

Minute of the Shetland Community Safety & Resilience Board

Thursday 4th February 2016

Council Chamber, Lerwick Town Hall

Present

Cllr Alastair Cooper (Chair)

Cllr Allison Duncan (Vice Chair)

Cllr Frank Robertson

Cllr Gary Cleaver

Cllr Michael Stout

Cllr Jonathan Wills

Chief Inspector Lindsay Tulloch – Police Scotland

Billy Wilson – Senior Officer, Scottish Fire & Rescue Service

Myles Murray – Group Manager, Scottish Fire & Rescue Service

Graham Reid – Station Manager, Scottish Fire & Rescue Service

Andy Fuller – Scottish Ambulance Service

Malcolm McLeod – Scottish Ambulance Service

Jan Riise – Legal & Governance, SIC

Ingrid Gall – Emergency Planning & Resilience, SIC

Elaine Skinley – Road Safety, SIC

Lizzie Coutts – Community Planning & Development, SIC

Anna Sutherland – Community Planning & Development, SIC

Fiona Currie – Community Planning & Development, SIC (minutes)

In Attendance

Paul Scobie – Scottish Government

Catherine Donan – BT (by conference call)

Daniel Couldridge – Scottish Government

Vaila Simpson – Community Planning & Development, SIC

Bob Kerr – Communications, SIC

Apologies

Cllr Steven Coutts

Steve Turner – Coastguard

Mark Boden – Chief Executive, SIC

Catherine Hughson – Voluntary Action Shetland

Sarah Taylor – Director of Public Health, NHS Shetland

1. Welcome and Apologies

Cllr Cooper opened the meeting and thanked everyone for attending.

2. Previous Minutes and Matters Arising

Billy Wilson requested minor amendments to the previous minutes on pages 1 and 12. The minutes of 7th December 2015 were then approved on the motion of Cllr Wills and seconded by Cllr Duncan.

The list of the outstanding actions points was then addressed.

Rachel Hunter has discussed Shetland's accommodation shortage at the Community Planning Partnership, and will report back at a future meeting. This is still a live issue.

Cllr Cooper explained that a meeting is to take place in Edinburgh to discuss the ETV contract going forward. Cllr Duncan asked if any representatives from Shetland, Orkney or the Western Isles would be attending this meeting. Ingrid Gall agreed to find out who would be attending and to let the CSRB know.

Action: Ingrid Gall

Cllr Cooper enquired as to whether an invitation to attend a meeting of the Board had been extended to Chief Constable Gormley. Lindsay Tulloch said that he had extended an invitation for the Chief Constable to visit Shetland through Police channels but that an additional invitation should be sent on behalf of the Board. Lizzie Coutts said that she was in the process of drafting a letter to the Chief Constable on behalf of the Board. Cllr Cooper asked that Lizzie send the letter as soon as possible.

Action: Lizzie Coutts

3. BT Telecommunications Outage

(Verbal Update: Paul Scobie, Scottish Government and Catherine Donan, BT)

Paul Scobie gave an overview his team's role in the Scottish Government. Communications is part of his sector, including outages and infrastructure relating to any outages in Scotland.

Paul spoke about the communication outage on 25th July 2015 which left Shetland without any link to the emergency services. He explained that he received a report regarding the outage from BT on Monday 27th July 2015. He then had communication with Ingrid Gall about the outage, and had a debrief a week later. He had a number of meetings following this with Brendan Dick around the incident to determine exactly what happened, and to prevent such an outage from happening again.

Catherine Donan explained that BT became aware of the issue on 25th July 2015, and notified the Scottish Government. Engineers were dispatched to Wideford Hill in Orkney where the problem had occurred. It transpired that the impact was larger than they realised, and the Scottish Government was informed once they were aware.

Catherine assured the Board that full audit checks have been carried out since the outage, and the network has since been rearranged as to how it serves the islands. Orkney and Shetland's network servicing has been reviewed, and specific investment has been made in infrastructure to increase resilience. Catherine went on to say that they have been looking at potential service risks and are implementing the following actions to ensure another outage is prevented: ensuring that power and back up cables are maintained, prioritising the maintenance of infrastructure, ensuring spare parts are available in remote areas, and increasing the number of engineers available to respond to similar incidents.

Paul Scobie said that there are meetings held with BT, mobile phone companies, the Scottish Government and local resilience partnerships regarding weather damaged infrastructure. He said that Mark Boden has been invited to attend the next meeting on 1st March 2016.

Cllr Wills asked why Wideford Hill did not have a generator when it is known that bad weather is common. He went on to say that if Shetland had a local 999 call centre then calls to the emergency services would not have been affected by the outage.

Catherine explained that there is a generator at Wideford Hill, however this back up failed on the day of the outage. She admitted that this was BT's fault, but provided assurance that the fault has now been corrected to avoid a repetition of the outage.

Cllr Wills asked if a local 999 call centre would have kept working despite the breakdown in July 2015. Catherine said that it potentially would have kept working, but would need to seek guidance to answer definitively.

Cllr Cooper asked if Shetland's internet is currently through fibre or microwave. Catherine confirmed that it is a mixture of the two. Cllr Cooper went on to ask if it is better to use fibre. Catherine said that some may argue that microwaves are best as they have worked for a long time. She said that it is good to have both, as they back each other up.

Paul Scobie explained that the balance between fibre and microwave is changing; we have more and more fibre but will always have microwave as a backup.

Chief Inspector Tulloch asked if 999 calls were dealt with in Shetland, would they still have to go south first before they were dealt with in Shetland. Paul Scobie explained

that 999 calls go to one of six 999 call handling centres, and are then passed to a control room in the area closest to the caller.

Cllr Cleaver asked for reassurance from BT that there was capacity to meet the goals of the Health & Social Care Integrated Joint Board (IJB), for example telecare in the North Isles. Catherine Donan said that BT do their best to maintain high level services. They want to be there for people, and to do their best to protect the people who need to be protected. Cllr Cleaver explained that the IJB need their plans to be informed by what is available, and in terms of what might go wrong. Catherine agreed to provide information from BT's perspective on how they can contribute and provide support.

Cllr Duncan referred to the meeting on 1st March 2016 which Mark Boden is invited to. He asked if Cllr Cooper could be invited to this meeting also. Paul Scobie agreed to discuss this with Brendan Dick and get back to the chair.

Cllr Cooper asked about 4G coverage in Shetland. Paul Scobie explained that the current airwave platform will finish in Scotland in 2019-20, and a replacement based on 4G is being sought. The main company involved in this is EE, recently bought by BT. Paul explained that there would be a period of testing before 4G goes live in Scotland. He confirmed that 4G would be widespread, even in areas that do not currently have 3G coverage. Cllr Cooper said that EE were in Shetland on Monday, and that they plan to have sixteen 4G masts in place in Shetland within the next two years.

Cllr Stout expressed that there are concerns in the community about outages, and asked if documentation could be passed to the board to show the action taken following the July 2015 outage. Paul Scobie explained that Brendan Dick is currently working on a statement which will be issued.

Cllr Cooper thanked Catherine Donan and Paul Scobie for attending the meeting.

8. Resilience Activity

Ingrid Gall presented a report on recent resilience activity. The following points were raised in relation to the report:

Emergency Helicopter Landing Site

Ingrid confirmed that the emergency helicopter landing site is live as of 4th February 2016. All that remains is to practise landing at the site, and to check the safety of the public when the landing site is being used.

Training

The 'Founding Principles' course was oversubscribed meaning that an additional course was required. Ingrid would like the police to be involved in the training, and said that she will speak to them about it separately.

Exercises

Ingrid explained that the relevant people had been asked to attend the exercises. There are also some exercises on the mainland that people in Shetland may wish to attend.

Visits

Jim Urquhart (Head of resilient essential services and communities unit, Scottish Government) and Clive Murray (senior resilience coordinator, Scottish Government) visited on 1-2 February 2016. They got a good flavour of Shetland's partnership working on their visit.

Jan Riise said that following the communication outages in July, Business Continuity Workshops were run with Ingrid. At these workshops businesses reflected on their own business continuity plans and what action they would take within their own businesses if outages happened again. This has built more resilience within the council and businesses.

4. Reviewing Strategic Police Priorities: What are your priorities for your police service?

(Daniel Couldridge, Scottish Government)

Daniel Couldridge gave a presentation on Strategic Police Priorities. He explained that we are currently in the pre consultation engagement phase, and that a re-draft of the priorities would be produced for March. He asked for feedback by 12th February 2016.

Following the presentation, the following points were raised:

Cllr Duncan expressed that councillors have not been listened to in the past when serious situations have arisen; they have made their feelings known and have been ignored. He therefore felt that the consultation is a wasted exercise. Daniel Couldridge explained that the final structure is now being set and that they want to know what people think and would value their views.

Cllr Cleaver asked for clarification regarding the priorities. He understood from the presentation that the aims of the priorities are not statutory articles, yet the chief constable is required to report on them. Daniel Couldridge explained that the priorities are not set in legislation, but are laid at parliament. He said that the legislation is set out in the 2012 Act, and that the police priorities have to be linked to national outcomes.

Cllr Wills explained that he is willing to take the consultation at face value, in that it aims to make communities safer. He went on to say that police strategic priorities must be supported by local communities. He suggested that a local 999 call centre be set up, so that the people who respond to local emergencies are called directly.

Cllr Cooper said that Shetland has poor representation from the SPA; the SPA are not coming to hear local concerns. The local police currently respond to local concerns. The SPA members must do better, as this is not a problem limited to just Shetland. Cllr Cooper explained that the biggest problem in Shetland is resilience; if for example the weather becomes foggy, there is no back up for Shetland. This is a problem that must be recognised. Cllr Cooper said that a greater commitment from the SPA is required, and they should attend meetings in Shetland.

Cllr Duncan agreed with Cllr Cooper; he said that an SPA representative should be in attendance at every CSRB meeting to hear local views. It is especially important at present, as the Inverness and Aberdeen call centres are facing closure. Daniel Couldridge agreed to take this feedback back with him.

Cllr Cooper asked for more time when consultations are sent out, to allow the community to respond as well as the CSRB. The Board and the community welcome the opportunity to engage, but require reasonable time to do so.

5. Performance Against Local Policing Plan

Chief Inspector Tulloch introduced the report of the police performance in Shetland between 1 April and 31 December 2015. Tulloch highlighted the following points:

- There was only 1 more serious assault than in the same period in the previous year.
- There was a 55% increase in sexual crimes from the previous year. This is positive however, as it shows more people are coming forward and reporting these crimes.
- Crimes of dishonesty have increased by 7% this year, and the detection rate for this is high.
- There was a significant increase in the supply and possession of drugs from last year.

Chief Inspector Tulloch explained that road safety was a priority. The number of pedestrians killed had not increased, but the numbers of seriously injured and drink drivers had both increased by 1. Speeding offences had reduced by 16 which is good.

The Police are working hard to increase people's confidence in reporting sexual and domestic abuse crimes.

Cllr Wills asked why Shetland does not have flashing speed cameras like many villages on the mainland do. Chief Inspector Tulloch said that the Road Safety Advisory panel has not met in a year; however it would be useful to meet with them to discuss this issue and to work together on a solution. He confirmed that there are currently moveable cameras employed in Shetland. Cllr Stout suggested that the panel might be able to identify the best spots to use the speed cameras.

Cllr Duncan that he has observed that speed restrictions are not being adhered to in the South Mainland, especially near the airport, and asked that appropriate action be taken to reduce speeds there. Chief Inspector Tulloch agreed to target these areas. Elaine Skinley confirmed that the Roads Department have two smiley face speed cameras which can be used wherever they are needed.

Cllr Duncan said that the increase in disorder offences is worrying. Chief Inspector Tulloch explained that they have increased police presence in licensed premises, and their increased visibility has led to higher detection rates.

Chief Inspector Tulloch referred to the 'dogs against drugs' and confirmed that there is currently one dog being trained to replace the retiring dog.

He went on to tell the Board about the success of the Police Scotland Youth Volunteers programme in Shetland. There has been an amazing response from young people in Shetland. They want to take on 24 volunteers, and have received 40-50 applications from all over Shetland. They have been at schools to promote the programme, and want to identify people from across Shetland to volunteer, including vulnerable young people who could really benefit from volunteering.

Cllr Cooper commented that the 101 call response times have improved this time. Cllr Wills asked why the 999 call statistics provided included the whole of the Highlands and Islands instead of only the figures for Shetland. Chief Inspector Tulloch agreed to try to obtain the 999 call figures for Shetland only.

Action: Chief Inspector Tulloch

Cllr Robertson asked how we are prepared for the risk of terrorism. Chief Inspector Tulloch explained that we have a number of fire arms officers on the island, and support from the mainland would be flown up to Shetland if such an event took place. Intelligence is looked at on the mainland, and if a risk was identified in Shetland, support would be flown up from the mainland.

6. Fire and Rescue Update

Billy Wilson introduced Graham Reid to the CSRB.

Billy Wilson introduced the Scottish Fire and Rescue Service (SFRS) report for Shetland between 1 October and 31 December 2015. He explained that all the statistics provided in the report are yet to be approved. The approved version will be brought to the next meeting. Billy Wilson highlighted the following points:

- There has been no progress for fire appliance availability in Fetlar. This is due to recruitment issues; recruiting members of staff only to lose others. There has been a reduction in fire appliance availability in Scalloway and Bressay.
- There is an improving picture with regards to Community Safety visits; Myles and his team have been visiting those people most at risk.
- The Prevention and Protection team in Inverness has been looking at reducing the number of unwanted fire alarm signals. It is essential to reduce these, as they can significantly impact staff and businesses.

Billy Wilson said that service transformation team and strategic futures day meeting took place at the end of 2015, and advised a member of the service transformation team had been asked to attend the next CSRB meeting.

Billy spoke about recruitment, and said that the response time has been increased, as it is better to have someone who can respond in a slightly longer time than not recruiting anyone. However, the pager signal can only extend so far which will impact on the ability to respond from further away.

Billy gave an update on the ambulance co-location at Baltasound Community Fire Station: the property departments of SFRS and SAS have been given the go ahead, and will now meet to discuss the financial elements of the agreement. Both SFRS and SAS are committed to making it happen.

Cllr Stout asked if the paging system could take advantage of 4G. Billy Wilson said that it is currently too expensive, and is likely to remain too expensive. It is hoped that the system will improve and in turn lower the costs.

Cllr Duncan noted that the number of staff in Fetlar has decreased by two. He asked if the SFRS has a plan B. Billy Wilson said that they were continuing with the original plan to recruit more staff.

Cllr Duncan enquired about the amalgamation of rural fire stations. Billy Wilson said that instead of amalgamating fire stations, they are looking at crew aggregation. This means

combining two fire crews to provide a response, which would not reduce the number of fire stations in Shetland, maintaining the good footprint currently in Shetland.

