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| <b>Meeting(s):</b>         | Environment & Transport  | 7 February 2017 |
| <b>Report Title:</b>       | Lerwick Town Centre - 20mph Speed Zone, Pedestrianisation and Short-Stay Parking |                 |
| <b>Reference Number:</b>   | RD-01-17-F   |                 |
| <b>Author / Job Title:</b> | Colin Gair, Traffic & Road Safety Engineer                                       |                 |

## 1.0 Decisions / Action required:

That the Environment and Transport Committee RESOLVES to:

1. Approve making the traffic regulation orders that would introduce the 20mph Zone Scheme with traffic calming and other improvements along the Esplanade and Commercial Road between Annsbrae and North Ness; and
2. Approve proceeding to statutory consultation on extended and amended regimes of pedestrianisation on Commercial Street and the short-stay parking zone in Lerwick town centre; and
3. Note that following the statutory consultations recommendations will be brought back to the Committee for a decision.

## 2.0 High Level Summary:

2.1 Following the consultations on the 20mph Zone scheme with traffic calming along the Esplanade and Commercial Road between Annsbrae and North Ness officers at the Roads Service have carefully considered the comments and objections received. Copies of the objections and subsequent correspondence are appended to this report in Appendix 4.

2.2 The original proposals have been refined but remain largely as promoted and the proposal before Committee for decision is to introduce a 20mph Zone with traffic calming on the Esplanade. The final version of the scheme for which approval is being sought from the Committee is detailed in Appendices 8 and 9.

2.3 The original scheme was initially promoted to try and reduce the injury accident rate in the area. However, during the consultations process it became evident that there were wider concerns over traffic movement and vehicular access in the town centre. Following discussions with SusTrans and with consideration of the Scottish Governments Town Centre Masterplanning Toolkit, published in 2015, it was obvious that there was an opportunity to amend the overall scope of the considerations to making the whole town centre a more pedestrian demand led environment.

2.4 This report therefore now also outlines measures that seek to improve pedestrian safety and amenity throughout the whole town centre area - to deliver strategic outcomes and national policy. These measure include the replacement of some of the Pelican

crossings in the area with Zebra crossings in line with the pedestrian demand led proposal.

2.5 The report therefore details the consultations and considerations given to amending and extending the current scheme of pedestrianisation on Commercial Street and alterations to the Town Centre short-stay parking zone. The information provided includes a summary of the possible implications of these changes, which can be found in Appendix 1.

2.6 Although delegated authority exists for officers to proceed directly to statutory consultation on these matters it was thought appropriate, because of the significant alterations to traffic control in the town centre the area and the likelihood of these attracting a range of public comments, to allow Members an opportunity to hear the proposals before the statutory consultation.

2.7 The report therefore also seeks approval to progress to statutory public consultation on the amended scheme of pedestrianisation on Commercial Street and changes to the Town Centre short-stay parking zone, all as outlined in Appendices 10 and 11.

### **3.0 Corporate Priorities and Joint Working:**

3.1 The promotion of the 20mph speed zone and extending the area of pedestrianisation on Commercial Street both provide an obvious improvement to both safety and pedestrian convenience, and is in line with Council Road Safety Policy.

3.2 The introduction of appropriate accident remedial measures along the Esplanade and Commercial Road is the top ranked scheme in the Council approved Prioritised List of Road Improvements Schemes (E&T 21 January 2015 min. ref. 07/15).

### **4.0 Key Issues:**

4.1 The 20mph zone and associated traffic calming measures are being promoted under the Council's statutory responsibilities to address an area with an identified accident problem.

4.2 While there are a few objections to the proposed 20mph zone in the town centre most of the objections are not about the speed limit but are in respect of the associated traffic calming and the fear that 'road humps' will deter shoppers.

4.3 The 20mph zone cannot proceed without traffic calming measures at the locations identified.

4.4 There appears to be significant support for extending the area of Commercial Street covered by pedestrianisation, including from some of the business located in the area that would become pedestrianised.

4.5 There is however a notable number of people who are against pedestrianised areas, or the extension of the current regime on Commercial Street. This includes a number of businesses in the area that would become pedestrianised. The main concerns of the businesses is a reduction in footfall due to vehicular access rights being removed, and delivery patterns needing to be changed.

### **5.0 Exempt and/or confidential information:**

None.

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| <b>6.0 Implications :</b> <i>Identify any issues or aspects of the report that have implications under the following headings</i> |  |
| <b>6.1 Service Users, Patients and Communities:</b>   | The more pedestrian friendly environment that could be created by these proposals is in line with the aspirations of many groups, bodies and individuals. It promotes active travel, reduces the risk of accidents to pedestrians and promotes methods of transport that reduces carbon emissions.   |
| <b>6.2 Human Resources and Organisational Development:</b>  | None.  |
| <b>6.3 Equality, Diversity and Human Rights:</b>  | <p>Reducing traffic speeds in an area provides considerable benefits for all, but in particular for many disabled and vulnerable persons. Increasing opportunities for pedestrians to cross the main road in the town centre potentially also brings a number of benefits.</p> <p>Equalities Impact Assessments have been completed in respect of the proposed changes to the controlled crossings and in respect of the proposed changes to the pedestrianisation regime on Commercial Street. These are attached in Appendices 12 and 13.</p>  |
| <b>6.4 Legal:</b>   | <p>The Council has a duty under Section 39 of the Road Traffic Act 1988 such that it <i>“must carry out studies into accidents arising out of the use of vehicles, including the dissemination of information and advice relating to the use of roads, the giving of practical training to road users or any class or description of road users, the construction, improvement, maintenance or repair of roads for the maintenance of which they are responsible and other measures taken in the exercise of their powers for controlling, protecting or assisting the movement of traffic on roads”</i>. The Council <i>“must, in the light of those studies, take such measures as appear to the authority to be appropriate to prevent such accidents.”</i></p> <p>The amendment of the current pedestrianisation order for Commercial Street and alterations to the area covered by the short-stay parking order both have a statutory public consultation and advertising requirement under the Road Traffic Regulation Act 1984.</p> |
| <b>6.5 Finance:</b>   | The estimated total cost to implement the 20mph speed limit zone with traffic calming and associated improvements proposed by this report is £234k. Sustrans has agreed to provide funding of £168k towards the project. The Council will be required to contribute the remaining funding of £66k. It is proposed that this is funded from by £25k from the “Cycling, Walking and Safer Streets” specific grant from the Scottish Government, and £41k from within existing approved budgets for Traffic Management and Accident Investigation and   |

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|   | <p>Prevention.</p> <p>The cost of the statutory consultation on the pedestrianisation proposals in this report can be met from existing approved budgets. If a revised scheme of pedestrianisation is introduced following consultation, then the implementation which is estimated to cost £2K can be funded from within the approved budget for Traffic Management.</p> <p>There will be an increased asset maintenance cost associated with the traffic calming features (road humps, speed cushions, road markings). However, there will be a reduced operational and future replacement cost arising from changing some of the existing Pelican crossings to Zebra crossings. Overall, this means that the scheme has been identified as 'cost neutral' in terms of future asset costs.</p> |   |
| <b>6.6 Assets and Property:</b>             | The £41K of Council funding is proposed to be found from the approved budgets in the 5 year Capital Asset Investment Plan for Traffic Management and Accident Investigation and Prevention. This scheme fulfils the remit of these budgets as approved and allocated under the Council's Gateway process.  |   |
| <b>6.7 ICT and new technologies:</b>        | None.  |   |
| <b>6.8 Environmental:</b>                   | None.  |   |
| <b>6.9 Risk Management:</b>                 | The injury accident rate along the Esplanade and Commercial Road, particularly for pedestrians, is both consistent and higher than would be expected for our population base and traffic flows.  |   |
| <b>6.10 Policy and Delegated Authority:</b> | The Council's Scheme of Administration and Delegation provides authority for each functional Committee to discharge the powers and duties of the Council within their own functional areas in accordance with the policies of the Council, and the relevant provisions in its approved revenue and capital budgets.  |   |
| <b>6.11 Previously considered by:</b>       | <p>Environment and Transport Committee (Min Ref 3/14)</p> <p>Environment and Transport Committee (Min Ref 9/14)</p>  | <p>21 January 2014</p> <p>11 March 2014</p> |

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Report written - January 2017

**Appendices:**



1. Background Information
2. Q&A on 20mph Speed Zone and Traffic Calming Proposals
3. Summary of Objections to Statutory Consultation on 20mph Speed Zone
4. Correspondence relating to Statutory Consultation on 20mph Speed Zone (*copy in Members room*)
5. Summary of Pedestrianisation Drop-in Consultation Event Questionnaires
6. Summary of Consultation on Pedestrianisation with town centre businesses
7. Correspondence relating to Consultation on Pedestrianisation (*copy in Members room*)
8. 20mph Speed Zone draft Traffic Regulation Order
9. 20mph Speed Zone traffic calming proposals plan
10. Pedestrianisation draft Traffic Regulation Order
11. Short-Stay Parking draft Traffic Regulation Order
12. Equality Impact Assessment – Alterations to Controlled Crossings in Town Centre
13. Equality Impact Assessment – Alterations to Pedestrianisation on Commercial Street

### **Background Documents:**

Scottish Government - Town Centre Action Plan (2013)  
<http://www.gov.scot/Publications/2013/11/6415>

Scottish Government - Town Centre Masterplanning Toolkit (2015)  
<http://www.gov.scot/Publications/2015/04/9849>

[Report RD-02-14-F Esplanade 20mph Zone](#)



## **Appendix 1**

**RD-01-17**

**Environment & Transport – 7 February 2017**

## **1. Background**

- 1.1. In March 2014 the Environment & Transport Committee agreed that Officers should proceed to statutory consultation on proposals to introduce a 20mph Speed Zone scheme with traffic calming along the Esplanade and Commercial Road between Annsbrae and North Ness [E&T min. ref. 09/14].
- 1.2. This was duly carried out in late 2015 after the scheme detail had been checked and the draft traffic regulation orders prepared. Some 26 responses were received making both comment on, and objections to, the proposals. One response was received supporting the proposals. Following discussions and further correspondence 2 respondents withdrew their objections either in full or in part. A summary of the objections and detail responses to the individual points raised are given in Appendix 3. Copies of the various correspondences can be found in Appendix 4.
- 1.3. During discussions with a number of the objectors/ respondents and the stakeholder groups Lerwick Community Council and Living Lerwick it became clear that there were wider concerns over pedestrian safety and amenity within the Town Centre than our advertised proposals were seeking to address. Due to the obvious synergy and overlap between many of the concerns raised and the issues being highlighted in the wider Town Centre area it was decided to extend the remit of the consultations to specifically address how the balance of priority in the Town Centre could be moved better towards pedestrians. This would create an overall vision for pedestrian and traffic management in Lerwick Town Centre.
- 1.4. In late 2013 the Scottish Government published the Town Centre Action plan in response to the findings of the National Town Centre Review report of July 2013. This was followed in April 2015 with the release of a Town Centre Masterplanning Toolkit. While the scope of the toolkit is much greater than the immediate remit it provides excellent guidance on the planning, management, and improvement for successful town centres and many of the traffic management principles advocated by the action plan and detailed in the toolkit are either in place in Lerwick Town Centre, or are being suggested under the current proposals.

## **2. The Vision**

- 2.1. The perceptions of a town centre are largely shaped by its physical environment. Town centres must have attractive streets and public spaces where it is pleasant to walk around and spend time; otherwise people will choose to go elsewhere.
- 2.2. Evidence shows that people-focused street design has far reaching positive economic, environmental and social impacts. Making a place more attractive to be in leads to people more likely to spend their time and money there.
- 2.3. For centuries, town centres have generally been the most accessible of places. But this has been challenged as an increasing amount of shopping, leisure, business, office and education facilities, and homes have moved out of town centres. This is particularly true of Lerwick.

- 2.4. This change and movement in development patterns has also coincided with an increase in car ownership and use, which has resulted in much of the town centre area incorporating infrastructure designed to optimise vehicle movement and to segregate people from vehicles.
- 2.5. However, while designing streets and public spaces around people rather than around vehicles is now widely acknowledged as being vitally important in making town centres attractive places to visit, positively influencing people's choices and habits to spend more time in the town centre will not be achieved by excluding vehicles, particularly given Shetland's climate, but rather needs to be achieved by creating a better balance between vehicles and pedestrians.
- 2.6. Providing for cars with an efficient and effective parking and access regime is vital to avoid discouraging trade in town centres. But this provision and access for cars must be balanced with other demands such as delivery vehicles and vulnerable pedestrians to improve the overall quality and attractiveness of the town centre environment.
- 2.7. It is moving towards this balance that drives both this vision and that of many of the people who have engaged in the consultation exercise to date..

### 3. Identified Issues to be Addressed

- 3.1. There is an identified problem with accidents along the stretch of road between the Viking Bus Station and Victoria Pier. The accident rate is more than twice the national (Scottish) average for this type of road. The background to this was presented in report RD-02-14 to Committee in March 2014.
- 3.2. There are a large number of vehicular movements through and around the Market Cross, and between Church Road and the Market Cross. Many of these movements are felt to be unnecessary and contribute to the congested nature of the area.



There are a number of illegal vehicular movements through the main part of Commercial Street.

- 3.3. The presence of disabled drivers (legally accessing the street) is felt to be unnecessary/ dangerous by many pedestrians. Their presence is also felt to

encourage other drivers to think that it is okay to enter the street.

- 3.4. It is difficult for the Police to effectively enforce the existing split regime regarding access.
- 3.5. Access through South Commercial Street is regularly compromised by parked vehicles, which could cause serious problems in the event of an emergency situation.
- 3.6. Vehicles moving through and manoeuvring within the area outside the Post Office and RBS bank create a high level of conflict.



- 3.7. Vehicles regularly park outside businesses along Commercial Street obstructing both access to and from the premises and any clear view of their display windows. The presence of these parked vehicles also pushes passing vehicles closer to entrance and doorways on the opposite side of the Street, while narrowing the available space for pedestrians and vehicles to meet.



- 3.8. It has long been identified that Church Road effectively splits the street and discourages pedestrian movement into South Commercial Street.

The crossing arrangements at this point provides little or poor accessibility for wheelchairs and pushchairs/ prams.

- 3.9. There is a significant amount of illegal, obstructive, and inconsiderate parking

and waiting at the bottom of Burn Walk adjacent to the disabled parking bays. This is encouraged by the layout of the area.

- 3.10. The various durations permitted for parking in the different parking bay areas in the town centre are considered to be confusing by some drivers.
- 3.11. There is widespread abuse of the short stay parking zone with many drivers parking all day. There is evidence that these all day parkers are predominantly employees of the businesses located in the town centre.

*\* Photos courtesy of Laurence Smith*

#### **4. Important Factors**

- 4.1. The Council as Roads Authority has a statutory (legal) duty to investigate accidents within Shetland and to promote such measures as are deemed necessary to reduce the accident rate.

There is a considerable amount of national guidance and research data on effective accident reduction measures and this has been used to formulate the proposals being presented.

- 4.2. The reduction of vehicle speeds to 20mph through residential areas and town centres is encouraged by the Scottish Government Designing Streets policy, the Town Centre Action Plan, and the Good Practice Guide on 20mph Speed Restrictions guidance.
- 4.3. The Police have stated that it is not possible to effectively enforce a 20mph limit through the town centre so traffic calming will be required to ensure compliance with the target speed.
- 4.4. The most effective way to reduce the accident rate, and the level of (injury) severity in the event of an accident, is to reduce the speed at which the accident occurs. Introducing a reduced speed limit and taking such measures as are necessary to ensure compliance is therefore acknowledged as the most effective action.
- 4.5. Reducing passing vehicle speeds can also make pedestrians feel safer and happier in their environment. This is particularly so for the more vulnerable classes of pedestrians (the young, the old, and the infirm).
- 4.6. The Council must take account of all ages, abilities, and disabilities when considering the public realm. Visually impaired pedestrians have particular difficulties/ requirements when navigating along streets, through open areas, or crossing roads and suffer significant negative impact due to the presence of vehicles within shared space areas.
- 4.7. Removing vehicles from an area makes pedestrians feel safer and happier in their environment. This is particularly so for the more vulnerable classes of pedestrians (the young, the old, and the infirm).
- 4.8. Police Scotland has withdrawn the Traffic Warden Service nationally. They have decided that the enforcement of parking and loading restrictions have no operational priority and resources will therefore not be made available unless

there is an over-riding safety issue.

- 4.9. Civil Parking Enforcement (CPE), decriminalisation of parking and loading offences and enforcement by the Local Authority, is an alternative to the now absent Traffic Warden Service.

However, implementing CPE at this time requires a neutral or positive business case to be made to Transport Scotland before it will be permitted to proceed.

It was demonstrated previously in report RD-12-12-F to Committee that paid for off-street parking in central Lerwick could not cover the associated overheads. The fiscal case would be much worse for on-street parking due to the significantly lower density of parking spaces. This result has been mirrored in a number of other Local Authority areas with bigger populations/ towns who have therefore been unable to progress CPE either.

- 4.10. The Police in Shetland have limited resources and therefore they have stated that any regime of moving traffic control (access restrictions) needs to be largely self-enforcing in order to minimise their need for ongoing input.
- 4.11. Pedestrianisation has always been heavily opposed by some businesses in the south part of Commercial Street due to the implications for loading and the fear that it will reduce footfall. While there now appears to be support for pedestrianisation from some of the businesses in that area there is no clear majority.
- 4.12. The existing pedestrianisation scheme on Commercial Street was tested at a public hearing conducted by the Enquirers Unit of the Scottish Office and approved for implementation against objections from various hauliers and business over the impact on deliveries.

It was considered that the availability of loading bays along the Esplanade made adequate provision along with the period of direct access up to 11:30am.

## 5. Strategy for Addressing Issues

- 5.1. From the Scottish Governments Town Centre Toolkit the accepted key principles for improving a town centre through traffic management are:
- Prioritising pedestrians: *Ensuring that the movement of people on foot comes first.*
  - Considering all users: *Ensuring town centres are accessible for everyone.*
  - Encompassing all movement modes: *Taking an integrated approach to the movement network, including all modes and interchange.*
  - Balancing different needs: *Balancing the personal, commercial and operational movement needs that the town serves.*
  - A bespoke parking offer: *Providing a bespoke parking offer which is less about volume of spaces and more about a range of users and uses to*



*encourage and support flexible economic activity.*

- 5.2. Therefore, the first priority of any changes to the Esplanade and the access and control regime on Commercial Street needs to address the current dominance of vehicles in the area through measures that will prioritise pedestrians and reassure them that the town centre area is safe.
- 5.3. Against that priority it is necessary to balance the needs of both businesses and customers for vehicular access, particularly in relation to deliveries and loading/unloading.
- 5.4. The toolkit notes that it is generally “*not advisable or practical to seek full pedestrianisation of streets in many Scottish town centres*” as “*there is insufficient 24-hour footfall to make them active places that feel safe at all times*”. It also notes that “*In most cases, however, Scottish town centres would benefit from greater levels of pedestrian priority*”.
- 5.5. The four examples of how to achieve this mix are given as:

- 5.5.1. Temporary or part-time pedestrianisation: *During the temporary pedestrianisation period, pedestrians will expect to have absolute priority and for vehicular access to be restricted to emergency access only, with service delivery vehicles allowed at certain times of day.*

This is the regime proposed for Commercial Street, with full recognition of the lack of 24-hour footfall.

- 5.5.2. Pedestrian Priority Streets: *These are streets that look and feel like pedestrianised streets, but still allow vehicles to pass through at all times of day. Vehicles are allowed access throughout the day and night, primarily for emergencies, servicing and parking but must move slowly and wait for pedestrians to pass before moving forward. This option is most appropriate for mixed-use streets with residential uses.*

This is the regime proposed for South Commercial Street and Commercial Street out with the temporary pedestrianisation period.

- 5.5.3. Shared Space/ Shared Surface: *This is an approach to street design which helps to improve the ambience of a place, introducing freedom of movement while ensuring safety. This approach is suitable for streets that still need to accommodate through traffic as well as higher levels of pedestrians. A continuous level paved surface covers the entire street including footways with subtle demarcations in paving and layout to indicate pedestrian and vehicle zones. Pedestrians largely stick to pavement-type areas, but there is freedom to cross in any location rather than at designated points.*

This is the arrangement proposed for the Church Road/ Commercial Street Junction area.

- 5.5.4. Better Balance: *In this approach, modes of transport are segregated with specific crossing points, but streets are designed to prioritise the comfort and experience of pedestrians Traffic dominance is reduced and while segregation still exists, pedestrians generally cross at designated points located with pedestrian desire lines in mind. Slower vehicles speeds are encouraged by street design and/or speed restrictions.*

This is the regime proposed for the Esplanade area with Zebra Crossings utilised to promote a more pedestrian focused environment.

## 6. Considerations

- 6.1. The following points must therefore be considered when moving the strategy towards a detailed set of proposals:
- 6.2. Reducing vehicle speeds through the town centre is acknowledged as being the best way of reducing the accident rate and severities.
- 6.3. Vertical traffic calming features are the only proven way of controlling vehicle speeds down to around 20mph where the general road layout and environment naturally leads to higher speeds.
  - 6.3.1. Vertical traffic calming features are ones that 'lift' or deflect a vehicle vertically, for example: - road humps, speed cushions, table top humps or junctions, ramps.
- 6.4. There is specific national legislation covering the implementation of 20mph speed limit zones and the installation of traffic calming features.
- 6.5. If vehicle speeds can be reduced (and maintained) at around 20mph then Zebra Crossings can be safely implemented and some of the light controlled Pelican/ Puffin crossings replaced/ removed.

This changes the nature of the area from vehicle dominated (pedestrians may only cross with priority during the limited time when the traffic lights are red) to pedestrian demand led where cars must stop if pedestrians want to cross.

- 6.6. To provide the quality of street space requested by many it is felt to be necessary to provide a period where there are no vehicles allowed on Commercial Street. This approach found support from 62% of drop-in event respondents who were favour of pedestrianisation, and is the arrangement favoured by national organisations representing the disabled.

This obviously has to be balanced against the need for delivery and loading/ unloading access, and for the needs of some disabled persons to gain close access to premises. Such a vehicle free period therefore needs to be targeted at the most appropriate times; that is the period where pedestrian footfall on the

street is at its greatest.

- 6.7. It is not practical to remove all vehicles from Commercial Street at all times as access for deliveries and loading/ unloading operations is essential for the businesses located there. Access for those activities therefore needs to be set at an appropriate level.

Different businesses look for different access patterns, and so it is not possible to fully accommodate the desires or current requirements of all the businesses while enhancing the area for pedestrians. However, the addition of an afternoon access period would address many of the concerns raised by businesses regarding delivery and allow greater scope for others to modify their current working practises. It is accepted that not all businesses may be able to adapt their current work/ delivery practises easily.

- 6.8. Disabled badge holders, a number of who need direct or close access to certain premises, need to be afforded access to Commercial Street with a range of reasonable times. Allowing access for 2½ hours in the morning and for 1½ hours in the afternoon will allow those requirements to be met.
- 6.9. The access control regime for Commercial Street needs to be easily understood and without any question of ambiguity for drivers to allow the effective policing of the restrictions. The regime therefore needs to be consistent across the whole street area along with a fully vehicle free period of pedestrianisation.
- 6.10. Extending the time period that vehicles are allowed onto the street creates a risk of it becoming a free-for-all, putting the pedestrians that are on the street out with the main vehicle free period at greater risk than they currently are for the majority of the street area.

It is therefore proposed that access during the normal working/ operational period of the street is limited to those vehicles undertaking deliveries and loading/ unloading operations and disabled badge holders for access and parking. This arrangement was supported by 45% of all drop-in event respondents.

## **7. Proposed Regime**

- 7.1. *A968 Commercial Road, Esplanade, and Church Road area (approval to implement this is being requested)*

- 20mph speed limit zone with appropriate traffic calming measures as required.
- Flat topped road humps to provide good pedestrian crossing points on/ close to desire lines. Zebra crossings provided to humps in strategic locations.
- Raised table junction area at Church Road/ Commercial Street junction with a Zebra crossing to create a more pedestrian focused environment.

- 7.2. *A968 Church Road and Esplanade to Harbour Street (approval to begin statutory consultation on this is being requested)*

- Parking restricted to within marked bays between 0900 and 1700 Mon to Sat.
- Out with these times parking would be unrestricted except where No Waiting at Any Time restrictions (double yellow lines) had been placed (for safety reasons).
- Single time limit restriction for area of 2 hours maximum stay; the same as currently in place for the spaces under Fort Charlotte.
- Short-Stay parking zone extended further up Church Road to increase the number of available short-stay spaces. This would also allow the zone entry signs to be more conspicuous/ noticeable.
- Two disabled parking spaces would be marked at the back of the Tollbooth on the Lifeboat Pier access, replacing the two general spaces that are there already. The proposed improvement works to the Church Road/ Commercial Street junction area would make these spaces much more accessible than at present.

7.3. *South Commercial Street (approval to begin statutory consultation on this is being requested)*

- Taken out of Short Stay Disc Parking Zone, but No Waiting at Any Time restrictions (double yellow lines) would be introduced where required to ensure emergency service access was maintained.
- Unrestricted parking would be permitted in locations where restrictions for emergency service access were not required.

7.4. *Commercial Street from Church Road to below Fort Charlotte (approval to begin statutory consultation on this is being requested)*

- No vehicular access permitted to street between 1130 and 1530 to establish a core 'car free' period
- Vehicular access to the street only permitted between 0900 and 1700 Mon to Sat for loading/ unloading/ deliveries and for disabled badge holders.
- No general parking would be available on the street from 0900 to 1700 Mon to Sat. Marked bays at RBS would be for disabled badge holders and loading/ unloading/ deliveries only.

The four standard parking bays at RBS would only be available to general drivers after 1700.

- Additional Disabled Parking bays to be marked in Irvine Place for use out with the car free period 1130 to 1530 Mon to Sat.

7.5. *Burns Walk Area (approval to implement this is being requested)*

- The Burns Walk area would be reconfigured to tidy-up the parking arrangements and to provide a social public space with sheltered cycle parking and better provision for disabled badge holders.

## **8. Negatives**

- 8.1. While there would be no humps or raised crossings in the area between Albert Building and Church Road there would be some limited vertical traffic calming features on the approaches into the town centre/ Victoria Pier area:
  - 8.1.1. from the Hillhead/ Annsbrae area drivers would only have to negotiate one set of speed cushions on Church Road and the raised table junction at the Commercial Street/ South Commercial Street junction;
  - 8.1.2. from the north along Commercial Road there would be a flat topped hump at Albert Building (co-located with the Zebra crossing that would replace the existing Pelican crossing), and three sets of speed cushions through the section past Charlotte House and Alexandra Buildings.
- 8.2. Disabled badge holders would not have unrestricted access to all of Commercial Street as at present. They would have to time their visits to the morning and afternoon access periods, or use the disabled bays under Fort Charlotte, Burns Walk, Church Road, or the new disabled spaces at the Lifeboat Pier access road.
- 8.3. The short stay parking zone would still not be enforced. It would therefore rely on the good will of the general public and people working in the town centre to operate as intended; the limited stay period of up to 2 hours generating a turn-over in the use of the spaces thus encouraging passing trade.

Usually the general public do not stay beyond the 2 hour limit but many people working in the town centre have been observed parking all day in the short stay parking spaces. This limits the availability of spaces for visitors and shoppers alike. This change in culture in the absence of enforcement would require significant input from the town centre businesses with support from the Council.

- 8.4. There would be a loss of 4 general parking spaces outside the RBS.

However, these spaces would be available to vehicles for deliveries or loading/ unloading operations out with the core vehicle free period. Delivery vehicles currently have issues in this area and regularly have to block the street, or stop directly adjacent to the shops causing the obstruction and access issues mentioned earlier.

## **9. Benefits**

- 9.1. Implementation of the 20mph zone with selected traffic calming features would significantly reduce the number of faster moving vehicles. However, for most drivers there would be little or no impact on journey times through the town centre area.
- 9.2. The maintained lower speed limit would permit the introduction of some Zebra crossings, making the area more pedestrian demand led rather than vehicle dominated.
- 9.3. The Church Road/ Commercial Street junction area would be significantly

enhanced for pedestrians through:

- the lower approach speeds of traffic;
- the provision of a Zebra crossing on the desire line for pedestrians travelling between Commercial Street and South Commercial Street;
- increasing the widths of the pedestrian routes along Church Road in the immediate vicinity of the junction.

- 9.4. There would be a vehicle free period on Commercial Street each day Monday to Saturday where pedestrians would feel safer and less pressured by vehicles taking access and manoeuvring.

This would be of particular benefit for the most vulnerable pedestrians such as the elderly, those with mobility or visual impairment issues, and parents with young children.

- 9.5. There would be two periods, one am and one pm, for deliveries and loading/unloading operations.

A loading bay area would be formed to the south of the Post Office building.

Access from this area onto Commercial Street would be enhanced by the improvements to the pedestrian routes along Church Road planned as part of the Church Road/ Commercial Street junction improvement.

- 9.6. Accessible disabled parking bays would be created in the reconfigured area at Burns Walk and behind the Tollbooth building.

Prescribed spaces would also be marked in Irvine Place to ensure that good quality parking spaces were always available for disabled badge holders who needed to access Commercial Street out with the vehicle-free core period.

- 9.7. More short stay parking places would be created by moving the Short Stay Parking Zone boundary further up Church Road.

- 9.8. A clear system of vehicles permitted/ vehicles not permitted applying to the whole of Commercial Street will remove any ambiguity over where and when drivers can access the street.

Along with selected enforcement and publicity this should ensure a higher degree of compliance than the present system. This approach has been discussed with the Police and has support from the local Area Commander.

- 9.9. Removing general parking from Commercial Street during the working week and on Saturdays will remove a large number of circulating vehicles from the area outside the RBS and around the Market Cross.

Removing vehicles looking for parking spaces, as opposed to those engaged in deliveries or loading/ unloading operations, should also lead to a reduction in the number of vehicles parked illegally in the area.

This control regime still allows access for 4 hours a day during normal business hours to the Post Office for those dropping off or collecting large items of mail and to the bank for cash deliveries.

Access to the street to drop people off for appointments will still be permitted out with the core vehicle free period.

## **10. Financial Considerations**

- 10.1. Works to implement the 20mph speed zone and associated traffic calming features, including the raised table junction at the Commercial Street/ South Commercial Street junction and reconfiguring the streetscape at Burns Walk is estimated to cost £234,000.
- 10.2. Funding totalling £168,000 has been secured from SusTrans for the Financial Year 2017/18.
- 10.3. Funding of £25,000 is available from the budget provided by the Scottish Government for promoting walking, cycling, and safer streets.
- 10.4. Funding totalling £41,000 is available from the approved Capital budgets for Accident Investigation & Prevention and Traffic Management during FY 2016/17 and FY 2017/18 as this scheme aims to address the area of Shetland with the worst accident rate.
- 10.5. There will also be a small ongoing revenue cost savings for each of the three Pelican Crossings replaced by a Zebra Crossing due to lower operating costs. There should also be savings to current and future replacement costs.
- 10.6. The staff costs associated with processing the necessary traffic regulation orders and works instructions can be met from existing approved staff revenue budgets.
- 10.7. The 20mph speed zone and traffic calming works can therefore proceed without any additional financial burden to the Council.

## **11. Summary**

- 11.1. The 20mph zone and traffic calming scheme addresses an area with a significantly high accident rate.
- 11.2. Addressing the high accident rate is the top ranked scheme in the Council approved Prioritised List of Road Improvements Schemes (E&T min. ref. 07/15).
- 11.3. The environmental works associated with the traffic calming features at Church Road and Burns Walk will bring significant improvements to the town centre.
- 11.4. The introduction of a self enforcing 20mph zone will allow the re-introduction of Zebra crossings into the area with a number of benefits for pedestrians and other vulnerable road users.
- 11.5. The proposed scheme and approach is very much in line with national (Scottish) policy and as such has attracted an offer of significant external funding from SusTrans.

- 11.6. The proposed amendments to the pedestrianisation regime on Commercial Street are also in line with the same pedestrian demand led vision for the town centre.
- 11.7. While the proposals have a number of opponents, there is no doubt that a significant proportion of the public support the vision. Approval is therefore sought.

--end--



## **Appendix 2**

**RD-01-17**

**Environment & Transport – 7 February 2017**

## Q & A on 20mph Zone and Traffic Calming

The following questions were put to staff of the Roads Service during the consultation exercise and have been listed here for your information.

1. Have all the recommended factors been taken into account in designing the proposal? (Road/street functions, composition of road users, existing traffic speed, accident data, road environment, local community).

*Yes, our report to Council in March 2014 fully explains the reasons for the proposals. The following link refers:*

<http://www.shetland.gov.uk/coins/submissiondocuments.asp?submissionid=16042>

2. Has any other town centre implemented a 20mph zone including traffic calming measures on all access roads to the town centre and its main parking?

*There are a large number of examples across the country where town and city centres have had 20mph and pedestrianised zones put in place. Many have traffic calming installed where speeds would otherwise be too high.*

*A notable current example is that of Norwich. They already have an extensive 20mph and pedestrianised zone in the city centre and are currently looking to extend their city centre 20mph zone. Part of the proposals involve introducing traffic calming along the main approach roads into the area.*

*I would also point out that main public parking areas for Commercial Street, by number of spaces and availability, are the Burns Walk (Old Swimming Pool), Market Street, and Fort Road Car Parks. All of these areas are readily accessed without going through the proposed traffic calmed area.*

*A smaller amount of parking is also available under Fort Charlotte on Commercial Road, which is also accessible without going over any traffic calming.*

3. Are there plans for other measures alongside the proposed speed limit (from the Good Practice Guide .....20mph speed restriction.... Should not be set in isolation, but should be considered as part of a range of other measures to manage speeds, improve safety, and meet other objectives, including the encouragement of active travel)?

*Most of the area covered by the proposed 20mph zone was significantly altered and improved during 1998/99 prior to the Tall Ships event. These improvements were targeted at lowering traffic speeds and improving facilities for pedestrians.*

*Subsequently, changes have been made to the road layout on Church Road and on the Esplanade between Market Cross and Burns Walk. The latter improvements*

*were made primarily to help pedestrians travelling between Victoria Pier/ Esplanade bus lay-by and Commercial Street.*

*I would therefore suggest that we have already done what we can and that the current proposals are not being set in isolation, but rather are a further refinement of a process that was started back in the late 1990's.*

4. Is there a reason why a 20mph limit proposal is not being put forward? It appears from the Good Practice Guide that this is the norm in town centres and it is enforced using marketing and behaviour change initiatives and vehicle actuation signs, with traffic calming measures introduced if monitoring reveals that compliance levels are not at an acceptable level.

*The Council was part of a pilot into 'signs only' 20mph speed areas. Even though our main site met all of the accepted the criteria for a successful implementation it failed to show any speed reduction. This was despite high levels of public buy-in, no through traffic, and plenty of publicity.*

*As officers of the Council we are require to promote what we consider to be 'appropriate measures' to deal with the identified accident problem on the Esplanade and Commercial Road. Given the physical works carried out to date the next step is to seek a lower speed limit.*

*As outlined in the good practise guide you quote any decision to lower the speed limit to 20mph should seek to avoid the need for extensive police enforcement. The only solution that has been proven to work, given the works already carried out in the area, is to install physical traffic calming features.*

*This was explained in the report to Council, a reference to which has already been given above.*

5. Has any research been done on how a 20mph zone with traffic calming reassures would impact a small town centre like this?

