Initial Draft : 5 Year Plan to Attract People to Live, Study Work and Invest in Shetland.

1. **Introduction: Shetland Community Plan**

   1.1. A key objective in Shetland's current Community Plan is to develop a five year plan to attract people to Shetland to live, study, work and invest. The Development Partnership has been tasked with taking this forward. The Chair of the Development Partnership, Rachel Hunter (Area Manager for HIE) has been consulting with each of the Strategic groups in the partnership and this has resulted in this draft document.

   1.2. Why is this important? Talent attraction is now a make-or-break issue for many businesses and for the communities where they employ people. ManPower Group believes that "we are heading toward a global employability crisis." In its 2012 Annual Talent Shortage Survey of almost 40,000 employers across 39 countries and territories, it was found that a third of employers faced a barrier to their business goals because they were unable to find needed talent. There is a direct link between a healthy demographic balance and the ability to compete economically and sustain communities.

   1.3. The author has undertaken a light touch review of other talent attraction strategies from other areas across the world and the key lessons learned are that there has to be a clear strategy and plan in place, appropriate products need to be created to implement it and it has to be promoted effectively and continuously. This all requires resource and commitment from all stakeholders, in this case, the Shetland Partnership.

2. **Background to the Shetland economy**

   2.1. Shetland is characterised by a buoyant local economy in the areas surrounding Lerwick and the Sullom Voe Terminal, although some communities out with are categorised as economically fragile (particularly smaller island areas), with dependence on the public sector, aquaculture, tourism and crofting for jobs.

   2.2. Shetland is the largest producer of fish and shellfish in Scotland. The fishing industry is the most important sector in terms of economic output (making up 28.4% of the economy) and aquaculture has helped provide employment in remote locations.

   2.3. The oil and gas industry is also a key component of the Shetland economy which provides a significant number of jobs along with a buoyant supply chain. TOTAL's development of the Laggan and Tormore oil and gas fields 125km north-west of Shetland has led to the construction of a new gas plant at Sullom Voe (capable of processing up to 500 million cubic feet of gas per day) which will be opening in 2015. In addition, BP is currently working on the development of a Gas Sweetening Plant as well upgrading the current Sullom Voe Terminal in order to support operations until 2050.

   2.4. Approximately 11% of the Shetland workforce is employed in tourism. The remoteness of the islands can both attract tourists and be prohibitive due to the travel times and cost.

   2.5. It is estimated that average earnings in Shetland are likely to be above Scottish and Highlands and Islands levels, due to the high share of employment in relatively high paying sectors, such as oil-related activities and fishing. It is estimated that gross weekly earnings could be up to 10% higher than the average for Scotland. However, this is offset by the considerably higher cost of living in island areas. Household budgets required to achieve a minimum acceptable living standard in remote rural Scotland are typically between 10% and 40% higher than elsewhere in the UK – for households living in the most remote island locations, additional costs

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can be even greater than 40% (from the study on A Minimum Income Standard for Remote Rural Scotland, commissioned by HIE, in 2013).

2.6. Demographics Between 2001 and 2011 the population of Shetland increased by 5.4% to 23,200, slightly greater than the increase in Scotland (4.6%). However, there has been increased centralisation, leading to a healthy population around Lerwick, but decreasing populations on some fragile areas. In 2011, Shetland had a greater share of its population aged 15 or under (19.3%) compared with Scotland (17.3%), and a similar proportion aged 65 or over (16.3% compared with 16.8% at the Scottish level). Although the age structure is more balanced, Shetland still experienced an ageing population over the decade. The population aged 65 or over increased by 22.4%, which was considerably greater than the growth experienced in this cohort across Scotland (up 10.6%). At the other end of the spectrum, the number aged 0-15 fell by 7.1% in Shetland, which was greater than the decline recorded at the Scottish level (down 5.7%).

2.7. Labour Market Shetland has high levels of economic activity and low levels of unemployment. The unemployment rate in Shetland has traditionally been below the rate in Scotland and the rate has only exceeded 2% on three occasions since 2000. In January 2014, 0.9% of the working age population were claiming job seekers allowance. The tight labour market can limit company growth due to difficulties in finding qualified staff and can make investors nervous about locating in the islands due to the small labour pool. Business start up rates have been lower than the Scottish average in recent months. This is most likely due to the current economic conditions and the availability of employment. However, Shetland also has a greater proportion of self-employment (9% compared to 7% at the Scottish level). Of those aged 16-74 in employment in Shetland in 2011, 19.5% were employed in skilled trades occupations; this was the third highest rate of all local authorities in Scotland (behind Orkney and the Outer Hebrides) and was considerably higher than the Scottish average (12.5%). The skilled trades includes agricultural-related skills, metal and electrical, construction-related skills, as well as textiles, printing and other skilled trades.

3. Consultation Process to date

3.1. During January to September 2014 every thematic group of the Shetland Partnership (except the ? partnership who did not wish to participate) took part in a workshop led by Rachel Hunter, Area Manager, for HIE. Each group took part in a series of exercises to establish:

    3.1.1. What makes Shetland an attractive place to live, study, work and invest?

    3.1.2. What makes Shetland a less attractive place to live, work, study and invest?

    3.1.3. What could be done to tackle the less attractive aspects?

    3.1.4. To note areas or issues that required further scrutiny or research

3.2. This document collates and summarises the feedback from each of the thematic groups. In section 6, a draft action plan has been created which suggests potential programmes and activities which could be undertaken to tackle the less attractive aspects.

4. Summary of what makes Shetland an attractive place to live, work, study and invest

4.1. Quality of life generally (confirmed by independent surveys e.g. Bank of Scotland Quality of Life Survey).

4.2. "City levels of infrastructure on an island community" e.g. sport and recreation facilities, arts and music facilities, cinema, museum etc. many of which are provided by funding through Shetland Charitable Trust.

4.3. Easy access to wide open spaces, nature and a clean, unspoilt environment.

4.4. Sense of "community" – the ability to fit in and contribute to your local community if you wish to. High levels of volunteering were noted.

4.5. The ability to learn new skills – night class provision and volunteering.

4.6. Very good education and social care provision. An excellent place to bring up a family and lots of opportunities for young people both economically and socially.

4.7. Low crime rates – a safe community.

4.8. For more specialist professions – the ability to experience a more multidisciplinary approach.

4.9. Current deployment of Next Generation Broadband could bring opportunities to diversify the economy and encourage more people to work and stay in their communities.

4.10.   Relatively lower property costs compared to mainland UK

4.11.   Strong culture, heritage and sense of identity.

5. **Summary of the less attractive issues or barriers noted by the Thematic Groups in each of the four areas (LIVE, WORK, STUDY, INVEST)**

5.1. **LIVE.**

5.1.1. High cost of living – growing disparity between have and "have-nots".

5.1.2. Opportunities for skilled and highly qualified women limited. Some male dominated occupational sectors seen as not welcoming to women.

5.1.3. Lack of anonymity and harmful gossiping.

5.1.4. Certain families or individuals "stigmatised" because of issues in past which prevents social mobility, access to employment etc.

5.1.5. High internal and external transport costs and lack of availability. Fixed links are needed – the success story of Burra and Trondra cited as an example.

5.1.6. Economically fragile areas becoming stressed due to constant threat of school closures etc.

5.1.7. Lack of retail choice.

5.1.8. Social/health problems are hidden in Shetland – but are just as prevalent as in any large city or town.

5.1.9. Alcoholism and mental health issues – "macho" culture. High levels of suicide.

5.2. **WORK**.