Cllr Duncan asked if the Sumburgh training facility was working to its full capacity. Billy confirmed that it is working to full capacity, and two of the initial training courses have been delivered at Sumburgh.

Cllr Cooper asked about the extent that the response times are disseminated for the recruitment process. He pointed out that for Brae, extending the time may improve the service. Billy responded by saying that firstly in terms of protecting vulnerable people the emphasis should be on prevention. Secondly the response time has only just been agreed, so the population distribution and pager signal distance still needs to be looked at.

7. Scottish Ambulance Service Report

Andy Fuller introduced the Scottish Ambulance Service report for Shetland between April and November 2015. He explained that he plans for the report to evolve over time to be in a similar format as the Police and Fire & Rescue reports. Andy highlighted the following points from the report:

- The overall trend shows that activity and demand have increased over the past 3 years.
- The SAS Context section shows the breakdown of patient categories: only 2 in 10 patients are seriously injured, while 6 in 10 have an exacerbation of a recurring illness, meaning they don't actually need to go to hospital. It is important to liaise with other care professionals to prevent people going to hospital who don't need to.

Cllr Wills pointed out that it is interesting that only 2 out of 10 patients really need an ambulance, but the other do not realise that they don't need one. He asked if more ambulances were required. Andy Fuller said that they have worked hard to ensure that there is enough staff, by up skilling less qualified staff. They are also able to fly in additional staff, although they are aware of the importance of having Shetland based staff for resilience.

Cllr Wills said that there have been stories in the media regarding long waits for ambulances in Shetland, and asked why this was happening and whether more ambulance vehicles were required. Andy explained that there is a finite resource anywhere in Scotland, and if services are already committed there are unavoidable delays. In these situations they are able to call in off duty staff. Cllr Wills then asked if

the service is over-centralised. He asked if the air ambulance would benefit from a local call centre. Andy confirmed that air ambulances have their own management, but he would take the question back to them.

Cllr Stout asked if the Ambulance Service is connected with Community Councils. Malcolm McLeod said that they do have links with the community nurses. Cllr Stout then explained that there is the suspicion within communities that if there are trained FPOS it may mean that Advanced Nurse Practitioners (ANPs) are removed locally. Malcolm confirmed that they do work closely with the ANPs, however there were no intentions of removing the ANPs. Cllr Stout said that discussion with communities is needed to reassure them of this.

Cllr Robertson asked if the Community Response Scheme is tied into local health centres. Malcolm McLeod explained that there are community first person response volunteers who respond to emergency calls where an immediate response is required. Cllr Stout clarified that there are no current plans to reduce ANP cover, but there are real fears in communities that this will happen.

Cllr Cooper raised an issue in Vidlin where a patient had a 4 hour wait for an ambulance after calling 999. He asked if it would be possible to share lessons learned from this incident. Andy Fuller said that yes they could; they could have used an ambulance from Yell, and the up skilling of staff may help prevent this from happening again.

Briefing Notes – For Noting

Briefings from the Shetland Alcohol and Drugs Partnership, Adult Protection Committee, Child Protection Committee and Antisocial Behaviour Working Group were noted.

Shetland Alcohol and Drugs Partnership: Chief Inspector Tulloch expressed concern about the reduction in funding, and said that preventative measures must be put in place.

Dates of Future Meetings

- Thursday 21st April 2016, 2pm, Council Chambers, Town Hall
- Thursday 11th August 2016, 2pm, Council Chambers, Town Hall
- Thursday 20th October 2016, 2pm, Council Chambers, Town Hall

Action Tracker:

No	Action	Responsible Officer	Deadline
2.4	Identify the staffing baselines for agencies on the Board. Ongoing	Alastair Cooper/ Jan Riise/ Dr. Taylor	Ongoing
8.1	Provide outline plan and timescales for Bressay & Fair Isle Community Responder team	Andy Fuller	Ongoing
12.1	Update on ambulance at Baltasound	Billy Wilson/Myles Murray	Ongoing
13.1	Update on progress in relation to accommodation shortage in Shetland for future meeting once the CPP has looked at the options more closely (<i>involving the fire service and police in discussions</i>).	Rachel Hunter	21.04.16
13.2	Update on Life Project	Sarah Taylor	21.04.16
13.3	CCTV review findings to be presented.	Vaila Simpson	On Hold
14.1	Report on the number and type of 101 & 999 calls from Shetland and response times to routine and emergency calls. Delete.	Lindsay Tulloch	04.02.16
14.2	Request response from SAS representative with regard to the co-location of emergency services in Shetland. Delete.	Lizzie Coutts	04.02.16
14.3	Feedback details of operational use of the ETV to Board	Maggie Sandison	21.04.16
14.4	Liaise with Maggie Sandison regarding letter of support regarding retention of ETV vessel on behalf of the Board	Alastair Cooper	21.04.16
14.5	Enquire as to possibility of running a resilience exercise to test the revised telecommunications setup. Delete.	Ingrid Gall	04.02.16
14.6	Invite BT and Scottish Government representatives to attend future Board meeting. Delete.	Ingrid Gall	04.02.16
14.7	Invite Chief Constable Gormley to attend future Board meeting	Lizzie Coutts	21.04.16

14.8	Circulate draft response to SPA review of governance to Board for comment. Delete.	Lizzie Coutts	04.02.16
14.9	Feedback on Scottish Fire and Rescue 'Strategic Futures Day'. Delete.	Billy Wilson	04.02.16
15.1	Identify local representatives attending ETV stakeholder meeting, Edinburgh	Ingrid Gall	21.04.16
15.2	Request further breakdown of Highland and Island 999 call statistics to obtain figures for Shetland only.	Lindsay Tulloch	21.04.16

Community Safety & Resilience Board

Report Title:	Local Outcome Improvement Plan: Outcome C
Presented By:	Chief Inspector Lindsay Tulloch, Police Scotland

1.0	Overview/Introduction
1.1	This report is to recommend that members agree to establish a small officers working group to monitor the operational delivery of outcome C of Shetland's Local Outcome Improvement Plan (LOIP) on behalf of the Board.
2.0	Background Detail & Content
2.1	On 19 th November 2015 members were invited to take part in the final of a series of five Single Outcome Agreement (SOA) development workshops that had taken place over the second half of 2015, with the central purpose of identify priorities, action and outcomes for the new Local Outcome Improvement Plan (LOIP) which would, from 2016 onwards, be replacing the SOA.
2.2	<p>Unlike the workshops that had come before it, 'Safer and Stronger' was planned and delivered in collaboration with the Scottish Community Safety Network (SCSN) and was split into two sessions:</p> <p>2.2.1 The first, designed to draw out priorities that would form the basis of the Community Safety and Resilience Boards new strategic plan. Ref 2.6</p> <p>2.2.2 The second, designed to draw out high-level priorities that would form the basis for the LOIP 'Safer' outcome over the next four years.</p>
2.3	The outputs from the 'Safer and Stronger' workshop were fed back to the Board in the form of a draft LOIP section, which was circulated for comment in early 2016 ahead of the Shetland Partnership Annual Summit, which brought together delegates from across the Shetland Partnership, partner agencies and community groups to carry out Quality Assurance on the draft LOIP.
2.4	Outputs from the summit have been considered by Thematic Groups and the redrafted LOIP endorsed by the Shetland Partnership Board. The LOIP 2016-20 is attached at Appendix A for your information; outcome C, representing the LOIP key policy area 'Safer, Stronger' can be found on pages 24-27 of this document.
2.5	A total of 4 priorities and 14 actions are listed under outcome C. As strategic responsibility for this outcome sits with the CSRB, it is recommended that a small officers working group is established to monitor the operational delivery of these priorities and associated actions on the Board's behalf. The working group would sit underneath the CSRB and would provide

	regular progress reports to the Board as a standing agenda item.
2.6	An update in relation to the wider strategic plan will be shared with the Board later in the year.
3.0	Proposal/Expected Outcome
3.1	<p>It is recommended that:</p> <ul style="list-style-type: none"> • Members establish an officers working group to monitor the delivery of outcome C of the LOIP on behalf of the Board; • The working group be comprised of officers responsible for, or representatives of groups responsible for, actions listed under Outcome C; and • The working group be a sub-group of the Board and will provide regular progress reports as a standing agenda item.

For further information please contact:

Name: Lizzie Coutts, Project Officer, Community Planning & Development, SIC

Contact information:

E: lizzie.coutts@shetland.gov.uk

Date: 01/04/16

END

Outcome C

Shetland is a safe place to live for all our people, and we have strong, resilient and supportive communities

Priority	Actions	Timeline	Responsible Officer and/or Group
Keeping People Safe	Carry out an analysis to understand the increase in reported domestic abuse incidents and the drivers behind this for comparison against national rate	March 2017	Domestic Abuse Partnership
	As part of the Implementation of the revised Domestic Abuse Strategy (2017-22), undertake a review of the Domestic Abuse Partnership and its associated sub-groups to ensure that preventing gender based violence is resourced and supported jointly across the partnership	March 2017	Domestic Abuse Partnership
	Consider how to approach working with perpetrators, linking with work on Community Justice to reduce reoffending	March 2018	Domestic Abuse Partnership

	Deliver the Shetland Anti-Bullying Strategy, including the development of information and training on prejudice-based bullying and a relevant linked indicator	March 2018	Lindsay Tulloch, Shetland Together
Reduce the harm caused by alcohol	Reduce the harm caused by alcohol through the delivery of the Shetland Alcohol and Drugs Partnership strategic plan	March 2018	Shetland Alcohol & Drugs Partnership
	Refresh and deliver Drink Better Strategy and action plan	March 2017	Shetland Alcohol & Drugs Partnership
	Working with licensees & vendors , supporting and empowering them to refuse alcohol to drunk customers	March 2018	Community Safety and Resilience Board
	Continue support for OPEN Peer Education with Young people including input from Police Youth Volunteers	March 2018	Shetland Alcohol & Drugs Partnership
Improve Community Justice outcomes for those at risk of offending or reoffending, victims,	Deliver the Community Justice Transitional Plan	April 2017	Community Justice Partnership

families and communities	Identify and develop appropriate measures for Community Justice (i.e. reoffending, diversionary activities, community sentencing	April 2017	Community Justice Partnership
	Prioritise support for a campaign to reduce stigma in communities, developing community-based solutions in relation to Community Justice which support full participation, and improved outcomes for victims, persons who have been convicted of offences and their families'	April 2020	Community Justice Partnership
Build community resilience	Develop up to two community resilience plans as a pilot (linking with Community Forum / Localities work)	April 2017	Vaila Simpson, Shetland Islands Council
	Develop multi-agency approaches to identifying the most vulnerable people in communities and putting in place measures to prevent harm	March 2018	Billy Wilson, Scottish Fire and Rescue Service

	Carry out analysis of unintentional harm data (deaths, emergency hospital admissions, SFRS data, water safety incidents and A&E attendance data) to develop our understanding of this in Shetland and to link with the Building Safer Communities Programme	March 2018	Vaila Simpson, Shetland Islands Council
--	---	------------	---

Indicator (s) – linked to priorities				
Priority	Indicator	Baseline (with date)	2020 Target	Update Schedule
Keeping people safe	Domestic abuse reporting	Pending completion of action above	Pending completion of action above	Pending completion of action above
	Anti-bullying strategy indicator	Pending completion of action above	Pending completion of action above	Pending completion of action above
Reduce the harm caused by alcohol	No. of alcohol related A&E attendances	706 (2014/15)	Decrease by 20%	Annual data
	No. of problem drinkers	12.2% (2014/15)	10%	Annual data
Community Justice	Community Justice indicator	Pending completion of action above	Pending completion of action above	Pending completion of action above
Community Resilience	Unintentional Harm statistics	Pending completion of action above	Pending completion of action above	Pending completion of action above

Community Safety & Resilience Board

Report Title:	Premier Oil – Solan Field, West of Shetland
Presented By:	Resilience Advisor

1.0	Overview/Introduction
1.1	Premier Oil announced first oil from the Solan field, West of Shetland on 14 th April 2016.
1.2	Mr. Craig Matthew, Asset Manager and Iona Littlewood, Asset Environmental Advisor will provide a short presentation to the Community Safety & Resilience Board on 21 st April 2016.
2.0	Background Detail & Content
2.1	Premier Oil has a 100% operated interest in the Solan field, which operates under a Duty Holder arrangement with Aker Offshore Partner providing the Duty holder support services for Solan.
2.2	Premier Oil are an established operator in the UKCS and have mature operations, onshore office based in Kingswells outside Aberdeen, with established emergency response arrangements in place to support their Balmoral facility and ongoing drilling operations in the North Sea (Catcher Development and West of Shetland in support of Solan).
2.3	The result of this work is currently being developed into a Solan field tactical oil release plan (with expected conclusion in April 2016). In addition, due to the location of Solan, and the timeframe for response from the oil spill responder OSR based in Southampton, Premier have been in discussion with BP for some time and are in process of contracting BP for technical support and assistance, given their expertise and investment in response equipment on Shetland.
3.0	Proposal/Expected Outcome
3.1	That the Community Safety & Resilience Board will have an understanding of the work being carried out by Premier Oil in relation to the Solan field and also the Emergency Response plans in place.