*While there have been many studies on the impact of traffic calming on residential areas there has only been limited work carried nationally and internationally on the impact of pedestrianisation and traffic calming on town and city centres. These studies all indicate a benefit.*

*We have been criticised for referring to these studies as they were generally carried out in locations with much larger populations and in warmer climates. I would however suggest that if pedestrianisation and traffic calming had a positive effect on a location where the climate encouraged walking and cycling as an alternative to driving, and there were other shopping alternatives due to the location within a larger conurbation, then why would it have a negative impact here where people have more need to drive and no real alternative for the retail outlets that are in the area.*

*However, as importantly, there are no studies that I am aware of that indicate any negative impacts for town or city centres where safety measures have been installed for the primary benefit of pedestrians.*

6. In Edinburgh it appears that a very extensive research and consultation process has been followed and that this has resulted in a proposal for a 20mph limit with no traffic calming measures. Has research been done which proves Lerwick is different?

*The Edinburgh City Council has implemented many 20mph Zones since the late 1990's using physical traffic calming to control speeds. These zones covered about 50% of the city's residential streets prior to the latest proposals.*

*The current proposals are for a mixed network of 20, 30 and 40mph roads covering an area larger than Lerwick. This area incorporates a number of streets that have been previously traffic calmed. The existing traffic calming measures are not being removed.*

*While the latest 20mph proposals for Edinburgh are promoted as being free of physical traffic calming this not the whole story. The project is accepted as being largely experimental, hence the press and Scottish Governments interest. It must be noted that within the proposals there is an undertaking to either remove the 20mph restrictions or physically traffic calm any roads where speeds are found to be too high following the monitoring period.*

7. Can we achieve a 20mph limit and an improved crossing at the south end of Commercial Street without the use of speed humps?

*In our opinion, no. There needs to be a speed limiting feature on Church Road to control downhill approach speeds. Vehicle speeds along the stretch of Esplanade adjacent to Victoria Pier are already low enough and so no traffic calming is proposed for that area.*

8. Why can we not use speed cameras or 'smiley faced' signs to control speeds rather than traffic calming?

*The "Scottish Safety Camera Programme Handbook 2015" sets out the rules and guidance for the provision and operation of fixed speed cameras in Scotland. The handbook requires that education and engineering solutions must be considered prior to proposing camera enforcement at any site.*

*For a camera site to be considered there must be a minimum number of injury collisions in the last three years. The score required for enforcement is currently 7 points, with the points attributed as follows:*

- *Fatal collision - 3 points;*
- *Serious collision - 2 points;*

- *Slight collision - 1 point.*

*Collision data over the most recent three year period would be assessed and could only include collisions in the direction of proposed enforcement. With a total of 7 slight injury collisions in the entire area over the last three years of the study period, with the collisions involving vehicles travelling in both directions, the accident rate would need to at least double before the rules would allow the provision of a fixed speed camera, which in any event would only cover a limited portion of the area.*

*In respect of Vehicle Activated Signs research by TRL indicates clearly that the level of speed reduction required would not be achieved by signage alone. In our situation, that would mean that the speed limit could not be considered self enforcing and the full benefits of achieving a reduction in accident numbers and severity would not be achieved.*

Colin Gair  
Traffic & Road Safety Engineer  
Roads Service  
Gremista  
Lerwick

October 2016



## **Appendix 3**

**RD-01-17**

**Environment & Transport – 7 February 2017**

## Summary of statutory objectors, points of objection, and Council responses

| Summary of Objections |   | Objectors       |                         |            |                     |                        |                             |                               |                        |                    |               |                  |                   |                        |                  |                  |          |              |               |                         |                  |                  |                |                       |               |             |             |                 |
|-----------------------|---|-----------------|-------------------------|------------|---------------------|------------------------|-----------------------------|-------------------------------|------------------------|--------------------|---------------|------------------|-------------------|------------------------|------------------|------------------|----------|--------------|---------------|-------------------------|------------------|------------------|----------------|-----------------------|---------------|-------------|-------------|-----------------|
|                       |   | Mr Gary M. Bain | LHD Marine Supplies Ltd | Aurora Ink | Cindy's Hairstylist | Mr Joseph C L Christie | Willie and Merran Henderson | Anderson & Goodlad Solicitors | The Shetland Times Ltd | Cee & Jays Limited | Valerie Leask | Beatrice Wishart | Smith & Robertson | Robinson Transport Ltd | John Leask & Son | Hughson Brothers | Nan Mort | Michael Mann | Westside Pine | Robert and June Wishart | Stewart Jamieson | Caroline Carroll | Barbara J Gray | Grantfield Garage Ltd | Camera Centre | Neil Fraser | Jim Johnson | Elaine Jamieson |
| 1                     | This scheme should not be a priority for the Council  |                 |                         |            |                     | X                      |                             |                               | X                      |                    | X             |                  |                   |                        |                  |                  | X        | X            |               |                         |                  |                  | X              |                       |               |             |             |                 |
| 2                     | Finance for this scheme would be better spent on other things                                 | X               | X                       | X          |                     |                        |                             |                               | X                      |                    | X             |                  |                   |                        |                  |                  |          |              |               | X                       |                  |                  |                |                       |               |             |             |                 |
| 3                     | Council funds would be better employed making sure that the existing Pelican Crossings worked | X               | X                       |            |                     | X                      |                             |                               |                        |                    |               |                  | X                 |                        |                  |                  |          | X            | X             |                         |                  |                  | X              |                       |               | X           | X           |                 |
| 4                     | No safety issue/ low number of accidents  |                 |                         |            |                     |                        |                             |                               |                        |                    | X             | X                |                   |                        |                  |                  |          |              |               |                         |                  |                  |                |                       |               |             |             |                 |



|    |   |   |   |   |  |   |  |   |   |   |   |   |   |  |  |  |   |   |   |  |   |  |   |   |   |  |  |   |
|----|---|---|---|---|--|---|--|---|---|---|---|---|---|--|--|--|---|---|---|--|---|--|---|---|---|--|--|---|
| 5  | A 20mph speed limit is not required   |   |   |   |  |   |  | X | X |   | X | X |   |  |  |  | X | X | X |  |   |  | X |   |   |  |  | X |
| 6  | There is no speeding issue through the town centre  |   |   |   |  | X |  |   |   |   | X |   |   |  |  |  | X | X |   |  |   |  |   |   |   |  |  |   |
| 7  | Installing the traffic calming features will cause a lot of disruption to the town centre | X | X |   |  | X |  |   |   |   |   |   |   |  |  |  |   |   |   |  |   |  |   |   |   |  |  |   |
| 8  | Proposals will harm business by deterring people from driving to town centre              |   |   | X |  |   |  |   |   | X |   | X | X |  |  |  | X | X | X |  | X |  | X | X | X |  |  | X |
| 9  | Businesses should be compensated for loss of trade during construction period             | X | X |   |  |   |  |   |   |   |   |   |   |  |  |  |   |   |   |  |   |  |   |   |   |  |  |   |
| 10 | Bollards at Burns Walk have already reduced footfall on Commercial Street                 |   |   |   |  |   |  |   |   |   | X |   |   |  |  |  |   |   | X |  |   |  | X | X |   |  |  |   |
| 11 | A 20mph limit without traffic calming should be tried first                               |   |   |   |  |   |  |   |   | X |   |   |   |  |  |  |   |   |   |  |   |  |   |   |   |  |  |   |

|    |  |  |  |  |  |   |   |   |   |  |   |   |   |   |  |   |   |   |   |   |   |  |   |   |   |
|----|--|--|--|--|--|---|---|---|---|--|---|---|---|---|--|---|---|---|---|---|---|--|---|---|---|
| 12 | Speed humps are not required to enforce a 20mph limit  |  |  |  |  |   | x |   | x |  | x |   | x |   |  | x |   |   | x | x |   |  | x | x | x |
| 13 | Police should be enforcing the speed limit so that road humps are not needed   |  |  |  |  | x |   |   |   |  | x | x | x | x |  |   |   |   | x |   |   |  |   | x |   |
| 14 | Speed cameras should be used to enforce the 20mph limit rather than traffic calming                                      |  |  |  |  |   | x |   |   |  |   |   |   | x |  |   | x |   |   | x |   |  |   |   |   |
| 15 | Electronic signs should be used to enforce speed limit rather than traffic calming                                       |  |  |  |  | x |   |   |   |  |   |   |   |   |  |   |   |   |   |   |   |  |   |   |   |
| 16 | The area covered by the 20mph speed limit is to extensive and includes streets where you can't do more than 20mph anyway |  |  |  |  |   |   | x |   |  |   |   |   | x |  |   | x | x |   |   |   |  |   |   |   |
| 17 | Traffic calming measures do not fit with the conservation area status of the town centre                                 |  |  |  |  |   |   |   |   |  |   |   |   |   |  | x |   |   |   |   | x |  |   |   | x |





The following paragraphs summarise the responses made to each of the points raised by the objectors. Copies of each response can be found in Appendix 4 to this report.

## **1 THIS SCHEME SHOULD NOT BE A PRIORITY**

The Council in its role as Roads Authority has a duty under the Section 39 of the Road Traffic Act 1988 to carry out studies into accidents within our area; and in light of those studies, take such measures as appear appropriate to the Council to prevent such accidents. In addition, “Scotland’s Road Safety Framework to 2020” sets the national policy on casualty reduction, where the vision is that *“A steady reduction in the numbers of those killed and those seriously injured, with the ultimate vision of a future where no-one is killed on Scotland’s roads, and the injury rate is much reduced”*.

Police accident records show that within the Esplanade/ Commercial Road area there were 22 injury accidents between 2000 and 2013, of which 16 involved pedestrians. This area accounts for 8% of all injury accidents in Shetland over the study period. From “Reported Road Casualties Scotland 2013” the national average injury accident rate for local authority A-class roads in built up areas for the 5 year period 2009 to 2013 was 42.53 accidents per million vehicle kilometres. The accident rate on the Esplanade/ Commercial Road area between Burns Walk and the North Ness roundabout was 93 injury accidents per million vehicle kilometres over the same period. These figures are especially concerning given the high proportion of injuries to pedestrians in the area as nationally less than 30% of accidents in built-up areas involve pedestrians.

Therefore, there is clearly an accident cluster and incidence rate well above the national average.

The Shetland Partnerships “Single Outcome Agreement” policy has *“Reduce deaths, serious and slight injuries on Shetland’s roads”* as one of its primary goals.

The Prioritised List of Road Improvement Schemes implemented as Council Policy in 2015 (E&T min ref 07/15) identifies this scheme as the highest priority of all identified priorities using the evaluation matrix as approved by Council

Therefore, having considered the relevant legislation, national road safety policy, and all local policies, it is clear that addressing the relatively high incidence of accidents in the Esplanade/Commercial Road area is not only a priority under Council policy, but it is a duty of the Council in its role as Roads Authority.

## **2 FUNDS WOULD BE BETTER SPENT ON OTHER THINGS**

A significant amount of funding for the traffic calming measures has been offered by Transport Scotland’s Sustainable Transport team within the Scottish Government, otherwise

known as Sustrans. This central government funding is targeted at improvements and initiatives that promote cycling, walking and other forms of active transport. Sustrans considers that 20 mph speed limits and zones create an 'enabling environment' for active travel. They have now confirmed to us that our application for funding for the proposed traffic calming scheme has been successful for funding in 2017.

This funding is dependent on the promotion and making of the traffic regulation order for the proposed 20 mph speed zone.

There will be some costs to the Council in implementing these proposals but these will have to be prioritised by the Council against its other priorities.

### **3 FUNDS WOULD BE BETTER SPENT ENSURING EXISTING PELICAN CROSSINGS WORKED**

The Roads Service is in the process of renewing all of the Pelican crossing signals in Lerwick. They were among the first LED traffic signals to be installed in this country and are now obsolete, making the sourcing of spares difficult. To date we have replaced the signals at A970 Lochside, Victoria Pier, Bolts and Church Road. The serviceable parts from the old lights that we have taken down have been kept for use in the five remaining sets of the early LED type. The level of funding currently allocated by the Council will allow us to replace 2 sets of lights per year until they are all modernised. As the proposals include changing some of the town centre Pelican crossing for Zebra crossings this scheme would allow the replacement programme to be completed earlier.

### **4 THERE IS NO SAFETY ISSUE**

The Council in its role as Roads Authority has a duty under the Section 39 of the Road Traffic Act 1988 to carry out studies into accidents within our area; and in light of those studies, take such measures as appear appropriate to the Council to prevent such accidents. In addition "Scotland's Road Safety Framework to 2020" sets the national policy on casualty reduction, where the vision is that *"A steady reduction in the numbers of those killed and those seriously injured, with the ultimate vision of a future where no-one is killed on Scotland's roads, and the injury rate is much reduced"*.

Police accident records show that within the Esplanade/ Commercial Road area there were 22 injury accidents between 2000 and 2013, of which 16 involved pedestrians. This area accounts for 8% of all injury accidents in Shetland over the study period. From "Reported Road Casualties Scotland 2013" the national average injury accident rate for local authority A-class roads in built up areas for the 5 year period 2009 to 2013 was 42.53 accidents per million vehicle kilometres. The accident rate on the Esplanade/ Commercial Road area between Burns Wlk and the North Ness roundabout was 93 injury accidents per million vehicle kilometres over the same period. These figures are especially concerning given the high proportion of injuries to pedestrians in the area as nationally less than 30% of accidents in built-up areas involve pedestrians.

Therefore, there is clearly an accident cluster and incidence rate well above the national average, and as such we are duty bound to propose remedial action. While the numbers involved are low we ensure their statistical validity by considering the longest timeframe practical.

## **5. A 20MPH SPEED LIMIT IS NOT NEEDED**

The latest Scottish Government Guidance on the introduction of 20 mph speed limits states that *“Transport Scotland and its road safety partners want to see all road users travel, not just within the legal speed limit at all times, but at the speed most appropriate for the conditions, taking into account other road users. There is a strong argument for 20 mph speed restrictions on certain roads. Drivers travelling at higher speeds have less time to identify and react to what is happening around them and it takes longer for the vehicle to stop. Any resulting crash is more severe, causing greater injury to the occupants and to any pedestrian, rider or other vehicle involved in the collision. Accidents can be expected to fall by between 4% and 6% for each 1 mph reduction in average speed. The greatest reductions were achievable on busy main roads in towns with high levels of pedestrian activity”*.

Therefore, reducing the limit to 20 mph would appear to be the most appropriate solution to propose in this situation.

## **6 THERE IS NO SPEEDING**

A number of traffic counts were undertaken through the area in 2012 and while these show that, in general, most drivers are travelling at a responsible speed there were a notable numbers of drivers travelling above this typical level - and speeds generally increased in the evenings.

The more detailed analysis shown in the table below shows the variation in traffic speeds through the Esplanade/ Commercial Road area across the day. The table also clearly highlights the notable increase in speeds in the evenings.

| <b>Church Road</b>                                  | <i>Average</i> | <i>85%</i> | <i>&gt;20mph</i> | <i>&gt;25mph</i> | <i>&gt;30mph</i> | <i>Max mph</i> |
|---|----------------|------------|------------------|------------------|------------------|----------------|
|   |                |            |                  |                  |                  |                |
| <i>Representative Peak Hour (13:00 to 14:00)</i>    | 22             | 26         | 65%              | 24%              | 3%               | 36             |
| <i>Representative Evening Hour (19:00 to 20:00)</i> | 24             | 28         | 87%              | 46%              | 6%               | 42             |

| <b>Esplanade @ TSB</b>                              | <i>Average</i> | <i>85%</i> | <i>&gt;20mph</i> | <i>&gt;25mph</i> | <i>&gt;30mph</i> | <i>Max mph</i> |
|---|----------------|------------|------------------|------------------|------------------|----------------|
|   |                |            |                  |                  |                  |                |
| <i>Representative Peak Hour (13:00 to 14:00)</i>    | 18             | 20         | 6%               | 1%               | 0%               | 28             |
| <i>Representative Evening Hour (19:00 to 20:00)</i> | 19             | 21         | 22%              | 3%               | 0%               | 28             |

| <b>Esplanade @ Albert Building</b>                  | <i>Average</i> | <i>85%</i> | <i>&gt;20mph</i> | <i>&gt;25mph</i> | <i>&gt;30mph</i> | <i>Max mph</i> |
|---|----------------|------------|------------------|------------------|------------------|----------------|
|   |                |            |                  |                  |                  |                |
| <i>Representative Peak Hour (13:00 to 14:00)</i>    | 20             | 22         | 31%              | 5%               | 0%               | 30             |
| <i>Representative Evening Hour (19:00 to 20:00)</i> | 24             | 28         | 85%              | 47%              | 4%               | 36             |

| <b>Esplanade @ Alexandra Building</b>               | <i>Average</i> | <i>85%</i> | <i>&gt;20mph</i> | <i>&gt;25mph</i> | <i>&gt;30mph</i> | <i>Max mph</i> |
|---|----------------|------------|------------------|------------------|------------------|----------------|
|   |                |            |                  |                  |                  |                |
| <i>Representative Peak Hour (13:00 to 14:00)</i>    | 23             | 27         | 80%              | 35%              | 3%               | 40             |
| <i>Representative Evening Hour (19:00 to 20:00)</i> | 25             | 30         | 89%              | 58%              | 10%              | 42             |

| <b>Commercial Rd @ Charlotte House</b>              | <i>Average</i> | <i>85%</i> | <i>&gt;20mph</i> | <i>&gt;25mph</i> | <i>&gt;30mph</i> | <i>Max mph</i> |
|---|----------------|------------|------------------|------------------|------------------|----------------|
|   |                |            |                  |                  |                  |                |
| <i>Representative Peak Hour (13:00 to 14:00)</i>    | 22             | 25         | 64%              | 21%              | 1%               | 38             |
| <i>Representative Evening Hour (19:00 to 20:00)</i> | 24             | 28         | 89%              | 49%              | 3%               | 38             |

The reduced speed limit is being proposed in order to regulate vehicle speeds around the 20mph level throughout the whole day. Unless vehicle speeds are maintained at the lower level the current evening/night injury accident rate is unlikely to be reduced.

There have also been a number of complaints from residents in the Church Road area regarding the speed of vehicles, particularly at lunch times and in the evenings. While in general vehicle speeds on Church Road were in the 19mph to 28mph range, when they were monitored it was found that some 5% of drivers were exceeding 30mph.



## **7 DISRUPTION AND LOSS OF TRADE**

Any disruption to traffic will be minimal during the construction of the speed cushions. Since they are in pairs they can be constructed one at a time, using traffic lights, so that one lane is available to traffic at all times.

The road humps will take in the region of a week to construct but again traffic lights could be used for the majority of this time. There are only 3 road humps in the proposed scheme, one of which is off the A969 on Mitchell's Road and so not on a route into the town centre.

The raised table junction at South Commercial Street would be a fairly sizeable project in its own right and will take a number of weeks to construct with the road closed for a large part of the duration of the works. The public would be notified in advance of this closure. A display advert could be placed in the Shetland Times indicating a map of the extents of the closure, and the recommended routes to the main parking areas at Burns Lane, the Market Green, Fort Road, the Esplanade, and below Fort Charlotte. Messages could also be broadcast on local radio and notices posted on the Council and Shetland News websites.

The table junction, while creating the greatest disruption, is recognised by Living Lerwick, the Community Council, retailers and a number of consultees as being highly desirable, not only for road safety reasons but also to improve crossing facilities and to better link the two sections of Commercial Street. The expectation is that it would result in long term benefits for retailers, particularly those located on South Commercial Street.

## **8. PROPOSALS WILL HARM BUSINESSES BY DETERING PEOPLE FROM DRIVING TO TOWN CENTRE**

There has been limited research into the effects of traffic calming on retail and other businesses within calmed areas.

In the paper "Traffic Calming in the United Kingdom: the Implications for the Local Economy (2009)" the author, D. Banister, discusses the findings of a study into traffic calming demonstration projects in Germany. This study found that five of the six area wide projects "*showed improvements in trade after the introduction of traffic calming*". The results from this German study are summarised in the following table.

### **Changes in Business Turnover in Six German Traffic Calmed Areas (Pharoah, 1991)**

| <b>% of Business</b> | <b>Decreased</b> | <b>No Change</b> | <b>Increased</b> |
|----------------------|------------------|------------------|------------------|
|                      |                  |                  |                  |
| Berlin Moabit        | 31.3             | 40.4             | 28.3             |
| Borgentreich         | 0                | 60.7             | 39.3             |
| Buxtehude            | 6.0              | 33.7             | 60.3             |
| Esslingen            | 20.5             | 31.1             | 32.5             |
| Inglostadt           | 18.4             | 38.8             | 42.7             |

|       |      |      |      |
|-------|------|------|------|
| Mainz | 28.6 | 30.6 | 34.7 |
|-------|------|------|------|

Banister also considers further research by Hass-Klau and Crampton in 1988 on the impacts of pedestrianisation and traffic calming on retailing in Freiburg, Gottingen and Hameln. This research analysed responses to a questionnaire sent to retailers in the affected areas. It found that *“in traffic calmed areas, the responses were more negative than those in pedestrianised areas with a view that turnover had fallen or at best had remained neutral”*. However, this was qualified with the observation that *“respondents may not have differentiated between pedestrianisation and traffic calming, and some may have had no experience of traffic calming”*. Banister also notes that *“the response rate was less than 20%, 777 questionnaires were analysed from traders in pedestrianised areas, main streets and residential streets, with only a limited response from those in traffic calmed areas. Banister’s conclusion is that for “statistically significant results to be obtained, larger sample sizes are required”*.

Emily Drennen in her paper titled *“Economic Effects of Traffic Calming on Urban Small Businesses (2003)”* investigated how *“changes to the streets in urban areas to make them safer, more attractive, and more liveable (“traffic calming”) affect retailers in urban areas”*. Twenty-seven retailers located in the Mission District of San Francisco were interviewed about the impact that the Valencia Street bicycle lanes had on their businesses. Four and a half years after the bike lanes were built, the vast majority of the interviewees expressed support for the bike lanes. Thirty-five percent of the shop holders thought that there had been no appreciable difference to their business, but sixty-six percent believed that the bike lanes had a generally positive impact on their sales. The same percentage said they would support more traffic calming on Valencia Street. However, this was dependent on what the projects were. This last comment is interesting as the Valencia Street calming narrowed the carriageway from two to one lane in each direction and provided cycle lanes, but did not introduce road humps or speed cushions. Never the less, the general opinion of the retailers was positive with a majority willing to consider further calming – which would have involved road humps or speed cushions.

Lockwood and Stillings in their paper *“West Palm Beach Traffic Calming (2000)”* considered the impacts that traffic calming can have in addition to the normal goals of reduced vehicle speeds and improved road safety. This included the economic impact on businesses. The calming in the City of West Palm Beach consisted of wider footways, landscaping and street furniture, the return of two-way traffic with protected parking and mid-block narrowings. A raised table junction was also constructed at a crossroads outside the city’s library. The findings of the paper were that *“the city’s Traffic Calming Program involves changing the design and the role of the streets to reduce the negative social and environmental effects of motor vehicles on individuals and on the community in general. Traffic calming can affect the area’s surroundings and can provide private investors with confidence that the local*

*government is an interested and involved partner. It is a powerful tool to help improve downtown, revitalize challenged neighbourhoods, create street and civic pride, beautify the public realm, create the sense of safety, and provide the feeling of place and community".* These comments are not solely about traffic calming but also consider associated public realm improvements in West Palm Beach similar to those that have already been undertaken in Lerwick's "Old Town" with the widening of footways, the reduction in the number of traffic lanes, the reconstruction of Commercial Street, the Harrison Square 'closure', and the improvement of facilities such as the public toilets. The raised table junction crossing that could be considered for the Church Road/ Commercial Street junction if a traffic calmed 20mph zone was introduced could also be considered as a significant public realm improvement.

The pedestrian charity Living Streets in their report "The Pedestrian Pound: The Business Case for Better Streets and Places" make the case that *"better streets and places can deliver a range of commercial returns"*. It goes on to state *"research in this area is underdeveloped. However, the evidence that does exist suggests a positive impact on retail footfall, turnover, property values and rental yields, particularly for well-designed projects. There is also evidence that well-planned and implemented public realm investments can support regeneration efforts. However, it has been more difficult to link these to an increase in business start-up or survival rates, net employment and tourism"*. Traffic calming is only one of the tools that can be used to improve the public realm and much of the evidence used above may not relate to traffic calming. However, the report does note that *"despite the view that town centres should be easier to get to by car, there is also evidence that shows that traffic calming measures do not adversely affect small businesses (Drennen, 2003). Contrary to expectations at the time, a combined traffic restraint and pedestrianisation scheme in Oxford in 1999 did not lead to a reduction in visitor numbers in spite of a 17 per cent reduction in car trips to the centre (Parkhurst, 2003)"*.

Therefore, to summarise the above comments and findings, it would appear that the FEW studies that have been undertaken on the economic impact of traffic calming are either inconclusive or indicate that there is generally a slight benefit for businesses. The reason for any benefits, when they do occur, is generally given as increased pedestrian footfall due to reduced vehicle speeds and the creation of a 'sense of safety'.

Criticism has been levelled at the Council for referring to these studies in response to the concerns raised by objectors, stating that the study areas were in no way comparable to Lerwick with much better climates. However, it remains the fact that these few studies are at this time the only sources available.

I would also suggest that if traffic calming does not deter footfall in locations with alternative shopping destinations and in better climates where alternative forms of transport are more viable, then why should it do so in Lerwick with no real alternative

shopping destination, and a climate that positively encourages driving rather than walking at times.

I feel that it is also notable that there does not appear to be any studies or reports that show that a town centre has suffered a detrimental impact on its trading success due to the installation of traffic calming or other measures that increase 'feelings of safety' for pedestrians. This is probably because it now appears to be accepted that footfall increases in town centre environments where pedestrians feel safe and 'not at risk'.

## **9 COMPENSATION TO BUSINESSES FOR LOSS OF TRADE DUE TO DISRUPTION**

A Council would only be held liable for compensation when it has been negligent by not complying with its duty, for not following policy, and (in some instances) for not following national guidance or best practice.

The Council is proposing a scheme to address 8% of the injury accidents that occur in Shetland in an area with an injury accident rate more than twice the comparable national average. It would therefore be proceeding with these proposals in pursuit of complying with its statutory duty. As such the Council would not be considered negligent for doing so.

## **10 BURNS WALK BOLLARDS**

In 2000 the Council advertised a set of traffic orders with the intention of pedestrianising Commercial Street. These orders attracted a number of objections, which required a public hearing to be held before an independent person (Public Reporter from the Scottish Government). Following the hearing the reporter found that the orders as proposed had merit and that they made sufficient provisions such that the objections could be set aside. The reporter noted in his conclusions that *"The effectiveness of the pedestrianisation scheme arises from having the vehicle free environment for significant periods of the day"*. He also pointed out that *"The period of restriction should be substantial, unbroken and easily understood"*.

Unfortunately, since the orders were put in place, in late 2001, it became obvious that some of the signing and control arrangements were less effective than expected. A particular point of concern was the number of vehicles using Burns Walk to access Commercial Street during the restricted period each day. For example, a one day count identified some 164 vehicles illegally driving along Commercial Street between 11.30am and 5.00pm. Over 92% of these vehicles took their access up Burns Walk.

In order to maintain pedestrian safety through an effective scheme of pedestrianisation, and to help preserve the intended character of the street, it was necessary to find an effective way to remove these illegal vehicle movements.

Following due consideration of the situation it was determined that the only effective solution would be the introduction of a physical barrier to prevent drivers from accessing Commercial Street from Burns Walk. This was approved at a meeting of the Environment and Transport Committee in March 2013.

#### **11 SPEED LIMIT FIRST AS A TRIAL**

It is our professional interpretation that the “Good Practice Guide on 20 MPH Speed Restrictions” does not indicate that the normal practice would be to trial a signs only 20 mph limit first. The guide states in its various sections that:

- *“Any decision to lower the speed limit to 20 mph should seek to avoid the need for extensive police enforcement, as 20 mph limits will not be routinely enforced;*
- *Any new limit should also be accompanied by publicity and, where appropriate, effective engineering changes to the road itself. Without such measures, the new limit is unlikely to achieve full compliance;*
- *The key to a successful 20 mph speed limit zone is to have in place speed reducing features in sufficient numbers and of appropriate design to reduce traffic speeds without the need for enforcement; and*
- *Local authorities should not introduce such limits on roads where there is no realistic expectation they will achieve decreases in traffic speeds.”*

The guide, in its ‘20 mph limits’ section, basically states that for a road with mean vehicle speeds of 20 mph or less a signs only 20 mph speed limit should be the norm. It goes on to say that for a road with mean speeds of more than 24 mph traffic calming measures will be required to ensure compliance with the desired limit. The 4 mph range that lies between these two mean speeds (20 mph to 24 mph) requires more consideration.

It is our opinion that where speeds are towards the upper end of this 20 mph to 24 mph range, and where there are significant variations in the recorded speeds during the day, then traffic calming is required to achieve the desired speed reductions. These both apply for both the Esplanade and Commercial Road as shown in the table of speeds given above under point 6.

#### **12 SPEED HUMPS ARE NOT REQUIRED TO ENFORCE A 20MPH LIMIT**

Transport Scotland in its “Good Practice Guide on 20 MPH Speed Restrictions” refers to the earlier Scottish Executive Development Department Circular No 6/2001 “20 MPH Speed Limits” for the procedures to be followed when determining whether to introduce 20 mph speed restrictions. This guidance states *“Local authorities may establish mandatory 20 mph speed limits indicated by speed limit signs without traffic calming. This may be regarded as*

*an attractive option, but such limits should not be introduced where there is no realistic expectation that they will achieve the required decrease in traffic speeds, or where the police are unable to give an undertaking to provide an effective level of enforcement".* Police Scotland has informed us that for practical reasons it would be extremely difficult to enforce a reduced speed limit on the length of roads in question (see Enforcement section below). The Circular goes on to say *"if the 85th percentile speed (the speed at which 85% of the traffic travels at or below) of traffic before implementing a mandatory 20 mph speed limit is higher than 24 mph, or it is felt that the desired reduction in the vehicle speeds is unlikely to be achieved by the use of signs alone, it is possible to construct speed reducing (traffic calming) features"*.

In this situation it is normal practise to propose a 20 mph speed zone with speed reducing features in sufficient numbers and of appropriate design to reduce traffic speeds without the need for enforcement.

The traffic speeds were measured on Church Road, the Esplanade and Commercial Road in 2012. The results are detailed in the tables given under point 6 above.

These tables show that at Church Road, Alexandra Building and Commercial Road the 85<sup>th</sup> percentile speeds during the day and in the evening are in excess of the 24 mph threshold where a 20 mph limit indicated by signs only should be considered. The 85<sup>th</sup> percentile speed at the Albert Building in the evening is also in excess of this threshold. The results show that during the day approximately 25% of traffic is exceeding 25 mph, increasing to 50% in the evening.

Experience nationally and locally indicates that a reduction in the speeds currently experienced on Church Road, the Esplanade and Commercial Road to the proposed 20 mph limit is unlikely to be achieved by the use of signs alone. A study for the London Environment Directors Network titled "Research into the Impacts of 20 MPH Speed Limits and Zones" found that *"in the UK signed only 20 mph schemes generally achieve relatively small speed reductions of 1 to 2 mph"*. This included initial data from an extensive 20 mph area in Portsmouth. In contrast *"zones with physical traffic calming result in a decline in speeds of about 9 mph on average"*. In Lerwick we introduced a '20's Plenty' scheme on Kantersted Road and Nedersund Road. This was an advisory 20 mph limit, the extents of which were indicated by large gateway signs on entry and regular 20 mph roundel road markings throughout. It was introduced after residents expressed concerns regarding excessive vehicle speeds and the hazard to children especially when they were on their way to and from school. The scheme was heavily promoted and advertised with several public meetings to achieve community 'buy-in', Leaflets explaining the scheme were produced and delivered to every address within the limit's extents. Despite this, and after initially positive results, the vehicle speeds that had been giving concern returned to their 'before speeds' within a 6 to 12 month period. This was especially disappointing given the fact that there is

very little through traffic on these roads, with most drivers being residents. The final solution to this issue was the installation of speed cushions.

Therefore, having considered these studies and our local experiences, in order to comply with national guidance we have proposed the installation of traffic calming in the form of road humps, speed cushions, and a raised table junction at South Commercial Street/Church Road. The area at the head of Victoria Pier towards Burns Walk has speeds under the guidance threshold so we are not proposing any traffic calming in that area.

### **13 ENFORCEMENT**

We have discussed the various options for enforcing the proposed limit with Police Scotland. They have informed us that, for practical reasons, it would be extremely difficult to enforce a reduced speed limit on the length of road in question. The short sight distances along the Esplanade and Commercial Road are insufficient to allow a 'safe' reading and there is potential for conflicted readings due to other vehicles on the confined and narrow carriageway.

It should also be noted that there is a presumption in national guidance on setting speed limits that vehicle speeds should be 'self-regulating' within any posted limits and not rely on enhanced levels of enforcement action by the Police for compliance.

### **14 SPEED CAMERAS SHOULD BE USED FOR ENFORCEMENT**

The "Scottish Safety Camera Programme Handbook 2015" sets out the rules and guidance for the provision and operation of fixed speed cameras in Scotland. Cameras deployed through the Programme must be done so primarily where they have the greatest potential to reduce injury collisions. To ensure that this is the case the handbook requires that education and engineering solutions must be considered prior to proposing camera enforcement at any site. The handbook also sets out minimum requirements for new fixed speed camera sites, with evidence of collisions and speeding required.

For a camera site to be considered there must be a minimum number of injury collisions in the last three years. The score required for enforcement is currently 7 points, with the points attributed as follows:

- Fatal collision - 3 points;
- Serious collision - 2 points; and
- Slight collision - 1 point.

Collision data over the most recent three year period would be assessed and could only include collisions in the direction of proposed enforcement.

With a total of 7 slight injury collisions in the entire area over the last three years of the study period, with the collisions involving vehicles travelling in both directions, the accident rate would need to at least double before the rules would allow the provision of a fixed speed camera.

## **15 ELECTRONIC SIGNS SHOULD BE USED TO REINFORCE THE SPEED LIMIT RATHER THAN TRAFFIC CALMING**

The Transport Research Laboratory (TRL), as part of their “Vehicle Activated Signs – A Large Scale Evaluation” report, considered the effectiveness of electronic signs where the speed limit had been changed from 30 to 20 mph.

The before and after speeds were recorded at six speed activated 20 mph roundel signs located within 3 newly introduced reduced speed limits. The results suggested that “*drivers had difficulty in achieving and maintaining 20 mph*”. Therefore, the study only looked at the percentage of vehicles exceeding 25 and 30 mph with those in the band between 20 and 25 mph not considered in the findings.

This showed that while the proportion of vehicles exceeding 25 mph was reduced, between 28% and 54% of the traffic still exceeding 25 mph. The proportion exceeding 30 mph was reduced to between 5% and 8% after introduction of the vehicle actuated signs. The change in mean speed was between 4.4 mph and 7.5 mph, with the greatest benefit at sites with higher average before speeds.

