and analysis will allow Members to make fully informed decisions on this or any or similar discount schemes, and its expected impact on income.

3.5.7 It is important that any proposal to change the level and structure of Ferry Fares or discount structures should be backed up with robust data. As an example, it appears that the recent 25% increase in vehicle fares has resulted in some change of usage, resulting in only an 8% increase in income.

3.5.8 It is intended that the Ferry Fares review will be completed during the summer of 2014, allowing the project to report to Council in late 2014. This will allow any changes to ferry charges to be decided during the 2015/16 budget setting process.

## 4 Implications

Strategic

4.1 Delivery On Corporate Priorities – The recommendations in this report will contribute to our Corporate Plan commitment to "Living within our means"

4.2 Community /Stakeholder Issues – Consultation with individual users, businesses and staff has taken place.

4.3 Policy And/Or Delegated Authority – The operational responsibility for transport lies with the Council's Environment and Transport Committee, and strategic responsibility lies with the Council's Development Committee.

4.4 Risk Management – Any proposal to change the ferry Fare discount structure without robust data risks reducing income.

4.5 Equalities, Health and Human Rights – None

4.6 Environmental – None

Resources

4.7 Financial –There are no additional resources required to implement this proposal.

4.8 Legal and Administration– None

4.9 Human Resources – None

4.10 Assets And Property – None

## 5 Conclusions

5.1 The changes to the Ferry Service, implemented in 2013, resulted in significant savings for the Council. It is expected that savings of that magnitude will have some impact on service levels. The work that the Ferry Service did with communities and other stakeholders helped to minimise the adverse affects where possible.

5.2 The user comments in the attached appendixes emphasise the fact that ferries are a lifeline link and the change to the ferry timetables has had an impact on life in the islands. There has been an impact on people's abilities to travel off island, it has impacted on shift workers and has had social impacts for islanders and their families.

5.3 It is important to note that ferry usage is seasonal; some fare-types show twice as many journeys in summer months compared with winter months. It is therefore appropriate to have a full-year's worth of data before any further changes are recommended to Council.

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For further information please contact:

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4 March 2014

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Appendixes
Appendix A – User Survey, Charts and Comments
Appendix B – Staff Survey, Charts and Comments
Appendix C – Ferry Fares Survey, Charts
Appendix D – Ferry Timetables

# Ferries Review Impact Assessment

## Users Survey Comments

This survey was available for 2 weeks in February 2014. All paper based responses were collected. 8% of the responses were from Businesses, 92% were Personal Users.

# Local Businesses Survey Comments

| How many trips to the Isles or Mainland does your Business make per week? | |
|---|---|
| | **Comments** |
| 7+ | Week days, 4 trips per day at least sometimes 6. Weekends at least 2 trips per day (weekdays SIC, Weekends school hires, special needs) |
| 3-5 | tHis can very greatly depending on work |
| 5-7 | I am a full time worker on mainland |
| 1-3 | Weekly scheduled return trips,usually on a Thursday, from Mainland through East Yell to Unst. Return via West Yell. Schedule operates from April to October. |
| 7+ | up to 4 trips a day |

| How many trips to the Isles or Mainland does your Business make per week? | What is the nature of your Business? (Haulage, Transport, etc) |
|---|---|
| 7+ | Transport/Taxis |
| 7+ | Food distribution |
| 1-3 | small grocery |
| 3-5 | Utility |
| 7+ | Marine electronics / telecoms |
| 5-7 | haulage |
| 1-3 | Construction |
| 7+ | work and lesiure |
| 3-5 | building |
| 5-7 | sales advisor |
| 1-3 | Tour operator |
| 7+ | Transport Operator Garage Services |
| 7+ | Haulage |
| 3-5 | Fuel distribution |
| 1-3 | Crofting, Education |
| 1-3 | Crofter |

| How many trips to the Isles or Mainland does your Business make per week? | Are you able to travel on the ferry you would like? | Comments |
|---|---|---|
| 7+ | No | Sometimes but not always |
| 3-5 | No | Frequently tmes don't work in especially try catch a connecting ferry |
| 7+ | Yes | I would have needed an on-a-scale-of-1-10 option. The new ferry timetable hasn't affected us very much at all except for trying to get into Skerries for a day which is almost impossible now unless you start very early in the morning or finish very late at night, or both in the case of Saturday. |
| 3-5 | No | not enough ferries |
| 5-7 | Yes | most of the time , when Iam booked |
| 1-3 | Yes | On occasional, non-scheduled, tours at weekends I am not able to get the ferry I would like. |
| 7+ | No | THe early 5.20am has caused much restrictions to our business as has the lack of ferries during the middle of the day Monday and Wednesday. There is much congestion on Saturdays now with a single vessel also so in peak times during tourist season one ferry won't cope. |
| 1-3 | Yes | usually, but loss of Saturday evening boat severly curtails options. |

| **Since the changes, do you feel you now have to book the ferry?** | |
|---|---|
| | **Comments** |
| Significantly more | you cannot always get booked, especially at weekends and Monday/Tuesday mornings. |
| | made a block booking for milk coming in. |
| Significantly more | You do now have to book the ferry, especially in the case of Skerries where there seems to be severe inflexibility in ferries where there has been no ferry one day, it doesn't seem to be made up for the following day. I recently received an email from the ferries update emails saying that the Whalsay maintenance would happen on a day when they had stopped running due to weather so they would do extra runs the next day when the maintenance was be scheduled to happen. There doesn't seem to be the same flexibility on the Skerries service. Not with some of the crews anyway. |

| **Since the changes, do you feel you now have to book the ferry?** | |
|---|---|
| Significantly more | Booking i feel is now essential due to the recent cuts in services. |
| Significantly more | yes, its annoying when people book and do not turn up |
| Significantly more | Since I advertise a schedules tour I always booked the ferry to ensure the tour can operate. However on non-scheduled trips I now also book the ferries. |
| Significantly more | Always as it's so busy now, it's the only way to gurantee crossing at the time you want. |
| Significantly more | Booking office is often unavailable due I pressume to pressure of work. |

| **Are you travelling more or less on the ferries since the new timetables were implemented?** | |
|---|---|
| | **Comments** |
| No change | If i am to do my business i must travel at my clients time, or I lose the business. |
| Significantly less | can no longer get out to the wholesalers on a Saturday.they close at 12pm. Unless i go out on a Friday at 4pm and stay overnight in a hotel, which is expensive.I can only afford to do this maybye three times a year. |
| Slightly less | Slightly less because of the limited opportunities to get to Skerries. We have been scheduled to go into Skerries for work most of the year but only got in last Friday. Admittedly this was mainly due to the weather but was exacerbated significantly by the much reduced timetable and inflexibility mentioned above. |
| Significantly less | i now have to stay away from the family home as i can no longer get too and from home when i need to |
| Significantly more | More mainland based work for us means we are travelling FAR more but there is not the ferries we need to to able to expand our business needs. A 5am Ferry from Ulsta would allow far more work to be undertaken for Mainland based work and it is the only way for Isles businesses to survive as we have seen a massive downturn on Isles based work and more to come with the council cut backs. Our survival depends more now than ever on what work we can gain on the mainland. |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| | **Comments** |
| Significantly less convenient | Weekends, Monday and tuesday (single ferry times) up to 2 hours between ferries. |
| Significantly less convenient | We used to have two sailings to Lerwick a week (Tues + Thurs) freight days.This was fine. Now one sailing Wed which does not work out well to get some of the stuff in. I would prefer a Thursday sailing to Lerwick. |
| Slightly less convenient | Again, not uniform across the service. From a business point of view, I would be hard pressed to tell the difference between the old timetable and the new for Yell, Unst, Fetlar (in fact do they have an extra run in the middle of the day?) and Whalsay but the Skerries service has gone from OK to barely usable, and from what I hear from residents, doesn't fulfil their needs either. |
| Significantly less convenient | Having a Public Holiday after Up Helly Ah and only having one ferry running in Whalsay is a joke |
| Slightly less convenient | on some days the ferries do not give good connections leaving you waiting long periods of time. |
| Significantly less convenient | I do work on a saturday and I need to take the car |
| Significantly less convenient | As previous comments it's very restrictive Monday, Wednesday, Saturday and early mornings. |
| Significantly less convenient | Isles population is rising this putting more pressure on ferry. |

| Final Comments |
|---|
| Single ferry operations lead to long gaps and crowded, booked up ferries. Travelling with people to appointments are having to journey the day before I lose their business. Ferry bookings are often clogged up with ghost bookings (people who book then dont use them). you survey is very narrow but probarly all you must do to meet the rules. There is a strong social case to be made for the low paid commuters that will never show up in this type of survey with its targeted questions. I do not consider myself as one of these commuters but they have my sympathy it is their jobs that are on the line. |
| We have not had a sailing to lerwick for over three weeks. A small scallop boat has brought goods in twice.Twice i had to get my brother-in -law to run milk up to vidlin or we woulden't have got any. yesterday i had to get one of my husband's crew to run up to Vidlin with a box of bread.Or i wouldnot hace got it.Though i would have been charged for it. Time and fuel been wasted running from Whalsay to Skerries. |
| The lack of ferry flexibilty is having a significant imapct on the service we provide to our customers |
| If the objective of the ferry cuts was to speed up the demise of the Skerries community, congratulations. Good job. |

| Final Comments |
| --- |
| Saturday is the worst day to have single service on and there are no provisions to get back to Yell if you are at lerwick to use the Mareel etc |
| Having a Public Holiday after Up Helly Ah and only having one ferry running in Whalsay is a joke |
| overall the current ferry services are a joke at best. The complete lack and consideration given to locals over the wanting of the big money from contact workers who have been housed in Unst is pathetic. The service is for islanders mostly who reply on it to get to work and back, not for big money companies to come in and rule and changes things as they wish which is currently happening. The ferry series need to make head at the top roll and get people in who actually know and understand what is needed, not what works best for their pockets. The lack of communication between the department and the public is awful and also within its own offices. Big changes are needed to make things work better for all not more cuts that's going to isolate these island communities even more. |
| they should reconsider the times for commuters |
| When ferries break down and go to single vessel - they fail to slip seamlessly into the single vessel timetable - there is often long period (on Yell Sound) of 1.5 hours between ferries. Also bookings are supposed to be suspended yet previously booked vehicles jump the long queue and are allowed to board. |
| The Isles SURVIVAL depends TOTALLY on FERRIES!! Without this being maintained we need not worry about Schools, Work, Care homes or anything else as life here revolves around ferries and there is no more straight forward an answer. Cut this services, increase fares further and we will no longer be the Shetland Isles just Shetland! Without all the Isles Shetland will loose it's indivduality and the Shetland Race of Folk, not to mention a depopulation in Shetland as a whole. |
| Who ever decided on Mon/Wed sailings does not have to run a Haulage to/from the North Isles.We have lost a lot of money and work because of the Timetable |
| The main change that we are finding is sailing to Fetlar is proving to be very difficult. |

# Personal Users

# Survey Comments

| **Which describes you: (Commuter, Frequent user, Non frequent user)** | |
|---|---|
| | **Comments** |
| | An outisder married in whalsay all my family is on the mainland. |
| Commuter | I am a daily commuter and even on my day off I still need the ferry for other reasons |
| Non frequent user | weekend and school holiday user most often |
| Frequent user | Very old parent in house who needs frequent visits to doctor. This gets very expensive. |
| Commuter | I commute every week usually 6 days per week, if not 6 days. |
| Non frequent user | Work offshore, and have moved out of the Islands - the ferries being one of the main factors. |
| Non frequent user | About twice a month in Winter four times a month in Summer. |
| Commuter | Travel in and out daily Mon - Fri |
| Non frequent user | I used to live on the island and |
| Non frequent user | Would travel more frequently if timetable allowed |
| Frequent user | Appointments shopping visiting family and socialising |
| Frequent user | Weekend shopping for my family as I live and work on Whalsay. Weekend shopping for my invalid father. Some weekday work related use. |
| Frequent user | I frequently visited my 90 year old mother, relatives, 4 children and grandchildren as often as possible. This is normally weekends as I work through the week. |
| Non frequent user | Usually every Saturday but sometimes through the week to meetings etc |
| Commuter | I have commuted to wok on the ferry for over 20 years |
| Non frequent user | I usually only visit at the weekends |
| Frequent user | whilst not always traveling need service for medication, specimens etc |
| Commuter | Monday to Friday and often Saturday and Sunday, Whalsay to Laxo/Vidlin |

| **Which describes you: (Commuter, Frequent user, Non frequent user)** | |
|---|---|
| Frequent user | What do you class as frequent? |
| Commuter | Monday to Fridays only |
| Frequent user | Travel with family and sport events |
| Frequent user | I used to commute every day |
| Frequent user | Going out to Lerwick to play netball every Sunday |
| Non frequent user | Once a week |
| Non frequent user | I have family living off the island so I go visiting and baby-sitting |
| Frequent user | I would be a more regular commuter on the Whalsay service but find that service is inadequate to meet the demands of the industry and practically non existent for evening social engagements. |
| Frequent user | My husband is a fisherman and travels back and fore to the boat and I often go to see family and do shopping. |
| Commuter | Work off Isle and need my car |
| Frequent user | I live on the island it runs to, so it's an essential, lifeline service. |
| Non frequent user | Visitor when on holiday to visit family and friends |
| Commuter | I run a business in Lerwick the time table used to be good but now it is more difficult to link to the mainland |
| Frequent user | the service we get now is almost useless!! |
| Frequent user | As my son is now in school the current weekend timetable restricts him getting to spend time with his family out of the Isle. My son also has regular hospital appointments. |
| Frequent user | rely on the ferry service to for my work |
| Frequent user | Occasional commuter and attending meetings re work etc. |
| Non frequent user | Mainly weekends |
| Frequent user | I live and work on the Mainland, but have a house in Yell and spend most of my social time there. |
| Commuter | As well as commuting daily to work on a different island, I also use the ferries for work related trips. |
| Commuter | I work shifts. often on call, so cannot predict times required, or book much in advance. |
| Frequent user | Travel to see family, fir appointments, to functions and social facilities. |
| Commuter | SVT worker |
| Commuter | I live in Yell and have to travel to the mainland for my work. |
| Commuter | I live on the mainland and travel to Unst for work between 1-3 days a week |
| Commuter | I work 3 days per week. I/we as a family use the ferry regularly in addition to my commuting. |
| Commuter | Used Monday to Saturday inc for work |
| Commuter | Commute Daily to work with car and use ferry to access leisure and other activities in Lerwick |

| **Which describes you: (Commuter, Frequent user, Non frequent user)** | |
|---|---|
| Non frequent user | Mondays for work at Brae High School, and occassional other times for school work or personal travel. |
| Commuter | Commute to work. |
| Frequent user | I am very aware of the single vessel service at weekends |
| Commuter | Everyday |
| Commuter | I work on the mainland, and have not been able to travel home for the past four weekends, due obviously to the exreme weather we have been having, but also to the fact that the ferry will not do a run on a day that is not on the timetable,if the weather disrupts the service, this makes it impossible to try and commute to a job! |
| Frequent user | I am from Yell but live on the mainland. I try to get up to Yell as often as I can, including most weekends. |
| Commuter | Icommute within the North Isles 6 days aweek |
| Commuter | Work on mainland |
| Commuter | |
| Commuter | I live on Whalsay and work in Brae, I use the 2115 sailing from symbister and the 0750 sailing from Laxo five days per week. |
| Commuter | Commuter 4/5 days. Obviously use ferry for access to mainland for other purposes. |
| Frequent user | If frequent means regular. If it means often, No. |
| Frequent user | I commute very frequently in and out of Papa Stour. I have commitments on the mainland as well as working croft in papa stour. |
| Commuter | Heavy user, Daily to work/social/access health care/would take care more often if capacity and more moderate fares. Mainly Bressay. Usually on foot, sometimes car. 0830 ferry unreliable as often unable to take car. |

| **Are you able to travel on the ferry you would like? (Often, Sometimes, Never)** | |
|---|---|
| | **Comments** |
| Sometimes | Large gaps due to single ferry operations. |
| Sometimes | Again, yes for the North Isles and Whalsay. For Skerries, if the question is - is there space on the ferry when you try to book? The answer would be - usually. If the question is - does the ferry go at a convenient time? Sometimes. And frequency? No. Not by a long way. |
| Often | most of the time, earlier morning trips, I feel you need to book to make sure you can get on |

| **Are you able to travel on the ferry you would like? (Often, Sometimes, Never)** | |
|---|---|
| Sometimes | The change in timetable has resulted in ferries being missed due to amount of cars travelling. |
| Sometimes | Often the ferry I require is booked up (even if booked in plenty of time). In addition, I have very often been told there is no room on the ferry when, in fact, there are only 3-4 booked cars in the queue. I can't really go 'on the off chance" and wait in the un-booked queue as I have a car of very small children. |
| Often | Only because I commute by leaving my car on the mainland and travel by foot on the ferry. if I were to take my car on the ferry I would certainly not be able to travel on the ferry as much as I would like. |
| Often | getting on the 8.30am ferry is not always possible due to the number of vehicles wanting to get across. This is very inconvenient as it means I am late for work and as an essential car user at work I need to be able to get my car on the ferry. |
| Often | Can not get booked on first ferry because of buses of workers travelling to Total Site, Sullom |
| Often | More difficult in Summer |
| Never | It doesn't |
| Sometimes | Cancellations are frequent and timings erratic |
| Sometimes | Appointments have to made for Fridays as I have young children at home and the weather sometimes does not agree so it means I have to wait more weeks until I can get another appointment |
| Sometimes | The cancelled ferries on Saturday were useful for my invalid father. The travel times and time between ferries was more suitable. |
| Sometimes | I depend on the Filla as I live in Skerries and this last 2 months has been horrendous for travelling due to the reduced timetable just as much as the weather. |
| Sometimes | Sunday time table has long periods where there is no time table when sunday trippers may use them |
| Sometimes | Quite difficult to get on early morning ferries before 10.30, so need to book in advance, if need to go out at short notice often can't get on ferry you hoped for. |
| Sometimes | having one ferry at the weekends reduces the flexibility of visiting at the weekends |
| Sometimes | Ferry service has hardly operated since latest timetable came into effect in August 2013 |
| Sometimes | usualy we try to get the 9.15 out but 9times out o 10 its full up,the same happens coming back for eithr 4.15 ,5.00 or 5.55,the ferrys are full to bursting capacite all the time,so you have to arrange alternative times which cant realy doo if you have appointments etc,its o.k. if you have plenty notice then you can book,but you need 2 to 3 weeks notice to get a booking sometimes more. |

| **Are you able to travel on the ferry you would like? (Often, Sometimes, Never)** | |
|---|---|
| Sometimes | Weekdays are OK with block bookings but weekend is problematic with a reduced service and lack of spaces in the mornings and latre afternoons. |
| Sometimes | I often have to accept alternative times which are inconvenient to me. |
| Sometimes | Saturday is a nightmare why on one of the busiest days of the week are we down to one ferry |
| Often | The joys of being a foot passenger |
| Sometimes | Cut service is a nightmare never room on da ferry |
| Sometimes | Ok for commuting as work 12 hr shifts (days & nights) but can be problematic at weekends and for social runs. |
| Sometimes | Capacity is still an issue for certain runs due to the number of regular commuters. |
| Sometimes | Always booked up |
| Sometimes | Sometimes its booked up or tied up! |
| Often | On many occasions I have wished to travel to or from Fetlar only to find that it goes via Unst and that part of the crossing is full thus meaning I cannot travel or will have a wait and miss my connections. |
| Sometimes | Ferries do not fit in very well with shift worker rotas. |
| Sometimes | Due to the cuts in service and weather restrictions |
| Sometimes | Especially at weekends since the decrease in timetable ferries are often booked up. |
| Often | Bressay ferry shuttles |
| Sometimes | there are not ferrys at suitable times |
| Sometimes | Its not a patch on the old service. 50% of the time the timetable is a disruption to my schedule compared to before. It truely is a pathetic service now |
| | It is often difficult to get on the ferry of your fist, even 2nd choice at the weekends. |
| Sometimes | rarely |
| Sometimes | Struggle to get bookings! Struggle with lack of ferries at weekends |
| Often | There is only one ferry on this route. |
| Sometimes | I now have to plan my business day taking into account peak times for other users. We had to wait one night for over a hour as we could not get on the ferry. There was a social event on the island and 3 HGV lorries all waiting so only so Many could board, only one ferry running at the time |

| **Are you able to travel on the ferry you would like? (Often, Sometimes, Never)** | |
|---|---|
| Sometimes | Ferry cuts at the week-end have severely limited islanders. For example Voe Show led to horse judging events having to be postponed until many people with horse boxes could get off the isle. There should be an allocation of extra runs which could be used on week-end days such as these!!!! |
| Sometimes | I have now missed three chiropractic appointments in January alone, this is worse than the old Earl of Zetland used to be!!! |
| Sometimes | No ferry service 2 days per week and 40 % of our direct to mainland ferry trips have been removed from our "service". With these facts in mind I think you can imagine my real comments! |
| Sometimes | Need to book early, can't plan to go out/into Whalsay at short notice. Weekends nearly impossible to get out, resulting in few family trips, and were not near peak season yet ! |
| Sometimes | I found Saturdays very difficult to get ferries especially on the way back across from Lerwick to Unst |
| Sometimes | Often there is too long to wait in Yell for ongoing ferry. |
| Sometimes | Ferry is full most times at the weekend |
| | I work shifts, often on call. I cannot predict when ferry use will be necessary, so cannot book much in advance, therefore I can never get the ferries I require. I leave my car on the mainland, Which is very inconvenient when our ferry changes terminal |
| Often | The reduced service at weekends mean I don't bother going to the mainland as often as I did before. |
| | 8.50am out of whalsay on weekdays....at weekends i like 9.15 or 11.15 but cant get booked on them most weekends! |
| Sometimes | With the new timetable, the ferry I would like often no longer exists. |
| Sometimes | I find it very difficult to book a ferry and often find I am unable to get on if I just turn up. |
| Often | Occasionally if I have not booked a ferry I do not make it on. |
| Often | I have a block booking so don't struggle with week day bookings. The weekend is a different matter. |
| Sometimes | Unable to book at times ie 07-50 symbister ferry |
| Sometimes | Would also like to see a change to an 0800 or 0815 from Bressay to alleviate congestion |
| Often | Why isn't there an 'always' option? |
| Sometimes | In between never and often - more often than not the ferry I would need to travel on is fully booked. |
| Often | As long as I book a few days/wweks in advance for morning or weekend trips. |
| Sometimes | The use of the stair on mv Hendra is difficult foe elderly travellers. |

| **Are you able to travel on the ferry you would like? (Often, Sometimes, Never)** | |
|---|---|
| Sometimes | i woudl like an earlier ferry that could allow me to catch the first flight out of Shetland and not to have to wait more than an hour between ferries during weekdays |
| Sometimes | Sometimes although the fares increase has certainly resulted in alot less commuters and pushed young folk and families to the mainland. S.Island.C clearances? Get the tunnels in now! Fares increase has not generated more money as you though it would |
| Sometimes | Since the new timetable and cuts to our runs there are less options for people to travel, this is not helping to make island life attractive for anybody, and is certainly not encouraging people to want to live on any of the islands!! |
| Sometimes | Not able to attend many events in lerwick now due to no late ferries back to Yell after 11pm |
| Often | Week-ends are restricted |
| Often | Recent changes to the service has not affected the ferries I use in any way. |
| Sometimes | Ferry at commuter times often operating to vehicle capacity so have to wait ofr second ferry run - extra 20 minutes at some times. |
| | Usually would be a better description. |
| | No, not always, which makes it difficult to make plans at short notice, during summer months ferry often booked up by tourists which is unfair on us! |
| Often | On foot - always. By Car - avoid taking many days as 0830 often full, 0730 too early and 0850 to late. |
| Often | I always book in advance and find the ticket office/booking office staff superb relates to 10 & 11. and get 11/10. |

| **Since the changes, do you feel you now have to book the ferry?** | |
|---|---|
| | **Comments** |
| Significantly more | Ferries are often booked up, peiple are booking them making no use of the bookings. |
| Significantly more | We have to book the ferry every time otherwise we may not get it. |
| Significantly more | See above comment. Also, I work Monday-Friday in Whalsay and on the only day I can get to town for any shopping etc (i.e Saturday) there is a much restricted timetable and a lack of available spaces. I can see why there is less demand on a Sunday but not a Saturday! |
| Significantly more | It would be impossible to travel with a car on the ferry without booking |
| No change | there is no booking available on the Bressay Ferry, |

| **Since the changes, do you feel you now have to book the ferry?** | |
|---|---|
| Significantly more | Early mornings and always in summer. |
| Significantly more | Ferry booking have to be made as the run doesn't take place if bookings aren't made |
| Slightly more | bookings only ferry service |
| No change | We have always had to book for the Skerries ferry. It is less convenient to book centrally because other travel arrangements cannot be secured. Booking before 5pm doesn't allow for altered circumstances. |
| Slightly more | The bookings aren't carried over to the next days sailing if the sailing is cancelled so we have to re book |
| No change | I almost always book the ferry. I also cancel if I do not intend to make my journey. |
| Significantly more | I had to book every ferry for the week following, and weekend of my mother's 90th birthday as I had to be sure that there was a booking to ensure that the Filla would make the trip when weather permitted. (no booking, no run). As it happened I was stranded in Whalsay until Wednesday when I travelled home by plane. (no ferry, Up Helly Aa holiday) |
| Slightly more | I always booked before the changes and I still book now |
| Significantly more | I always booked the ferry for trips to work now I book for every trip as there are certain times when you may not get on the ferry |
| Significantly more | having to book the ferries at the weekends is an added inconvenience as you have to plan how long you intend to stay on the island, reduced flexibility. Also, with the whalsay ferry being busy at most times, booking is now essential as it may result in you not being able to get out of whalsay for hours. |
| | Not an option on Bressay! |
| Significantly more | When ferry fails to run (often) you have to re-book next available service which again probably doesn't run and so on. |
| Significantly more | states on timetable bookable service only! |
| Significantly more | bookings are only possible if you have things organised weeks in advance. |
| Significantly more | I often have my disabled daughter with me and it is vital to book to avoid very long waits with no disabled toilets or access at the Symbister or Laxo ferry terminals. |

| Since the changes, do you feel you now have to book the ferry? | |
|---|---|
| Slightly more | There is no booking service on the Bressay route. However, we have to arrive for the 8.30am ferry no later than 15 minutes before, otherwise we are unable to travel with a vehicle on it. Especially in winter, many cars are left behind, and have to travel on the 9.50am ferry, arriving in Lerwick at 9am. At any other time of the day, arriving in Lerwick 20 minutes later would not be too much of an issue, but it has a great impact when we are meant to be at work by 9am and/or children should be in school. This needs to be addressed, even if an additional run at 8.10am was introduced in the winter months when more people use their cars due to the weather. The option of travelling at 7.30am or 8.30am is too spread out. |
| Significantly more | Due to lack of capacity it is essential to book the Whalsay ferry. |
| No change | I travel on foot with a vehicle at either end so don't have worry about how busy ther ferry is |
| Significantly more | Always |
| Significantly more | Weekends going to Lerwick can be difficult due to high demands at peak times. |
| Significantly more | Especially if intending to use the ferry at the weekends, because of the single vessel service. |
| Significantly more | Always book and sometimes have to go out one or two Ferry's earlier than required |
| Significantly more | Definately have to book if you want to guarantee your crossing at certain time. |
| Significantly more | With the new changes I was not aware the ferry would be so busy at times it did not used to be. With that thought did not book. Nearly missed a flight from Sumburgh. |
| Significantly more | We always have to book the ferries both ways, there's never any guarantee we will be able to travel otherwise, especially with the oil workers commuting now too. |
| Significantly more | I now always book my ferry journeys - though the booking staff are very helpful I have previously tried to get through for over 30 mins. I will keep trying to get through, but I know of many people who have been phoning to cancel bookings that have not continued. |
| Significantly more | No point travelling, if you don't book. If bookings are available. Ferries fully booked frequently. |
| Significantly more | I always book as it is the only way to be reasonably sure of getting home after leaving the isle. |
| Significantly more | We mainly go at weekends and find now we definately have to book. |
| Significantly more | too great a risk of getting stranded or missing appointment |
| Significantly more | and at stupid times |

| Since the changes, do you feel you now have to book the ferry? | |
|---|---|
| Significantly more | When you get through to the booking office, which can take over an hour!! |
| Significantly more | Especially in Summer when tourists take over! |
| Significantly more | The service has effectively been cut in half. Tourism is devastated, shipping of essential goods and services has been severely affected to the point that the island has faced near-starvation over the winter. |
| No change | Skerries ferry has always been for the most a bookings only ferry, so not much change! Not much local knowledge now as bookings being made through Yell, this is not so useful when there is any change to published timetable. |
| Significantly more | I would never go to a ferry unbooked because its unlikely you would get on. |
| Significantly more | Booking service not on bt local calls so far more expensive especially when we have to constantly redial. Taking it away from the local community cannot possibly have cut any costs. I feel that the financisl comparison should be published. |
| Significantly more | There is not much of getting a run even if I do book!!! |
| | Our ferry is Bookings Only! |
| Significantly more | Need to book well ahead |
| Significantly more | Reduced service = more demand for less spaces at peak times. |
| No change | I always book on the way from Unst to Lerwick but sometimes not on the way back and would book when ready to return but have difficulties getting through to the booking office |
| Significantly more | And booking is much more difficult. Reduction in service should have been allied to easier booking as the ferries are lifeline services to inhabitants. |
| Significantly more | Virtually pointless trying to travel without booking now. |
| Significantly more | Often I can't get the ferry I want |
| Significantly more | All the time |
| Significantly more | Impossible to get booking most of runs on whalsay ferry, never travel without booking or itll be a long wait |
| Significantly more | I work shifts, often on call. I cannot predict when ferry use will be necessary, so cannot book much in advance, therefore I can never get the ferries I require. I leave my car on the mainland, Which is very inconvenient when our ferry changes terminal. This also creates the requirement of 2 car running costs. |
| Significantly more | Far fewer ferries make it harder to get on a ferry which means booming well in advance |
| No change | aways had to on whalsay sound |
| Significantly more | With getting home less, I book to ensure I can get there for the short time I can be at home. |
| Significantly more | But cannot easily get through when phoning to book. |

| **Since the changes, do you feel you now have to book the ferry?** | |
|---|---|
| Slightly more | If I do not book I am occasionally left behind and have to wait for the next ferry. This sometimes means waiting almost another hour. |
| Significantly more | It is essential to book at the weekend on the Whalsay run. If you are not booked it is very likely you won't get on as there as so many less runs. It is an awful long time to wait until the next ferry. Especially when you have young children with you, which I always do. |
| Significantly more | Unable to commit to any thing now off isle unless booked |
| Slightly more | Although the Bressay ferry does not accept bookings - this may be useful to introduce for peak times |
| Significantly more | ALWAYS!! It's too much of a risk to just turn up in hope any more, especially during the weekend when it's obviously the busiest time of the week for families, sports groups etc. There just aren't enough ferry runs to cope with the demand. A half service is just not good enough. |
| Significantly more | You must book now, especially at weekends, to make sure you can get out/in with ferry. |
| No change | Rarely relevant ion bressay |
| Slightly more | Booking on a saturday an sunday are essential |
| Slightly more | Weekends alot busier with one ferry, need more runs at the weekends |
| No change | Although the Yell booking office are doing their best, it is not so useful without the local knowledge of a person in Skerries doing the bookings, I feel that sometimes a lack of communication is not helping with problems of freight etc, it is really not ideal that a fishing boat is having to make a journey to get in fresh goods!! |
| Significantly more | Always |
| Significantly more | I don't think there's anything wrong with that. |
| Slightly more | Weekends booking is essential otherwise the ferry doesn't run in the morning |
| Significantly more | Ferrys are often altered to suit people with clout and the common user is often ignored. |
| Significantly more | To be absolutely sure of getting my car onto the ferry, I always now book significantly ahead of time and each time I plan to make a journey. |

| Since the changes, do you feel you now have to book the ferry? | |
|---|---|
| Significantly more | Booking ferry would be difficult as so many commuters would block book it in order to access their employment. There are insufficient ferry trips at peak commuter times. At present there is no regular service between 0730 and 0830am. The 0830 am ferry is frequently over capacity and leaves up to 6 vehicles behind. Commuters are having to arrive earlier and earlier. The overflow of cars have to marshall on the main road sometimes stretching up to the corner. This problem will be exacerbated by the decision to close the bressay primary school and bus the island pupils to lerwick. A 0810am run is necessary to be implemented ASAP. |
| Significantly more | Isles population is rising this putting more pressure on ferry. |
| Significantly more | This makes life difficult as I frequently need to travel at short notice with fewer sailings there is obviously greater difficulty in booking. |
| | N/A - Bressay unbookable. Booking would be a bad idea. |

| Are you travelling more or less on the ferries since the new timetables were implemented? | |
|---|---|
| | **Comments** |
| Significantly more | Medical Reasons |
| Significantly less | The cost is prohibitive for a normal life.The introductiomn of pensioners fees has but the bill up by Â£400 in our house, so we don't go anywhere anymore except for food and medical. |
| Slightly less | It is more difficult to travel on the ferries as a result of the new timetables so I often stay on the mainland with friends or family to avoid having to travel on the ferry. The new timetable is driving myself and other user out of the islands as is it so inconvenient. |
| Significantly less | Used to use the 9.30 Sunday ferry but that is no longer available |
| Significantly less | Moved away. |
| Significantly less | Due to work commitments and travelling with children I can no longer visit family for the weekend which limits me to the school holiday periods. The reason I can no longer visit for a weekend is that the current ferry timetable means I would have to leave work early on Friday, Saturday morning option is going through Symbister at a ridiculously early time or waiting till Teatime by which time it hardly seems worth it to arrive, go to bed and have to leave again on Sunday morning as the 7pm sailing is too late for young children getting home. |
| Significantly less | so few ferry trips that I have to do an overnight stay which means accommodation to be paid for. |
| Significantly less | The timetable rarely allows us to travel when we would wish to. |