For further information please contact:

Name: Ingrid Gall, Resilience Advisor, Emergency Planning & Resilience
 Contact Information: Ingrid.gall@sic.shetland.gov.uk
 Date: 14th April 2016

END

Community Safety & Resilience Board

Report Title:	Resilience Activity
Presented By:	Ingrid Gall, Resilience Advisor

1.0	Overview/Introduction
1.1	A brief of the activity currently being undertaken by Emergency Planning & Resilience which involves all departments and services across the Council together with other organisations in Shetland and on the Mainland.
2.0	Background Detail & Content
2.1	<p>EMERGENCY HELICOPTER LANDING SITE</p> <p>The works are complete. The EHLS was available to receive flights from 10th March 2016. It was used, for the first time, on 12th March 2016. The Pilot was very pleased with the site and found the green lighting around the landing area particularly useful. The Scottish Ambulance Service is satisfied with the approach for the ambulance. At the time of writing the site had been used four times for both daytime and night-time landings.</p>
2.2	<p>TRAINING</p> <p>A training matrix is attached at the end of the report which shows the current training arranged over the course of the year. This will be made available to Council staff and other organisations.</p>
2.3	<p>EXERCISES</p> <p>Exercise Fairlead, was a tabletop exercise designed to allow participants to practice and evaluate existing procedures as well as testing resources in handling a maritime incident at a Council operated port. This was run on 12th February 2016. All who attended found the exercise worthwhile and during the course of running the exercise a number of issues were identified which would benefit from further clarification.</p> <p>Exercise North Explorer (part 1 of 2) – An exercise held in Aberdeen to share knowledge of maritime incident response plans and related incident management structures was held on 3rd March 2016. This event consisted of a number of presentations from the MCA, the Deputy Secretary of State's Representative (SOSREP), a Counter Pollution Salvage Officer and the Maritime Accident Investigation Board. It illustrated the different requirements the responding organisations would have.</p> <p>17th March 2016 – Exercise North Explorer (part 2 of 2) – was also held in Aberdeen to test the onshore arrangements for responding to maritime incidents involving mass fatalities and supporting large numbers of people. The exercise illustrated the number of organisations who would be involved in responding to an incident of this type and also the logistics involved if it is in a remote area.</p>

2.4	FUTURE EXERCISES <p>There are a number of exercises planned and participation and observation is requested where appropriate.</p> <ul style="list-style-type: none"> • 3rd May 2016 – Shetland Gas Plant Control of Major Accident Hazards live evening exercise planned. • Exercise Cerebrus is a national exercise being held on 4th May 2016 at Tulliallan on the Mainland and is based on a rabies scenario. Representation from Shetland Islands Council will be from the Environmental Health team. • Sumburgh Airport is planning a live exercise for Sunday 12th June 2016 with an aircraft accident at sea. This will be a modular exercise with the first part involving the maritime rescue element. The second part will be held in 2017 and will involve the transportation of the casualties to the hospital and how they are received there. A third part, date unknown as yet, could involve the Care for People element. • The evening of 27th September 2016 will see a live exercise for Tingwall Airport, Exercise Shalder. • Late summer 2016 – Scatsta Live Exercise – no detail as yet. • Exercise Colonsay - TAQA Pipeline Live Exercise to test Interface between companies and responders – no further information has been received about this exercise.
3.0	Conclusions
3.1	This report provides a brief of the activity currently being undertaken by Emergency Planning & Resilience but which involves all departments and services across the Council together with other organisations in Shetland and on the Mainland.

For further information please contact:

Name: Ingrid Gall, Resilience Advisor, Emergency Planning & Resilience
 Contact Information: Ingrid.gall@sic.shetland.gov.uk
 Date: 14th April 2016

Training Matrix

Suggested Training:	Crisis Management - Decision Making Under Pressure	Crisis Management – Leading & Communicating
Training Provider:	Scottish Resilience & Development Service	Scottish Resilience & Development Service
Proposed Date/s:	1 day – 12-10-16	1 day – 15-02-17
Detail:	<p>Aim of the programme is to: develop situation awareness and decision making skills of resilience partners in a crisis situation</p> <p>Learning Outcomes: On completion of the programme, be able to: 1. Apply the process of situation awareness to information management in order to make effective decisions 2. Identify how to make effective decisions at the appropriate level in a multi-agency response 3. Demonstrate the ability to contribute to a resilience partnership multi-agency team</p>	<p>Aim of the programme is to: develop the leadership, team working and public communication skills of tactical and strategic managers in a crisis response.</p> <p>Learning Outcomes: On completion of the programme, be able to: 1. Demonstrate appropriate styles of leadership when collaborating in a resilience Partnership multi-agency team 2. Evaluate the benefits of public communications to an effective multi-agency response 3. Analyse the stressors impacting upon effective multi-agency response</p>

Community Safety & Resilience Board

Report Title - Performance Against Local Policing Plan 2014-2017.
Presented by –TCI Lindsay Tulloch- Area Commander, Shetland

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 1 April 2015–29 February 2016.

3.0 Public Consultation

- 3.1 The “Your View Counts” campaign will launch on the 7th April 2016. This is a new national consultation process that will inform local priorities.

Since 2013 members of the public have been consulted every year and the results, along with other analytical data have helped to determine the policing priorities for the year ahead – both nationally and locally.

The new digital survey will be available online and open all year round and is designed to be a simple and quick process allowing members of the community to take part when it suits them. The new process is designed to be inclusive and allow us to ensure that our priorities are on track with the views of our communities.

Over the coming months you will see publicity in relation to the campaign with the results being monitored and updated all year round.

Policing our Community. Tell us what’s important to you.
Scotland.police.uk/yourviewcounts.

4.0 Proposal/Expected Outcome

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

5.0 Risk Management Implications

- 5.1 Professional None.
- 5.2 Political 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.
- 5.3 Social/Demographics/Community/Customer/Stakeholder Issues 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.
- 5.4 Financial/Economical None
- 5.5 Legal None
- 5.6 Physical None
- 5.7 Contractual None
- 5.9 Technical None

For further information please contact:

Name: Temporary Chief Inspector Lindsay Tulloch (Area Commander) or Sergeant Judy Hill (Performance Support)

Contact information: lindsay.tulloch@scotland.pnn.police.uk –
judy.hill@scotland.pnn.police.uk

Date: 7 April 2016

Enclosure 1: Performance report against Policing Plan Objectives- April 2015-
December 2015

END

PERFORMANCE AGAINST SHETLAND ISLANDS LOCAL POLICING PLAN 2014/2017
April 2015 – February 2016

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 2014/15	YTD 2015/16	YTD Variation	Context/Narrative
Reduce the number of people killed on the roads in Shetland.	1 (Full year average)	3	1	-2	There were no fatal collisions in this reporting period.
Reduce the number of people seriously injured on the roads in Shetland.	4 (Full year average)	2	3	+1	
Reduce the number of children (aged<16) killed/seriously injured on the roads in Shetland.	0 (Full year average)	0	0	=	
Increase the number of people detected for drink/drug driving offences.	37.2	35	34	-1	Includes failure to provide a specimen.

Increase the number of people detected for speeding.	97.4	106	84	-22	In this reporting year, in the Highland & Islands area, the tactical approach being taken by the Division involves targeting speed, use of mobile phones whilst driving and seatbelts. It is encouraging to see the numbers decreasing in terms of speed but disappointing to see an increase in people using their mobile phones whilst driving and not wearing seatbelts, we know that if we can reduce speed, and ensure that people use their seatbelts and avoid the use of mobile phones whilst driving then they are less likely to be involved in a collision.
Increase the number of people detected for mobile phone offences.	22.0	17	30	+13	
Increase the number of people detected for seat belt offences.	44.0	32	47	+15	
Conduct a Driving Ambition Campaign at each of the High Schools within a 12 month period.	Driving Ambition was carried out in Anderson High School and Brae High School during September and October 2015. This programme is aimed at S5 and S6 pupils and includes inputs from Scottish Fire and Rescue Service, Scottish Ambulance Service, Shetland Islands Council Road Safety Officer and a mechanic. Feedback from pupils who have attended the events has been very positive.				
Participate in all Police Scotland Road Safety Campaigns.	In this reporting period the following campaigns have been ongoing: <ul style="list-style-type: none">- Brake National Road Safety Week- Road Safety Week 2015 was all about encouraging people to think about their car use and how they might 'drive less, live more'. The focus was on preventing death and serious injury, as well as celebrating the financial, health and environmental benefits of sustainable travel.- Festive Drink & Drug Drive Campaign-The Festive Drink/Drug Drive Initiative 2015 ran between Friday 4 December 2015 and Friday 1 January 2016. The campaign coincided with the first anniversary of the introduction of the lower drink drive limit in Scotland. This year's initiative focused on increasing the number of vehicles stopped and thereby increasing the likelihood of offenders being detected. Across the Highland and Islands Division during the initiative 834 negative tests were carried out. A total of 38 drivers were caught under the influence in the Division of which 6 were in the Shetland area.				
Trunk Road/Divisional Policing Units to conduct a targeted motorcycle campaign each Spring.	The Motorcycle campaign- Operation Zenith commenced on Friday 25 March 2016 and will run until 0700 hours Friday 30 September 2016. As in previous years the initiatives intention is to promote safe and responsible motorcycling, reduce casualties, raise awareness and the enforcement of legislation.				

PRIORITY 2 – The Supply, Abuse and Misuse of Drugs

Target	Baseline 5 Year Average	YTD 2014/15	YTD 2015/16	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.	A range of initiatives are taking place in schools. A working group has been set up with Shetland Alcohol and Drugs Partnership specifically in relation to New Psychoactive Substances. This group is looking at education and awareness raising including work with the media.				
Increase the number of offences reported for the supply or being concerned with the supply of drugs.	23.2	9	30	21	
Increase the number of detections by the 'Dogs against Drugs' assets.			55		In this reporting period 2,235 people have been scanned by the Drugs Dog at points of entry into Shetland. The dog has been deployed over 236 times within Shetland and there have been 6 detections with dog involvement. In addition to this the drugs dog and handler have carried out 13 educational visits and presented to over 260 people.

PRIORITY 3 – Protecting People

Target	Baseline 5 Year Average	YTD 2014/15	YTD 2015/16	YTD Variation	Context/Narrative
Increase in reporting of sexual crimes.	24.0	27	35	+8	
Meet the Police Scotland detection rate target for Sexual Crimes.	TARGET FOR 2015/16- 90%		74.3	-15.7	Small numbers of crimes affect this figure and a small number of detections can lead to a significant increase in detection rate.
Increase in reporting of domestic abuse incidents.		97	130	+33	
Meet the Police Scotland detection rate target for domestic abuse.	TARGET FOR 2015/16-82%		92.3%	+10.3%	
Increase in reporting of Hate crimes.		7	8	+1	
Meet the Police Scotland detection rate target for Hate crimes.	TARGET FOR 2015/16 – 90%		100.0%	+10%	
In support of the Shetland Community Safety Board play an active role in preventative initiatives and campaigns.	There is ongoing work in schools and communities in relation to safe internet use by young people. Also included is education and awareness raising relating to protection from Child Exploitation Online.				

PRIORITY 4 – Antisocial Behaviour and Alcohol Related Disorder

Target	Baseline 5 Year Average	YTD 2014/15	YTD 2015/16	YTD Variation	Context/Narrative
Licensed Premises Checks	2252 (Full year average)	2271	2503	+232	Without doubt by working collectively and constructively with licensees we are better placed to achieve our primary focus of keeping people safe. We have been working hard to ensure that visits are meaningful and our relationships with licensees are positive. *Figures as at 31 st March 2016
Conduct an annual test purchasing operation.	Plans are in place to conduct a Test Purchasing Operation in Shetland over the coming year.				
Contribute to the Antisocial Behaviour Working Group initiatives and campaigns.	Operation Notebook and Operation Respect are both well embedded in the Shetland Islands Area. These Operations provide a focus on tackling antisocial behaviour ensuring that offenders are robustly dealt with within a multi-agency setting resulting in fewer repeat victims.				
Reduce the number of Section 38 Criminal Justice and Licensing (Scotland) Act 2010 Offences.	141.0	97	144	+47	Threatening and Abusive Behaviour Crimes and Offences
Reduce the number of Breach of the Peace offences.	58.0	22	23	+1	
Reduce the occurrences of common assault	151.2	171	167	-4	
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.	There are currently no premises at Stage 3 in Operation Notebook. Continued positive multi-agency working has meant that identified issues are being resolved prior to escalation				

GPMS Classification: **NOT PROTECTIVELY MARKED**

Number of antisocial behaviour contracts in place.			2		
Reduce the incidents of vandalism	124.2	97	86	-11	Includes Malicious Mischief

GPMS Classification: **NOT PROTECTIVELY MARKED**

PRIORITY 5 – Emergency/Major Incident Response and Resilience

Target	Baseline 5 Year Average	YTD 2014/15	YTD 2015/16	YTD Variation	Context/Narrative
Annually review and exercise, in partnership with relevant partners, major incident/facility response plans.	Planning is in place for a number of exercises to be held over the coming year.				
Number of officers and staff, against an identified skills/training matrix, for dealing with a major incident.	All officers are completing familiarisation visits at the TOTAL Gas Plant and Sullom Voe over the coming months. In addition to this, officers at supervisory ranks are undertaking Police Incident Officer Training. This now forms part of the first line manager's course at the Scottish Police College.				
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, the council building at 20 Commercial Road will be available, however depending on the scale of the incident, the Town Hall with its IT infrastructure would be the fallback option.				

NOTE

Violence, Disorder & Antisocial Behaviour - Stop and Searches					
		Jun 2015 - Feb 2016	Jun 2015 - Feb 2016 (Positive)	Victims	% Change
20	Number of stop and searches conducted (total)	359	45		
21	Number of statutory stop and searches conducted	357	45		
22	Number of consensual stop and searches conducted	0	-		
23	Number of consensual stop and searches refused	0	-		
24	Number of seizures made	2	-		
<p>An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions.</p> <p>Management Information and data in respect of stop and search can be found on the Police Scotland website via http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication</p>					

Community Safety Board

Report Title:	Performance against the Local Fire & Rescue Plan for Shetland
Presented By:	Area Manager Billy Wilson, Local Senior Officer for Shetland

1.0	Overview/Introduction
1.1	To provide an update on performance against the SFRS Local Plan for the third quarter of 2015-16.
2.0	Background Detail & Content
2.1	The Quarterly Performance Report, attached as Appendix 1 to this report, reflects the performance outcomes outlined within the Fire and Rescue Plan for the Shetland Islands, and provides performance information for the period 1 October to 31 December 2015.
3.0	Proposal/Expected Outcome
3.1	Members note the Quarterly Performance report for the period 1 October 2015 to 31 December 2015; as outlined in section 2 of this report.
	For further information please contact: Name: Billy Wilson, Local Senior Officer for Shetland Contact information: 01463 227000. E-mail Billy.Wilson@firescotland.gov.uk Date: 20 November 2015
	END



Quarterly Performance Report

Quarter 3 2015-2016 (1 October to 31 December)



Shetland Islands Council



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

CONTENTS	PAGE
1 Introduction	3
2 Performance Summary	4
3 Progress on local fire & rescue plan priorities	
<i>Priority 1 – Local Risk Management and Preparedness</i>	5
<i>Priority 2 – All accidental dwelling fires</i>	9
<i>Priority 3 – All accidental fire casualties (fatal & non-fatal (incl p/s's))</i>	11
<i>Priority 4 – All deliberate fires</i>	12
<i>Priority 5 – Non domestic fires</i>	13
<i>Priority 6 – Special Service Casualties – All</i>	14
<i>Priority 7 – False Alarm – UFAs</i>	15
4. Glossary	16
5. Seasonal Community Safety Calendar 2015	17

INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within Shetland over the period Quarter 3 2015-2016, (1st October-31st December 2015).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes in the Shetland Islands by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland 2013.







The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.




The priorities contained within the Shetland Islands Local Fire and Rescue Plan 2014-2017 reflects the Community Planning Partnership & Single Outcome Agreement (SOA). The SOA includes a range of key themes focused on delivering improved outcomes for the communities in the Shetland Islands.

The aims of the Local Fire and Rescue Service in Shetland are to reduce deaths, injuries and damage to property from fires and other emergency events. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are most required, based on evidence.

Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

	Apr to (& incl.) Dec					RAG rating
Key performance indicator	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	7	13	11	5	11	
All accidental dwelling fire casualties (fatal & non-fatal)	1	3	1	0	2	
All deliberate fires	2	3	2	6	1	
Non domestic fires	6	5	4	16	3	
Special Service Casualties - All	3	11	6	7	7	
False Alarm - UFAs	54	53	54	65	47	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

Progress on local fire & rescue plan priorities

Priority 1 – Local Risk Management and Preparedness

Operational Risk Intelligence Gathering and Review

Operational Risk Intelligence is a key factor in safeguarding both Fire-fighter and Community safety. The Control of Major Accident Hazards is a series of regulations which control the activities on high risk use or storage of certain chemicals or compounds. All of the SFRS Site Specific Plans (SSPs) for sites on Shetland have been reviewed and are in place. These have now been updated and communicated to relevant personnel with the documents having been uploaded onto the onboard computer system on each fire engine.

These plans are being enhanced by the addition of digital mapping and three dimensional views of the sites to assist attending fire and rescue crews.

Major Incidents

Shetland staff prepares for major incidents through our contribution to the Shetland Emergency Planning Forum Executive and our joint training to deal with specific risks. During this reporting period Shetland Area staff have been working with operators Total, at the new Shetland Gas Plant, in preparation for the site going live and for a COMAH exercise.

Fire Appliance Availability

The following bar graphs indicate the operational availability of fire appliances across Shetland during October, November and December 2015. The lower half of each bar indicates the average day-time availability of a fire appliance from 8 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 8am 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.

To ensure Safe Systems of Work; SFRS policy stipulates that an appliance cannot mobilise with less than 4 suitably competent fire-fighters.

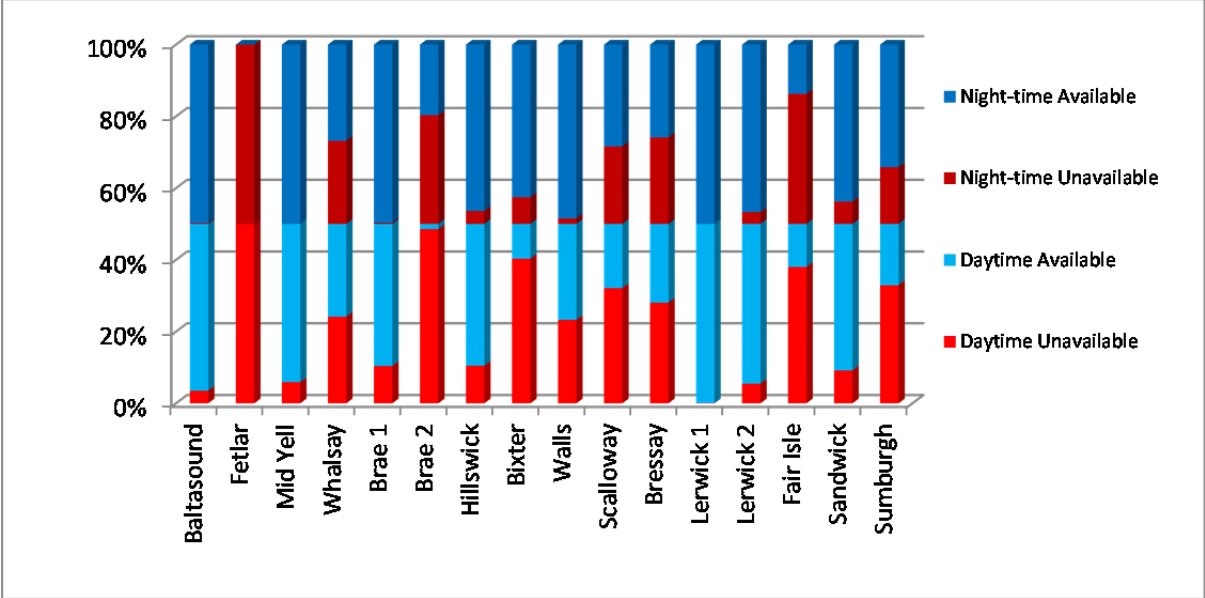
The key factor affecting appliance availability in Shetland is the low staff establishment at a number of stations, therefore as soon as any individual from a unit becomes unavailable, the appliance availability is affected.

As can be seen from the table below, this potentially can have the greatest impact on Brae, Sumburgh, Bressay, Bixter, Hillswick, Walls and Scalloway.

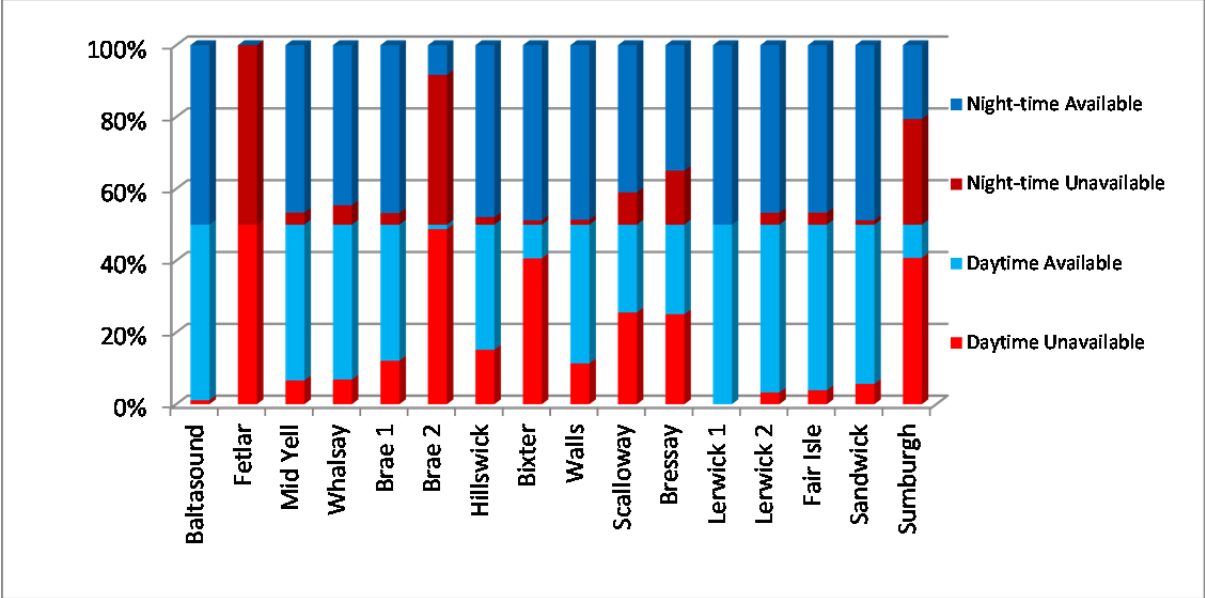
Maintaining 100% fire appliance availability at these stations is currently proving a challenge due to the station establishment numbers and firefighters main employment requirements, which takes personnel out with the station turnout area for periods of time.

Fetlar remains unavailable due to recruitment issues and low staffing levels. Work is still ongoing to try and remedy this problem, but with the limited pool of potential applicants on the island, it is a challenge for SFRS to attract people into the retained fire service. Shetland Area Staff will continue to work to find a solution to the recruitment challenges, by speaking to residents, associated groups and other partner agencies.

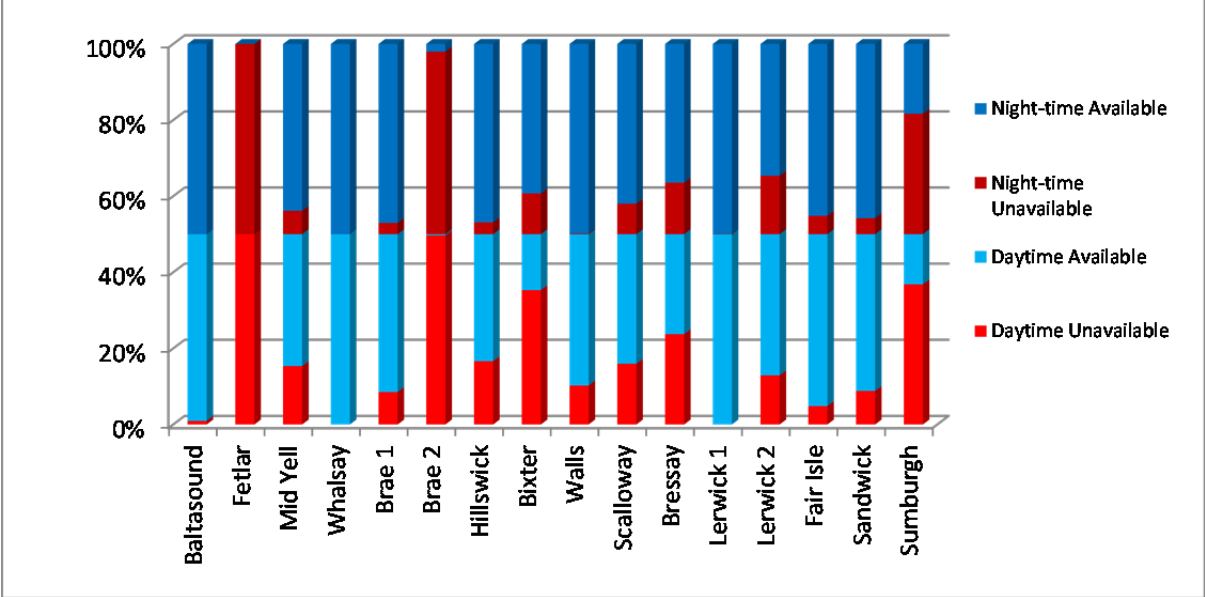
Fire Appliance Availability – October 2015



Fire Appliance Availability – November 2015



Fire Appliance Availability – December 2015



Fire Station Staffing & Recruitment

Historically recruitment within Shetland has been challenging. The Service is confident that improvements to the recruitment process will provide for a more positive experience for potential candidates and that this will have an overall impact on station crewing levels.

As part of this new approach, SFRS has engaged with Local Councillors, Community Councils and local media. We have also actively undertaken additional awareness by utilising banners and visiting households and businesses at local station level in an effort to encourage members of the community to join the service.

The change of focus by SFRS to a new recruitment process is starting to show improvements in station establishment figures within Shetland. During Q3, 9 new trainees have taken up their operational role at their respective stations.

It is encouraging to note the number of persons now applying to join the Retained Fire Service within Shetland. Area staff will continue to work with partner agencies, Community Councils and others in promoting the need for locally based retained firefighters.

Fire Station Staffing and Recruitment October to December 2015

Council Ward	Fire Station	Staffing Sept 2015	Staffing Dec 2015	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Baltasound	9	11	↗	12	-1	0
	Fetlar	3	1	↘	12	-11	0
	Mid Yell	10	9	↘	12	-3	0
	Whalsay	10	10	→	12	-2	0
Shetland North	Brae	8	8	→	20	-12	0
	Hillswick	7	7	→	12	-5	1
Shetland West	Bixter	7	6	↘	12	-6	0
	Walls	7	9	↗	12	-3	1
Shetland Central	Scalloway	7	8	↗	12	-4	1
Lerwick North & Lerwick South	Bressay	7	8	↗	12	-4	0
	Lerwick	19	22	↗	20	+2	0
Shetland South	Fair Isle	7	7	→	12	-5	1
	Sandwick	13	12	↘	12	0	0
	Sumburgh	7	7	→	12	-5	0

Priority 2 - Reduction of 'All accidental dwelling fires'

The tables below represent the number of accidental dwelling house fires that occurred in Shetland. Tolerances are set in context of the number of previous incidents by reporting period and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter, and whilst it is disappointing to note an increase in the quarter to date, each incident has been scrutinized.

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction.

Domestic Dwelling Fire Safety Partnership Working

Our local CSA continued to engage with partner organisations to help in driving down the risk from fire to those most vulnerable in the community.

Domestic Dwelling Fires

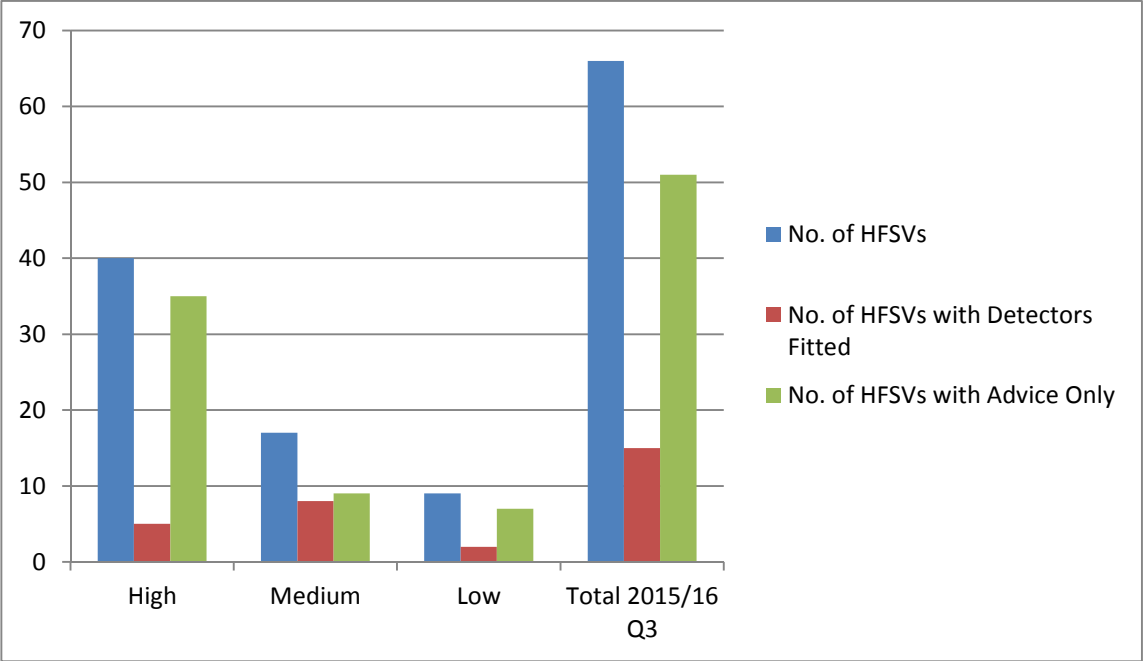
There has been an increase in accidental dwelling fires for the year to date total compared to 2014/15. This is mainly due to how the incidents are now being recorded by operational crews. Previously a response to a domestic alarm may have been recorded as, 'smoke alarm activated due to cooking fumes'. Depending on the circumstances with the food being cooked, personnel are now recording this as an accidental fire. This not only ensures that the incident is recorded correctly, but also ensures that appropriate fire risk reduction measures can be provided to the occupier by the CSA or RDS staff.