Therefore, the conclusion is that while vehicle activated or electronic signs will help to reduce vehicle speeds they will not do so by a sufficient amount to ensure that vehicles are driven at the desired 20 mph limit.

In our situation the speed limit could not then be considered self enforcing, and the full benefits of achieving a reduction in accident numbers and severity would not be achieved.

It should also be highlighted that the cost of these signs, the provision of their electric supply, associated cabling and reinstatements would be similar to the cost of proving the road humps and speed cushions, perhaps even more depending on the proximity of the electrical services. The long term cost of maintaining and replacing the signs would be more than that required for the maintenance of the proposed physical traffic calming measures. There may be a need for as many as seven vehicle activated signs to ensure a full and effective coverage of the proposed limit.

However, if the table top junction on Church Road at the crossing of Commercial Street is to go ahead the traffic calming on Church Road would still be needed to ensure that vehicle speeds were reduced on the approach to the crossing. All the research and our own



experience indicates that this cannot be achieved by signage alone, whether it is of the standard type or vehicle activated.

## **16 EXTENTS OF THE PROPOSED ORDER**

The extents of the proposed order coincide with the existing mini-roundabouts at Knab Road and the North Ness. These existing 'speed reducing' features would ensure compliance on entry and exit from the proposed limit. The limit extends a little further onto the South Hillhead simply to accommodate the siting of the sign so that drivers have adequate visibility as they enter and leave the limit.

The number of traffic calming measures proposed has been questioned in a number of responses. The extents of the proposed limit, as explained above, have been chosen to include the locations where the road accidents are occurring (see detailed accident plot in Appendix 15 to this report). It has been extended into the South Hillhead so that its entry coincides with an existing speed reducing feature, but also to address residents concerns regarding the excessive speed of some vehicles on Church Road. The spacing of the traffic calming measures and hence their number has been determined by design guidance and the statutory requirements of a 20mph Speed Zone. Fewer measures, spaced further apart, would not achieve the required reduction in speed and in certain areas would fail to meet the statutory requirements on spacing. Where speeds are lower at the head of Victoria Pier then physical calming measures are not required and have therefore been omitted.

## **17 CONSERVATION AREA**

Since 1999 significant alterations have been made to the A969 between its junctions with King Harald Street and Knab Road. These include traffic calming in the form of road narrowings, footpath widening, and the provision of protected parking areas for vehicles. We would argue that this resulted in a considerable improvement to the appearance of the Esplanade and Commercial Road with new kerbs, newly resurfaced footways, and better carriageways. The haphazard and unsightly parking that occurred on these roads, most notably at the foot of Burn's Walk, is no longer an issue since the parking was formalised with marked bays and laybys.

The speed cushions and road humps that are proposed will have minimal visual impact. The intention is that they would be surfaced with a contrasting colour to the carriageway surface, but it would match the "buff" coloured setts in the existing flush footways adjacent to the Esplanade. The raised table junction at the Commercial Street crossing would also have "buff" coloured surfacing. This colour is fairly muted and happens to be a good colour match with the lime wash on the Old Tollbooth and the sandstone used to construct many of the buildings in Lerwick's conservation area.

Therefore, we are of the opinion that the traffic calming will have very little if any visual amenity impact on the conservation area. The proposed Church Road table junction with

Caithness flagstone footways on both sides and “Conservation” kerb stones defining the carriageway should actually improve the appearance of the area.

### **18 TRAFFIC CALMING ON ALL ACCESSES TO TOWN CENTRE AND TWAGEOS PROPERTIES**

There has been traffic calming on all the accesses to the South End of Lerwick for a number of years now. The first to be introduced in 2002 was the “round top” road humps on South Commercial Street and Twageos. These were provided following representations from residents regarding the excessive speed of some vehicles and concerns in particular for pupils of the Anderson High School as they made their way to and from Commercial Street. An extensive consultation was undertaken on a number of options, including closure of the street at Stout’s Court, and the road humps were the most popular.

In 2010 speed cushions were installed on Breiwick Road and Knab Road. The former following a 34 signature petition requesting that “*serious consideration be given to safety measures*”, and the latter as part of the Council’s policy of introducing 20 mph limits on the approach to all schools.

There is a possibility that the 20 mph and traffic calming on Knab Road could be removed at some point after the Anderson High School moves to its new building at Clickimin. However, this would be dependent on a public consultation process following identification of the most likely new uses for the vacant site.

### **19 TRAFFIC CALMING MEASURES ARE DANGEROUS**

The dimensions of the road humps and speed cushions all comply with those permitted by legislation. In fact the gradients of the ‘on/ off’ ramps for the proposed road humps and speed cushions are less than the permitted maximums. Road humps of this type, with these dimensions, have been rigorously tested both in a formal setting and by the fact that they have been used throughout the country at thousands of locations since the legislation was first introduced in 1990. Were they dangerous in themselves in any way then this would have been discovered by now and action would have been taken to amend the type of calming permitted, or the dimensions of that calming measure.

### **20 ROAD HUMPS DAMAGE VEHICLES**

The Transport Research Laboratory (TRL) is a fully independent private company, wholly owned by the Transport Research Foundation. In 2004 it published a report titled “Impact of Road Humps on Vehicles and their Occupants: TRL 614.” The study, on which this report was based, involved the practical testing of vehicles driven repeatedly over road humps, computer simulation of the road humps and vehicles, and biomechanical modelling of the human spine. The issues investigated included damage to vehicle components (especially the suspension), and damage to vehicle undersides - including exhausts. The aim was to

determine whether this was a significant problem, and if so identify actions that could be taken to resolve it.

Five different vehicle types; saloon cars, London taxis, ambulances, single deck buses (both steel and air suspension versions), and mini buses, were instrumented and driven at speeds ranging from 10 to 40 mph (10 to 25 mph for the buses) in 5 mph intervals. Vehicle components were examined after repeated traversing of the humps. The traversing consisted of five runs at each speed with further “durability” runs consisting of 85 runs straddling the speed cushion, 85 with two wheels on the cushion, 85 over a flat top hump, 85 over a sinusoidal hump and a further 85 over a round top hump.

Visual inspections revealed no damage to any of the vehicles. More detailed checks showed that the only changes found in the vehicle components were in the toe angle (the difference between the front and rear edges of tyres mounted on an axle). These went out with the manufacturers’ tolerances for the taxi, ambulance and mini bus. However, when the tests were repeated with a lower maximum speed it was found that any changes remained within tolerance - provided speeds did not exceed 25 mph for the minibus or ambulance and 15mph for the London taxi. Interestingly, further investigation showed that repeated traversals caused the toe to go outside the tolerances temporarily, but that subsequent traversals caused it to return within the tolerances.

The report suggests that *“the changes were due to deformation in the compliant elements within the suspension system rather than being an early indication of vehicle damage”*. The report goes on to state *“the relatively small changes would not be noticeable to the driver in terms of steering feel or handling. Accelerated tyre wear is a possible affect of toe angle exceeding tolerance but it is considered that this would become noticeable only at greater deviations than those seen during the tests. Since tyres are inspected at the annual MOT test, there is little chance of any defective condition developing that would go unnoticed”*

The proposed traffic calming measures comply with all the relevant design guidance and are in fact less severe than the maximum gradients specified. They should therefore have less affect on vehicles than those that were used for the study.

## **21 ROAD HUMPS CAUSE ISSUES FOR PEOPLE WITH BACK PROBLEMS**

The TRL report titled “Impact of Road Humps on Vehicles and their Occupants: TRL 614” (see Damage to Vehicles section above) also considered the effect on the spine of vehicle occupants when traversing road humps.

This study involved detailed biomechanical modelling of the *“lumbar and thoracic vertebrae and idealised representations of the intervertebral discs and main ligament groups that provide stability to the spinal column”*. The model was developed with the input of the

Consultant Spinal Surgeon at Queen's Medical Centre, University of Nottingham. The ligament forces were considered appropriate for assessing injury and the causation of pain. The study found that:

- *“predicted spinal ligament forces were almost an order of magnitude smaller than the damage threshold for such ligaments; and*
- *predicted forces transmitted through the spine as a whole were at least a factor of 4 smaller than those generated in discs by lifting heavy weights.*

*Medical opinion was sought to assist in the interpretation of these results. Because the forces were so far below the damage threshold it was concluded that ligaments are unlikely to be injured by traversing road humps. Although muscle tissue was not modelled explicitly, this finding can also be taken to imply that the muscles would also be very unlikely to be damaged under the predicted loads. Similarly, the predicted forces on discs were such that a healthy spine is unlikely to be injured by repeated traversing of a road hump and vertebral fractures are very unlikely to occur for those with normal bones. Based on these predictions, it is considered that vehicle occupants are very unlikely to be injured as a result of single or repeated traversing of road humps. The exceptions to this statement are people with pre-existing conditions that result in either degenerated discs or weak bones, in which case they could be susceptible to injury depending on the seriousness of their condition”.*

It is worth noting again that the proposed traffic calming measures comply with all the relevant design guidance and are in fact less severe than the maximum gradients specified. They also comply with the guidance published by Transport for London (TfL) in their “Traffic Calming Measures for Bus Routes: BP2/05” technical advice note. They should therefore have less affect on the backs of vehicle occupants than those that were used for the study. If there was any causational link between new back injuries and traffic calming it would have been identified by now, and the regulation surrounding traffic calming installation amended appropriately.

## **22 IMPACT OF TRAFFIC CALMING MEASURES ON EMERGENCY SERVICE ACCESS**

The emergency services were written to during the formal consultation period. We only received one response from Police Scotland who *“would welcome any effective measures taken to reduce road casualty rates and keep people safe on our roads”*.

## **23 SNOW AND ICE ON CHURCH ROAD WILL CAUSE PROBLEMS IF TRAFFIC CALMING INSTALLED**

The proposed traffic calming on Church Road will have no affect on our gritting operations. It will have a slight affect on the ploughing of snow in that the plough or blade will have to

be lifted as the gritter traverses the road hump or speed cushion. This process that is already applied on other roads where speed humps and cushions have been installed is for the driver to boost the spread rate of the salt to treat any snow remaining in the vicinity of the traffic calming.

There are two gritter routes in Lerwick and all the roads that would be traffic calmed by this proposal are Priority 1, and so are treated first - commencing at 6:00am. Should Church Road become impassable then its treatment would be prioritised along with the remainder of the A969 and A970. However, it is probable that if Church Road is blocked due to winter conditions then the majority of roads elsewhere in Lerwick and Shetland will be in even worse condition and there will be very little traffic moving anywhere. Should our gritters fail to treat Church Road for some reason then there is of course an alternative route for most traffic into and out of the area via Commercial Road.

However, there are undoubtedly occasions when the pre-salt done in the late afternoon may be washed off the carriageway resulting in icy conditions in the early morning, or more rarely in the late evening. Snowfall at this time could also cause difficulties on Church Road for the very earliest and latest bus services to the South Mainland and Scalloway.

The concern raised over the raised table junction at Commercial Street is that it would prevent buses from *"gaining the required momentum at the foot of the hill"*. The speed cushions can be straddled by buses so those at the mid-point of the hill should not have any adverse affect in winter conditions.

The raised table junction has been recognised by Living Lerwick, the Community Council, retailers and a number of consultees as being highly desirable; not only for road safety reasons but also to improve crossing facilities and to provide a better link the two sections of Commercial Street.

The dimensions of the proposed table complies with the guidance published by Transport for London (TfL) in their "Traffic Calming Measures for Bus Routes: BP2/05" technical advice note. It advises that *"bus operators [should] consider an operational speed of 15 mph or less when crossing traffic calming, such as speed tables, to minimise discomfort"*.

If this speed (15 mph) was maintained over the proposed table at the foot of Church Road then it should give sufficient momentum to overcome any difficulties experienced due to winter conditions. I would certainly question whether it would be safe to travel in excess of this speed when driving around the tight bend at the foot of Church Road at the moment when there is ice or snow on the road.

#### **24 LOWER SPEED LIMIT AND TRAFFIC CALMING WILL CAUSE CONGESTION**

The volume of traffic currently using the road means that it is nowhere near capacity. We are confident that the desired reduction in speed will have little if any affect on the roads capacity and certainly not enough to result in tailbacks or congestion in Lerwick's town centre. In fact slowing the traffic may even be beneficial to traffic movement as vehicles emerging from side roads will find that they have more time to enter the 'main' road.

## **25 RAT RUNNING**

The diversion of traffic onto other roads is only likely if the alternative route is more attractive to drivers. I would argue that roads such as Market Street and the Hillhead are less likely to be used than a traffic calmed Commercial Road and Esplanade. This is because for the majority of drivers their journey time through the traffic calmed area will be unchanged. In any case a significant volume of drivers heading to Commercial Street use these roads to access the car parking at Burns Lane (Swimming Pool), Fort Road and the Market Green. We have no concerns about a lack of capacity on these roads either.

## **26 AHS MOVE MEANS REDUCED LIMIT IS NOT REQUIRED**

The 20 mph speed limit zone is being proposed to address the relatively high level of injury accidents that occur on the Esplanade and Commercial Road. The distribution of these accidents through the months of the year, days of the week, and time of day shows little if any difference between term time and the school holidays. Therefore, it is our opinion that school related traffic and pedestrian movements have no impact on the frequency and timing of accidents in the area.

North Lochside, at its junction with the access road to the new Anderson High School has already been traffic calmed by the mini roundabout. The drivers on all three approaches are forced to reduce their speed by the geometry of the roundabout and by the fact that they may be required to give way to vehicles approaching from the right. In addition the intention is to provide a variable 20 mph speed limit on Lochside at the times when pupils are coming to and going from the school. This will be in line with national guidance which states that *"20 mph should be the standard speed limit in the vicinity of schools"*. Variable or part-time limits at schools result in better compliance as drivers are being required to reduce their speed for obvious reasons, and only for short periods of the day. It is also recognised that they receive more frequent enforcement by the Police. Therefore, they do not have the same requirements for traffic calming to ensure that drivers slow to the desired speed.

--end--

## **Appendix 5**

**RD-01-17**

**Environment & Transport – 7 February 2017**

## Commercial Street Pedestrian and Vehicular Access

### Drop-in Event 29 November 2016

#### Summary

Over 60 visitors to the drop-in event, with 58 individual questionnaires submitted:

- 11 (19%) happy with the current regime and don't want any changes
- 3 (5%) happy with the current regime but would also be happy to see less restrictions north of the Market Cross
- 3 (5%) were unhappy with the current regime and wanted to see no restrictions north of the Market Cross
- 18 (31%) wanted more restrictions on access around and south of the Market Cross
- 26 (45%) wanted to see pedestrianisation introduced around and south of the Market Cross
- 26 (45%) thought that vehicles should only be permitted onto Commercial Streets if they were loading/ unloading or making a delivery
- 16 (28%) were in favour of a totally car free period of pedestrianisation
- 7 (12%) made comment on the lack of parking enforcement on the questionnaire, although many more raised it during discussions at the drop-in event
- 1 (2%) requested a better system of permitted access for contractors working on premises along Commercial Street
- 2 (4%) while in favour of pedestrianisation with a totally car free period raised the issue of access to the opticians for emergency appointments

Other interesting comments regarding the use of the town centre were:

- Harrison Square could be re-opened but for loading/ unloading only, similar to the other loading bay areas along the Esplanade;
- The area outside the Royal Bank of Scotland would be a better location for market stalls and music/ local events than Harrison Square, and should be re-configured as such.

The mix of people attending the event/ providing responses was:

- 2 (3%) residential property owners who let/ rent their properties out
- 6 (10%) residents in the area
- 4 (7%) commercial property owners who let/ rent their properties out
- 6 (10%) town centre business proprietors/ managers – 4 of whom have previously responded
- 7 (12%) employees in the town centre
- 30 (52%) shoppers/ visitors to the town centre
- 3 (5%) provide services to the town centre

Of these respondents:

- 6 (20%) of the shoppers/ visitors thought that there didn't need to be any changes to the traffic control regime on Commercial Street.



- 19 (63%) of shoppers/ visitors to Commercial Street thought that the pedestrianised area should be extended to include the area around and south of the Market Cross.
- 2 (29%) of people employed in the area and 1 (17%) of those resident in the area thought that there didn't need to be any changes to the traffic control regime on Commercial Street.
- 3 (43%) of people employed in the area and 4 (67%) of those resident in the area thought that the pedestrianised area should be extended to include the area around and south of the Market Cross.
- None of the respondents who provide services to the area supported extending the pedestrianised area, but all thought that vehicular access to Commercial Streets should be restricted to vehicles that were loading/ unloading or making a delivery.

The main outcome points from this consultation are:

- 19% (11) are happy with the current arrangements and see no need for a change.
- 5% (3) would like to see no restrictions on access to the Street – that is the removal of pedestrianisation.
- 10% (6) wanted a relaxation of the existing pedestrianisation order to permit an afternoon access period.
- 22% (13) wanted to see more restrictions on vehicular access around and south of the Market Cross but did not favour pedestrianisation of the area.
- 45% (26) wanted to see the pedestrianised area extended to cover the area around and south of the Market Cross.
- 62% (16) of those in favour of extending the pedestrianised area thought that it should be totally car free with no exemption for disabled badge holders.
- 68% (26) of those in favour of greater restrictions around and south of the Market Cross thought that when access to Commercial Street was permitted it should be restricted to loading/ unloading and delivery vehicles only – that is no general parking.

*5 December 2016*



## **Appendix 6**

**RD-01-17**

**Environment & Transport – 7 February 2017**

## **Commercial Street Traffic Management Options**

### **Consultation with Businesses**

### **Summary of Consultations**

#### **Introduction**

Throughout 2016 a number of meetings and discussions were held with the directors and staff of Living Lerwick the Business Improvement District company setup to promote Lerwick town centre and enhance its business potential.

This dialogue resulted in a couple of submissions to Living Lerwick to seek the views and opinions of its membership on how they thought the current traffic management regime in the town centre could be improved. As part of the consultation exercise an open meeting was held in the Town Hall and throughout the process Roads Service staff were available to answer any queries and clarify technical matters.

At each stage the feedback from Living Lerwick and their members was carefully considered before the draft proposals were refined and put back for further comment. A summary of the two written submissions to Living Lerwick can be found later in this document, along with a summary of the comments received. The written responses themselves can be found in Appendix 7 to this report.

Following the discussions with Living Lerwick and its members a public drop-in event was held at Harrison Square in the town centre to see what the general public thought of the final draft proposals. A summary of the feedback received as a result of that exercise can be found in Appendix 5 to this report.

#### **Headline Outcomes to**

- There was general support for the Esplanade proposals in respect of slower speeds and better pedestrian crossings.
- The 20mph speed restriction itself received few complaints or objections.
- There were a number of concerns and objections regarding the proposed traffic calming measures, but the associated improvements for pedestrians that these measures facilitated were generally supported.
- The proposed improvement to the crossing arrangements at Church Road was singled out for specific support by a number of respondents, including some of those that opposed other aspects of the proposals.
- Businesses located within the currently pedestrianised section of Commercial Street were generally positive about the proposed extension of pedestrianisation and the 'car free' period was seen as an improvement.
- There was widespread support for measures that would reduce the level of vehicle movements along Commercial Street, even from those that did not support pedestrianisation as such.
- Within the area being proposed for pedestrianisation there were a number of businesses who opposed the plans. This opposition was mainly due to the changes it would mean for their current delivery practises, although one business noted that it

would prevent the customer collections that formed an essential part of their trade and another explained how it would seriously impact on the customer deliveries, which were an integral part of his business.

- Within the area being proposed for pedestrianisation there was a general level of support for the pedestrianisation plans, even where there were concerns over deliveries. The afternoon delivery period was introduced to address many of those concerns.

## **Commercial Street Traffic Management Options Consultation with Businesses Initial Written Presentation - July 2016**

### **Current Regime in Town Centre**

#### *Church Road at Commercial Street to Harbour Street*

- Parking restricted to marked bays 0800 to 1730 Mon to Sat.
- Various time limits (15mins, 45mins, 2hrs) apply across the area.

#### *South Commercial Street to Stouts Court*

- Parking restricted to marked bays 0800 to 1730 Mon to Sat. No time limits.

#### *Church Road to Market Cross and Market Cross area.*

- No parking except in marked bays at RBS from 0800 to 1730 Mon to Sat.
- Vehicular access for loading permitted at any time.

#### *Commercial Street beyond Market Cross to below Fort Charlotte*

- No parking except disabled badge holders 0800 to 1730 Mon to Sat except disabled badge holders.
- No vehicular access permitted between 1130 and 1730 Mon to Sat except disabled badge holders.

### **Draft Proposed Regime**

#### *Church Road to Harbour Street*

- Parking restricted to marked bays 0830 to 1700 Mon to Sat.
- Single time limit restriction for area of 3 hours maximum stay.

#### *South Commercial Street*

- Taken out of Short Stay Disc Parking Zone, but No Waiting at Any Time restrictions would be introduced where required to ensure emergency service access was maintained.

#### *Commercial Street from Church Road to below Fort Charlotte*

- Access to Commercial Street from Church Road blocked. Access to RBS/ PO area via Market Cross only.
- No vehicular access permitted to street between 1130 and 1700, except disabled badge holders.

- No parking 0830 to 1700 Mon to Sat except in marked bays at RBS. Bays at RBS would only be available to general drivers until 1130, and after 1700.
- Additional Disabled Parking bays to be marked in Irvine Place and in the reconfigured Burns Walk area.

#### *Burns Walk Area*

- The Burns Walk area would be reconfigured to tidy-up the parking arrangements and to provide a social public space with sheltered cycle parking.

#### **Benefits of Recommended Regime**

- A single time period leaves less room for confusion, and the need to look for additional information signage when parking.
- The 3 hour maximum stay time period allows more flexibility for visitors to the street area to change their plans and linger longer in the area. This should promote greater footfall across the area while preventing 'all day parkers' from blocking the most convenient spaces. The on-street spaces on Church Road would be included in the area to increase the number of available short-stay spaces. Off-street spaces behind the Masonic and spaces at Burns Walk car park (Old Swimming Pool area) would still be available for all day or longer duration parking.
- Extending the short-stay zone further up Church Road would also allow the zone entry signs to be more conspicuous/ noticeable.
- Blocking access to Commercial Street from Church Road removes turning traffic from the proposed raised crossing area between Commercial Street and South Commercial Street. It also removes the risk to pedestrians/ customers in the narrow area adjacent to Slotties and the Post Office Counters entrance. It will also significantly reduce the number of vehicles in the area, most of which just currently use the route via the Market Cross as a convenient way to 'go back oot ower'.
- Controlling entry to Commercial Street to one point for vehicular traffic makes it less likely that drivers will 'try their luck' to 'nip through'. Reducing vehicular flow through the area is likely to reduce the number of illegally parked vehicles at the Market Cross and will bring significant improvements to the amenity of the area, particularly for vulnerable road users.
- Access for loading along Commercial Street will be largely unchanged, other than for the RBS/ PO area that would have a restricted window for loading introduced. However, the overall restricted access period would be brought back from 1730 to 1700 to allow access to all premises at the end of the working day. This would allow access for collections from the Post Office to be made before they close at 1730. A loading bay area could be formed behind Slotties/ south of the Post Office building to facilitate access for deliveries during the restricted period - in line with the facilities provided through the rest of the area. This would only be possible following the introduction of the proposed traffic calming on Church Road, which would

control vehicle speeds on the downhill approach such that suitable emerging and stopping visibilities can be provided for accessing the proposed new loading by area.

- The additional Disabled Parking bays at Irvine Place and Burns Walk, and the removal of all other vehicles from the bays at the RBS during the core period (1130 to 1700 Mon to Sat) would give many disabled badge holders the option of not driving through the length of Commercial Street. However, for those disabled badge holders who need to gain direct access to premises along Commercial Street access rights will be maintained as present.

### **Variations That Could be Considered**

Start and end time of parking restrictions, currently proposed at 0830 to 1700.

- Earlier start would impact on residents parking in the area overnight.
- Later start would reduce the number of spaces available for early visitors to the street area.
- Earlier end time would introduce traffic to the street during the period when there is still a reasonable number of pedestrian users.
- Later end time would only bring limited benefits for the small number of pedestrians on the street after 1700, while preventing late collections, for example from the Post Office.

Extents of the parking restriction zone on Church Road and South Commercial Street

- Leaving the parking zone limit as is, below the parking on Church Road, means that the best located spaces for the south part of Commercial Street and South Commercial Street will be filled mainly by residents and all day parkers. As it is proposed to restrict general access to the south part of Commercial Street from 1130 to 1700 Mon to Sat making some short stay spaces available in the area would provide significant benefits. Residents who wish to park in the area all day would be able to use the off-street parking behind the Masonic.
- South Commercial Street is included within the current parking zone, and could be retained within the new one. However, there are very few spaces suitable for parking vehicles along South Commercial Street and removing these from daytime use by residents would have minimal benefit for visitors to the area, while significantly impacting on residents.

Extents of the parking zone on Commercial Road and Harbour Street

- Extending the zone further north along Commercial Road would only include a couple of extra spaces near to Cee & Jays and the Wheel Bar. However, it would also increase the number of signs required on Commercial Road due to the accesses to the Fishmarket and Malakoff Shop areas, as well as Mill Lane. There is therefore seen to be little benefit in this change.



- The east part of Harbour Street could be included in the zone, adding a number of on-street spaces as short stay. However, this would cause some difficulties in locating the zone entry signs as they would conflict with the proposed limits for the 20mph zone at the junction of Market Street with Harbour Street. It would also require additional signage for Fort Road as the Fort Road carpark is technically off-street parking and would need to be clearly excluded from the zone. Identifying a good location to provide this signage appears to be problematic, and for this reason it is probably best not to amend the extents to include Harbour Street.

Allow access to Commercial Street from Church Road, current proposal is to block access

- Restricting access to Commercial Street from Church Road would remove a significant number of the vehicles that currently pass through the area. Most never stop due to there not being any parking available, and many have no intention of stopping – just passing through for a look, or as a short-cut ‘back oot ower’. Reducing the vehicle flow through the area will benefit pedestrians and the amenity of the area.
- Drivers who genuinely need to access the area would still be able to do so via the Market Cross area. This system has been operated without note of any significant issue or incident on many occasions when maintenance works have been require on the area of Commercial Street between Church Road and the Market Cross.
- Provision can be made in the vicinity of Queen’s Lane and the Shetland Times Bookshop for cars, vans, and light goods vehicles to turn. Heavy goods vehicles are currently prohibited from the area due to the weight limit that was put in place to protect the flagged stone surfacing.

July 2016

## Commercial Street Traffic Management Options

### Consultation with Businesses

### Second Written Presentation - October 2016

#### **Identified Issues to be Addressed**

- There is an identified problem with accidents along the stretch of road between the Viking Bus Station and Victoria Pier. The accident rate is more than twice the national (Scottish) average for this type of road.
- There are a large number of unnecessary vehicular movements through and around the Market Cross, and between Church Road and the Market Cross.
- There are a number of unnecessary and illegal vehicular movements through the main part of Commercial Street.
- Once vehicles have entered the Commercial Street area (legally) at the Market Cross it is too easy for them to nip through the restricted area (illegally).
- The presence of disabled drivers (legally accessing the street) is felt to be unnecessary/ dangerous by many pedestrians. Their presence is also felt to encourage other drivers to think that it is okay to enter the street.
- It is difficult for the Police to effectively enforce the existing split regime regarding access.
- Access through South Commercial Street is regularly compromised by parked vehicles, which could cause serious problems in the event of an emergency situation.
- Vehicles moving through and manoeuvring within the area outside the RBS bank creates a high level of conflict.
- It has long been identified that Church Road effectively splits the street and discourages pedestrian movement into South Commercial Street. The crossing arrangements at this point provides little or poor accessibility for wheelchairs and pushchairs/ prams.
- There is a significant amount of illegal, obstructive, and inconsiderate parking and waiting at the bottom of Burn Walk adjacent to the disabled parking bays. This is encouraged by the layout of the area.
- The various durations permitted for parking in the different parking bay areas in the town centre is confusing for some drivers.
- There is widespread abuse of the short stay parking zone with many drivers parking all day.

#### **Considerations**

- The Council as Roads Authority has a statutory (legal) duty to investigate accidents within Shetland and to implement such measures as are deemed necessary to reduce the accident rate.  
There is a considerable amount of national guidance and research data on effective accident reduction measures.
- The reduction of vehicle speeds to 20mph through residential areas and town centres is encouraged by the Scottish Government Designing Streets policy, the Town Centre Action Plan, and the Good Practice Guide on 20mph Speed Restrictions guidance.

- The Police have stated that it is not possible to effectively enforce a 20mph limit through the town centre so other measures may be required.
- Reducing passing vehicle speeds can also make pedestrians feel safer and happier in their environment. This is particularly so for the more vulnerable classes of pedestrians (the young, the old, and the infirm).
- The Council must take account of all ages, abilities, and disabilities when considering the public realm. Visually impaired pedestrians have particular difficulties/ requirements when navigating along streets, through open areas, or crossing roads.
- Removing vehicles from an area makes pedestrians feel safer and happier in their environment. This is particularly so for the more vulnerable classes of pedestrians (the young, the old, and the infirm).
- The Town Centre Toolkit guidance from the Scottish Government makes a number of observations and recommendations on how to enhance and protect town centres.
- Police Scotland has withdrawn the Traffic Warden Service nationally. They have decided that the enforcement of parking and loading restrictions have no operational priority and resources will therefore not be made available unless there is an over-riding safety issue.
- Civil Parking Enforcement (decriminalisation of parking and loading offences and enforcement by the Local Authority) is an alternative to the now absent Traffic Warden Service.

However, implementing this requires a neutral or positive business case to be made to Transport Scotland before it can proceed.

It was demonstrated previously in a report to the Council that this was not possible in Shetland – a result mirrored in a number of other Local Authority areas with bigger populations/ towns.

- The Police in Shetland have limited resources and therefore any regime of moving traffic control (access restrictions) needs to be largely self-enforcing in order to minimise their need for ongoing input.
- Pedestrianisation has always been heavily opposed by businesses in the south part of Commercial Street due to the implications for loading and the fear that it will reduce footfall.
- The existing pedestrianisation scheme on Commercial Street was tested at a public hearing conducted by the Enquirers Unit of the Scottish Office and approved for implementation against objections from various hauliers and business over the impact on deliveries.

It was considered that the availability of loading bays along the Esplanade made adequate provision along with the period of direct access up to 11:30am.

### **Strategy for Addressing Issues**

From the Scottish Governments Town Centre Toolkit the accepted key principles for improving a town centre are:

- Prioritising pedestrians: *Ensuring that the movement of people on foot comes first.*
- Considering all users: *Ensuring town centres are accessible for everyone.*
- Encompassing all movement modes: *Taking an integrated approach to the movement network, including all modes and interchange.*

- Balancing different needs: *Balancing the personal, commercial and operational movement needs that the town serves.*
- A bespoke parking offer: *Providing a bespoke parking offer which is less about volume of spaces and more about a range of users and uses to encourage and support flexible economic activity.*

Therefore, the first priority of any changes to the Esplanade and the access and control regime on Commercial Street needs to address the current dominance of vehicles in the area through measures that will prioritise pedestrians and reassure them that the town centre area is safe.

Against that priority we need to balance the needs of both businesses and customers for vehicular access, particularly in relation to deliveries and loading/ unloading.

The toolkit notes that it is generally “*not advisable or practical to seek full pedestrianisation of streets in many Scottish town centres*” as “*there is insufficient 24-hour footfall to make them active places that feel safe at all times*”. It also notes that “*In most cases, however, Scottish town centres would benefit from greater levels of pedestrian priority*”.

The four examples of how to achieve this mix are given as:

- Temporary or part-time pedestrianisation: *During the temporary pedestrianisation period, pedestrians will expect to have absolute priority and for vehicular access to be restricted to emergency access only, with service delivery vehicles allowed at certain times of day.*

This is the regime proposed for Commercial Street, with additional recognition of the lack of 24-hour footfall.

- Pedestrian Priority Streets: *These are streets that look and feel like pedestrianised streets, but still allow vehicles to pass through at all times of day. Vehicles are allowed access throughout the day and night, primarily for emergencies, servicing and parking but must move slowly and wait for pedestrians to pass before moving forward. This option is most appropriate for mixed-use streets with residential uses.*

This is the regime proposed for South Commercial Street and Commercial Street out with the temporary pedestrianisation period.

- Shared Space/ Shared Surface: *This is an approach to street design which helps to improve the ambience of a place, introducing freedom of movement while ensuring safety. This approach is suitable for streets that still need to accommodate through traffic as well as higher levels of pedestrians. A continuous level paved surface covers the entire street including footways with subtle demarcations in paving and layout to indicate pedestrian and vehicle zones. Pedestrians largely stick to pavement-type areas, but there is freedom to cross in any location rather than at designated points.*

This is the arrangement proposed for the Church Road/ Commercial Street Junction area.

It may also be possible to introduce a similar area at the bottom of Burns Walk to link the main bus service point with Commercial Street.

- Better Balance: *In this approach, modes of transport are segregated with specific crossing points, but streets are designed to prioritise the comfort and experience of pedestrians. Traffic dominance is reduced and while segregation still exists, pedestrians generally cross at designated points located with pedestrian desire lines in mind. Slower vehicle speeds are encouraged by street design and/or speed restrictions.*

This is the regime proposed for the Esplanade area.

The following points must therefore be considered when moving the strategy towards a detailed set of proposals:

- Reducing vehicle speeds through the town centre is acknowledged as being the best way of reducing the accident rate and severities.
- Vertical traffic calming features are the only proven way of controlling vehicle speeds to around 20mph where the general road layout and environment naturally leads to higher speeds.
- There is specific national legislation covering the implementation of 20mph speed limit zones and the installation of traffic calming features.
- If vehicle speeds can be reduced (and maintained) at around 20mph then Zebra Crossings can be safely implemented and light controlled Pelican/ Puffin crossings replaced/ removed.

This changes the nature of the area from vehicle dominated (pedestrians may only cross during the limited time when the traffic lights are red) to pedestrian demand led where cars must stop if pedestrians want to cross.

- To provide the quality of street space requested by many it is felt to be necessary to provide a period where there are no vehicles allowed on Commercial Street. This obviously has to be balanced against the need for delivery and loading/ unloading access. Such a vehicle free period therefore needs to be targeted at the most appropriate times; that is the period where pedestrian footfall on the street is at its greatest. There is likely to be a difference between the weekday and weekend.
- It is not practical to remove all vehicles from Commercial Street at all times as access for deliveries and loading/ unloading operations is essential for the businesses located there. Access for those activities therefore needs to be set at an appropriate level.

Different business may look for different access patterns, and so it may not be possible to fully accommodate the desires of all the businesses.

- The access control regime for Commercial Street needs to be easily understood, and it needs to be consistent across the whole street area. This simplicity of control, along with a fully vehicle free period, should remove any question of ambiguity for drivers and allow the effective policing of the restrictions.
- Extending the time period that vehicles are allowed onto the street creates a high risk of it becoming a free-for-all, putting the pedestrians that are on the street out with the main vehicle free period at greater risk than they currently are for the majority of the street area.

It is therefore proposed that access during the normal working/ operational period of the street is limited to those vehicles undertaking deliveries and loading/ unloading operations.

- Disabled drivers, who would also be prohibited from Commercial Street during the core vehicle free period, would be permitted access along with the deliveries and loading/ unloading vehicles during the normal working/ operational period of the street.