| **Are you travelling more or less on the ferries since the new timetables were implemented?** | |
|---|---|
| Slightly less | I have to travel less as appointments that used to be done on different days now can only be weekly |
| Slightly less | Unsuitable ferry times to attend weekday evening events in town. Less opportunity to travel on Saturday. |
| Significantly less | When there is no afternoon ferry at the weekends (both Saturday and Sunday) I do not travel if the weather looks to be poor as the evening run in darkness is often cancelled. |
| Significantly less | I used the late ferry quite often now there is none. |
| No change | But need to plan ahead, not had as many family outings at weekends as service quite poor and often difficult to get a booking. |
| Slightly less | I travel less as I find the unavailability of spaces on the ferries at the weekends a hindrance. |
| Slightly less | We now reschedule where possible, what we're going to do, to avoid spending extra time in lerwick |
| Significantly less | No choice as the service has been so poor that the ferry has only run perhaps 10 per cent of its schedule since November 2013 |
| | was not on the island prior to change |
| Significantly less | no spaces on ferrys, and,have been turned away on a number of occasions. |
| No change | I have no choice |
| Slightly less | It is so difficult to get a ferry that fits in with my plans that I often do not go on my proposed trip. |
| Slightly less | Don't leave the isle at the weekends as much as before |
| Significantly less | Puts u off with a young family when you either cant get booked or theres not a ferry |
| Slightly less | Certainly go less to Lerwick and sometimes will stay out of isle when working. |
| Slightly more | I now am involved in voluntary work on Scottish mainland and need to be able to get to airport with reasonable journey times rather than take an earlier ferry as the next one is too late. |
| Significantly less | only one ferry at weekend... it sucks!! |
| Slightly less | Not so handy at weekends, its either a rush or a longer day as needed! |
| Significantly more | New job on neighbouring island |
| No change | Just having to wait more at Laxo/Vidlin, after a 12hour shift. Not safe. Also having to come down early for shifts due to reduced service. Again, not safe!!! |
| Significantly less | Due to the restricted service and uncertainty of getting back home. |

| **Are you travelling more or less on the ferries since the new timetables were implemented?** | |
|---|---|
| Significantly less | Island residents find it increasingly difficult to engage in Shetlands community and its current dynamic commercial developments. People are leaving the islands as a result. |
| No change | No choice! |
| Significantly less | Having a young child and the degraded unhandy ferry times means travel is a real pain |
| Significantly less | due to charges rather than timetables |
| Significantly less | not able to go to town for the day |
| Significantly less | It has become hugely more inconvenient to travel to the mainland, often requiring several days stopover before a return trip can be made. |
| Significantly less | Our timetable has been cut by an unacceptable amount, there are days on end when there is no ferry at all due to the fact ferry will not sail the next day if weather cancels the scheduled run!! This is totally unacceptable and is very unfair, in fact taking the service to Skerries back to years ago when it was served by the Earl!!! |
| Slightly less | Less inclined to go to Lerwick at the weekends as you can never get booked and have not been able to go out in Lerwick as the buses don't fit. |
| Significantly less | The ferry does not run!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! |
| Significantly less | Cant now do many day trips when not working as so many trips have been removed from our service. |
| Slightly less | The feeling of uncertainty has returned, I never know if the ferry will squeeze me on if I'm not booked. I see quite a difference in health professionals willingness to come to the isle with a reduced service they avoid mon and wed due to the less frequent runs around the height of the day. |
| Slightly less | Difficult to get the bookings I want |
| Slightly less | Especially at weekends due to 1 vessel not running |
| No change | I work shifts, often on call. cannot predict when ferry use will be necessary, so cannot book much in advance, therefore I can never get the ferries I require. I leave my car on the mainland, Which is very inconvenient when our ferry changes terminal |
| Significantly less | Price and lack of ferries has put me off |
| Significantly less | just avoid when possible now as its so much harder to get in/out |
| Slightly less | I used to make regular trips home during the working week but now feel unable to do so. |
| Slightly less | I have to travel too far to the terminal to just turn up on the off chance. |
| Significantly less | My work circumstances have changed so I now commute less often |

| **Are you travelling more or less on the ferries since the new timetables were implemented?** | |
|---|---|
| No change | I still have the same need to travel so the timetable hasn't changed that need. I just can't always go at a convenient time to me/my family. |
| Significantly less | It's become too much of a stress making a square peg fit into a round hole, and trying to book several weeks in advance just to try and get a space sometimes. |
| Significantly less | I have no choice it is the only opiton I just have to fit in with the time table but my children tend to stay in Lerwick and will not move back to Bressay because future provision of a ferry service cannot be relied upon and the service is always under threat |
| Significantly less | I'm not sure who the new timetable is aimed at but it is certainly not convenient for anybody trying to commute to work on the mainland!! If the ferry does not sail on Friday night, you have to travel in to Whalsay on Saturday morning at 7am, this is before the ferry message is updated which means it might not even sail, and the other option is to leave Vidlin at 5:30pm which means you do not get to Skerries until 7pm, and have to leave again on Sunday night if not at 11:30am, which hardly makes it worth going home!! |
| Slightly less | Travelling the same amount for work, less for pleasure. |
| Slightly less | I don't travel as much at weekends. |
| No change | Still have to go to work |
| Slightly less | Work related no change but leisure activities curtailed somewhat. |
| No change | Travel is dependant mostly on my work which has not significantly changed. |
| Slightly less | The reduction of ferry services in the evening and the closing of the upper saloon makes evening trips less attractive. The Sunday morning service used to have a run at 0850am now there is nothing between 0830 and 1030. |
| No change | Temporary due to wifes illness. |
| Significantly more | Due to commitments I need to travel a lot more. |
| No change | Bressay reductions generally feasible. But still no 0810! |

| **How convenient do you feel the new sailing schedules are?** | |
|---|---|
| | **Comments** |
| Slightly less convenient | I recently had to travel the "night before" to keep a hospital appointment. |
| Significantly less convenient | we never go out as a family on a weekend now due to the changes |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Significantly less convenient | There is no longer 08.40 run from Lerwick to Bressay on a saturday and sunday meaning I have to wait until 0900 after a 12.5 hour night shift. |
| Significantly less convenient | The changes to a ferry service that furnishes 3 islands is a disgrace |
| Significantly less convenient | See comment in section 4 |
| Significantly less convenient | 1 ferry for Whalsay on the weekends and over a large part of Christmas and New Year, not to mention the most ridiculous day, UHA! |
| Significantly more convenient | The reduction in Sunday ferries is very inconvenient on Sunday mornings |
| Significantly less convenient | The people in the Isles can't go to Mareel or any of the late night entertainment in Lerwick anymore since the overnight sailings on Yellsound where withdrawn. |
| Slightly less convenient | Can not return from work at the weekend, long wait between ferries, do not connect well. |
| Significantly less convenient | Trying to get back to Unst in the morings is difficult in Summer. |
| Significantly less convenient | Skerries service is now useless without an overnight stay on the mainland (sometimes 2 nights). Our council are ferry cuts are making people leave the Isles. |
| Significantly less convenient | The Skerries Service is now pretty useless. for example to do a day trip to Skerries from the mainland means being at Laxo at 7am only to get back to Laxo at 9.45pm. Now with the addition of public holidays on the FERRY SERVICE people cant use this "service" to travel when they get holidays. ONLY OUR COUNCIL COULD ACHIEVE THIS KIND OF "SERVICE" can you really imagine if the motorways were partly closed, or airports closed on public holidays in the UK what uproar would be! |
| Significantly less convenient | Travelling outwith Shetland is now more difficult because of the difficulties of getting in and out of Skerrries |
| Significantly less convenient | Reduced weekend schedule is particulary inconvenient, especially for people like myself who work shifts and weekends. |
| Significantly less convenient | Weekends are a real problem |
| Significantly less convenient | As above appointments can only be made for Fridays |
| Significantly less convenient | See reasons above. |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Significantly less convenient | The Monday and Wednesday mornings are terrible and I try to avoid them at all costs |
| Significantly less convenient | Same reason as stated for Q5, plus my family cannot visit unless in the holidays, due to there being just a 1900 ferry from Skerries on Sunday and no 1600. (Too late for the children who have school or nursery on Monday morning) |
| Slightly less convenient | A bit less choice on a Saturday which is when I am usually travelling - I used to get the 9.40 so now I have to go slightly earlier or slightly later |
| Significantly less convenient | Monday and wednesday timetable is very restrictive as is Sunday The loss of the late night bookings are inconvenient |
| Significantly less convenient | With reference to Skerries, which is the one I use. |
| Significantly less convenient | Limits our choice of doing things at short notice, seeing less of family and friends outwith Whalsay. |
| Slightly less convenient | I find the single service at the weekend inconvenient as there are large gaps between the ferry runs. |
| Significantly less convenient | Total inconvenient, service is now unusable as a dependable service |
| Significantly less convenient | reduces the ability to get specimens etc to Lerwick to once weekly - if running!!!!!!!!!!!! |
| Slightly less convenient | not convienient atall,weekend sailings are almost imposable to get on, every ferry is crambed full, so you end up not traveling atall,very poor service for a island population being held capture by s.i.c.buerocrats,none of whome stay here so don't have a clue the damage they ara causing. |
| Significantly less convenient | Reduced service at weekend is extremely inconvenient |
| No change | None of the reduced sailings have affected us greatly. However, the lack of runs for commuters in the morning is a problem. |
| Significantly less convenient | I have had to alter my travelling aspirations because of the reduced service. |
| Significantly less convenient | Saturday again |
| Slightly less convenient | Certainly less convenient with only 1 ferry on a Saturday, and the Monday/Wednesday sailings just confuse everybody |
| Significantly less convenient | How can less sailings be more convenient??? |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Significantly less convenient | Weekends now missing every other run so it's obviously less convenient. |
| Significantly less convenient | The service runs now less to support the community, more to suit accountants. |
| Significantly less convenient | one ferry at weekend...its no use!! |
| Significantly less convenient | The reduced service on the whalsay route on saturday can be |
| Significantly less convenient | The weekends are not regular enough |
| Significantly less convenient | One ferry at the weekend is a big inconvenience |
| Significantly less convenient | I feel 1 ferry at the weekends to few |
| Slightly less convenient | Ridiculous. 1 ferry at weekend is not good enough. |
| Significantly less convenient | I come from whalsay and my girlfriends family is from yell! At the weekends there is not to many ferries that match up, often have t wait a while |
| Significantly less convenient | They very rarely link and there is often a lengthy delay between ferries if you travel outside of 'commuting' times. |
| Significantly less convenient | Very inconvenient if working a late shift - have to arrive 3 hrs early Very inconvenient if working a night shift - can wait 3hrs after shift before getting back to Fetlar Unable to work a morning shift on Saturdays or any shift on Sunday as sailing schedule does not allow me to travel. |
| Significantly more convenient | As above. Week days after a 12 hour night shift having to wait an hour for a ferry, on weekends having to wait 2 hours at Laxo. Not good, eats into sleep/rest time between night shifts. Very unsafe. |
| Significantly less convenient | Significantly less convenient than the service before the cuts and the 24 hour access with a tunnel. |
| Significantly less convenient | Less than the old and more expensive in the long term (10 years) than a tunnel. |
| Significantly less convenient | For us the new timetables are very limiting for us going to Lerwick. We have three children to take and it is hard now to get times to suit. Sometimes we need to be in Lerwick for a couple of hours at the weekend and if it doesn't fit in properly we can take half a day over it. |
| Slightly less convenient | Accept some sacrifices were needed |
| Significantly less convenient | Sometimes difficult to get an early ferry from Yell for a Sumburgh flight connection. |
| Significantly less convenient | we feel grounded and trapped now. |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Significantly less convenient | I travell abroad about twice a month, allways on Wednesday. The service is such that I usually have to stay in a hotel in the mainland the night before. Very expensive and frustrating! |
| Significantly less convenient | Appalling service to and from Fetlar at weekends and bank holidays |
| Significantly less convenient | Especially on the Saturdays when we would be most likely to travel. Puts real time constraints on our plans. Also the changes to mid week sailings makes life tricky due to relying in family members coming to visit and help with child care. |
| Slightly less convenient | Especially the Christmas timetable. |
| Significantly less convenient | if you are out for a Friday night you can't get home until Saturday night |
| Significantly less convenient | See above. Plus with the reduction in the number of sailings, departure and arrival are usually at very inconvenient times. |
| Significantly less convenient | The new sailings are absolutely useless to Skerries residents, commuters and anybody wishing to travel in or out of Skerries at all!! Travelling through Whalsay to catch the ferry to Skerries at 7am in the morning is a ridiculous idea, you actually have to be on the Whalsay ferry long before the voice bank is updated to tell you if the ferry to Skerries will sail or not! |
| Significantly less convenient | If I wanted to attend an event in mareel for example I would need to stay on the mainland or watch half a film. This island is now marginalised for leisure. Don't go out anymore. Still have to pay the same taxes and council tax!!! |
| Significantly less convenient | Week-end activities are very limited due to cutting ferries on Saturday and Sunday. |
| Significantly less convenient | Saturday would be the busiest day for families to go to Lerwick, now you can never get booked as there are so many folk needing to go. |
| Slightly less convenient | It feels to me that this drastic cut to rural communities are a deliberate attempt to cause depopulation. |
| Significantly less convenient | CONVENIENT?? ITS USELESS!!!!!!!!!!!!!!!!!!!!!!! |
| Significantly less convenient | Not printable words. |
| Significantly less convenient | Hopeless ! weekends are a time when we would visit relatives out of Whalsay, or have days out as a family, can't plan anything at short notice. |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Significantly less convenient | weekends are much less flexible and I feel I just don't go in case i can't get home. Having one ferry at the weekend as changed life significantly; teams travelling out to competitions have their day extended considerably. |
| Significantly less convenient | Weekends are a major inconvenience with only one ferry Saturday more so than Sunday |
| Significantly less convenient | Weekends with one ferry is a nightmare. It will be considerably worse in summer. It's not just the capacity, it's the length of times between runs. |
| Significantly less convenient | Weekends are difficult |
| Significantly less convenient | To get to certain places e.g. at Sumburgh Airport for a flight, at a certain time, can sometimes now mean leaving an extra 2-3 hours earlier from Unst. The service is much less 'joined up' and with much bigger gaps in service. |
| Slightly less convenient | Up to us to adjust. |
| Significantly less convenient | Especially the Saturday runs as regards Whalsay ... very inconvenient |
| Significantly less convenient | Only one vessel at weekends severly affects ability to travel |
| Significantly less convenient | The fact that the Saturday timetable in Whalsay has been reduced to a single vessel has had a huge impact on my travel. I can't drive and have to use the service bus. The morning and noon runs are fine but if i want to go to Lerwick in the evening i have to catch the 4.15 ferry and sit in the freezing cold waiting room at Laxo for a whole hour waiting for the bus. Likewise coming up from Lerwick to Laxo on the 5pm bus means sitting and waiting in the waiting room until 6.30, again freezing nearly to death!!! It is highly unacceptable |
| Slightly less convenient | Weekend sailings partuicularly on Bluemull sound during summer have been badly affected to Fetlar. Reducing Fetlar service to Saturday service(single vessel) on the day after Lerwick Up helly aa is totally unacceptable as its a normal business day in the North isles |
| Significantly less convenient | I work shifts, often on call, and cannot predict when ferry use will be necessary. Less frequent ferries means I must spend more time away from home, for no more income. I leave my car on the mainland, Which is very inconvenient when our ferry changes terminal. |
| Significantly less convenient | Especially at weekends. |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Significantly less convenient | Fewer ferries makes travelling much harder than it was especially weekends and Mondays. |
| Significantly less convenient | much the same, just much less convenient at weekends. For my football team we spend half the day out just because ferries don't fit in. We need the hendra back on weekends especially in summer. |
| Slightly less convenient | Everything has to be planned as not every day is the same. Difficult to be spontaneous. |
| Significantly less convenient | For all the above reasons! |
| Significantly less convenient | Weekend and late sailings have reduced making it less convenient |
| Slightly less convenient | Long gaps in the day without being able to return |
| Slightly less convenient | Less convenient at weekends and late at night but I accept the reduction in level of service during these lower demand times as it allows me to continue to commute to Lerwick during the week. During these times of austerity, services need to be reduced and this has been possible without negatively impacting on my life to any great level. |
| Significantly less convenient | The weekend schedule is very inconvenient. There are so many less runs that you are generally having to leave/return at times that do not suit. |
| Significantly less convenient | working weekends is nearly impossible now |
| Significantly less convenient | As above - would like to see the change to an 0800 or 0815 from Bressay to alleviate congestion. Although worth considering changing the 1715 from Lerwick back to 1730. |
| | Weekend single ferries cause the most problems for me. I believe there are days through the week which have lighter use. Were these never considered as single ferry days? |
| Significantly less convenient | Hoe can reducing a lifeline service by half during the weekends and missed runs on a Monday and Wednesday be even considered as convenient?? |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Significantly less convenient | The cut to services at weekends is inconvenient - the large gaps between runs result in 'lost' time, waiting in town or at ferry terminal. Loss of the second ferry over the Christmas and New Year period resulted in less outings than in previous years and complicated travel plans for  Not all people in the Isles have a public holiday on the day following up helly aa, the island schools , for example,are still open and require staff to be able to travel into the isles. The single vessel meant these staff were late for work. Tie -ups on Monday and Wednesday , middle of the day, make sense, but are not convenient if you have to travel to town/back from town to a morning or afternoon meeting. On a saturday, bus passengers have a long wait at the ferry terminal at Laxo, as the new schedule does not tie in with the existing bus service timetable - i.e. passengers have to travel out on the 4.15 ferry, wait in the cold waiting room at laxo until the bus arrives at around 5.40. Surely there can be 'joined up' planning? The schedules highlight that isles residents are treated differently to people living on the mainland - they are free to travel/use the roads whenever suits them, not when the ferry timetable permits them to travel! |
| Significantly less convenient | How on earth could they be 'more convenient' if they have been cut?!  Obviously, weekends is greatly affected.  The ferry does not tie in at all well with the bus at weekends - this is ridiculous.  Ferry maintanance through the week affects people's plans.. and impacts on their work.  For example, to catch the Edinburgh flight from sumburgh, I must leave my work earlier and get the 12 ferry, as there is no 12.45 ferry. |
| Slightly less convenient | It is one more nail in Bressay's coffin - and a missed opportunity for developng what is effectiively a suburb of Lerwick |
| Significantly less convenient | Sunday morning sailings from toft are not convenient with the arrival of the Northlink ferry! |
| Significantly less convenient | the one ferry at the weekend is a joke - in the winter with bad weather so many runs have been cancelled and in the summer with heightened travel its a nightmare ie. booking a caravan from unst to whalsay is nearly impossible |
| Significantly less convenient | Our ferry timetable has been cut far more than other places which is very unfair, I think the SIC has handled the whole ferry cuts very badly which is to the detrement of folk living in the isles! |
| Significantly less convenient | inconvenient |

| How convenient do you feel the new sailing schedules are? | |
|---|---|
| Slightly less convenient | Sunday morning the timetable is totally unsuitable and stops me travelling socially. the late night crossings should be re-introduced at the weekends. The 22.55 should change back to 23.05 |
| Slightly less convenient | Less sailings at the weekend make travel significantly more problematic. |
| Significantly less convenient | We live and work in Unst. It is difficult to get down to the mainland on the weekend as there are not enough morning sailings on the Bluemull crossing. More on a Sunday would be helpful. |
| Significantly less convenient | Saturdays and night times are tough with fewer ferries. |
| Significantly less convenient | Less ferries and also ones that don't connect with the other sound. |
| Significantly less convenient | The gap from Toft from 0815 to 1100 and from Ulsta from 0915 to 1130 on Sunday mornings is more than just inconvenient. This is restrictive enough to stop folk bothering to travel at all. A 0000 or a 0100 hours ferry on Yell Sound every month would have been good. To take away these late ferries altogether was heavy handed. |
| Significantly less convenient | week-end timetable less accomodating for my hours |
| Slightly less convenient | The ferry schedules never were convenient, however changes have not helped. |
| Often | I always book in advance and fine the roicket poffice/booking office staff superb relates to 10 & 11. and get 11/10. |
| Significantly less convenient | The sailings schedule between 5 and 6pm has been impacted with the removal of the 5.30pm ferry. The 5.15pm schedule is frequentlu very busy and there is an unnacceptable wait until the next service at 6pm. Little thought has been given to peak commuting times with regard to communitites. |
| Significantly less convenient | Loss of Saturday evening sailing during the winter has made it extremely difficult to move livestock to and from the marts etc. It puts enormous pressure on the Friday sailings resulting in gridlock and "double runs" due to numbers to travel on the only "full" day out. Considerable hardship when Friday sailings cancelled to due to weather and no possibilities of travelling on sat due to winter timetable! Loss of Monday sailings means no options when Sunday night boat full! |
| No change | Changes neutral for me but rush hour need more runs. |

| Final Comments |
| --- |
| The single ferry times are hardly coping at peak times making it very hard to commute to and from whalsay. |
| I think I have made my position clear with my previous comments. |
| overall the current ferry services are a joke at best. The complete lack and consideration given to locals over the wanting of the big money from contact workers who have been housed in Unst is pathetic. The service is for islanders mostly who reply on it to get to work and back, not for big money companies to come in and rule and changes things as they wish which is currently happening. The ferry series need to make head at the top roll and get people in who actually know and understand what is needed, not what works best for their pockets. The lack of communication between the department and the public is awful and also within its own offices. Big changes are needed to make things work better for all not more cuts that's going to isolate these island communities even more. |
| you need to reconsider the times on a saturday, its not good having to wait 45 minutes for a ferry after being at work all day |
| The Sailings should be the same mon/fri inc. as the rest of the week.We also suffer with the extra long breaks 9'45am/10'45am 12'45pm/1'55pm Waiting Time |
| The SIC has once again shown its complete disregard for isles communities, Lerwick has seen no change however the livelihood of the isles are a second thought. We are being treated as second class citizens, as a result we have absolutely no confidence in the SIC offering the Shetland community the services we deserve. |
| The lack of runs (for such a prolonged time) over the festive period was nothing short of a joke. In addition, to give the whole of Shetland a restricted service on 29th January (for a Lerwick festival) when it was business as usual for anyone not involved in UHA was, again, unacceptable. Our school staff were late to work due to this nonsense!! |
| I still find that it very bad getting to a band practice at 19.30. It means 20 minutes stood in the rain so we don't go anymore. |
| Do you think that people in Lerwick and other parts of the mainland would appreciate being dictated to on the times they could travel? This is what SIC is subjecting island residents to. Before SIC makes any more cuts to our ferries think about how what it would be like if SIC cut something that you were absolutely reliant upon. I am 23 years old, I live in Whalsay and always have and I hope I always will but this is looking more and more impossible for me. I have to live my life around a ferry timetable which can be extremely frustrating at times. It is inconvenient and unreliable. Please think of the future of our isles, we need a tunnel! |
| Previous timetable was very convenient now less convenient especially for late runs |
| I live on Fetlar and as a result of new timetable, and especially ferry fares, I have now begun to try to sell my house and move. Life is too expensive here now,,,especially necessary trips to doctor, dentist and for petrol, and I miss visiting my friends on Unst and Yell. |
| I have lived in Skerries nearly 28 years now and this is the first time I can remember a ferry not being here in over a week due to weather and because the ferry cannot be flexible and come in when the weather suits. |
| Due to increased business use, even out of season, ferries are full, even at weekends. This will lead to long waits once the tourist season starts. Booking is essential if a certain connection is needed. Booking office often difficult to get hold of, due to increase in bookings the phone lines are engaged. |
| The single vessel sailing at weekend is ridiculous and should never have been implemented and how can money be saved when paying lots off overtime and casual labour cause there's not enough crews for the ferries. |

| Final Comments |
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| I need to take a car across on the ferry and this is a big monthly expense, the cost of ferries is a large chunk out of my income and restricts my social life, as I have to consider the cost of extra ferries |
| Between the flights and ferries, I've moved away from Shetland. |
| As long as there's no more cuts to the Ferry Service I expect people will live with it. |
| The morning service coming north from Lerwick will greatly reduce tourism. Asking people on holiday to waste hours waiting for ferries is bad for Shetlands tourisme if Petrofac does not kill it first. Also no hot drinks on the ferries is very poor.Today I was traveling for nearly 5 hours Lerwick to Unst no drinks available. |
| In addition to the drastic ferry cuts, the introduction of public holidays on the ferry service is ridiculous. Some people cant travel when they get a day off work. How stupid is that? |
| The ferry cuts are making people move from the isles. There is growing evidence of this. Myself included. |
| This needs a comprehensive review and adjustment. |
| Skerries runs if cancelled should happen on the next available time |
| no comment |
| I would like to see a more flexible scheduled service to Skerries. Also a local booking office would be of benefit as this person could be used for contact to relay weather conditions to the ferry crew. There is no way that our service is in any way improved and our life has become similar to the isles when the Earl of Zetland was the link to the mainland. (no fresh milk for 2 weeks). We do not have milking cows in the isle nowadays, but they did then. It is clear that the only way to have a lifeline ferry to suit our needs is to have the Filla based here. This should be made a priority when funds are available, the savings will make up for the outlay in just a few years and we will have a far better service. Our community wants to survive but we are doubtful if this can happen if our service continues like this. |
| It is impacting on yell & unst communities....very little interaction now u have to pay the same as going to main island. |
| It doesn't affect me directly as much as people or businesses who use the ferries more often but I think it may have had a bigger impact for them |
| the ferry service will cause people to leave the island, Tourists will not visit the islands due to the ferry |
| If the Wednesday sailing is missed, there is no sailing between Monday and Friday. Unacceptable. Ferry should sail on the next fine day if a sailing is missed, with SIC bearing the cost. This also applies if Sunday and Monday are missed; SIC pays for sailing on Tuesday. |
| I feel that more work needs to be done on ferries at weekend for Unst yell and fetlar with limited connecting ferries at these times and often fully booked ferries and long queues. No ferry at 7 am from Unst to yell on Sunday morningsnow means I have to travel at 6:30 meaning I have to sit at work for nearly an hour before my shift. I work in yell. |
| Would like to see evidence of actual savings ! Feel financial cuts are all being made to island communities. |
| Several of the timetable changes have affected us at different times and for different reasons. It would be good to see a breakdown of the savings. made, especially as the crew are being paid to sit aboard the boat during missed sailing times. |
| Service is now significantly worse than ever, and is totally inflexible with crews being paid to stay at home on non scheduled days when they could provide a service. TOTAL SHAMBLES |
| whalsay community is now being destroyed by a counsle with no view of the future,we should be moving ahead with the times, not going back to where we were in 1995.make your |

| Final Comments |
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| cutbacks in lerwick from now on leave the islands alone. |
| The changes in ferry service are not equitable. If you compare the number of crossings and available space on board against the population size and service need Whalsay is treated extremely unfairly. Especially in comparison to Yell and Bressay. Perhaps it is because we did not have a voice in the council, I have emailed all three isles councillors and only one bothered to reply. |
| The reduced service has had a major impact on island life and has added huge restrictions to life/work patterns. Whalsay residents are now much more cut off from taking part in Shetland social, working and business interactions. This has a significant impact on the equality of opportunities for island residents compared to people who live on Mainland Shetland. This greatly adds to the perception of the growing divide between Mainland Shetland residents and island based Shetlanders. Island residents feel unfairly penalised and the reduction of the ferry service plus the ongoing fare increases above the rate of inflation is adding extra burdens to those living in the isles. Isolation is increasing for island residents in a time of general advances in communications in the world. It is appalling to think that transport links to the isles is going backwards instead of forwards in this day and age of huge advances in transport connections all over the world. Shetland is a poorer society when such a huge percentage of its population is essentially being restricted from taking part in many aspects of Shetland life through transport reductions. Ferry reductions are killing island life in Shetland. |
| I finish work early enough that the ferries I use are unchanged, and I don't work weekends so that hasn't affected me. The constant tying up of ferries in so/so weather is having a big effect on the isle, and could be about to lead to the loss of 20-30 jobs so that is a big issue which should be addressed. |
| The new timetable should enable easier access out of Unst in the morning. However, use of the 6.30am ferry by Total/Petrofac means that you invariably cannot book this ferry, and you cannot guarantee being able to get on it if you go on spec. This is a major inconvenience for those users who have to use this ferry to get to work and connect with public transport. Also I have noticed a major issue arising from the changes in the booking system. It is now almost impossible to get through to the booking office to make a booking |
| Still find fare too expensive between Unst and yell |
| We used to live in Yell but left because of the ferries. We still travel to see my Mother who lives in yell, but due to the sailings (and cost) we only go about every three months now. Instead of every couple of weeks before. Booking is essential on Saturdays and Sundays. As we have arrived a few times to end up with a very long wait due to not being able to get the first ferry because it was full. I foresee this being of concern more to tourist's who may not book in advance. |
| Less runs and ever increasing fares are certainly leading me to consider whether I want to remain in isle. |
| The single vessel weekend and holiday schedule are a severely retrograde step in provision, especially with weather conditions resulting in protracted use of Vidlin as Mainland terminal. We still would like a service that allowed us Whalsay residents the option to be able to catch first flights from Sumburgh without having to overnight on the Mainland. |
| give us back our 2nd ferry at weekends ...especially Saturdays.. Shame on the current council for taking it away. |
| Has anyone thought of setting up an online booking system? |
| I know savings have to be made and money is tight but I can't see past fixed links and finding the money would be near impossible but one thing everyone can agree on is the fact fixed |

| Final Comments |
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| links would be cheaper in the long term spend money to save money |
| I wish there was a 6AM ferry out of Whalsay so that we can catch the first flight out of Sumburgh! Instead of HAVING to pay to sleep in a hotel! Also for people who can get to their work for 7:30am too! Thank u |
| Too many tie ups, not enough runs at weekends. |
| The new timetable does not fit into everybody's everyday lives |
| Need a better ferry service at weekends. Thanks |
| The connections to Unst on a Sunday are really poor. I do not see the point in Bluemull crossings not connecting with Yell Sound ones. |
| Reducing the service at weekends has a huge impact, not only on working people but families who would visit/go on outings/access all services that are based mostly in lerwick on days off or when children are off school. |
| Not having a 5.55pm ferry on saturdays is very poor for commuters coming up from their work with the bus,especially in the winter months. |
| 2 hour gap at lunchtime is not good |
| Looking forward to the summer timetable having more crossings to Fetlar at times that enable me to work on Yell. But also dreading the influx of tourist vehicles on already fully booked ferries. |
| whalsay has a population of about 1000. as the largest populated island the service we have in compare with yell is terrible at best. the linga and hendra cant carry as much as one of the yell ferries. at the weekend its worse when we are down to just the linga. how is this fair ? i hope this is taken in to account. (which it wont be) |
| Whalsay seems to have reduced amounts of ferry crews and service. However I do not see where the service can be reduced too. Savings have been made, with the Whalsay community taking the hit. |
| It is we'll proven by viewing the expenditure on the yell sound service that a tunnel providing 24 hour access is vastly less expensive to build and run than a restricted ferry service. |
| At times of disruption, say with adverse weather conditions if would be good to get more information in plenty of time via the txt message service on the likelyhood of service suspensions, especially when you have to catch two ferries. The txt service during the recent weather disruptions is getting much better but there is still room for improvement. Another observation would be advise folk to queue in the booked lane during the times of a shuttle service to avoid the confusion of folk in both booked an unbooked lanes, as everyone would get in the booked lane, as opposed to the unbooked lane. |
| The ferry service is preventing island communities reaching their full potential. I would imagine that as a result Shetland's population, in the long term, will centralise and be more ingrown. A comparison with Faroe and the developments being achieved in small Scandinavian island communities should be done. |
| Only solution is fixed link |
| The Whalsay ferry leaving at 6:30 on Saturday instead of 5:55 is very inconvenient. It's a long enough day without having to sit at Laxo/Vidlin waiting for ferrys. (Would make more sense if the ferry left Laxo at 5:00, Symbister at 5:30, then Laxo again at 6:00) Would be slighlty better if the waitng rooms were in a state to sit and wait in. Also through the week the ferry leaving at 5:55 could easy be changed back to 5:50 or even 5:45. I have been keeping record of the bus and it always gets to the ferry long before 5:55. |
| we have our house for sale due to the ferries since we feel our health is at risk and our childs life just too complicated. due to the ferries we now use amazon for much of our food etc. |

| Final Comments |
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| Change to timetable has had an impact on my accessing appointments in lerwick |
| We moved into our newly built house a year ago. With the ferry service being raped, and it, in our opinion, suiting only the golden sullom workers, plus the threat of school closures, we are looking to leave Yell and possibly shetland, even if it means a substantial loss in our home we built. We feel the SIC have allway and shall continue to Rape Yell! |
| disappointed that there is not more flexibility with the service , the ferry timetable has ruled out a lot of people having family time at weekends, and the timetable does not encourage "day trippers " any more, it is killing off the outer isles and the social life the isles are famous for . |
| When are we going to see the new fares published for Bluemull sound in regards to Residents rates/Tourists rates etc. Fair Isle rates went through quickly, Bluemull sound residents still pay full fare for essential services such as Dentists etc and Fetlar residents pay full fare for getting Diesel/Petrol, Sport and Leisure facilities etc. Come on, sort it out please ! |
| Feel the council has failed to support the island community. |
| I feel that the reduced sailings made to the route, i.e over Christmas & weekends were done without consideration to the commuters and the islands residents, not everyone works mon - fri 9-5. |
| The whalsay service is very poor at times when only 1 ferry runs. |
| Should have gone with the timetable the community wanted |
| This is regarding Out Skerries in Shetland. |
| Skerries service has been cut by almost twice the percentage as other isles, nearly halving our runs, this is very unfair!! The timetable is needing a complete rethink, as its completely unacceptable!! |
| Fixed links are the way forward both economically and for the future development of both isles, it would open unst, fetlar and yell to new business opertunities. |
| I really think there should be two ferries on a a Saturday running from Whalsay. |
| The councillors are frantic about the northlink ferries while axing everything they csn on local ferries. Perhaps they nead to realise that in the eyes of edinburgh. Shetland is the small rursl community. Please dont destroy our communities! |
| BASE THE FERRY IN SKERRIES LIKE WE SAID ALL ALONG AND GET A FISHERMAN TO RUN IT!!!!!!!!!!!!!!!!!!!! |
| These cuts are centralizing Shetland to Lerwick. Now my only options are to move to the mainland. |
| Ferry service not adequate at weekends, too long between runs, too long to wait on ferries ie. medical evacuations. Isles are where all the cuts are being made, we are all equal citizens in Shetland ! |
| Extended booking office times are beneficial. Booking office knowledge of ferry sailings eg reduced service would be beneficial. |
| I feel the sailing times varying on different days can be very confusing |
| Single vessel operation on monday and tuesday is ridiculous, all maintenance should be done at weekends when 1 vessel is tied up anyway, then it would be possible to alternate vessels to allow for a much greater maintenance period |
| It is a disgrace that the hendra is not disabled friendless or the toilets at laxo and symbister terminal. There should be a disabled priority queue. |
| I know savings have to be made but feel that perhaps some of the later (after tea) ferries could be made bookings only |
| I think the ferries should be left alone,savings can be made in the vastly over staffed offices |
| The changes have harmed the islands |
| One ferry is too little at weekends |