YTD ward ave. for Shetland Islands - 2	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	7	13	11	5	11	
North Isles (Shetland)	0	1	1	0	1	
Shetland North	2	0	1	1	2	
Shetland West	1	1	0	1	3	
Shetland Central	1	2	0	2	1	
Shetland South	1	5	1	0	1	
Lerwick North	0	3	3	1	1	
Lerwick South	2	1	5	0	2	

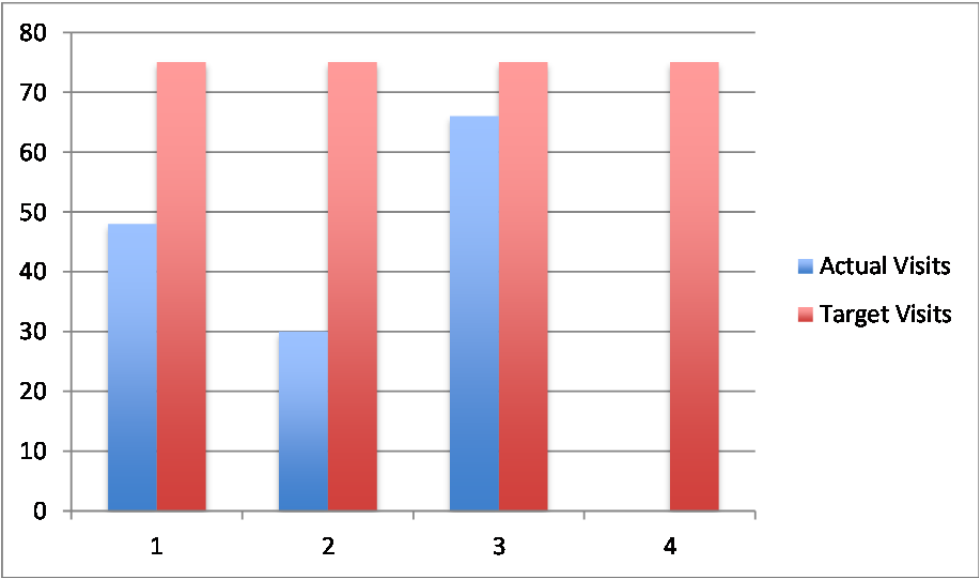
HFSV Total for Shetland Committee - 2015/16 Q3

CSET Risk

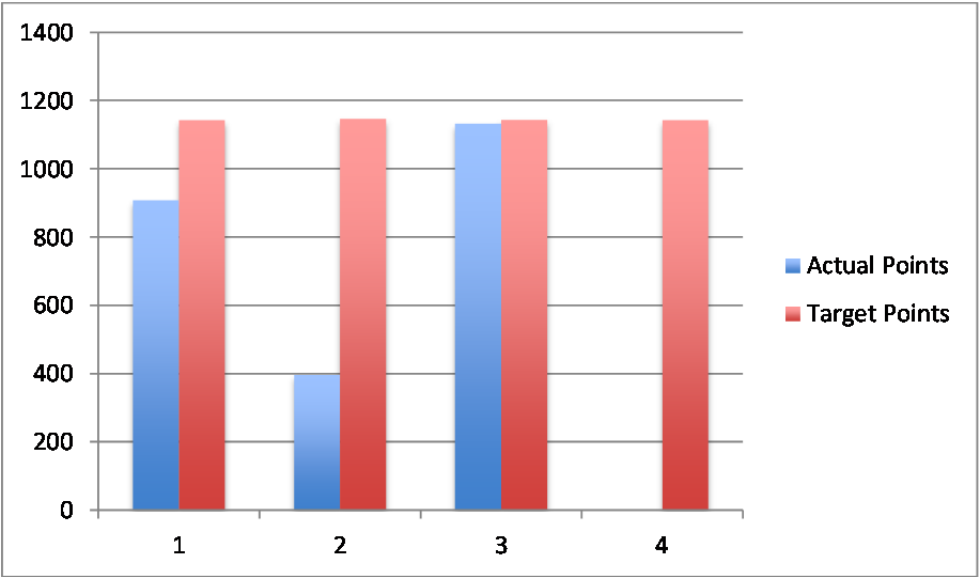
	High	Medium	Low	Total 2015/16 Q3
No. of HFSVs	40	17	9	66
No. of HFSVs with Detectors Fitted	5	8	2	15
No. of HFSVs with Advice Only	35	9	7	51



CSE QUARTERLY VISITS 2015/16



CSE QUARTERLY POINTS 2015/16



Priority 3 - Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))'

Home Fire Safety for Vulnerable Residents

The Shetland Community Safety Advocate and staff from P&P have continued to engage with our partners to target our work towards the most vulnerable in the community.

Home Fire Safety Visits

Q3 statistics show that a total of 144 Home Fire Safety Visits were undertaken during the first three quarters of 2015/16 giving a 48% visit rate. Visits have been undertaken by both operational staff and a dedicated Community Safety Advocate.

During the visits in Q3 (66 visits) a total of 15 smoke detectors were fitted to the properties.

The Service operates a dual approach to HFSV; gross number of visits and points risk rating. This ensures that those at highest risk from fire are targeted ahead of lower risk groups. The points to visit ratio has a target figure of 15, with a figure of 16.9 being achieved within Shetland. Although the overall HFSV rate is relatively low, the above target figure of 16.9 highlights that the most vulnerable persons are being provided with the necessary safety advice.

Due to the low HFSV percentage additional retained fire-fighters have been trained to carry out HFSVs within Shetland.

Home Fire Safety Education for Schools/Children

Operational staff at stations carried out visits to schools and other groups, where the fire safety message has been delivered.

Staff continue to use and become familiar with the Community Safety Engagement Toolkit, (CSET), which in addition to being a recording mechanism for these activities, tracks activity across the SFRS. Over time, this will allow for the sharing of community safety engagement good practice across Scotland.

YTD ward ave. for Shetland Islands - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	1	3	1	0	2	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	0	0	0	1	
Shetland West	1	0	0	0	0	
Shetland Central	0	1	0	0	0	
Shetland South	0	2	0	0	1	
Lerwick North	0	0	0	0	0	
Lerwick South	0	0	1	0	0	

Priority 4 - Reduction of 'All deliberate fires'

The data presented is for the first two months of the quarter. Subsequent data for December will follow in the full report.

The Shetland Community Safety Advocate has received the appropriate training to work with individuals who have, or may be identified as having, the potential to instigate a wilful fire-raising occurrence. Although this service has not been implemented within Shetland since 2010, it is available should a referral be received from any of our partner agencies.

If necessary, Area staff will continue to request the attendance of the Fire Investigation Unit from Aberdeen, if it is suspected that a fire is of a deliberate nature. This team work closely with Police Scotland to identify the cause of a fire and to identify any persons that may be involved in wilful fire-raising. The fire investigation team have visited Shetland on three occasions since the formation of the Scottish Fire and Rescue Service in

YTD ward ave. for Shetland Islands - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	2	3	2	6	1	
North Isles (Shetland)	0	0	0	1	0	
Shetland North	0	1	1	2	0	
Shetland West	0	0	0	0	1	
Shetland Central	2	0	1	0	0	
Shetland South	0	2	0	0	0	
Lerwick North	0	0	0	2	0	
Lerwick South	0	0	0	1	0	

Priority 5 - Reduction of 'Non domestic fires'

Legislative Fire Safety Enforcement Audits

The Service will continue to undertake Legislative fire safety audits which are managed by a Fire Safety Enforcement Team based in Inverness. Progress against the annual fire safety enforcement targets, set out in the prevention and protection plan, are indicated below. It is pleasing to note that the deployment of the Enforcement Team in this quarter has resulted in the achievement of the targets as set out in our Prevention and Protection Plan.

The team of FSEOs will continue to deliver the SFRS Fire Safety Enforcement Strategy through the auditing of all mandatory premises within the Shetland Islands area.

During Q3 total of 11 fire safety enforcement audits were undertaken in Shetland by the FSE team based in Inverness. This equates to a 82 % figure for the 2015/16 target figure.

Post Fire Audits

It is now SFRS policy that a post fire audit will be implemented following a fire in any building which is deemed to be a “relevant premises” under the Fire (Scotland) Act 2005. This examines whether the “duty holders” of the premises were adequately complying with their fire safety responsibilities.

YTD ward ave. for Shetland Islands - 0	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	6	5	4	16	3	
North Isles (Shetland)	1	1	2	1	0	
Shetland North	3	3	1	3	1	
Shetland West	1	0	0	0	0	
Shetland Central	1	0	0	2	0	
Shetland South	0	0	0	3	0	
Lerwick North	0	0	0	6	1	
Lerwick South	0	1	1	1	1	

Priority 6 - Reduction of 'Special Service Casualties - All'

Special Service incidents involves an operational response to a range of emergency activities including life critical road traffic collisions, flooding events, industrial accidents and in support of other emergency service colleagues at larger multi-agency non-fire related events.

The most common type of special service is as a result of a road traffic collision involving, in most cases, a response from all three emergency services. The Service is working in partnership with other emergency response colleagues and partner agencies.

Road safety activities in the area include e.g. Driving Ambition, which has a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland's Road Safety Framework to 2020.

Driving ambition days were undertaken by SFRS working in partnership with Police Scotland, SIC Road Safety Unit and local business. A total of 170 S5 pupils from Brae and Lerwick received the safety input from the different participating agencies.

In October SFRS, SIC Road Safety Unit and a local business carried out a tyre safety event at Lerwick Fire Station. This saw 43 vehicles being checked with 22 HFSV being requested by those attending the event.

Special service calls remain at a low level in comparison to national figures but we will not be complacent in our approach to enhancing the safety of our communities. Work will continue with our partners, especially in relation to road safety to reduce the risk to persons.

<http://www.scotland.gov.uk/Resource/Doc/286643/0087268.pdf>

YTD ward ave. for Shetland Islands - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	3	11	6	7	7	
North Isles (Shetland)	0	2	0	0	0	
Shetland North	1	4	4	5	4	
Shetland West	1	2	0	0	0	
Shetland Central	0	3	0	0	0	
Shetland South	1	0	2	1	2	
Lerwick North	0	0	0	0	0	
Lerwick South	0	0	0	1	1	

Priority 7 - Reduction of 'False Alarm - UFAs'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS). While we attended a decreased number of UFAS during Quarter 3, we continue to work closely with duty holders to reduce the number of UFAS events.

In addressing the number of UFAS incidents across Scotland, the Scottish Fire and Rescue Service (SFRS) introduced a national UFAS Reduction Procedure on 1 December 2014. The key aim of this procedure is the implementation of a standard management model to reduce the number of unwanted alarm signals across all areas of Scotland. This will be achieved in a number of ways:

- Working more closely with responsible 'duty holders' post UFAS events to review, and where appropriate, improve management arrangements within premises
- Effectively managing an appropriate response to repeat UFAS calls from known premises

SFRS recognises that high levels of Unwanted Fire Alarm Signals can have a significant impact on our staff and their full time employers. The recent appointment to the Prevention and Protection team based in Inverness will see the examination of this issue with the future development of plans to improve the overall picture in Shetland.

Lerwick still continues to have a high level of UFAS calls to commercial premises. Operational RDS staff continue to issue advice to the occupier at the time of attending the premises with additional steps having been taken to visit the premises at a later date by Prevention and Protection staff. This will hopefully allow the occupier of the most frequently attended properties to fully understand the implications of a continued response from SFRS. The SFRS UFAS policy will be implemented on offending properties, if deemed appropriate.

YTD ward ave. for Shetland Islands - 7	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Shetland Islands	54	53	54	65	47	
North Isles (Shetland)	0	0	2	2	2	
Shetland North	1	2	0	0	0	
Shetland West	0	0	0	1	0	
Shetland Central	6	0	5	4	2	
Shetland South	4	5	8	9	8	
Lerwick North	25	29	20	38	18	
Lerwick South	18	17	19	11	17	

4. Glossary

Primary Fire

Primary fires include all fires in non-derelict buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

Secondary Fires

Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

Accidental Dwelling Fires

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

Fire Fatality

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

Fire Casualty

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

Deliberate Fire

Fires where deliberate ignition is suspected.

Special Services

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding.

CPP

Community Planning Partnership.

SOA

Single Outcome Agreement.

RTC

Road Traffic Collision

UFAS

Unwanted Fire Alarm Signals

RDS

Retained Duty System – Staff who are employed on a retained (part time basis) and provide an emergency response within a local area

CRU

Community Response Unit – staff who provide a specific role within a local area e.g. attending RTC or Wildfire type incidents

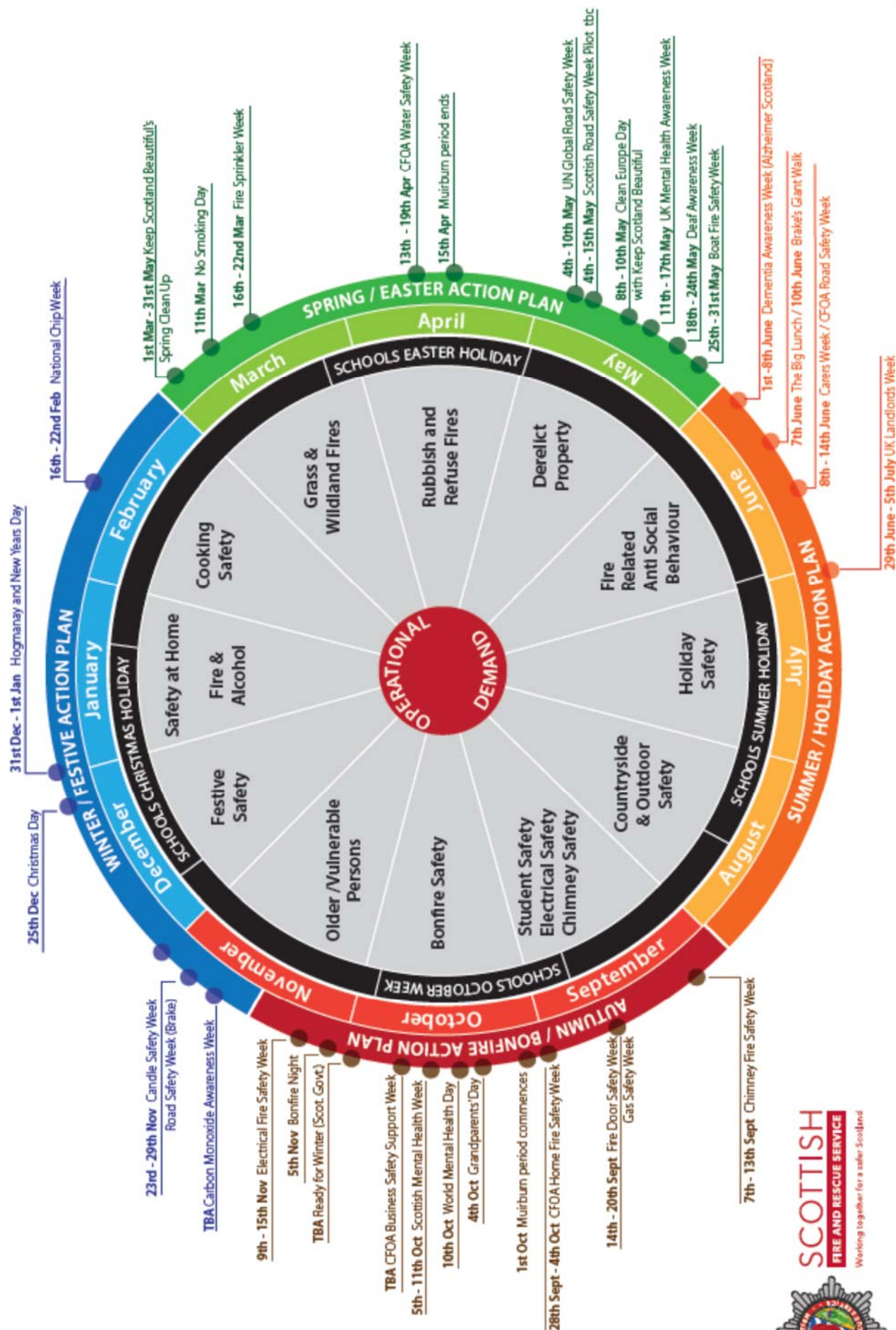
CFS

Community Fire Safety - CRU staff providing a local prevention and protection role and deliver fire safety advice and information