5.2.1. As noted above in the introduction Shetland has very high levels of employment and many businesses are facing issues in recruitment. It is clear that many businesses will need to attract people outwith Shetland to fill their staffing requirements. Many employers, particularly in the engineering, construction, tourism and healthcare sector are already recruiting workers from outwith Shetland and/or UK. However, attracting people from outside Shetland threw up other significant issues:

5.2.2. Lack of accommodation (short to medium term only);

5.2.3. Lack of affordable childcare at times when working parents need it;

5.2.4. Transport cost and availability (both internally and externally);

5.2.5. Lack of opportunities for more highly qualified and skilled women (high levels of occupational segregation)

5.2.6. Lack of Next Generation Broadband to enable home working.

5.3. **STUDY**

5.3.1. Shetland's student numbers have been in decline lately and this affects sustainability. However, many felt that there was opportunities for the colleges to attract students into Shetland if the following barriers were overcome:

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5.3.2. Affordable and safe student accommodation

5.3.3. Courses that students locally and from outside Shetland want to study.

5.3.4. Colleges providing courses that local employers need.

5.3.5. Lack of student facilities for socialising.

5.4. INVEST.

5.4.1. It was generally acknowledged that "landing" inward investors in Shetland is challenging because of the following issues:

5.4.2. Lack of available labour due to high levels of employment

5.4.3. Lack of accommodation (hotel, worker accommodation and to a lesser extent family accommodation)

5.4.4. Lack of knowledge of what Shetland has to offer inward investors.

5.4.5. Lack of a clear joined up plan on what sectors we wish to attract to Shetland.

5.4.6. Perception that Shetland was remote, isolated, difficult to get to etc.

6. DRAFT PLAN. Taking on board the feedback from the workshops, the following plan to attract people to live, work, study and invest in Shetland has been drafted.

6.1. What will success look like:

6.1.1. Shetland - an island of opportunity for young people, businesses and investors.

6.1.2. Shetland – a vibrant and positive student destination

6.1.3. Shetland – a more balanced demographic profile and a growing population underpinned with more private sector jobs.

6.2. Key measures

6.2.1. Creation of 1500 new private sector jobs based in Shetland by 2025. Interim target of 750 by 2020.

6.2.2. Growth the student population to ? by 2025

6.2.3. A more balanced demographic profile (in line with mainland Scotland) with 20% of the population aged 16-29 years by 2025 (currently at 16%).

6.2.4. Annual apprenticeship registrations rising to 175 by 2025 (currently at 127).

6.3. Suggested products and activities

6.3.1. Targetted support for growth sectors. Target public resources and support toward the industries and sectors that offer the most opportunity for growth and job creation. Support will focus on "enabling" infrastructure as well as tailored support for individual businesses (any support however subject to due diligence, budget limitations and state aid rules).

    6.3.1.1. Energy: oil and gas; decommissioning; renewable energy; and associated supply chain.

    6.3.1.2. Food and Drink (includes Fisheries and Aquaculture): particularly value added food and drink; non fisheries related food and drink

    6.3.1.3. Creative Industries: all sectors particularly textiles; music and supply chain.

    6.3.1.4. Tourism: particularly "Slow" Tourism; Adventure and Activity Tourism

    6.3.1.5. Actively promote career opportunities in skills shortage areas to young people, their parents and teachers.

    6.3.1.6. Support local colleges to develop products to meet industry needs in these growth areas where appropriate.

6.3.2. Ongoing development and resourcing of marketing collateral/proposition material

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6.3.2.1. The work of Promote Shetland through its www.shetland.org portal is critical as it provides key gateway information for people wishing to live, study and work in Shetland.

6.3.2.2. Support Promote Shetland to keep and maintain a "Graduate List" of people interested in living and working in Shetland and keep graduates updated with opportunities.

6.3.2.3. Every member of the Shetland Partnership and their associated organisations should be promoting the www.shetland.org website on email signatures, recruitment literature etc.

6.3.2.4. Develop a strategic approach to market and promote Shetland's available infrastructure, land and building for business in partnership with Scottish Development International and other business networks. Sites, lands and buildings need to be identified and promoted in line with the Local Plan. Again, this could be a key development area for www.shetland.org

6.3.3. **Providing better support to incoming families and workers**

6.3.3.1. Developing a formal buddying/mentor system to help new families integrate more quickly and more easily into Shetland life. Partners of "the main breadwinner" were seen as a priority.

6.3.3.2. Develop a "Welcome to working in Shetland" pack.

6.3.3.3. Shetland Community planning partners need to better understand the housing and accommodation needs of the private sector. This piece of research is currently ongoing and will be available during February 2015.

6.3.3.4. Encourage the private sector to invest in housing and affordable housing.

6.3.3.5. Encourage Gateway Housing in remote communities.

6.3.3.6. Increased promotion of housing in hard to sell/let areas

6.3.4. **Overcoming the key barriers to employment**

6.3.4.1. Childcare. Shetland needs to be more ambitious in this area and a new Childcare Strategy is to be developed from 2015. An increased focus needs to be on ensuring that affordable childcare is available when working parents need it. Ideally 8am-6pm during the working week. Ensuring working parents in remote communities can access childcare is a priority.

6.3.4.2. The Shetland Transport Strategy is currently being refreshed. It is suggested that the issues raised in this plan are addressed through that route. Suggested activities included promoting car sharing; community transport initiatives, walking and cycling; increased concessions for apprentices, students etc. Wider infrastructural developments e.g. tunnels, bridge

6.3.4.3. Understand the barriers to women entering the labour market and the issues around high levels of occupational segregation in Shetland. Aim for a more equitable gender balance across apprenticeships.

6.3.4.4. Support colleges and businesses to develop taster courses for women to "try out" skills usually dominated by men in Shetland.

6.3.5. **Equity**. We must ensure that the actions and activities outlined in this plan benefit <u>all</u> our communities. Ensuring that our most deprived and remote communities can participate in this plan is key. A Shetland "Strengthening Communities Plan" has been cited. It is suggested that further consultation is taken forward with the Fairer Shetland Partnership to "equity" proof this plan. The Shetland Charitable Trust and its activities were viewed as key to this

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agenda.

6.3.6. **Alignment with National Strategies**. The content of this plan is aligned with the Government Economic Strategy, and the Scottish Government's Programme for Government 2014/15 in that it promotes:
6.3.6.1. Population growth
6.3.6.2. Equity and gender equality
6.3.6.3. Competitiveness
6.3.6.4. Inward Investment
6.3.6.5. Growth Sector Support
6.3.6.6. Young People; and
6.3.6.7. The Digital Agenda
6.3.6.8. Our Islands Our Future

7. Recommendation
7.1. Note content of paper and provide feedback on whether this paper is the appropriate "direction of travel"
7.2. Provide guidance on next steps in terms of the consultation process. Who should be consulted; where and when?
7.3. Resourcing this plan. This plan will need a real Community Planning partnership approach. It is suggested that a member of the Partnership Board becomes the "Champion" and Ambassador for this plan. It is suggested that this person is not one of the lead officers suggested in this paper. This would enable a fresh perspective and buy in from other community planning partners

Rachel Hunter

22/12/2014

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Community Safety & Resilience Board

Report Title - Performance Against Local Policing Plan 2014-2017.	
Presented by –Temporary Chief Inspector Lindsay Tulloch	

1.0   Overview/Introduction

1.1   To provide an update to Committee Board on the progress with reference to the objectives outlined in the Shetland Islands 2014-2017 Policing Plan.

2.0   Background Detail & Content

2.1   Performance 2014-2017
A summary of the current performance against the 2014-2017 Shetland Islands Policing Plan objectives is at Enclosure 1. The period covered by the report is between 1 April–31 December 2014.

2.2   HMICS Crime Audit 2014
In September 2014 HM Inspectorate of Constabulary in Scotland carried out an audit to assess the state, efficiency and effectiveness of crime recording by Police Scotland and the extent to which recording practice complies with the Scottish Crime Recording Standard and the Scottish Government's Counting Rules. Highland and Islands Division performed consistently well and achieved compliance rates in all tests of between 98% and 100%; this was the highest result in Scotland.