| Final Comments |
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| Despite many promises there has been no review of the ferry fares on Bluemull,despite the new ticket machines being in place. The season tickets available to Bressay users should be available on all ferries and runs should be useable on all ferries. Tourists(non Shetland residents) should have to pay for ALL ferries. |
| Very poor service now |
| For deckades commuters have been forced to leave their island homes due to inadequate ferry provisions. reducing ferry services will only increase this necessity. Significant savings could be made running the Whalsay ferry service, if the Mainland terminal was moved to a site at Bonydale, 10 minutes sea crossing time from Symbister, instead of the current half hour to Laxo or 40 minutes to Vidlin. Approx 3 miles of road required + a sheltered ferry terminal could be bought once, then savings reaped for deckades. A single vessel could provide a better service than 2 can at present. DO NOT DISMISS THIS DUE TO IT BEING RULED OUT BY STAGE ONE OF THE WHALSAY FERRY STAG REPORT! TUNNELS WERE ALSO RULED OUT, ONLY TO BE RE-INVESTIGATED, AND ULTIMATELY DESTROY THE POSSIBILITY OF ANY FUTURE TRANSPORT LINK TO WHALSAY!! |
| The buses with pretrofac workers block the ferries for other users. Once during adverse weather circumstance people had to wait hours for the ferrry and eventually when a ferry went there came two busses with pretrofac workers. They were given priority and there wasn't space for other people who live on Unst. You can't keep the booking system if several ferries are cancelled. You have to use a first come first serve system. |
| I do not think it is fair that the Bressay ferry continuous to have late evening/early morning rubs at weekends when other Isles are not allowed this luxury. I would love to attend evening events on the mainland but can only do so if I pay for accomodation to stay overnight. |
| If we had a ferry slightly bigger than the linga we would be fine....but we're not fine. Help us out. |
| Among other things I find reduced Wednesday service hard to understand. This is just as busy a day for business and travelling public and is also the day of Unst lamb sales. |
| Good update service provided (txt and email) |
| I understand and appreciate the need to make savings and efficiencies. If there are further timetable reductions and fare increases then serious consideration will have to be given to re-locating outwith the Island. |
| During the summer I work in the tourist industry and heard so many complaints from visitors as well as residents. |
| it would be good to have a "resident" cheaper ticket fare travelling just between Fetlar, Yell and Unst |
| Having 1 ferry running at the weekend has severely impacted on Island life! You have to plan your trips and make sure you book, if you miss early ferry then it's almost lunchtime before you arrive in the town meaning you are rushing around to get things done and family visited, constantly clock watching when your out as you don't want to be left sitting at the ferry with a baby. |
| I would not like to see any further reduction in ferry service in the near future as the ferry service is an essential link for those of us living in the islands and providing healthcare services to the populations of the islands. |
| The recent holiday for up helly aa resulted in our ferry keeping the weekend schedule. That is not something that has happened before and not something I would like to see happening again. With it being Wednesday the Linga was due to miss out the 12.45 sailing. Which meant we could get out of Whalsay at 11.15 then not until 14.45. This is far too long with no sailing. As it happened they did the maintenance the day before as the ferry could not run |

| Final Comments |
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| due to bad weather, so the 12.45 run was reinstated. This meant that I had to change my plans a couple of times to fit in with the ferry times. This will happen each year unless a decisio is made to change it now. I must add that Colin Manson has been extremely helpful with any enquiries I have had. |
| The changes did not take into account those that work on a Saturday or Sunday as many do |
| Would like to see the fuel savings now that the Leirna has been re-engined with more efficient power plant. |
| Cutbacks are good and well but a lifeline service is essential. Has the bus service running in and around Lerwick been reduced by as much? No! Are there barricades in place to stop people coming and going from their community at certain times of the day, preventing movement in and out of the town at certain times, as decided by the council? No! It would be interesting for the SIC to add up the actual amount of money that has been generated by Whalsay and pumped into the coffers over the years. How unfair the system is treating us. There might not be the same bus service running around the town on a weekend, but I am sure there would be an uproar if the roads were only opened once every couple of hours. However, that would save on wear and tear and the roads and transport dept could save money on needless work, vans, machinery etc. The Christmas timetable was an absolute joke. It's obvious the people that make all this up do not need to rely on ferries at all and families were affected by the decisions made. As for reducing the service the day after Up Helly Aa??!! SIC would do well to remember that not everything in Shetland grinds to a halt and the commuters who worked overnight shifts and school staff were unable to come in with their usual morning ferry. How fair and thought out is that? It wasn't a holiday for everyone and it shouldn't be made to be either - a bit of fair, more thoughtful treatment would go a long way to healing many of the wounds that SIC are currently opening up. |
| Fares are becoming prohibitive too, especially for young commuters who are still in training/apprenticeships. We need to encourage people to stay in the isles and keep communities alive, rather than limit access through less ferry sailings and high fares. Perhaps it's time to look at possibility of fixed links , with a view to the long-term survival of Shetland's communities? |
| Not having a 5.55 ferry on a saturday into whalsay is the worst mistake!! Having to wait in the waiting room in this current winter weather for an hour after the bus drops you off with no heating!! Is it possible to get the saturday runs back to normal timetable??? |
| The reduced weekend ferry timetable has impacted greatly on my family's ability to attend and participate in events outwith Whalsay. It has caused great inconvenience and continues to do so. It is hampering the development of young people and their ability to access opportunities outwith their community. On several occasions last year we had a wait of over 3 hours for a ferry back into Whalsay with horses also waiting in a trailer. Not good for adults, children or animals. |
| Ferry service in Whalsay should not have been cut at all, as already there were significantly fewer sailings, and MUCH less capacity than the Yell service. Also - why on earth does Bressay get sailings as late as 0100? This is unfair in the extreme, and further evidence of increased centralisation to the Lerwick area. |
| The token saving made by the reductions was far outweighed by the message it reinforced that we cannot rely on the ferry service to Bressay it can only get worse and more expensive" Bressay is a suburb of Lerwick - 5 minute crossing to the centre Even without a fixed link it is a great place to live and has the capcaity to accommodate a lot more people. It would be a lot cheaper to build houses in Bressay and for the Council to commit to a regular affordable |

| Final Comments |
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| ferry service an an extension of the town serivce - than it will be to accommodate more people in Lerwick A shuttle service to bressay is an achievable and affordable option - it wil encourage our chlidren to return and more people to want to live in Bressay |
| Should have left the timetable the way it was before!!!!! |
| Get the tunnels in now, ferries and infrastructure and getting more and more expensive and you are running a poor but expensive service. Tunnels will pay off in the long run |
| I feel the whole Skerries timetable is needing to be altered to try and make it more suitable for folk living on the isle and also those trying to commute to work on the mainland, or the community will eventually die!! |
| I applaud the decisions that have been made with no great impact to the level of service. I would be disappointed to have things cut too much further. |
| Its time that the timetable suited the customer rather than anyone else |
| As a music teacher, I am having to stay on the mainland a lot more as i need to attend school concerts but can't get back home in time for the last ferry. Also I can't take pupils down from the north isles to attend concerts as they would have to leave early or stay over. |
| The inter-island ferries are an easy target. |
| I think there should be a late ferry for when events/nights out are on in Yell. I feel this is stopping people from coming out as they then need to find a place to stay. |
| This surveyDOES NOT address the real change to the ferry service for me, Since the introduction of fares on Bluemull Sound my cost of travel to work has increased 100%.Since April I have spent over Â£4,000 just to get to my place of work, a cost which is unsustainable.If this is not addressed soon I will be forced to give up work and claim benefits.Financially I will be much more secure if I do this.I am apalled that I am only able to comment on this massive "impact" of the changes to the ferry sevice in this final comments box. |
| We need our ferries |
| what's the point in asking the same questions? It's about as much a waste of time as i thought this would be. |
| The cuts to the service so far made we can cope with. Further cuts would make a life for those who live on islands much more difficult. |
| the continuing problem of parking at the lerwick ferry terminal needs to be addressed. Bressay is the only island with no deisgnated car park at its lerwick terminal. The present ferry schedule does not meet the need of communities and frequent users and will contribute to furhter decline of the island. |
| It is vital that Saturday night sailings are kept thoughout the year, not just summer only. |
| Thankyou for our ferry service which we wish to maintain into the future. |
| Reduction on sailings is causing hardship and inconvenience affecting many aspects of daily life. It is vital for both personal prosperity and economy of the island that Saturday evening sailings be retained throughout the year - particulalry as there has been a significant increase in the population level. |
| your irritating travellers and losing potential traffic by the stubborn unwillingness to sail from Bressay between 0730 and 0830 M-F. Usage varies on 0830 but often full. Days ago, it left traffic three times in a week and on the day I took the car I was left behind with 4/5 cars/vans and an arctic truck. During the re-engineering of leira the 0810 was heavily patronised and eased load on 0830. Try growing traffic by running more at this peak demand times. |

| Final Comments |
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| Recently i travelled from lerwick to unst (date given). The travel board indicator 6 miles north of lerwick indicated no problems with unst ferries. I was allowed on with my car on 09.05pm ferry from toft. Staff know I go onto Unst. Got to Belmont unst ferry at gutcher only to find it had shut down due to severe weather which I understand but why oh why cant notice of unst ferry closure be given at toft. Once you get on yell you are stuck and have to spend the night in car. In january no joke. PLEASE advise unst traffic at toft of problems on unst ferry. |
| On ferries I think maintenance was mentioned, which you were aware of. The lack of capacity on the route is well documented. We have previously asked to change the 8.25 am ferry back to 8.30am as this helps shift workers finishing at the hospital to make it home without a long wait, especially at weekends. This was to be included in the 6month review, however the proposed summer timetable still has not made this change. We would like this to be done. Ferries again... members and the public were very annoyed at the article in the Shetland times highlighting the extra runs made for the Yell Show last year, which came after we were declined the extra ferry for the Voe Show, which is Whalsays equivalent. Therefore we would like to request that on that day we have two ferries in operation. We would like to know what budget the Yell runs came out of as even if crew were not in to overtime fuel was an extra cost. We would of course like both ferries running at weekends which helps lift the constraints we now have to live by when planning to go off isle, but are realistic about this. |
| I have highlighted this problem before but as far as I am aware the adjustments have not been made on the time table. I have had lots of complaints regarding the 14.15 Belmont and 14.30 Gutcher , 16.45 Belmont and 17.00 Gutcher "if required" status. There is a lot of confusion and furry as these are unbookable. The 14.45 from Gutcher has been changed to 14.30 as well and this is the connection that Sandisons perishables come in on. Now they cant get in until 5.20. The 16.45 from Belmont is also a well used ferry , as it connects with the 17.30 Ulsta. This "if required" needs to be removed form the timetable and the 14.45 Gutcher re instated as soon as possible. PLEASE |
| Further to our phone conversation, after checking the latest timetable you sent to us and further to our request for Sundays maintenance to be in Ulsta for the winter due to the possible weather issue for Toft depending on the wind direction we would need to head to Ulsta any way, at present then there is nothing from Toft from 08:45 till 11:00, we propose to do a 09:40 which will now match with the 10:30 from Gutcher, this will also help anyone coming of Northlink in the morning. The 11:00 from Toft doesn’t match in with anything to Unst as the next one would be 12:50 which would be a long wait for anyone but if we lay up in Ulsta and pick up from the 11:30 from Ulsta instead then the 12:00 from Toft matches the 12:50 from Gutcher. In conclusion the above does away with the 11:00 sailing from Toft on a Sunday but adds a 09:40 sailing from Toft instead, North Isles gains from anyone coming of the Northlink boat, Unst gains with ferries matching better under the new timetable, vessels gain from not losing maintenance on Sunday, for a change it looks like everyone gains something unless there is something I’ve missed. |

| Final Comments |
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| I am writing to ask for your help! My 8 month old daughter and I have been given the opportunity to attend the award winning Bambino & Beyond classes in Lerwick on either a Monday afternoon at 13.30 or a Friday morning at 11.15 for 5 consecutive weeks. Unfortunately, due to the current ferry and flight timetable I cannot attend either of those classes. Although I would like to attend the classes, I am unsure if the other families would like to also attend. XXX has shown an interest but as of yet I have not heard from XXX regarding the offer. I have asked the community if it would be ok for me to ask for your input on the matter and completely understand if nothing can be done to help. As I understand it, the Friday timetable would be very difficult to change but was wondering if it would be at all possible to have the Monday timetable adjusted from leaving Vidlin at 1300 to leaving at 1500 instead? That would give me enough time to leave Skerries in the morning, attend the class and be back in Skerries for tea time! |
| I appreciate that this is probably a subject that you're had enough of, but the frustration of trying to organise time home with my family has just about overcome me and I felt compelled to get a complaint in. I'm told that this is a temporary timetable for 6 months and am hoping you will consider my points when you amend it. From my perspective living in Aberdeen I want to spend as much time with my family as possible. Every hour is precious. I just wonder if the powers that be have considered the impact their decisions are making on real live families. For me, the lack of the Thursday ferry and the removal of the Sunday afternoon ferry from Shetland makes the possibility of getting time home with my family almost impossible and I would ask that when this comes up for review that this is considered. My 2 year old loves getting home to Skerries, but in all honesty I don't see how this is going to be possible going forward without having to take a weeks leave. |
| A lot of people are unhappy with the new ferry time table, for the whalsay service on saturdays. People leaving Lerwick at 5 pm with the bus,have to sit and wait in a cold old waiting room at laxo until 6.30 when the next ferry leaves.Things are only going to get more miserable in the winter months.Is it not possible for the timetable to be shuffled around a bit so as the ferry leaves at, at least 6pm. |
| Does this reduced service for Wednesday 29th January mean Whalsay will be without any sailings from Symbister from 11.15am till 2.45pm? My daughter has to catch a flight at 4pm, this means she is going to have to go out on the 11.15am ferry! If this is the case, there appears not to have been much consideration gone into this. The UHA public holiday has no relevance in Whalsay and it has never before affected our service. Wedensday sees a reduced service with the Linga as it is. Yes you can include my comments. It's very inconvenient to go such a stretch without any runs. This is not a public holiday for everybody, nor were the festive tie ups. If this HAS to happen again, more consideration must be given to commuters. Also regarding the festive tie ups - I work at whalsay dental clinic and our dentist and nurse commute into whalsay daily on the Hendra and as a result of the festive tie ups on NON PUBLIC HOLIDAYS we had to cancel/reschedule a number of patients appointments that had already been booked. Some prior consultation would have been useful. |

| **Final Comments** |
| --- |
| Further to our phone conversation, after checking the latest timetable, our request for Sundays maintenance to be in Ulsta for the winter is due to the possible weather issue for Toft, depending on the wind direction and swell we would need to head to Ulsta, at present there is nothing from Toft from 08:45 till 11:00, we propose to do a 09:40 which will now match with the 10:30 from Gutcher, this will also help anyone coming of Northlink in the morning. The 11:00 from Toft doesn't match in with anything to Unst as the next one would be 12:50 which would be a long wait for anyone but if we lay up in Ulsta and pick up from the 11:30 from Ulsta instead then the 12:00 from Toft matches the 12:50 from Gutcher. In conclusion the above does away with the 11:00 sailing from Toft on a Sunday but adds a 09:40 sailing from Toft instead, North Isles gains from anyone coming of the Northlink boat, Unst gains with ferries matching better under the new timetable, vessels gain from not losing maintenance on Sunday, for a change it looks like everyone gains something unless there is something I've missed. After speaking to several masters and engineers the consensus is Mondays maintenance isn't long enough for either the drills/safety checks etc. or more so for the engineers, as depending what maintenance has be done to the engines they are a bit pushed to get it done in the time allocated. This actually happened during my last maintenance on Monday 16th December 2013 where the engineer had maintenance to do on one of the main engines and didn't quite have enough time to do this in the allocated time, hence we were a few minutes late in starting back in service. Below is a proposed change to the timetable with the advantages listed. I've spoken or heard from a lot of the crew who appear to be in favour of the proposed changes as well. Advantages to the public is the addition of a 10:15 sailing which will help to ease the congestion on the 10:45 especially in the summer months. Another advantage is the same 10:15 sailing during the Monday and Wednesday maintenance periods. 0915 change to 0945, 1245 change to 1330, 0845 change to 0915, 0945 change to 1015. Breakfast from approx. 08:35 - 09:15 = 40 mins, Dinner from approx. 12:35 - 13:30 = 55 mins |
| As a small favour, could you impress on the supremo-in-charge of ferry timetables that the 14.30 sailing from Gutcher to Unst is an unnecessary and retrograde change from the 14.45 sailing of the summer timetable. Our goods truck uses the 13.55 ferry from Toft on Tuesday and Thursday, so cannot catch the 14.30. My car at 60mph can arrive in Gutcher, only to view the stern of the ferry departing the ramp at 14.30. The next ferry is 13.20 by which time the ex-Toft 14.30 traffic has also arrived. Please reinstate the 14.45 from Gutcher. |
| The reintroduction of fares on Bluemull Sound is causing hardship for some in Unst and Fetlar. It is those on low incomes who are particularly affected when travelling to employment in Yell as well as dental appointments and in the case of Fetlar having to travel off island to get fuel. YCC raised concern about secondary impacts where businesses rely on access to the labour market in Fetlar and Unst and shops that benefit from customers in Unst and Fetlar. A further point that was raised is that a non island resident will pay nothing for travelling across Bluemull if the journey originates at Toft but an islander going across Bluemull Sound when their journey originates in Yell will pay a full fare. They recognised this isn't a like for like comparison but made the point that this is a bit perverse when the irregular travellers are likely to have a greater ability and willingness to pay. |

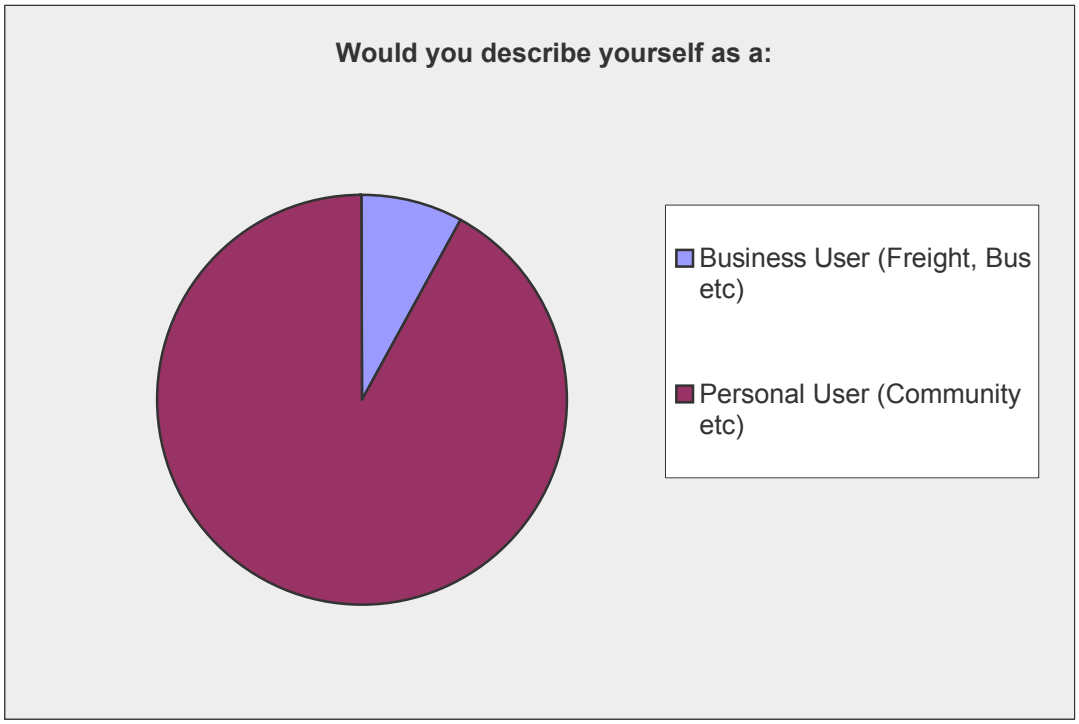
| **Final Comments** |
| --- |
| Since booking office staffing was reduced, it has become very difficult to get through to book a ferry. To ring for over an hour without success in getting through is not unusual. With such difficulty in getting through to the booking office, people are very unlikely to attempt to cancel a booking. There was discussion about the pros and cons of a potential online booking system. |
| I think (have not asked others) that it is excessive to charge £100 return for commercial vehicles. We are reliant on tradesmen/builders/contractors etc coming into FI and the added travel costs will impact on the overall cost to islanders/businesses etc. It may well discourage tradesmen etc from taking on jobs on FI. |
| Transporting a car on/off Fair isle (& Foula) will be £24.80 one way, other isles will pay between £6.50 - £12.80. The price does include the driver so some may get a better deal than others. If distance has been used to calculate the price then I would counter by saying that the mode transport should be the main factor. Good Shepherd - We have no guarantee a car will be transported even if the ferry goes, there is only space for two cars on deck, a very open deck with no protection from the sea, passengers are not able to access their car, a weight limit - no opportunity to transport larger vans, tractors, diggers etc, limited number of schedule runs esp winter so cars can wait even longer. Most importantly we do not have a roll on roll off ferry - cars are slung and lifted by crane. We should not be paying this price. I also think that an increase the Fair Isle visitor rate is not necessary considering the original suggestion from the isle of £10 was totally ignored and a £15 fare was introduced. |
| I have highlighted this problem before but as far as I am aware the adjustments have not been made on the time table. I have had lots of complaints regarding the 14.15 Belmont and 14.30 Gutcher ,16.45 Belmont and 17.00 Gutcher "if required" status. There is a lot of confusion and furry as these are unbookable. The 14.45 from Gutcher has been changed to 14.30 as well and this is the connection that Sandisons perishables come in on. Now they cant get in until 5.20. The 16.45 from Belmont is also a well used ferry , as it connects with the 17.30 Ulsta. This "if required" needs to be removed form the timetable and the 14.45 Gutcher re instated as soon as possible. PLEASE |
| The timetable font size is far too small. The sailings in the new timetable marked *if required* make no practical sense. The 1945 during the summer had been changed to 'bookings only' without any consultation. Since the 1910 from Unst is a commuter run it makes no sense for the 1945 to be bookings only since the boat will be coming to Fetlar anyway. Passengers disembarking from the Northlink boat travelling on to Fetlar on a Sunday have very little time to catch the 0815 Toft connection for the 0945 into Fetlar. If they miss the 0815 Toft the next Fetlar ferry is not until 1530. If bookings only sailings exist it is essential that the out of office booking number is well advertised. It is not advertised at all on the current timetable. Since sailings have been reduced, a system is needed to ensure sufficient space is available for Fetlar. For heavily subscribed sailings that travel to Fetlar via Unst, it was suggested that four bookable spaces should be allocated for Unst, bookable until 4pm the day before travel. If no limit is made then spaces become fully booked by Unst traffic leaving Fetlar traffic unable to |

| Final Comments |
| --- |
| book/travel. Meanwhile Unst has options of other sailings, Fetlar does not. Since booking office staffing was reduced, it has become very difficult to get through to book a ferry. To ring for over an hour without success in getting through is not unusual. With such difficulty in getting through to the booking office, people are very unlikely to attempt to cancel a booking. There was discussion about the pros and cons of a potential online booking system. |
| The changes you have made to the time table, has put to date this year over 10 people from making a booking, as the sailings cannot connect with the busses (their words not mine) I can only say it is made our business totally useless. We would like to see a ferry that is well suited to our needs and there is a lot of ways money can be saved but it would need vision and commitment to stream line the whole management of the ferries services. |
| I e-mailed you on 2 August 2013 asking why the 5.50pm crossing from Laxo to Symbister had been changed to 5.55pm. You responded to say that it was at the request of the bus operator. Since then I have been keeping an eye on the time the bus arrives at Laxo. It arrives any time between 5.40pm and 5.45pm. I have yet to see it arriving later than that. Therefore I fail to see why the ferry can't leave before 5.55pm. The cars could quite easily be loaded prior to the bus arriving and leave as soon as the bus passengers have boarded. I also have difficulty understanding how the time can be changed purely on the say so of the bus operator. Should this not have been discussed with community or at the very least the community council? Perhaps it was and I missed it. I would urge you to consider changing the time to 5.45pm or 5.50pm at the latest. It would allow the crew to finish earlier, which must create a small saving. If it was the case that anyone missed that ferry, they only need to wait until 6.30 for the next run. As a second issue, would it possible to re-jig the weekend schedule? Is there any reason that it has to mirror the Linga's week day schedule. It doesn't fit in with the tea time bus service, which is very inconvenient. What I am suggesting below, isn't ideal, but takes away a 30 minute wait at Laxo if you get there with the bus. The times in red are the ones I have amended.<br><br>Laxo 0710 0825 1030 1200 1400 **1525 1645 1800 2000** 2200 2310<br>Symb 0630 0750 0915 1115 1245 1445 **1605 1725** 1900 2115 2235 |

# Ferry Services Impact Assessment Users Survey

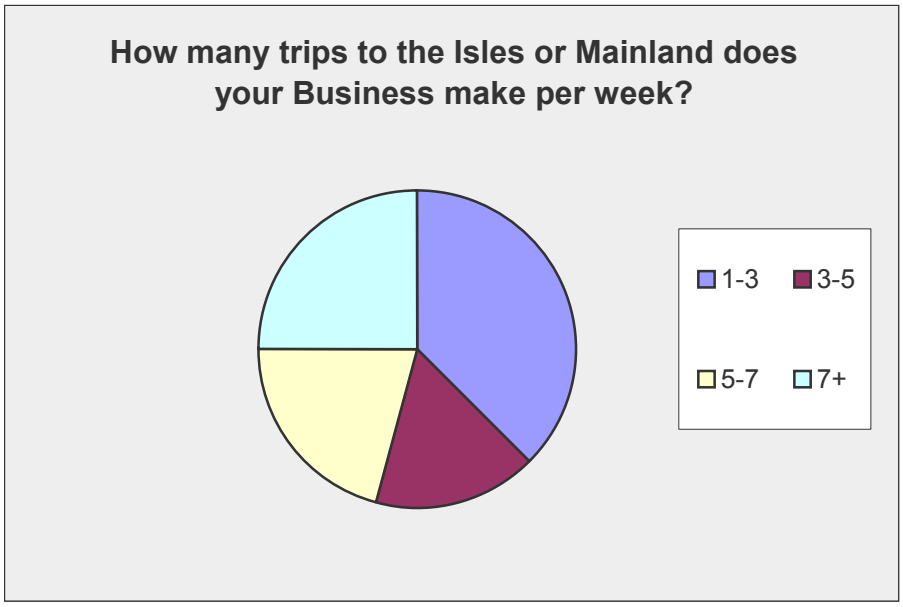
## Appendix A

| Would you describe yourself as a: | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Business User (Freight, Bus etc) | 8.0% | 24 |
| Personal User (Community etc) | 92.0% | 276 |
| Other (please specify) | | 30 |
| | ***answered question*** | **300** |
| | ***skipped question*** | **15** |



**Ferry Services Impact Assessment Users Survey**

| How many trips to the Isles or Mainland does your Business make per week? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| 1-3 | 37.5% | 9 |
| 3-5 | 16.7% | 4 |
| 5-7 | 20.8% | 5 |
| 7+ | 25.0% | 6 |
| Please comment | | 9 |
| ***answered question*** | | **24** |
| ***skipped question*** | | **291** |

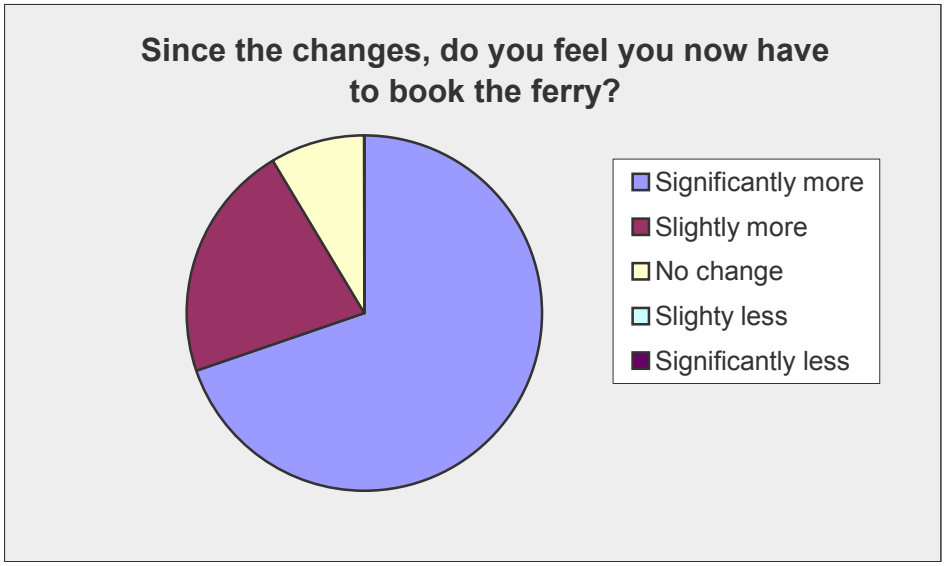


**Ferry Services Impact Assessment Users Survey**

| Are you able to travel on the ferry you would like? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 57.1% | 12 |
| No | 42.9% | 9 |
| Please comment | | 12 |
| ***answered question*** | | **21** |
| ***skipped question*** | | **294** |

**Ferry Services Impact Assessment Users Survey**

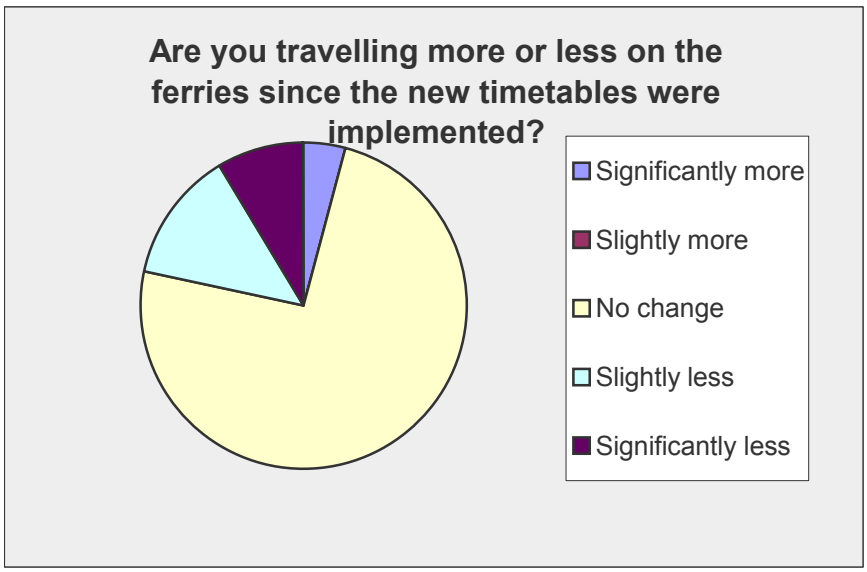
| Since the changes, do you feel you now have to book the ferry? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significantly more | 69.6% | 16 |
| Slightly more | 21.7% | 5 |
| No change | 8.7% | 2 |
| Slighty less | 0.0% | 0 |
| Significantly less | 0.0% | 0 |
| Please comment | | 10 |
| ***answered question*** | | **23** |
| ***skipped question*** | | **292** |



**Ferry Services Impact Assessment Users Survey**

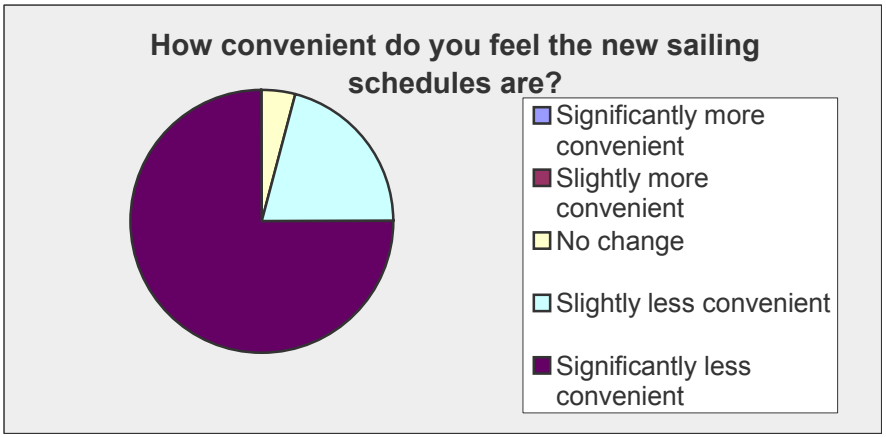
**Are you travelling more or less on the ferries since the new timetables were implemented?**

| Answer Options | Response Percent | Response Count |
|---|---|---|
| Significantly more | 4.3% | 1 |
| Slightly more | 0.0% | 0 |
| No change | 73.9% | 17 |
| Slightly less | 13.0% | 3 |
| Significantly less | 8.7% | 2 |
| Please comment | | 7 |
| ***answered question*** | | **23** |
| ***skipped question*** | | **292** |



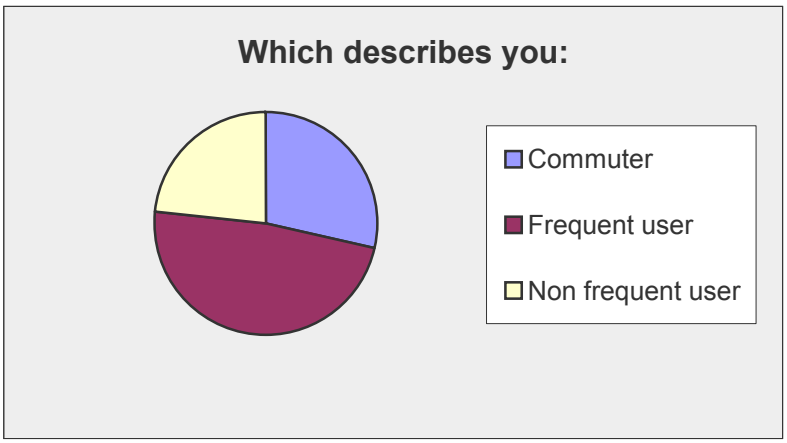
**Ferry Services Impact Assessment Users Survey**

| How convenient do you feel the new sailing schedules are? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significantly more convenient | 0.0% | 0 |
| Slightly more convenient | 0.0% | 0 |
| No change | 4.2% | 1 |
| Slightly less convenient | 20.8% | 5 |
| Significantly less convenient | 75.0% | 18 |
| Please comment | | 11 |
| ***answered question*** | | **24** |
| ***skipped question*** | | **291** |