### **Proposed Regime**

#### *A968 Commercial Road, Esplanade, and Church Road area*

- 20mph speed limit zone with appropriate traffic calming measures as required.
- Flat topped road humps to provide good pedestrian crossing points on/ close to desire lines. Zebra crossings provided to humps in strategic locations.
- Raised table junction area at Church Road/ Commercial Street junction with a Zebra crossing to create a more pedestrian focused environment.

#### *A968 Church Road and Esplanade to Harbour Street*

- Parking restricted to within marked bays between 0830 and 1700 Mon to Sat.
- Out with these times parking would be unrestricted except where No Waiting at Any Time restrictions (double yellow lines) had been placed (for safety reasons).
- Single time limit restriction for area of 2 hours maximum stay; the same as currently in place for the spaces under Fort Charlotte.
- Short-Stay parking zone extended further up Church Road to increase the number of available short-stay spaces. This would also allow the zone entry signs to be more conspicuous/ noticeable

#### *South Commercial Street*

- Taken out of Short Stay Disc Parking Zone, but No Waiting at Any Time restrictions (double yellow lines) would be introduced where required to ensure emergency service access was maintained.
- Unrestricted parking would be permitted in locations where restrictions for emergency service access were not required

#### *Commercial Street from Church Road to below Fort Charlotte*

- No vehicular access permitted to street between 1130 and 1530\* to establish a core 'car free' period
- Vehicular access to the street only permitted between 0830 and 1700 Mon to Sat for loading/ unloading/ deliveries and for disabled badge holders.
- No general parking would be available on the street from 0830 to 1700 Mon to Sat. Marked bays at RBS would be for disabled badge holders and loading/ unloading/ deliveries.  
The four bays at RBS would only be available to general drivers after 1700.
- Additional Disabled Parking bays to be marked in Irvine Place.

#### *Burns Walk Area*

- The Burns Walk area would be reconfigured to tidy-up the parking arrangements and to provide a social public space with sheltered cycle parking and better provision for disabled badge holders.
- It may be possible to extend the improvement area across the Esplanade to create a shared surface environment linking the main town centre bus stop provision with Commercial Street.

### **Negatives**

- While there would be no humps or raised crossings in the area between Albert Building and Church Road there would be some limited vertical traffic calming features on the approaches into the town centre/ Victoria Pier area:
  - from the Hillhead/ Annsbrae area drivers would only have to negotiate one set of speed cushions and the raised table junction at the Commercial Street/ South Commercial Street junction;
  - from the north along Commercial Road there would be flat topped humps (co-located with Zebra crossings to replace the existing Pelican crossings) at the Viking Bus Station and Albert Building, and three sets of speed cushions over the section past Charlotte House and Alexandra Buildings.
- Disabled badge holders would not have unrestricted access to all of Commercial Street as at present. They would have to time their visits to the morning and afternoon access periods, or use the disabled bays under Fort Charlotte or at Burns Walk.
- The short stay parking zone would not be enforced. It would therefore rely on the good will of the general public and people working in the town centre to operate as intended; the limited stay period of up to 2 hours generating a turn-over in the use of the spaces thus encouraging passing trade.  
Usually the general public do not stay beyond the 2 hour limit but many people working in the town centre have been observed parking all day in the short stay parking spaces. This limits the availability of spaces for visitors and shoppers alike.
- There would be a loss of 4 general parking spaces outside the RBS.  
However, these spaces would be available to vehicles for deliveries or loading/ unloading operations out with the core vehicle free period.

### **Benefits**

- Implementation of the 20mph zone with selected traffic calming features would significantly reduce the number of faster moving vehicles. However, for most drivers there would be little or no impact on journey times through the town centre area.
- The maintained lower speed limit would permit the introduction of some Zebra crossings, making the area more pedestrian demand led rather than vehicle dominated.
- The Church Road/ Commercial Street junction area would be significantly enhanced for pedestrians through:
  - the lower approach speeds of traffic;
  - the provision of a Zebra crossing on the desire line for pedestrians travelling between Commercial Street and South Commercial Street;

- increasing the widths of the pedestrian routes along Church Road in the immediate vicinity of the junction.
- There would be a vehicle free period on Commercial Street each day Monday to Saturday where pedestrians would feel safer and less pressured by vehicles taking access and manoeuvring.  
This would be of particular benefit for the most vulnerable pedestrians such as the elderly, those with mobility issues, and parents with young children.
- There would be two periods, one am and one pm, for deliveries and loading/unloading operations.  
A loading bay area would be formed to the south of the Post Office building. Access from this area onto Commercial Street would be enhanced by the improvements to the pedestrian routes along Church Road planned as part of the Church Road/ Commercial Street junction improvement.
- Accessible disabled parking bays would be created in the reconfigured area at Burns Walk.  
Prescribed spaces would also be marked in Irvine Place to ensure that good quality parking spaces were always available for disabled badge holders.
- More short stay parking places would be created by moving the Short Stay Parking Zone boundary further up Church Road.
- A clear system of vehicles permitted/ vehicles not permitted applying to the whole of Commercial Street will remove any ambiguity over where and when drivers can access the street.  
Along with selected enforcement and publicity this should ensure a higher degree of compliance than the present system.
- Removing general parking from Commercial Street during the working week and on Saturdays will remove a large number of circulating vehicles from the area outside the RBS and around the Market Cross.  
Removing vehicles looking for parking spaces, as opposed to those engaged in deliveries or loading/ unloading operations, should lead to a reduction in the number of vehicles parked around the Market Cross area.  
This control regime still allows access to the Post Office for those dropping off or collecting large items of mail. It will also allow access to the bank for cash deliveries. Access to the street to drop people off for appointments will still be permitted out with the core vehicle free period.

Roads Service  
Gremista  
Lerwick  
Shetland

7 October 2016



## **Commercial Street Traffic Management Options Consultation with Businesses Summary of Responses**

### **Commercial Street – within currently pedestrianised area**

#### **Fort Chip Shop**

None of the recommendations (or options) are suitable for all business on the street.  
Reckons it will discourage public from shopping on street.  
Concerned with the level of parking provision in the area, particularly as the parking on Victoria Pier is not always available.

#### **Envi**

Considers the proposals for the Esplanade to be excellent, and feels that traffic volumes along Commercial Street need to be reduced to make the area better and safer for pedestrians.  
Concerned about the level of accessible parking in the area, which is made worse by Victoria Pier being closed regularly.  
Complains about the restriction on loading and suggests a permit system/ barriers to control access.

#### **Thulecraft**

Considers there to be no impact on their business from any of the proposals.  
Supports restrictions on traffic movements through Commercial Street as many trips are for no good reason and put pedestrians at risk.  
No convinced that the proposed traffic calming is justified, and concerned that it will ruin the 'run in ower' experience for many.

#### **Grand Hotel**

No comments regarding impacts on the hotel business, but forms part of a wider business grouping that made comment regarding issue with making deliveries within the existing morning only slot.

#### **Fat Little Pony**

Likes the idea of slowing traffic down through the town and providing better raised crossings for pedestrians.  
Against making the street less accessible for those who drive.

#### **Outdoor4Kids/ Outdoor Trek**

Supportive of the 20mph and traffic calming proposals.  
No objections to the pedestrianisation proposals as it would remove unnecessary traffic which is a problem in the area. Feels that lack of footfall is due to competition from online retailers rather than a lack of parking.

#### **Aa Fired Up**

Happy with the proposals and would like more to be done to remove illegally parked cars as they regularly block access to their premises.

**Intersport**

Broadly in favour of closing access at Church Road and altering the parking regime, but stress that there needs to be enforcement for it to work properly as they consider. They consider it is the lack of enforcement that is causing most of the current problems that the measures are aiming to address.

Not in favour of the proposals for 20mph.

**Wine Shop**

Against all/ any measures that restrict vehicular access to the street.

**Universal Stores**

Against speed bumps as they 'are not proven to reduce speeds, but are proven to damage vehicle suspension.'

Would like to see the whole of Commercial Street pedestrianised with access for deliveries and disabled limited to periods in the morning and late afternoon.

**Beervana/ Shetland Property Lets**

Generally supportive of the proposals, particularly the earlier opening up of the street for deliveries in the afternoon.

Feel that a 2 hour parking limit would be adequate.

**Ninian**

Initial response was that there was too many options and aspects to fully understand the implications and they would like a meeting to gain clarification.

Following presentation of further detailed information and background they are supportive of the 20mph zone and traffic calming proposals as well as the 'full pedestrianisation' of Commercial Street.

Following discussions with some of their customers they pointed out that some had concerns over the impact of the traffic calming, none were opposed to the pedestrianisation proposals, and the 'car-free' period would benefit many of the disabled who wish to walk along the street but feel unable to do so at the moment due to the presence of vehicles.

**Fine Peerie Cakes**

Supports pedestrianisation and other measures to make the town centre more pedestrian friendly.

Support the idea of a car-free- period but suggests also allowing access for deliveries and disabled in the late afternoon.

**Harry's**

Feels that parking issues need to be addressed before looking at pedestrianisation, which affects all businesses differently.

**Just Gents**

Against traffic calming proposals as they feel it will impact on people visiting the Street. They are of the opinion that there is no speeding issue and accidents are extremely rare. Think that there is a lack of parking and too many unused disabled parking spaces.

**Klaize and Hub**

Supports 20mph and traffic calming and thinks that access to the Street should be restricted to allow deliveries and disabled badge holders only, but for a limited period of the day with it being pedestrianised for the remainder.

**Loose Ends**

Against traffic calming as 'humps can cause damage to vehicles'.

Feels that the current 'split' regime of pedestrianisation on Commercial Street should be retained, but feels that an afternoon loading period would be a good idea.

**Mirrie Dancers**

Fully supports the 20mph and traffic calming proposals.

Feels that access to the Street should be restricted to allow a fully pedestrianised period.

Would like to see an afternoon/ evening loading period.

Would like to see some enforcement of the short-stay parking to remove the 'all-day' parkers.

**R W Bayes**

Supports 20mph and traffic calming but concerned that buses may have difficulties with raised junction during periods of ice and snow.

Supports pedestrianisation with a 'car-free' period over the whole Street area, and notes that footfall in the afternoons is generally low.

**High Level Music**

Against proposals to restrict vehicular access, parking, or delivery periods. No details given. However, at the public meeting the proprietors stated that they saw the ability of parents to get close to the premises to park/ drop-off children for lessons as being very important for their business.

**Shetland Soap Company**

Against speed bumps, which are horrendous. Would rather see digital signs to encourage the 20mph limit.

Thinks that access to Commercial Street should be limited to deliveries and disabled at certain times, and pedestrianised for the remainder.

**Commercial Street/ Mounthooly Street/ Market Cross – out with current pedestrianised area****Anderson & Co**

Against two-way traffic flow on section between Church Road and the Market Cross due to tight turn/ poor visibility from Market Cross, and lack of width for two-way traffic and pedestrians.

Against pedestrianisation due to need for public to access the Post Office with large parcels, and for disabled access to the Post Office and bank. Agrees that the area at RBS and past shop can be 'quite chaotic'.

Says that parking is a major issue and integral part of any pedestrianisation scheme and that the short-stay parking scheme is not working due to lack of policing/ enforcement.

### **Da Steak Hoose**

Concerned about delivery of fresh and frozen produce, as it is normally delivered after 2pm for preparation in time for the evening service.

Accepts that there are issues with parking and non-essential vehicle trips through the area. Suggests permit system for deliveries.

### **Lounge Bar**

Letter headed from the Shetland Licensed Trades Association but comments really only apply to the Lounge Bar.

Complains that restricting delivery times will limit them to one delivery per day (before 11:30am), which they cannot work with due to limited cellar space and not knowing what they will sell during trading hours.

Raises concern about access for technical service personnel.

### **A L Laing's Pharmacy**

A number of elderly customers need to park or be taken close to the shop for access. Not all have disabled badges.

Deliveries are made from the shop three days a week between 3pm and 5pm so access for loading is required.

### **Royal Bank of Scotland**

Supports 20mph zone and traffic calming.

Concerned about how cash deliveries can be managed as these can happen throughout the day.

Agree that parking is an issue and sometimes blocks access so would welcome a more controlled regime.

Raises issue of disabled access encouraging other vehicles into the area but on balance supports the idea of pedestrianisation and would prefer to see the existing regime extended to cover the whole of Commercial Street.

### **C Kelly Opticians**

Happy with the proposals in general but have concerns about elderly/ infirm customers need to park or be taken close to the shop for access. Not all have disabled badges.

Feels that it is important to reduce control and volume and speed of traffic in the area.

### **Shetland Times**

Agree with the 20mph limit, and while thinking that the traffic calming measures are excessive have withdrawn their objection to them as feel that the associated improvement to Church Road is worthwhile.

Does not feel that blocking access from Church Road is justified by the (low) number of unnecessary trips through the area.

Unhappy that nothing has been done to increase parking in the area.

Feel that restricting close vehicular access to the Post Office affects all, especially the elderly and infirm – not all of whom have disabled badges.

Concerned that effectively restricting delivery to the morning period is too narrow a window and leads to a days delay on many ordered items.

Quotes Scottish Government guidance on town centres, and highlights 'Pedestrian Priority Streets' as a good idea.

**Mr & Mrs Leask**

Concerned about impact of pedestrianisation on ability to access residential rental property near Commercial Street for servicing.

**Jamieson's Knitwear**

Agrees that reducing traffic in the area would be of benefit, and that closing the access at Church Road is a good way of doing that.

Concerned about any restrictions on access for deliveries.

In conversation with Roads staff suggested a permit system for deliveries or certain businesses.

**Aurora Ink**

Concerned that delivery of ordered items will not arrive before cut-off time and has limited room for holding stock.

Points out that some deliveries are heavy and need to be off-loaded close to the premises.

Suggests looking at Orkney and Inverness for inspiration.

**Faerdie Maet**

Supportive of the proposed speed limit and traffic calming measures along the Esplanade and Commercial Road.

Concerned about closing off access from Church Road as deliveries will have to be made from further away – and they have numerous deliveries of produce per day.

Have experienced a number of problems relating to periods when Commercial Street was closed for maintenance works.

Highlights that footfall to other businesses in the area is important for their trade too.

Feels that access to short-term parking is critical for their business for customer pick-ups of orders.

**Smith's of Lerwick**

Concern that closure of access from Church Road would lead to increased confusion and congestion in the area, with resulting issues for pedestrian safety, but did note that removing all traffic from the Church Road to Market Cross area positively transformed the area to the benefit of pedestrians.

Agrees with our vision for the town centre, the list of issues to be addressed, and our strategy for addressing the issues.

A particular point was made regarding 'obstructive' parking along the frontages of businesses.

Supports the pedestrianisation proposals as they include a totally traffic free period.

Highlighted issues with the Victoria Pier carpark being 'paid for parking' and not always available. Suggests that the LPA should be involved in discussions about how this could be better managed for the benefit of the town centre.

Provided a PowerPoint presentation of what they see is wrong with the current traffic arrangements on Commercial Street. *(This is included at the end of Appendix 7. Some of the supplied photos have been used by permission in Appendix 1.)*

### **Halcrow's Menswear**

Referred to the final submission by Smith's of Lerwick and fully supported everything that was said in support of pedestrianisation.

Highlighted specific concerns regarding obstructive parking and the lack of closure (pedestrianisation) when cruise liners are in port.

Notes that some pedestrians 'fear for their safety'.

### **Stems**

Supports 20mph and traffic calming as feels that traffic speed is an issue – especially on Church Road.

Could not support change to the current pedestrianisation zone due to impact on his business, which needs access for customer deliveries during the proposed core 'car-free' period.

### **South Commercial Street – not affected by pedestrianised areas**

#### **Lodberrie Traders**

No comments on proposals but highlights lack of parking in the area and obstructive parking in certain locations as being issues.

#### **Lodberrie Deli**

Supports 20mph and traffic calming proposals.

No comments on proposals for his business but considers that it will cause difficulties for deliveries elsewhere if restricted to a morning period only.

Agree that the proposals are good for pedestrians/ families.

#### **Antiques & Collectables**

Concerned about 'no waiting' signs outside shop as customers often stop to pick up heavy items, as does the owner when delivering goods to the shop.

Highlights that Church Road puts people of crossing into South Commercial Street, and that vehicle speeds need to be controlled.

#### **Queen's Hotel**

No comments regarding impacts on the business itself.

### **Esplanade/ Harrison Square/ Hillhead – not affected by pedestrianised areas**

#### **George Robertson Ltd**

No specific comments on the proposals but would like to see some designated parent & child spaces, which offer more room.

Like that the proposals will make crossing the road in the town centre safer.

Supports the idea of restricting access to the Street, but permitting access for deliveries and disabled at certain times.

#### **Lerwick DIY**

Against proposals but doesn't say why...

**Peerie Shop & Cafe**

Feels that improving the Church Road crossing is essential, as is making the Esplanade more pedestrian friendly. Would like Zebra crossing at Victoria Pier as well.

Feels that a lot of the problems on Commercial Street is due to a lack of enforcement but supports pedestrianisation with a 'car-free' period over the whole Street area.

**Herd Law**

Supports 20mph and traffic calming but have concerns that traffic noise (especially from HGVs) crossing the speed cushions near their offices may be intrusive.

No particular view on whether or not the pedestrianised area should be extended but did say that the current level of traffic use in the area can be disconcerting for pedestrians.

**Ingrid's Garden Plants**

Supports 20mph and traffic calming proposals but feels that Commercial Street would be best left alone.

**LHD Ltd**

Supportive of the final plans for 20mph zone and traffic calming after discussions with Roads Service.

Would like to seek the whole of Commercial Street pedestrianised with access for deliveries and disabled limited to short periods in the morning and late afternoon.

**Morton Lodge No.89**

Welcomes the 20mph and traffic calming proposals as speeds on Church Road are excessive at times. Think slower speeds along Esplanade would be more pedestrian friendly.

Feels that access to the Street should be restricted to allow a fully pedestrianised period.

Would like to see an afternoon loading period.

Thinks that businesses should engage with LPA to sort out availability of spaces on the pier.

Notes that it is generally staff/ employees of the town centre businesses who occupy the short-stay spaces all-day, which is counter-productive to footfall.

**RSM UK Audit LLP**

Supports 20mph speed limit but not the associated traffic calming which they think will deter shoppers.

Would prefer to see the pedestrianised regime left alone.

**General Response****J W Gray**

It is difficult for them to service all of their customers in the area before the cut-off. This would be made worse if the area covered was enlarged.

**Lerwick Community Council**

No objections to the proposals.

Concerned that closing access from Church Road would lead to problems at Anderson & Co due to two-way traffic flow.





## **Appendix 8**

**RD-01-17**

**Environment & Transport – 7 February 2017**

**SHETLAND ISLANDS COUNCIL**  
**(A969 ESPLANADE, COMMERCIAL STREET, ETC., LERWICK)**  
**(20 MILES PER HOUR ZONE)**  
**TRAFFIC REGULATION ORDER 2017**

SHETLAND ISLANDS COUNCIL, in exercise of their powers under Section 84(1) of the Road Traffic Regulation Act 1984 and all other enabling powers, and after consultation with the Chief Officer of Police in accordance with paragraph 20 of Schedule 9 of the said Act, hereby make the following Order :

1. This Order may be cited as the “Shetland Islands Council (A969 Esplanade, Commercial Street, Etc., Lerwick) (20 Miles per Hour Zone) Traffic Regulation Order 2017” and will come into effect on ..... 2017.
2. With effect from the date on which this Order becomes operational, no person shall drive or permit to be driven any motor vehicle at a speed exceeding TWENTY MILES PER HOUR on the lengths of road described in the Schedule and shown coloured in red on the plan, Drawing No. P03/2017-01, both annexed and executed as relative to this Order.
3. The restrictions imposed by this Order shall be in addition to and not in derogation of any restrictions or requirements imposed by any regulations made or having effect as if made under the Road Traffic Regulation Act 1984, or by or under any other enactment.

Made and enacted by the Shetland Islands Council on ..... 2017

.....  
Margaret Sandison  
Director of Infrastructure Services  
Proper Officer for the Shetland Islands Council  
Gremista  
Lerwick  
ZE1 0PX

## SCHEDULE

This is the schedule referred to in the foregoing “Shetland Islands Council (A969 Esplanade, Commercial Street, Etc., Lerwick) (20 Miles per Hour Zone) Traffic Regulation Order 2017.”

1. That length of the A969 South Hillhead, Lerwick commencing at a point 40 metres west of its junction with Queen’s Place and proceeding in a generally easterly direction to its junction with the Knab Road Roundabout, a distance of 70 metres or thereby, all as shown coloured red and marked “1” on the plan, Drawing No. P03/2017-01 annexed and executed as relative hereto.
2. The entire length of the A969 Church Road, Lerwick commencing at its junction with the Knab Road Roundabout and proceeding in a generally north-easterly direction to its junction with South Commercial Street, a distance of 185 metres or thereby, all as shown coloured red and marked “2” on the said plan.
3. That length of the A969 Esplanade, Lerwick commencing at its junction with South Commercial Street and proceeding in a generally north-westerly direction to its junction with Commercial Road at Harbour Street, including the “loading only” areas at Quendale Lane, Merran Moad’s Steps and Charlotte Place, a distance of 470 metres or thereby, all as shown coloured red and marked “3” on the said plan,
4. That length of the A969 Commercial Road, Lerwick commencing at its junction with the Esplanade at Harbour Street and proceeding in a generally north-westerly direction to a point 10 metres east of its junction with Market Street, a distance of 205 metres or thereby, all as shown coloured red and marked “4” on the said plan.
5. The entire length of Queen’s Place, Lerwick commencing at its junction with the South Hillhead and proceeding in a generally northerly then westerly direction into the Queen’s Place car park, a distance of 75 metres or thereby, all as shown coloured red and marked “5” on the said plan.
6. The entire length of the Queen’s Place branch road, Lerwick that serves Nos 1, 2 and 3 commencing at its junction with the road referred to in paragraph “5” above and proceeding in an easterly direction for a distance of 30 metres or thereby, all as shown coloured red and marked “6” on the said plan.

This is the schedule referred to in the foregoing “Shetland Islands Council (A969 Esplanade, Commercial Street, Etc., Lerwick) (20 Miles per Hour Zone) Traffic Regulation Order 2017.”

7. The entire length of Greenfield Place, Lerwick commencing at its junction with the South Hillhead and proceeding in a generally easterly direction for a distance of 180 metres or thereby, all as shown coloured red and marked “7” on the said plan.
8. The entire length of Greenrig, Lerwick commencing at its junction with Greenfield Place and proceeding in a generally north-easterly direction for a distance of 55 metres or thereby, all as shown coloured red and marked “8” on the said plan.
9. The entire length of Water Lane, Lerwick commencing at its junction with Greenfield Place and proceeding in a generally northerly direction for a distance of 60 metres or thereby, all as shown coloured red and marked “9” on the said plan.
10. That length of Commercial Street, Lerwick commencing at its junction with the A969 Church Road and proceeding in a generally westerly direction to its junction with the Market Cross a distance of 100 metres or thereby, all as shown coloured red and marked “10” on the said plan.
11. That length of Commercial Street, Lerwick commencing at its junction with the Market Cross and proceeding in a generally north-westerly direction to its junction with Commercial Road at a point 25 metres north of its junction with Charlotte Street, a distance of 235 metres or thereby, all as shown coloured red and marked “11” on the said plan.
12. The entire length of Queens Lane, Lerwick commencing at its junction with Commercial Street and proceeding in a southerly direction for a distance of 135 metres or thereby, all as shown coloured red and marked “12” on the said plan.
13. The entire length of Haldane Place, Lerwick commencing at its junction with Queen’s Lane and proceeding in an easterly to its junction with the A969 Church Road, a distance of 25 metres or thereby, all as shown coloured red and marked “13” on the said plan.



This is the schedule referred to in the foregoing “Shetland Islands Council (A969 Esplanade, Commercial Street, Etc., Lerwick) (20 Miles per Hour Zone) Traffic Regulation Order 2017.”

14. The entire length of the Market Cross, Lerwick commencing at its junction with the Esplanade and proceeding in a generally south-westerly direction to its junction with Commercial Street, a distance of 35 metres or thereby, all as shown coloured red and marked “14” on the said plan.
15. The entire length of Mounthooly Street, Lerwick commencing at its junction with Commercial Street and proceeding in a generally south-westerly direction for a distance of 85 metres or thereby, all as shown coloured red and marked “15” on the said plan.
16. The entire length of Irvine Place, Lerwick commencing at its junction with Commercial Street and proceeding in a north-easterly direction to its junction with the A969 Esplanade, a distance of 40 metres or thereby, all as shown coloured red and marked “16” on the said plan.
17. The entire length of the Harrison Square/Irvine Place Link Road, Lerwick commencing at its junction with Irvine Place and proceeding in a north-westerly direction its junction with Harrison Square, a distance of 30 metres or thereby, all as shown coloured red and marked “17” on the said plan.
18. That length of Charlotte Street, Lerwick commencing at its junction with Commercial Street and proceeding in a westerly direction for a distance of 10 metres or thereby, all as shown coloured red and marked “18” on the said plan.
19. The entire length of the Breakwater/Lifeboat Station Road, Lerwick commencing at its junction with the A969 Esplanade and proceeding in a generally easterly direction for a distance of 30 metres or thereby, all as shown coloured red and marked “19” on the said plan.
20. The entire length of Burn’s Walk, Lerwick commencing at its junction with the A969 Esplanade and proceeding in a westerly direction to its junction with Commercial Street, a distance of 35 metres or thereby, all as shown coloured red and marked “20” on the said plan.

This is the schedule referred to in the foregoing “Shetland Islands Council (A969 Esplanade, Commercial Street, Etc., Lerwick) (20 Miles per Hour Zone) Traffic Regulation Order 2017.”

21. That length of Commercial Road, Lerwick below Fort Charlotte commencing at its junction with Commercial Street and proceeding in a generally north-westerly direction to its junction with the Esplanade, a distance of 175 metres or thereby, all as shown coloured red and marked “21” on the said plan.
22. That length of Harbour Street, Lerwick commencing at its junction with Commercial Road and proceeding in a generally south-westerly direction to its junction with Market Street, a distance of 125 metres or thereby, all as shown coloured red and marked “22” on the said plan.
23. The entire length of Fort Road, Lerwick including the car park commencing at its junction with Harbour Street and proceeding in a generally north-westerly direction for a distance of 75 metres or thereby, all as shown coloured red and marked “23” on the said plan.
24. The entire length of Mill Lane, Lerwick commencing at its junction with Commercial Road and proceeding in a generally south-westerly direction to its junction with Fort Road, a distance of 55 metres or thereby, all as shown coloured red and marked “24” on the said plan.
25. The entire length of the North Ness Road, Lerwick commencing at its junction with Commercial Road and proceeding in a generally northerly direction for a distance of 115 metres or thereby, all as shown coloured red and marked “25” on the said plan.
26. The entire length of Mitchell’s Road, Lerwick commencing at its junction with Commercial Road and proceeding in a generally north-easterly direction to the North Ness Business Park, a distance of 320 metres or thereby, all as shown coloured red and marked “26” on the said plan.
27. The entire length of the North Ness Business Park Road, Lerwick commencing at its junction with Mitchell’s Road and proceeding in a generally southerly direction for a distance of 40 metres or thereby, all as shown coloured red and marked “27” on the said plan.
28. The entire length of Gutters Gaet, Lerwick commencing at its junction with Mitchell’s Road and proceeding in a generally south-westerly direction for a distance of 80 metres or thereby, all as shown coloured red and marked “28” on the said plan.

This is the schedule referred to in the foregoing "Shetland Islands Council (A969 Esplanade, Commercial Street, Etc., Lerwick) (20 Miles per Hour Zone) Traffic Regulation Order 2017."

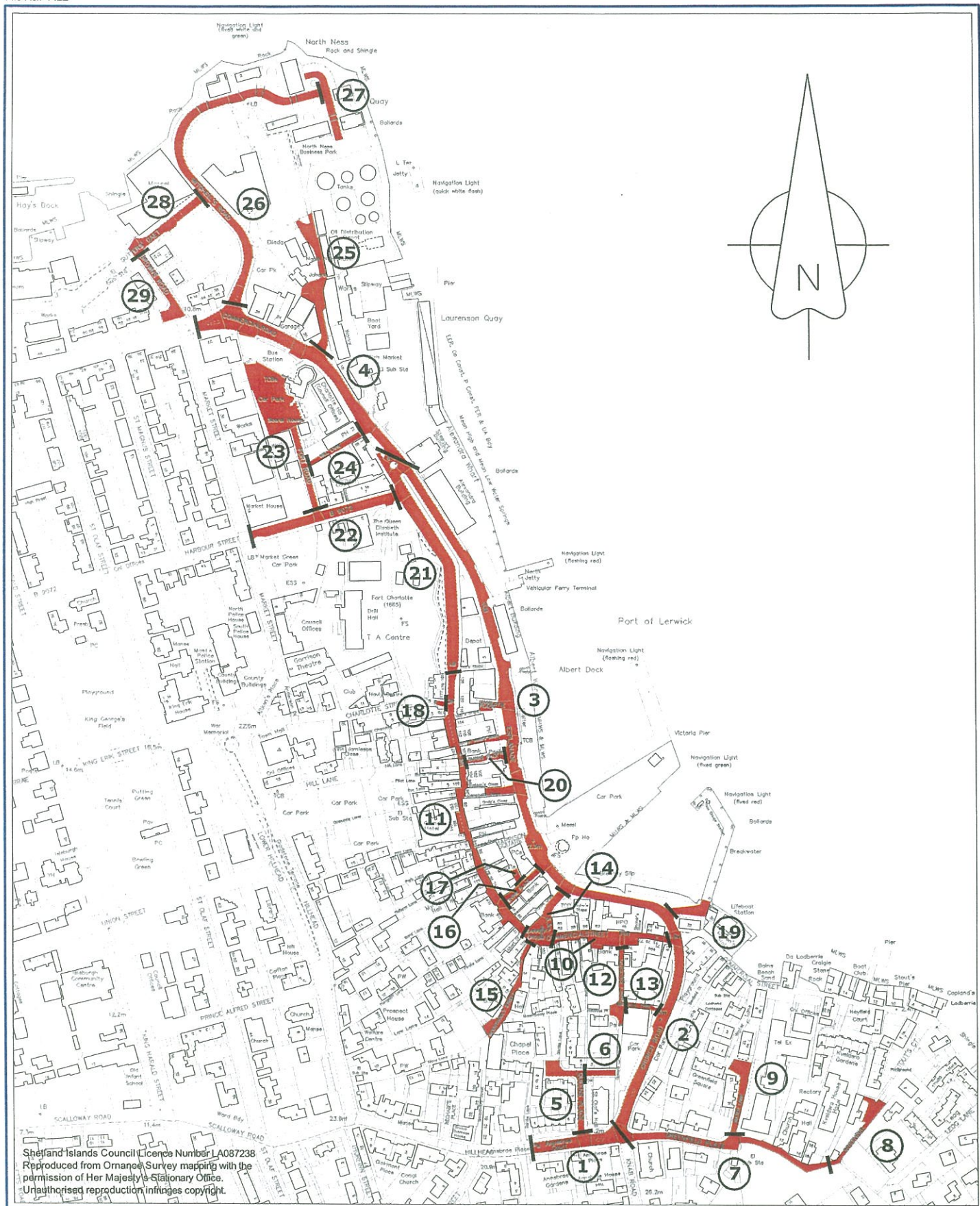
29. The entire length of Brown's Road, Lerwick commencing at its junction with Gutters Gaet and proceeding in a generally south-easterly direction for a distance of 70 metres or thereby, all as shown coloured red and marked "29" on the said plan.

.....  
Margaret Sandison  
Director of Infrastructure Services  
Proper Officer for the Shetland Islands Council  
Gremista  
Lerwick  
ZE1 0PX

## **STATEMENT OF REASONS**

1. In the in the interests of safety by requiring vehicles to reduce their speed to a maximum of 20 miles per hour as they travel along the Esplanade and other roads in Lerwick's town centre. This requirement has been identified by a review of the road traffic accidents on Shetland's roads which highlighted a high number of incidents involving pedestrians on the Esplanade and Commercial Road.





This is the plan referred to in the foregoing "Shetland Islands Council (A969 Esplanade, Commercial Street, Etc., Lerwick) (20 Miles per Hour Zone) Traffic Regulation Order 2017"

Margaret Sandison  
Director of Infrastructure Services

# Shetland Islands Council

Traffic & Road Safety Section, Roads Service  
Department of Infrastructure Services  
Gremista, Lerwick, Shetland ZE1 0PX



Tel: 01595 744866 Fax: 01595 744869

|                        |               |                 |               |
|------------------------|---------------|-----------------|---------------|
| Date:<br>11/01/17      | Drawn:<br>CJG | Checked:<br>NEH | Scale:<br>NTS |
| Drg No:<br>P03/2017-01 |               |                 | Rev:          |



**A969 ESPLANADE, SOUTH HILLHEAD, CHURCH ROAD,  
COMMERCIAL ROAD AND MITCHELL'S ROAD, LERWICK  
ROAD HUMPS**

**NOTICE** is hereby given that Shetland Islands Council are to construct a series of road humps on the A969 Esplanade, Church Road and other roads in Lerwick's Town Centre by virtue of Section 36 (as amended) and Section 39A of the Roads (Scotland) Act 1984.