PDIR

Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire

Seasonal Community Safety Calendar 2015



Community Safety & Resilience Board

Report Title:	Performance against SAS Quality scorecard and Strategic Options framework
Presented By:	Andrew M Fuller, Divisional Head of Services North. (Shetland, Orkney & Western Isles)

1.0	Overview/Introduction
1.1	To provide an update on performance against the SAS quality scorecard and development of the strategic options framework
2.0	Background Detail & Content
2.1	The performance report attached details the performance against Nationally agreed targets for the Scottish Ambulance Service
3.0	Proposal/Expected Outcome
3.1	
4.0	Risk Management Implications
4.1	Professional
4.2	Political
4.3	Social/Demographics/Community/Customer/Stakeholder Issues
4.4	Financial/Economical
4.5	Legal
4.6	Physical
4.7	Contractual
4.8	Technical
5.0	Conclusions

For further information please contact:

Name: Andrew M Fuller, Divisional Head of Services (Islands), North.

Contact information: 01463 667799

E: afuller@nhs.net

Date: 04 April 2016

END



Scottish Ambulance Service

Shetland

Community Safety & Resilience Board May 2016

1.0 A&E Performance:

In **Shetland**, there has been an overall decrease of 36 (1.7%) incidents compared with the same period last year. **April - Feb 14/15, April – Feb 15/16**

- 0.4% Decrease (1) in Cat A Incidents
- 15 Cat A's less in performance this year as the same period last year
- 1.5% Decrease (9) in Cat B Incidents
- 25.9% Decrease (28) in Cat C Incidents
- 13.8% Decrease (150) in Urgent Incidents
- 143.4% Increase (152) in Routine incidents

However over the last three years there has been a steady increase in the overall incident count:

The location of incidents on Shetland can extend response times. Work is ongoing to increase community first responder and emergency responder schemes.

The North Division Management team are continuing to work with internal and external stakeholders to discuss ways to address demand particularly around urgent and routine work and to continue to explore alternative pathways of care. Any increase in urgent and routine work directly impacts on our availability for Cat A life threatening calls

Call category	2013/14	2014/15	2015/16 YTD (predicted)
Cat A	243	282	252
Cat B	596	638	575
Cat C	112	114	80
Urgent	788	1188	937
Routine	49	116	258
Total	1838	2338	2102 (2778)

1.1 Actions being taken to improve the YTD Cat A Performance

Sector	YTD	Last Year
Shetland	100%	53.4%
Target 75%		

- Continue to review shift patterns.
- Progress with new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continue to support the use of Community Paramedics to increase see and treat and reduce inappropriate admissions to hospital.
- Continue to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available. Discussion through Ambulance liaison group.

1.2 Cat A Cardiac Arrest Performance

Sector	YTD	Last Year	Comment
Shetland arrival within 8 mins	38.9%	76.9%	Target 80% YTD figure only 3 months so far with cardiac arrests one at 33% two at 100%
Return of Spontaneous Circulation (ROSC)	20.0%	16.7%	Target 20%
VF/VT ROSC	25.0%	No figure	Target 30%

The reasons for YTD Cat A Cardiac Arrest Performance are outlined in the Cat A Performance section.

1.3 Actions being taken to improve the YTD Cat A Cardiac Arrest Performance

- As outlined in the Cat A Performance Section
- Developing new community first responder schemes and working with local communities to install Public Access defibrillators and map these onto the C3 System
- Targeting another resource to attend all Cardiac Arrest calls as well as the initial response

1.4 Cat B Performance

Sector	YTD	Last Year
Shetland target 95%	67.1%	73.4%

The reasons for YTD Cat B Performance are outlined in the Cat A Performance Section and also include

- Increase in A&E Demand
- Changes to Key Performance Indicators (KPIs) for responding to Cat B Calls from 21 minutes during 2011/12 to 19 minutes from 2012/13 has had an impact on Cat B Performance in the North Division
- The continual increase on demand

1.5 Actions being taken to improve the Cat B Performance Target

- Implementing revised shift patterns
- Progressing new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS A&E Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continuing to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop Falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available
- Working to improve service delivery through See and Treat figures

1.6 Hyper Acute Stroke to Hospital < 60 mins

Sector	YTD	Last Year
Shetland	75.0%	100%
80% Target to hospital in <60 mins		

1.7 Actions being taken to improve the YTD Hyper Acute Stroke to Hospital < 60 mins Performance

- As outlined in the Cat A Performance Section
- Crews to take less time at location if they can achieve getting the patient to hospital within 1 hour from the call.
- Return from call under blue lights to hospital.
- Profession to profession support

SAS Context

- 888,000 calls to ACC = 686,500 ambulance responses
- Typical response outcome:
 - 2 patients in every 10 are life threateningly ill and/or injured
 - 1 patient is seriously unwell
 - 6 patients have an exacerbation of an existing condition or minor injury/illness
 - 1 patient will not require or will refuse assistance
- Current Model
 - Circa 30% of SAS responses require hospital A&E
 - Circa 80% end up there! (83.9% in Shetland)

2.0 SAS/NHSS Liaison Group

2.1 Background

Our clinical partnership working between the Scottish Ambulance Service and NHSS is an integral part of the health service activity on Shetland. Before the Ambulance Liaison Group was set up the discussions between NHS Shetland and SAS were undertaken at a front line level and through a Commissioning team route. It was decided to try and widen the involvement of other stakeholders to ensure that discussions and decisions were as representative as possible, and were able to be fed back into the governance structures of

both organisations. The Ambulance Liaison Group started meeting monthly from September 2012.

2.2 Membership and roles on group

Chaired by Andy Fuller SAS Head of services for the Islands the group consists of representatives from both NHSS and SAS.

2.3 Key pieces of work undertaken or supported so far

2.3.1 Landing lights on Outer Isles

Following an incident on an outer isle where there was a delay evacuating a patient overnight SAS undertook a full review of landing lights on outer island landing sites. Although the Coastguard, in an emergency, can fly under Search and Rescue (SAR) rules and land anywhere they deem safe, JIGSAW (a subcontracted service medical helicopter service) cannot fly under SAR rules (unless it is specifically acting as a SAR resource) and so could not land in darkness on a landing site without proper lights. This meant that for urgent cases that didn't meet Coastguard emergency criteria, options for evacuation overnight were limited, and sometimes led to delays for the patient.

All the landing site surveys have been now completed by SAS and procedures are in place to light them at night so now patients needing urgent evacuation overnight from the outer isles have an improved service as the JIGSAW resource can also be used.

2.4 Memorandum of Understanding

Medical evacuation from the outer isles is co-ordinated by the SAS Air Desk. There are occasions when medical evacuation is needed for a patient who is 'walking wounded' but there is no scheduled transport service in an acceptable time frame. A Memorandum of Understanding has been agreed locally whereby the SAS can charter the Islander plane to collect such a patient to avoid the unnecessary use of the Coastguard helicopter. This ensures that the Coastguard helicopter is not tied up unnecessarily and is also a much cheaper option for transfer.

2.5 Air Evacuation flow chart

Ordering an Air Ambulance has historically been a complex process. SAS have put considerable resource into agreeing a flowchart for medical evacuation which covers routine, urgent and emergency categories. This work has included agreeing an enhanced set of situations that JIGSAW can be used for and improving clarity on how to order an air ambulance for transfer in from the outer isles and how to update the Air Desk if the patient's condition changes. This flow chart has been signed off by the Ambulance Liaison Group and has now been implemented. The flowchart covers all steps for both SAS Air Desk staff and requesting clinicians and is expected to resolve a number of issues that have been identified through incidents reported to the group.

2.6 Outer Isles Standard operating procedures

Calls to the Air Desk are unlikely to be handled by anyone with firsthand knowledge of Shetland geography and landing site arrangements. SAS have undertaken a piece of work to update the guidance for the Air Desk staff on the arrangements and specific issues for each of our outer islands. In conjunction with the Air Evacuation Flow Chart this will provide the Air

desk staff with the most up-to-date and detailed knowledge they need to plan air evacuations from the islands. This information has been provided by staff on the outer isles and is now in use.

2.7 Reviewing Ambulance Liaison incidents

Both SAS and NHS Shetland have an incident reporting system and some incidents which are reported involved the other organisation and so require some partnership investigation and learning. The Ambulance Liaison group have overseen the investigation and outcome of a number of incidents since it started and the group has proved a useful forum to discuss incidents in detail and agree learning outcomes.

3.0 Shared Governance

The Ambulance Liaison meeting allows both organisations to look at governance issues that cross the boundary between them.

Liaison incidents can be raised by either organisation and are investigated by one or both of them, depending on the circumstances. The investigation reports are then reviewed by the group and learning and actions identified. An ongoing Action Log monitors the progress of actions arising from incident investigations.

4.0 Ambulance Liaison Incidents

4.1 Changes/ outcomes from these incident reviews include:

- Shared understanding where there has been a poor patient journey so we can learn and improve.
- The agreement on the Air Evacuation Flow Chart
- Completed landing light surveys on the outer islands and protocols implemented.
- Resolution of equipment issues.
- Making sure that all the air ambulance staff in Shetland knows who they can talk to about timings and delays.
- Audit of delays at Aberdeen has not identified a pattern. All staff knows how to upgrade calls if deteriorating patient. SAS looking at introducing a category of request for onward transfer to minimise delays.
- Re-issued guidance on when mothers can fly, and what documentation they need.

4.2 Current Actions from the Group:

- Discussions to invite a lay person onto the group
- SAS National team proposals to standardise all contractors training and Education
- Island specific ambulances delivered to Skerries and Fetlar for SAS/NHSS use
- Ongoing training and development of the retained service with new members in the recruitment process

5.0 Outer Islands SOF Update:

<p>Fetlar</p> <p>Basic Spec 4x4 VW Caravelle (A shared resource with NHS Shetland is now in place, this will serve as patient transport/mobile clinic/nurse transport).</p>	<p>2 recruits were trained to FPOS Basic April 7th 2014 Visited on 15/7/14 & 26/8/14 carried out some Moving & Handling, driving assessments and completed a refresher session for them. Also undertook training and driving assessments with 4 new recruits 23-25th March Unfortunately one of the "new" recruits has resigned due to getting a full time job in Unst.</p>
<p>Skerries</p> <p>Basic Spec 4x4 VW Caravelle (A shared resource with NHS Shetland is now in place, this will serve as patient transport/mobile clinic/nurse transport).</p>	<p>We have a team of 5 here, and training is complete. They have been trained and Completed Driving assessments with all 5 plus some Moving & Handling, infection control, entonox and FPOS Intermediate</p> <p>Delivered. A refresher was completed on the 11th June 2015 PS gave Nurse familiarisation session on IBEX chair as they have had a vehicle swap (Nov 15) Next refresher Dec 15</p>
<p>Unst</p> <p>A&E Spec 4x4 VW Caravelle</p>	<p>A team of 8 working Revisited in Jan 2015 delivered more training assessed 3 for fpos BASIC. Scenario run with the team and GP</p> <p>July 2015 – Met with 5 of the team for a refresher Refresher due in Feb 16 Plans are well established to garage the Ambulance in the Fire station at Baltasound</p>
<p>Whalsay</p> <p>A&E Spec 4x4 VW Caravelle</p>	<p>A Contractor scheme with a pool of 7 volunteers and a coordinator. The existing team are trained to FPOS intermediate. They have completed Moving and Handling, driving assessments and Infection control. NP delivered a refresher session 3/2/15 Have been trained to use Entonox <u>Were given Paper datix forms sept 2013</u></p> <p>Refresher training completed in Dec 2015 including a M&H refresher</p>
<p>Yell</p> <p>A&E Spec 4x4 VW Caravelle</p>	<p>A Contractor scheme with 5 volunteers The team are trained to FPOS intermediate or the equivalent. Two new recruits were trained to FPOS intermediate in December. They also completed Driving assessments and M&H plus infection control BH delivered a refresher session 8/12/14 Refresher delivered 7/7/15 Currently due a refresher</p>
<p>Foula</p>	<p>We intend a joint visit to Foula and contact the Community Council at the earliest opportunity.</p>
<p>Fair Isle</p>	<p>We intend a joint visit to Fair Isle and contact the</p>

	Community Council at the earliest opportunity.
Bressay	Advertised locally for recruits with one person to date expressing an interest. Utilising local newsletter to advertise.

5.1 Retained

The retained team in Lerwick are undergoing training we have two that have completed their GCU initial training and are now on station to complete their mentored hours and practice placements. We have a further three students that are completing SVQ level 3 and are ready to take up SVQ level 4 at the beginning of April 2016 which when completed will be equivalent to technician level

5.2 West Mainland – Aith

There is an intention to set up a community responder scheme in west Mainland and we have a couple of contacts that the team intend to follow up.

6.0 PTS (Patient Transport Service)

One part time Vacancy in Shetland

The North Division Scheduled Care Delivery Team meets regularly on a six weekly basis to review performance against the agreed North Scheduled Care Action Plan.

Only patients with a clinical need for ambulance assistance will be conveyed by the SAS.