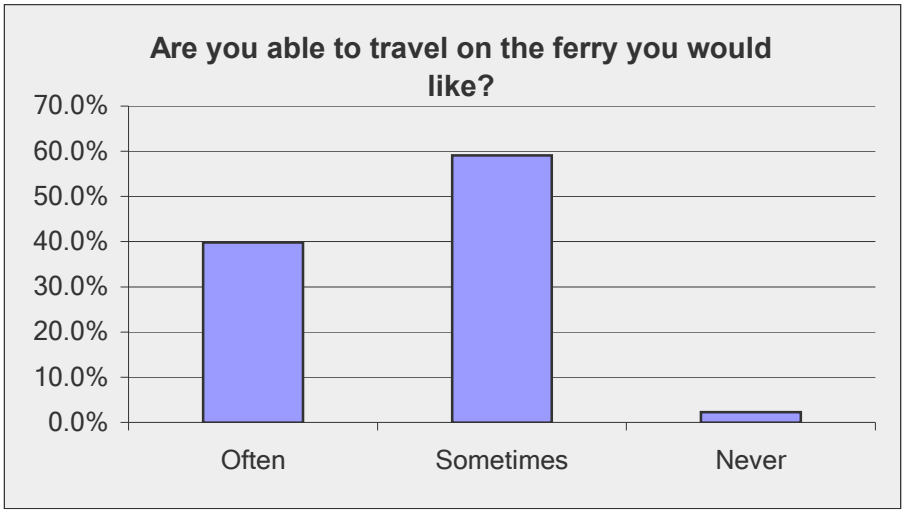
**Ferry Services Impact Assessment Users Survey**

| Which describes you: | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Commuter | 28.7% | 75 |
| Frequent user | 47.9% | 125 |
| Non frequent user | 23.4% | 61 |
| Please comment | | 58 |
| ***answered question*** | | **261** |
| ***skipped question*** | | **54** |



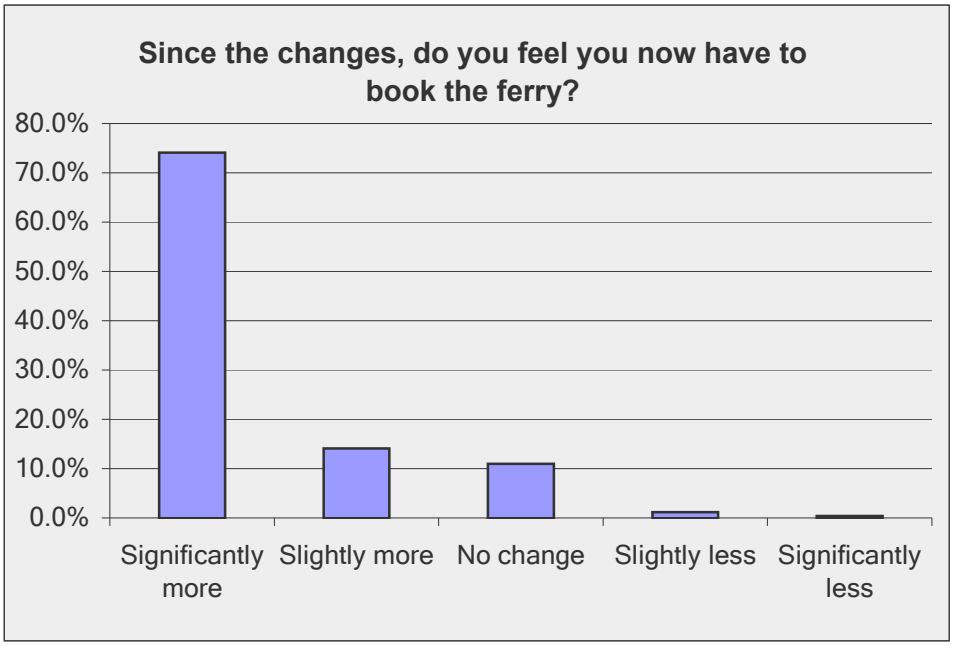
**Ferry Services Impact Assessment Users Survey**

| Are you able to travel on the ferry you would like? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Often | 39.8% | 103 |
| Sometimes | 59.1% | 153 |
| Never | 2.3% | 6 |
| Please comment | | 70 |
| ***answered question*** | | **259** |
| ***skipped question*** | | **56** |



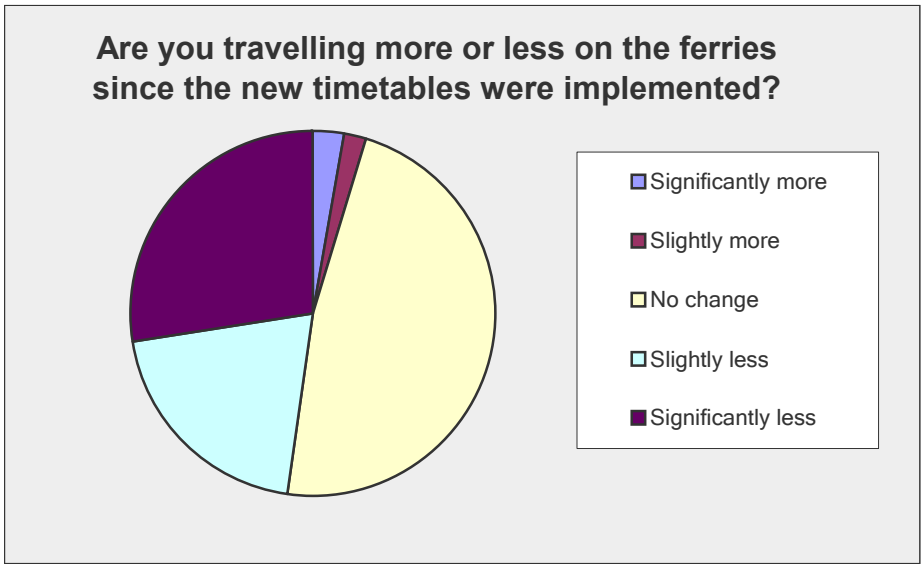
**Ferry Services Impact Assessment Users Survey**

| Since the changes, do you feel you now have to book the ferry? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significantly more | 74.1% | 189 |
| Slightly more | 14.1% | 36 |
| No change | 11.0% | 28 |
| Slightly less | 1.2% | 3 |
| Significantly less | 0.4% | 1 |
| Please comment | | 77 |
| ***answered question*** | | **255** |
| ***skipped question*** | | **60** |



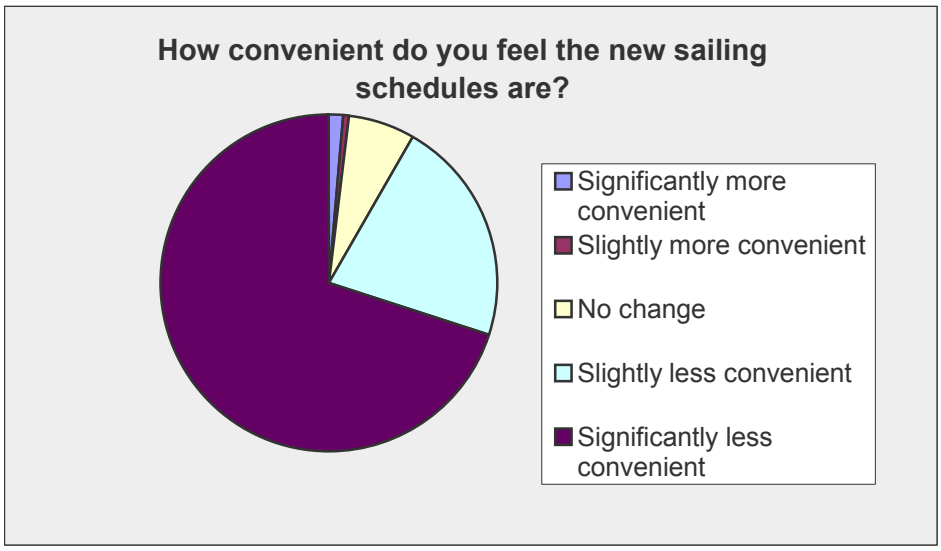
**Ferry Services Impact Assessment Users Survey**

| Are you travelling more or less on the ferries since the new timetables were implemented? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significantly more | 2.7% | 7 |
| Slightly more | 1.9% | 5 |
| No change | 47.5% | 123 |
| Slightly less | 20.5% | 53 |
| Significantly less | 27.4% | 71 |
| Please comment | | 62 |
| ***answered question*** | | **259** |
| ***skipped question*** | | **56** |



**Ferry Services Impact Assessment Users Survey**

| How convenient do you feel the new sailing schedules are? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significantly more convenient | 1.5% | 4 |
| Slightly more convenient | 0.4% | 1 |
| No change | 6.5% | 17 |
| Slightly less convenient | 21.5% | 56 |
| Significantly less convenient | 70.0% | 182 |
| Please comment | | 108 |
| ***answered question*** | | **260** |
| ***skipped question*** | | **55** |



Appendix B

# Ferries Review Impact Assessment

# Staff Survey Comments

This survey was available for 2 weeks in February 2014. All paper based responses were collected. There were a total of 19 responses.

| **To achieve savings, it meant staffing levels were reduced and rotas altered, how has this effected maintenance?** | |
|---|---|
| | **Comments** |
| Significant impact | Double workload for the deckhands. As trying to do too much jobs - fare taking, Stowing car deck, cooking, |
| Significant impact | with only 4 crew there is no more training |
| Significant impact | Possible lay by time before was 1245-1600 giving a maximum time of 3 hrs 15min out of service. Lay by time now is 1245-1430 giving 1 hr 45 min. This gives 1hr 30min less to do anything needed ie oil changes. Also dinner break is supposed to be incorporated into the 1hr 45 lay by period. |
| Slight impact | Lay by times to short |
| Slight impact | geira (fetlar ferry) does less hours to save money but have put more runs on bigga so more wear on engines gearboxes rudders etc, There is 49 dockings approx every day. unst and fetlar got a better service so i don,t think there will be any savings |
| Slight impact | one less crew member and the same time for maintenance and drills |
| Significant impact | Reduction in spending has hit maintenance - machinery is often not now overhauled at refit and Hendra nd Filla had a very minimal paint up at refit due to lack of money. Vessels are generally shabby ad a result and due to crew going between vessels - vessels are "nobodys baby". Hendra not long enough to clean & de-rust Vessel with new rota. |
| Significant impact | maintenance is suffering from the 4 man crew siuation as you only have your time on sunday to do everything. Wth five man crew some of the maintenance gets done during your working day but with 4 crew there is no time for any of that. |

| To achieve savings, it meant staffing levels were reduced and rotas altered, how has this effected maintenance? | |
|---|---|
| Significant impact | Not enough time now to do maintenance. |

| Do you feel the changes have impacted drills/training, such as First Aid and how they are carried out? | |
|---|---|
| | **Comments** |
| Significant impact | cleaning and keeping the ship tidy as all grades have to pay rises but the deckhands haven't, pay rise needed. |
| Significant impact | Its ok doing drills on a sunday when it is quiet, but i think it would be a different matter if their was a full emergency on a busy run with 20-30 P.O.B and can be up to 60-70 P.O.B. |
| Significant impact | As pointed out in Q3 the reduction in the lay by period also means less time to do drills too. |
| Significant impact | Fewer crew means deckhands having to double up duties during drills, and other crew having to do deckhands work. rescue boat can no longer be launched on drills day bue to lack of crew. Drills are generally done in more rushed fashion. |
| Significant impact | not enough time/crew to complete drills/training is a joke with the filla being reduced to 4 man. |

| Do you feel this has had any impacts on fare collection, for example having adequate time to collect fares? | |
|---|---|
| | **Comments** |
| No | as trying to the stow the car deck and make a dinner and take fares a lot of pressure to do my job right. |
| Yes | well on the bressay runs on bressay it only takes 7 mins from lerwick and if you get 4-6 passengers buying discount tickets thats most of your time been taken up and still have 40 passengers to go. |
| No | Time to collect fares remains unchanged as the length of the run is the same. |
| No | i can only speak for yell sound. ( a few teething problems but there getting there) |
| Yes | with 4 man crews on bluemull sound and running timetable every 15 mins, having to stow cars then take up fares max 17 cars up to 50 passengers with 4 of a crew . its a lot to do in a 5 min run it just takes one or two passengers asking about timetable or where to get fuel / whats there to see in unst blaa blaa blaa. your in unst with half the fares taken up. |
| Yes | SINCE FARE'S CAME BACK ON BLUEMULLSOUND WE JUST CARRY 12 CARS TO ALLOW ROOM FOR FARE COLLECT AND TIME TO DO SO. |

| **Do you feel this has had any impacts on fare collection, for example having adequate time to collect fares?** | |
|---|---|
| Yes | It means Vessel leaves late at times due to tight timetable and lack of deck crew to lash vehicles, fares are collected but not always early in journeys. |
| Yes | 4 man crew is very difficult as you have 1 deckhand expected to stow car deck, work both ramps and make sure this is all done safely, plus trying to make a meal whihc is near impossible and this is pushing men beyond their limits. |

| **Has your new rota pattern caused any issues travelling to or from work?** | | |
|---|---|---|
| | **What are those issues?** | **Comments** |
| Yes | I need to leave my house earlier. | yes having to go to the ferry earlier becasue of getting the ferry ready for sailing and then having to set up the ticket machine. |
| No | | No change to rota pattern so no issues with travelling. |
| Yes | I have to stay somewhere overnight to ensure I get to work ontime. | i am obliged to live in yell now for 19 days out of 35 (more than half!!!!!) |
| Yes | | I have to travell to and from work twice daily due to a split shift |
| No | I had to buy a second car. | |
| No | | Our rota is not affected. |

| **If your rota was changed, are there any issues for example days and hours of work?** | **Comments** | **Do you feel the changes in rotas have caused any other issues?** |
|---|---|---|
| No | | yes a lot more stress doing a lot more work. |
| | no change to rota | |
| No | | It has made the job more unsocial for crew. |
| Yes | i work more and get paid less! | Moral has hit an all time low. the community is suffering due to the night shift taken away. |

| If your rota was changed, are there any issues for example days and hours of work? | Comments | Do you feel the changes in rotas have caused any other issues? |
|---|---|---|
| No | | they paid off to many staff. and with wages and time off not as good as it used to be, ferries are having to tie up due to lack of crew. |
| No | | Not good for crew members living of the island of Yell |
| Yes | HOLIDAYS ARE NOW BUILT INTO OUR WEEKS OFF. 5 TIMES PER YEAR WE GET 2 WEEKS OFF AND THATS YOUR LEAVE. | NO |
| Yes | Less hours, less pay | |
| Yes | less hours so obviously loss in wages | |
| Yes | Our new hours can barely cover our time at work. Our weeks are broken up with saturday and sunday with short spells at home in PM which is very frustrating. Our holiday entitlement has been slashed from 301 hours to 44. Staff had the new rotas enforced without informing us of our hours, pay or holidays | Ill-Feeling between crews of different vessels. |
| Yes | much worse, 4 weeks on, 2 off from week on week off. | Crew morale VERY POOR. |

| How has the changes affected your annual leave? |
|---|
| none yet but i think it will when the summer starts. |
| Dont know as of yet. |

| **How has the changes affected your annual leave?** |
|---|
| A large percentage of my annual leave for last year was taken back by the council when I changed shifts with NO warning, nothing in writing or other, as for this year, I dont know if we /I have any. |
| More or less fixed holidays. Due to lack of staff before it was difficult to book holidays. |
| i am on fixed leave. not something i (or anyone) wanted |
| our holidays are now fixed, so have to swap with other crews to get off |
| No choice of holidays and does not fit into my personal circumstances |
| We work a system borrowed from the Met Office |
| OWING TO THIS WE HAVE LOST THE OPTION TO TAKE ONE DAY OFF FOR A WEDDING ETC. IF WE CAN'T GET SOMEONE TO SWOP A SHIFT THERE'S LOTS OF THINGS WE WILL TO MISS OUT ON. |
| we now have a fixed work pattern of four weeks on and one week off which means holidays off island are virtually a non starter |
| now unable to have more than one weeks leave at a time |
| Previously 301hrs (42 hour week) Now 44 hrs (39 hour week) ??? |
| Our leave hasnt been sortd out yet so its all still up in the air but we are not expecting fixed leave. |
| None left. Holidays have been taken without notice. |

| **Do you feel there are more or less people travelling on ferries since the new timetables were implemented?** | |
|---|---|
| | **Comments** |
| No change | Just a lot more people moaning about the ferry changes. |
| No change | Numnber of people travellign hasn't changed too much, but a lot of people are leaving their vehicles on the mainland side and travelling in on foot. Weekend travel significantly increased with the one vessel service in operation. |
| Slighly less | Due to only 1 ferry running at the weekend. |
| Slighly less | More inconvenient for people to travel. |

| **Do you feel there are more or less people travelling on ferries since the new timetables were implemented?** | |
|---|---|
| No change | people will adapt to change, however, there are less people at the weekends due to lack of ferries! |
| Slighly less | MORE CARS BEING LEFT SINCE THE FARES CAME BACK ON BUT PASSENGERS MUCH THE SAME. TOURISM SEEMED DOWN LAST SUMMER BUT LACK OF ACCOMADATION MAY BE THE PROBLEM. |
| No change | With the number of people that travel on foo compare to other routes this men are under a lot of pressure to make the vessel operate with 4 crew, this proving very difficult for the safe operation of service. |

| **How convenient do you feel the new sailing schedules are?** | |
|---|---|
| | **Comments** |
| Significantly more convenient | they need to introduce a 0810 ferry from breessay in the morning and put back the 1710 and 1730 from lerwick so their will be less stress on the 1800 ferry, so that the deckhand has time to cash up. |
| Slighly less convenient | The sailing schedules remain the same Mon-Fri with a two vessel service in operation. At the weekend with just one vessel in service frequency of the runs is reduced by half (14 runs less). This means if you miss or cant get on a ferry run, you have to wait at least 1hr 30 min for the next ferry run. |
| Slighly less convenient | Due to only 1 ferry running at the weekend. |
| Significantly less convenient | To travel from the north isles especially on a Sunday morning is hampered by lack of Ferries. |
| Significantly less convenient | Monday 3 hours - 1 vessel Wednesday 5 hours - 1 vessel Saturday All day - 1 vessel Sunday morning only 4 sailings before dinner time! |
| No change | No change in bluemull sound but less convenient when using yellsound |
| Significantly less convenient | fare increases have become more of an issue |
| Slighly less convenient | PEOPLE FROM THE NORTH ISLES CAN'T ATTEND LATE NIGHT INTERTAINMENTS IN LERWICK NOW WITH NO SERVICE ON YELLSOUND AFTER 2300. |
| Slightly more convenient | Weekends schedules are very poor |

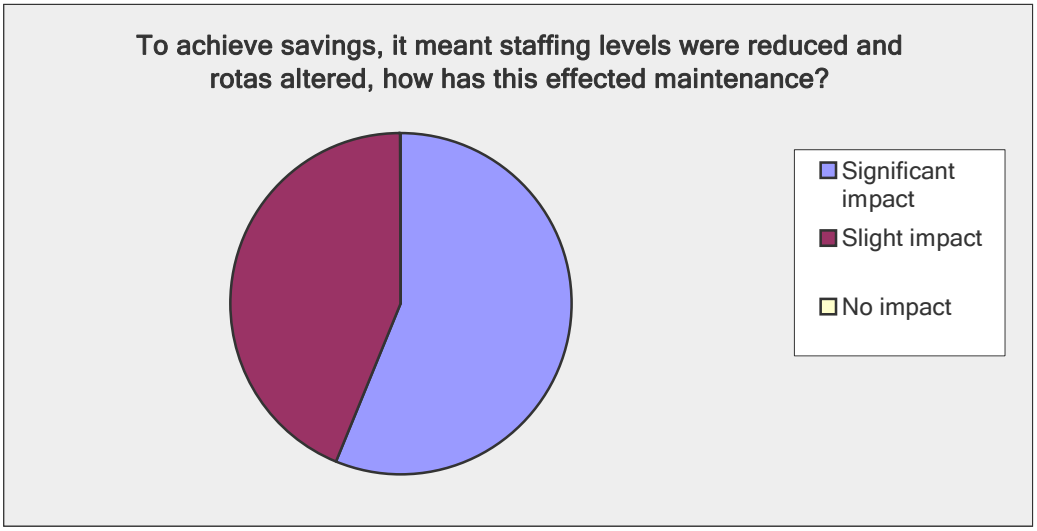
| How convenient do you feel the new sailing schedules are? | |
|---|---|
| No change | Tie-ups at whalsay mon & wed are frustrating. tie up of hendra sat and sunday very incovenient and frustrating, skerries no runs, tues and thurs, and no runs early PM Weekends very inconvenient. |
| Significantly less convenient | Whalsay and skerries have been treated very unfairly in comparison to yell. |

| Do you have any final comments? |
|---|
| pay rise needed for double work we are doing now |
| We the deckhands should be paid more now that we are doing more work. |
| At the time of filling out this survey the shift system on the linga remains unchanged. However, if the shift system was to change, some of the answers would also change. |
| Why does it take so long for Sella Ness/SIc to actually get anything done? New shifts are being proposed, all the information in the world is there it must be by now). Sea staff are fed up/losing confidence and becoming demoralized with all this, So - Get it sorted! And Get it right! (It cant be that hard to turn the service around, with the right people at the wheel!) |
| I think the Ferry service is going downhill fast. I fear they will be more cuts and many people are considering leaving the Isles. |
| i hope this survey means something and is not just pushed to the side as i mean everything i have said here. i would like to see positive results |
| I think there should have been reduction on the shore side of operations which would have resulted in less cuts to the actual service schedule. |
| our fares went up by more than 150% last year and should not be increased again for a good few years |
| AS LONG AS THERE'S NO MORE CUTS TO THE FERRY SERVICE I THINK THE OUT LYING ISLANDS WILL SURVIVE. |
| For anybody looking to get a job on our ferry the reduction in pay and lack of suitable annual leave makes it very unattractive |
| Before council imposes anymore changes it hsould clearly explain how it will affect them in terns of Hours, Pay and Holidays. Ferries staff had virtually NO accurate information with new shifts. |
| The whole ferries review has been a total shambles. |
| If this keeps like this you will shortly have no crews as they will have left for better jobs. |

# Ferries Review Impact Assessment Staff Survey

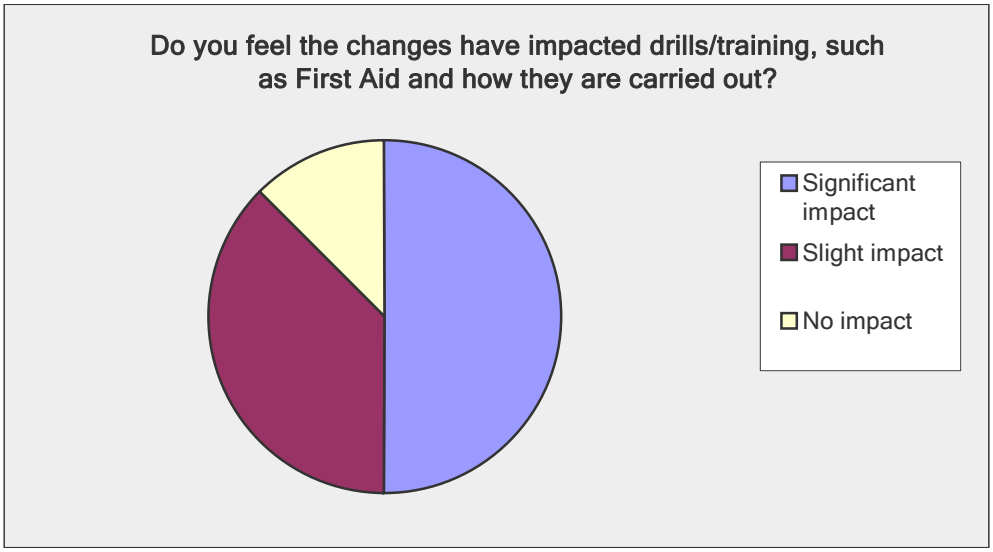
## Appendix B

| To achieve savings, it meant staffing levels were reduced and rotas altered, how has this effected maintenance? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significant impact | 56.3% | 9 |
| Slight impact | 43.8% | 7 |
| No impact | 0.0% | 0 |
| Other (please specify) | | 9 |
| | ***answered question*** | **16** |
| | ***skipped question*** | **3** |



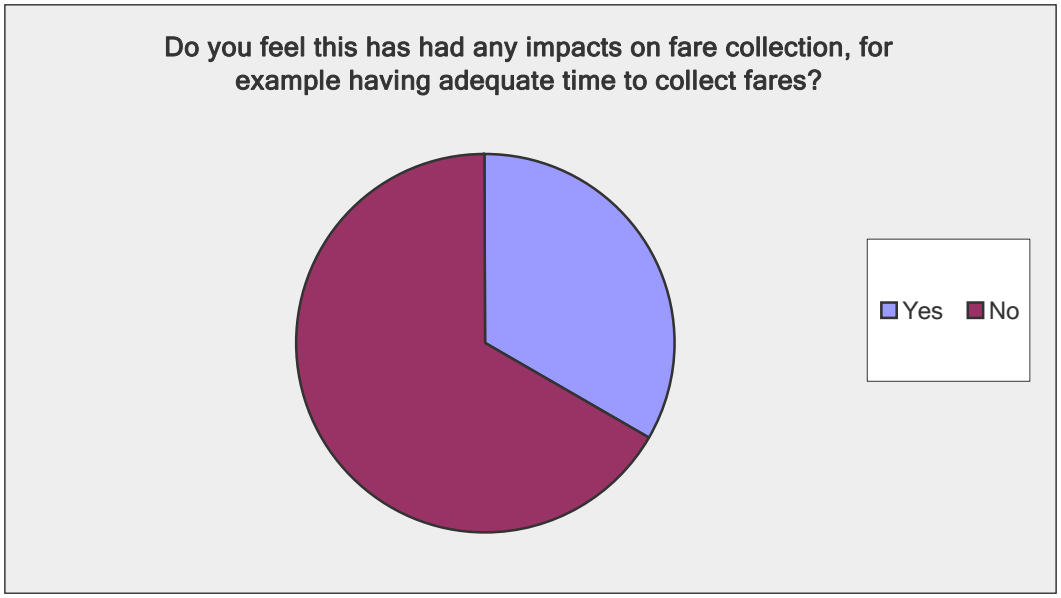
## Ferries Review Impact Assessment Staff Survey

| Do you feel the changes have impacted drills/training, such as First Aid and how they are carried out? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significant impact | 50.0% | 8 |
| Slight impact | 37.5% | 6 |
| No impact | 12.5% | 2 |
| Other (please specify) | | 5 |
| | ***answered question*** | **16** |
| | ***skipped question*** | **3** |



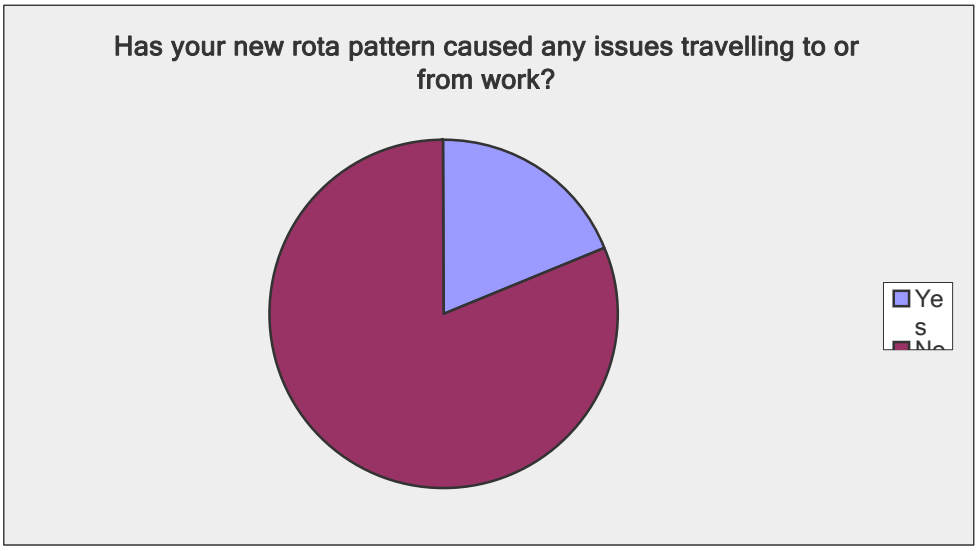
## Ferries Review Impact Assessment Staff Survey

| Do you feel this has had any impacts on fare collection, for example having adequate time to collect fares? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 33.3% | 5 |
| No | 66.7% | 10 |
| Please Comment | | 8 |
| | ***answered question*** | **15** |
| | ***skipped question*** | **4** |



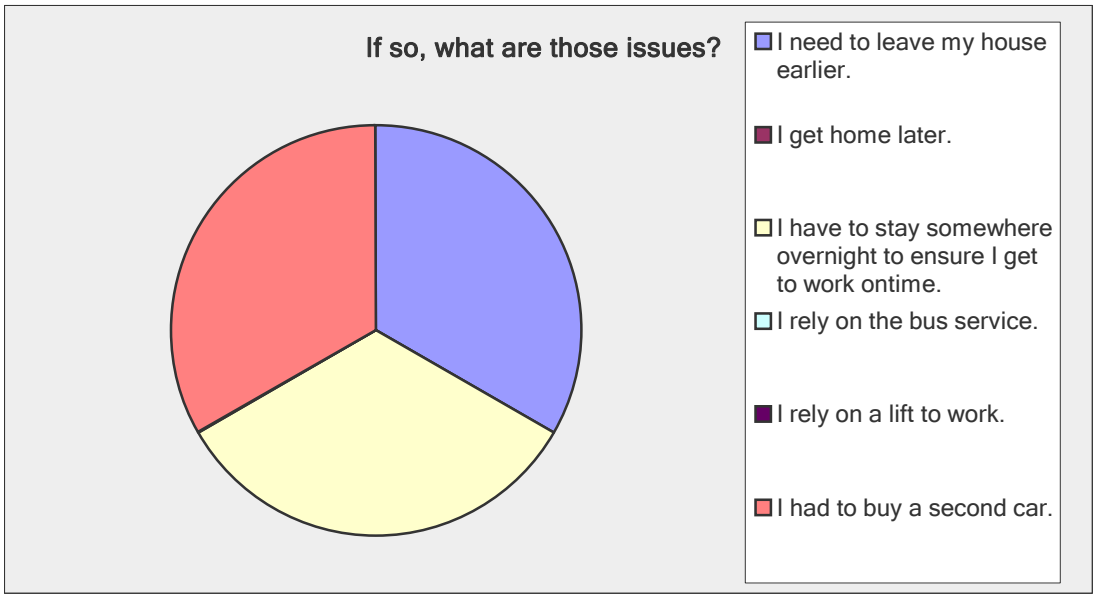
## Ferries Review Impact Assessment Staff Survey

| Has your new rota pattern caused any issues travelling to or from work? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 18.8% | 3 |
| No | 81.3% | 13 |
| Other (please specify) | | 4 |
| | ***answered question*** | **16** |
| | ***skipped question*** | **3** |



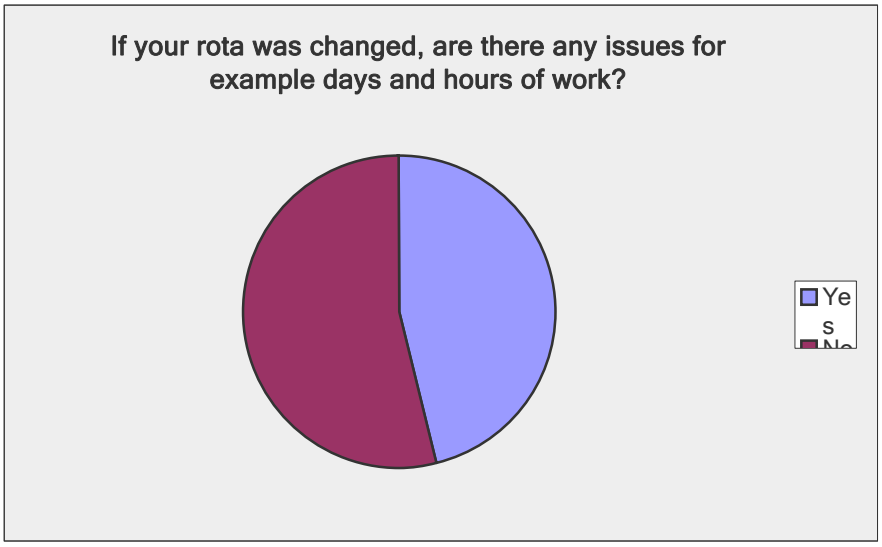
## Ferries Review Impact Assessment Staff Survey

| If so, what are those issues? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| I need to leave my house earlier. | 33.3% | 1 |
| I get home later. | 0.0% | 0 |
| I have to stay somewhere overnight to ensure I get to work | 33.3% | 1 |
| I rely on the bus service. | 0.0% | 0 |
| I rely on a lift to work. | 0.0% | 0 |
| I had to buy a second car. | 33.3% | 1 |
| Other (please specify) | | 3 |
| | ***answered question*** | **3** |
| | ***skipped question*** | **16** |