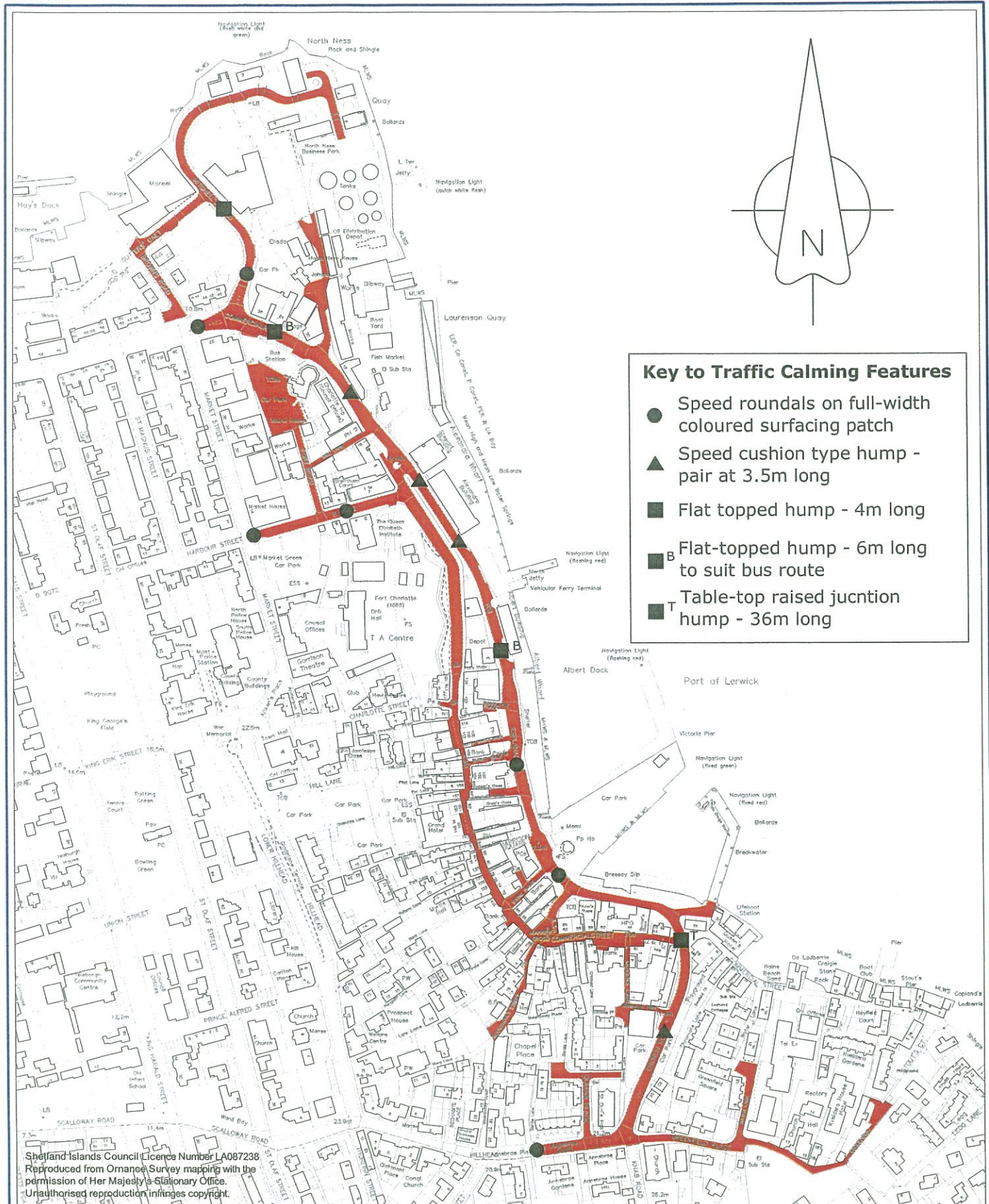
- 1 There will be a total of seven road humps provided between the mini-roundabouts on the A969 at Knab Road and at North Ness, with a further one provided on Mitchell's Road on the approach to Mareel. Since the majority of these road humps are located on the Town Service Bus route they will be of the "speed cushion," "flat" top, or "table" top type to overcome the discomfort that can be experienced in buses and emergency service vehicles when traversing standard road humps.
- 2 The "speed cushion" type will have dimensions of between 80 and 90 mm in height, 3.5 metres in length and a total width of 1.8 metres. There will be four pairs located as follows:
  - (i) on the A969 Church Road at a point 90 metres north-east of its junction the A969 South Hillhead;
  - (ii) on the A969 Esplanade at a point 15 metres north-west of its junction with the north entrance to the Bressay Ferry Marshalling Area;
  - (iii) on the A969 Esplanade at a point 15 metres south-east of its junction with the A969 Commercial Road;
  - (iv) on the A969 Commercial Road at a point 15 metres north-west of its junction with the access to Lerwick Harbour/Malakoff Works.
- 3 The "flat" top type located on the A969 will be between 80 and 90mm in height with approach ramps of 1.5 metres in length. The top of these humps will measure 6 metres in length and they will extend across the full width of the road. There will be two located as follows:
  - (i) on the A969 Esplanade at a point 80 metres north of its junction with Burn's Walk;
  - (ii) on the A969 Commercial Road at a point 35 metres south-east of its junction with Mitchell's Road;
- 4 The "flat" top type located on Mitchell's Road will be 100mm high with approach ramps of 0.9 metres in length. The top of this hump will measure 4 metres in length and it will extend across the full width of the road. It will be located at a point 95 metres north of the Mitchell's Road junction with the A969 Commercial Road.
- 5 The "table" top type will be provided on Church road at its junction with South Commercial Street between points 15 metres south and 21 metres north of the junction giving it a length of 36 metres. The gradient on the two approach ramps on the A969 will be 1 in 20. The "table" will be graded into the existing level, without ramps, at both of its junctions with Commercial Street.

- 6 These traffic calming measures are necessary to facilitate the introduction of a 20 miles per hour zone through the Esplanade, Church Road and on other roads in the town centre. The road humps and speed cushions will all be located within the extents of this zone. Road markings will be placed on the traffic calming features as required by legislation.
- 7 A plan of the scheme may be examined at Roads Service, Gremista, Lerwick, free of charge during normal office hours, between 9am and 5pm Monday to Friday.

Margaret Sandison  
Director of Infrastructure Services  
Proper Officer for the Shetland Islands Council  
Gremista  
Lerwick  
ZE1 0PX

xx Xxxxx 2017





This plan refers the Shetland Islands Council, A969 Esplanade, South Hillhead, Church Road, Commercial Road, and Mitchell's Road, Lerwick - Road Humps Notice 2017

Margaret Sandison  
 Director of Infrastructure Services

## Shetland Islands Council

Traffic & Road Safety Section, Roads Service  
 Department of Infrastructure Services  
 Gremista, Lerwick, Shetland ZE1 0PX

Tel: 01595 744866 Fax: 01595 744869



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|------------------------|---------------|-----------------|---------------|
| Date:<br>11/01/17      | Drawn:<br>CJG | Checked:<br>NEH | Scale:<br>NTS |
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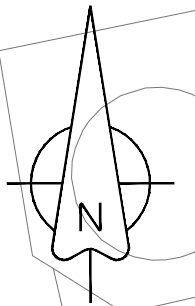
Mareel

Council Offices

Tanks

Zebra crossing installed  
at existing flat topped  
road hump at Mareel

Flat topped road hump to  
match existing within  
North Ness



Oil Dep

Eliada

North Ness House

Jahara

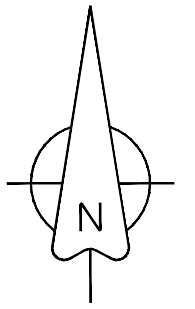
Speed roundels marked  
on road surface

Zebra crossing installed  
at Viking Bus Station on  
flat-topped road hump to  
replace existing Pelican  
crossing

Garage

Works





Three sets of speed cushions installed between Viking Bus Station and Bressay Ferry Terminal

Stewart Building

Alexandra Building

The Queen Elizabeth Institute

Charlotte House  
(Council Offices)

PH 13

PH 1

Brentham Court

1 to 7

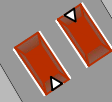
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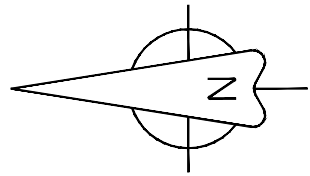
9

Market House 14

PH

Speed roundels marked on road surface





Zebra crossing installed  
on flat-topped road hump  
at location of existing  
Pelican crossing at Albert  
Building

Speed roundels marked  
on road surface

Existing Pelican crossing  
retained at Victoria Pier

Shelter

Pp Ho

PCS

-91

Depot

3

2

126

122

116

114

108  
110  
112

Bank  
106

100  
102  
104

98

96

92

PH

84

82

177  
179  
181

175

167

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159

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145 to  
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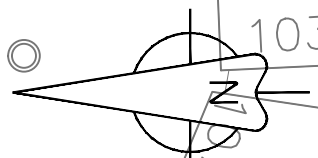
nd  
tel

**Zebra crossing installed  
on raised table junction  
area**

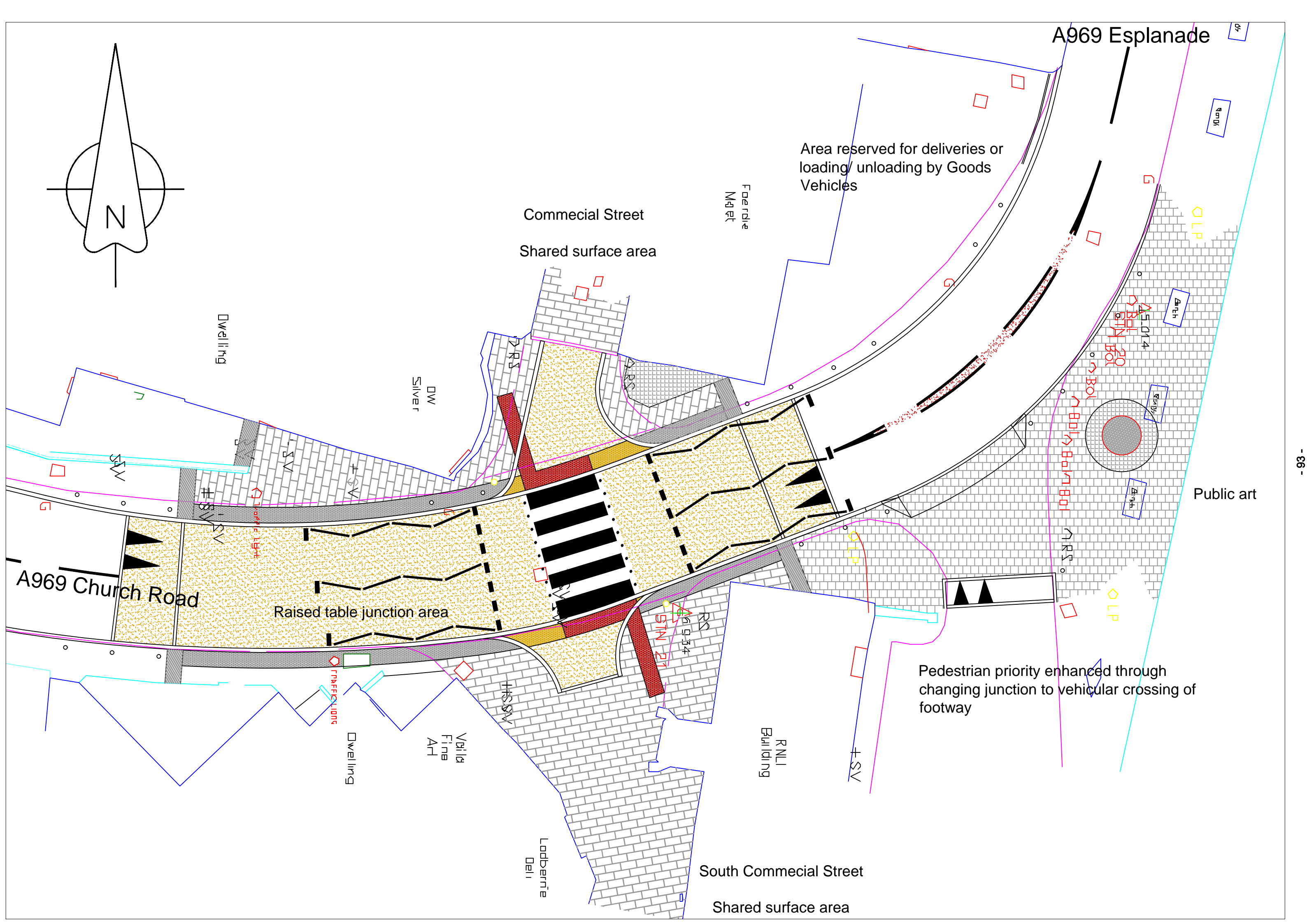
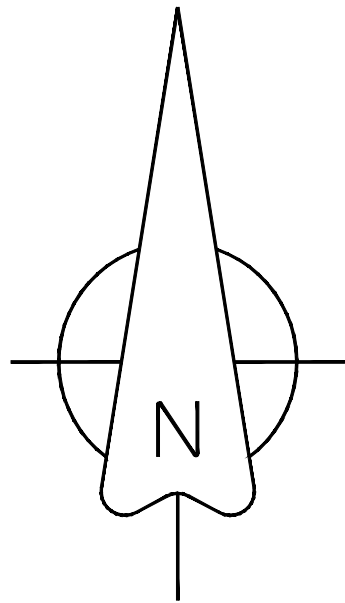
**Pair of speed cushions  
installed on Church Road**

**Contrasting coloured  
surfacing applied at  
existing splitter  
islands**

**Speed roundels marked  
on road surface**







A969 Esplanade

Commecial Street

Shared surface area

Area reserved for deliveries or loading/ unloading by Goods Vehicles

Dwellling

DW Silver

A969 Church Road

Raised table junction area

Public art

Pedestrian priority enhanced through changing junction to vehicular crossing of footway

RNL Building

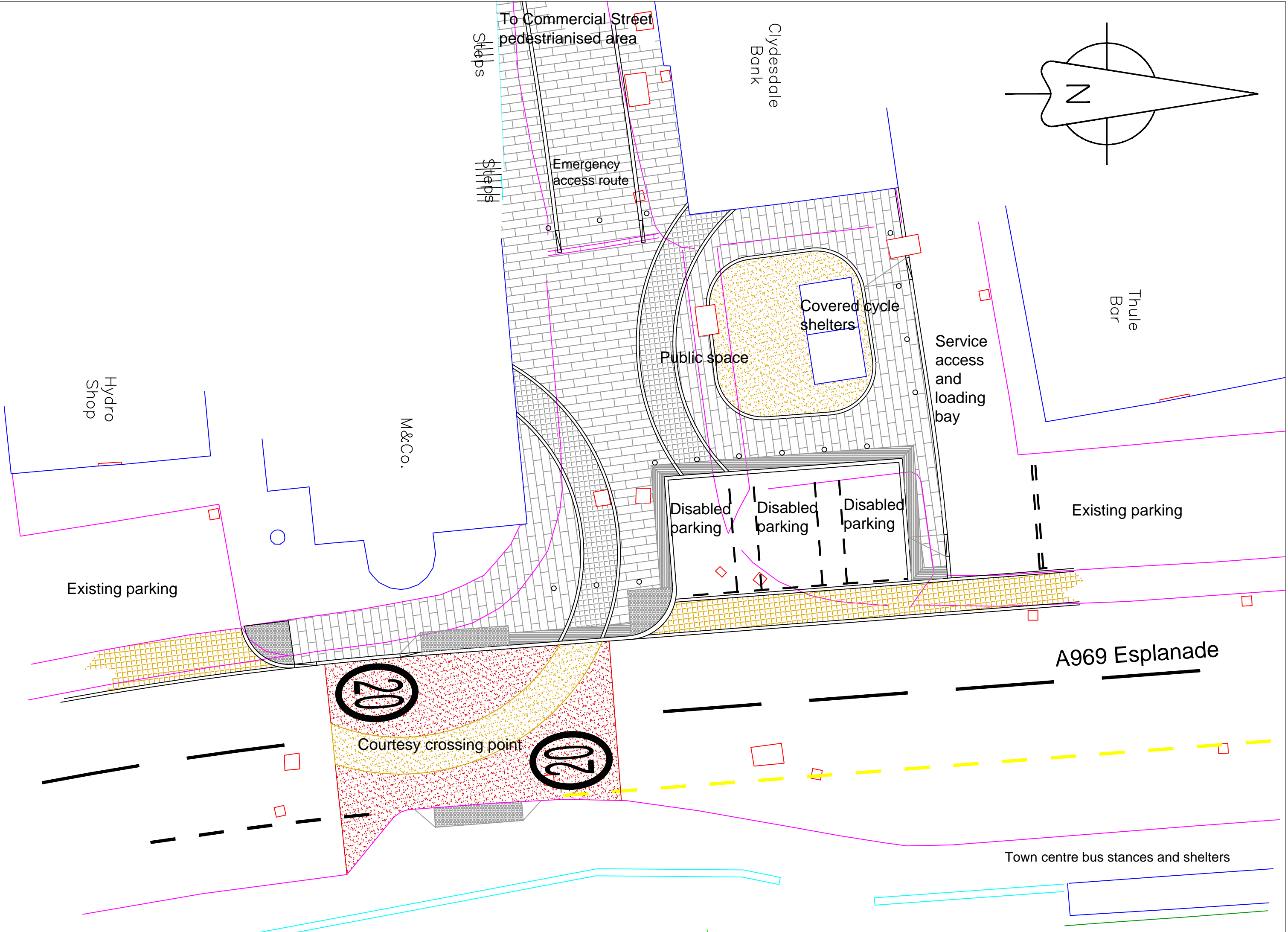
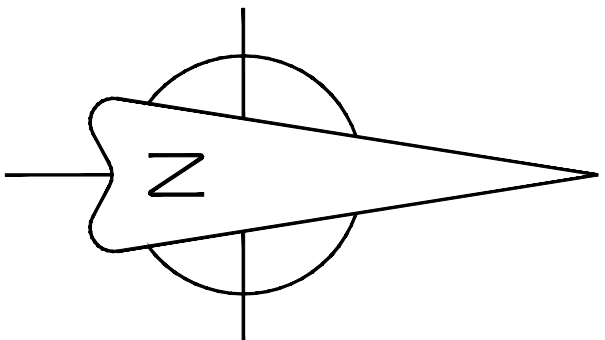
South Commecial Street

Shared surface area

Lodberne Deli

Visible Fine Art

Dwellling



## **Appendix 10**

**RD-01-17**

**Environment & Transport – 7 February 2017**

**SHETLAND ISLANDS COUNCIL  
(COMMERCIAL STREET, ETC, LERWICK) (PEDESTRIANISATION)  
TRAFFIC REGULATION ORDER 2017**

SHETLAND ISLANDS COUNCIL, in exercise of their powers under Sections 1 to 4 of the Road Traffic Regulation Act 1984 and all other enabling powers, and after consultation with the Chief Officer of Police in accordance with paragraph 20 of Schedule 9 of the said Act, hereby make the following Order :

1. This Order may be cited as the “Shetland Islands Council (Commercial Street, etc, Lerwick) (Pedestrianisation) Traffic Regulation Order 2017” and will come into effect on xx Xxxxx 2017.
2. Effect of Order (Prohibition of Driving)  
With effect from the date on which this Order becomes operational, no person shall drive or cause or permit to be driven any motor vehicle or ride or cause or permit to be ridden any pedal cycle during the period 11.30am until 3.30pm, Monday to Saturday, on the lengths of road described in Paragraphs 1 to 7 of the Schedule and shown coloured in red on the plan, Drawing No. P04/2017-01, both annexed and executed as relative to this Order, except as expressly provided hereinafter in Articles 4(a), 4(b), 4 (c), 4(d), and 4(e).
3. Effect of Order (Prohibition of Through Traffic)  
With effect from the date on which this Order becomes operational, no person shall drive or cause or permit to be driven any motor vehicle or ride or cause or permit to be ridden any pedal cycle during the period 9.00 until 5.00pm, Monday to Saturday, on the lengths of road described in Paragraphs 1 to 7 of the Schedule and shown coloured in red on the plan, Drawing No. P04/2017-01, both annexed and executed as relative to this Order, except as expressly provided hereinafter in Articles 4(a), 4(b), 4(c), 4(d), 4(e), 4(f) and 4(g).
4. Exceptions  
Exceptions to this Order are permitted in respect of the following:
  - (a) With the permission of the Chief Officer of Police;
  - (b) Any vehicle which is being used for the purposes of the emergency services or any vehicle in the service of the Police or the Shetland Islands Council which is being used in the pursuance or exercise of statutory powers or duties;
  - (c) Any vehicle which cannot reasonably be used in any other road and which is being used in connection with the removal of any obstruction to traffic, the maintenance, improvement, realignment of any road or the laying, erection, alteration or repair in or adjacent to the road of any sewer or any pipe or apparatus for the supply of water or electricity or telecommunications or any traffic sign;
  - (d) Any vehicle which cannot reasonably be used in any other road and which is being used in connection with any building operation or demolition with the written permission of the Local Roads Authority;
  - (e) Any vehicle which cannot reasonably be used in any other road and which is accessing a private off-street parking space or garage situated on or adjacent to Mounthooly Street or

Irvine Place as described in Paragraphs 3 and 6 of the Schedule, and which displays an 'Access Permit' issued by the Local Roads Authority, as annexed and executed as relative to this order;

- (f) Any vehicle being used for the conveyance of persons, goods or merchandise to or from any premises situated on or adjacent to that length of road;
  - (g) Any vehicle lawfully displaying a disabled persons' badge and which immediately before or after any period of waiting, allowed by virtue of, or by any provision, as required by Regulation 4 of the Local Authorities Traffic Orders (Exemptions for Disabled Persons) (Scotland) Regulations 1991 to be included in an Order under the Road Traffic Regulation Act 1984, has been or is to be driven by a disabled person or, has been or is to be used for carrying disabled persons as passengers.
5. The provisions of the following existing Road Traffic Orders are hereby revoked to the extent hereinafter specified :
- a) "Shetland Islands Council (Commercial Street, etc, Lerwick) (Pedestrianisation) Traffic Regulation Order 2001" in its entirety.
6. The restrictions imposed by this Order shall be in addition to and not in derogation of any restrictions or requirements imposed by any regulation made or having effect as if made under the Road Traffic Regulation Act 1984, or by or under any other enactment.

Made and enacted by the Shetland Islands Council on xx Xxxxxx 2017.

.....  
Margaret Sandison  
Director of Infrastructure Services  
Proper Officer for the Shetland Islands Council  
Gremista  
Lerwick  
ZE1 0PX

## SCHEDULE

This is the Schedule referred to in the foregoing “Shetland Islands Council (Commercial Street, etc, Lerwick)(Pedestrianisation) Traffic Regulation Order 2017”.

1. That length of Commercial Street, commencing at its junction with Church Road and proceeding in a generally westerly direction to the south gable of No 64 Commercial Street, a distance of 110 metres or thereby, all as shown coloured green on the plan, Drawing No P04/2017-01 annexed and executed as relative hereto;
2. That length of the Market Cross, commencing at its junction with the Esplanade and proceeding in a generally south westerly direction to its junction with Commercial Street, a distance of 35 metres or thereby, all as shown coloured red on the said plan;
3. That length of Mounthooly Street, commencing at its junction with Commercial Street and proceeding in a generally south westerly direction to a point 85 metres or thereby south west of its said junction with Commercial Street, all as shown coloured red on the said plan;
4. That length of Commercial Street, commencing at the south end of No 64 Commercial Street and proceeding in a generally northerly direction to its junction with Commercial Road at a point 25 metres north of the Commercial Street - Charlotte Street junction, a distance of 225 metres or thereby, all as shown coloured red on the said plan;
5. That length of Irvine Place, commencing at its junction with Commercial Street and proceeding in a generally north-easterly direction to its junction with the Esplanade, a distance of 39 metres or thereby; all as shown coloured red on the said plan;
6. That length of road between Irvine Place and Harrison Square open to traffic, commencing at its junction with Irvine Place and proceeding in a generally northerly direction for a distance of 17 metres or thereby; all as shown coloured red on the said plan;
7. That length of Burns Walk, commencing at its junction with Commercial Street and proceeding in a generally easterly direction to a point 20 metres east of the said junction, all as shown coloured red on the said plan;

.....  
Margaret Sandison  
Director of Infrastructure Services  
Proper Officer for the Shetland Islands Council  
Gremista  
Lerwick  
ZE1 0PX

## **Appendix 11**

**RD-01-17**

**Environment & Transport – 7 February 2017**



**SHETLAND ISLANDS COUNCIL**  
**(THE ESPLANADE, COMMERCIAL STREET, COMMERCIAL ROAD AND CHURCH**  
**ROAD, LERWICK)**  
**(SHORT STAY CONTROLLED PARKING ZONE AND PROHIBITION OF WAITING)**  
**TRAFFIC REGULATION ORDER 2017**

SHETLAND ISLANDS COUNCIL, in exercise of their powers under Sections 1 to 4, 32 and 35 of the Road Traffic Regulations Act 1984 and all other enabling powers, and after consultation with the Chief Officer of Police in accordance with paragraph 20 of Schedule 9 of the said act, hereby make the following Order :

1. This Order may be cited as the “Shetland Islands Council (The Esplanade, Commercial Street, Commercial Road and Church Road, Lerwick) (Short Stay Controlled Parking Zone and Prohibition of Waiting) Traffic Regulation Order 2017” and will come into effect on xx Xxxxxx 2017.
2. Interpretation
  - (a) “Passenger Vehicle” means a motor vehicle (other than an invalid carriage) constructed solely for the carriage of passengers and their effects and adapted to carry not more than seven passengers exclusive of the driver and not drawing a trailer, specifically declaring that “passenger vehicle” includes a motorcycle or a motorcycle with a side car.
  - (b) “Light Goods Vehicle” means a vehicle the weight of which does not exceed 3500kg laden.
  - (c) “Disabled Person’s Vehicle” means any vehicle lawfully displaying a disabled persons’ badge and which immediately before or after any period of waiting, allowed by virtue of, or by any provision, as required by Regulation 4 of the Local Authorities Traffic Orders (Exemptions for Disabled Persons) (Scotland) Regulations 2000 to be included in an Order under the Road Traffic Regulations Act 1984, has been or is to be driven by a disabled person or, has been or is to be used for carrying disabled persons as passengers.



(d) “Short Stay Controlled Parking Zone” means those lengths of road described in Schedule 1 and shown coloured in green on the plan, Drawing No. P05/2017-01, both annexed and executed as relative to this Order.

(e) “Designated Parking Bay” means any parking bay or area which is clearly delineated by the use of road markings and appropriate signs and which lies within the Short Stay Controlled Parking Zone.

(f) “Parking Disc” means a disc which displays the time of arrival of a vehicle in a designated parking bay whilst the vehicle remains in that designated parking bay.

### 3. Effect of Order (Short Stay Controlled Parking Zone)

With effect from the date on which this Order becomes operational, no person shall cause or permit any vehicle to wait between the hours of 9am and 5.00pm, Monday to Saturday, on any of the lengths of road described in Schedule 1 and shown coloured in green on the plan, Drawing No. P05/2017-01, both annexed and executed as relative to this Order, unless all of the conditions expressed in Articles 3(a), 3(b) and 3(c) are fulfilled except as expressly provided hereinafter in Articles 4(a), 4(b), 4(c), 4(d), and 4(e):

(a) The vehicle is a passenger vehicle or light goods vehicle and it is parked completely within a designated parking bay;

(b) The vehicle is removed within a period of 2 hours of it being parked in the areas described in Schedule 1, as annexed and executed as relative to this order:

(c) While the vehicle is parked there shall be displayed, inside the vehicle's front windscreen or affixed to the side window nearest the kerb, a parking disc which shall be set at the time of arrival of the vehicle in the parking bay.

### 4. Exceptions (Short Stay Controlled Parking Zone)

Exceptions to this part of the Order are permitted in respect of the following:

(a) With the direction of a Police Officer in uniform;

(b) The vehicle is a disabled person's vehicle which displays, in the relevant position, a disabled person's badge as replacement for a parking disc, and which is not causing

an obstruction;

- (c) The vehicle is being used for the loading or unloading of persons, goods or merchandise;
- (d) The vehicle which is being used for the purposes of the emergency services or any vehicle in the service of the Police or the Shetland Islands Council which is being used in the pursuance or exercise of statutory powers or duties;
- (e)

5. Effect of Order (Prohibition of Waiting)

With effect from the date on which this Order becomes operational, no person shall, at any time, cause or permit any vehicle to wait on the lengths of road described in Schedule 2 and shown delineated in red on the plan, Drawing No. P05/2017-02, both annexed and executed as relative to this Order, except as expressly provided hereinafter in Articles 6(a), 6(b), 6(c), and 6(d).

6. Exceptions (Prohibition of Waiting)

Exceptions to this part of the Order are permitted in respect of the following:

- (a) With the direction of a Police Officer in uniform;
- (b) Any vehicle which is being used for the purposes of the emergency services or any vehicle in the service of the Police or the Shetland Islands Council which is being used in the pursuance or exercise of statutory powers or duties;
- (c) Any vehicle which cannot reasonably be used in any other road and which is being used in connection with the removal of any obstruction to traffic, the maintenance, improvement, realignment of any road or the laying, erection, alteration or repair in or adjacent to the road of any sewer or any pipe or apparatus for the supply of water or electricity or telecommunications or any traffic sign;
- (d) Any vehicle which cannot reasonably be used in any other road and which is being used in connection with any building operation or demolition with the written

permission of the Local Roads Authority;

- (e) Any vehicle which cannot reasonably be used in any other road and which is being used for the loading or unloading of persons, goods or merchandise to or from any premises situated on or adjacent to those lengths of Mounthooly Street and South Commercial Street as described in Paragraphs 1 and 3, respectively, of Schedule 2, as annexed and executed as relative to this order;
- (f) Any vehicle which is a disabled person's vehicle and displays, in the relevant position, a disabled person's badge as replacement for a parking disc, and which is not causing an obstruction;

7. The provisions of the following existing Road Traffic Orders are hereby revoked to the extent hereinafter specified :

- a) "Shetland Islands Council (The Esplanade, Commercial Street, Commercial Road and Church Road, Lerwick) (Short Stay Controlled Parking Zone and Prohibition of Waiting) Traffic Regulation Order 2001" in its entirety.

8. The restrictions imposed by this Order shall be in addition to and not in derogation of any restrictions or requirements imposed by any regulations made or having effect as if made under the Road Traffic Regulation Act 1984, or by or under any other enactment.

Made and enacted by the Shetland Islands Council on xx Xxxxxx 2017.

.....  
Margaret Sandison  
Director of Infrastructure Services  
Proper Officer for the Shetland Islands Council  
Gremista  
Lerwick  
ZE1 0PX



## **Appendix 12**

**RD-01-17**

**Environment & Transport – 7 February 2017**



## Equality Impact Assessment

The purpose of an Equality Impact Assessment is to improve the work of Shetland Islands Council by making sure it promotes equality and does not discriminate, advances equality of opportunity, and fosters good relations between people of different ages, disabilities, gender and sexual orientation, race, religion or belief. A public body cannot satisfy its Equality Duty under the Equalities Act 2010 by justifying a decision after it has been taken. The Equality Duty must be complied with at the time that a change to services or a particular policy is under consideration or a decision is taken. This assessment records the likely impact of any changes to a function, service, policy or plan by anticipating the consequences, and making sure that any negative impacts are eliminated or minimised and positive impacts are maximised.

| <b>1. IDENTIFICATION OF FUNCTION, SERVICE, POLICY OR PLAN</b>               |   |
|---|---|
| <b>Title</b>  | Replacement of Pelican crossings with Zebra crossings   |
| <b>Service/ service area responsible</b>                                    | Roads Service   |
| <b>Name of person carrying out the assessment and their contact details</b> | Colin Gair<br>Traffic & Road Safety Engineer<br>Tel: 01595 744867 Email: colin.gair@shetland.gov.uk |
| <b>Date of assessment</b>   | December 2016   |

| <b>2. INITIAL SCREENING</b>   |   |
|---|---|
| <b>What is being considered and why?</b>  | Replacing three existing Pelican crossings at Church Road, Albert Buildings, and Viking Bus Station with Zebra crossings on raised crossings as part of a 20mph zone with traffic calming through Lerwick town centre.  |
| <b>Who is, or may be, affected by the proposals?</b>  | All road users as the crossings provide safe facilities for pedestrians wishing to cross the A969 Church Road/ Esplanade/ Commercial Road, Lerwick  |
| <b>What will be the effect on service users?</b>  | The raised crossings will ensure lower vehicle approach and transit speeds. Changing to Zebra crossings will make the crossing more pedestrian demand led as vehicles will have to stop on demand rather than only when the lights cycle to red.  |
| <b>Could the proposals have a differential impact on people with the following protected characteristics?</b> |   |
| <b>Age:</b>   | Yes. The change is beneficial to older persons and those walking with children as there are no time limit on the crossing period available.   |
| <b>Disability:</b>  | Yes. The change is beneficial to those with mobility issues as there is no time limit on the crossing period available.<br>Yes. Zebra crossings are more difficult for unaccompanied persons who are blind or have a significant visual impairment to use. This is because they can find it difficult to detect when any approaching vehicle has stopped, and there is no audible or tactile signal to indicate that vehicles |



|  |  |
|--|--|
|  | should have stopped – as happens at Pelican crossings.                         |
| <b>Caring responsibilities:</b>  | Yes. Beneficial for carers as per Age above.                                   |
| <b>Gender:</b>   | No.  |
| <b>Pregnancy/ maternity:</b>   | Yes. Beneficial for pregnant persons and those with children as per Age above. |
| <b>Sexual Orientation:</b>   | No.  |
| <b>Race:</b>   | No.  |
| <b>Religion or belief:</b>   | No.  |
| <b>Is there any existing data and/ or research relating to equalities issues in this function, service or policy area?</b>   |  |
| According to 'Roads for All' 3 year report 2007-2010, published by Transport Scotland in 2011, pedestrian crossings help to address barriers to accessibility for people with disabilities. The Disabled Persons' Transport Advisory Committee endorses the principle of according a higher priority being given to pedestrians  |  |
| <b>Have stakeholders/ service users been involved in the development of the proposals?</b>   |  |
| Discussion were held over the use of controlled crossings with the Councils support officer for the blind and visually impaired. The traffic calming proposals, which incorporate the Zebra crossings, have been subject to public advertising. Town centre businesses and the general public were given the opportunity to comment on the proposals during a drop-in event. |  |

### 3. IMPACT ASSESSMENT

|   |  |
|---|--|
| <b>Does the initial screening analysis above identify any differential impacts that need to be addressed?</b> | Yes, the potential impact on unaccompanied persons who are blind or have a significant visual impairment needs to be considered.   |
| <b>What steps (if any) could be taken to minimise or remove any potential negative impacts?</b>               | All of the existing Pelican crossings could be retained but this would negate the benefits for other groups of users with protected characteristics. Not all of the crossing points are used by unaccompanied blind pedestrians due to other routing demands so some may be removed/ replaced without any impact. However, retaining the existing Pelican crossing at Victoria Pier is considered essential for these users. Retaining this crossing allows the other Esplanade crossings to be changed to Zebra crossings without significantly compromising existing routing requirements due to the availability of connecting routes to the Victoria Pier Pelican crossing, which is the preferred crossing point for the town centre. |
| <b>If ways of reducing negative impacts have been identified but are not proposed please explain why.</b>     | n/a  |

### 4. PLANNED ACTION

|   |   |
|---|---|
| <b>What further work/ action is required?</b> | If approved by Council the Zebra crossings would be installed along with the proposed 20mph zone and traffic calming. |
|---|---|

|   |  |
|---|--|
| <b>Who will undertake any further work/ action?</b> | Executive Manager – Roads Service.   |
| <b>When will any further/ work action be done?</b>  | Spring/ early summer 2017  |
| <b>How will the process be monitored?</b>           | Through the process as set down in Section 23 of the Road Traffic Regulation Act 1984. |

Signature .....



Date .....

20/1/17

Name .....