Shetland Health Board Sector Comparison

	Demand		Difference	
	Period 1 - 01/04/2015 - 29/01/2016	Period 2 - 02/04/2014 - 30/01/2015	Demand	Demand Variance
Registered Journey Count	802	566	236	41.70%
Journey Count	642	396	246	62.12%
Medical Escort Count	11	24	-13	-54.17%
Relative Escort Count	23	38	-15	-39.47%
Cancel Count	160	170	-10	-5.88%
Abort Count	18	12	6	50.00%
W (C)	0	20	-20	-100.00%
W1, WT1, WC1 (C1)	518	231	287	124.24%
W2, WT2, WC2 (C2)	75	82	-7	-8.54%

Stretcher	49	63	-14	-22.22%
A&E				
Admission	1	7	-6	-85.71%
Day Patient				
Discharge	144	143	1	0.70%
House to House Transfer	5	4	1	25.00%
Out Patient	479	229	250	109.17%
Transfer	13	13	0	0.00%

Although Shetland has a low number of requests for the service the large area in which the ambulance covers has its own challenges. The vehicle is responsible not only for servicing mainland Shetland it also covers the small islands involving ferry trips.

As we are seeing with many other areas there have seen a complete reduction in W Category with significant increases in assistance from one.

Like Orkney, Shetland too is experiencing increases in Outpatient activity and demand which is not in line with the national framework where reductions were expected. This will continue to be monitored and explored with the Health Boards.

Staffing has been challenging in terms of vacancies and sickness absence, however this is now improving due to the qualifying of two new Technicians. This position has allows improved allowing redirection of ACA staff from Urgent Tier to PTS duties. Small increase in the number of renal patients which was discussed at a recent liaison group meeting in terms of eligibility etc. It is anticipated that further recruitment for PTS will be required once the A&E staffing budget is realigned.

6.1 Punctuality for Pickup for Appointment

Sector	YTD	Last Year
Shetland 75% Target	88.4%	81.4%

6.2 PTS Punctuality for Pickup after Appointment

Sector	YTD	Last Year
Shetland 80% Target	97.5%	96.5%

The reasons for PTS Punctuality for Pickup after appointment

- Patients requiring to be picked up from outpatient clinics with different outpatient appointments finishing at different times impacting on the pick up after appointment time

Actions being taken to improve

- AutoPlan and Shift Reviews, Working with Health Boards to streamline outpatient appointment time processes

6.3 PTS SAS Cancelled No Resource

Sector	YTD	Last Year
Shetland Target <= 0.5%	5.4%	6.7%

The reasons for PTS SAS Cancelled No Resource

- Accepting all bookings and having to cancel journeys 24 hours prior to appointment time due to lack of resources
- Limited resources with sickness or leave having an impact on capability

Actions being taken to improve

- Fill vacant PTS Posts, Reviewing & Monitor Sickness / Absence levels, Different ways of working and engaging with Health Boards around appointment times, Working with alternative transport providers for patients who do not meet the Patient Needs Assessment (PNA) freeing up capacity for patients that do meet the PNA

Contacts:

Andrew M Fuller Divisional Head of Services

Malcolm Macleod Area Service Manager, Islands

Peter Smith Paramedic Team Leader, Lerwick

Appendix 1

Glossary

Emergency Calls

Category A – Life threatening call response Target of 8 Minutes for 75% of calls

Category B – Emergency call response target of 19 minutes for 95% of calls

Category C – Emergency call that could be responded to in a given timeframe or passed to another service provider i.e. NHS24

Urgent Call - Unplanned call from NHS 24, Doctor, midwife that has a timescale for admission to hospital. 91% target

Routine Calls- Are on the boundary between A&E and PTS operations. They include non-urgent transport for patients who require paramedic intervention en-route and patients who could travel by PTV but for unusual factors. Future bookings and retrievals are often planned using Routine Calls.

Scheduled Care – PTS

Punctuality for appointment at hospital - Target 75%

Punctuality after appointment (uplift) - Target 80%

Journeys cancelled - Target <0.5%

The categories are:

W - The patient can walk unaided and requires no assistance.

W1 - The patient can walk and requires steadying assistance only.

W2 - The patient can walk and requires the assistance of two crew members.

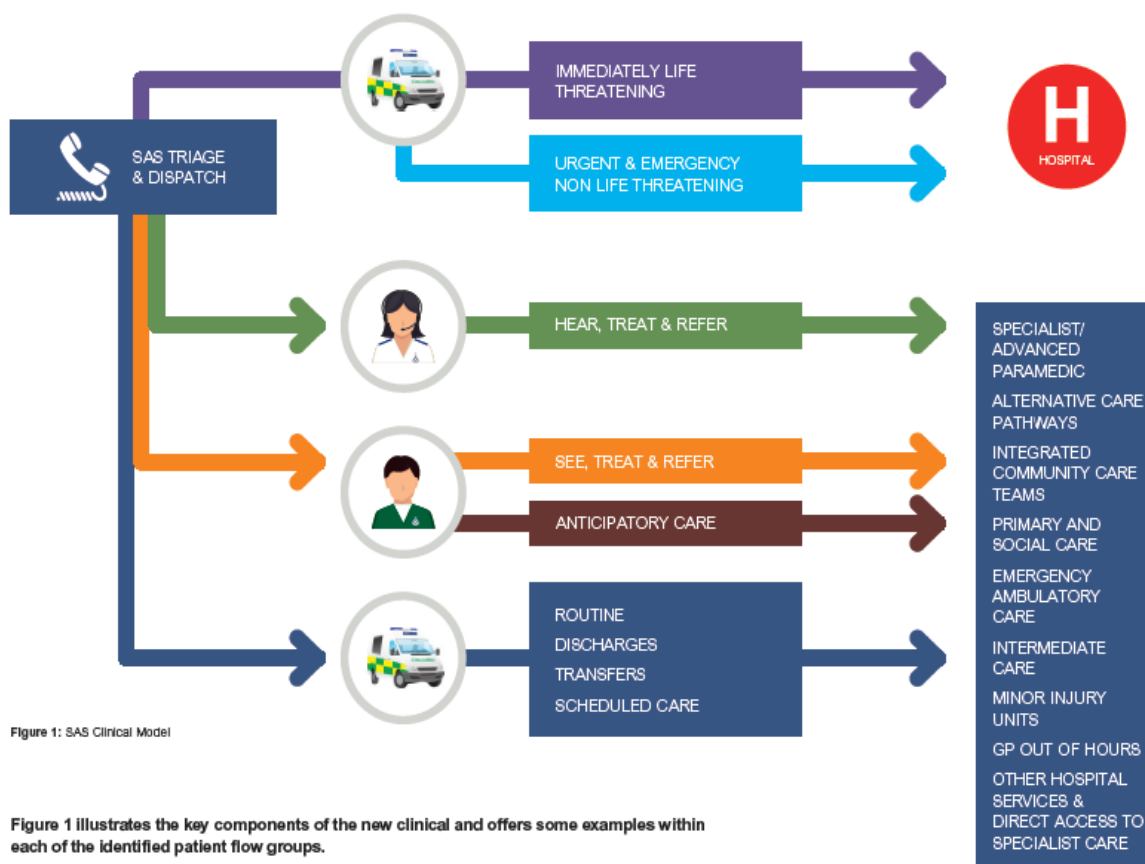
WT1 - The patient has their own wheelchair but can transfer to a seat with minimal assistance. There is suitable access at their home and requires the assistance of a single crew member only.



WT2 - The patient has their own wheelchair and requires the assistance of two crew members to transfer to/from the vehicle.

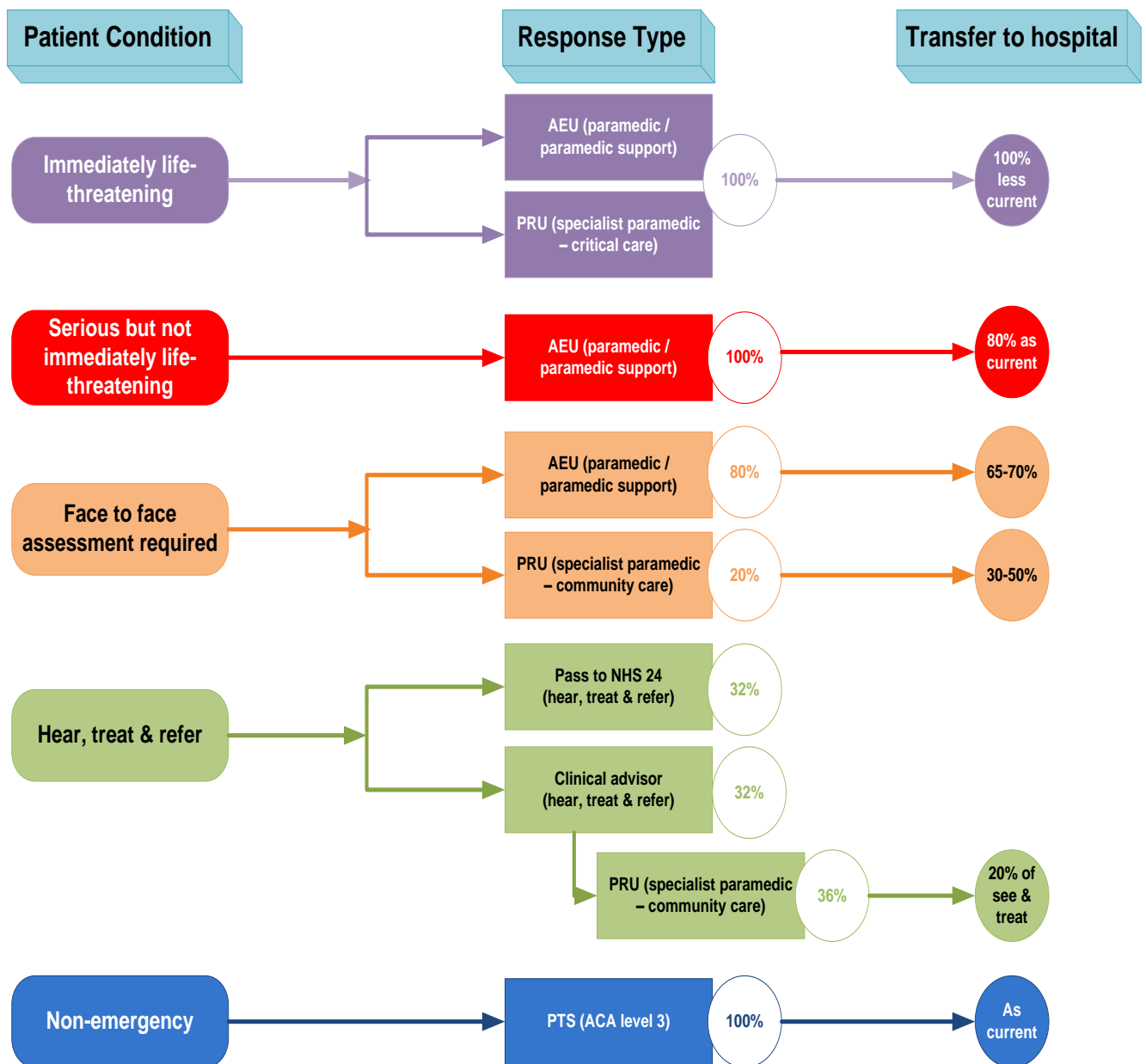
WC1- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. There is suitable access at their home and they require the assistance of a single crew member.

WC2- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. Access at their home and/or their condition requires the need of a two crew members.

SAS Clinical Model



 Scottish Ambulance Service <i>Taking Care to the Patient</i>  'Taking Care to the Patient' The Response Model		
Patient Flows	Acuity	Response/skills
Immediately Life Threatening	Immediately life threatening 8 minute response	Paramedic/Specialist paramedic Conveying resource
Serious but not Immediately Life-Threatening	Time-critical Urgent GP admissions and hospital transfers	Conveying resource Paramedic plus support
See, Treat & Refer	Non time-critical Face-to-face assessment	Specialist paramedic/Paramedic Enhanced minor injury/illness
Hear, Treat & Refer	Low acuity 999 calls Calls passed to NHS24	Clinical advisor in Ambulance Control Centres Paramedic level
Non-Emergency	Scheduled care Low acuity urgent-discharge/transfers	Conveying resource Enhanced Ambulance Care Assistant, Basic Life Support, oxygen, Automated External Defibrillator



**Shetland Alcohol & Drugs Partnership
Community Safety Board Briefing Note**

Issue/Topic:	Shetland Alcohol and Drug Partnership
Author:	Karen Smith
Date of meeting:	07.04.16

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:

SADP is a multi-agency group that meets every second month to advise on strategic matters relating to alcohol and drug use in Shetland. The Forum is the operational group that meets every second month also and advises SADP on current trends etc.

Current Situation:

SADP held an emergency meeting on 07.04.16 to ensure service provision had not been affected by the recent closure of a voluntary sector provider.

The Substance Misuse Recovery Service (SMRS) was able to reassure members that the elements of service affected i.e. needle exchange, drop-in were being provided with no break in service. The needle exchange is being offered via the Community Pharmacy and the drop-in from the Salvation Army premises.

Members were informed that the young person's service needs to be re-provided. Members of SADP expressed support for the work being undertaken by the SMRS and proposals with regard to the reprovisioning of a young people's service.

Key Considerations:

Members recognise with any change in provision there is the possibility of service users dropping out of service. Consideration needs to be given that there may be demands on different service providers during the change process i.e. Police, A&E

Conclusions:

SADP members can state with no ambiguity that all services for adults with alcohol and/or drug use issues are adequately in place in Shetland and that the service for young people will be re-provided as a priority.

**Adult Support & Protection Committee
Community Safety Board Briefing Note**

Issue/Topic:	Adult Protection
Author:	Kate Gabb
Date of meeting:	21 April 2016

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:

Shetland Adult Protection Committee met in January 2016 and again on the 15th April 2016.

Current Situation:

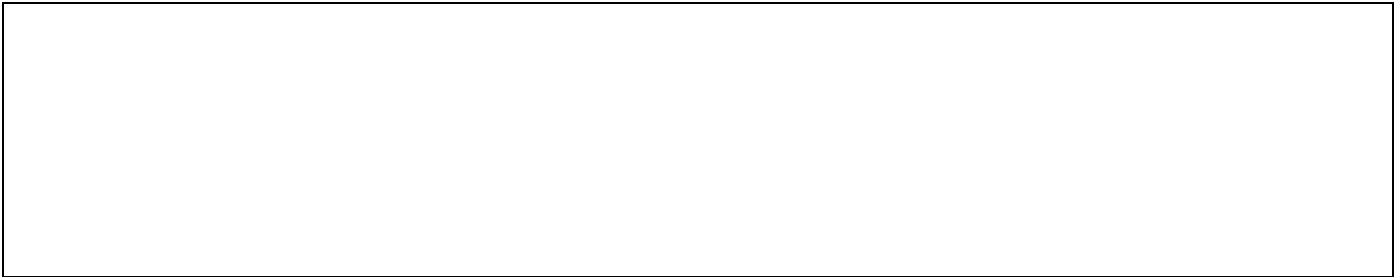
Current work for APC includes

- Finalising new Adult Protection Procedures- there has been a delay in getting these finalised due to the requirement to update data sharing agreements but we hope to have this completed in May 2016
- Responding to recommendations in the Inspection of Services for older people about improving risk assessments and also improving QA of social work processes
- Working with carers and service users to raise awareness of adult protection
- Working to improve information sharing about financial abuse- new section on the www.safershetland.com website re financial harm to vulnerable adults

Key Considerations:

A draft Anti-Bullying policy that covers children young people and adults' has been written and circulated widely for comment. A final draft will be on the agenda for a future Community Safety Board so members are fully aware of this initiative and further information will follow.