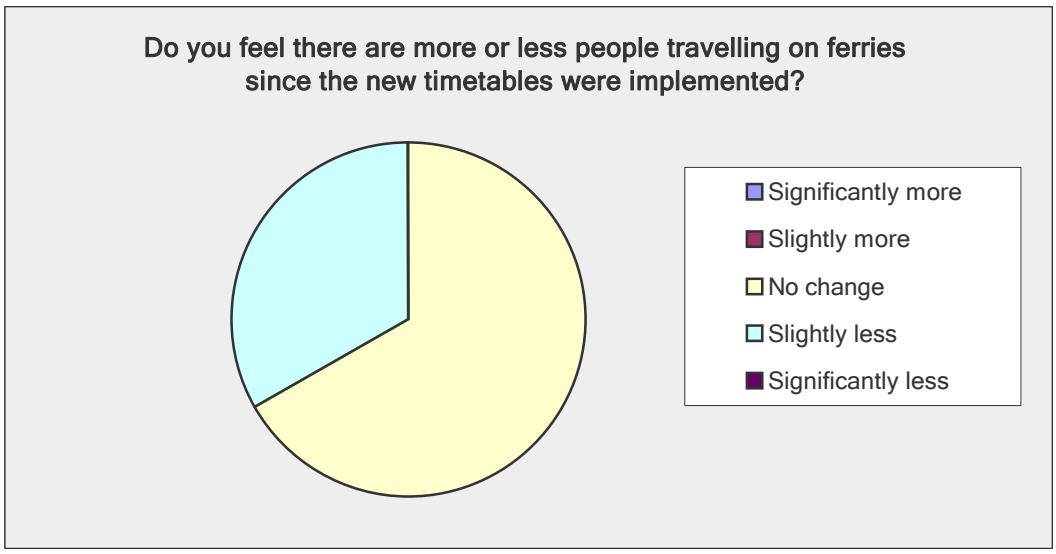
## Ferries Review Impact Assessment Staff Survey

| If your rota was changed, are there any issues for example days and hours of work? | | |
|---|---|---|
| Answer Options | Response Percent | Response Count |
| Yes | 46.2% | 6 |
| No | 53.8% | 7 |
| Please specify those issues | | 7 |
| *answered question* | | 13 |
| *skipped question* | | 6 |



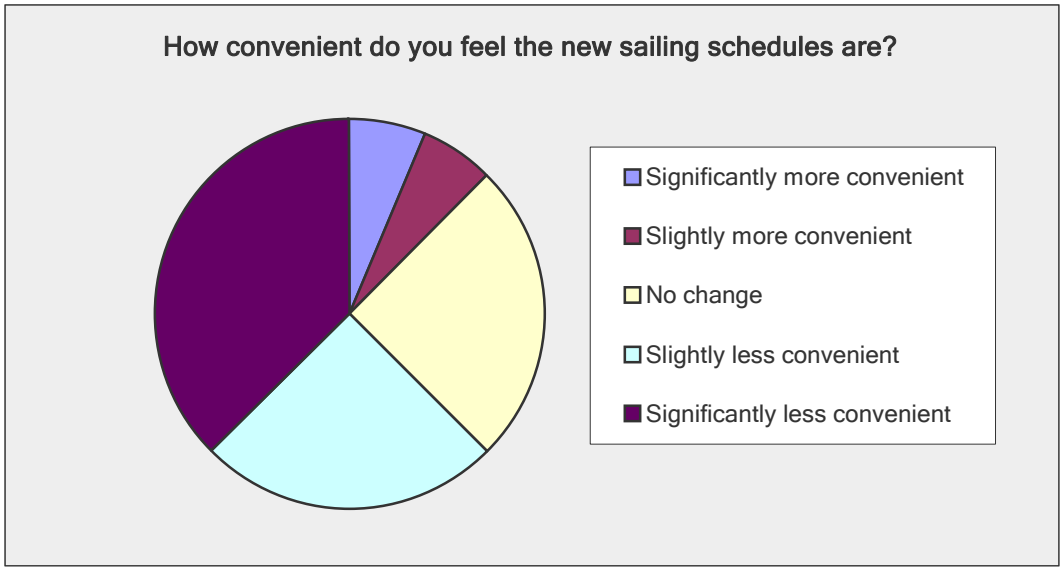
## Ferries Review Impact Assessment Staff Survey

| Do you feel there are more or less people travelling on ferries since the new timetables were implemented? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significantly more | 0.0% | 0 |
| Slightly more | 0.0% | 0 |
| No change | 66.7% | 10 |
| Slightly less | 33.3% | 5 |
| Significantly less | 0.0% | 0 |
| Please comment | | 7 |
| | ***answered question*** | **15** |
| | ***skipped question*** | **4** |



## Ferries Review Impact Assessment Staff Survey

| How convenient do you feel the new sailing schedules are? | | |
|---|---|---|
| **Answer Options** | **Response Percent** | **Response Count** |
| Significantly more convenient | 6.3% | 1 |
| Slightly more convenient | 6.3% | 1 |
| No change | 25.0% | 4 |
| Slightly less convenient | 25.0% | 4 |
| Significantly less convenient | 37.5% | 6 |
| Please comment | | 11 |
| | ***answered question*** | **16** |
| | ***skipped question*** | **3** |



## Q1 Where do you live?

Answered: 612 Skipped: 13

| Answer Choices | Responses | |
|---|---|---|
| Bressay | **8.01%** | 49 |
| Fair Isle | **0.33%** | 2 |
| Fetlar | **3.59%** | 22 |
| Foula | **0.16%** | 1 |
| Mainland Shetland | **25.98%** | 159 |
| Papa Stour | **0.33%** | 2 |
| Skerries | **1.63%** | 10 |
| Unst | **12.58%** | 77 |
| Whalsay | **23.04%** | 141 |
| Yell | **19.28%** | 118 |
| Non-Shetland Resident | **5.07%** | 31 |
| **Total** | | **612** |

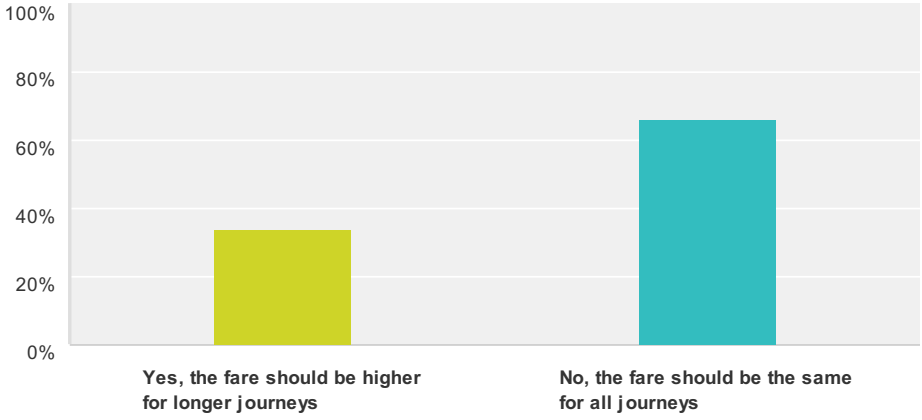
## Q2 Approximately, how often have you traveled on the following routes in the last year? Please count a return trip as 1 trip.

Answered: 610 Skipped: 15

| | 0 | 1 return | 2-12 | 13-26 | 27-52 | 53-150 | 151-300 | 300+ | Total |
|---|---|---|---|---|---|---|---|---|---|
| Yell - Unst | **12.11%** 55 | **13.44%** 61 | **39.43%** 179 | **9.91%** 45 | **11.01%** 50 | **7.71%** 35 | **4.41%** 20 | **1.98%** 9 | 454 |
| Unst - Fetlar | **56.98%** 147 | **10.08%** 26 | **22.87%** 59 | **5.81%** 15 | **1.94%** 5 | **1.55%** 4 | **0.39%** 1 | **0.39%** 1 | 258 |
| Yell - Fetlar | **51.70%** 137 | **12.45%** 33 | **20%** 53 | **5.28%** 14 | **5.28%** 14 | **3.40%** 9 | **0.75%** 2 | **1.13%** 3 | 265 |
| Yell - Mainland | **9.17%** 42 | **6.55%** 30 | **30.13%** 138 | **14.63%** 67 | **13.54%** 62 | **13.10%** 60 | **7.21%** 33 | **5.68%** 26 | 458 |
| Whalsay - Mainland | **20.47%** 78 | **13.65%** 52 | **23.36%** 89 | **6.56%** 25 | **9.97%** 38 | **12.07%** 46 | **9.71%** 37 | **4.20%** 16 | 381 |
| Whalsay - Skerries | **91.13%** 185 | **2.96%** 6 | **3.45%** 7 | **0.49%** 1 | **0.99%** 2 | **0%** 0 | **0.99%** 2 | **0%** 0 | 203 |
| Skerries - Mainland | **77.13%** 172 | **10.31%** 23 | **7.17%** 16 | **2.24%** 5 | **2.69%** 6 | **0.45%** 1 | **0%** 0 | **0%** 0 | 223 |
| Foula - Mainland | **94.90%** 186 | **4.08%** 8 | **1.02%** 2 | **0%** 0 | **0%** 0 | **0%** 0 | **0%** 0 | **0%** 0 | 196 |
| Bressay - Mainland | **31.86%** 94 | **15.59%** 46 | **29.15%** 86 | **3.05%** 9 | **1.69%** 5 | **4.41%** 13 | **7.80%** 23 | **6.44%** 19 | 295 |
| Fair Isle - Mainland | **94.95%** 188 | **4.04%** 8 | **1.01%** 2 | **0%** 0 | **0%** 0 | **0%** 0 | **0%** 0 | **0%** 0 | 198 |
| Papa Stour - Mainland | **88.46%** 184 | **9.13%** 19 | **1.44%** 3 | **0%** 0 | **0%** 0 | **0.96%** 2 | **0%** 0 | **0%** 0 | 208 |

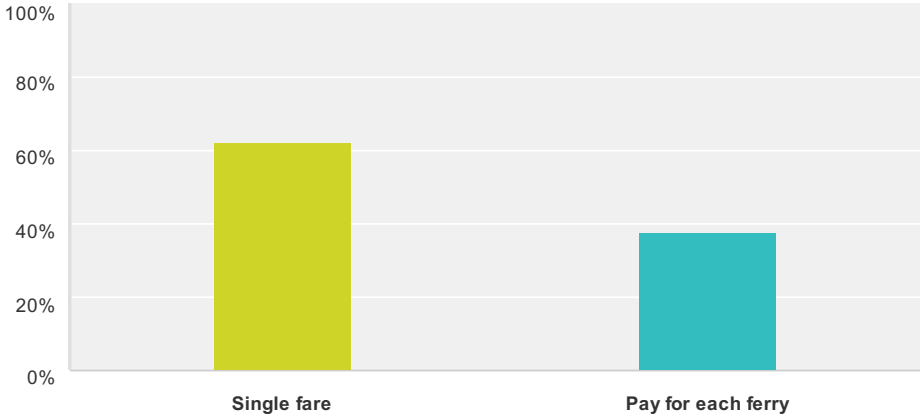
## Q3 Should the ferry fare take into account the distance the ferry travels, or should fares be the same for all inter-island ferry journeys.

Answered: 562 Skipped: 63



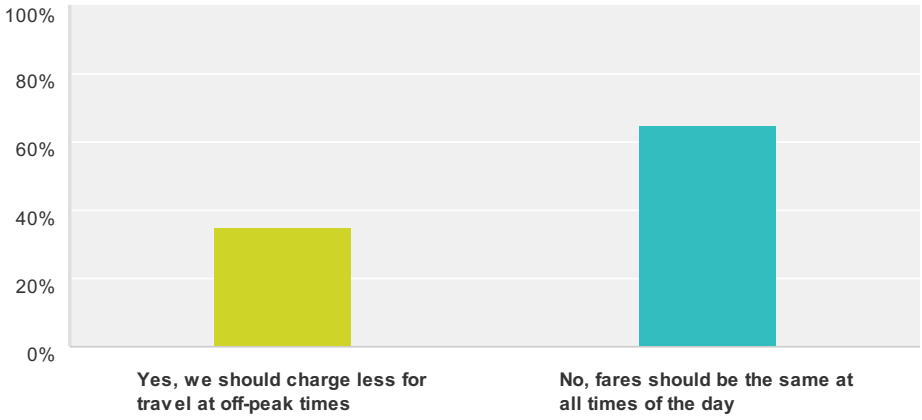
## Q4 If a journey involves 2 ferries (e.g. mainland Shetland to Unst), should it be a single fare that covers both ferries or a fare per ferry?

Answered: 561 Skipped: 64



## Q5 Should we use ferry fares to manage demand on our busiest services, i.e. should we offer cheaper off-peak ferry fares to encourage travelling outside peak times?

Answered: 552 Skipped: 73



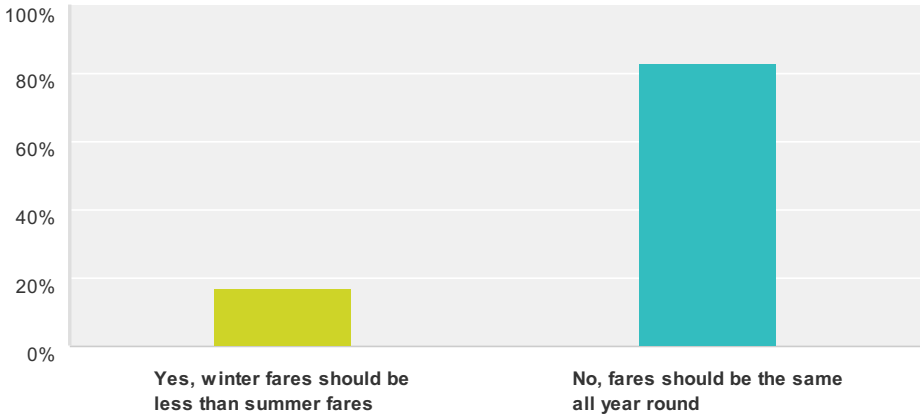
## Q6 If we do have off-peak fares, how much cheaper should an off-peak ticket be?

Answered: 302 Skipped: 323

| Answer Choices | Responses | |
|---|---|---|
| 0% (no discount) | **8.94%** | 27 |
| 10% cheaper | **11.59%** | 35 |
| 20% cheaper | **26.49%** | 80 |
| 30% cheaper | **19.21%** | 58 |
| 40% cheaper | **8.28%** | 25 |
| 50% cheaper | **16.89%** | 51 |
| 60% cheaper | **1.32%** | 4 |
| 70% cheaper | **1.66%** | 5 |
| 80% cheaper | **1.66%** | 5 |
| 90% cheaper | **0%** | 0 |
| 100% cheaper (free) | **3.97%** | 12 |
| **Total** | | **302** |

## Q7 Do you think winter fares should cost less than summer fares?

Answered: 548 Skipped: 77



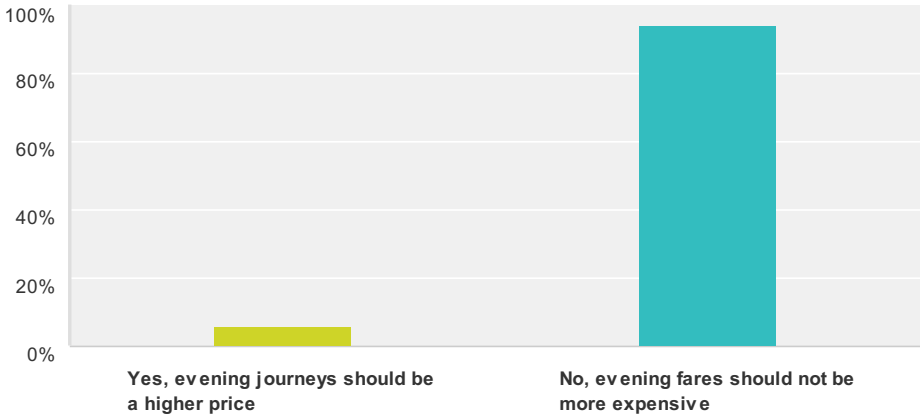
## Q8 If we do have lower fares in winter, how much less should the winter fare be?

Answered: 252 Skipped: 373

| Answer Choices | Responses | |
|---|---|---|
| 0% (no diffference) | **43.65%** | 110 |
| 10% lower | **5.16%** | 13 |
| 20% lower | **16.27%** | 41 |
| 30% lower | **12.70%** | 32 |
| 40% lower | **4.76%** | 12 |
| 50% lower | **9.92%** | 25 |
| 60% lower | **1.19%** | 3 |
| 70% lower | **1.19%** | 3 |
| 80% lower | **1.98%** | 5 |
| 90% lower | **0%** | 0 |
| 100% lower | **3.17%** | 8 |
| **Total** | | **252** |

## Q9 Should we charge higher ferry fares for evening journeys?

Answered: 545 Skipped: 80



## Q10 If we do have higher fares in evenings, how much should the evening supplement be?

Answered: 211 Skipped: 414

| Answer Choices | Responses | |
|---|---|---|
| 0% (no supplement) | **78.67%** | 166 |
| 10% higher | **9.00%** | 19 |
| 20% higher | **5.69%** | 12 |
| 30% higher | **5.21%** | 11 |
| 40% higher | **0%** | 0 |
| 50% higher | **0.47%** | 1 |
| 60% higher | **0%** | 0 |
| 70% higher | **0%** | 0 |
| 80% higher | **0%** | 0 |
| 90% higher | **0%** | 0 |
| 100% higher | **0.95%** | 2 |
| **Total** | | **211** |

## Q11 Should we charge higher ferry fares for weekend journeys?

Answered: 546 Skipped: 79

| Answer Choices | Responses | |
|---|---|---|
| No, there should be no increase for weekend travel | **94.14%** | 514 |
| Yes, there should be a supplement for Saturdays | **0.18%** | 1 |
| Yes, there should be a supplement for Sundays | **3.11%** | 17 |
| Yes, there should be a supplement for Saturdays and Sundays | **2.56%** | 14 |
| **Total** | | **546** |

## Q12 If we do have higher fares at weekends, how much should the weekend supplement be?

Answered: 199 Skipped: 426

| Answer Choices | Responses | |
|---|---|---|
| 0% (no supplement) | **82.41%** | 164 |
| 10% higher | **8.04%** | 16 |
| 20% higher | **4.52%** | 9 |
| 30% higher | **2.51%** | 5 |
| 40% higher | **0.50%** | 1 |
| 50% higher | **1.01%** | 2 |
| 60% higher | **0%** | 0 |
| 70% higher | **0%** | 0 |
| 80% higher | **0%** | 0 |
| 90% higher | **0%** | 0 |
| 100% higher | **1.01%** | 2 |
| **Total** | | **199** |

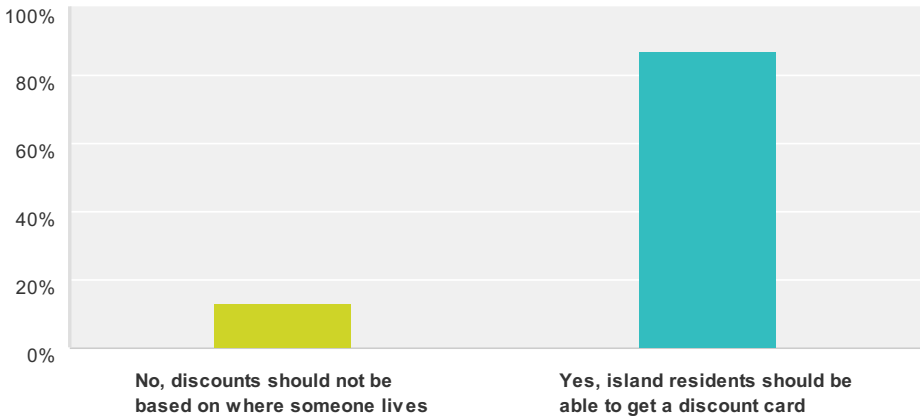
## Q13 How much discount should there be for concession fares?

Answered: 503 Skipped: 122

| Discount | 10% cheaper | 20% cheaper | 30% cheaper | 40% cheaper | 50% cheaper | 60% cheaper | 70% cheaper | 80% cheaper | 90% cheaper | 100% cheaper (free) | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Older People | **9.66%** 45 | **7.51%** 35 | **6.65%** 31 | **3.22%** 15 | **39.70%** 185 | **2.36%** 11 | **1.72%** 8 | **4.08%** 19 | **1.50%** 7 | **23.61%** 110 | 466 |
| Blue Badge / Disabled Badge Holders | **10.49%** 47 | **6.92%** 31 | **6.92%** 31 | **2.23%** 10 | **35.27%** 158 | **0.89%** 4 | **2.23%** 10 | **3.35%** 15 | **0.89%** 4 | **30.80%** 138 | 448 |
| Children | **3.88%** 19 | **2.45%** 12 | **1.22%** 6 | **1.63%** 8 | **46.94%** 230 | **3.06%** 15 | **5.10%** 25 | **11.43%** 56 | **2.65%** 13 | **21.63%** 106 | 490 |
| Low Income / Benefits | **21.47%** 76 | **11.02%** 39 | **7.63%** 27 | **2.82%** 10 | **43.79%** 155 | **1.69%** 6 | **2.82%** 10 | **2.26%** 8 | **1.13%** 4 | **5.37%** 19 | 354 |

## Q14 Do you think island residents should be able to get a discount card for ferry fares?

Answered: 530 Skipped: 95



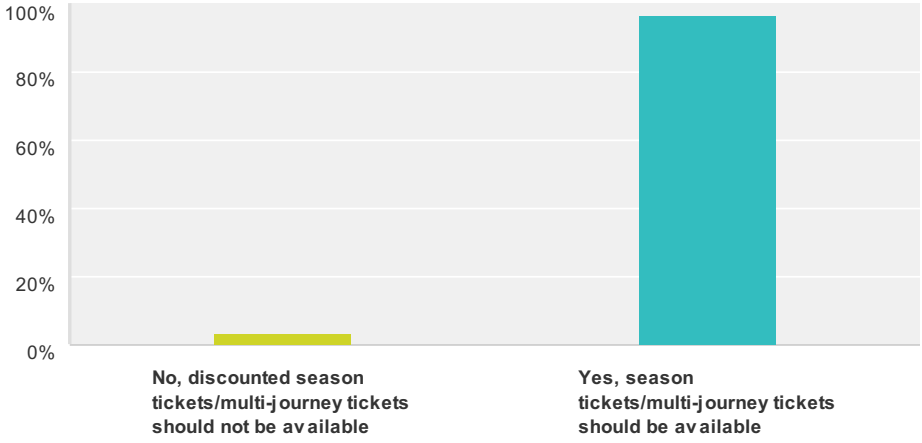
## Q15 If islanders do get a discount card, how much should that discount be?

Answered: 465 Skipped: 160

| Discount | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 0% (no discount) | 10% cheaper | 20% cheaper | 30% cheaper | 40% cheaper | 50% cheaper | 60% cheaper | 70% cheaper | 80% cheaper | 90% cheaper | 100% cheaper (free) | Total |
| Outer islands residents | **4.36%** 20 | **3.70%** 17 | **16.56%** 76 | **16.56%** 76 | **8.28%** 38 | **37.25%** 171 | **3.27%** 15 | **3.27%** 15 | **1.74%** 8 | **0%** 0 | **5.01%** 23 | 459 |
| Shetland Mainland residents | **40%** 160 | **14.25%** 57 | **18.50%** 74 | **11.75%** 47 | **3.25%** 13 | **9.75%** 39 | **0.75%** 3 | **0.25%** 1 | **0.50%** 2 | **0.50%** 2 | **0.50%** 2 | 400 |

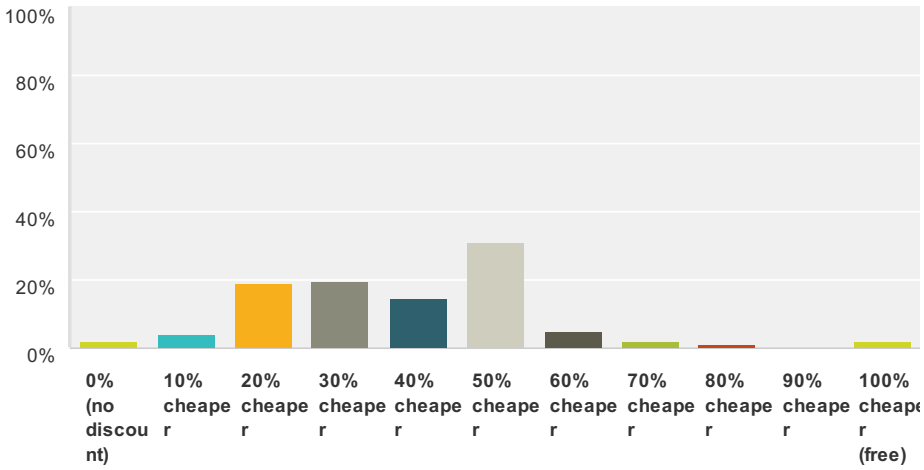
## Q16 Do you think there should be a discount scheme, similar to our existing ones, where regular users can buy season tickets/multi-journey tickets at a discount?

Answered: 525 Skipped: 100



## Q17 If season tickets/multi-journey discounted tickets are available, how much should that discount be?

Answered: 450 Skipped: 175




| Answer Choices | Responses | |
|---|---|---|
| 0% (no discount) | 2% | 9 |
| 10% cheaper | 4.22% | 19 |
| 20% cheaper | 18.89% | 85 |
| 30% cheaper | 19.33% | 87 |
| 40% cheaper | 14.67% | 66 |
| 50% cheaper | 31.11% | 140 |
| 60% cheaper | 4.89% | 22 |
| 70% cheaper | 2.22% | 10 |
| 80% cheaper | 0.89% | 4 |
| 90% cheaper | 0% | 0 |
| 100% cheaper (free) | 1.78% | 8 |
| **Total** | | **450** |

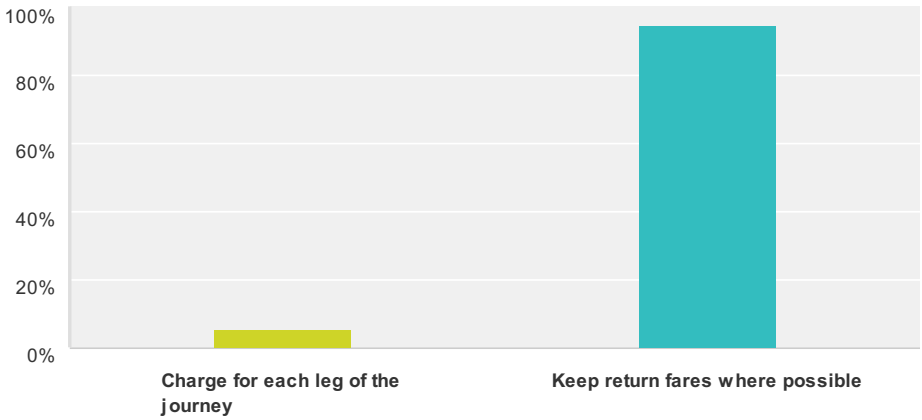
## Q18 Should we charge more for larger, non-commercial vehicles such as 4x4s or motorhomes and less for very small vehicles and/or motorcycles?

Answered: 507 Skipped: 118

| | Normal Price | Discount | Supplement | Total |
|---|---|---|---|---|
| 4x4s and large pickups | **62.45%**<br>311 | **2.81%**<br>14 | **34.74%**<br>173 | 498 |
| Motorhomes | **33.87%**<br>168 | **1.41%**<br>7 | **64.72%**<br>321 | 496 |
| Motorcycles | **28.26%**<br>141 | **69.74%**<br>348 | **2.00%**<br>10 | 499 |
| Very small cars | **48.89%**<br>243 | **50.70%**<br>252 | **0.40%**<br>2 | 497 |

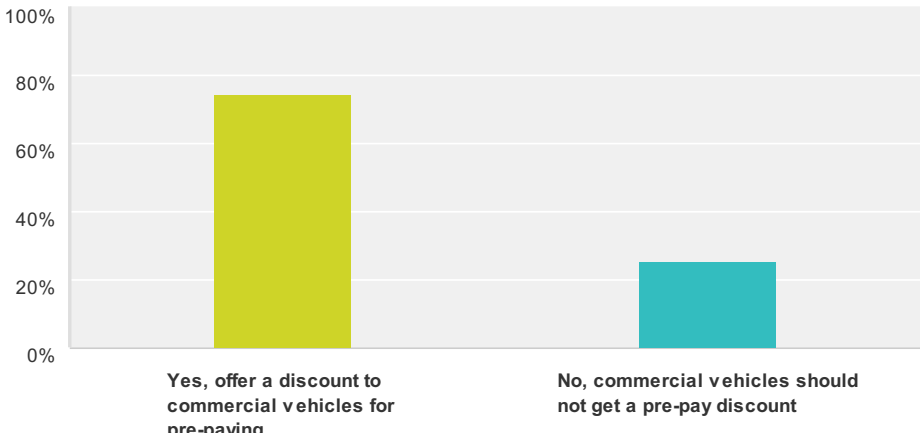
## Q19 Should we charge for each leg of the journey, or continue with return fares as we currently do on some routes?

Answered: 517 Skipped: 108



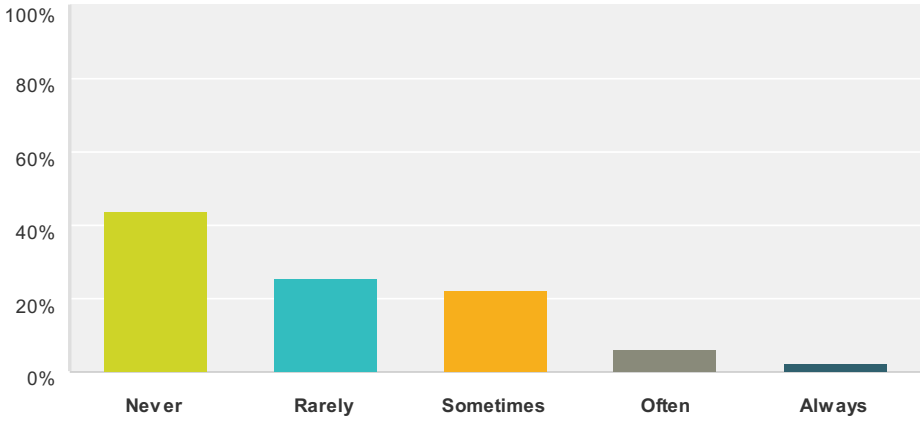
## Q20 Should we offer a discount for frequent use by commercial vehicles who pre-pay their fares?

Answered: 503 Skipped: 122



## Q21 Do you normally use a bus service as part of your journeys that include ferries?

Answered: 521 Skipped: 104



## Q22 We'd like your views on the current fare levels, in general what do you think of the current FULL-PRICE fares for: (Please visit http://tinyurl.com/onujcoc)

Answered: 503 Skipped: 122

| | Very cheap | Slightly cheap | About right | Slightly expensive | Very expensive | Total |
|---|---|---|---|---|---|---|
| Adult | **2.60%**<br>13 | **4.40%**<br>22 | **38.60%**<br>193 | **34.60%**<br>173 | **19.80%**<br>99 | 500 |
| Vehicle | **2.00%**<br>10 | **5.01%**<br>25 | **27.66%**<br>138 | **31.26%**<br>156 | **34.07%**<br>170 | 499 |
| Motorcycle | **2.91%**<br>11 | **6.35%**<br>24 | **44.18%**<br>167 | **21.16%**<br>80 | **25.40%**<br>96 | 378 |
| Child | **6.95%**<br>31 | **11.43%**<br>51 | **59.64%**<br>266 | **14.35%**<br>64 | **7.62%**<br>34 | 446 |
| OAP | **15.58%**<br>69 | **15.12%**<br>67 | **49.21%**<br>218 | **11.96%**<br>53 | **8.13%**<br>36 | 443 |
| Disabled | **23.77%**<br>97 | **13.24%**<br>54 | **50.25%**<br>205 | **8.58%**<br>35 | **4.17%**<br>17 | 408 |

## Q23 We'd like your views on the current Multi Journey Ticket prices, in general what do you think of the current Multi Journey Ticket prices for: (Please visit http://tinyurl.com/onujcoc)

Answered: 493 Skipped: 132

| | Very cheap | Slightly cheap | About right | Slightly expensive | Very expensive | Total |
|---|---|---|---|---|---|---|
| Adult (approx 60% discount) | **7.99%**<br>39 | **10.45%**<br>51 | **62.50%**<br>305 | **15.16%**<br>74 | **3.89%**<br>19 | 488 |
| Vehicle (approx 30% discount) | **4.68%**<br>23 | **3.87%**<br>19 | **40.53%**<br>199 | **36.25%**<br>178 | **14.66%**<br>72 | 491 |
| Child (80% discount) | **12.88%**<br>60 | **15.88%**<br>74 | **60.73%**<br>283 | **7.51%**<br>35 | **3.00%**<br>14 | 466 |
| OAP (80% discount) | **17.53%**<br>81 | **17.32%**<br>80 | **52.38%**<br>242 | **8.23%**<br>38 | **4.55%**<br>21 | 462 |
| Disabled (free) | **36.63%**<br>163 | **13.03%**<br>58 | **46.52%**<br>207 | **2.25%**<br>10 | **1.57%**<br>7 | 445 |

## Q24 Please use this question to give us any comments on ferry fares and discount/payment arrangements

Answered: 154 Skipped: 471

# Inter-Island Ferry Service Timetable WINTER 2012/13

**Effective from Sunday 16th September 2012 until Sunday 7th April 2013** (Excluding Christmas and New Year Holidays)

## YELL

Toft, Mainland Shetland – Ulsta, Yell — Shift Vessel — Day Vessel

**Monday - Saturday**

Ulsta Terminal: Booked Cars and Vans are embarked from Lane 3 first, then Lane 4

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Toft** | | 0545* | 0645 | 0745 | 0815 | 0845 | 0910 | 0940 | 1030 SaO | 1045 NSa | 1110 | 1145 | 1215 | |
| **Ulsta** | 0520* | 0615 | 0715 | 0745 | 0815 | 0845 | 0910 | 0940 | 1030 SaO | 1045 NSa | 1115 | 1145 | 1215 | |
| **Toft** | 1245 | 1355 | 1430 | 1500 | 1525 | 1600 | 1630 | 1655 | 1725 | 1800 | 1855 | 2015 | 2105 | |
| **Ulsta** | 1245 | 1355 | 1430 | 1500 | 1525 | 1600 | 1630 | 1655 | 1730 | 1830 | 1920 | 2040 | 2130 | |
| **Toft** | 2200 | 2305* | 2359* | 0100* | | | | | | | | | | |
| **Ulsta** | 2240* | 2330* | 0030* | | | | | | | | | | | |

Note: Only 2 of 3 sailings at 22:40/23:05, 23:30/23:59 and 00:30/01:00 may be booked on any given evening. Sailings are booked on a "first come" basis

**Sunday**

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Toft** | | 0550* | 0645 | 0755 | 0845 | 0940 | 1100 | 1200 | 1355 | 1500 | 1600 | 1655 | 1800 | 1855 |
| **Ulsta** | 0520* | 0620 | 0715 | 0820 | 0910 | 1030 | 1130 | 1245 | 1430 | 1525 | 1630 | 1730 | 1830 | 1920 |
| **Toft** | 2015 | 2105 | 2200 | 2305* | 2359* | 0100* | | | | | | | | |
| **Ulsta** | 2040 | 2130 | 2240* | 2330* | 0030* | | | | | | | | | |

Note: Only 2 of 3 sailings at 22:40/23:05, 23:30/23:59 and 00:30/01:00 may be booked on any given evening. Sailings are booked on a "first come" basis

## BLUEMULL

Gutcher, Yell – Belmont, Unst – Hamars Ness, Fetlar — Shift Vessel — Day Vessel

**Monday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Gutch** | 0620 | 0650 | 0720 H | 0835 | 0905 | 1005 | 1120 | 1155 | 1220 | 1230 H | 1330 | 1400 | 1430 |
| **Belmnt** | 0635 | 0705 | 0820 | 0850 | 0945 | 1020 H | 1135 | 1210 | | | 1345 | 1415 | 1445 |
| **H.Ness** | | | 0750 B | | | 1050 G | | | | 1300 G | | | |
| **Gutch** | 1500 | 1535 | 1610 H | 1630 | 1700 | 1715 | 1740 | 1815 | 1850 | 2005 | 2105 | 2215 | 2250* |
| **Belmnt** | 1515 | 1550 | | 1645 | 1715 | 1725 H | 1755 | 1830 | 1905 H | 2045 | 2115 H | 2230 | 2305 H* |
| **H.Ness** | | | 1640 G | | | | | | 1935 G | | 2145 G* | | 2335 G* |

**Tuesday – Friday**

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Gutch** | 0620 | 0650 | 0720 H | | | 0835 | | 0905 | 0945 | | 1005 | 1020 | 1050 | 1120 dg | |
| **Belmnt** | 0635 | 0705 | | 0820 | | 0850 | | 0945 | 1005 | | 1020 H | 1035 | 1120 | 1135 | |
| **H.Ness** | | | 0750 B | | | | 0845 G | | | | 1050 G | | | | |
| **Gutch** | 1135 | 1155 | 1235 | 1345 | 1400 | 1415 H | 1450 | 1520 | 1535 | 1550 | | 1610 H | | 1630 | 1700 |
| **Belmnt** | 1150 H | 1210 | | 1345 | 1400 dg | 1415 | 1505 | 1535 | 1550 | | | 1615 | | 1645 | 1715 |
| **H.Ness** | | | 1300 G | | | | | 1505 G | | | | 1640 G | | | |
| **Gutch** | 1715 | 1740 | 1815 | 1850 | 2005 | 2105 | 2215 | | 2250* | | | | | | |
| **Belmnt** | 1725 H | 1755 | 1830 | 1905 H | 2045 | 2115 H | 2230 | | 2305 H* | | | | | | |
| **H.Ness** | | | | 1935 G | | 2145 G* | | | 2335 G* | | | | | | |

Note; 2250/2305/2335 bookable sailings will only operate 4 nights from 6, Mon. – Sat. In any week

dg Priority to vehicles carrying dangerous goods

**Saturday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Gutch** | 0620 | 0650 | 0720 H | 0835 | 0905 | 1005 | 1120 | 1155 | 1235 | 1400 | 1445 | 1520 | 1550 |
| **Belmnt** | 0635 | 0705 | 0820 | 0850 | 0945 | 1020 H | 1135 | 1210 | 1345 | 1415 | 1500 | 1535 | 1605 |
| **H.Ness** | | 0750 B | | | | 1050 G | | | | | | | |
| **Gutch** | 1620 | 1740 | 1815 | 1850 | 2005 | 2105 | 2215 | 2250* | | | | | |
| **Belmnt** | 1630 H | 1755 | 1830 | 1905 H | 2045 | 2115 H | 2230 | 2305* | | | | | |
| **H.Ness** | 1655 G | | | 1935 G | | 2145 G* | | 2335 G* | | | | | |

**Sunday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Gutch** | 0620* | 0650* | 0720 H* | 0840* | 0935* | 1000* | 1030* | 1100* H | | 1220 | 1250 | 1415 | 1450 |
| **Belmnt** | 0635* | 0705* | 0820* | 0855* | 0945* | 1015* | 1045* | | 1205 | 1235 | 1350 | 1430 | 1515 |
| **H.Ness** | | | 0750 B* | | | | | 1130* B | | | | | |

Bluemull Sunday morning sailings operate on a bookings only basis. Book on 01957 744249, up to 30 minutes prior to departure from Belmont and 45 minutes before departure time from Hamars Ness on 01957 744249. Vehicles arriving at Gutcher will be carried on next timetabled departure.