Coun J CARR



## **Appendix 13**

**RD-01-17**

**Environment & Transport – 7 February 2017**



The purpose of an Equality Impact Assessment is to improve the work of Shetland Islands Council by making sure it promotes equality and does not discriminate, advances equality of opportunity, and fosters good relations between people of different ages, disabilities, gender and sexual orientation, race, religion or belief. A public body cannot satisfy its Equality Duty under the Equalities Act 2010 by justifying a decision after it has been taken. The Equality Duty must be complied with at the time that a change to services or a particular policy is under consideration or a decision is taken. This assessment records the likely impact of any changes to a function, service, policy or plan by anticipating the consequences, and making sure that any negative impacts are eliminated or minimised and positive impacts are maximised.

| <b>1. IDENTIFICATION OF FUNCTION, SERVICE, POLICY OR PLAN</b>               |   |
|---|---|
| <b>Title</b>  | Extension of Pedestrianisation on Commercial Street   |
| <b>Service/ service area responsible</b>                                    | Roads Service   |
| <b>Name of person carrying out the assessment and their contact details</b> | Colin Gair<br>Traffic & Road Safety Engineer<br>Tel: 01595 744867 Email: colin.gair@shetland.gov.uk |
| <b>Date of assessment</b>   | December 2016   |

| <b>2. INITIAL SCREENING</b>   |   |
|---|---|
| <b>What is being considered and why?</b>  | Extending the area of Commercial Street covered by pedestrianisation and introducing a vehicle free period. This is being proposed to make the Street more pedestrian friendly.   |
| <b>Who is, or may be, affected by the proposals?</b>  | All road users who access Commercial Street.  |
| <b>What will be the effect on service users?</b>  | Access for vehicles will be restricted at certain times.  |
| <b>Could the proposals have a differential impact on people with the following protected characteristics?</b> |   |
| <b>Age:</b>   | Yes. The changes are beneficial to older persons and those walking with children as there would be a period where there were no vehicles. The pedestrianisation would also extend to cover the area of the Market Cross and outside the main Post Office where the general reduction in traffic movements, as well as a vehicle free period, would provide the greatest benefits. |
| <b>Disability:</b>  | Yes. The change is beneficial to those with mobility or visual impairment issues for the same reasons as per Age above.   |

|   |  |
|---|--|
| <b>Caring responsibilities:</b>   | Yes. Beneficial for carers as per Age above.                                   |
| <b>Gender:</b>  | No.  |
| <b>Pregnancy/ maternity:</b>  | Yes. Beneficial for pregnant persons and those with children as per Age above. |
| <b>Sexual Orientation:</b>  | No.  |
| <b>Race:</b>  | No.  |
| <b>Religion or belief:</b>  | No.  |
| <b>Is there any existing data and/ or research relating to equalities issues in this function, service or policy area?</b>  |  |
| The Disabled Persons' Transport Advisory Committee endorses the principle of according a higher priority being given to pedestrians.  |  |
| <b>Have stakeholders/ service users been involved in the development of the proposals?</b>  |  |
| Town centre businesses were given the opportunity to comment on the proposals on a number of occasions throughout 2016. The general public were consulted during a drop-in event. |  |

| <b>3. IMPACT ASSESSMENT</b>   |   |
|---|---|
| <b>Does the initial screening analysis above identify any differential impacts that need to be addressed?</b> | Yes, the potential impact disabled persons who need direct access to certain premises (e.g. Opticians, Chemists).   |
| <b>What steps (if any) could be taken to minimise or remove any potential negative impacts?</b>               | Access for disabled persons could be permitted at all times. However, this would mean that there would not be a vehicle free period, thus negating the benefits for other groups of users with protected characteristics. The addition of an afternoon access period, along with the morning access period, would allow direct access to premises for disabled persons for 4 hours of every business day. |
| <b>If ways of reducing negative impacts have been identified but are not proposed please explain why.</b>     | n/a   |

| <b>4. PLANNED ACTION</b>                            |   |
|---|---|
| <b>What further work/ action is required?</b>       | If approved by Council Statutory Consultation on the required Traffic Regulation Orders would have to be carried out. |
| <b>Who will undertake any further work/ action?</b> | Executive Manager – Roads Service.  |
| <b>When will any further/ work action be done?</b>  | Spring 2017   |
| <b>How will the process be monitored?</b>           | Through the process as set down in Section 23 of the Road Traffic Regulation Act 1984.                                |

Signature .....



Date ..... 2/1/17

Name ..... COLIN J GARR



|                            |  |                 |
|----------------------------|--|-----------------|
| <b>Meeting(s):</b>         | Environment and Transport Committee                                  | 7 February 2017 |
| <b>Report Title:</b>       | Scottish Government Capital Stimulus Programme: Shetland Funding Bid |                 |
| <b>Reference Number:</b>   | EO-01-17-F   |                 |
| <b>Author / Job Title:</b> | Carl Symons<br>Executive Manager- Estate Operations                  |                 |

### 1.0 Decisions / Action required:

1.1 That the Environment and Transport Committee NOTE that the bid, was approved for submission under delegated authority.

### 2.0 High Level Summary:

2.1 The Scottish Government announced in September 2016 an additional £9 million to implement projects to improve domestic energy efficiency in social landlord properties. The funding was promoted to be utilised quickly to boost economic activity following the European referendum. To deliver this in the Scottish Government's timescale funding bids had to be submitted by 7 October 2016 - within 4 weeks of the fund being created.

2.2 To be successful potential projects had to provide a short term economic boost and monies had to be spent and invoiced by the end of March 2017. The activity had to be demonstrated as unplanned for existing 2016/17 budgets and required joint working between local authorities and social landlords.

2.3 Shetland Islands Council in partnership with Hjaltsland Housing Association, submitted a bid for funding for new heating systems to be installed in 84 socially rented homes throughout Shetland (40 Council and 44 Hjaltsland).

2.4 It is a condition of the funding that the bid had to be approved by Council. The bid was approved for submission by the Director –Infrastructure Services to achieve the time constraints in the bid submission, using her emergency powers following consultation with the Chair and Vice Chair of Environment and Transport Committee. The Scottish Government was advised of this and that the use of delegated authority to approve the bids would be reported to the next Service Committee.

2.5 The funding bid has been successful and Shetland will receive £344,163 in additional funding for the project. Progress to date is on target with installations to be completed by 31st March 2017.



### 3.0 Corporate Priorities and Joint Working:

3.1 The bid was a joint funding application by Shetland Islands Council and Hjaltsland Housing Association.

3.2 Both social landlords are delivering energy efficiency works in their properties under the EESSH programme. This funding supports this work and tackles fuel poverty in the socially rented sector – a priority for both the Council and the Shetland Partnership in the Local Outcomes Improvement Plan. The project will also deliver carbon reductions in support of the Council's carbon reduction requirements and our Carbon Management Plan.

### 4.0 Key Issues:

4.1 Delegated powers have been used to expedite a funding bid in order to draw in external funding to improve energy efficiency, reduce carbon emissions and tackle fuel poverty.

### 5.0 Exempt and/or confidential information:

5.1 None.

### 6.0 Implications : *Identify any issues or aspects of the report that have implications under the following headings*

|  |  |
|--|--|
| <b>6.1 Service Users, Patients and Communities:</b>        | The external funding will support social rented tenants by enabling their landlord to improve their heating systems and it will help to tackle the high fuel poverty levels in Shetland.   |
| <b>6.2 Human Resources and Organisational Development:</b> | None.  |
| <b>6.3 Equality, Diversity and Human Rights:</b>           | Tackling fuel poverty through energy efficiency works helps to reduce inequality and enables householders to reduce fuel bills or more adequately heat their homes.  |
| <b>6.4 Legal:</b>  | The Climate Change (Scotland) Act 2009 requires public bodies to reduced carbon emissions. This project will deliver reduced emissions from the Housing Stock.   |
| <b>6.5 Finance:</b>  | This is a new one off funding source fully funded by Scottish Government and provides additional funding for both the Council and Hjaltsland Housing Association to support them in reaching their EESSH targets. Shetland received £344,163 in additional funding for the project. £160k to the Council and £184,163 to Hjaltsland. |
| <b>6.6 Assets and Property:</b>                            | Energy Efficiency is a formal National Infrastructure Priority. This funding will improve the energy efficiency of 40 Council houses.  |
| <b>6.7 ICT and new</b>                                     | None.  |

|   |   |             |
|---|---|-------------|
| <b>technologies:</b>                        |   |             |
| <b>6.8 Environmental:</b>                   | The project reduces carbon emissions and delivers in line with the Council's Carbon Management Plan targets and the Council's public bodies duties in terms of the Climate Change(Scotland) Act 2009.   |             |
| <b>6.9 Risk Management:</b>                 | The project is being delivered in addition to the EESSH programme already in place. A failure to respond promptly to the call for bids could have held back the delivery of the programme and lost the Council access to this funding stream, which would have been a financial and reputational risk to the Council.   |             |
| <b>6.10 Policy and Delegated Authority:</b> | In order to comply with the timescales for the bid, the Director – Infrastructure Services used the delegated authority in Section 3.2.5 of the Council's Scheme of Delegation to approve the bids in discussion with the Leader, and the Chair and Vice Chair of Environment and Transport Committee. The Director regards it as appropriate to notify the Committee that the bids have been approved under delegated authority to satisfy the expectation that such a bid would be approved by the Council. |             |
| <b>Previously considered by:</b>            | <i>None</i>   | <i>None</i> |

**Contact Details:**

**Mary Lisk, Team Leader, Estates operations - Carbon Management**  
[Mary.lisk@shetland.gov.uk](mailto:Mary.lisk@shetland.gov.uk) (01595) 744818 26/11/2016







|                            |  |                 |
|----------------------------|--|-----------------|
| <b>Meeting(s):</b>         | Environment and Transport Committee  | 7 February 2017 |
| <b>Report Title:</b>       | Exceptions from Contract Standing Orders including Emergency Work on Ferries |                 |
| <b>Reference Number:</b>   | FO-01-17-F   |                 |
| <b>Author / Job Title:</b> | Lee Coutts / Team Leader – Ferry Operations<br>Engineering Superintendent    |                 |

## 1.0 Decisions / Action required:

- 1.1 That the Environment & Transport Committee NOTE the exceptions applied.

## 2.0 High Level Summary:

- 2.1 This report informs the Environment and Transport Committee of the works carried out under exception to the Council's Contract Standing Orders by Ferry Operations Service.
- 2.2 The Council's Contract Standing Orders require competitive tendering where the estimated value of goods, works and services is in excess of £10,000. Where the estimated cost is equal to or greater than £50,000, appropriate advertising would apply in accordance with the Contract Standing Orders.
- 2.3 The Council's Contract Standing Orders provide a number of exceptions, where certain criteria have to apply. Since the last meeting of the Committee it has been necessary to consider the exceptions detailed at Part 1, Paragraph 2 (iii), Emergencies. All such instances of exceptions arising must be reported to the relevant Service Committee within six months of the exception occurring.
- 2.4 Upon completion of work and successful sea trials, to the satisfaction of Lloyds Register Classification Society, M.V. "Linga" was allowed to return to service and the "Condition of Class" was removed.
- 2.5 Shetland Islands Council provide lifeline ferry services, any disruption to service will be challenging so emergency repairs must be instructed immediately to minimise any potential disruption to service and to allow the return of the vessel to service quickly.
- 2.6 The events referred to in both cases could not reasonably have been foreseen. The Director of Infrastructure Services therefore authorised the emergency works detailed above to be carried out immediately.

## 3.0 Corporate Priorities and Joint Working:

- 3.1 This report links to the Corporate Plan:

|                        |  |
|------------------------|--|
|                        | “Provide quality transport services within Shetland”   |
| 3.2                    | “The transport services we provide are the lifeblood of these islands. They allow us all to go about our daily business and take part in community life.”  |
| 2.3                    | “Lack of access contributes to people in remote areas feeling excluded from Shetland society.”   |
| <b>4.0 Key Issues:</b> |  |
|                        | <u>Filla</u>   |
| 4.1                    | M.V. “Filla” is 13 years old, built in 2003 at Northern Shipbuilders, Gdansk. She currently operates on the Skerries route, providing a vehicle, passenger and cargo service to Skerries from Vidlin, Lerwick and Whalsay.   |
| 4.2                    | During a meeting with Rolls-Royce Marine Services, May 2016, it was identified that the existing NewMan Control system, found on M.V. “Filla”, CPU21 controller board is obsolete and there are only a small amount of I/O modules remaining for this system.  |
| 4.3                    | The NewMan Control system is used to control the main engine speed and variable pitch propellers.  |
| 4.4                    | In the event of a component failure, M.V. “Filla” would be unable to operate in service. This would require Lloyds Register (Classification Society) and MCA to be notified of the failure and subsequent removal from service.  |
| 4.5                    | Without replacing the NewMan control system and in the event of a failure M.V. “Filla” would be removed from service for considerable time to allow for the necessary repairs to be completed. Rolls-Royce quoted a 13 day lead time for the replacement control system.   |
| 4.6                    | The NewMan Control system was upgraded to a Canman system during M.V. “Filla” annual refit, with Rolls-Royce engineers attending the vessel Tuesday 21st June 2016 until Saturday 25th June 2016.  |
| 4.7                    | Following successful sea trials and testing, to the satisfaction Lloyds Register Classification Society, M.V. “Filla” was allowed to complete her annual refit and return to service.  |
| 4.8                    | Rolls-Royce supplied and fitted the control system upgrade at a cost of £23,894.   |
|                        | <u>Linga</u>   |
| 4.9                    | M.V. “Linga” suffered from an oil pump failure of diesel generator No1 on 28th July 2016. Following inspection by local service agents and attendance by a Lloyds Register Classification Society surveyor, it was deemed the damage to the engine was such that replacement of the engine was necessary. Work was instructed immediately to minimise disruption to service. |
| 4.10                   | A “Condition of Class” was issued, by Lloyds register for a period of three months. This allowed M.V. “Linga” to remain in service until a replacement engine was purchased and fitted.  |

|  |   |
|--|---|
| 4.11   | L & M Engineering supplied and fitted the new engine at a cost of £100,534. – this is subject to an insurance claim   |
| <b>5.0 Exempt and/or confidential information:</b>                     |   |
| 5.1  | None  |
| <b>6.0 Implications :</b>  |   |
| <b>6.1<br/>Service Users,<br/>Patients and<br/>Communities:</b>        | Communities need their lifeline ferry services, any disruption to service will be challenging so emergency repairs must be instructed immediately to minimise any potential disruption to service and to allow the return of the vessel to service quickly.   |
| <b>6.2<br/>Human Resources<br/>and Organisational<br/>Development:</b> | The only Human Resources implications are the resource required to ensure compliance and the capacity of engineering staff to respond in such emergencies. The capacity of the Service to achieve that is limited due to the pressure of tendering dry-docking, planned maintenance and responding to emergency works.  |
| <b>6.3<br/>Equality, Diversity<br/>and Human Rights:</b>               | There are no direct implications at present.  |
| <b>6.4<br/>Legal:</b>  | <p>The Council must comply with EU Procurement Regulations and Council Contract Standing Orders.</p> <p>Exceptions to the Council's Contract Standing Orders are contained in Part 1, Section 2. The exception at 2 (iii) is relevant where: The demand is for the execution of work or the supply of goods, materials or services, certified by the relevant Service Director as being required as an emergency measure so as not to permit the invitation of tenders. "Emergency" means <b>only</b> an event which could not reasonably have been foreseen.</p> <p>All instances of such exceptions arising shall be reported to the relevant Service Committee within six months of the exception occurring.</p> |
| <b>6.5<br/>Finance:</b>  | The cost of the specialist and emergency works described above total £124,429. £100,535 is anticipated to be met from an insurance claim with the remaining £22,894 to be met from the contingency budget for Infrastructure equipment failure.   |
| <b>6.6<br/>Assets and Property:</b>                                    | Ferries are key Council assets to maintain the delivery of the service. The Ferry fleet is aging and systems can become obsolete and fail.  |

|   |  |     |
|---|--|-----|
| <b>6.7<br/>ICT and new<br/>technologies:</b>        | None   |     |
| <b>6.8<br/>Environmental:</b>                       | There are no Environmental implications.   |     |
| <b>6.9<br/>Risk Management:</b>                     | There is a risk to the economic and social well-being of the island communities if ferries cannot be returned to service as quickly as possible following technical problems.        |     |
| <b>6.10<br/>Policy and Delegated<br/>Authority:</b> | In accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations the Environment and Transport Committee has functional responsibility for Ferry Services. |     |
| <b>6.11<br/>Previously<br/>considered by:</b>       | N/A  | N/A |

**Contact Details:**

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lee.coutts@shetland.gov.uk  
01806 244274

20/01/17

**Appendices:** None

**Background Documents:** None



|                            |   |                 |
|----------------------------|---|-----------------|
| <b>Meeting(s):</b>         | Environment & Transport Committee                     | 7 February 2017 |
| <b>Report Title:</b>       | Infrastructure Services Directorate Plan 2017-2020    |                 |
| <b>Reference Number:</b>   | ISD-01-17-F   |                 |
| <b>Author / Job Title:</b> | Maggie Sandison / Director of Infrastructure Services |                 |

## 1.0 Decisions / Action required:

- 1.1 That Environment & Transport Committee:
- Review and discuss the contents of the Directorate Plan and make any suggestions for amendment or further update; and
  - ENDORSE the Directorate Plan, recognising that the Director of Infrastructure Services will make any necessary adjustments to the plan to ensure it is fully aligned with the final version of the Corporate Plan approved by Council.

## 2.0 High Level Summary:

- 2.1 This report presents the Directorate Plan for Infrastructure Services to set out the strategic action to be taken between 2017-2020 to deliver both the Council's Corporate Plan and strategic priorities and the Directorate's priorities of:
- Reliably delivering our day to day services
  - Delivering all our services safely
  - Meeting our statutory requirements and delivering compliant services
  - Maintaining our existing assets
  - Placing our customer's needs at the forefront of our decision making whilst providing best value for the public funds invested in our services and infrastructure;
  - Delivering long term plans for safe and sustainable transport solutions
  - Reducing the environmental impact of our activities

## 3.0 Corporate Priorities and Joint Working:

- 3.1 Effective Planning and Performance Management are key aspects of Best Value and features of "Our Plan", the Council's Corporate Plan 2016-2020.
- Our performance as an organisation will be managed effectively, with high standards being applied to the performance of staff and services. Poor performance will be dealt with, and good service performance will be highlighted and shared.

## 4.0 Key Issues:

- 4.1 The Directorate Plan sets out the actions to be taken by the Directorate between 2017- 2020. The plan is designed to give strategic focus to the activities that will be required to deliver the Corporate Plan outcomes, rather than focusing on the day to

day business of the Services in the Directorate. Services operational activities are delivered and monitored through service plans. The plan does however provide the Committee with a suite of performance indicators to demonstrate that services are (or aren't) delivering to target: Road Condition RCI, Reliability of Ferries, Recycling rates, Carbon emissions and energy usage. This should provide Members with the assurance that operational service performance is on target, or that action is being taken to address performance.

- 4.2 The risk register sets out the strategic risks within the Directorate that could impact on the Council's performance.

**5.0 Exempt and/or confidential information:**

- 5.1 None

| <b>6.0 Implications : <i>Identify any issues or aspects of the report that have implications under the following headings</i></b> |   |
|---|---|
| <b>6.1 Service Users, Patients and Communities:</b>   | Effective performance management and continuous improvement are important duties for all statutory and voluntary sector partners in maintaining appropriate services for the public. The Directorate uses customer feedback to drive service change and service improvement. The Directorate is committed to using Community Choices methodology for developing the Ferry Replacement Programme and the household recycling and waste collection service review.  |
| <b>6.2 Human Resources and Organisational Development:</b>  | There are a number of actions in this service plan with staffing implications. Care is taken to ensure that staff are involved and informed about changes that might affect them, that HR are closely involved and that relevant Council policies are followed. The Directorate is committed to ensuring staff feel valued and supported especially through this period of challenge and change.  |
| <b>6.3 Equality, Diversity and Human Rights:</b>  | Some of the actions identified in the Directorate Plan have been generated following consideration of the role that Infrastructure Services can play in tackling inequality, addressing loneliness and stigma, and supporting the most vulnerable individuals in the community to achieve their potential.  |
| <b>6.4 Legal:</b>   | The actions identified in the Directorate Plan have been generated following consideration of the legislative drivers for change.   |
| <b>6.5 Finance:</b>   | The actions, and risk management described in this report has been delivered within the proposed budget for 2017/18 and proposes actions to deliver the transformational change of services by challenging the way we do things, in order to deliver the reduction in Council budgets of £20M by 2020 to achieve a sustainable budget.  |
| <b>6.6 Assets and Property:</b>   | A number of the actions in the Directorate Plan relate to maintenance and replacement of Infrastructure and Council assets to maintain delivery of services to the people of Shetland.  |
| <b>6.7 ICT and new technologies:</b>  | None  |
| <b>6.8 Environmental:</b>   | The Directorate leads the delivery of the Council's Carbon Management Plan and delivers a programme of works to reduce energy usage across the Council's assets.  |
| <b>6.9 Risk Management:</b>   | <p>Embedding a culture of continuous improvement and customer focus are key aspects of the Council's improvement activity. Effective performance management is an important component of that which requires the production and consideration of these reports. Failure to deliver and embed this increases the risk of the Council working inefficiently, failing to focus on customer needs and being subject to negative external scrutiny.</p> <p>Risk management is a key component of the performance cycle and the Directorate Plan actions are determined to be priorities to manage the Directorate risks.</p> |

|   |  |  |
|---|--|--|
| <b>6.10<br/>Policy and Delegated<br/>Authority:</b> | <p>The Council's Constitution – Part C - Scheme of Administration and Delegations provides in its terms of reference for Functional Committees (2.3.1 (2)) that they;</p> <p>“Monitor and review achievement of key outcomes in the Service Plans within their functional area by ensuring –</p> <p>(a) Appropriate performance measures are in place, and to monitor the relevant Planning and Performance Management Framework.</p> <p>(b) Best value in the use of resources to achieve these key outcomes is met within a performance culture of continuous improvement and customer focus.”</p> |  |
| <b>6.11<br/>Previously<br/>considered by:</b>       | <i>None</i>  |  |

**Contact Details:**

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19 January 2017

**Appendices:**

Appendix 1 – Infrastructure Services Directorate Plan 2017-2020.  
Appendix 2- Risk Register

**Background Documents:**

None



**Infrastructure**  
**2017-2020 Directorate Plan**

**“Securing the Best for Shetland”**

## Introduction

Every year, each Directorate within the Council produces a Directorate Plan for the following year. This Directorate Plan provides an overview of the Infrastructure Directorate for 2017-18 and identifies strategic actions for the Department to 2020. This plan contains information on major activities, aims, objectives, actions, targets, performance indicators and risks. Detailed activities for each Service within the Directorate are included in their individual Service Plans.

Directorate plans are approved at Service Committees and Council as part of the budget setting process.

## Drivers for Change - What we must do in 2017-18 and in the future to 2020:

### Corporate Plan Drivers

#### Young People

Provide apprenticeships, vocational training and work experience placements to support the Shetland Learning Partnership in providing opportunities for young people to get jobs.

Use Infrastructure Services procurement power with our contractors and suppliers to support the development of apprenticeship placements in the private sector and to promote the employment of women in construction and engineering sectors.

Secure external funding to expand safe cycle routes and walking routes to schools to encourage children to take part in healthy lifestyles to help them play a full and active part in Shetland community life.

Develop career pathways as part of the Infrastructure Workforce Review to establish staffing requirements for services from 2020 and develop a workforce plan to meet future skills gaps, considering future retirements, redeployments, extended use of career grades and Modern Apprenticeship placements.

### **Older People**

Develop an assisted uplift policy for Refuse and Recycling Collection for older people and people with disabilities or long term conditions to help them to live as independently as possible.

### **Economy and Housing**

Deliver the Scalloway Fishmarket redevelopment to provide the necessary infrastructure to support the contribution a sustainable fishing industry provides to Shetland's economy.

Develop and implement a solution to overcome the issue of lack of certificated contractors in Shetland able to undertake energy efficiency works and works to remedy Fuel Poverty supporting Shetland's sustainable economic growth, good employment opportunities and a better trained workforce.

Maximise income from Sullom Voe and other Port Infrastructure investments whilst supporting the sustainable contribution these key industries provide to the Shetland economy.

Subject to Statutory Consultation and Committee decisions, deliver the promoted Lerwick Town Centre 20mph Zone and pedestrianisation scheme (if approved).

### **Community Strength**

Use the Community Choices approach to develop the future Waste and Recycling Collection for Shetland so that the people of Shetland feel more empowered, listened to and supported to take decisions on things that affect them.

Use the Community Choices approach in finalising the business cases for the ferry replacement programme so that the people of Shetland feel more empowered, listened to and supported to take decisions on things that affect them.

Provide work experience and development opportunities to people from vulnerable backgrounds to allow them to best fulfil their potential

Deliver a training programme to front line Infrastructure staff on “Making a Difference” to assist them to recognise their role in addressing loneliness and stigma

### **Connection and Access**

Achieve fair funding for Ferries Services so that the full revenue cost of the service is funded by Scottish Government **or** review Ferry Services to deliver future services at affordable levels based on Scottish Government funding levels **or** seek that Scottish Government deliver the Ferry Service.

Finalise and implement the Ferry Replacement Programme having secured full capital funding for replacement vessels and terminal infrastructure from the Scottish Government to deliver a Service which meets people’s needs and that we can afford to maintain in the medium term.

Secure fair funding from the Scottish Government for the inter island Air Service and its associated infrastructure.

### **New financial restrictions**

The Council’s General Revenue Grant has been reduced and it is projected that the Council must save £20M by 2020 to deliver a sustainable budget. It is therefore necessary to undertake a workforce review to redesign Infrastructure Services in response to this changing financial settlement. This will require analysis of future affordable service levels, reprioritisation of services and a restructure of the workforce to meet future skills gaps.

Review the current delivery model for Facilities Management across the Council’s Estate and identify the most cost effective and efficient model for maintaining the Council’s estate.

### **New External Bodies Guidance-None**

### **New Legislation**

Undertake a review of waste services to achieve the cost effective and efficient delivery of the Scottish Household Recycling Charter and implement the changes in waste legislation.

# Appendix A - Projects and Actions - Infrastructure Directorate for 2017-20 Directorate Plan

Generated on: 27 January 2017

## OUR PLAN 2016-2020

### A) YOUNG PEOPLE

- 2) **Vulnerable Children and young people's opportunities** Children and young people, particularly those from vulnerable backgrounds, will be accessing the learning and development opportunities that allow them to best fulfil their potential.


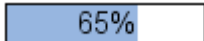

| Code & Title                                      | Description   | Desired Outcome   | Dates             |             | Progress  | Progress statement | Lead                                |
|---|---|---|-------------------|-------------|---|--------------------|-------------------------------------|
| DP137 Promote Apprenticeships through Procurement | Review Infrastructure procurement contracts to promote modern apprenticeships | Support the Shetland Learning Partnership to provide opportunities - young people need to get jobs. | Planned Start     | 01-Apr-2017 |  |                    | Infrastructure Services Directorate |
|   |   |   | Actual Start      |             | <input type="text" value="0%"/>   |                    |                                     |
|   |   |   | Original Due Date | 31-Dec-2019 | Expected success  |                    |                                     |
|   |   |   | Due Date          | 31-Dec-2019 |  |                    |                                     |
|   |   |   | Completed Date    |             | Likely to meet or exceed target   |                    |                                     |

### C) ECONOMY & HOUSING


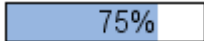

- 1) **Promote enterprise** We will have an economy that promotes enterprise and is based on making full use of local resources, skills and a desire to investigate new commercial ideas.

| Code & Title                       | Description  | Desired Outcome | Dates             |             | Progress  | Progress statement | Lead                             |
|------------------------------------|--|-----------------|-------------------|-------------|---|--------------------|----------------------------------|
| DP132 Development Partnership Plan | Support Development Partnership to deliver a 5 year plan to Attract People to Live, Study, Work and Invest in Shetland |                 | Planned Start     | 01-Nov-2015 |  |                    | Development Services Directorate |
|                                    |  |                 | Actual Start      |             | <input type="text" value="0%"/>   |                    |                                  |
|                                    |  |                 | Original Due Date | 30-Jun-2016 | Expected success  |                    |                                  |
|                                    |  |                 | Due Date          | 30-Jun-2016 |  |                    |                                  |
|                                    |  |                 | Completed Date    |             | Likely to meet or exceed target   |                    |                                  |


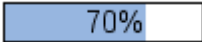

**2) Diverse businesses** We will have a culture of helping new businesses to start up and businesses to grow, as well as having a thriving 'social enterprise sector' of businesses that give something back to the community.



| Code & Title                                      | Description   | Desired Outcome                             | Dates             |             | Progress  | Progress statement  | Lead                             |
|---|---|---|-------------------|-------------|---|---|----------------------------------|
| DP067 Develop the Scalloway Harbour business plan | Investigate options for developing Scalloway Harbour and present reports to members | Effective operations and financial planning | Planned Start     | 02-Mar-2015 |  | Outline business case for refurbished / extended Scalloway Fishmarket approved by Council October 2016. Professional advisors being appointed. Full business Case to be reported February 2017. | Harbour Master & Port Operations |
|   |   |   | Actual Start      | 02-Mar-2015 |  |   |                                  |
|   |   |   | Original Due Date | 31-Mar-2016 | Expected success  |   |                                  |
|   |   |   | Due Date          | 07-Feb-2017 |  |   |                                  |
|   |   |   | Completed Date    |             | Likely to meet or exceed target   |   |                                  |

**4) Development funds** We will be investing development funds wisely to produce the maximum benefit for Shetland's economy.

| Code & Title                                  | Description   | Desired Outcome  | Dates             |             | Progress  | Progress statement  | Lead                             |
|---|---|------------------|-------------------|-------------|---|---|----------------------------------|
| DP058 Review the Economic Development service | Review the Economic Development service in the context of a currently strong local economy and preparing for the future | Service proposal | Planned Start     | 02-Mar-2015 |  | Service Review proposals were agreed at Development Committee on 8 October staff structure and job profiles now being prepared. Commercial Lending Mechanism proposals were agreed at P&R Committee on 18 April, as this decision will have bearing on the staffing structure. Determining the Business case for Digital Infrastructure development and Shetland Telecom resources will also impact on service structure. | Development Services Directorate |
|   |   |                  | Actual Start      | 12-Oct-2015 |  |   |                                  |
|   |   |                  | Original Due Date | 31-Mar-2016 | Expected success  |   |                                  |
|   |   |                  | Due Date          | 31-Mar-2016 |  |   |                                  |
|   |   |                  | Completed Date    |             | Likely to meet or exceed target   |   |                                  |

**6) Sullom Voe future** We will have made the council's future role in the port of Sullom Voe clear and we will be seeing the best possible returns from our investments.


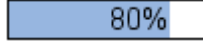

| Code & Title                    | Description   | Desired Outcome   | Dates             |             | Progress  | Progress statement  | Lead                                |
|---------------------------------|---|---|-------------------|-------------|---|---|-------------------------------------|
| DP097 Sullom Voe Harbour future | Achieve a sustainable future for Sullom Voe Harbour in partnership with Government and the Oil industry | Corporate Plan outcome of the Council's future role in the port of Sullom Voe being clear | Planned Start     | 01-May-2016 |  | Harbour Board and Policy and Resources Committee have considered the strategic options generated in the outline business case and confirmed that further analysis and market testing should be undertaken to establish the economic, commercial and financial information to support these options. A Member's seminar was held on 11 May with PWC presenting the results of market testing. Further study has been undertaken to understand shuttle tanker economics and the opportunities for the Port of Sullom Voe. The report has been received and presented to Harbour Board members at a seminar. | Infrastructure Services Directorate |
|                                 |   |   | Actual Start      | 12-May-2016 |  |   |                                     |
|                                 |   |   | Original Due Date | 31-Mar-2016 | Expected success  |   |                                     |
|                                 |   |   | Due Date          | 30-Apr-2017 |  |   |                                     |
|                                 |   |   | Completed Date    |             | Likely to meet or exceed target   |   |                                     |

| Code & Title                  | Description   | Desired Outcome  | Dates             |             | Progress   | Progress statement              | Lead                                |
|-------------------------------|---|--|-------------------|-------------|--|---------------------------------|-------------------------------------|
| DP107 VTS Radar at Sullom Voe | Replace VTS Radar at Sullom Voe to maintain safe operations | A modern, fully equipped harbour able to adapt to changes in use and legislation | Planned Start     | 01-Apr-2015 |   | Tenders due back December 2016. | Infrastructure Services Directorate |
|                               |   |  | Actual Start      | 01-Apr-2015 |   |                                 |                                     |
|                               |   |  | Original Due Date | 31-Mar-2016 | Expected success   |                                 |                                     |
|                               |   |  | Due Date          | 30-Jun-2017 |  |                                 |                                     |
|                               |   |  | Completed Date    |             | Likely to meet or exceed target  |                                 |                                     |

## D) COMMUNITY STRENGTH


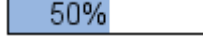

### 1) Community support

Communities will be supported to find local solutions to issues they face.

| Code & Title                      | Description   | Desired Outcome   | Dates             |             | Progress   | Progress statement  | Lead                             |
|-----------------------------------|---|---|-------------------|-------------|--|---|----------------------------------|
| DP135 Place Standard Consultation | Develop Place Standard Consultation working with Communities to feed into Development strategies. | Shared evidence base to inform the Local Housing Strategy, Local Development Plan and the Council's Medium Term Financial budget. | Planned Start     | 01-May-2016 |                                     | Community Consultation carried out using the Place Standard tool. Good response received with first level analysis carried out and followed up with 7 Community Forum meetings in November/October to discuss results. Shared evidence base to inform the Local Outcomes Improvement Plan, Local Housing Strategy, Local Development Plan and Transport Strategy. Place Standard locality reports and an overall report being developed for early 2017. | Development Services Directorate |
|                                   |   |   | Actual Start      | 01-May-2016 |                                     |   |                                  |
|                                   |   |   | Original Due Date | 31-Oct-2016 | Expected success   |   |                                  |
|                                   |   |   | Due Date          | 28-Feb-2017 | <br>Likely to meet or exceed target |   |                                  |
|                                   |   |   | Completed Date    |             |  |   |                                  |


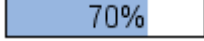

## E) CONNECTION & ACCESS


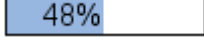

- 1) Community transport solutions There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term.



| Code & Title  | Description   | Desired Outcome   | Dates             |             | Progress   | Progress statement  | Lead                             |
|---|---|---|-------------------|-------------|--|---|----------------------------------|
| DP068 Small ports development/main maintenance plan | Small ports development/maintenance plan developed to decide future of these assets<br>A small ports condition survey and major maintenance works report was submitted to the Harbour Board on the 18th August 2014 | Effective operations and financial planning<br>Small Ports Maintenance / Development plan sufficiently complete to allow individual projects to be timetabled and / or implemented for next year and future years as far as possible. | Planned Start     | 02-Mar-2015 |   | Toft pier option appraisal report developed. Toft Pier SNC approved P&R 15 February 2016<br>2016/17 works being carried out. Anticipated expenditure in 2017/18 and future years approved in October 2017 for Capital Programme and Revenue budget development. Action taken: 2016/17 works confirmed in asset investment plan approved by Council on 10th February 2016. | Harbour Master & Port Operations |
|   |   |   | Actual Start      | 02-Mar-2015 |   |   |                                  |
|   |   |   | Original Due Date | 31-Mar-2016 | Expected success   |   |                                  |
|   |   |   | Due Date          | 31-Mar-2017 | <br>Experiencing issues, risk of failure to meet target |   |                                  |
|   |   |   | Completed Date    |             |  |   |                                  |



- 5) Sustainable transport arrangements Our communities will feel better connected using new community transport solutions developed by communities themselves.