2.3   Reduction in Drink Drive Limit
On Friday 5 December 2014 legislation was changed to reduce the drink drive limit in Scotland. The new limits are as follows:

- Breath- 22 microgrammes of alcohol in 100 millilitres of breath;
- Blood- 50 milligrammes of alcohol in 100 millilitres of blood; and
- Urine- 67 milligrammes of alcohol in 100 millilitres of urine.

To coincide with this the Festive Drink/Drug Drive Initiative 2014 commenced on Friday 5 December 2014, and ran for a period of four weeks until Friday 2 January 2015. During this campaign 4 people in Shetland were found to be over the new prescribed limit

Despite the general perception that drink/drug driving is socially unacceptable, many who persist in doing so consider it to be a low-risk activity in terms of the likelihood of being involved in a collision or being

caught. This year's initiative focused on offenders detected over the new drink drive limit.

Police Scotland is committed to achieving the Scottish Government's 2020 casualty reduction targets. Increasing awareness of the risks associated with driving whilst unfit through drink or drugs will have a clear impact on the Force's efforts to reduce road casualties.

3.0   Proposal/Expected Outcome

3.1   Members note and scrutinise the progress made against the objectives set within the Shetland Islands Local Policing Plan 2014-2017.

4.0   Risk Management Implications

4.1   <u>Professional</u>. None.

4.2   <u>Political</u>. Should the objectives within the Shetland Local Policing Plan not be met there is a risk that there will be a failure in achieving the relevant elements of the Shetland strategic objectives and Single Outcome Agreements; this may negatively impact on the Board's reputation in respect to its ability to deliver its objectives and to hold the Local Policing Commander to account.

4.3   <u>Social/Demographics/Community/Customer/Stakeholder Issues</u>. Should the objectives within the Shetland Policing Plan not be met there is a risk that the quality of life for Shetland's residents will be negatively impacted.

4.4   <u>Financial/Economical.</u> None

4.5   <u>Legal</u>. None

4.6   <u>Physical</u>. None

4.7   <u>Contractual</u>. None

4.9   <u>Technical</u>. None

For further information please contact:
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judy.hill@scotland.pnn.police.uk
Date: 3 February 2015

END

PERFORMANCE AGAINST SHETLAND ISLANDS LOCAL POLICING PLAN 2014/2017
April 2014 - December 2014

PRIORITY 1 – Road Safety

GO SAFE ON SCOTLAND'S ROADS ITS EVERYONE'S RESPONSIBILITY- SCOTLAND'S ROAD SAFETY FRAMEWORK TO 2020

Target	2015 Milestone % reduction	2020 target % reduction
People killed	30%	40%
People seriously injured	43%	55%
Children (aged <16) killed	35%	50%
Children (aged <16) seriously injured	50%	65%

(In addition to the above there remains a 10% reduction target in the slight casualty rate to 2020)
Note: All statistics are provisional and should be treated as management information. All data sourced from Police Scotland internal systems are correct as at published date.

Target	Baseline 5 Year Average	YTD 2013/14	YTD 2014/15	*YTD Variation*	Context/Narrative
Reduce the number of people killed on the roads in Shetland.	0	1	1	=	There have been no fatal collisions in this reporting period.
Reduce the number of people seriously injured on the roads in Shetland.	5	3	1	-2	There have been no serious collisions in this reporting period.
Reduce the number of children (aged<16) killed/seriously injured on the roads in Shetland.	0	0	0	=	
Increase the number of people detected for drink/drug driving offences.	33.6	32	32	=	This figure includes failure to provide a specimen.
Increase the number of people detected for speeding.	63.6	77	94	+ 17	
Increase the number of people detected for mobile phone offences.	17.2	24	11	-13	
Increase the number of people detected for seat belt offences.	39.4	45	15	-30	

				   	
Conduct a Driving Ambition Campaign at each of the High Schools within a 12 month period.	Driving Ambition has been carried out with S5 and S6 pupils in Anderson High School and Brae High School in September 2014. This included inputs from Scottish Fire and Rescue Service, Scottish Ambulance Service, Elaine Skinley- Shetland Islands Council Road Safety Officer and a mechanic from Jim's Garage on vehicle maintenance. Feedback from pupils on the half day event has been very positive.				
Participate in all Police Scotland Road Safety Campaigns.	In this reporting period the following campaigns have been ongoing: November- Brake National Road Safety Week – Vulnerable Road Users (17th-21st November) December- Festive Drink/Drug Drive Campaign (5th December- 2nd January)				
Trunk Road/Divisional Policing Units to conduct a targeted motorcycle campaign each Spring.	Motorcycle campaign- Operation Zenith was concluded in September 2014.				

PRIORITY 2 – The Supply, Abuse and Misuse of Drugs

Target	Baseline 5 Year Average	YTD 2013/14	YTD 2014/15	*YTD Variation*	Context/Narrative
Over a 3 yearly period conduct a programme of illegal drug awareness activities with all students at each of the High Schools and Junior High Schools in Shetland.	In this reporting period the 'Dogs Against Drugs' team have delivered 8 inputs to over 189 school children at Hamnavoe Primary School and Anderson High School. There is currently work ongoing in relation to education mapping on streamlining Drugs education to schools from all relevant agencies in order to ensure best practice across the area. This is due to be rolled out 2015-2016.				
Increase the number of **positive** stop searches/ confiscations for those possessing drugs.	30.0	35	27	-8	Primary reason for search was drugs
Increase the number of offences reported for the supply or being concerned with the supply of drugs.	17.4	14	7	-7	
Increase the number of detections by the 'Dogs against Drugs' assets.				15	The 'Dogs Against Drugs' have been deployed 364 times in this reporting period. There have been 3 detections during this reporting period.

PRIORITY 3 – Protecting People

Target	Baseline 5 Year Average	YTD 2013/14	YTD 2014/15	*YTD Variation*	Context/Narrative
Increase in reporting of sexual crimes.	17.2	14	22	+ 8	
Meet the Police Scotland detection rate target for Sexual Crimes.	**TARGET FOR 2014/15- 78%**		90.9%	+ 12.9%	
Increase in reporting of domestic abuse incidents.	70.8	68	82	+ 14	Working with partners and utilising the Domestic Abuse Investigation Unit has assisted in supporting victims. The aim is to encourage victims to come forward and report these crimes so that positive interventions can take place.
Meet the Police Scotland detection rate target for domestic abuse.	**TARGET FOR 2014/15- 80%**		87.8%	+ 7.8%	
Increase in reporting of Hate crimes.	-	5	7	+ 2	
Meet the Police Scotland detection rate target for Hate crimes.	**TARGET FOR 2014/15- 80%**		90%	+10%	
In support of the Shetland Community Safety Board play an active role in preventative initiatives and campaigns.	Internet safety sessions are being carried out with S3 pupils. This started in November and remains ongoing. On the 10th February a Safer Internet Day is to be held; there are various activities taking place in the lead up to this; involving schools, parents, carers and the general public. On the day there will be 2 IT sessions held in Lerwick and Brae; the 'Fixers UK' video is being shared with school pupils and there will be awareness raising through social media sites. There is ongoing education awareness to schools, parents and carers in relation to CEOP (Child Exploitation Online Protection) with a training the trainer programme also being set up.				