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Gutch** | 1530 H | 1650 | 1740 | 1815 | 1850 | 2015 | 2105 | 2215 |
| **Belmnt** | 1630 | 1705 | 1755 | 1830 | 1905 H | 2050 | 2115 H | 2230 |
| **H.Ness** | 1600 B | | | | 1935 G | | 2145 G* | |

## SKERRIES

Vidlin/Lerwick, Mainland Shetland – Skerries. On Tues and Thurs travel is to and from Lerwick LK

| | Mon | Tues | Thurs | Fri | | | Sat | | | Sun | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Vidlin/Lerw'k** | 0800 | 1445 LK | 1445 LK | 1000 | 1430 | 1800 | 1000 | 1400 | 1700 | 1030 | 1430 | 1730 | |
| **Skerries** | 0930 | 0800 LK | 0800 LK | 0800 | 1130 | 1600 | 0800 | 1130 | 1530 | 0900 | 1200 | 1600 | 1900 |

Tuesday and Thursday sailings are scheduled. All other sailings operated on a bookings only basis.

## BRESSAY

Lerwick, Mainland Shetland - Bressay

**Monday - Saturday**

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Lerw'k** | | 0715 | 0800 | 0840 | 0900 | 1000 | 1100 | 1200 | 1300 | 1330 | 1430 | 1530 | 1600 | 1630 | |
| **Br'ssay** | 0700 | 0730 | 0830 | 0850 | 0930 | 1030 | 1130 | 1245 | 1315 | 1400 | 1500 | 1545 | 1615 | 1700 | |
| **Lerw'k** | 1710 M-FO | 1730 | 1800 | 1900 | 2000 | 2030 | 2130 | 2200 | 2300 | 2359 FSaO | 0100 FSaO | | | | |
| **Br'ssay** | 1720 M-FO | 1745 | 1845 | 1930 | 2015 | 2100 | 2145 | 2230 | 2330 FSaO | 0045 FSaO | | | | | |

**Sunday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Lerw'k** | | 0715 | 0800 | 0840 | 0900 | 1045 | 1230 | 1300 | 1430 | 1530 | 1630 | 1730 | 1800 |
| **Br'ssay** | 0700 | 0730 | 0830 | 0850 | 1030 | 1215 | 1245 | 1400 | 1500 | 1600 | 1700 | 1745 | 1845 |
| **Lerw'k** | 1900 | 2000 | 2030 | 2130 | 2200 | 2300 | | | | | | | |
| **Br'ssay** | 1930 | 2015 | 2100 | 2145 | 2230 | | | | | | | | |

## WHALSAY

Laxo (or Vidlin in certain conditions, which may disrupt timetable) mainland – Symbister, Whalsay Linga Hendra

**Monday – Saturday**

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Laxo** | | 0710 | 0750 | 0825 | 0935 | 1030 | 1115 | 1200 | 1245 | 1400 | 1445 | 1530 | 1615 | 1700 | 1750 |
| **Symbister** | 0630 | 0700 | 0750 | 0825 | 0915 | 1030 | 1115 | 1200 | 1245 | 1400 | 1445 | 1530 | 1615 | 1700 | 1745 |
| **Laxo** | 1830 | 2030 | 2200 | 2310* | | | | | | | | | | | |
| **Symbister** | 1900 | 2115 | 2235* | | | | | | | | | | | | |

**Sunday**

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Laxo** | | 0710 | 0825 | 1030 | 1115 | 1200 | 1245 | 1445 | 1615 | 1700 | 1750 | 1830 | 2030 | 2200 | 2310* |
| **Symbister** | 0630 | 0750 | 0915 | 1030 | 1115 | 1200 | 1400 | 1530 | 1615 | 1700 | 1745 | 1900 | 2115 | 2235* | |

**www.shetland.gov.uk/ferries**

**Shetland Islands Council**

Details are correct at time of printing but may be subject to change. www.shetland.gov.uk maintains up-to-date ferry timetables.

V1 08/12 (This timetable is subject to change as a result of the current Ferries Review)

### Conditions of carriage

All Passengers, Vehicles and Loose Freight carried on Shetland Islands Council Ferry Services are subject to the published conditions of carriage. Liability is limited.

Loading of booked and unbooked vehicles commences not less than 5 mins prior to the advertised sailing time. Booked vehicles should be present when loading commences. Ferry Services is unable to guarantee bookings for vehicles less than 5 mins before the advertised departure time.

### Key to symbols

| | |
|---|---|
| * | Sailing will only take place if a booking for travel is made before close of booking office (1645-2200 to 07825 088956 for Yell Sound on night of sailing). |
| N... | Not on a particular day(s), for example 1500 NTh means that the 1500 will not sail on Thursday. |
| ...O | Only on a particular day(s), for example 1500 SaO means that the 1500 is only available on Saturday. |
| G,H, B | Identifies the destination port when a trip to or from Fetlar is undertaken. |

**Bluemull:** To travel to Unst and Fetlar you must first travel through Yell. Ulsta and Gutcher are 18 miles apart, for cars we recommend allowing 25 minutes for travel between the two terminals.

**Skerries & Papa Stour:** Sailings will only take place if a booking exists by 1700 the day before (or by 1100 on day for sailing after 1500).

**Fair Isle & Foula:** These are not RoRo services. Booking is strongly recommended. Sailings cancelled by adverse weather may be rearranged next suitable day.

### Journey times

| | mins | | mins |
|---|---|---|---|
| Yell | 20 | Bressay | 7 |
| Unst - Yell | 10 | Whalsay | 30 |
| Fetlar - Yell/Unst | 25 | Papa Stour | 40 |
| Skerries-Vidlin | 90 | Fair Isle | 160 |
| Skerries-Lerwick | 150 | Foula | 135 |

### Contact numbers

Booking office opening hours:
Bluemull, Yell & Papa Stour:
Mon to Sat 0830-1645 hrs.
Whalsay Bookings:
Mon-Thurs 0830-1300; 1330-1600,
Friday 0830-1300; 1330-1500

| | Voicebank | Bookings |
|---|---|---|
| Bluemull | 01595 743971 | 01595 745804 |
| Bressay | 01595 743974 | Not bookable |
| Fair Isle | 01595 743978 | 01595 760363 |
| Papa Stour | 01595 743977 | 01595 745804 |
| Skerries | 01595 743975 | 01806 515226 |
| Whalsay | 01595 743973 | 01806 566259 |
| Yell | 01595 743972 | 01595 745804 |
| Foula | 01595 743976 | 01595 840 208 |

Passengers intending to travel can check the Voicebank service for up-to-date ferry information.

### Foula

This service is operated by B K Marine Ltd. and is bookings only. 01595 840 208
www.bkmarine.co.uk

## PAPA STOUR SERVICE:

West Burrafirth, mainland Shetland - Papa Stour

| | Mon | Wed | Wed | Fri | Fri | Sat | Sat | Sun |
|---|---|---|---|---|---|---|---|---|
| West Burra. | 0900 | 0900 | 1500* | 0900 | 1800* | 0900 | 1800* | 1800* |
| Papa Stour | 1000 | 1000 | 1545* | 1000 | 1845* | 1000 | 1845* | 1845* |

## FAIR ISLE SERVICE:

Grutness, mainland Shetland - Fair Isle

Tuesday

| | | |
|---|---|---|
| Fair Isle | 0730 | |
| Grutness | | 1130 |

Last Thursday Sailing 27/9/12 (Lerwick)
Last Saturday Sailing 29/9/12 (Grutness)

## FOULA: Walls, mainland Shetland – Foula

Tuesday & Thursday

| | | |
|---|---|---|
| Foula | 0930 | |
| Walls | | 1330 |

Last Saturday Sailing 15/9/12

# Inter-Island Ferry Service Timetable Winter 2013/14

## Effective from Tuesday 1st October 2013 until Sunday 13th April 2014

## Yell

Toft, Mainland, Shetland - Ulsta, Yell — Shift Vessel — Day Vessel

Ulsta Terminal:- Booked Cars and Vans are embarked from Lane 3 first, then Lane 4

| Monday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0645 | 0745 | 0815 | 0845 | 0915 | 0945 | 1045NW | 1115NM | 1145NW | 1215NM | 1245NW | 1355 |
| Ulsta | 0615 | 0715 | 0745 | 0815 | 0845 | 0915 | 0945NW | 1045NM | 1115NW | 1145NM | 1215NW | 1245 | 1355 |
| Toft | 1430 | 1500 | 1530 | 1600 | 1630 | 1655 | 1725 | 1805 | 1855 | 2015 | 2105 | 2200 | 2255* |
| Ulsta | 1430 | 1500 | 1530 | 1600 | 1630 | 1655 | 1730 | 1830 | 1920 | 2040 | 2130 | 2230* | |

| Saturday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0640 | 0745 | 0845 | 0945 | 1100 | 1200 | 1355 | 1500 | 1600 | 1655 | 1805 - Bus | 1855 |
| Ulsta | 0615 | 0715 | 0815 | 0915 | 1030 | 1130 | 1230 | 1430 | 1530 | 1630 | 1730 | 1830 | 1920 |
| Toft | 2015 | 2105 | 2200 | 2255* | | | | | | | | | |
| Ulsta | 2040 | 2130 | 2230* | | | | | | | | | | |

| Sunday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0640 | 0815 | 1100 | 1200 | 1355 | 1500 | 1600 | 1655 | 1805 | 1855 | 2015 | 2105 |
| Ulsta | 0615 | 0715 | 0915 | 1130 | 1245 | 1430 | 1530 | 1630 | 1730 | 1830 | 1920 | 2040 | 2130 |
| Toft | 2200 | 2255* | | | | | | | | | | | |
| Ulsta | 2230* | | | | | | | | | | | | |

## Bluemull

Gutcher, Yell - Belmont, Unst - Hamars Ness, Fetlar — Shift Vessel — Day Vessel

| Monday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0715 | 0725H | 0745 | 0825 | 0840 | 0905 | 1005 | 1120 | 1150 | 1220 | 1230H |
| Belmont | 0630 | 0700 | 0730 | 0800 | 0825 | 0840 | 0855H | 0945 | 1020H | 1135 | 1205 | | |
| H. Ness | | 0655G | | 0755B | | | | | 1050G | | | | 1300G |
| Gutcher | 1330 | 1400 | 1430 | 1500* | 1535 | 1615H | 1630 | 1700 | 1715 | 1740 | 1815 | 1855 | 2010 |
| Belmont | 1345 | 1415 | 1445* | 1515 | 1555 | | 1645 | 1715 | 1725H | 1755 | 1830 | 1910H | 2045 |
| H. Ness | | | | | | | 1640G | | | | | 1940G* | |
| Gutcher | 2100 | 2215 | 2250* | | | | | | | | | | |
| Belmont | 2110H | 2230 | 2305H* | | | | | | | | | | |
| H. Ness | 2140G* | | 2335G* | | | | | | | | | | |

| Tuesday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0715 | 0725H | 0745 | 0825 | 0840 | | 0900 | 1010 | | 1145 | 1235 |
| Belmont | 0630 | 0700 | 0730 | | 0800 | 0825 | 0840 | 0855H | 0955 | 1025H | 1125 | 1205 | 1345 |
| H. Ness | | 0655G | | 0755B | | | | | | 1055B | | | |
| Gutcher | 1400 | 1445 | 1500H | 1520 | 1600 | 1615H | 1630 | 1700 | 1715 | | 1740 | 1815 | 1855 |
| Belmont | 1415 | | 1500 | 1535 | 1600 | 1615 | | 1645 | 1725H | 1715 | 1755 | 1830 | 1910H |
| H. Ness | | 1430G | | 1530B | | | 1640G | | | | | | 1940G* |
| Gutcher | 2010 | 2100 | 2215 | 2250* | | | | | | | | | |
| Belmont | 2045 | 2110H | 2230 | 2305H* | | | | | | | | | |
| H. Ness | | 2140G* | | 2335G* | | | | | | | | | |

Note: 2250/2305/2335 bookable sailings will only operate 4 nights from 6, Mon. - Sat. In any week

| Saturday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0650 | 0720 | | 0845 | 0925 | 1005 | 1125 | 1200 | 1250 | 1400 | 1440 | 1515 |
| Belmont | 0630 | 0705 | 0730H | 0830 | 0910 | 0945 | 1025H | 1140 | 1235 | 1345 | 1415 | 1455 | 1530 |
| H. Ness | | | 0800B* | | | | 1055G | | | | | | |
| Gutcher | 1550 | 1700 | 1740 | 1805 | 1855 | 2010 | 2100 | 2215 | 2250* | | | | |
| Belmont | 1600H | 1715 | 1755 | 1830 | 1910H | 2045 | 2110H | 2230 | 2305H* | | | | |
| H. Ness | 1630G | | | | 1940G* | | 2140G* | | 2335G* | | | | |

| Sunday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615* | | 0720* | | 0915* | 0945* | 1030 | 1100H | | 1250 | 1415 | 1450 | 1530H |
| Belmont | 0630* | | 0730H* | 0830* | 0930* | 1015* | 1045 | | 1205 | 1350 | 1430 | 1515 | |
| H. Ness | | | 0800B* | | | | | 1130B | | | | | 1600B |
| Gutcher | | 1650 | 1740 | 1815 | 1850 | | 2020 | 2100 | 2215 | | | | |
| Belmont | 1630 | 1705 | 1755 | 1830 | 1905H | 2005 | 2050 | 2110H | 2230 | | | | |
| H. Ness | | | | | 1935B* | | | 2140G* | | | | | |

## Bressay

Lerwick, Mainland Shetland - Bressay

| Monday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0840 | 0900 | 1000 | 1100 | 1200 | 1300 | 1330 | 1430 | 1530 | 1600 |
| Bressay | 0700 | 0730 | 0830 | 0850 | 0930 | 1030 | 1130 | 1245 | 1315 | 1400 | 1500 | 1545 | 1615 |
| Lerwick | 1630 | 1715 | 1800 | 1900 | 2015 | 2130 | 2200 | 2300 | 2359FO | 0100FO | | | |
| Bressay | 1700 | 1745 | 1845 | 1930 | 2045 | 2145 | 2245 | 2345FO | 0045FO | | | | |

| Saturday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0900 | 1000 | 1100 | 1200 | 1300 | 1330 | 1430 | 1530 | 1630 | 1715 |
| Bressay | 0700 | 0730 | 0830 | 0930 | 1030 | 1130 | 1245 | 1315 | 1400 | 1500 | 1600 | 1700 | 1745 |
| Lerwick | 1800 | 1900 | 2015 | 2130 | 2200 | 2300 | 2359 | 0100 | | | | | |
| Bressay | 1845 | 1930 | 2045 | 2145 | 2245 | 2345 | 0045 | | | | | | |

| Sunday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0900 | 1045 | 1230 | 1300 | 1430 | 1530 | 1630 | 1715 | 1800 | 1900 |
| Bressay | 0700 | 0730 | 0830 | 1030 | 1215 | 1245 | 1400 | 1500 | 1600 | 1700 | 1745 | 1845 | 1930 |
| Lerwick | 2015 | 2130 | 2200 | 2300 | | | | | | | | | |
| Bressay | 2045 | 2145 | 2245 | | | | | | | | | | |

## Whalsay

Laxo (or Vidlin in certain conditions, which may disrupt timetable) mainland - Symbister, Whalsay — Linga — Hendra

| Monday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Laxo | | 0710 | 0750 | 0825 | 0935 | 1030 | 1115 | 1200 | 1245NM | 1400NW | 1445 | 1530 | 1615 |
| Symbister | 0630 | 0700 | 0750 | 0825 | 0915 | 1030 | 1115 | 1200NM | 1245NW | 1400 | 1445 | 1530 | 1615 |
| Laxo | 1700 | 1755 | 1830 | 2030 | 2200 | 2310* | | | | | | | |
| Symbister | 1700 | 1745 | 1900 | 2115 | 2235* | | | | | | | | |

| Saturday & Sunday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Laxo | | 0710 | 0825 | 1030 | 1200 | 1400 | 1530 | 1700 | 1830 | 2030 | 2200 | 2310* | |
| Symbister | 0630 | 0750 | 0915 | 1115 | 1245 | 1445 | 1615 | 1745 | 1900 | 2115 | 2235* | | |

## Skerries

**All sailings operate on a bookings only basis**

| | Monday | Wednesday | Friday | | | Saturday | Sunday | |
|---|---|---|---|---|---|---|---|---|
| Laxo | 0710Sy | | 0710Sy | | | 0710Sy | | |
| Symbister | 0810 | | 0810 | | | 0830 | | |
| Skerries | 0930 | 0800Ler | 0930 | 1230 | 1600 | 1000 | 1130 | 1900 |
| Vidlin | 1300 | | 1100 | 1430 | 1730 | 1730 | 1000 | 1730 |
| Lerwick | | 1445 | | | | | | |
| Skerries | 1430Sy | 1700Sy | | | 1900Sy | 1900Sy | | |
| Symbister | 1615La | 2115La | | | 2115La | 2115La | | |

Sailings to Vidlin/Skerries unless stated
Sailings in blue operated by the Whalsay Sound vessel. Arrival 30 minutes later. Passengers and vehicles need to change vessel in Symbister
Sy = Sailing to Symbister, Whalsay
La = Sailing to Laxo, Mainland Shetland
Ler = Sailing to Lerwick

## Papa Stour

West Burrafirth, Mainland - Papa Stour — All sailings are bookings only

| | Wednesday | | Friday | | Saturday | | Sunday |
|---|---|---|---|---|---|---|---|
| West B | 0900* | 1500* | 0900* | 1800* | 0900* | **1800*** | 1800* |
| Papa S | 1000* | 1545* | 1000* | 1845* | 1000* | **1845*** | 1845* |

**The last Saturday 1800 and 1845 sailings will be on 26th October 2013**

### Conditions of Carriage

All Passengers Vehicles & Loose Freight carried on Shetland Islands Council Ferry Services are subject to the published conditions of carriage. Liability is Limited. Loading of booked and unbooked vehicles commences not less than 5 mins prior to the advertised sailing time. Booked vehicles should be present when loading commences. Ferry Services is unable to guarantee bookings for vehicles arriving less than 5 mins before the advertised departure time.

### Key to Symbols

| | |
|---|---|
| * | Sailing will only take place if a booking for travel is made before close of Booking Office (1645-2200 to **07825 088956** for Yell Sound on night of sailing.) |
| N… | Not on a particular day(s), for example 1500NTh means that the 1500 will not sail on Thursday. |
| ….O | Only on a particular day(s), for example 1500SaO means that the 1500 is only available on Saturday. |
| G,H,B | Identifies the destination port when a trip from Fetlar is undertaken. |

Bluemull: To travel to Unst & Fetlar you must first travel through Yell. Ulsta & Gutcher are 18 miles apart, for cars we recommend you allow 25 minutes for travel between the two terminals.

Skerries & Papa Stour: Sailings will only take place if a booking exists by 1700 the day before (or by 1100 on the day for sailings after 1500).

Fair Isle & Foula: These are not RoRo services. Bookings are strongly recommended. Sailings cancelled by adverse weather may be rearranged next suitable day.

### Journey Times

| | mins | | mins |
|---|---|---|---|
| Unst-Yell | 10 | Yell | 20 |
| Fetlar -Unst/Yell | 25 | Bressay | 7 |
| Skerries -Vidlin | 90 | Whalsay | 30 |
| Skerries- Lerwick | 150 | Papa Stour | 40 |
| Fair Isle - G'ness | 160 | Foula | 120 |
| Fair Isle - Lerwick | 300 | | |

### Contact numbers

Booking Office opening hours:
Bluemull, Yell, Papa Stour, Whalsay & Skerries
Mon to Sat 0830-1630 hrs.

| | Voicebank | Bookings |
|---|---|---|
| Bluemull | 01595 743971 | 01595 745804 |
| Yell | 01595 743972 | 01595 745804 |
| Papa Stour | 01595 743977 | 01595 745805 |
| Skerries | 01595 743975 | 01595 745805 |
| Whalsay | 01595 743973 | 01595 745805 |
| Bressay | 01595 743974 | Not Bookable |
| Fair Isle | 01595 743978 | 01595 760363 |
| Foula | 01595 743976 | 01595 840208 |

Passengers intending to travel can check the Voicebank service for up-to-date ferry information.

### Foula

This service is operated by BK Marine Ltd. and is bookings only. 01595 840 208
www.bkmarine.co.uk

## Foula

Walls, Mainland Shetland - Foula

| Tuesday & Thursday | | |
|---|---|---|
| Foula | 0930 | |
| Walls | | 1330 |

## Fair Isle

Grutness, Mainland Shet - Fair Isle

| Tuesday | | |
|---|---|---|
| Fair Isle | 0730 | |
| Grutness | | 1130 |

**www.shetland.gov.uk/ferries**

**Shetland Islands Council**

Details are correct at time of printing but may be subject to change.
www.shetland.gov.uk/ferries maintains up-to-date ferry timetables.
V5 10/13

Recent changes are highlighted yellow

# Inter-Island Ferry Service Timetable SUMMER 2013

## Effective from Monday 1st July 2013 until Monday 30th September 2013

## Yell

Toft, Mainland, Shetland - Ulsta, Yell — Shift Vessel — Day Vessel

Ulsta Terminal:- Booked Cars and Vans are embarked from Lane 3 first, then Lane 4

**Monday - Friday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0645 | 0745 | 0815 | 0845 | 0915 | 0945NM | 1045NW | 1115NM | 1145NW | 1215 | 1245NW | 1355 |
| Ulsta | 0615 | 0715 | 0745 | 0815 | 0845 | 0915 | 0945NW | 1045NM | 1115NW | 1145NM | 1215NW | 1245 | 1355 |
| Toft | 1430 | 1500 | 1530 | 1600 | 1630 | 1655 | 1725 | 1805 | 1855 | 2015 | 2105 | 2200 | 2255* |
| Ulsta | 1430 | 1500 | 1530 | 1600 | 1630 | 1655 | 1730 | 1830 | 1920 | 2040 | 2130 | 2230* | |

**Saturday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0645 | 0745 | 0845 | 0945 | 1100 | 1200 | 1355 | 1500 | 1600 | 1655 | 1805 - Bus | 1855 |
| Ulsta | 0615 | 0715 | 0815 | 0915 | 1030 | 1130 | 1230 | 1430 | 1530 | 1630 | 1730 | 1830 | 1920 |
| Toft | 2015 | 2105 | 2200 | 2255* | | | | | | | | | |
| Ulsta | 2040 | 2130 | 2230* | | | | | | | | | | |

**Sunday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0645 | 0815 | 1100 | 1200 | 1355 | 1500 | 1600 | 1655 | 1805 | 1855 | 2015 | 2105 |
| Ulsta | 0615 | 0715 | 0915 | 1130 | 1245 | 1430 | 1530 | 1630 | 1730 | 1830 | 1920 | 2040 | 2130 |
| Toft | 2200 | 2255* | | | | | | | | | | | |
| Ulsta | 2230* | | | | | | | | | | | | |

## Bluemull

Gutcher, Yell - Belmont, Unst - Hamars Ness, Fetlar — Shift Vessel — Day Vessel

**Monday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0715 | 0725H | 0745 | 0825 | 0840 | 0905 | 1005 | 1120 | 1155 | 1220 | 1230H |
| Belmont | 0630 | 0700 | 0730 | 0810 | 0825 | 0840 | 0855H | 0945 | 1020H | 1135 | 1210 | | |
| H. Ness | | 0655G | | 0755B | | | | | 1050G | | | | 1300G |
| Gutcher | 1330 | 1400 | 1430 | 1500 | 1535 | 1615H | 1630 | 1700 | 1715 | 1740 | 1815 | 1855 | 2010 |
| Belmont | 1345 | 1415 | 1445 | 1515 | 1555 | | 1645 | 1715 | 1725H | 1755 | 1830 | 1910H | 2045 |
| H. Ness | | | | | | | 1640G | | | | | 1940G* | |
| Gutcher | 2100 | 2215 | 2250* | | | | | | | | | | |
| Belmont | 2110H | 2230 | 2305H* | | | | | | | | | | |
| H. Ness | 2140G* | | 2335G* | | | | | | | | | | |

**Tuesday - Friday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0715 | 0725H | 0745 | 0825 | 0840 | | 0900 | 0955 | 1010 | 1030 | 1100 |
| Belmont | 0630 | 0700 | | 0730 | 0810 | 0825 | 0840 | 0855H | 0940 | 1010 | 1025H | 1045 | |
| H. Ness | | 0655G | | 0755B | | | | | | 0935G | | 1055G | |
| Gutcher | 1130H | 1145 | 1235 | 1400 | 1445 | 1500H | 1520 | 1600 | 1615H | 1630 | 1700 | 1715 | 1740 |
| Belmont | 1130 | 1210 | 1345 | 1415 | | 1500 | 1535 | 1600 | 1615 | 1645 | 1715 | 1725H | 1755 |
| H. Ness | | | | | 1430G | | 1530B | | 1640G | | | | |
| Gutcher | 1815 | 1855 | 2010 | 2100 | 2215 | 2250* | | | | | | | |
| Belmont | 1830 | 1910H | 2045 | 2110H | 2230 | 2305H* | | | | | | | |
| H. Ness | | 1940G* | | 2140G* | | 2335G* | | | | | | | |

**Saturday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0650 | 0725 | | 0855 | 0925 | 1005 | 1125 | 1200 | 1250 | 1400 | 1440 | 1515 |
| Belmont | 0630 | 0705 | 0740H | 0835 | 0910 | 0950 | 1020H | 1140 | 1235 | 1345 | 1415 | 1455 | 1535 |
| H. Ness | | | 0810B* | | | | 1050G | | | | | | |
| Gutcher | 1550 | 1725 | 1805 | 1855 | 2010 | 2100 | 2215 | 2250* | | | | | |
| Belmont | 1605H | 1750 | 1830 | 1910H | 2045 | 2110H | 2230 | 2305H* | | | | | |
| H. Ness | 1635G | | | 1940G* | | 2140G* | | 2335G* | | | | | |

Note: 2250/2305/2335 bookable sailings will only operate 4 nights from 6, Mon. - Sat. In any week

**Sunday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0725 | | 0910 | 0945H | | 1100 | 1130 | 1200 | 1250 | 1415 | 1450 |
| Belmont | 0630 | 0700 | 0740H | 0835 | 0930 | | 1045 | 1115 | 1145 | 1230 | 1350 | 1430 | 1515 |
| H. Ness | | | 0810B* | | | 1015B | | | | | | | |
| Gutcher | 1530H | | 1650 | 1740 | 1815 | 1850 | | 2020 | 2100 | 2215 | | | |
| Belmont | | 1630 | 1705 | 1755 | 1830 | 1905H | 2005 | 2050 | 2110H | 2230 | | | |
| H. Ness | 1600B | | | | | 1935B* | | | 2140G* | | | | |

## Skerries

**Note: The Skerries timetable is subject to change**

Vidlin/Lerwick, Mainland Shetland - Skerries. On Tues & Thurs travel is to and from Lerwick LK

| | Monday | Tuesday | Thursday | Friday | | | Saturday | | | Sunday | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Vidlin/LK | 0800 | 1445LK | 1445LK | 1000 | 1430 | 1800 | 1000 | 1400 | 1700 | 1030 | 1430 | 1730 | |
| Skerries | 0930 | 0800LK | 0800LK | 0800 | 1130 | 1600 | 0800 | 1130 | 1530 | 0900 | 1200 | 1600 | 1900 |

Tuesday and Thursday sailings are scheduled. All other sailings operate on a bookings only basis

## Bressay

Lerwick, Mainland Shetland - Bressay

**Monday - Friday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0840 | 0900 | 1000 | 1100 | 1200 | 1300 | 1330 | 1430 | 1530 | 1600 |
| Bressay | 0700 | 0730 | 0830 | 0850 | 0930 | 1030 | 1130 | 1245 | 1315 | 1400 | 1500 | 1545 | 1615 |
| Lerwick | 1630 | 1715 | 1800 | 1900 | 2015 | 2130 | 2200 | 2300 | 2359FO | 0100FO | | | |
| Bressay | 1700 | 1745 | 1845 | 1930 | 2045 | 2145 | 2245 | 2345FO | 0045FO | | | | |

**Saturday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0900 | 1000 | 1100 | 1200 | 1300 | 1330 | 1430 | 1530 | 1630 | 1715 |
| Bressay | 0700 | 0730 | 0830 | 0930 | 1030 | 1130 | 1245 | 1315 | 1400 | 1500 | 1600 | 1700 | 1745 |
| Lerwick | 1800 | 1900 | 2015 | 2130 | 2200 | 2300 | 2359 | 0100 | | | | | |
| Bressay | 1845 | 1930 | 2045 | 2145 | 2245 | 2345 | 0045 | | | | | | |

**Sunday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0900 | 1045 | 1230 | 1300 | 1430 | 1530 | 1630 | 1715 | 1800 | 1900 |
| Bressay | 0700 | 0730 | 0830 | 1030 | 1215 | 1245 | 1400 | 1500 | 1600 | 1700 | 1745 | 1845 | 1930 |
| Lerwick | 2015 | 2130 | 2200 | 2300 | | | | | | | | | |
| Bressay | 2045 | 2145 | 2245 | | | | | | | | | | |

## Whalsay

Laxo (or Vidlin in certain conditions, which may disrupt timetable) mainland - Symbister, Whalsay — Linga — Hendra

**Monday - Friday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Laxo | | 0710 | 0750 | 0825 | 0935 | 1030 | 1115 | 1200 | 1245NM | 1400NW | 1445 | 1530 | 1615 |
| Symbister | 0630 | 0700 | 0750 | 0825 | 0915 | 1030 | 1115 | 1200NM | 1245NW | 1400 | 1445 | 1530 | 1615 |
| Laxo | 1700 | 1755 | 1830 | 2030 | 2200 | 2310* | | | | | | | |
| Symbister | 1700 | 1745 | 1900 | 2115 | 2235* | | | | | | | | |

**Saturday & Sunday**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Laxo | | 0710 | 0825 | 1030 | 1200 | 1400 | 1530 | 1700 | 1830 | 2030 | 2200 | 2310* | |
| Symbister | 0630 | 0750 | 0915 | 1115 | 1245 | 1445 | 1615 | 1745 | 1900 | 2115 | 2235* | | |

### Conditions of Carriage

All Passengers Vehicles & Loose Freight carried on Shetland Islands Council Ferry Services are subject to the published conditions of carriage. Liability is Limited. Loading of booked and unbooked vehicles commences not less than 5 mins prior to the advertised sailing time. Booked vehicles should be present when loading commences. Ferry Services is unable to guarantee bookings for vehicles arriving less than 5 mins before the advertised departure time.