| Code & Title  | Description  | Desired Outcome           | Dates             |             | Progress  | Progress statement  | Lead  |
|---|--|---------------------------|-------------------|-------------|---|---|---|
| DP088 Explore Scottish Government funding for links | Secure Scottish Government funding for internal ferry service and achieve commitment of Scottish Government Capital expenditure for Ferry Replacement Programme and/or fixed links | Fair funding for Ferries. | Planned Start     | 01-Apr-2015 |  | Project led by Transport Planning but significant project resource from Infrastructure Services. Report expected to go to Committee in October. | Development Services Directorate; Infrastructure Services Directorate |
|   |  |                           | Actual Start      | 01-Apr-2015 |  |   |   |
|   |  |                           | Original Due Date | 31-Mar-2016 | Expected success  |   |   |
|   |  |                           | Due Date          | 30-Jun-2017 |  |   |   |
|   |  |                           | Completed Date    |             | Likely to meet or exceed target   |   |   |

| Code & Title            | Description                           | Desired Outcome   | Dates             |             | Progress  | Progress statement   | Lead                                |
|-------------------------|---------------------------------------|---|-------------------|-------------|---|--|-------------------------------------|
| DP089 Ferry Replacement | Develop a Ferry Replacement Programme | Ongoing discussions with the Scottish Government. It is anticipated that a decision will be made in the coming weeks rather than months | Planned Start     | 01-Apr-2015 |  | Ferry assets and terminal assets assessed as part of Inter Island Project. The draft report is due to go to public consultation on the 22nd august 2016. Capital options from SIITS report to be presented to Council by Transport Planning. It is anticipated that we will have a decision on revenue costs by the 4th Quarter 2016/17. Capital costs will not be agreed until 2017 | Infrastructure Services Directorate |
|                         |                                       |   | Actual Start      | 03-Aug-2015 |  |  |                                     |
|                         |                                       |   | Original Due Date | 30-Jun-2016 | Expected success  |  |                                     |
|                         |                                       |   | Due Date          | 31-Jan-2018 |  |  |                                     |
|                         |                                       |   | Completed Date    |             | Experiencing issues, risk of failure to meet target                                 |  |                                     |

| Code & Title                              | Description   | Desired Outcome   | Dates             |             | Progress  | Progress statement   | Lead  |
|---|---|---|-------------------|-------------|---|--|---|
| DP091 Review the inter island air service | Support the project to review the inter island air service before the contract is retendered which will determine the future infrastructure requirements for island flights including the long term plan for Tingwall Airport | Transport Links that meet the outer islands needs as determined by the SIITS study fully funded by Scottish Government. | Planned Start     | 01-Apr-2015 |    | Air Services included in Inter Island Transport Project. Development Services Leading, Infrastructure Services supporting. | Development Services Directorate; Infrastructure Services Directorate |
|   |   |   | Actual Start      | 01-Apr-2015 |   |  |   |
|   |   |   | Original Due Date | 31-Mar-2016 | Expected success  |  |   |
|   |   |   | Due Date          | 30-Sep-2016 |  |  |   |
|   |   |   | Completed Date    |             | Likely to meet or exceed target   |  |   |



| Code & Title                                      | Description  | Desired Outcome  | Dates             |             | Progress  | Progress statement   | Lead                                |
|---|--|--|-------------------|-------------|---|--|-------------------------------------|
| DP098 Secure external funding for ferry terminals | Secure external funding to deliver the accessibility improvements to ferry terminals | Sufficient funds are available to maintain, repair and develop Ferry Terminal Infrastructure | Planned Start     | 01-Feb-2016 |  | Funding secured for DDA improvements to Terminals. Overall funding by Ferry Operations. Design package in place and works tendered. Estimated site start Sep 2016 for Laxo & Bressay. Roll out of remainder to be scheduled. | Infrastructure Services Directorate |
|   |  |  | Actual Start      | 17-Feb-2016 | <div><div>60%</div></div>   |  |                                     |
|   |  |  | Original Due Date | 31-Mar-2016 | Expected success  |  |                                     |
|   |  |  | Due Date          | 31-Mar-2017 |  |  |                                     |
|   |  |  | Completed Date    |             | Experiencing issues, risk of failure to meet target                                 |  |                                     |



| Code & Title                | Description  | Desired Outcome                   | Dates             |             | Progress  | Progress statement | Lead             |
|-----------------------------|--|-----------------------------------|-------------------|-------------|---|--------------------|------------------|
| SP605 Leirna life extension | Inspect / repair steelwork, improvements to vessel, equipment, navigation equipment and lighting; to increase life expectancy of vessel. | Maximum life from existing assets | Planned Start     | 29-May-2017 |  |                    | Ferry Operations |
|                             |  |                                   | Actual Start      |             | <div><div>0%</div></div>  |                    |                  |
|                             |  |                                   | Original Due Date | 31-Mar-2019 | Expected success  |                    |                  |
|                             |  |                                   | Due Date          | 31-Mar-2019 |  |                    |                  |
|                             |  |                                   | Completed Date    |             | Likely to meet or exceed target   |                    |                  |



| Code & Title               | Description  | Desired Outcome                   | Dates             |             | Progress   | Progress statement | Lead             |
|----------------------------|--|-----------------------------------|-------------------|-------------|--|--------------------|------------------|
| SP606 Geira life extension | Inspect / repair steelwork, improvements to vessel, equipment, navigation equipment and lighting; to increase life expectancy of vessel. | Maximum life from existing assets | Planned Start     | 01-Nov-2018 |   |                    | Ferry Operations |
|                            |  |                                   | Actual Start      |             | <div><div>0%</div></div>   |                    |                  |
|                            |  |                                   | Original Due Date | 31-Mar-2020 | Expected success   |                    |                  |
|                            |  |                                   | Due Date          | 31-Mar-2020 |  |                    |                  |
|                            |  |                                   | Completed Date    |             | Likely to meet or exceed target  |                    |                  |



## 6) Internal transport investment



We will have a clearer understanding of the options and the investment needed to create a sustainable internal transport system over the next 50 years.

| Code & Title   | Description                                       | Desired Outcome  | Dates             |             | Progress  | Progress statement | Lead  |
|--|---|--|-------------------|-------------|---|--------------------|-------|
| SP348 Deliver the new agreed programme for road reconstruction | Maintain the carriageway in its present condition | Ensure Shetland's public road network is maintained and improved. This will support the Council's Aim under Connection and Access to "Provide quality transport services within Shetland," and "There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term." | Planned Start     | 01-Apr-2016 |  | On programme       | Roads |
|  |   |  | Actual Start      | 04-Apr-2016 | <div><div>40%</div></div>   |                    |       |
|  |   |  | Original Due Date | 31-Mar-2017 | Expected success  |                    |       |
|  |   |  | Due Date          | 31-Mar-2017 |  |                    |       |
|  |   |  | Completed Date    |             | Likely to meet or exceed target   |                    |       |

| Code & Title                         | Description  | Desired Outcome  | Dates             |             | Progress  | Progress statement   | Lead  |
|--------------------------------------|--|--|-------------------|-------------|---|--|-------|
| SP349 Painting of the Trondra Bridge | Maintain the condition and extend the life of the bridge | Ensure Shetland's public road network is maintained and improved. This will support the Council's Aim under Connection and Access to "Provide quality transport services within Shetland," and "There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term." | Planned Start     | 01-Apr-2016 |  | Painting almost complete. Works commencing on parapet railings. On programme | Roads |
|                                      |  |  | Actual Start      | 09-May-2016 | <div><div>75%</div></div>   |  |       |
|                                      |  |  | Original Due Date | 30-Sep-2017 | Expected success  |  |       |
|                                      |  |  | Due Date          | 30-Sep-2017 |  |  |       |
|                                      |  |  | Completed Date    |             | Likely to meet or exceed target   |  |       |

| Code & Title  | Description   | Desired Outcome   | Dates             |             | Progress  | Progress statement  | Lead  |
|---|---|---|-------------------|-------------|---|---|-------|
| SP350 Progress the Business case for the complete replacement of the current street lighting with LED | Reduce the running costs and carbon footprint from the street lighting asset whilst improving the asset | Ensure Shetland's public road network is maintained and improve. This will support the Council's Aim under Connection and Access to "Provide quality transport services within Shetland," and "There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term." Also 20 by 20 "We will have reduced the effect we have on the local environment, particularly reducing carbon emissions from our work and buildings." | Planned Start     | 01-Apr-2016 |  | Column assessment expected completion by November 2016. Financial case to follow this. On programme | Roads |
|   |   |   | Actual Start      | 04-Apr-2016 | <div><div>35%</div></div>   |   |       |
|   |   |   | Original Due Date | 31-Mar-2017 | Expected success  |   |       |
|   |   |   | Due Date          | 31-Mar-2017 |  |   |       |
|   |   |   | Completed Date    |             | Likely to meet or exceed target   |   |       |



| Code & Title                            | Description  | Desired Outcome  | Dates             |             | Progress   | Progress statement | Lead  |
|---|--|--|-------------------|-------------|--|--------------------|-------|
| SP607 Painting of the Muckle Roe Bridge | Removal of all heavy corrosion and scale, salts etc and application of primer, intermediate and finish coats of paint to the bridge. | Ensure Shetland's public road network is maintained and improved. This will support the Council's Aim under Connection and Access to "Provide quality transport services within Shetland," and "There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term." | Planned Start     | 01-May-2017 |                                     |                    | Roads |
|   |  |  | Actual Start      |             | <div><div>0%</div></div>   |                    |       |
|   |  |  | Original Due Date | 31-Dec-2019 | Expected success   |                    |       |
|   |  |  | Due Date          | 31-Dec-2019 | <br>Likely to meet or exceed target |                    |       |
|   |  |  | Completed Date    |             |  |                    |       |


| Code & Title                | Description   | Desired Outcome  | Dates             |             | Progress  | Progress statement | Lead  |
|-----------------------------|---|--|-------------------|-------------|---|--------------------|-------|
| SP608 Tresta retaining wall | Placing of fill and rock armour in front of the existing concrete sea wall. | Ensure Shetland's public road network is maintained and improved. This will support the Council's Aim under Connection and Access to "Provide quality transport services within Shetland," and "There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term." | Planned Start     | 03-Jul-2017 |  |                    | Roads |
|                             |   |  | Actual Start      |             | <div><div>0%</div></div>  |                    |       |
|                             |   |  | Original Due Date | 31-Dec-2019 | Expected success  |                    |       |
|                             |   |  | Due Date          | 31-Dec-2019 |  |                    |       |
|                             |   |  | Completed Date    |             | Likely to meet or exceed target   |                    |       |

## F) OUR "20 BY '20"

### 02) Staff value & motivation

Our staff will feel valued for their efforts and want to stay with us because they feel motivated to do their very best every time they come to work.

| Code & Title                        | Description   | Desired Outcome  | Dates             |             | Progress  | Progress statement  | Lead                                |
|-------------------------------------|---|--|-------------------|-------------|---|---|-------------------------------------|
| DP103 Employee review & development | Undertake 100% of the employee review development plans | All staff to receive ERD to improve staff engagement and enable training analysis. | Planned Start     | 01-Apr-2016 |  | 51% of staff have received ERD's in 2016, 58% of staff have received ERD in last 12 months. | Infrastructure Services Directorate |
|                                     |   |  | Actual Start      | 01-Jan-2016 | <div><div>51%</div></div>   |   |                                     |
|                                     |   |  | Original Due Date | 31-Mar-2017 | Expected success  |   |                                     |
|                                     |   |  | Due Date          | 31-Mar-2017 |  |   |                                     |
|                                     |   |  | Completed Date    |             | Likely to meet or exceed target   |   |                                     |

| Code & Title                               | Description  | Desired Outcome  | Dates             |             | Progress  | Progress statement | Lead                                |
|--|--|--|-------------------|-------------|---|--------------------|-------------------------------------|
| DP139 "Making a Difference" Staff Training | Training programme for Infrastructure staff on "Making a Difference" to address loneliness and stigma" | Empoloyees recognise their role in addressing inequalities and supporting the most vulnerable. | Planned Start     | 01-Jun-2017 |  |                    | Infrastructure Services Directorate |
|  |  |  | Actual Start      |             | <div><div>0%</div></div>  |                    |                                     |
|  |  |  | Original Due Date | 31-Dec-2019 | Expected success  |                    |                                     |
|  |  |  | Due Date          | 31-Dec-2019 |  |                    |                                     |
|  |  |  | Completed Date    |             | Likely to meet or exceed target   |                    |                                     |

### 05) Standards of governance

High standards of governance, that is, the rules on how we are governed, will mean that the council is operating effectively and the decisions we take are based on evidence and supported by effective assessments of options and potential effects.

| Code & Title     | Description   | Desired Outcome  | Dates             |             | Progress                        | Progress statement       | Lead                                |
|------------------|---|--|-------------------|-------------|---------------------------------|--------------------------|-------------------------------------|
| DP104 Regulators | Positive audits from our regulators with no serious non-conformances identified | Continued adherence to all current standards applicable to our operations. | Planned Start     | 01-Apr-2016 |                                 | Target met year to date. | Infrastructure Services Directorate |
|                  |   |  | Actual Start      | 01-Apr-2016 | <div>50%</div>                  |                          |                                     |
|                  |   |  | Original Due Date | 31-Mar-2017 | Expected success                |                          |                                     |
|                  |   |  | Due Date          | 31-Mar-2017 |                                 |                          |                                     |
|                  |   |  | Completed Date    |             | Likely to meet or exceed target |                          |                                     |

**07) Procurement** Our arrangements for buying goods and services will be considered to be efficient and provide ongoing savings.

| Code & Title                                | Description  | Desired Outcome   | Dates             |             | Progress                        | Progress statement   | Lead              |
|---|--|---|-------------------|-------------|---------------------------------|--|-------------------|
| SP213.4 Fleet Replacement Programme 2017/18 | Put in place a fit for purpose vehicle and plant fleet which is correctly sized to meet current operational needs. | Reduce the average age of the fleet and revenue running costs associated with the age and obsolescence of a significant portion of the current vehicle fleet while minimising disruption and downtime due to an increased incidence of breakdown. | Planned Start     | 01-Apr-2017 |                                 | See <b>Appendix D - Replacement Schedule 2017/18</b> of the Service Need Case – Vehicle and Plant Replacement Programme. | Estate Operations |
|   |  |   | Actual Start      |             | <div>0%</div>                   |  |                   |
|   |  |   | Original Due Date | 31-Mar-2018 | Expected success                |  |                   |
|   |  |   | Due Date          | 31-Mar-2018 |                                 |  |                   |
|   |  |   | Completed Date    |             | Likely to meet or exceed target |  |                   |

**15) Assets** We will have a better understanding of the number of assets we can afford with the resources we have available, and will have reduced the number of buildings we have staff in.

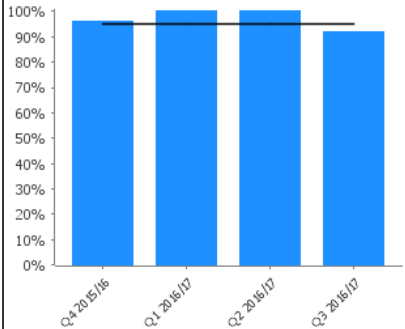
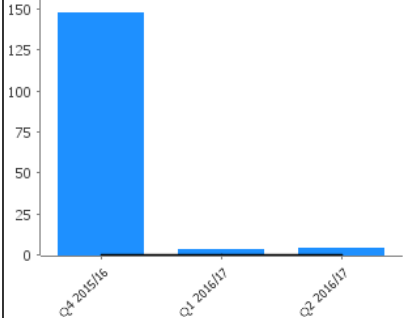
| Code & Title   | Description  | Desired Outcome  | Dates             |             | Progress                        | Progress statement                                     | Lead              |
|--|--|--|-------------------|-------------|---------------------------------|--|-------------------|
| SP215.6 Building Maintenance Capital Works Programme 2017/18 | Deliver the projects set out on Service Need Case "Building Maintenance Capital Works" itemised in Appendix 1 of the report. | Customers happy, programme delivered on time, on budget and to a high quality. | Planned Start     | 01-Apr-2017 |                                 | Works delivered as part of normal maintenance delivery | Estate Operations |
|  |  |  | Actual Start      | 01-Mar-2016 | <div>0%</div>                   |  |                   |
|  |  |  | Original Due Date | 31-Mar-2018 | Expected success                |  |                   |
|  |  |  | Due Date          | 31-Mar-2018 |                                 |  |                   |
|  |  |  | Completed Date    |             | Likely to meet or exceed target |  |                   |

**17) Carbon reduction** We will have reduced the effect we make on the local environment, particularly reducing carbon emissions from our work and buildings.

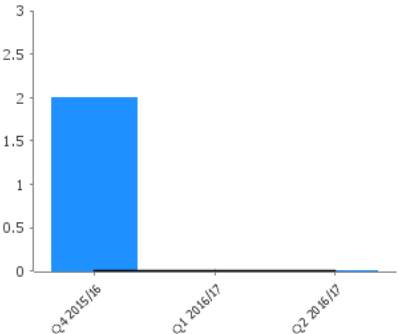
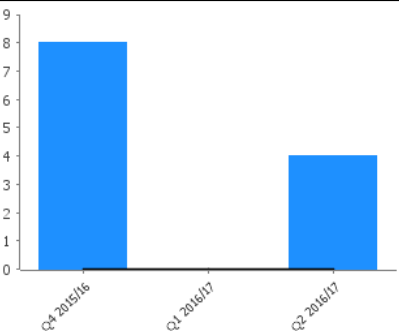
| Code & Title  | Description   | Desired Outcome  | Dates             |             | Progress  | Progress statement   | Lead                                |
|---|---|--|-------------------|-------------|---|--|-------------------------------------|
| DP109 Local climate impacts report                    | Local climate impacts report to assess the impact and risk of extreme weather events and develop a climate change adaption plan | Help protect Shetland's natural environment while embedding climate change mitigation into all relevant Council policies and procedures.   | Planned Start     | 18-Jan-2016 |   | Collaborative leadership project to capture climate change impacts is being facilitated.   | Infrastructure Services Directorate |
|   |   |  | Actual Start      | 15-Aug-2016 | <div><div>15%</div></div>                           |  |                                     |
|   |   |  | Original Due Date | 31-Mar-2016 | Expected success                                    |  |                                     |
|   |   |  | Due Date          | 31-Mar-2017 |   |  |                                     |
|   |   |  | Completed Date    |             | Experiencing issues, risk of failure to meet target |  |                                     |
| Code & Title  | Description   | Desired Outcome  | Dates             |             | Progress  | Progress statement   | Lead                                |
| DP111 Waste Strategy & Recycling Collection           | Implement recycling collection across Shetland and redesign the waste service to prepare for further legislative changes        | Because of the current waste strategy in Shetland with generating heat from waste burn the recycling waste collection is unlikely to change in the immediate future.   | Planned Start     | 01-Apr-2015 |   | Committee approval for adoption of Waste Charter.  | Infrastructure Services Directorate |
|   |   |  | Actual Start      | 14-Nov-2016 | <div><div>5%</div></div>                            |  |                                     |
|   |   |  | Original Due Date | 31-Mar-2016 | Expected success                                    |  |                                     |
|   |   |  | Due Date          | 31-Mar-2019 |   |  |                                     |
|   |   |  | Completed Date    |             | Likely to meet or exceed target                     |  |                                     |
| Code & Title  | Description   | Desired Outcome  | Dates             |             | Progress  | Progress statement   | Lead                                |
| DP138 Increase Contactor's Energy Efficiency capacity | Increase capacity of certified contractors able to deliver energy efficiency works  | Maximise draw down of grant schemes and retrofit works to address poverty.   | Planned Start     | 01-May-2017 |   |  | Estate Operations                   |
|   |   |  | Actual Start      |             | <div><div>0%</div></div>                            |  |                                     |
|   |   |  | Original Due Date | 31-Dec-2019 | Expected success                                    |  |                                     |
|   |   |  | Due Date          | 31-Dec-2019 |   |  |                                     |
|   |   |  | Completed Date    |             | Likely to meet or exceed target                     |  |                                     |
| Code & Title  | Description   | Desired Outcome  | Dates             |             | Progress  | Progress statement   | Lead                                |
| SP217 Carbon Management Plan – Implementation         | To implement the actions, programmes and projects set out in the Carbon Management Plan   | To work in partnership with Community Planning partners to reduce costs and share best practice in carbon and climate change management, specifically - Efficiencies - Better use of resources - Legislative compliance. | Planned Start     | 01-Apr-2015 |   | The items listed on the action plan are in the process of being put in place. The Project Board met in August and agreed action plan priorities. Various projects under the CMP heading have been initiated and are ongoing. | Estate Operations                   |
|   |   |  | Actual Start      | 04-May-2015 | <div><div>55%</div></div>                           |  |                                     |
|   |   |  | Original Due Date | 31-Mar-2016 | Expected success                                    |  |                                     |
|   |   |  | Due Date          | 31-Mar-2020 |   |  |                                     |
|   |   |  | Completed Date    |             | Likely to meet or exceed target                     |  |                                     |

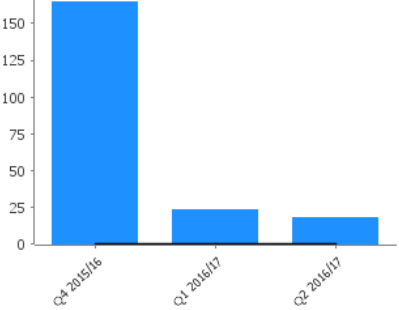
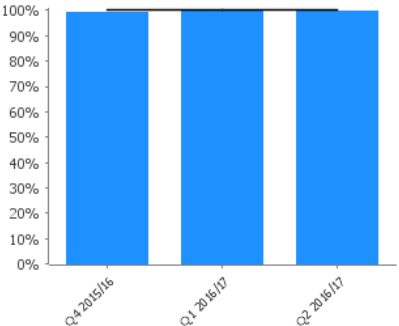
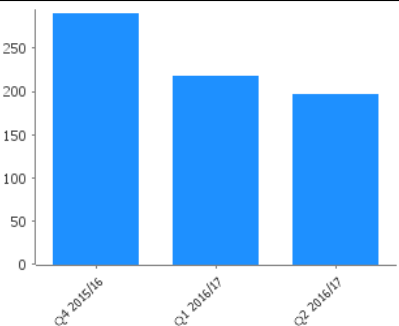
## Appendix B Performance Indicators (Quarterly)- Infrastructure Services Directorate

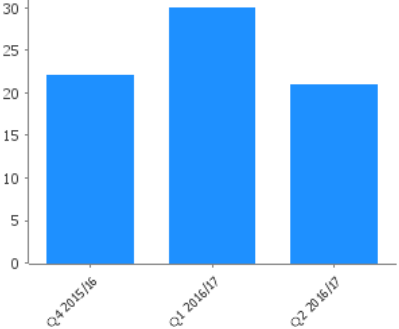
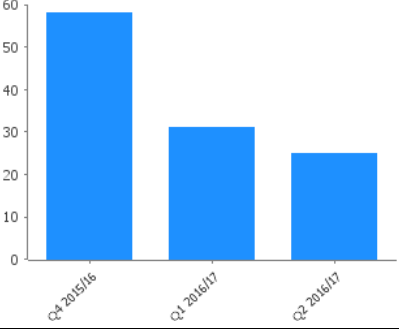
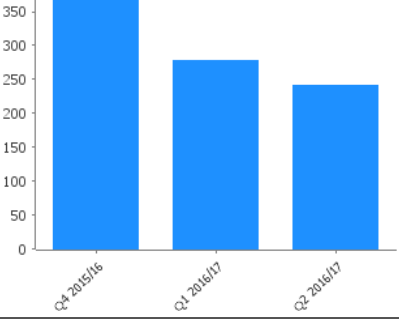
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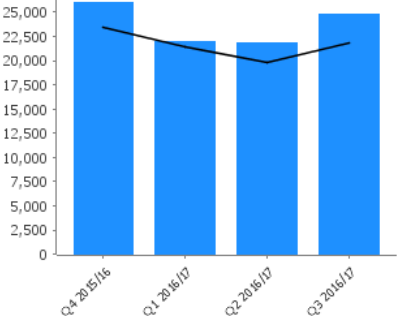
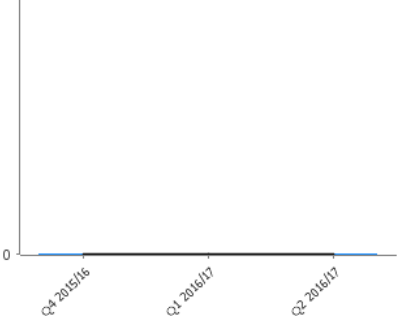
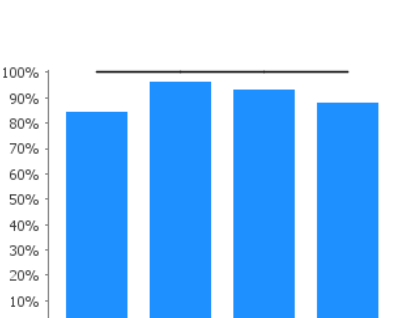
|  | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |  |   |
|--|----------------|---------|------------------------|------------|------------|------------|------------|------------|--|---|
| Code & Short Name  | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs   | (past) Performance & (future) Improvement Statements  |
|  | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |  |   |
| H01 FOISA responded to within 20 day limit - Infrastructure Services | 93%            | 96.25%  | 97.33%                 | 96%        | 100%       | 100%       | 92%        | 95%        |   | <b>Performance:</b> FOISA response rate within Directorate is excellent and higher than Council average.<br><b>Improvement:</b> Aim to have more information made public so there is less need for the public to make FOI requests. |
| HF10a Lost sailings by cause - Weather                               | 313            | 311     | 3                      | 148        | 3          | 4          |            | 0          |  | <b>Performance:</b> Weather effected cancellation are continuing to reduce<br><b>Improvement:</b> Continue dialogue in relation to contingency planning   |

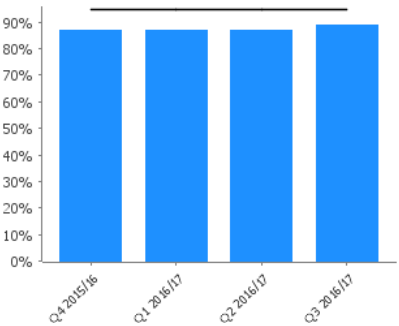
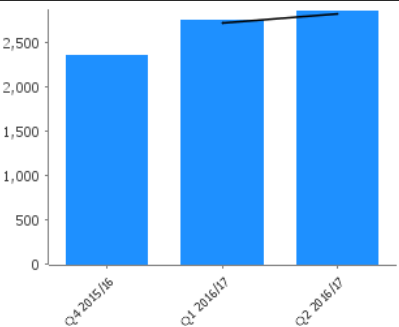


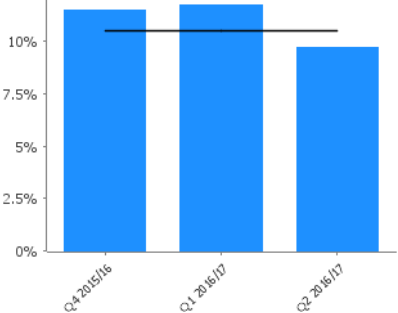
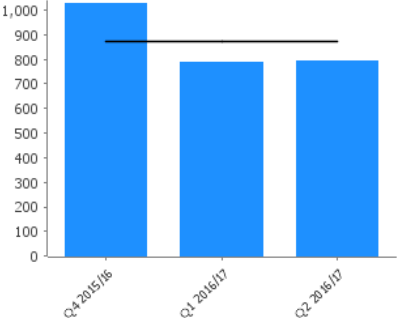
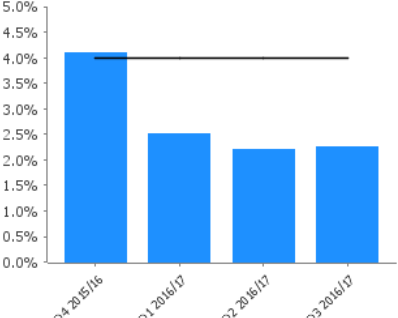
|  | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |  |  |
|--|----------------|---------|------------------------|------------|------------|------------|------------|------------|--|--|
| Code & Short Name                        | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs   | (past) Performance & (future) Improvement Statements   |
|  | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |  |  |
| HF10b Lost sailings by cause - Breakdown | 106            | 102     | 20                     | 7          | 20         | 10         |            | 0          |   | <b>Performance:</b> Reduce the number of service related breakdowns<br><b>Improvement:</b> This target is getting harder to achieve due to the age of the fleet and key component parts reaching a "life expired" stage. We will however continue to work with our engineers, supplier and contractor to minimise service disruption |
| HF10c Lost sailings by cause - Crew      | 22             | 16      | 0                      | 2          | 0          | 0          |            | 0          |   | <b>Performance:</b> It would be difficult to achieve 100% compliance<br><b>Improvement:</b> continue with a robust approach to absence management and ensure that the relief panel is updated and maintained at an effective level   |
| HF10d Lost sailings by cause - Other     | 145            | 24      | 0                      | 8          | 0          | 4          |            | 0          |  | <b>Performance:</b> It will be difficult to achieve the current target<br><b>Improvement:</b> Continue to work with crew, suppliers and contractor to reduce days lost   |

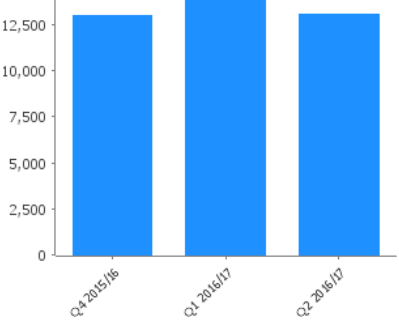
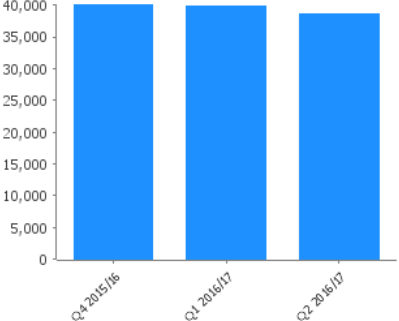
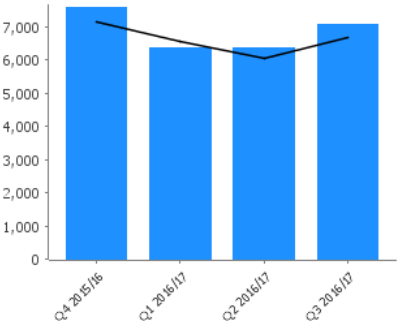
|   | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |  |   |
|---|----------------|---------|------------------------|------------|------------|------------|------------|------------|--|---|
| Code & Short Name                           | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs   | (past) Performance & (future) Improvement Statements  |
|   | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |  |   |
| HF10T Lost sailings - TOTAL                 | 586            | 453     | 23                     | 165        | 23         | 18         |            |            |   | <b>Improvement</b><br>Continue to monitor reasons for lost sailing and identify trends where possible. Additional focus on key systems and components due to the age profile of the fleet   |
| HF11 Overall Ferry Availability             | 99.12%         | 99.32%  | 99.92%                 | 99%        | 99.86%     | 99.84%     |            | 100%       |   | Continue to work with crews & suppliers to identify and rectify any issues that may have an impact on availability  |
| HH01a Tingwall Airport Landings - Islanders | 649            | 905     | 413                    | 290        | 217        | 196        |            |            |  | <b>Performance:</b> Weather disruption reduced allowing scheduled delivery of service. Data only no target.<br><b>Improvement:</b> Continued dialogue with operators to keep them appraised of the airport's services and availability. |

|   | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |  |  |
|---|----------------|---------|------------------------|------------|------------|------------|------------|------------|--|--|
| Code & Short Name                               | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs   | (past) Performance & (future) Improvement Statements   |
|   | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |  |  |
| HH01b Tingwall Airport Landings - Air Ambulance | 40             | 72      | 51                     | 22         | 30         | 21         |            |            |   | <b>Performance:</b> Improved dialogue with operators highlighting the range and quality of the services available at the airport and about the airport's flexible working arrangements. Data only no target<br><b>Improvement:</b> Continued dialogue with operators to keep them appraised of the airport's services and availability.                |
| HH01c Tingwall Airport Landings - Other         | 105            | 136     | 56                     | 58         | 31         | 25         |            |            |   | <b>Performance:</b> Improved dialogue with both commercial operators and the General Aviation community highlighting the range and quality of the services available at the airport. Data only no target.<br><b>Improvement:</b> Continue to improve the dialogue with all parties and keep them appraised of the airport's services and availability. |
| HH01T Tingwall Airport Landings - TOTAL         | 794            | 1,113   | 520                    | 370        | 278        | 242        |            |            |  | <b>Performance:</b> A number of factors outwith the control of the airport, i.e. weather conditions - impacts o landings overall. Data only no target<br><b>Improvement:</b> The airport will use new and established means to promote the services available to increase landings.  |

|   | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |   |   |
|---|----------------|---------|------------------------|------------|------------|------------|------------|------------|---|---|
| Code & Short Name   | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs  | (past) Performance & (future) Improvement Statements  |
|   | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |   |   |
| HH02 Council Energy Consumption (MWh)   | 98,514         | 100,242 | 68,495                 | 26,026     | 21,937     | 21,789     | 24,769     | 21,862     |    | <p><b>Performance:</b> Reducing energy usage saves Council budgets and reduces CO2 (Quarterly). Cold winter impact compared to mild winter.</p> <p><b>Improvement:</b> Action plan to reduce energy usage is being implemented using spend to save funding and green loans.</p>   |
| HH04 Non-compliance ("Serious" audit comments) with Audit regimes - CAA, FSA, MCA | 0              | 0       | 0                      | 0          | 0          | 0          |            | 0          |  | <p><b>Performance:</b> Achieving no major non-conformities at audit demonstrates good management practice and systems</p> <p><b>Improvement:</b> Management systems are in place to ensure our service meet the compliance standards for our external auditors</p>  |
| HN02 Food Hygiene Inspection Programme completed                                  | 87%            | 88%     | 88%                    | 84%        | 96%        | 93%        | 88%        | 100%       |   | <p><b>Performance:</b> The figures show that we have not achieved our target, which was anticipated due to the increase in demand for the service and staffing reductions.</p> <p><b>Improvement:</b> The increase in demand for other areas of the service mean that improvement will still be a challenge. A new trainee Assistant EHO post has been created which should soon start to reduce pressure in some of these other non-food areas. One member of staff has now started their studies via distance learning to qualify as an EHO. This process will take approximately four years. This adds a further load to the service in terms of study time and appropriate training. In future years, as this person becomes food competent, their contribution should allow the target to be achieved.</p> |