PRIORITY 4 – Antisocial Behaviour and Alcohol Related Disorder

Target	Baseline 5 Year Average	YTD 2013/14	YTD 2014/15	*YTD Variation*	Context/Narrative
Licensed Premises Checks	2017	2495	1829	- 666	Officers will continue to be vigilant with licensed premises checks over the coming months/year. Without doubt by working collectively with licensees we are better placed to achieve our primary focus of keeping people safe.
Conduct an annual test purchasing operation.	Planning is ongoing and a test purchase operation is likely to take place in Shetland over the coming months.				
Contribute to the Antisocial Behaviour Working Group initiatives and campaigns.	Workshops are run by the Antisocial Behaviour Co-ordinator, Preventions and Interventions Officer Police Scotland and Mediation. The purpose of this project is to educate new tenants on their responsibilities with regard to their tenancy agreements. In addition Police Scotland run two rolling operations tackling priority 4; Operation Notebook tackles antisocial behaviour in residential premises and Operation Respect tackles antisocial behaviour in and around licensed premises.				
Increase the number of **positive** stop searches/ confiscations for those possessing alcohol.	8.8	30	14	-16	
Reduce the number of Section 38 Criminal Justice and Licensing (Scotland) Act 2010 Offences.	71.0	75	50	-25	Threatening and Abusive Behaviour Crimes and Offences – Now 4 year average
Reduce the number of Breach of the Peace offences.	78	34	20	-14	
Reduce the occurrences of common assault	124.8	90	124	+ 34	Crimes and Offences

Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.	At present there are no premises at Stage 3. Continued positive multi-agency working has meant that identified issues have/are being resolved prior to escalation.			
Number of antisocial behaviour contracts in place.			2	
Reduce the incidents of vandalism	126.2	77	82	+ 5	This figure includes Malicious Mischief

PRIORITY 5 – Emergency/Major Incident Response and Resilience

Target	Baseline 5 Year Average	YTD 2013/14	YTD 2014/15	*YTD Variation*	Context/Narrative
Annually review and exercise, in partnership with relevant partners, major incident/facility response plans.	There have been no exercises in this reporting period.				
Number of officers and staff, against an identified skills/training matrix, for dealing with a major incident.	Officers have completed liaison work for oil/gas related incidents. Work continues increasing training for supervisory ranks to undertake Police Incident Officer. This now forms part of the first line manager's course at the Scottish Police College. Two Sergeants have now undergone the Police Incident Officer training module.				
Identify a location for a multi agency incident room.	At present the Police Station can be utilised as the primary multi-agency major incident room. Should this be the subject of the incident for business continuity, 20 Commercial Road will be available, however depending on the scale of the incident i.e. if we suffer a one in twenty five year event, the Town Hall with its IT infrastructure would be the fallback option.				

North Service Delivery Area

Orkney, Shetland & Western Isles Local Senior Officer Area

Performance Against Local Fire and Rescue Plan for Shetland 2014-17

Second Quarter Report
October to December 2014

January 2015

Report Sponsor

Area Manager Billy Wilson

Report Author

Group Manager Mark Loynd

# Priority 1 – Local Risk Management and Preparedness

Fire Appliance Availability

The following bar graphs indicate the operational availability of fire appliances across Shetland during October, November and December 2014.

The lower half of each bar indicates the average day-time availability of a fire appliance from 6 am to 6pm across the month. The upper half of each bar indicates the average night-time availability of a fire appliance from 6 pm to 6am across the month.

Blue portions of a bar indicate the percentage of time when a fire appliance was operationally available.   Red portions of a bar indicate the percentage of time when a fire appliance was operationally unavailable.

Fire Appliance Availability - October 2014
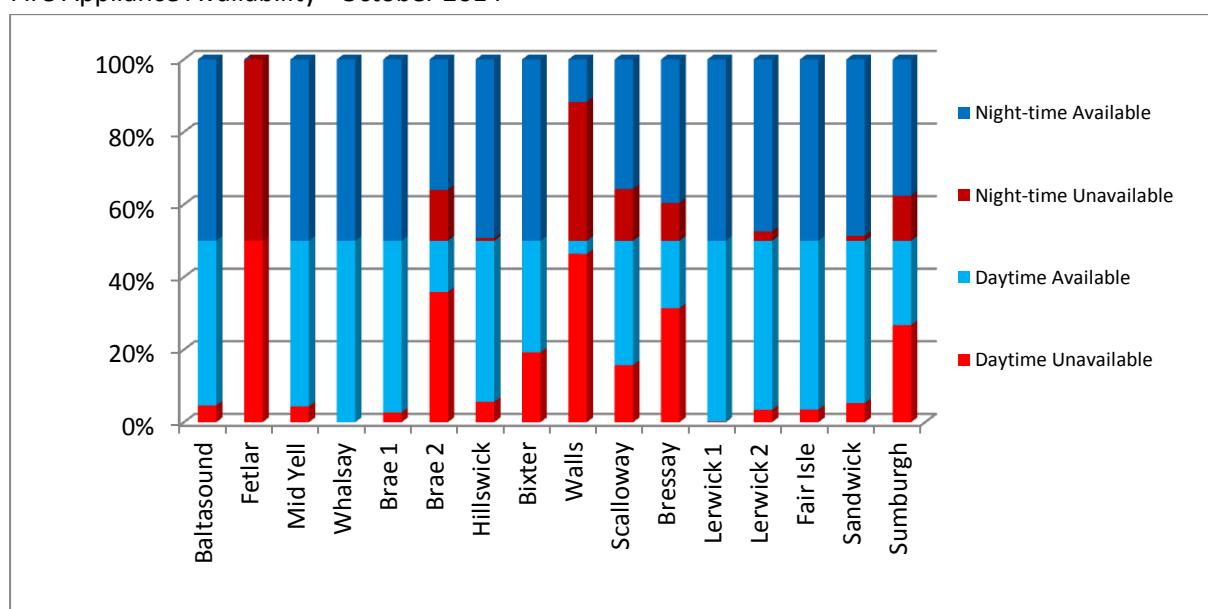
Fire Appliance Availability - November 2014
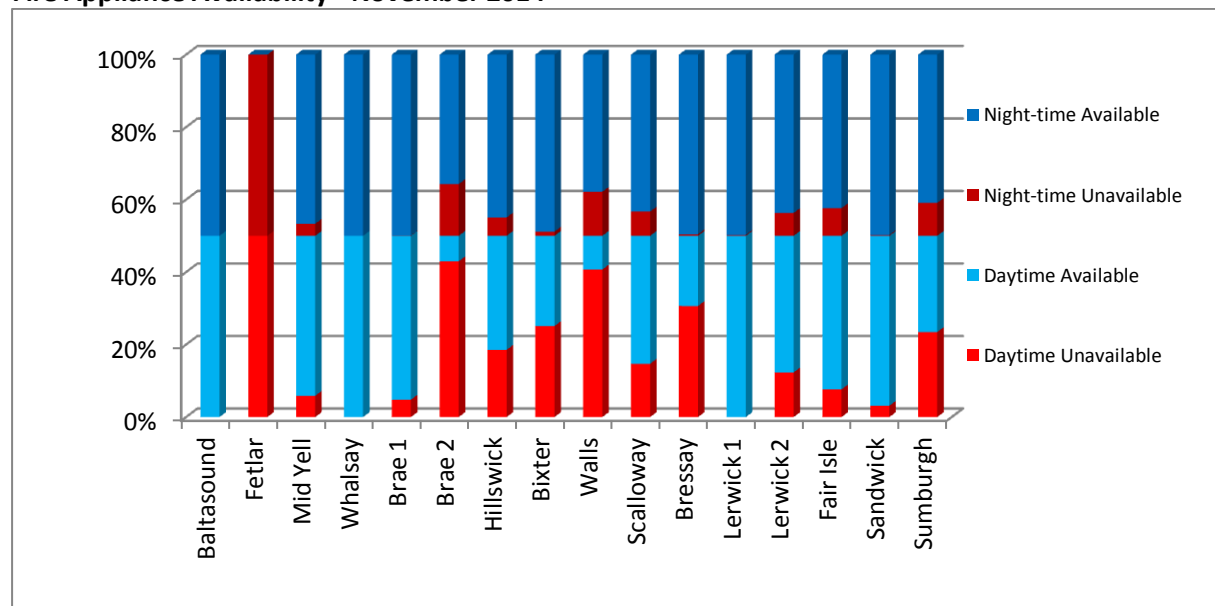
Fire Appliance Availability - December 2014
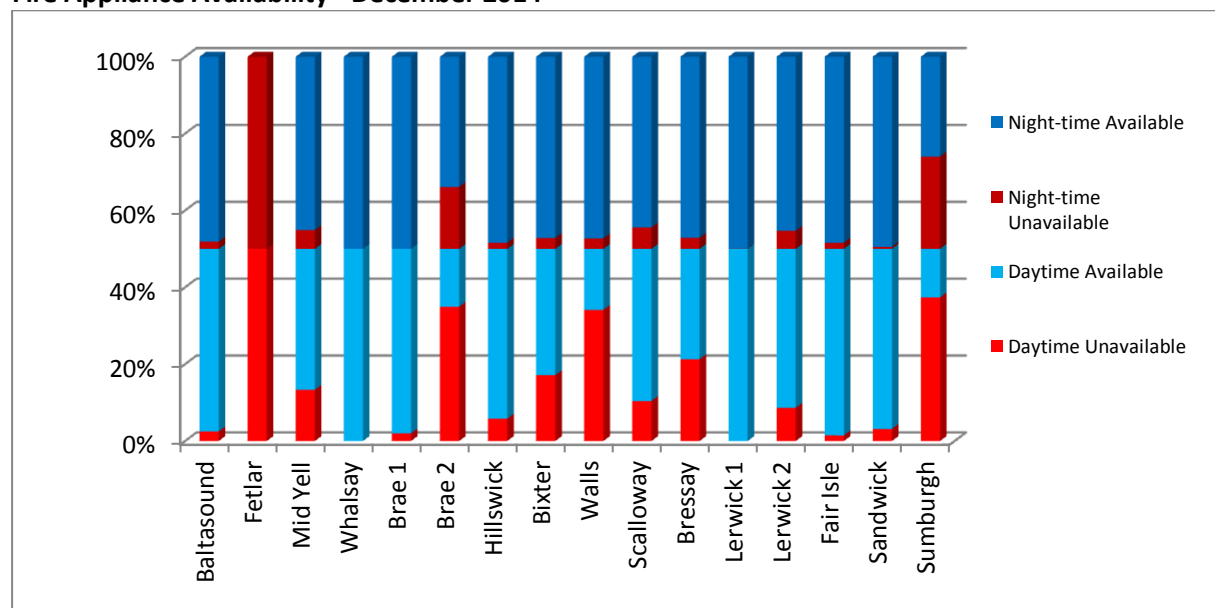
Introduction of New Retained Duty System Recruitment Process