### Key to Symbols

| | |
|---|---|
| * | Sailing will only take place if a booking for travel is made before close of Booking Office (1645-2200 to **07825 088956** for Yell Sound on night of sailing.) |
| N… | Not on a particular day(s), for example 1500NTh means that the 1500 will not sail on Thursday. |
| ….O | Only on a particular day(s), for example 1500SaO means that the 1500 is only available on Saturday. |
| G,H,B | Identifies the destination port when a trip from Fetlar is undertaken. |

Bluemull: To travel to Unst & Fetlar you must first travel through Yell. Ulsta & Gutcher are 18 miles apart, for cars we recommend you allow 25 minutes for travel between the two terminals.

Skerries & Papa Stour: Sailings will only take place if a booking exists by 1700 the day before (or by 1100 on the day for sailings after 1500).

Fair Isle & Foula: These are not RoRo services. Bookings are strongly recommended. Sailings cancelled by adverse weather may be rearranged next suitable day.

### Journey Times

| | mins | | mins |
|---|---|---|---|
| Unst-Yell | 10 | Yell | 20 |
| Fetlar -Unst/Yell | 25 | Bressay | 7 |
| Skerries -Vidlin | 90 | Whalsay | 30 |
| Skerries- Lerwick | 150 | Papa Stour | 40 |
| Fair Isle - G'ness | 160 | Foula | 120 |
| Fair Isle - Lerwick | 300 | | |

### Contact numbers

Booking Office opening hours:
Bluemull, Yell, Papa Stour, Whalsay & Skerries
Mon to Sat 0830-1630 hrs.

| | Voicebank | Bookings |
|---|---|---|
| Bluemull | 01595 743971 | 01595 745804 |
| Yell | 01595 743972 | 01595 745804 |
| Papa Stour | 01595 743977 | 01595 745805 |
| Skerries | 01595 743975 | 01595 745805 |
| Whalsay | 01595 743973 | 01595 745805 |
| Bressay | 01595 743974 | Not Bookable |
| Fair Isle | 01595 743978 | 01595 760363 |
| Foula | 01595 743976 | 01595 840208 |

Passengers intending to travel can check the Voicebank service for up-to-date ferry information.

### Foula

This service is operated by BK Marine Ltd. and is bookings only. 01595 840 208
www.bkmarine.co.uk

## Foula

Walls, Mainland Shetland - Foula

**Tuesday, Thursday & Saturday**

| | | |
|---|---|---|
| Foula | 0930 | |
| Walls | | 1330 |
| Foula | 0800 | |
| Scalloway | | 1330 |

**Scalloway - Alternate Thurdsdays from 16/05/13**

## Fair Isle

Grutness, Mainland Shet - Fair Isle

**Tuesday, Thursday & Saturday**

| | | |
|---|---|---|
| Fair Isle | 0730 | |
| Grutness | | 1130 |
| Lerwick | | 1530 |

**Lerwick - Alternate Thursdays from 02/05/13**

**Note: Departure time from Fair Isle is 0600**

## Papa Stour

West Burrafirth, Mainland - Papa Stour — All sailings are bookings only

| | Wednesday | | Friday | | Saturday | | Sunday |
|---|---|---|---|---|---|---|---|
| West B | 0900* | 1500* | 0900* | 1800* | 0900* | 1800* | 1800* |
| Papa S | 1000* | 1545* | 1000* | 1845* | 1000* | 1845* | 1845* |

**www.shetland.gov.uk/ferries**

**Shetland Islands Council**

Details are correct at time of printing but may be subject to change.
www.shetland.gov.uk/ferries maintains up-to-date ferry timetables.
V6 09/14

# Inter-Island Ferry Service Timetable SUMMER 2014

## Effective from Monday 14th April 2014 until Sunday 14th September 2014

## Yell

Toft, Mainland, Shetland - Ulsta, Yell — Shift Vessel — Day Vessel

Ulsta Terminal:- Booked Cars and Vans are embarked from Lane 3 first, then Lane 4

| Monday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0645 | 0745 | 0815 | 0845 | 0915 | 0945 | 1045NW | 1115NM | 1145NW | 1215NM | 1245NW | 1355 |
| Ulsta | 0615 | 0715 | 0745 | 0815 | 0845 | 0915 | 0945NW | 1045NM | 1115NW | 1145NM | 1215NW | 1245 | 1355 |
| Toft | 1430 | 1500 | 1530 | 1600 | 1630 | 1655 | 1725 | 1805 | 1855 | 2015 | 2105 | 2200 | 2255* |
| Ulsta | 1430 | 1500 | 1530 | 1600 | 1630 | 1655 | 1730 | 1830 | 1920 | 2040 | 2130 | 2230* | |

| Saturday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0645 | 0745 | 0845 | 0945 | 1100 | 1200 | 1355 | 1500 | 1600 | 1655 | 1805 - Bus | 1855 |
| Ulsta | 0615 | 0715 | 0815 | 0915 | 1030 | 1130 | 1230 | 1430 | 1530 | 1630 | 1730 | 1830 | 1920 |
| Toft | 2015 | 2105 | 2200 | 2255* | | | | | | | | | |
| Ulsta | 2040 | 2130 | 2230* | | | | | | | | | | |

| Sunday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Toft | | 0645 | 0815 | 0940 | 1200 | 1355 | 1500 | 1600 | 1655 | 1805 | 1855 | 2015 | 2105 |
| Ulsta | 0615 | 0715 | 0915 | 1130 | 1245 | 1430 | 1530 | 1630 | 1730 | 1830 | 1920 | 2040 | 2130 |
| Toft | 2200 | 2255* | | | | | | | | | | | |
| Ulsta | 2230* | | | | | | | | | | | | |

## Bluemull

Gutcher, Yell - Belmont, Unst - Hamars Ness, Fetlar — Shift Vessel — Day Vessel

| Monday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0715 | 0725H | 0745 | 0825 | 0840 | 0900 | 1005 | 1120 | 1150 | 1220 | 1230H |
| Belmont | 0630 | 0700 | 0730 | 0800 | 0825 | 0840 | 0855H | 0945 | 1020H | 1135 | 1205 | | |
| H. Ness | | 0655G | | 0755B | | | | | 1050G | | | | 1300G |
| Gutcher | 1330 | 1400 | 1430 | 1500 | 1535 | 1615H | 1630 | 1700 | 1715 | 1740 | 1815 | 1855 | 2010 |
| Belmont | 1345 | 1415 | 1445 | 1515 | 1555 | | 1645 | 1715 | 1725H | 1755 | 1830 | 1910H | 2045 |
| H. Ness | | | | | | | 1640G | | | | | 1940G | |
| Gutcher | 2100 | 2215 | 2250* | | | | | | | | | | |
| Belmont | 2110H | 2230 | 2305H* | | | | | | | | | | |
| H. Ness | 2140G* | | 2335G* | | | | | | | | | | |

| Tuesday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0715 | 0725H | 0745 | 0825 | 0840 | | 0900 | 1000 | 1010 | 1030 | 1100 |
| Belmont | 0630 | 0700 | | 0730 | 0800 | 0825 | 0840 | 0855H | 0945 | 1015 | 1025H | 1045 | |
| H. Ness | | 0655G | | 0755B | | | | | | 0935G | | 1055G | |
| Gutcher | 1130H | 1150 | 1235 | 1400 | 1445 | 1500H | 1520 | 1600 | 1615H | 1630 | 1700 | 1715 | 1740 |
| Belmont | 1130 | 1205 | 1345 | 1415 | | 1500 | 1535 | 1600 | 1615 | 1645 | 1715 | 1725H | 1755 |
| H. Ness | | | | | 1430G | | 1530B | | 1640G | | | | |
| Gutcher | 1815 | 1855 | 2010 | 2100 | 2215 | 2250* | | | | | | | |
| Belmont | 1830 | 1910H | 2045 | 2110H | 2230 | 2305H* | | | | | | | |
| H. Ness | | 1940G | | 2140G* | | 2335G* | | | | | | | |

Note: 2250/2305/2335 bookable sailings will only operate 4 nights from 6, Mon. - Sat. In any week

| Saturday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615 | 0645 | 0725 | | 0840 | 0930 | 1005 | 1125 | 1200 | 1250 | 1400 | 1440 | 1515 |
| Belmont | 0630 | 0700 | | 0825 | 0850 | 0945 | 1025H | 1140 | 1235 | 1345 | 1415 | 1455 | 1530 |
| H. Ness | | | 0755B* | | | | 1055G | | | | | | |
| Gutcher | 1550 | 1700 | 1740 | 1805 | 1855 | 2010 | 2100 | 2215 | 2250* | | | | |
| Belmont | 1600H | 1715 | 1755 | 1830 | 1910H | 2045 | 2110H | 2230 | 2305H* | | | | |
| H. Ness | 1630G | | | | 1940G | | 2140G* | | 2335G* | | | | |

| Sunday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Gutcher | 0615* | 0725* | | 0915* | 0945* | | 1100 | 1150 | 1250 | 1415 | 1450 | 1530H | |
| Belmont | 0630* | | 0825* | 0930* | | 1045 | 1115 | 1205 | 1350 | 1430 | 1515 | | 1630 |
| H. Ness | | 0755B* | | | 1015B* | | | | | | | 1600B | |
| Gutcher | 1650 | 1740 | 1815 | 1850 | | 2020 | 2100 | 2215 | | | | | |
| Belmont | 1705 | 1755 | 1830 | 1905H | 2005 | 2050 | 2110H | 2230 | | | | | |
| H. Ness | | | | 1935B | | | 2140G* | | | | | | |

## Bressay

Lerwick, Mainland Shetland - Bressay

| Monday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0840 | 0900 | 1000 | 1100 | 1200 | 1300 | 1330 | 1430 | 1530 | 1600 |
| Bressay | 0700 | 0730 | 0830 | 0850 | 0930 | 1030 | 1130 | 1245 | 1315 | 1400 | 1500 | 1545 | 1615 |
| Lerwick | 1630 | 1715 | 1800 | 1900 | 2015 | 2130 | 2200 | 2300 | 2359FO | 0100FO | | | |
| Bressay | 1700 | 1745 | 1845 | 1930 | 2045 | 2145 | 2245 | 2345FO | 0045FO | | | | |

| Saturday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0900 | 1000 | 1100 | 1200 | 1300 | 1330 | 1430 | 1530 | 1630 | 1715 |
| Bressay | 0700 | 0730 | 0830 | 0930 | 1030 | 1130 | 1245 | 1315 | 1400 | 1500 | 1600 | 1700 | 1745 |
| Lerwick | 1800 | 1900 | 2015 | 2130 | 2200 | 2300 | 2359 | 0100 | | | | | |
| Bressay | 1845 | 1930 | 2045 | 2145 | 2245 | 2345 | 0045 | | | | | | |

| Sunday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lerwick | | 0715 | 0800 | 0900 | 1045 | 1230 | 1300 | 1430 | 1530 | 1630 | 1715 | 1800 | 1900 |
| Bressay | 0700 | 0730 | 0830 | 1030 | 1215 | 1245 | 1400 | 1500 | 1600 | 1700 | 1745 | 1845 | 1930 |
| Lerwick | 2015 | 2130 | 2200 | 2300 | | | | | | | | | |
| Bressay | 2045 | 2145 | 2245 | | | | | | | | | | |

## Whalsay

Laxo (or Vidlin in certain conditions, which may disrupt timetable) mainland - Symbister, Whalsay — Linga — Hendra

| Monday - Friday | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Laxo | | 0710 | 0750 | 0830 | 0935 | 1030 | 1115 | 1200 | 1245NM | 1400NW | 1445 | 1530 | 1615 |
| Symbister | 0630 | 0700 | 0750 | 0830 | 0915 | 1030 | 1115 | 1200NM | 1245NW | 1400 | 1445 | 1530 | 1615 |
| Laxo | 1700 | 1755 | 1830 | 2030 | 2200 | 2310* | | | | | | | |
| Symbister | 1700 | 1745 | 1900 | 2115 | 2235* | | | | | | | | |

| Saturday & Sunday | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Laxo | | 0710 | 0825 | 1030 | 1200 | 1400 | 1530 | 1700 | 1830 | 2030 | 2200 | 2310* |
| Symbister | 0630 | 0750 | 0915 | 1115 | 1245 | 1445 | 1615 | 1745 | 1900 | 2115 | 2235* | |

### Conditions of Carriage

All Passengers Vehicles & Loose Freight carried on Shetland Islands Council Ferry Services are subject to the published conditions of carriage. Liability is Limited. Loading of booked and unbooked vehicles commences not less than 5 mins prior to the advertised sailing time. Booked vehicles should be present when loading commences. Ferry Services is unable to guarantee bookings for vehicles arriving less than 5 mins before the advertised departure time.

### Key to Symbols

| | |
|---|---|
| * | Sailing will only take place if a booking for travel is made before close of Booking Office (1645-2200 to **07825 088956** for Yell Sound on night of sailing.) |
| N… | Not on a particular day(s), for example 1500NTh means that the 1500 will not sail on Thursday. |
| ….O | Only on a particular day(s), for example 1500SaO means that the 1500 is only available on Saturday. |
| G,H,B | Identifies the destination port when a trip from Fetlar is undertaken. |

Bluemull: To travel to Unst & Fetlar you must first travel through Yell. Ulsta & Gutcher are 18 miles apart, for cars we recommend you allow 25 minutes for travel between the two terminals.

### Journey Times

| | mins | | mins |
|---|---|---|---|
| Unst-Yell | 10 | Yell | 20 |
| Fetlar -Unst/Yell | 25 | Bressay | 7 |
| Whalsay | 30 | | |

### Contact numbers

Booking Office opening hours:
Bluemull, Yell & Whalsay
Mon to Sat 0830-1630 hrs.
Bluemull out of hours bookings - 01957 744 249

| | Voicebank | Bookings |
|---|---|---|
| Bluemull | 01595 743971 | 01595 745804 |
| Yell | 01595 743972 | 01595 745804 |
| Whalsay | 01595 743973 | 01595 745805 |
| Bressay | 01595 743974 | Not Bookable |

Passengers intending to travel can check the Voicebank service for up-to-date ferry information.

**Please note:**

There will be a reduced service on Easter Monday 21/4/14 as follows:

- Bluemull single vessel operating to the Satruday timetable
- Yell Sound single vessel operating to the Shift Vessel timetable
- Whalsay single vessel operating to the Linga's timetable

**Shetland Islands Council**

Details are correct at time of printing but may be subject to change.

www.shetland.gov.uk/ferries maintains up-to-date ferry timetables.

V0.4 2/14

**www.shetland.gov.uk/ferries**

Agenda Item

**6**

# Shetland Islands Council

**Development Committee** **12 March 2014**

| **CPMR WORKSHOP ON ISLAND AIR SERVICES OCTOBER 2013 – ISSUES RELEVANT TO SHETLAND** | |
|---|---|
| **TP-02-14-F** | |
| **Report Presented by: Executive Manager Transport Planning** | **Development Services Department** |

## 1. Summary

1.1. On 30 and 31 October 2013 the Islands Commission of the Conference of Peripheral Maritime Regions (CPMR) held a workshop on Island Air Services.

1.2. The main objective of the workshop was to review recent developments in EU legislation on the aid for air transport and to exchange experiences amongst participants.

1.3. Cllr Drew Ratter, as the CPMR substitute delegate for Shetland Islands Council, attended the workshop.

1.4. This report summarises the topics covered in the Workshop and seeks the Committee's views on any areas that should be researched further.

## 2. Decision Required

2.1. That the Development Committee considers the policy conclusions of the CPMR Islands Commission workshop on Island Air Services given in Appendix 1 of this report and instructs the Director of Development Services, or his nominee, to report back to the Committee on any matters the Committee considers significant.

## 3. Detail

3.1 Appendix 1 to this report contains the policy conclusions for the workshop.

3.2 In headline terms the areas covered were: -

Airports

3.2.1 State aid to airports – may have implications on any future development of HIAL owned/ operated airports.

3.2.2 Airport Slots – linked into the use of Public Service Obligations (PSOs) in terms of access to an air slot at the destination airport. There are currently no PSOs in place on Shetland/ Mainland Scotland routes. This area needs to be understood further in terms of the possibility of PSOs from regional airports to hub airports perhaps being a way to protect high demand slots at Heathrow for example.

3.2.3 Airport safety rules – for example more onerous requirements for runway safety areas could impact in airports such as Sumburgh and Scatsta due to physical constraints on expansion.

3.2.4 Airport charges and taxes – The opportunity here is whether there is scope to recognise the difference in nature of travel needs of island residents compared to tourists and therefore have differential charges and taxes that could reduce travel costs for island communities.

Public Service Obligations

3.2.5 There are varied aid systems available and there are no universally similar applications of the systems throughout Europe.

3.2.6 The workshop covered a number of issues related to PSOs and these can be read in detail in Appendix 1.

3.2.7 Perhaps the most relevant of the points made at the workshop was that in circumstances where an air route, or routes, is subject to social aid Air Discount Scheme (ADS) and there is no cap on maximum fares charged (which is one of the elements of a PSO) then there is a question over where the benefit of the aid goes. The point made is that operators may increase prices in a response to a greater capacity for passengers to pay.

3.2.8 There is no evidence of this practice in Shetland however it is perhaps something that Members wish to see researched further.

Social Aid to Passengers

3.2.9 This covers the ADS.

3.2.10 The workshop highlighted the European Commission's proposals to extend the eligibility for ADS to a wider range of beneficiaries regardless of the kind of flight or destination.

3.2.11 This may pose problems in terms of increasing the cost of funding social aid for islands where a significant proportion of the resident population are from other European states and/ or the range of eligible destinations increases beyond inter island travel or travel to national city connections. The example given was Majorca with a high percentage of British and German residents.

3.2.12 For Shetland this does not pose a problem but our attention must remain on retaining ADS and continuing to argue for reinstatement of entitlement for all forms of travel.

Other Issues

3.2.13 Passenger Rights – the obligations being placed on operator are becoming more onerous in terms of rights of passengers to compensation in varying circumstances.

3.2.14 The risk here is that for operators to island communities there are challenges due to geography, weather, accessibility for technical support, etc. that mean the application of the proposals could lead to significant additional costs to operators even although they are performing as best they can in the circumstances.

3.2.15 The risk to island communities comes if the operator has to respond to increased costs through increasing fares or, in a worst case scenario, cannot sustain services.

3.2.16 This is an area that Shetland Islands Council must retain an understanding of.

## 4. Implications

Strategic

4.1 Delivery on Corporate Priorities - Reliable and affordable external transport links are essential to the economic and social well being of Shetland.

4.2 Community /Stakeholder Issues - None.

4.3 Policy and/or Delegated Authority - The Development Committee has delegated authority to implement decisions within its remit, in accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations.

4.4 Risk Management - If external transport links cannot meet the economic and social needs of Shetland then there will be negative consequences for Shetland's well being. To mitigate this risk the Council must remain aware and informed on transport issues to enable it to exert appropriate influence in this area.

4.5 Equalities, Health and Human Rights - Throughout the project, specific attention has been paid to ensuring that the redesigned network of services provides equal opportunities across Shetland enabling access to employment, education, health care, shops, social opportunities, external transport links and tourism.

4.6 Environmental - The opportunities open to operators to package contracts and increase efficiencies also has the potential to reduce the numbers of vehicles providing services across Shetland, impacting positively on the natural environment.

Resources

4.7 Financial - Any work required in response to this report can be accommodated within approved budgets.

4.8 Legal - None.

4.9 Human Resources - None.

4.10 Assets and Property - None.

## 5. Conclusions

5.1 The CPMR seminar on Air Transport in the Islands has raised a number of issues of varying significance to Shetland (see Appendix 1) that Members may wish officers to develop for further consideration at a future meeting of the Development Committee.

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*3 March 2014*

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List of Appendices
Appendix 1 – Policy Conclusions of the CPMR Islands Commission Seminar on Air Transport on Air Transport in the Islands

# Appendix 1

Commission des Iles !Islands Commission ! Ö-kommissionen ! Επιτροπη των Νησιων

Comisión de las Islas ! Comissão das Ilhas ! Commissione delle Isole

Saarte Komisjon ! Kummissjoni ta'Gúejjer ! Ø Kommission

## POLICY CONCLUSIONS OF THE CPMR ISLANDS COMMISSION SEMINAR ON AIR TRANSPORT IN THE ISLANDS

Palma de Mallorca - 30/ 31 October 2014

The seminar on air transport in the islands, held in Palma de Mallorca and opened by the President of the Balearic Islands Government, Mr José Ramon Bauza, brought together participants from the Regions of the Azores, the Balearic Islands, Bornholm, Western Isles, Shetland, Gozo, the Faeroe islands and the small Irish islands. The ARC (Airport Regions Conference) and airlines (Loganair, Air Berlin) took part in the meeting, which was also attended by Mrs Eastaras Ferragut, Member of the European Parliament.

The main objective of the event was to review recent developments in EU legislation on aid for air transport, and to exchange experiences among participants.

We shall refer to the different presentations made by the participants, which are available on our website http://www.islandscommission.org/en/index.php?act=3,2,,2#

The main policy conclusions to be drawn from the discussions are:

### General considerations on island transport

- As tax-paying citizens, island dwellers finance major national transport infrastructures, including motorway or rail networks that do not concern them. However, islanders also pay taxes and fees to use ports and airports to get to and from their island, since they have no alternative means of transport. The importance of state aid for island transport, when it exists, should therefore be put into perspective.

- Furthermore, in popular island tourist destinations, the profitability of island airports helps to finance other unprofitable domestic airports.

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- Many island routes have low-volume or highly seasonal traffic. It is common for connections with the islands, and especially inter-island connections, to be much more expensive than international routes.

- Generally speaking, it is observed that legislation governing air transport is too highly standardised and does not take sufficient account of the specific characteristics of island routes or airports.

A) AIRPORTS

State aid to airports

- The Commission's proposals on State aid to airports consider them as isolated economic entities, without taking into account their context and in particular their role as drivers of regional development. The unprofitability of airport facilities should be balanced against a good understanding of the knock-on effect on the local economy.

- The provisions contained in the regulation do however allow for an airport to continue benefiting from investment aid or operating aid if it is classified as a Service of General Economic Interest (SGEI). This provision was intended especially for islands, outermost regions and other remote areas. There is however no predefined scope for this classification, with situations being analysed by the Commission on a "case by case" basis. In practice, it will all depend on how much flexibility the European Commission will show, and this is an issue of some uncertainty.

Airport slots

- Air routes that fall within a PSO scheme can benefit from access to an air slot at the destination airport, but in practice, it is questionable whether a state whose biggest airports are run by private companies will be willing to grant these slots under PSOs, as this may reduce in direct proportion the profitability of the facility concerned for the market.

Airport safety rules

- The stepping up of safety rules by the EASA (such as expanding the runway safety area) could pose significant practical problems for some island airports whose space for development is physically limited.

- Some safety rules might even pose particular problems for some types of aircraft (excessively complex procedures for emergency landing during take-off for small aircraft).

Airport charges and taxes

- More flexibility in the amount of various airport charges is required to reflect the seasonality and nature of the traffic and avoid penalising island residents who use the airport outside the peak tourist periods.

## B) PUBLIC SERVICE OBLIGATIONS

- European islands seem to be subject to an extremely varied range of aid systems: joint use of the social aid system for certain categories of users (including island residents) combined with a PSO system for certain routes, use of either of these facilities in other cases, aid simply limited to reducing airport charges in yet other cases (Faeroe Islands), or even no provision of state aid and the use instead of market incentives funded by the private sector (Cyprus). Several schemes may sometimes coexist in the same island region depending on whether we are talking about international, domestic or inter-island routes.

- Since each air route has its own characteristics, we cannot determine one system as being more effective than any other, so the key word seems to be flexibility. However, we might note that granting social aid to passengers without setting a limit on the maximum prices charged by the operator through a PSO poses the problem of who is actually benefiting from the aid ...

- Currently, we can see that the economic and budget crisis is posing severe threats to some PSOs, or is even leading to the loss of some air services, as shown by the situation in the Aran Islands (Ireland) or on domestic flights in the Western Isles (Scotland).

- The social impact of losing these air services has significant repercussions in areas such as healthcare. This raises the question of whether health or welfare bodies should contribute towards financing air routes in the smaller islands or archipelagos.

- The issue of PSOs also poses a problem of governance, namely the degree of involvement (sometimes low or insufficient) of the island communities served in defining the conditions of the public service.

- Island services with low profitability do not necessarily attract a high level of competition during the bidding procedures. At a European level, these procedures have a recorded failure rate of about 15%.

## C) SOCIAL AID TO PASSENGERS

- The European Commission's proposals to automatically extend the scope of beneficiaries under the social aid system to all flights between the island and the European Air Space, regardless of the kind of flight (scheduled, charter, low-cost) or destination, may raise serious problems in some islands where many residents are from other states within the EAS (e.g. about 60,000 residents of the Balearic Islands are British or German). Such aid being hitherto generally limited solely to inter-island routes or national city connections, extending them in such a way may carry significant costs and incite the responsible public authorities to reduce or even abolish this system of aid.

- There is also the question of how easy it will be to apply this measure in practice when some routes within a territory are covered by the social aid system, others by PSOs and yet others by a combined system.

## D) OTHER ISSUES

Passenger Rights

- Airlines operating in the archipelagos and small islands are concerned about new proposals on passenger rights (especially for instance the obligation to compensate passengers for missed connecting flights after a delay). The fear of having to compensate passengers with connecting flights to much more distant and costly locations may be off-putting, and lead some operators to refuse flight connection agreements. One may recall that, in the event of a technical failure, having to send out spare parts or technicians to a small isolated airport where they cannot be permanently on hand, may make it impossible to restore a service within the time normally required by law. Such routes are also very vulnerable to restrictions on working hours affecting both aircraft crews and air traffic controllers, which limits the response time. Finally, the liability for “technical problems” and the notion of “exceptional circumstances” is subject to debate ... All this calls for greater flexibility when applying the legislation, in order to take account of local conditions.

Support for the development of direct connections with the islands

- It is highlighted that the attractiveness of an island destination is linked to its accessibility, which is not helped by multiple connections. It is therefore appropriate to encourage as direct routes as possible with European “hubs”. It should be proposed to use EU funds (“Connecting Europe”) to improve the accessibility of islands, which would contribute to the objectives set out in Article 170 of the Treaty.

Agenda Item

**7**

# Shetland Islands Council

**Development Committee** **12 March 2014**

| **Support for Shetland Shellfish Management Organisation (SSMO) – Financial Year 2014/15** | |
|---|---|
| **Report No: DV009-F** | |
| **Report Presented by**<br>**Project Manager** | **Economic Development**<br>**Development Services Department** |

## 1.0 Summary

1.1 This report asks the Development Committee to approve a grant of £48,000 to ensure that the Shetland Shellfish Management Organisation (SSMO) can deliver the Shetland Regulated Fisheries Order, which ensures sustainable management of inshore shellfish fisheries

## 2.0 Decision Required

2.1 That the Development Committee RESOLVE to approve a grant of £48,000 for the financial year 2014/15 to SSMO to support the management and administration of the Shetland Regulated Fisheries Order, subject to the grant offer conditions detailed in Appendix 1.

## 3.0 Background to SSMO

3.1 SSMO is legally constituted as a company limited by guarantee and is run by a Board of Directors nominated by the partner organisations.

3.2 SSMO is granted the legal right to be responsible for the management and administration of the Regulated Fisheries Order (also known as a "Regulating Order" (RO)). A RO is a piece of legislation granted to encourage the sustainable maintenance and management of the shellfish fishery. RO's are granted by Scottish Ministers under the terms of the Sea Fisheries (Shellfish) Act 1967.

3.3 The Shetland RO covers the management of the commercial fisheries around Shetland for lobsters, crabs, scallops, queens, whelks, razorshells, cockles, mussels and oysters.

3.4 SSMO's main objectives are:

- to manage and regulate the fisheries for shellfish within Shetland's six mile limit, through the issuing of licences and the implementation of regulations and other measures, to ensure the long-term sustainability of these fisheries;

- to promote the recovery of shellfish stocks through stock enhancement and other management measures; and

- to promote the environmental sustainability of Shetland's shellfish.

3.5 The work of SSMO in the past 14 years has set the foundations for collaborative management of the inshore waters as well as the development of a protocol and benchmark for data collection and analysis.

3.6 Shetland has a large, diverse and modern fishing industry, which is of prime importance to its economy, particularly in providing jobs in rural areas. In 2012, shellfish landings totalled 1,843 tonnes. The value of landing was over £3.5 million.

3.7 SSMO gained Marine Stewardship Council (MSC) Accreditation for king scallop, velvet crab and brown crab in March 2012. This is the first of its kind globally and is a mark of the sustainable and well-managed fisheries in Shetland.

3.8 In January 2013, SSMO successfully gained a renewal of the RO for a period of 15 years. This results in the management of the inshore shellfish fishery being in local hands, maintaining a more targeted management regime and access to high quality local science from the NAFC Marine Centre. SSMO would be able to apply restrictions to the fishing activity and effort in a way that is not possible in the absence of a localised inshore management regime.

3.9 After a period of vacancy, since December 2012, the management position was filled at SSMO in May 2013. In order to reduce operational costs, and provide a better service to members, the SSMO gave up its office lease and moved into the main office of the SFPO. At the same time, the Executive Office post was changed to In-shore Co-ordinator which was cut from a 5 day week to a 3 day week. Whilst this has reduced the costs to SSMO it has increased the organisation's reliance on support and advice from the Marine Science & Technology section of the NAFC Marine Centre.

3.10 Over the past twelve months the SSMO and NAFC Marine Centre have worked hard to:

3.10.1 develop a Management Plan and Code of Conduct. These documents are currently in draft but are being implemented.

3.10.2 establish a SSMO advisory group. The group consists of a small number of members, including a representative of the Council, to advise the SSMO Board on options for fisheries management and operational processes, but in itself the group is non-decision making. The involvement of individuals with no commercial interest in the relevant fisheries has resulted in a

significant reduction in the occurrence of conflict of interest when developing new policies. The group have met 9 times since being established.

3.10.3 develop a new electronic log sheet and database. ORLAC SPS, a specialist in designing sophisticated quantitative and predictive analytic tools in fisheries management won the tender for this. The database allows the recording of a number of data sets, including: species caught, its weight, location of catch, any by-catch, habitat, weather conditions, etc. The database is very complex and as a result will be an exceptionally valuable tool in the monitoring of stocks to both the SSMO and fishermen themselves. The database is currently being tested and refined by the NAFC Marine Centre but it is hoped that it will be rolled out to all inshore vessels during next twelve months.

## 4.0 Proposal for Funding SSMO in 2014/15

4.1 The following are the SSMO Costs for 2014/15:

| | | |
|---|---|---|
| Staff Costs and Office Administration* | | £ 35,100.00 |
| Database Maintenance** | | £ 4,950.00 |
| Professional Fees | | £ 8,500.00 |
| Project Costs*** | | £ 38,400.00 |
| | Total Costs 2014/15 | £ 86,950.00 |

* This figure includes salary costs, travel, log books, postage, printing, advertising, office hire, general office running costs, etc.

** The database maintenance fee is an ongoing fee relating to the database described in paragraph 3.10.3. It is hoped that once the database is fully operational this could be rolled out to other areas and the NAFC Marine Centre become the hub for data collection and management, thus creating an income stream for the Centre. This has been demonstrated recently in the request by Marine Scotland to adopt this database for us in the Western Isles and another area which is yet to be identified.

*** The projects include a survey of potential areas of vulnerable seabed around Fetlar and hire of vessel to monitor creel tags and escape hatches. The Fetlar survey is necessary to create an appropriate definition of a horse mussel bed so that the application of closed areas can be/or cannot be appropriately made to the seabed in this area. This is essential so that a close area is not inappropriately applied following the discovery of a small area of horse bed mussel by Heriot-Watt University.

4.2 It is projected that the costs in paragraph 4.1 are funding as follows:

| | | |
|---|---|---|
| SIC Grant | | £ 48,000.00 |
| Other Grant Funding* | | £ 5,000.00 |
| Licence Fees** | | £ 34,020.00 |
| | Total Income 2014/15 | £ 87,020.00 |

* funds from Scottish Fishermen's Trust for v-notching scheme

** 108 licences at £315 per licence

4.3 In addition to the projects described in paragraph 4.1 the SSMO plan to carry out the projects detailed in Appendix 2, during the financial year 2014/15. These projects will be funded from carried forward funds which have been put in reserve for these projects. The level of carried forward funds is a consequence of the vacancy within SSMO between December 2012 and May 2013 and the limited project delivery whilst the new In-shore Co-ordinator got up to speed with the post. The cashflow of the organisation has been assessed and shows adequate funds to meet these project commitments. None of the carry forwards are made up of Council grant as all payments to the Organisation were made on evidence that expenditure had been incurred.

4.4 Following a report from the Head of Business Development to Committee on 18 November 2010 [Min. Ref: 70/10], it was agreed that the economic benefits of funding from the Council be more clearly defined. The benefits from this proposal are as follows:

Measurable Benefits

| | SSMO | Whole Fishery |
|---|---|---|
| Jobs Maintained by | 0.6 FTE | 90 FTE |
| Total Jobs Impact* | 0.8 FTE | 120 FTE |
| Total Income to Shetland economy | £119,700** | £3,500,000 |
| Total impact on output in the Shetland economy* | £160,518 | £4,693,500 |

* Social Accounting Matrix multipliers for Shetland, 2010-11

** This figure equals the SSMO costs, as detailed in 4.1 and Appendix 2, less fees to businesses outside Shetland

Non Measurable Benefits

| | |
|---|---|
| Improved Environmental Conditions | Along with NAFC Marine Centre the Organisation ensure that the shellfish fishery is not over fished so that sustainable stock levels can be sustained. Further work will be done on the lobster fishery to improve the sustainability of stocks as the SSMO work towards MSC accreditation in this area. |
| Impact on Shetland Brand | The retention of the MSC accreditation provides Shetland with the kudos of having the world's leading environmental certification associated with its fisheries. In addition, the NAFC Marine Centre has received recognition as being a Centre of Excellence for its research capabilities for stock assessments and creation of management programmes. |
| Development in Remote Area | It is hoped through the improved Management Programme and stock assessments that the Organisation will be |

| | |
|---|---|
| | able to provide additional licences which could provide additional employment in the rural communities of Shetland. |
| Environmental Improvement | Certification to the MSC environmental standard assures everyone concerned that the fishery is sustainable and well managed. It gives a competitive edge in the marketplace as buyers need to be able to prove traceability of sustainable fish "from boat to plate". |
| New Markets | It is hoped that as buyers hold the sourcing of sustainably caught products as important then new, higher yielding markets, with be found for Shetland shellfish. |

## 5.0 Financial Assessment

5.1 It would be usual to assess the financial performance of a grant beneficiary to assess the need for grant funding and the trading ability of the business. However, in the case of the SSMO which fulfils more of a management role rather than a commercial trading entity it is thought that a full assessment is less essential. The financial data is very much on a year by year basis. In addition, the latest financial accounts are not available as the SSMO are moving their trading year end to March 2014 instead of the end of November 2013.