Conclusions:



**Child Protection Committee
Community Safety Board Briefing Note**

Issue/Topic:	Child Protection Committee
Author:	Kate Gabb
Date of meeting:	21 April 2016

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:

Child Protection Committee met in December 2016 and is due to meet on 26th April

Current Situation:

Current work for CPC includes

- Working with the wider Childrens services to implement the action plan from the 2015 inspection and quality assure child protection processes
- Revising and delivering e learning, Level 2 and Level 3 child protection training
- Raising awareness of child sexual exploitation- workshops to be delivered on 20th June 2016

Key Considerations:

For information Chief Inspector Lindsay Tulloch has taken over as Chair of CPC.

Conclusions:

**Road Safety Advisory Panel
Community Safety Board Briefing Note**

Issue/Topic:	New constitution for the Road Safety Advisory Panel
Author:	Dave Coupe
Date of meeting:	CSRB meeting 21 April 2016

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:

Road Safety was moved from Safety and Risk to the Roads Service. This better facilitates an integrated approach to Road safety as both the education and engineering solutions now sit together in one service.

Following this move however it was deemed necessary to look at the constitution, to update it and provide a new more focused constitution.

Current Situation:

The new constitution was created and the Road Safety Advisory panel met on the 5th April for the first time under its new constitution, having not met for some time previously.

Key Considerations:

Given the importance to the community of road safety, the new constitution should facilitate a more strategic view by the RSAP, to promote the three themes to road safety, and a more integrated approach from its partners.

The Road Safety Themes are:

- Education
- Engineering solutions
- Enforcement

Conclusions:

Given the importance of this subject to the community it was considered to be appropriate to share the RSAP minutes with the CSRB. *Attached in Appendix 1.*

Future RSAP meeting will therefore be held to meet with the cycle of the CSRB.



Minutes of the Road Safety Advisory Panel

Tuesday 5th April at 10.00am

Council Chamber, Town Hall, Lerwick

Present

Councillor Steven Coutts	Shetland Islands Council (Chair)
Councillor Michael Stout	Shetland Islands Council
Councillor Alistair Couper	Shetland Islands Council
Councillor V Wishart	Shetland Islands Council
D Coupe	Executive Manager, Roads Service
E Skinley	Road Safety Officer
C Gair	Traffic and Road Safety Engineer
P Mogridge	Transport, Policy & Projects Officer
L Tulloch	Police Scotland
D Livitt	Police Scotland
P Nicolson	Infrastructure Services

Apologies

Delegate	NHS Shetland
M Murray	Fire and Rescue Services
S Thompson	Shetland Islands Council
M Craigie	Shetland Islands Council

1. Welcome and Apologies

- 1.1 Steven welcomed everyone to the meeting explained the changes to the constitution and attendees, the apologies were noted.

2. Minutes and Matters Arising

- 2.1 The minutes from the meeting held on 11th June 2015 were approved

3. Road Safety Updates

Elaine gave an update on Road Safety over the past year:

Play on Pedals (PoP) bikes – Cycling Scotland awarded SIC £2,700 to set up a PoP scheme in Shetland. 30 balance bikes and 5 pedal bikes were bought to lend out to nurseries across Shetland. 16 staff have been trained to use these bikes in nurseries and early years establishments across Shetland. It is hoped to train more staff once the trainers have attended a second training day to be set up by Cycling Scotland.

The Child Car Seat Clinic was held in Tesco's car park on 30th June 2015, 35 car seats were checked in 24 cars. 16 were fitted correctly (46%) and 19 were fitted incorrectly (54%). This did see a reduction from 2014 but was still worrying. Michael

suggested that there should be publicity about this as the public were probably not aware about the statistics; a Shetland Times or Radio Shetland piece would be considered. Elaine would be visiting playgroups, Nurseries and Mother and toddler groups to promote car seat safety. Colin said that local retailers that supplied car seats used to have an expert to give advice on car seat fitting.

Shetland Shopping Week in July 2015 saw a Road safety/Cycling stall set up on Commercial Street, giving advice to members of the public.

The 26th of July was the date of the Summer Cycle held alongside the Play in the Park event. This was held in the Playpark and Flower Park on King Harald Street.

Playday – the annual family event held by Bruce Family Centre in Gilbertson park was a great success with record numbers of people attending. The Road Safety stall gave advice on Child car seats, hi vis and cycling as well as handing out resources.

Driving Ambition was held in Clickimin and Brae School for 200 S6 pupils. TOTAL awarded the SIC £4,000 towards this initiative. A Qwizdom set was bought to allow us to evaluate the pupils on the Event. Evaluations sessions were run before the event, on the day and after the event but the information we got back was difficult to evaluate. Pupils felt the event made them think about their actions. Alistair added that he had received good feedback from pupils in Brae about this.

Winter Driving Campaign was held over the month of October 2015 with a Tyre Safety check event in the Lerwick Fire Station. This event invited members of the public in to have their tyres checked and advice given on winter tyres. Resources were handed out to all who attended with Free De-Icer donated by Tesco Lerwick.

Bike safety/be safe be seen sessions were held in Primary schools over November 2015. Promoting bike checks, helmets checks and wearing Hi vis on darker nights.

In December a Name the Gritter competition was held in primary schools across Shetland. Children were invited to name the 6 new gritters. A Gritter and 3 Roads staff went around various Shetland Schools detailing how the gritter works and information on the salt/grit mix used on our roads. 6 Winners were chosen and presented with their prizes on Monday 21 December 2015. Steven praised this event and enjoyed handing out the prizes

9 new school staff have been trained as CTA's (Cycle Training Assistants) to deliver Bikeability in Shetland Schools.

£83,500 was awarded by Sustrans to upgrade the Mill Brae road in Scalloway, with £35,000 also coming from the Scottish government and the remaining from the SIC. Vaila agreed that this was an excellent improvement and praised Roads staff for their involvement.

JRSO (Junior Road Safety Officers) will be in Islesburgh on Friday 24th June for their annual Presentation day. Members are welcome to attend to see presentations of the road safety work going on in our schools.

4 Road Engineer's Update

Colin delivered the Road Engineers report, this would not be as detailed in the future as a more strategic approach would be made in the future at the RSAP rather than looking at individual jobs.

The counter programme for 2015 was largely completed despite technical issues with some of the counters during the year. Unfortunately, due to staff illness it has not been possible to draw up a programme for 2016 yet. However, we were able to identify problem areas. It was agreed that Roads and the Police could work together to identify areas that they required information on.

The A970 at Levenwick has been reported to the Council. A width restriction order has been made for this section of road to ensure that the movement of wider loads and vehicles are discussed with us in advance to ensure loads are transported at quieter times of the day. An order to erect the relevant restriction signs has been placed with our contractor.

No work has been done at this time at looking into a 20mph speed limit along Westerloch. This would be progressed to tie-in with the opening of the new high school. There will also need to be a 20mph speed limit on parts of Lochside when the school opens

The 20mph Speed Zone and associated traffic calming for the Esplanade, Church Road, and Commercial Street went out to consultation in late 2015. This scheme is being promoted in order to address a significant accident history that is twice the national average for the class of road. There were a number of objections to the proposals, mainly to the traffic calming which is currently being discussed with Objectors. The traffic calming is considered to be an essential part of the proposals. Consultations are on-going and a report will be brought forward in due course. Lindsay advised that the police would find it impossible to monitor speed limits on the esplanade if the 20mph zone comes in.

Consultations on the removal or replacement of the pelican crossings at Viking Bus Station and Albert Building are to be held later this year following updated crossing counts being carried out.

The Traffic and Road Safety Engineer attended a meeting of the Bells Brae Primary School Parent Council along with the Chief Executive to discuss road safety and parking issues around the school, and to provide them with the options available. The meeting was largely positive but we are still waiting on a written response from the Parent Council confirming their final thoughts and preferences.

We currently have data issues between the accident information supplied by Police Scotland to us and the software we use for collating and analysing the data. The data files are to be sent to our software supplier to track down where the problem is. Lindsay said he would inform their IT department of this problem.

Accident rates for Shetland appear still to be falling in general terms but we cannot be complacent as we are still some way from having no accidents

The Roads Service continues to provide the Education and Transport Services with help and guidance in connection with school transport and walking to school routes.

Following a significant amount of work by the Planning and Roads Services the Council has recently adopted a new policy covering the design and construction of new roads to serve developments. The standards adopted by this policy will help to ensure that new transport infrastructure is designed in line with the best practises and advice available to ensure safe and pleasant environments where we live, work and play. Introducing to local developers and designers what is a relatively new and fresh way of working is ongoing.

As part of our ongoing assessment of our main routes a number of verge markers were replaced/ refreshed last year. It is hoped that this year we will be able to focus on ensuring a consistent high standard of road markings along our main routes.

We continue to receive requests for new speed limits or amendments to existing limits. Speed limits are set, and their limits determined, the use of a speed assessment framework as described in national guidance on setting speed limits. Dave asked the police to advise Roads of any schools that they have a particular problem with that could be targeted. This was agreed by Ch Insp Lindsay Tulloch. Alistair explained that it would be good to feed speeding data to Community Councils so that the information could be fed back into the communities. Dave agreed to provide data from the Roads traffic counters to the Police to help them better target their resources.

5. Police Scotland update

Lindsay explained that the police were currently monitoring parking on the street after an elderly gentleman was hospitalised by a manoeuvring. Parking on the street continued to be unsafe and inconsiderate and even with the police presence drivers didn't seem to be getting the message even with several fines being issued. This had been resource intensive and the Police would be unable to continue monitoring the street for any length of time. Lindsay asked Roads to look at the current parking signage as it was confusing for motorists.

Dave agreed to have a meeting with the Police to ensure that all of the issues raised were addressed. He also brought to the attention of the panel that Roads were in early talks with Living Lerwick regarding the rationalisation of the pedestrianisation order and that these talks were positive at the moment.

The police have been checking for mobile phone usage including texting whilst driving, drivers not wearing their seat belts and vehicles with no insurance.

The police continue to attend Community Council meetings

6. AOCB

Steven explained that the 2012/17 Road Safety Strategy Action Plan required updating and he was keen to action this sooner rather than later.

**Shetland Domestic Abuse Partnership
Community Safety Board Briefing Note**

Issue/Topic:	Domestic Abuse & Gender-Based Violence
Author:	Dr Susan Laidlaw SDAP Acting Chair
Date of meeting:	CSRB – 21 st April 2016
Background: <p>The Shetland Domestic Abuse Partnership (SDAP) is a formal multi-agency approach to addressing domestic abuse and other forms of violence against women. The Partnership feeds into the Shetland Community Safety & Resilience Board (CSRB), the key strategic partnership with responsibility for the Safer strand of the Local Outcome Improvement Plan. The SDAP also reports on the MARAC to the Chief Officer Group.</p>	
Current Situation: Multi-agency Risk Assessment Conference (MARAC) <p>The SDAP continues to support the implementation of the MARAC process. Funding has been secured to the end of May 2016: Shetland Women's Aid is currently writing a bid for further funding from the Government's Violence against Women and Children's Fund. Co-ordination of the MARAC now sits with Safer Highland, but the MARAC itself remains Shetland based. The local MARAC Steering Group has now been incorporated into the Shetland Domestic Abuse Partnership with a link into the Safer Highland MARAC Steering Group. In the last quarter (October to December 2015) there were seven cases discussed at MARAC (all female) with 10 children affected. Two women were referred by the Police and five by Women's Aid. One of the cases had had a previous MARAC referral. Engagement with the MARAC process by partner agencies continues to be good, with 100% attendance, or provision of a written report, for every MARAC. We are working on producing a more outcome focused report in the future, with a qualitative assessment of the difference that MARAC is making to those affected by domestic abuse alongside the existing quantitative and process measures. We are currently planning further multi-agency training for local staff on the Risk Indicator Checklist (RIC) which supports referral to MARAC.</p> Shetland Rape Crisis Support Service <p>A Rape Crisis worker has now started in post in Shetland and is working with the Domestic Abuse partners and other agencies to develop a local support service.</p> Strategic Planning <p>As previously reported the SDAP is currently undertaking a needs assessment and review of current funding and services to inform a new Strategy (which will be the Domestic Abuse and Sexual Violence Strategy) for 2016 and onwards.</p> Local Outcome Improvement Plan <p>There are specific Domestic Abuse related actions in the LOIP 2016-20:</p> <ul style="list-style-type: none"> As part of the Implementation of the revised Domestic Abuse Strategy, undertake a review of the Domestic Abuse Partnership and its associated sub-groups to ensure that preventing gender based violence is resourced and supported jointly across the partnership Carry out an analysis to understand the increase in reported domestic abuse incidents and the drivers behind this for comparison against national rate 	
Key Considerations: <ul style="list-style-type: none"> Development of a new strategy that is informed by local need and evidenced based practice to tackle domestic abuse and other forms of gender based violence in Shetland. Continuing development of the MARAC 	
Conclusions: <p>Work on a new Strategy and Action Plan will identify the capacity required with SDAP, and the services need in Shetland in the context of decreasing funding; and different structures and ways of working. In the meantime, the work of the MARAC continues to be prioritised, to ensure that the individuals at highest risk due to domestic abuse in Shetland are identified and helped to keep safe.</p>	

Shetland Together Community Safety Board Briefing Note

Issue/Topic:	Shetland Together
Author:	PC Amanda Souter
Date of meeting:	April 2016

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:

“Shetland Together provides multidisciplinary support and reassurance to adverse situations concerning vulnerable people, minority groups and persons harmed in Shetland: specifically hate crime in relation to sex, gender, race, age, and religion.”

Current Situation:

The last meeting of the group was held on 2 February 2016. With the next meeting due on 27 April 2016. At the last meeting it was agreed that Shetland agencies required to work in partnership, to understand the needs of the diverse community, working together towards positive outcomes.

The group dynamics have been re-evaluated new members, who can provide a positive contribution, have joined the group.

Key Considerations:

- Training
- Addressing ongoing issues
- Media
- New issues/trends
- Successful Working

Conclusions:

Shetland Together is an interagency working group that promotes collaborative working. The group requires guidance and support and commitment from relevant partner agencies. Shetland Together reports to the CSRB, also requiring support from same.