The Scottish Fire and Rescue Service (SFRS) is currently introducing a new national Retained Duty System (RDS) Firefighter Recruitment process. The recruitment of new RDS Firefighters has been temporarily suspended until a directed recruitment campaign is initiated in late February or early March 2015. Existing applicants will continue to be managed into the new process.

Following the RDS Recruitment Process Review for the Highlands and Islands area completed by Group Manager Mark Loynd and Local Senior Officer Billy Wilson, recruitment arrangements from the eight antecedent service areas across Scotland were reviewed, revised and harmonised at a national level taking into account the geography and availability of local and national resources. The resulting process will ensure a smoother and more efficient experience for RDS Firefighter applicants but is also geared towards the needs of the service. The new recruitment system will make it easier for SFRS to target the fire stations which are most in need of RDS cover. Importantly, it will also ensure that applicants applying to join fire stations in the most remote communities will be able to go through the application process with fewer long distance trips than has previously been the case. The process has been designed to reduce the time, inconvenience and expense incurred by applicants, their employers and SFRS.

Fire Station Staffing & Recruitment

Since the report to the Shetland Safety Board in October 2014 the Fair Isle Fire Station has shown an increase in staff numbers. Baltasound (1), Fetlar (1), Brae (2), Hillswick (1) and Sumburgh (2) fire stations each have a reduced number of staff. In the case of Baltasound, Fetlar and Hillswick the losses were due to the management of individuals who have not been actively providing operational cover for some time and have now resigned. The losses at Brae and Sumburgh fire stations were due to changes in work commitments of the relevant crew members. Crewing levels at the remaining eight (8) fire stations have remained constant.

Fire Station Staffing and Recruitment October to December 2014

Council Ward	Fire Station	Staffing Oct 2014	Staffing Jan 2015	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Baltasound	10	9	↘	12	-3	0
	Fetlar	4	3	↘	12	-9	1
	Mid Yell	9	9	→	12	-3	0
	Whalsay	10	10	→	12	-2	1
Shetland North	Brae	11	9	↘	20	-11	1
	Hillswick	7	6	↘	12	-6	2
Shetland West	Bixter	9	9	→	12	-3	0
	Walls	7	7	→	12	-5	0
Shetland Central	Scalloway	7	7	→	12	-5	3
Lerwick North & Lerwick South	Bressay	7	7	→	12	-5	0
	Lerwick	19	19	→	20	-1	1
Shetland South	Fair Isle	6	7	↗	12	-5	0
	Sandwick	13	13	→	12	+1	1
	Sumburgh	9	7	↘	12	-5	2

Priority 2 – Reduction of Accidental Dwelling Fires
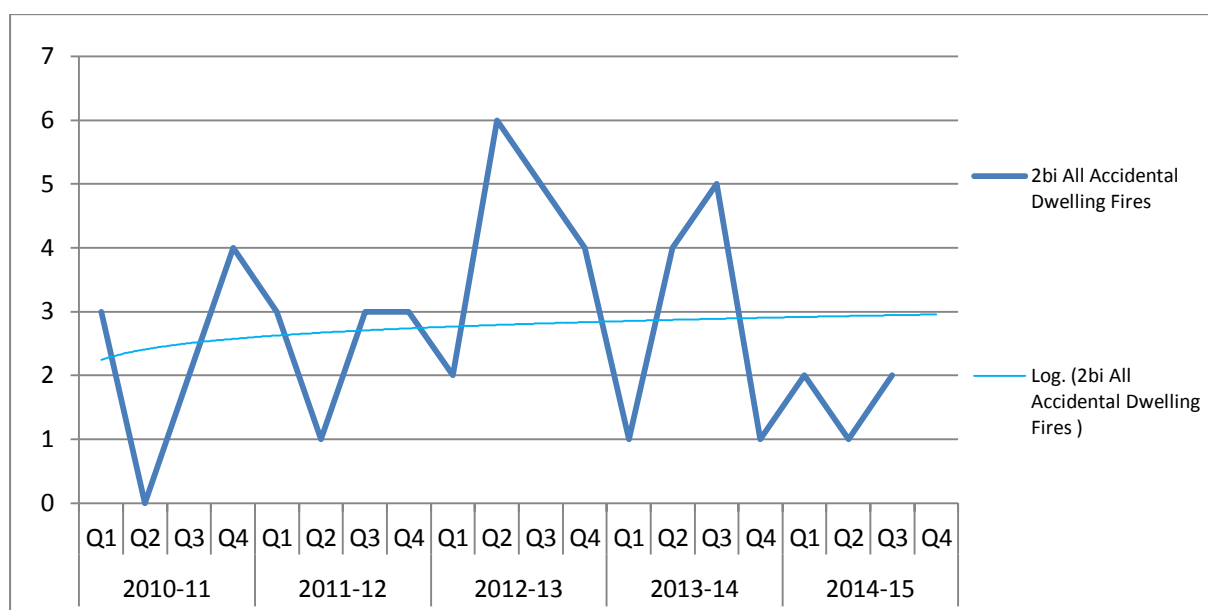
Home Fire Safety Visit Training for Retained Duty System Personnel

During the third quarter Community Safety Advisor (CSA) Peter Stevenson delivered Community Safety Engagement Toolkit (CSET) training to Retained Duty System (RDS) personnel at Mid Yell and Fetlar fire stations. The CSET system records and manages data relating to Home Fire Safety Visits (HFSVs) and other community safety activities. The fire crew members were also given refresher training on the delivery of HFSVs to ensure that they can effectively identify potential fire risks in domestic dwellings and provide suitable risk reduction education and advice to the householders.

Home Fire Safety Visits

Fifty-two (52) Home Fire Safety Visits (HFSVs) were completed across Shetland during the third quarter. This included one visit on Foula and three on Fetlar.