5.2 The internal management accounts have been examined and show that the organisation has a carry forward to meet the obligations of the projects in 4.3. In addition, the financial information supports the need for grant funding as the only other sources of income is from licence fees and specific project funding. The licence fees have been increased for the financial year 2014/15 to represent 40% of income to the Organisation.

## 6.0 Implications

Strategic

6.1 Delivery On Corporate Priorities – The provision of grant funding to SSMO helps achieve the following aim in the healthy economy - strong communities section of the Council's Corporate Plan 2013-17:

"continue to work with communities to identify projects which would be successful, achieve the highest possible return from community assets, strengthen communities and create jobs in remote areas".

This funding is an example of the Council working in partnership with industry to achieve sustainable economic growth for Shetland.

6.2 Community /Stakeholder Issues – SSMO will continue to work with key partners such as the NAFC Marine Centre, Council, national bodies and government leaders in inshore shellfish fisheries management. This will ensure that through good resource management, long-term environmental, economic and social sustainability is achieved.

6.3 Policy And/Or Delegated Authority – This report has been prepared with regard to the pledges contained in the Council's Economic Development Policy Statement 2013-2017. The Policy Statement was approved by the Development Committee on 14 August 2013 [Min Ref: 36/13] and by the Council on 28 August 2013 [Min Ref: 64 /13].

There is a particular fit with Objective 4.3: "Maintain and improve quality and sustainability management systems in key sectors through partnership arrangements with key delivery partners" in particular "support the Shetland Regulating Order through the provision of funding to SSMO."

The Development Committee has delegated authority to implement decisions within its remit, in accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations.

As the subject of this report is covered by existing policy the Development Committee has delegated authority to make a decision.

6.4 Risk Management – By far the biggest risk for Shetland is whether the SSMO, and the associated research and support provided by NAFC Marine Centre, ceases at any point in the future. It is important that the stocks are managed to ensure sustainable stocks to ensure a future fishery.

What has been achieved by SSMO in recent years is highly commendable, especially by an organisation directly employing only one person. The importance of the work done by NAFC Marine Centre in these achievements must also be recognised. Therefore, there is a huge risk of this work being lost if grant support is not being provided to SSMO and secure links cannot be achieved with NAFC Marine Centre for the future. To mitigate this risk it is essential that the shellfish stock research and support be retained within the services that will be provided to the Council in future under the new Tertiary Education system.

Should a grant of less than the recommended level be approved, this could significantly impact on the ability of SSMO to achieve the work required to be met by the Organisation, especially the maintenance of the RO and MSC accreditation. This would subsequently lead to a detrimental impact on the shellfish sector economy as well as the social aspects of Shetland's rural communities as many families rely on the income achieved through fishing either on a full or part time basis.

Failure to reduce the net ongoing running costs of the Council carries a significant risk of the Council's financial policies not being adhered to and will require a further draw on reserves. Therefore it is important to appreciate that this funding has been deemed as a priority within the Economic Development budgets and is subject to a planned funding reduction for this and coming years.

6.5 Equalities, Health And Human Rights – None.

6.6 Environmental – This project supports the recovery of shellfish stocks through stock enhancement and other management measures. It will promote the environmental, social and economic sustainability of Shetland's shellfish fisheries. The projects planned for completion during 2014/15 are important for rebuilding and monitoring stocks to ensure sustainability. Along with the NAFC Marine Centre the SSMO is constantly looking at closed seabed areas around Shetland so that there is no overfishing. This level of control eliminates the risk of unsustainable stock levels.

Resources

6.7 Financial – The proposed maximum grant of £48,000 will be paid from the Economic Development budget code GRD 1304 2402, approved on the 11 December Min Ref: (SIC 108/13). The grant will be paid in quarterly instalments based on evidence that the cost have been incurred.

There are no alternative funding sources available for the core funding of SSMO at this time. However, alternative routes of funding will continue to be researched, specifically from Marine Scotland who may provide some support for inshore management through Inshore Fisheries Groups (IFG's).

SSMO does have income from licences fees, £315 per annum per licence, however, this funding is not sufficient to fully support the costs required to deliver the science, resources, database management, staffing, office costs, consultation fees, etc. required to run SSMO. The funding by the Council is necessary to ensure stability within SSMO and allow external funding to be sought for additional projects. Alternative routes for project funding will be sought, specifically from the new European Maritime and Fisheries Fund (EMFF) which should come on stream in 2015/16.

It is essential to the delivery of SSMO and to meet the requirement of regulators to ensure that there is a fixed funding source to ensure management of the RO and MSC accreditation. Without core funding support, SSMO cannot meet these requirements.

6.8 Legal – None.

6.9 Human Resources – None.

6.10 Assets and Property – None.

## 7.0 Conclusions

7.1 This report concerns a core funding grant of £48,000 for SSMO for the financial year 2014/15 to ensure the organisation remains in place to delivery of the Shetland's Regulated Fisheries Order. The SSMO continues to work with key partners such as the NAFC Marine Centre, Council, national bodies and the Government to be a leader in inshore shellfish fisheries management. The management and co-ordination role that SSMO provides is essential to ensuring the sustainable future of the shellfish fisheries.

For further information contact:

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Date: 27 February 2014

List of Appendices

Appendix 1 – Draft Offer Letter
Appendix 2 – Details of the SSMO Projects Carried Forward into 2014/15

Background documents:

None

**Appendix 1**

# Shetland Islands Council

Executive Manager: Douglas Irvine
**Director: Neil Grant**

Economic Development
**Development Services Department**
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Ms Carole Laignel
In-shore Co-ordinator
Shetland Shellfish Management Organisation
Stewart Building
Esplanade
Lerwick
ZE1 0LL

Draft

Our Ref: DI/SK/RF677
Your Ref:

Date:

Dear Madam

**SSMO – Grant Funding for 2014/15**

On behalf of Shetland Islands Council (hereinafter referred to as "the Council"), I am pleased to offer Shetland Shellfish Management Organisation (hereinafter referred to as "the Organisation") grant assistance of up to £48,000 (Forty Eight Thousand Pounds Sterling) for the financial year 2014/15.

The grant will be paid subject to the following conditions:

1. The purpose of the grant is to enable the Organisation to implement its business plan for 2014/15. Any future changes to the terms of the business plan must be notified to and agreed by the Council before being implemented.

2. The grant will be paid to the Organisation in four equal instalments, April 2014, July 2014, October 2014 and January 2015. No payment will be made until the Organisation produces to the Council adequate evidence that expenditure has been incurred. We require original invoices that must either be receipted using the supplier's stamp or be attached to a letter from the supplier confirming payment. **(Hand written receipts that do not bear a suppliers stamp will not be accepted).** In all cases, provision of the Organisation's bank statements will be required in order to verify that payment has been made.

3. The Organisation will, by 31 October 2015, provide an actual statement of the income and expenditure, showing clearly the funding obtained from external sources and the final deficit/surplus for the financial year 2013/2014.

4. The Organisation will manage the Regulating Order, on behalf of the Council.

5. The Organisation will attend quarterly meetings with Economic Development to discuss progress on the delivery of its business plan.

6. The Organisation will endeavour to secure external funding for any additional projects to their core activities.

7. The Organisation will implement the Management Plan and Code of Conduct for the shellfish fishery.

8. The Organisation will work with bodies such as the NAFC Marine Centre, Scottish Government and MSC to develop best practice for the inclusion of small inshore fisheries into the MSC process.

9. The Organisation will supply a copy of its professionally audited accounts within nine months of the end of its financial year.

10. The Organisation will supply on request any additional information the Council, or its nominee, may require to monitor the conditions under which the grant is made.

11. The Organisation will ensure that appropriate insurance is in place.

12. In the event of a breach of the foregoing conditions, the Council, or its nominee, may, at its sole discretion, require repayment of all or part of the grant, and may also disqualify the Organisation from receiving any other grant or loan in terms of the Schemes operated by the Council, or its nominee.

13. Grant recipients must inform the Council, or its nominee, of any changes in circumstances affecting the grant conditions, in particular if the Organisation gives up the business/work for which grant assistance was given.

If these conditions are acceptable, please sign and date this letter and return it to me as soon as possible.

This offer of grant is valid only until 31 March 2015. If, by that date, the grant has not been claimed or paid or if, by that date, an extension has not been requested and given, this offer of grant lapses. If grant is still sought at that time, a fresh application would be required.

**The Council reserves the right to publicise the assistance to the Organisation and to include it in a public record of cases, both to demonstrate how its resources are used and to give examples of the types of development it is able to assist. The Organisation shall ensure that any publicity given to the Project contains an acknowledgement of the Council's funding support and shall display in a prominent place, any plaque, sticker or logo as the Council may require.**

A spare copy of this letter is enclosed for your retention.

Yours faithfully

Executive Manager

Enc

We,..... and …….. being two authorised signatories of SSMO accept the offer of grant on the conditions specified in the attached offer letter dated XX 2014.

Signed:……..……..……Date……..

Signed:……..……...Date……..…….

**Appendix 2**

## SSMO PROJECTS CARRIED FORWARD INTO 2014/15

SSMO propose to carry forward the following projects in 2014/15. These projects will be delivered in conjunction with NAFC Marine Centre, and paid from existing cash reserves:

| | |
|---|---|
| Creel Tagging | £ 1,500.00 |
| Escape Hatches | £ 3,000.00 |
| Lobster V-notching | £ 12,000.00 |
| Velvet Crab Survey | £ 15,000.00 |
| Impact of Harvest Control Rules on Ref. Points | £ 4,800.00 |
| Scallop Biomass Survey (designing the survey) | £ 8,400.00 |
| | £ 44,700.00 |

**Creel Tagging and Escape Hatches:** In 2013 the SSMO introduced creel limits into the fishery and, moving on from that, this year they plan to introduce creel tagging and escape hatches for the brown crab fishery.

**Lobster V-notching:** There is a desire to gain MSC status for the Shetland lobster fishery. To move towards MSC accreditation and improve sustainability the SSMO plan to carry out a lobster v-notching scheme. Lobster v-notching has been carried out in many countries as a method of stock conservation. The aim of v-notching programmes is to remove breeding females from the fishery, thereby increasing their potential ability to reproduce.

A lobster conservation programme was set up in 2001 in Shetland, with funding from the Shetland Islands Council and the Shetland Fishermen's Association. Following this in 2005/06, funding from Shetland Shellfish Management Organisation (SSMO), the NAFC Marine Centre, and Shetland Enterprise enabled a second v-notching scheme to run. Growth studies have indicated that the 10 mm v-notch may take 4 years to disappear, therefore this new programme is overdue.

There are three additional projects which are either directly linked to recommendations from our annual MSC audit or are necessary for sustaining the fishery.

These projects are as follows:

**Velvet Crab Survey:** A recent decline in catch rates has triggered a velvet survey through the Harvest Control Rules and the information gained from a stock survey is necessary to feed into a stock rebuilding programme which is a condition of MSC accreditation over the next 2 years.

**Impact of Harvest Control Rules on Reference Points:** The reference points are to be agreed by the SSMO board. Once in place it is necessary to assess their application against different scenarios, e.g. fishing activity, landings, population etc

**Stage 1 of a Scallop Biomass Survey**: This project will relate to the design of the survey. This project follows a recommendation by MSC and will be a more sophisticated survey using the more detailed data which has come in through the Vessel Monitoring Systems (VMS) units installed in several scallop boats.

Agenda Item

**8**

# Shetland Islands Council

**Development Committee** **12 March 2014**

| **Funding Request for Shetland Fisheries Training Centre Trust (NAFC Marine Centre) for the Financial Year 2014/15** | |
|---|---|
| **Report Number: DV012-F** | |
| **Presented by**<br>**Executive Manager – Economic Development** | **Economic Development**<br>**Development Services Department** |

## 1.0 Summary

1.1 This report has been prepared to consider an application from the Shetland Fisheries Training Centre (SFTCT) to be a beneficiary of Shetland Development Trust (SDT) surplus funds for the financial year 2014/15. SFTCT is the charitable trust that operates the NAFC Marine Centre.

## 2.0 Decision Required

2.1 That the Development Committee RESOLVE to approve the distribution of £644,253.50, from Shetland Development Trust surplus, to the SFTCT during the financial year 2014/15.

## 3.0 Background to NAFC Marine Centre

3.1 The Shetland Islands Council (the Council) established the NAFC Fisheries College (NAFC) in 1992 as part of its strategy to support Shetland's seafood industries, including fish catching, aquaculture and fish processing.

3.2 The development of the College reflected the importance of the seafood industry to Shetland's economy, and their growing need for a well trained and qualified workforce. Since it opened the range of training and other activities undertaken by the NAFC has expanded dramatically in response to the needs of industry. An active research and development programme has also been developed focussing on projects that will bring benefit to the local maritime economy.

3.3 The NAFC has also taken on a range of functions for the Council, including the provision of advice and guidance on fisheries and aquaculture issues.

3.4 The growing range of College activities, and the numbers of students being taught, resulted in a significant expansion of College facilities, starting with the addition of a marine hatchery in 1999. This was followed by the construction of Port Arthur House in 2000, which provides self-catering en suite accommodation for students and visitors. Finally, the John Goodlad Centre was built in 2001 to provide office space, laboratories and classrooms, as well as a modern library facility.

3.5 2004 saw the launch of the Merchant Navy Office Cadet Programme and, in early 2005, the college's former Nautical and Engineering Department was renamed Shetland School of Nautical Studies (SSNS) to better reflect the range of training provided.

3.6 In September 2005 the NAFC became the NAFC Marine Centre as it was thought that the name better reflected the increasing range and scope of the work being undertaken. Although training and education remain important, they now only account for about one third of the centre's activity; being balanced by an increasing amount of industry driven applied research, development, innovation, knowledge exchange and other activities.

3.7 The SFTCT manages the NAFC Marine Centre. A Board of Trustees to which the Director of the NAFC Marine Centre reports, manages the Trust. The objects for which the Trust was established are:-

3.7.1 "To promote the development of Shetland fishing industry, including fish catching, fish processing, fish farming, marine engineering, navigation, seamanship, research and all related and ancillary activities providing formal and informal education and training in all or any such aspects of the Shetland fishing industry and in particular to maintain a Shetland Fisheries Training Centre".

3.8 Training has continued to be a part of the NAFC activities with the introduction of a "Skills at Work" Engineering pilot project in 2007, which was then developed into a two-year course for Secondary 3 and 4 pupils. The most recent course is the Modern Apprenticeship in Sea Fishing which involved a successful bid for 6 funded places. An active research and development programme has been developed over the years with highlights including:

- development and testing of a marine spatial plan
- the collection of fisheries and biological data in conjunction with the Scottish Industry/Science Partnership
- industry research into a wide range of fisheries
- the introduction of the RSPCA approved fish welfare course
- supporting the Shetland Shellfish Management Organisation (SSMO), in particular the award of MSC accreditation for the king scallop, velvet crab and brown crab

3.9 Since 1998, the NAFC Marine Centre has been an academic partner in, what was then, the UHI Millennium Institute. In February 2011, UHI was awarded university title making it Scotland's newest university. UHI comprises thirteen colleges, specialist institutions and research centres spread across the Highlands and Islands of Scotland. It uses technologies to link together students and staff in order to bring access to higher education to dispersed communities.

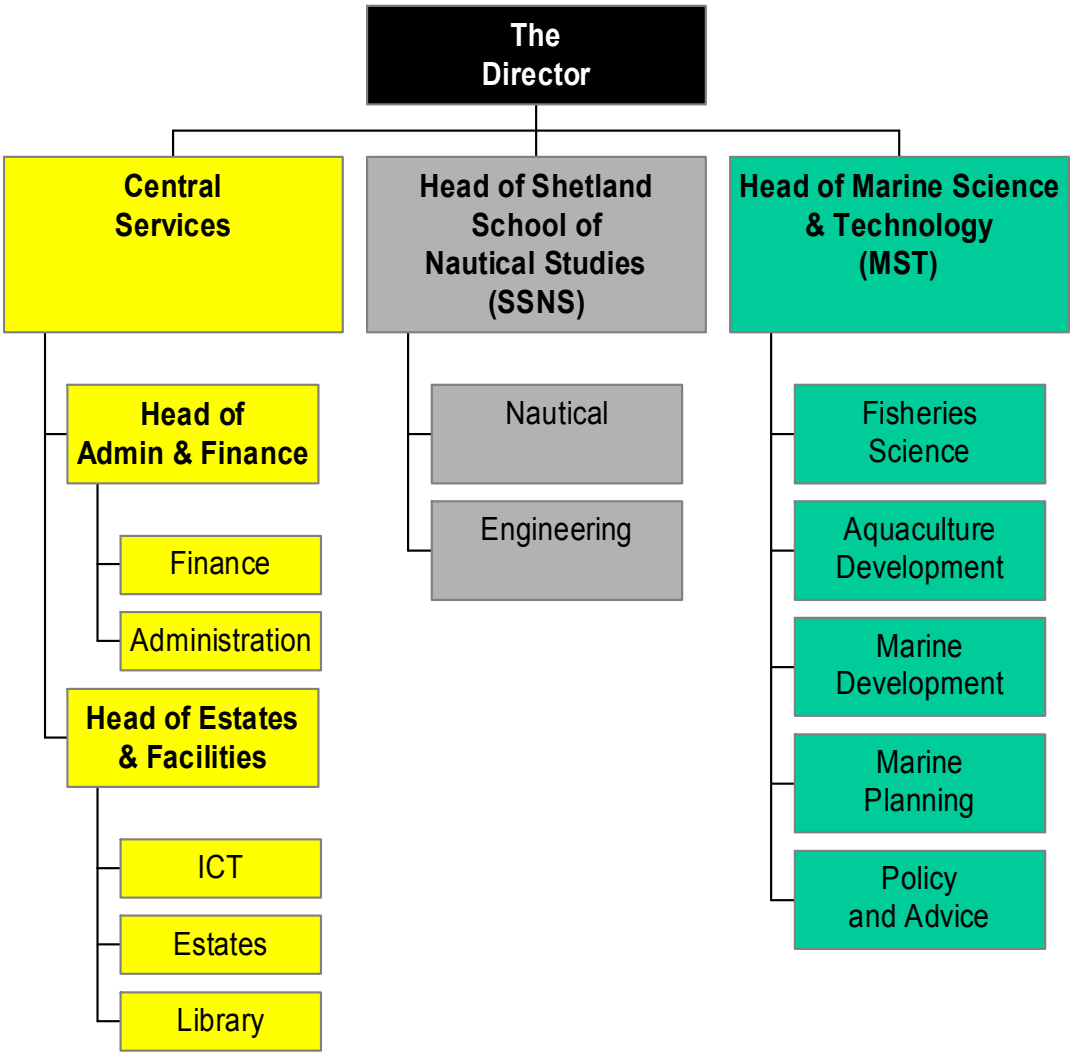
3.10 The current Review of Tertiary Education in Shetland includes the activities provided by the NAFC Marine Centre. During the next year the Council will introduce an integrated system of tertiary education under a single body in Shetland as part of the UHI Millennium Institute. The NAFC Marine Centre is expected to be a part of the new governing body and a lot of work will be done over the coming months to identify the nature and detail of the new arrangements.

3.11 Since opening in 1992 the NAFC Marine Centre has benefitted from an annual support grant from the Council, often in addition to the provision of SDT surplus funding, when surplus funding was available. With the pressure on Council finances in recent years, the funding made available to SFTCT has been reduced by £883,387. For the financial year 2014/15 the SFTCT will benefit from SDT surplus only for revenue support. SDT surplus funding is provided to charitable organisations, such as SFTCT, without conditions so that such organisations can claim back tax paid by SDT. The Council will continue to pay £418,704 for NAFC Marine Centre's ground rentals and associated costs directly to SLAP.

3.12 Appendix 1 details a list of the main services that NAFC Marine Centre provides to the Council as a client. These are the services that will be provided to the Council in future under the new Tertiary Education system.

## 4.0 The NAFC Marine Centre Structure

4.1 The NAFC Marine Centre is structured as follows:




4.1.1 Central Services

Central Services covers the administration & finance, estates & facilities and Director functions. This covers the management of all accommodation and core functions you would expect to find in an establishment such as NAFC Marine Centre.

4.1.2 Shetland School of Nautical Studies (SSNS)

SSNS has a highly qualified professional staff with experience across a range of disciplines afloat and ashore, utilising state of the art simulation equipment, engineering workshops and training vessels. They offer a range of courses at all levels and to all relevant national and international standards applicable.

The School prides itself on its professionalism and the ability to respond in a flexible and timely manner to requests for training from individuals and employers; they will always attempt to deliver additional courses where possible, or develop new courses to customer specifications.

The Nautical Studies Department courses and training are aimed predominantly at providing the necessary qualifications to fulfil constantly changing legal requirements of the merchant navy, fishing and aquaculture industries. General seamanship, boat handling skills and sea survival training are also provided. Substantial use is made of the Full Mission Bridge Simulator during related training.

The Engineering section runs courses and training for the maritime sector. Shifts in legislative requirements means the industry is in a constant state of change. The college provides courses for the full range of engineering certificates required by fishing vessel engineers as well as a number of courses for the Merchant Navy. Qualified engineers are now sought after by industry and the demand for their skills is on the increase - especially regarding any new legislation.

The Merchant Navy is a vital national industry operating a wide range of ships on Worldwide and European trade routes, carrying cargos and people, and undertaking a variety of other operations e.g. in support of the offshore oil and gas industry. Wider maritime industries include shore-based occupations for which seagoing officer qualifications and experience are often required. Well qualified and professional seafarers are needed, for these reasons the Shetland School of Nautical Studies also offers Cadet Training Programmes and which have developed both a national and international reputation for the quality and standard of this provision.

The qualification structure is progressive and all aspiring officers must first attain an Officer of the Watch (OOW) Certificate of Competency. A key route to attain this certificate is to follow a Cadet programme based on SQA Higher National Certificate (HNC). These programmes must be approved by the Maritime and Coastguard Agency and the Merchant Navy Training Board.

4.1.3 Marine Science and Technology (MST)

Activity within the MST is divided into five sections: Fisheries Science, Aquaculture Development, Marine Planning, Policy and Advice, and Marine Development. It conducts applied research, consultancy and provides bespoke training and advice to marine-based industries and other stakeholders. The overall aim is to add positively to the viability of industry sectors, train and educate people of all ages and backgrounds and promote local economic development.

- **The Fisheries Science Section** conducts research and development projects that contribute to the assessment, management and sustainable harvest of commercially important finfish and shellfish species. It provides scientific and fisheries management advice, and was instrumental in obtaining Shetland Marine Stewardship Accreditations for local crab and scallop stocks in 2012, and the retention of the accreditation since. The research undertaken by this section is an important influence on quota allocation

decisions in Europe. In addition, the scientific and research papers are used to influence the North Sea Regional Advisory Council and at a Scottish Government, UK Government and European Commission level. This becomes even more important to the fisheries sector following the proposed regionalisation of fisheries.

- **The Aquaculture Development Section** aims to assist the activities of both production and support companies, engaging with stakeholders in research projects, consultancy and training provision that incorporate product quality, fish welfare and the environment.

- **The Marine Development Section** is engaged in activities that relate to the collection and evaluation of data from numerous sources with relevance to existing, and proposed, development in the waters around Shetland. Although established only a few years ago, the section has completed assignments for many clients including the Council and Pelamis Wave Energy.

- **The Marine Planning Section** has developed and continues to maintain and evolve the Shetland Marine Spatial Plan. The Plan is acknowledged widely as an international exemplar for the future of marine management.

- **The Policy and Advice Section** analyses emerging policies and legislation. It provides rapid, clear and easily understood summaries about potential impacts on Shetland for local interest groups and political leaders. Technical expertise is provided to many local groups, trade associations and industry.

## 5.0 Funding Request for 2013/14

5.1 An application has been made to the Council by the SFTCT for SDT surplus funding of £644,253.50 towards the running costs of the NAFC Marine Centre for the financial year 2014/15. The award of surplus funding will enable SFTCT to reclaim tax paid by the SDT for the sum of £527,116.50 and this provides a combined funding of £1,171,370. The application states that the funding is required to meet the main object of the Trust (see Paragraph 3.7.1).

5.2 The NAFC Marine Centre's forecasted income and expenditure (excluding depreciation) for 2014/15 is as follows:

| | | |
|---|---|---|
| **INCOME** | | |
| Funding Council Grant | £317,401 | |
| Tuition fees & educational contracts | £569,333 | |
| Research grants and contracts | £324,254 | |
| Other Income | | |
| - Residences | £91,750 | |
| - Consultancy | £133,450 | |
| - Management & Services Fees | £22,950 | |
| - Other Income | £235,104 | |
| Investment Income | £4,200 | |
| Shetland Islands Council/SDT | £1,171,370 | |
| | | £2,869,812 |
| **EXPENDITURE** | | |
| Staff Costs | £1,984,923 | |
| Boats | £11,000 | |
| Books and journals | £10,100 | |
| Equipment and materials | £187,800 | |
| Marketing | £28,350 | |
| Other | £115,839 | |
| Premises expenses | £363,150 | |
| Professional and financial | £125,431 | |
| Travel | £40,719 | |
| Interest and other finance costs | £2,500 | |
| | | £2,869,812 |
| Surplus/(Deficit) | | £ 0 |

## 6.0 Implications

Strategic

6.1 Delivery On Corporate Priorities – The work of NAFC Marine Centre makes a strong contribution to the Healthy Economy – Stronger Communities section of the Corporate Plan 2013-17. In the Plan the Council wants to achieve more of Shetland's people on higher skilled and better paid jobs. The review of higher and further education is also a particular pledge in the plan.

6.2 Community /Stakeholder Issues – NAFC Marine Centre helps to support businesses and individuals involved in Shetland's seafood sector and other marine related activities. The seafood industry is Shetland's largest sector and other marine work such as engineering and the merchant navy also make a valuable contribution to the local economy. SFTCT has reduced its budget and staffing in recent years in line with falling Council budgets. The work to make NAFC Marine Centre more cost effective will continue as will SFTCT's participation in the Review of Tertiary Education.

6.3 Policy And/Or Delegated Authority – This report has been prepared in line with Action 1.3 of the Economic Development Policy Statement 2013-17 "Provide a high quality marine research and training facility". Action 1.3 has an associated measure to "support NAFC Marine Centre through core funding arrangements and periodically review the structure and targets to ensure service delivery meets industry needs."

The Development Committee has delegated authority to implement decisions within its remit, in accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations.

The Council's role as sole trustee of SDT is deemed to fall within the performing of its development function and, as such, the Development Committee has authority to approve distribution of SDT surplus funds.

6.4 Risk Management – The main current risk is that SFTCT does not continue to be a full participant in the Review of Tertiary Education. However, it would be difficult for SFTCT to maintain its fully independent status without being a beneficiary of SDT surplus funds or an award of grant assistance from the Council. The Council has set clear instructions for the Review of Tertiary Education to be carried out.

Another important risk is to ensure that a proper assessment of all the work done by NAFC Marine Centre is carried out during the Review of Tertiary Education so that the impact on any changes on client groups is clearly understood before the changes are implemented. For example, the work of the Shetland Shellfish Management Organisation is tied into the research function of NAFC Marine Centre and part of Shetland Seafood Quality Control is based in the building.

6.5 Equalities, Health And Human Rights – None.

6.6 Environmental – The ongoing data collection and marine mapping programme of the NAFC Marine Centre underpins the Marine Spatial Plan and significantly informs the key decisions taken by such bodies as SSMO in relation to managing, and potentially voluntarily closing, inshore fishing areas. The research work of NAFC Marine Centre informs government and European policy on such things as fisheries stocks and associated total allowable catch limits. This ensures that stocks are maintained and fished sustainably without damage to the environment.

Resources

6.7 Financial – SFTCT will benefit from a disbursement of SDT surplus of £644,253.50 for which there will be no direct financial impact on the Council.

A figure of £10,000 was budgeted for Council revenue support in 2014-15 but the use of such a small amount of Council funds, in association with the larger amount of SDT surplus funding, was a complicated arrangement. Applying conditions to the £10,000 would have been tokenism and may have impacted on the charitable nature of the SDT surplus award. The SDT surplus figure has been adjusted upwards to compensate.

Direct grant support from the Council will cease at the end of this financial year although the Council will continue to pay the ground rentals, insurance and associated costs to Shetland Leasing and Properties Limited (SLAP) amounting to £418,704.

6.8 Legal – None.

6.9 Human Resources – The proposed funding to NAFC Marine Centre will help to maintain 41 FTE posts which is down by 7 posts on the start of the 2013/14 financial year. It is expected that staff will be reduced by a net figure of 3 FTE in 2014/15 bringing staffing numbers down to 38 FTE. SFTCT is currently dependent on being a beneficiary of SDT surplus in order to maintain its activities and the staff that deliver the service. The funding will help to avoid compulsory redundancies at this time.

6.10 Assets And Property – The Council has a lease agreement with SLAP for the NAFC Marine Centre buildings, which consist of the main college building, the accommodation block and the John Goodlad Centre. This lease payment, plus insurance totals £418,704. SLAP have identified that the level of lease payment is subject to a rent review.

## 7.0 Outputs and Impacts

7.1 The following is a table of the defined benefits achieved through the provision of the surplus funding detailed within this report:

**Benefits and Impacts**

| Output | Target |
|---|---|
| No. of core jobs maintained FTE | 38 |
| No. of project jobs maintained FTE | 3 |
| Total Jobs Impacts | 51* |
| Net Wages generated | £1,660,000 |
| No. of students enrolled | 675 |
| No. of students enrolled FTE | 145 |
| Student retention rate | 95% |
| Student success rate | 95% |
| Range of courses provided for industry | 45 |
| No. of new courses developed for industry | 3 |
| No. of active research and consultancy projects | 9 |
| No. of collaborative funding partners for active research and consultancy projects | 5 |
| No. of briefing notes produced for industry | 5 |
| Amount of levered in finance | £324,254 |

* using Social Accounting Matrix (SAM) multipliers for Shetland, 2010-11

**Non Measurable Benefits**

| | |
|---|---|
| Impact on Shetland Brand | The detailed work carried out by the Marine Sciences Department will continue to underpin the MSC accreditation of inshore shell fisheries. The Scottish Government have approached the NAFC Marine Centre to share and disseminate this approach across the sector. |
| Environmental Improvements | The ongoing data collection and marine mapping programme of NAFC Marine Centre underpins both the Marine Spatial Plan and also key decisions by bodies such as SSMO in relation to managing, and potentially voluntarily closing inshore fishing areas. |
| Skills Development | The NAFC will be enrolling over 650 students over the year and will develop a number of new, industry specific training programmes including the new Modern Apprenticeship in Sea Fishing. |

## 8.0 Conclusions

8.1 The SFTCT operates the NAFC Marine Centre and in doing so provides a vital facility for the provision of activities such as tertiary education, vocational training, research and development, and knowledge transfer, for both indigenous and emerging sectors of Shetland's economy. It is important that NAFC Marine Centre continues to deliver aspects of the SIC policy such as the Corporate Plan and Economic Development Statement. Talks will continue between the Council and SFTCT during 2014/15 to make progress on achieving the most cost effective delivery mechanism for further educations, higher education and research in Shetland.

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For further information please contact:

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Date: 26 February 2014

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List of Appendices

Appendix 1 – List of Services Provided by NAFC Marine Centre

## Service Provision

In order to deliver elements of the Council's Corporate Plan and Economic Development Policy Statement the NAFC Marine Centre is required to provide the services listed below.

## Training and Education

- Deliver training, education and Continuing Professional Development across the nautical, engineering, fisheries, aquaculture, and ferry services sectors for Shetland through a list of approved courses.
- Liaise with the fish catching, seafood processing and aquaculture industry to determine their requirements for CPD and training, and develop and provide the necessary 'short courses'.
- Run an efficient and cost effective Merchant Navy Cadet programme.
- Remain an academic partner of the UHI and work in partnership with Shetland College to build up the provision of further education in Shetland.
- Delivery of the National Progression Award & Scottish Vocational Training in Aquaculture.
- Work closely with schools and local communities to ensure that young people are aware of the career opportunities available in engineering and in the maritime industries.

## Research and Economic Development

- Work with, and support, Shetland Shellfish Management Organisation (SSMO) including the provision of shellfish research and stock assessments.
- Continue to maintain and develop the shellfish fisheries database and data collection programme.
- Provide advice, information and assistance on fisheries, aquaculture, marine spatial planning and marine environmental issues to the Council.
- Provide advice and project development services to local industries.
- Provide knowledge transfer and innovation expertise to industry.
- Provide high-quality research in support of Shetland's maritime industries, with the intention of contributing to the sustainability of Shetland's marine resources and improving knowledge and understanding of the local marine environment.
- Research on biology and stock health of marine fisheries and shellfish of commercial importance.
- Provide an active aquaculture research programme along with industry.
- Short research projects of direct areas of immediate concern (e.g. cod survey 2009).
- Preparation and submission of externally funded research proposals that are of direct relevance to Shetland and wider Scotland.

## Policy Assistance

- Monitor national and European fisheries and marine environmental policy developments and circulate information as appropriate.
- Assist the Council in responding to consultations to the Scottish and UK Governments' proposed Bills.

- Preparation and circulation to all interested parties (including councillors and industry representatives) of 'briefing notes' on fisheries and marine environmental issues.
- Provide information or assistance on a range of issues including local fish landings statistics, marine policy developments, and other issues as instructed by Council officials.
- Provide Marine Spatial Planning policy guidance and advice to the Council.