Home Fire Safety Visits (HFSVs)	Cumulative Target to 31/12/2014	Cumulative Total to 31/12/2014	High Risk Dwellings	Medium Risk Dwellings	Low Risk Dwellings
Number	225	153	92	52	9
Risk Grading Points	3085	2660	2208	416	36
% Risk Grading Distribution			60%	34%	6%

The HFSV delivery programme is exceeding its target for the percentage of visits targeted towards domestic dwellings deemed to be the most vulnerable to the risk of fire. It is within the threshold for achieving the target number of risk grading points. During the final quarter RDS personnel have been encouraged to assist the CSA Peter Stevenson in achieving the annual risk grading point target.

Accidental Dwelling Fire Incidents

SFRS crews attended two (2) accidental dwelling fires in Shetland during the third quarter. Both were relatively small. Two appliances from Scalloway and Lerwick fire stations attended a fire involving an electric shower in Wester Skeld. Direct burning was limited to the immediate area of the shower and there was some light smoke logging in the remainder of the property. Two appliances from Lerwick fire station attended a small fire involving an oil boiler at a house in Scalloway. Burning was limited to the immediate vicinity of the boiler.

Priority 3 – Reduction in Fire Fatalities and Casualties
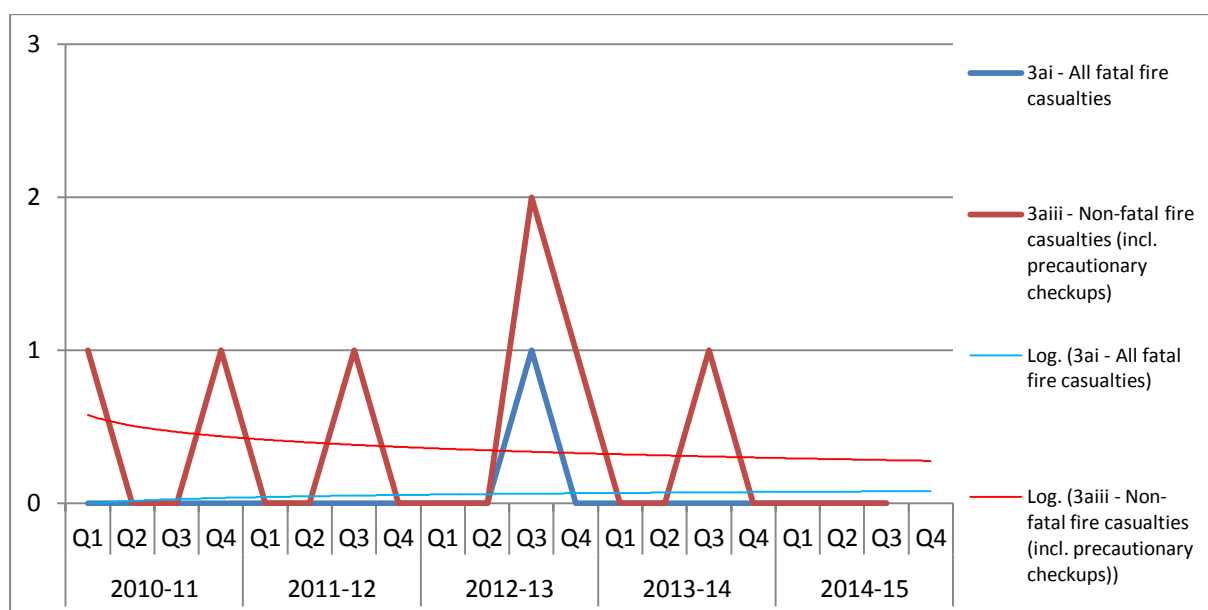
There have been no fire related casualties or fatalities reported at incidents attended by SFRS in Shetland during the last four quarters.

Improving Telecare Fire Detection Services

Community Safety Advisor (CSA) Peter Stevenson met with Colin Manson of Shetland Telecare Services to review some improvements being implemented for the testing, maintenance and recycling of Telecare fire detection equipment. The Telecare system provides an alerting system which enables the carers of vulnerable people to be informed of an emergency within their home. The system can be interlinked to smoke detectors which can initiate a call to the Fire and Rescue Service in the event of a fire being detected in a domestic dwelling.

Installation of Smoke Detectors

As a result of Home Fire Safety Visits (HFSVs) a total of twenty-four (24) FireAngel and two (2) Telecare smoke detectors were installed by SFRS in Shetland during the third quarter. These devices should ensure early detection of any occurrence of fire and initiate the safe evacuation of occupants.

## Priority 4 – Reduction of Deliberate Fire Setting
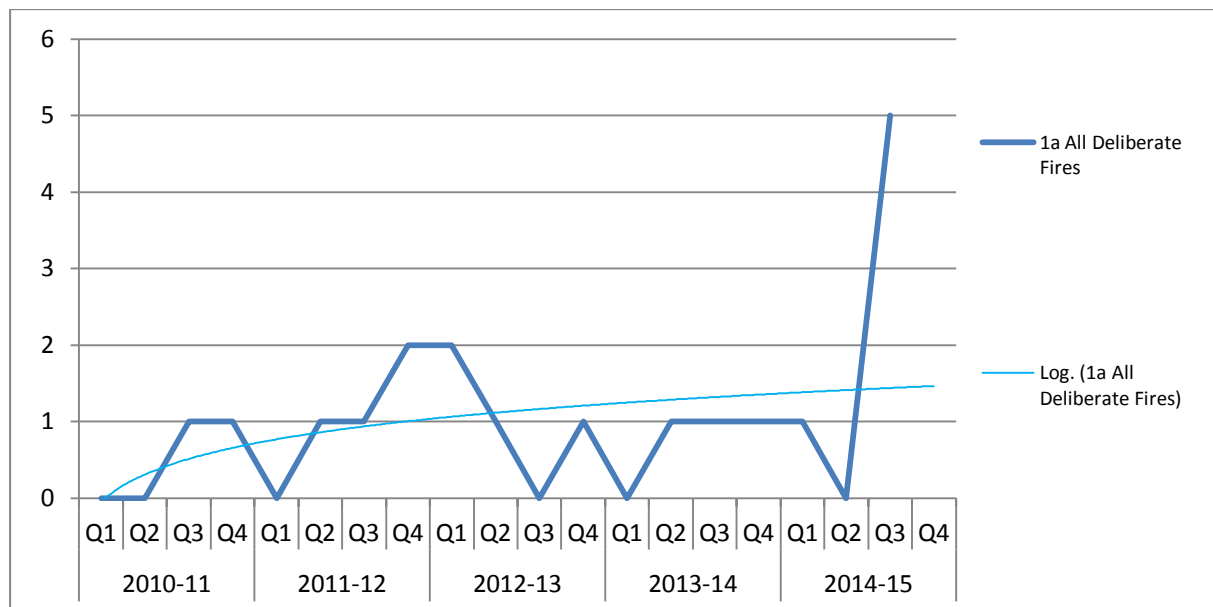
Unusually, SFRS attended five (5) deliberately set fires in Shetland during the third quarter. Two (2) involved circumstances where controlled fires were ignited, but were then left unattended. The circumstances of another two (2) fires suggested that they could have been ignited with some malicious intent. One of these involved a lit firework in a refuse bin.

St. Clements Hall Fire

At 7:45 pm on Monday 10 October, three fire appliances from Lerwick and Scalloway fire stations were mobilised to the St. Clements Hall, St Olaf Street, Lerwick. They found the unoccupied building to be severely smoke logged. Crews extinguished the ground floor blaze using eight sets of breathing apparatus, a thermal imaging camera, two hose reel jets and one main jet. There was severe fire damage in the rear section of the premises. Potentially suspicious circumstances were identified and specialist SFRS Fire Investigation Team members attended the scene from Aberdeen. Following a joint Fire and Police investigation three people were reported to the Procurator Fiscal.

Priority 5 – Reduction of Fires in Non-Domestic Properties
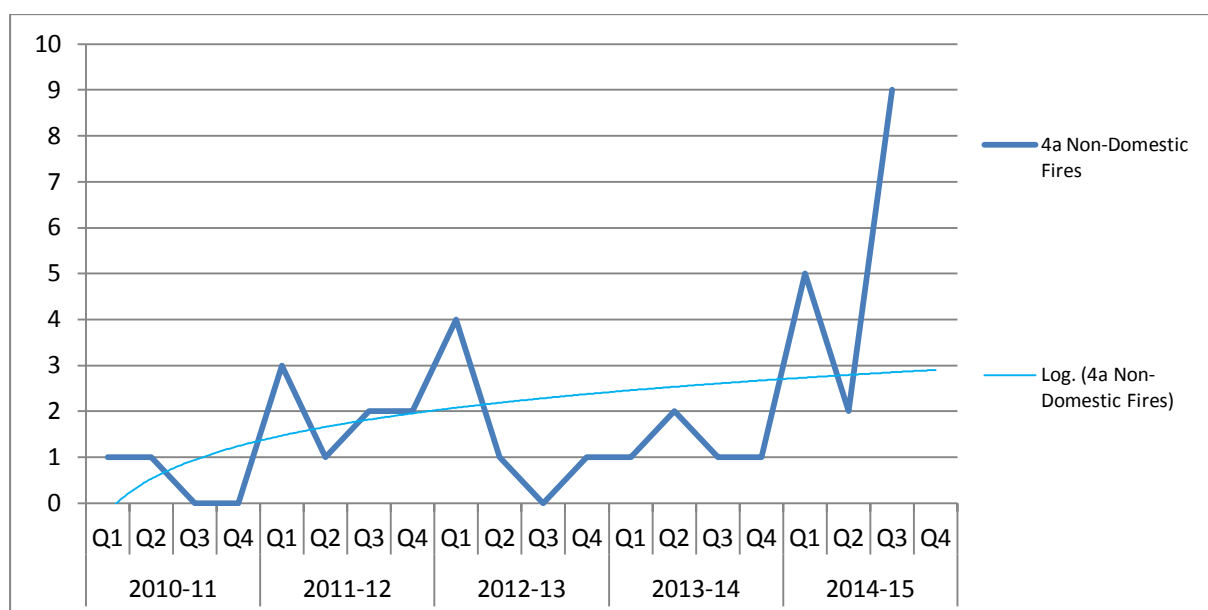
The measure of the number of fire incidents attended in non-domestic properties includes both accidental fires and deliberate fires (see Priority 4).   There were six (6) accidental non-domestic property fires recorded in Shetland during the second quarter. Only two (2) of these were significant fire incidents.

### Lerwick Acetylene Cylinder Incidents
There were two recent acetylene gas cylinder related fires in Lerwick. The first incident occurred on 22 October 2014 when three fire appliances from Lerwick and Sandwick fire stations were mobilized to a workshop on the Greenhead Base in Lerwick. On 15 December two fire appliances from Lerwick fire station initially responded to commercial premises at Staney Hill and were later relieved by a further three appliances from Scalloway, Sandwick and Brae fire stations. Both incidents required the evacuation of a high risk zone in the immediate vicinity of the cylinders to ensure public safety, followed by an extended period of water cooling to prevent a potential gas explosion.

Legislative Fire Safety Enforcement Audits
During October 2014 eighteen (18) legislative fire safety audits were completed in Shetland in "relevant premises", as defined by the Fire (Scotland) Act 2005. These were delivered by two officers from the Highlands and Islands Fire Safety Enforcement Team based in Inverness. The team has completed a total of twenty-nine (29) audits against their third quarter target of thirty-two (32) audits. The annual target of forty-one (41) visits is expected to be achieved in the fourth quarter.

Priority 6 – Contribute to a Reduction in Casualties from Road Traffic Collisions and Other Non-Fire Emergencies

Road Traffic Collisions
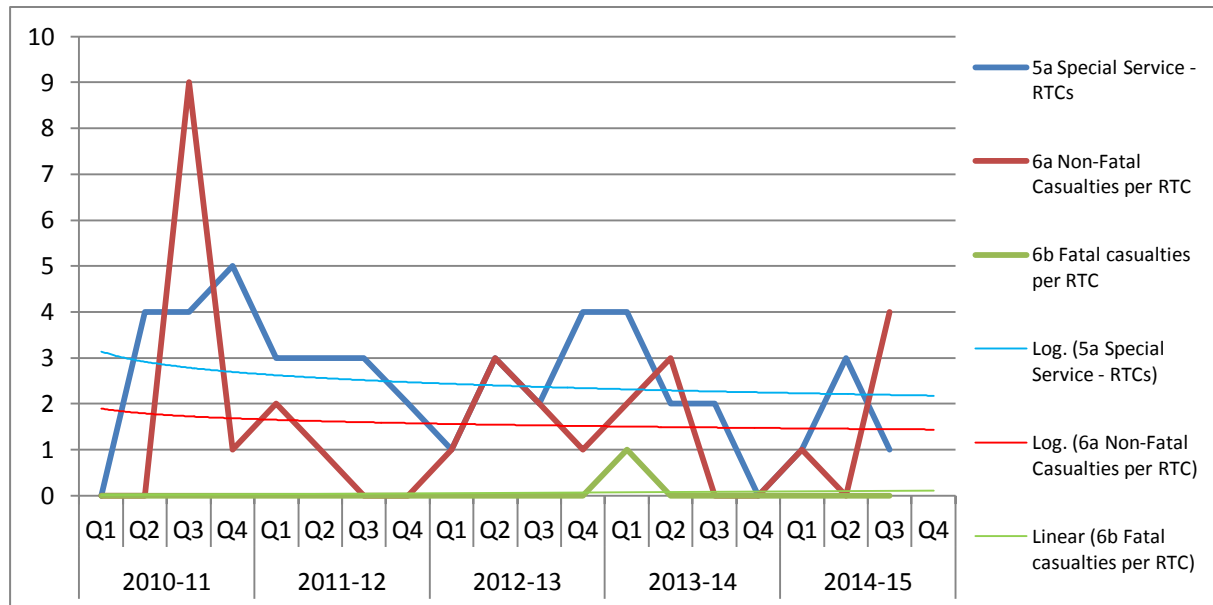
Winter Driving Safety Campaign

On Tuesday 28th October Scottish Fire and Rescue Service hosted a multi-agency Winter Driving Safety Campaign at Lerwick Fire Station. Members of the public were encouraged to have their car assessed for winter readiness including the measuring of their tyre tread depths. Partner agency representatives from the Shetland Road Safety Advisory Panel provided vehicle drivers with advice on winter driving safety.

Lang Kames Road Traffic Collision

Scottish Fire and Rescue Service attended one (1) Road Traffic Collision (RTC) during the third quarter. On 28 October 2014 three fire appliances from Brae, Bixter and Lerwick were mobilised to an incident involving three vehicles which occurred on the A970 at the Lang Kames south of the Vidlin junction. On arrival it was found that none of the vehicle occupants required to be rescued but four casualties were taken to hospital by ambulance. Crews assisted in making the scene safe.

**Other Non-Fire Emergencies**
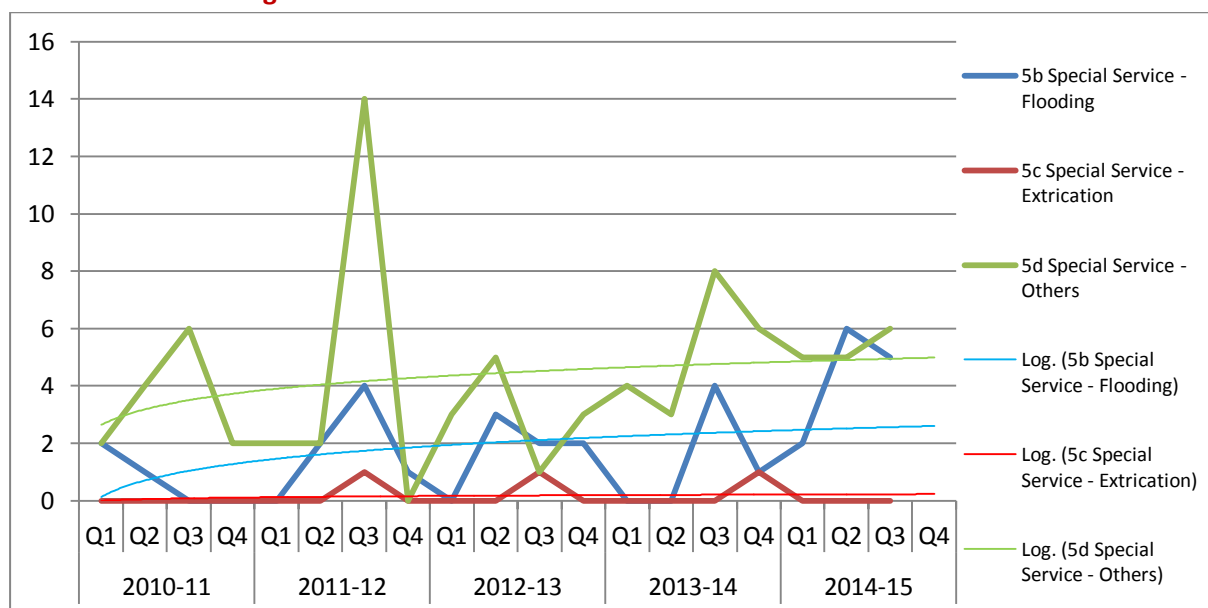
Flooding Incidents

SFRS attended five (5) flooding incidents during the third quarter. Four (4) of these were due to a period of heavy rain on 6th and 7th October 2014. The fifth flooding incident occurred when the Blue Mull Sound ferry, MV Fivla, collided with rocks beside Belmont Harbour on 27 December 2014. The Baltasound appliance attended the scene and pumped water from the ferry until emergency repairs could be initiated.

Other Special Service Incidents

The six (6) recent "Special Service - Others" incidents consisted of three (3) "Full Emergencies" at Sumburgh Airport and three (3) occasions when crews forced entry into premises to: enable ambulance personnel to access to an elderly lady who was ill; release two children from a car; and turn off a fire in a domestic property which had been left on after the occupier had been admitted to hospital.

Priority 7 – Reduction of Unwanted Fire Alarm Signals
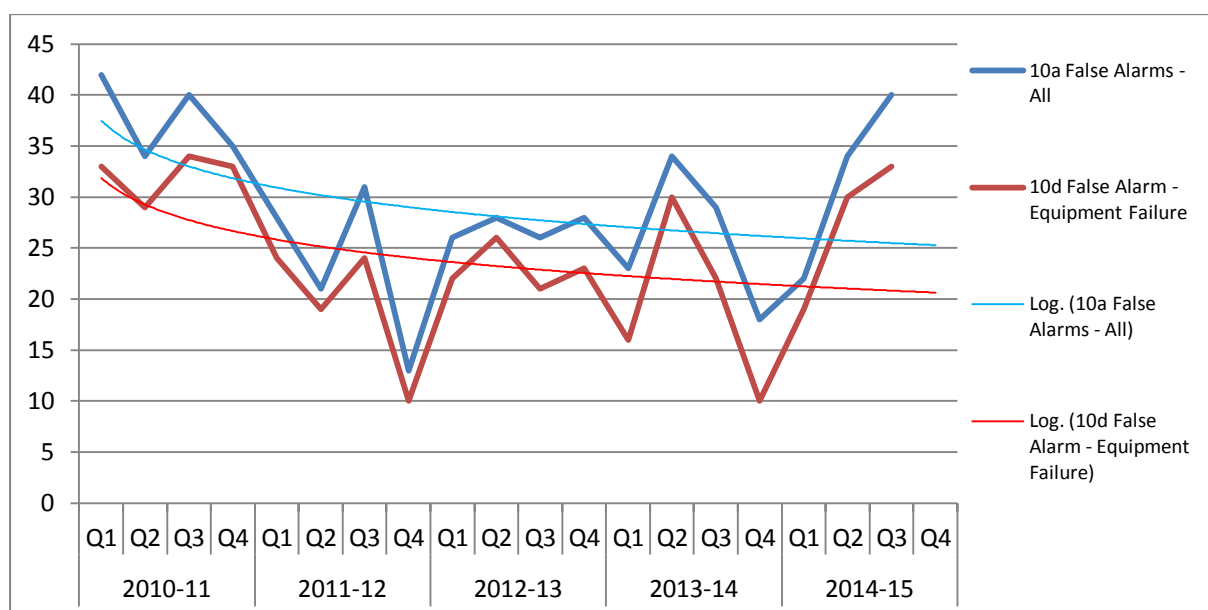
There has been a steady fall in the logarithmic trend of unwanted fire alarm signals received by SFRS in Shetland over the last five years, but a rise during the last four quarters.

New SFRS Unwanted Fire Alarm Signals Policy and Procedures

Since 1st December 2014 SFRS has been implementing a new national policy and procedure for dealing with any premises where the automatic fire detection system is repeatedly causing unnecessary alarm activations. The officer in charge of all fire service attendances to Unwanted Fire Alarm Signal (UFAS) incidents gathers and reports specific details relating to its cause. They also provide the premises occupier with information which will assist them in identifying technical and practical solutions to reduce or illuminate the re-occurrence of false alarms. Repeat calls from domestic dwellings will result in a visit from the Community Safety Advisor. Repeat calls from "relevant premises", as defined under the Fire (Scotland) Act 2005, will result in formal letters and visits from the Fire Safety Enforcement Team. The "duty holder" will be requested to repair or modify their fire detection and alarm system to ensure compliance with the relevant British Standards.

Road Safety Advisory Panel
Community Safety Board Briefing Note

Issue/Topic:	Road Safety Advisory Panel
Author:	Elaine Skinley
Date of meeting:	12 February 2015

The purpose of this briefing note is to provide the Shetland Community Safety Board with concise, clear and easy to read information about the issues you/your respective Partnership/Working Group are responsible for. Please ensure that the briefing note is no longer than one page long.

Background:
The panel was established with the purpose of consultation with interested external parties and to coordinate efforts within the Council to improve road safety.

Current Situation:
- Regular updates are given by the Roads Engineer, Road Safety Officer and the Police in terms of the 4 'E's' of Road Safety. (Engineering, Education, Encouragement and Enforcement)
- Work has begun on the new Clickimin paths which is to provide improved and safe access in the area and ultimately to the new school. This project is externally funded by Transport Scotland through Sustrans.
- There was a discussion over Parking in Lerwick on what further work was needed and the Police agreed to undertake some activity on this, which is very welcome.
- A School Bus Stop Awareness campaign has been discussed and support from Education and Transport Planning Services is sought. This campaign will raise awareness with drivers, pupils and parents of the need to be vigilant around School bus stops.
- Public are encouraged to contact Mr Jones at TOTAL re any HGV's going through Brae.
- Speed Counters were requested for Muckle Roe.

Key Considerations:
To improve safety on Shetlands roads and decrease casualty numbers in line with National Casualty Reduction Targets.

Conclusions:
Road Accidents impact negatively on all levels of the community and realising a reduction in accidents is recognised as a major community priority.
The Road Traffic Act (1988) (Section 39) places a duty on local authorities to provide a programme of measures to promote road safety.
The Scottish Government's publication "*Scotland's Road Safety Framework to 2020*", details the new tighter targets expected of Scotland's road safety units.
In response, the SIC will work hard to keep up the high standards of joint working applied to our initiatives and campaigns in an attempt to meet these new tighter targets.