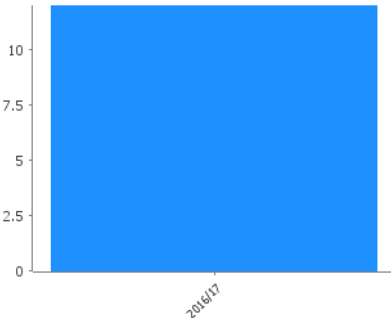
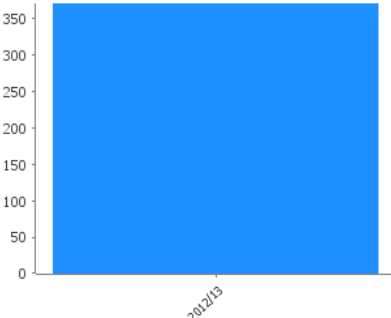
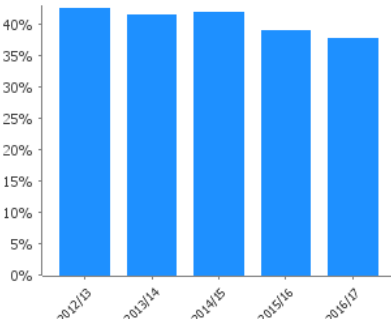
|  | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |  |  |
|--|----------------|---------|------------------------|------------|------------|------------|------------|------------|--|--|
| Code & Short Name  | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs   | (past) Performance & (future) Improvement Statements   |
|  | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |  |  |
| HN03 Premises achieving PASS standard in Food Hygiene Information Scheme | 77%            | 82%     | 88%                    | 87%        | 87%        | 87%        | 89%        | 95%        |   | <p><b>Performance</b><br/>Whilst the figures appear to have increased this is due to a change in how the figures are calculated. Food Standards Scotland's (FSS) method of calculation and figures from their monthly report is now being used. This is different from the method of calculation and figures published on the UK Food Standards Agency FHS website. FSS have no data on how the percentage on the UK website has been arrived at.</p> <p>The formula now being used is what has been agreed by Food Standards Scotland as follows: (Exempt + Pass) &amp;divide; (Improvement Required + Exempt + Pass)</p> <p><b>Improvement</b><br/>It is anticipated that in the next reporting year 2016/2017 the percentage of premises achieving a PASS will improve as premises failing to achieve this standard are targeted and supported.</p> |
| HN04 Amount of household waste collected (tonnes)                        | 10,027         | 10,326  |                        | 2,356      | 2,760      | 2,857      |            |            |  | <p><b>Performance:</b> Reduced workforce at Gas Plant reducing waste collected.</p> <p><b>Improvement:</b> New vehicles have reduced breakdown down time making service more efficient</p>   |

|   | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |  |  |
|---|----------------|---------|------------------------|------------|------------|------------|------------|------------|--|--|
| Code & Short Name                                 | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs   | (past) Performance & (future) Improvement Statements   |
|   | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |  |  |
| HN05 Percentage of household Waste recycled       | 9.1%           | 9.7%    |                        | 11.5%      | 11.7%      | 9.7%       |            |            |   | <b>Performance:</b> Public making better use of bring sites in particular textile banks.<br><b>Improvement:</b> Continue to encourage public to make better use of bring sites.  |
| HS01 Reactive jobs completed by Building Services | 3,510          | 3,389   |                        | 1,027      | 785        | 792        |            |            |   | <b>Performance:</b> Our planned maintenance budget has reduced and this is an indicator of whether this is resulting in more reactive workload due to less planned maintenance (Quarterly)<br><b>Improvement:</b> This indicator is helping us to establish a trend in reactive maintenance as the budget provision for proactive and planned work reduces to reduce revenue expenditure in services |
| OPI-4C-H Sick %age - Infrastructure Directorate   | 4.1%           | 3.8%    | 2.3%                   | 4.1%       | 2.5%       | 2.2%       | 2.3%       | 4.0%       |  | <b>Performance:</b> Improvement in sickness level for same period last year demonstrates management attention to absence and return to work discussions.<br><b>Improvement:</b> The department continues to apply the Council's "Promoting Attendance" policy and procedures to ensure that absences are minimised.  |

|  | Previous Years |         | Current year (to date) | Quarters   |            |            |            |            |  |  |
|--|----------------|---------|------------------------|------------|------------|------------|------------|------------|--|--|
| Code & Short Name  | 2014/15        | 2015/16 | 2016/17                | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Q3 2016/17 | Q3 2016/17 | Graphs   | (past) Performance & (future) Improvement Statements   |
|  | Value          | Value   | Value                  | Value      | Value      | Value      | Value      | Target     |  |  |
| OPI-4E-H Overtime Hours - Infrastructure Directorate         | 48,668         | 59,206  | 26,938                 | 13,007     | 13,843     | 13,095     |            |            |   | <p><b>Performance:</b> Overtime levels support seasonal nature of work and there is also a reliance on overtime to deliver core services, due to recruitment problems in some areas.</p> <p><b>Improvement:</b> Overtime is always done as a best-value option after consideration of alternatives, the workforce planning exercise will help minimise reliance on overtime in the future.</p> |
| OPI-4G-H Employee Miles Claimed - Infrastructure Directorate | 147,847        | 148,896 | 78,522                 | 40,069     | 39,852     | 38,670     |            |            |   | <p><b>Performance:</b> As work can be seasonal and responsive variation in miles claimed is to be expected.</p> <p><b>Improvement:</b> The Council's carbon management plan is promoting green transport, reducing travel and using electric vehicles to reduce the impact of services on the environment.</p>   |
| SP-HS-022 Tonnes of CO2 from council operations              | 29,839         | 29,404  | 19,818                 | 7,596      | 6,357      | 6,376      | 7,085      | 6,662      |  | <p><b>Performance:</b> The Council has a statutory duty to reduce CO2 (Quarterly)</p> <p><b>Improvement:</b> Action plan to reduce CO2 is being developed and implemented</p>  |

## Appendix B (cont) - Performance Indicators (Annual)- Infrastructure Services Directorate

Generated on: 27 January 2017

| Code & Short Name  | Previous Years |         |         |         | This year | Graphs  | (past) Performance & (future) Improvement Statements   |
|--|----------------|---------|---------|---------|-----------|---|--|
|  | 2012/13        | 2013/14 | 2014/15 | 2015/16 | 2016/17   |   |  |
|  | Value          | Value   | Value   | Value   | Target    |   |  |
| H-App01 Number of apprenticeship training places provided by Infrastructure Services   |                |         |         |         | 12        |    | Support the Shetland Learning Partnership to provide opportunities for you people who need to get jobs.<br>Improvement: Maintain existing numbers of apprenticeships and where funding is available to increase numbers.   |
| SPI20ai Domestic noise complaints a) The number of complaints of domestic noise received during the year: i) settled without the need for attendance on site | 371            |         |         |         |           |   |  |
| SPI22v Percentage of road network that should be considered for maintenance treatment - Overall  | 42.5%          | 41.4%   | 41.9%   | 38.9%   |           |  | Our Road infrastructure is aging and needs maintenance. The RCI is an indicator of the change in condition<br>We use the RCI to target our repairs and maintenance in order to maintain the condition of the asset through better targeting of roads in need of maintenance. The short term trend has shown some improvement but the overall trend is one of deterioration over the long term. |







## Risk Assessment - Infrastructure Services

| Risk & Details  | Likelihood                                    | Current Impact | Risk Profile | Current and Planned Control Measures  | Probability | Target Impact | Risk Profile |
|---|---|----------------|--------------|---|-------------|---------------|--------------|
| Category Corporate  |   |                |              |   |             |               |              |
| Corporate Plan  | F4. Our "20 By '20" - It Equipment & Systems  |                |              |   |             |               |              |
| ICT and phone links to Infrastructure Services at Gremista are provided via a fibre-optic link. ICT is responsible once it (the cable/ equipment etc) is inside the building, but no organisation appears to be responsible for the fibre externally. There is uncertainty about who is responsible for repair and where any damage should be reported if a fault becomes apparent. There is no routine inspection or planned maintenance of this asset. There is no call-out number for faults.<br>Trigger : Damage to external fibre link, any fault affecting ICT or phone.<br>Consequences : Potential loss of communications (phone and ICT), inability to organise prompt repair, no clarity over timescales for repair, can't communicate with customers. Delay and impact on services.<br>Risk type : Contractual Liabilities<br>Assumed/Imposed<br>Reference - F0032 | Possible                                      | Significant    | Medium       | • Directors of Infrastructure to liaise with colleagues and identify plans and guidance for in the event of damage<br>Director of Infrastructure and Director of Development to liaise and look into who is responsible for what, review any service / lease agreements, prepare fault guidance for in the event that the cable is damaged, in consultation with Director of Corporate Services.<br>Information and arrangements to be shared with ICT. | Rare        | Significant   | Low          |
| Category Directorate  |   |                |              |   |             |               |              |
| Corporate Plan  | F1. Our "20 by '20" - Leadership & Management |                |              |   |             |               |              |
| Infra delivers front line services across Shetland, employing 467 FTE delivering a range of heavy engineering and transport services, including ferries.<br>Trigger : Poorly managed systems, staff error, oversight or actions<br>poor training of staff<br>equipment or facilities not maintained<br>lack of budget for maintenance of assets<br>Consequences : injury or death, regulator (e.g. HSE, CAA or MCA) investigation time andf costs, legal action, reputational damage<br>fines, prison- corporate manslaughter<br>Risk type : Accidents /Injuries - Staff/Pupils/ Clients/Others<br>Reference - F0021  | Likely  | Major          | High         | • Systems in place e.g. Risk Assessments, staff trained and competent to deliver duties. Managers trained in Health & Safety.<br>PIN forms reviewed regularly. Safety culture to flag concerns.   | Unlikely    | Significant   | Medium       |

|  |          |             |        |   |          |             |        |
|--|----------|-------------|--------|---|----------|-------------|--------|
| <p>Pollution incident at Port, Landfill/Waste to Energy Plant/ Airport</p> <p>Trigger : Poor staff training and supervision, failure of systems, failure of equipment, poor maintenance of equipment, staff actions,</p> <p>Consequences : Legal action, death/injury to plants/animals/humans, Prosecution</p> <p>Risk type : Escape of pollutant</p> <p>Reference - F0022</p>  | Possible | Extreme     | High   | <p>• Management systems in place, regular audit, staff trained and competent, maintenance plans in place.</p>   | Unlikely | Extreme     | High   |
| <p>Failure to deliver a statutory duty or comply with legislation</p> <p>Trigger : Poor training, unqualified staff, poor supervision,</p> <p>Consequences : Prosecution, contracts failed due to failure to follow EU legislation, Legal action, Financial costs, failure to meet requirements for external auditors, reputational damage, political embarrassment,</p> <p>Risk type : Breach of Legislation - Data Protection, Human Rights, Employment Practice, Health and Safety etc</p> <p>Reference - F0023</p> | Possible | Significant | Medium | <p>• Policies and procedures applied to ensure compliance. Effective risk assessments with suitable control measures. Staff trained and suitably experienced and competent to fulfill duties.</p> |          |             |        |
| <p>Loss of key staff, failure to recruit to key roles (Airport/Harbour/Ferries/Roads/Estates) means service cannot continue.</p> <p>Trigger : Recruitment by other industries</p> <p>age profile of staff</p> <p>no workforce planning</p> <p>recruitment and retention issues</p> <p>Consequences : Services stop</p> <p>financial loss at port</p> <p>impact on community</p> <p>reputational damage</p> <p>Risk type : Key staff - loss of</p> <p>Reference - F0024</p>   | Likely   | Significant | High   | <p>• Workforce planning undertaken, key roles identified and training plans to build resilience. Career grades developed.</p>   | Unlikely | Significant | Medium |

|  |          |             |        |   |          |             |        |
|--|----------|-------------|--------|---|----------|-------------|--------|
| <p>Budget target is not delivered due to loss of income, uncontrolled spending or failure to deliver savings</p> <p>Trigger : Poor budget management, optimism about savings and change, unexpected demands on budget, loss of income or key customer,</p> <p>Consequences : Financial sustainability of Council impacted, reputational and political damage</p> <p>Risk type : Loss of revenue/income</p> <p>Reference - F0025</p>  | Possible | Significant | Medium | <p>• Contingency Budget buildt into buget setting, regular budget monitoring to establish and respond to trends.Management trained and regular communications to staff.</p> | Unlikely | Significant | Medium |
| <p>Failure to plan for the future investment required in infrastructure replacement, repairs or maintenance</p> <p>Trigger : Poor financial planning</p> <p>failure to reduce estate</p> <p>Failure to invest in maintenance of roads, transport infrastructure</p> <p>Consequences : Withdrawal of key transport services, closure of roads, communities unable to access work, health, closure of offices and schools</p> <p>Risk type : Policies - effect of</p> <p>Reference - F0028</p> | Likely   | Significant | High   | <p>• Developing maintenance programe, long term financial plan, Asset/Investment Plan - contingency budgets for breakdowns.</p>   | Possible | Significant | Medium |
| <b>Corporate Plan</b> <b>F3. Our "20 By '20" - Shetlands "Voice"</b>   |          |             |        |   |          |             |        |
| <p>Changes in legislation for Fuel, waste, Carbon. Significant technological change.</p> <p>Trigger :</p> <p>Consequences :</p> <p>Risk type : Legislation changes</p> <p>Reference - F0030</p>  | Possible | Significant | Medium | <p>• Contingency plans in place, Island proofing under OUR ISLANDS OUR FUTURE, effective lobbying via COSLA and professional groups</p>                                     | Possible | Significant | Medium |
| <b>Corporate Plan</b> <b>F5. Our "20 by '20" - Standards of Governance</b>   |          |             |        |   |          |             |        |
| <p>Extreme weather events cause flooding, costal erosion, loss of key infrstrucure lost sailings, increased snow conditions, additional repairs</p> <p>Trigger : Severe weather,</p> <p>Consequences : Loss of service, environmental damage/ impact, damage to property, loss of communications, loss of key infrastructure, financial burden for repairs, reputational damage.</p> <p>Risk type : Storm, Flood, other weather related, burst pipes etc</p> <p>Reference - F0026</p>        | Likely   | Major       | High   | <p>• Contingency budget for weather events</p>  | Likely   | Significant | High   |

|   |          |         |      |   |      |             |     |
|---|----------|---------|------|---|------|-------------|-----|
| Service has to manage response to Animal or infectious disease outbreak , management of the response fails to prevent further damage to public health or animal health<br>Trigger : Outbreak of disease poorly managed by service<br>Consequences : reputational damage<br>external investigation<br>political scrutiny<br>government/agency sanctions<br>claims and legal action<br>Risk type : Publicity - bad<br>Reference - F0027 | Unlikely | Extreme | High | • Emergency plans exercisedstaff well trained and supported by progressional groups and agencies. Communication plans in place for emergencies. | Rare | Significant | Low |
|---|----------|---------|------|---|------|-------------|-----|

nuary, 2017

Responsible  
Officer

Maggie Sandison  
Infrastructure  
Services

Maggie Sandison  
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# Shetland Islands Council

Agenda Item

**6**

|                            |   |   |
|----------------------------|---|---|
| <b>Meeting(s):</b>         | Environment & Transport Committee<br>Policy & Resources Committee<br>Shetland Islands Council | 7 February 2017<br>13 February 2017<br>15 February 2017 |
| <b>Report Title:</b>       | 2017/18 Budget and Charging Proposals - Environment & Transport Committee                     |   |
| <b>Reference Number:</b>   | F-002-F   |   |
| <b>Author / Job Title:</b> | Jonathan Belford, Executive Manager - Finance   |   |

## 1.0 Decisions / Action required:

- 1.1 That the Environment and Transport Committee RECOMMEND to Policy and Resources Committee and Council that they approve the budget proposals for 2017/18 included in this report and set out in detail in the Budget Activity Summary (Appendix 2) and Schedule of Charges (Appendix 3).

## 2.0 High Level Summary:

- 2.1 The purpose of this report is to enable the Environment and Transport Committee to consider the controllable budget proposals for the services within the Committee's remit.
- 2.2 The proposed budget for 2017/18 for Infrastructure Services is £19.809m and the proposed budget for the Transport Planning Service within the Development Directorate is £5.974m.
- 2.3 Appendices 1 and 2 of this report show the proposed budgets for 2017/18 reconciled by Committee and by activity, and Appendix 3 details the proposed schedule of charges which have been incorporated into the proposed budgets.

## 3.0 Corporate Priorities and Joint Working:

- 3.1 There is a specific objective in the Corporate Plan that the Council will have excellent financial management arrangements to ensure that it continues to keep a balanced and sustainable budget, and is living within its means; and that the Council continues to pursue a range of measures which will enable effective and successful management of its finances over the medium to long term. This involves correct alignment of the Council's resources with its priorities and expected outcomes, and maintaining a strong and resilient balance sheet.
- 3.2 Despite the work done so far, sustainability in particular is extremely challenging at this time with reducing Scottish Government funding being the trend since 2011/12. It is expected that this will continue while the UK and Scottish Governments seek to balance their budgets and prioritise their spending. In order to take action on improving the Council's approach to identifying and implementing sustainable

solutions for the future Infrastructure and Development Directorate plans identify core priority areas for action between now and 2020 which, for this Committee, can be summarised as follows:

- achieve Fair Funding for Ferries, or review ferry services to deliver future services at the affordable level based on Scottish Government funding, or stop running ferry services and let the Scottish Government deliver ferry services - priority 2017/18;
- develop Ferry Replacement Programme - secure funding for capital replacement of ferries and terminals and start delivering the replacement programme - 2017/18 onwards beyond 2020;
- undertake Waste Services review - 2017/18 - service change by December 2017 and feed into 2018/19 budgets;
- undertake full review of Estate Operations and facilities management function using telemetrics data and consider redesign - 2018/19;
- establish workforce requirements for level of service by 2020 and develop workforce plan to meet future skill gaps, considering retirements, redeployments, extended use of career grades and Modern Apprentice placements - 2018/19; and
- negotiate Government funding of internal air service - 2018/19

#### 4.0 Key Issues:

- 4.1 Each of the Council's Directorates was provided with a target budget based on the 2015/20 Medium Term Financial Plan which was subsequently adjusted for cost pressures, service transfers and additional savings achieved in 2016/17, plus savings to be achieved in 2017/18. The Directors of Infrastructure and Development have subsequently developed their budget proposals, as shown in the table below:

| Budget Position                  | Infrastructure Services<br>£000 | Transport Planning Service<br>£000 |
|----------------------------------|---------------------------------|------------------------------------|
| 2016/17 Budget                   | 20,351                          | 5,892                              |
| Cost Pressures                   | (106)                           | 76                                 |
| Service Transfers                | (54)                            | 0                                  |
| Savings Target for 2017/18       | (366)                           | (30)                               |
| 2017/18 Target                   | 19,825                          | 5,938                              |
| Growth                           | 0                               | 58                                 |
| New Income Generation            | 0                               | 0                                  |
| Other Efficiencies/Minor Changes | (16)                            | (22)                               |
| 2017/18 Proposed Budget          | 19,809                          | 5,974                              |

- 4.2 Explanations of the movement in budget position in the table above are:

##### 4.2.1 Infrastructure Directorate

From the approved 2016/17 budget there was a reduction in cost pressure requirement of National Insurance contributions of £106k across the Directorate; administrative staff in Ferry Operations were transferred to Ports & Harbours Operations resulting in a reduction of £54k for service transfers; and the savings target reduction for 2017/18 was £366k. Further efficiencies

of £16k were proposed resulting in an overall 2017/18 budget of £19.809m.

#### 4.2.2 Development Directorate - Transport Planning Service

From the approved 2016/17 budget there was a reduction in cost pressure requirement of National Insurance contributions of £5k offset by an increased requirement of £81k for ferry and bus transport contract inflation resulting in an overall increased cost pressure requirement of £76k; and the savings target reduction for 2017/18 was £30k. There is growth of £58k for school bus contract inflation offset by other efficiencies of £22k resulting in a 2017/18 budget of £5.974m.

- 4.3 The total reduction in the proposed 2017/18 Infrastructure Directorate budget of £382k will be achieved, whilst incorporating substantial increased cost pressures on drydocking and winter salt, by:
- 4.3.1 staffing - reduced administrative, ferry, maintenance and technical posts; implementing career graded posts and multi-skilling of staff to cover shortages where required;
  - 4.3.2 income charges - a general uplift in income charging of approximately 2.5% has been applied on all charges across the Council, which is the anticipated medium term annual inflation rate, to contribute to national cost pressures relating to pay and pensions; increased requirement for salmon health certification; and improved practices for ferry fare collection; and
  - 4.3.3 operations - reduced external contractor usage; reduced LED streetlighting energy and maintenance requirements; reduced vehicle maintenance requirements due to comprehensive vehicle replacement programme; sourcing of external funding for administration of energy reduction initiatives.
- 4.4 The proposed budget for the Transport Planning Service has increased against target by £36k, due to cost pressures on contract inflation.
- 4.5 Appendix 1 sets out a reconciliation showing how the Council's overall budget proposals for the services within the Directorates are aligned to the remit of the Committees.
- 4.6 Appendix 2 sets out the 2017/18 budget in detail by activity. For comparison purposes the 2016/17 original budget has also been included, and the change in full-time equivalent staff numbers.
- 4.7 The proposed charges included in the budget proposals for the Infrastructure Directorate and the Transport Planning service of the Development Directorate is attached as Appendix 3.

#### **5.0 Exempt and/or confidential information:**

5.1 None

#### **6.0 Implications :** *Identify any issues or aspects of the report that have implications under the following headings*

|  |  |
|--|--|
| <b>6.1<br/>Service Users,<br/>Patients and<br/>Communities:</b>        | The proposed budgets ensure that there is no reduction in service for users and communities except in Transport Planning where existing bus contracts for low/no usage routes are to be discontinued after impact assessment concluded minimal impact to service users.  |
| <b>6.2<br/>Human Resources<br/>and Organisational<br/>Development:</b> | All budget proposals with staffing implications will be actioned in line with HR advice and the relevant Council policies.   |
| <b>6.3<br/>Equality, Diversity<br/>and Human Rights:</b>               | The proposed budget will continue to facilitate the grant funding of energy efficiency work for Shetland households in fuel poverty, improving of public health, and supporting the most vulnerable and deprived in the community.   |
| <b>6.4<br/>Legal:</b>  | Under Section 95 of the Local Government (Scotland) Act 1973, there is a requirement for each local authority to make arrangements for the proper administration of their financial affairs. That the chief financial officer/Section 95 officer has responsibility for the administration of those affairs, and Section 93 of the Local Government Finance Act 1992 requires the Council to set the Council Tax for the financial year.   |
| <b>6.5<br/>Finance:</b>  | <p>The services under the remit of this Committee have proposed budgets which are over target by £20k (0.08%) on a total budget of £25.763m.</p> <p>Any decision to recommend changes to the budget proposals in this report will result in an increased or decreased draw on reserves, and may result in not meeting the affordable position set out in the Medium Term Financial Plan. This will require a formal amendment and be fully quantified in the Committee decision.</p> |
| <b>6.6<br/>Assets and Property:</b>                                    | This budget proposes a risk based approach for the maintenance of assets to minimise deterioration and potential failure.  |
| <b>6.7<br/>ICT and new<br/>technologies:</b>                           | None.  |
| <b>6.8<br/>Environmental:</b>  | This budget proposes continuing work on reducing carbon emissions to support the Council's duty under the Climate Change (Scotland) Act 2009.  |
| <b>6.9<br/>Risk Management:</b>  | <p>There are numerous risks involved in planning the delivery of services for the future and the awareness of these risks is critical to successful budgeting, as assumptions are required.</p> <p>These budgeted assumptions can be affected by many internal and external factors, such as supply and demand, which may have a detrimental financial impact.</p>   |

|   |   |     |
|---|---|-----|
|   | <p>The main budget risks for services reporting to this Committee are:</p> <ul style="list-style-type: none"> <li>• volatility of oil prices in relation to marine gas oil, diesel and bitumen; and</li> <li>• ferry vessel and other plant breakdown mainly due to ageing infrastructure.</li> </ul> <p>These risks are mitigated by using a realistic approach and the most up-to-date information when setting the budget. Also, the inclusion in the overall Council budget of a corporate cost pressure and contingency budget to support volatile and unexpected additional costs.</p> <p>A strong balance sheet and the availability of usable reserves ensure that the Council is prepared for other significant unforeseen events.</p> |     |
| <b>6.10<br/>Policy and Delegated<br/>Authority:</b> | <p>The Environment and Transport Committee has delegated authority to advise Policy and Resources Committee and the Council in the development of service, objectives, policies and plans concerned with service delivery. Approval of the revenue budget requires a decision of Council, in terms of Section 2.1.3 of the Council's Scheme of Administration and Delegations.</p>  |     |
| <b>6.11<br/>Previously<br/>considered by:</b>       | n/a   | n/a |

**Contact Details:**

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**Appendices:**

Appendix 1 - 2017/18 Reconciliation of Directorates' Proposed Budgets to Committees

Appendix 2 - 2017/18 Budget Proposals by Activity - Infrastructure Services & Transport Planning Service

Appendix 3 - 2017/18 Schedule of Charges - Infrastructure Services & Transport Planning Service





## 2017-18 Reconciliation of Directorates' Proposed Budgets to Committees

| Directorate                    | Development Committee<br>£000 | Education & Families Committee<br>£000 | Environment & Transport Committee<br>£000 | Policy & Resources Committee<br>£000 | Shetland College Board<br>£000 | Total<br>£000  |
|--------------------------------|-------------------------------|--|---|--------------------------------------|--------------------------------|----------------|
| Executive & Corporate Services |                               |  |   | 10,200                               |                                | 10,200         |
| Children's Services            |                               | 41,852                                 |   |                                      |                                | 41,852         |
| Health & Social Care           |                               |  |   | 20,484                               |                                | 20,484         |
| Integration Joint Board        |                               |  |   | -1,263                               |                                | -1,263         |
| Development Services           | 8,480                         | 323                                    | 5,974                                     |                                      | 125                            | 14,902         |
| Infrastructure Services        |                               |  | 19,809                                    |                                      |                                | 19,809         |
| <b>TOTAL</b>                   | <b>8,480</b>                  | <b>42,175</b>                          | <b>25,783</b>                             | <b>29,421</b>                        | <b>125</b>                     | <b>105,984</b> |



**Infrastructure Services and Transport Planning Service**  
**2017/18 Budget Proposals by Activity**

**F-002 - Appendix 2**

| Service                    | Activity                                       | Links to Corporate Plan  | 2016/17<br>Original<br>Budget<br>£ | 2017/18<br>Proposed<br>Budget<br>£ | Change<br>(Increase)/<br>Decrease<br>£ | Proposed<br>Changes to<br>Service Level | Impact<br>Assessment<br>Details (if<br>appropriate) | 2016/17<br>FTEs | 2017/18<br>FTEs | Change<br>(Increase)/<br>Decrease<br>FTEs |
|----------------------------|--|--|------------------------------------|------------------------------------|--|---|---|-----------------|-----------------|---|
| Infrastructure Directorate | Directorate                                    | Highest possible standards of leadership and management helping to create a culture to deliver the things in the plan                  | 344,209                            | 340,666                            | 3,543                                  | None                                    |   | 4.00            | 4.00            | 0.00                                      |
| Infrastructure Directorate | Vacancy Savings across Infrastructure Services | Excellent financial management arrangements, will ensure we are continuing to keep to a balanced and sustainable budget.               | 0                                  | (250,000)                          | 250,000                                | None                                    |   | 0.00            | 0.00            | 0.00                                      |
| Infrastructure Directorate | Administration                                 | Excellent financial management arrangements, customer care, buying goods and services  | 359,589                            | 337,876                            | 21,713                                 | None                                    |   | 10.40           | 9.81            | 0.59                                      |
| Infrastructure Directorate | Infrastructure Pensioners                      | N/A: Statutory provision   | 124,775                            | 122,898                            | 1,877                                  | None                                    |   | 0.00            | 0.00            | 0.00                                      |
| Infrastructure Directorate | Tingwall Airport & Other Airstrips             | Top Priority - Delivery of quality transport services within Shetland  | 277,872                            | 283,209                            | (5,337)                                | None                                    |   | 3.40            | 3.32            | 0.08                                      |
| Estate Operations          | Building Services                              | We will have a better understanding of the number of assets we can afford with the resources we have available                         | 359,878                            | 338,591                            | 21,287                                 | None                                    |   | 35.75           | 35.22           | 0.53                                      |
| Estate Operations          | Gremista Store                                 | We will have a better understanding of the number of assets we can afford with the resources we have available                         | (208)                              | (1,107)                            | 899                                    | None                                    |   | 4.07            | 3.72            | 0.35                                      |
| Estate Operations          | Bus Operations                                 | Top Priority - Delivery of quality transport services within Shetland  | 12,897                             | 16,450                             | (3,553)                                | None                                    |   | 1.04            | 1.18            | (0.14)                                    |
| Estate Operations          | Fleet Management                               | We will have a better understanding of the number of assets we can afford with the resources we have available                         | 57,852                             | 16,529                             | 41,323                                 | None                                    |   | 13.15           | 12.00           | 1.15                                      |
| Estate Operations          | Carbon Management                              | We will have reduced the impact we make on the local environment particularly reducing carbon emissions from our operations and estate | 229,035                            | 207,816                            | 21,219                                 | None                                    |   | 7.06            | 7.85            | (0.79)                                    |
| Estate Operations          | Public Toilets                                 | We will have a better understanding of the number of assets we can afford with the resources we have available                         | 185,318                            | 186,146                            | (828)                                  | None                                    |   | 5.19            | 5.84            | (0.65)                                    |
| Estate Operations          | Grounds Maintenance                            | We will have a better understanding of the number of assets we can afford with the resources we have available                         | (1,394)                            | (1,540)                            | 146                                    | None                                    |   | 0.07            | 0.07            | 0.00                                      |
| Environmental Services     | Environmental Health                           | Working with our partners to enhance the wellbeing of the whole of Shetland  | 962,134                            | 830,491                            | 131,643                                | None                                    |   | 13.93           | 13.43           | 0.50                                      |
| Environmental Services     | Trading Standards                              | Working with our partners to enhance the wellbeing of the whole of Shetland  | 246,605                            | 217,414                            | 29,191                                 | None                                    |   | 3.05            | 3.10            | (0.05)                                    |

| Service                | Activity                    | Links to Corporate Plan   | 2016/17<br>Original<br>Budget<br>£ | 2017/18<br>Proposed<br>Budget<br>£ | Change<br>(Increase)/<br>Decrease<br>£ | Proposed<br>Changes to<br>Service Level | Impact<br>Assessment<br>Details (if<br>appropriate) | 2016/17<br>FTEs | 2017/18<br>FTEs | Change<br>(Increase)/<br>Decrease<br>FTEs |
|------------------------|-----------------------------|---|------------------------------------|------------------------------------|--|---|---|-----------------|-----------------|---|
| Environmental Services | Landfill Site               | We will have reduced the impact we make on the local environment particularly reducing carbon emissions from our operations and estate  | (272,494)                          | (288,136)                          | 15,642                                 | None                                    |   | 1.77            | 2.49            | (0.72)                                    |
| Environmental Services | Waste Processing Centre     | We will have reduced the impact we make on the local environment particularly reducing carbon emissions from our operations and estate  | 265,855                            | 496,693                            | (230,838)                              | None                                    |   | 6.54            | 6.38            | 0.16                                      |
| Environmental Services | Energy Recovery Plant       | We will have reduced the impact we make on the local environment particularly reducing carbon emissions from our operations and estate  | (16,940)                           | (63,009)                           | 46,069                                 | None                                    |   | 16.85           | 16.70           | 0.15                                      |
| Environmental Services | Street Cleansing            | Working with our partners to enhance the wellbeing of the whole of Shetland   | 375,374                            | 390,933                            | (15,559)                               | None                                    |   | 10.50           | 10.62           | (0.12)                                    |
| Environmental Services | Refuse Collection           | We will have reduced the impact we make on the local environment particularly reducing carbon emissions from our operations and estate  | 1,320,717                          | 1,091,835                          | 228,882                                | None                                    |   | 17.18           | 17.31           | (0.13)                                    |
| Environmental Services | Burial Grounds              | Our services will consistently adhere to the highest possible standards   | 214,688                            | 201,798                            | 12,890                                 | None                                    |   | 7.57            | 7.58            | (0.01)                                    |
| Ferry Service          | Bressay Ferry Service       | Top Priority - Delivery of quality transport services within Shetland, in order to fulfil key requirements for maintaining current activity and future growth. Maintaining transport needs which we can afford, to meet people and business needs | 1,003,694                          | 1,092,969                          | (89,275)                               | None                                    |   | 17.83           | 17.83           | 0.00                                      |
| Ferry Service          | Fair Isle Ferry Service     | Top Priority - Delivery of quality transport services within Shetland, in order to fulfil key requirements for maintaining current activity and future growth. Maintaining transport needs which we can afford, to meet people and business needs | 273,775                            | 290,156                            | (16,381)                               | None                                    |   | 4.29            | 5.01            | (0.72)                                    |
| Ferry Service          | Unst & Fetlar Ferry Service | Top Priority - Delivery of quality transport services within Shetland, in order to fulfil key requirements for maintaining current activity and future growth. Maintaining transport needs which we can afford, to meet people and business needs | 2,277,388                          | 2,198,831                          | 78,557                                 | None                                    |   | 26.58           | 25.75           | 0.83                                      |

| Service                               | Activity                          | Links to Corporate Plan   | 2016/17<br>Original<br>Budget<br>£ | 2017/18<br>Proposed<br>Budget<br>£ | Change<br>(Increase)/<br>Decrease<br>£ | Proposed<br>Changes to<br>Service Level | Impact<br>Assessment<br>Details (if<br>appropriate) | 2016/17<br>FTEs | 2017/18<br>FTEs | Change<br>(Increase)/<br>Decrease<br>FTEs |
|---------------------------------------|-----------------------------------|---|------------------------------------|------------------------------------|--|---|---|-----------------|-----------------|---|
| Ferry Service                         | Papa Stour Ferry Service          | Top Priority - Delivery of quality transport services within Shetland, in order to fulfil key requirements for maintaining current activity and future growth. Maintaining transport needs which we can afford, to meet people and business needs | 365,572                            | 391,087                            | (25,515)                               | None                                    |   | 5.82            | 6.99            | (1.17)                                    |
| Ferry Service                         | Skerries Ferry Service            | Top Priority - Delivery of quality transport services within Shetland, in order to fulfil key requirements for maintaining current activity and future growth. Maintaining transport needs which we can afford, to meet people and business needs | 767,066                            | 792,403                            | (25,337)                               | None                                    |   | 6.30            | 6.17            | 0.13                                      |
| Ferry Service                         | Whalsay Ferry Service             | Top Priority - Delivery of quality transport services within Shetland, in order to fulfil key requirements for maintaining current activity and future growth. Maintaining transport needs which we can afford, to meet people and business needs | 2,543,383                          | 2,494,153                          | 49,230                                 | None                                    |   | 32.82           | 33.19           | (0.37)                                    |
| Ferry Service                         | Yell Ferry Service                | Top Priority - Delivery of quality transport services within Shetland, in order to fulfil key requirements for maintaining current activity and future growth. Maintaining transport needs which we can afford, to meet people and business needs | 4,240,692                          | 4,077,811                          | 162,881                                | None                                    |   | 38.71           | 36.91           | 1.80                                      |
| Roads Service                         | Roads Design                      | Transport needs which we can afford, to meet people and business needs and which we can afford to maintain in the medium term   | 200,738                            | 245,546                            | (44,808)                               | None                                    |   | 5.32            | 5.24            | 0.08                                      |
| Roads Service                         | Road Authority Functions          | Transport needs which we can afford, to meet people and business needs and which we can afford to maintain in the medium term   | 911,616                            | 995,542                            | (83,926)                               | None                                    |   | 9.30            | 9.82            | (0.52)                                    |
| Roads Service                         | Road Maintenance & Winter Service | Transport needs which we can afford, to meet people and business needs and which we can afford to maintain in the medium term   | 3,817,879                          | 3,676,253                          | 141,626                                | None                                    |   | 53.55           | 53.56           | (0.01)                                    |
| Roads Service                         | Scord Quarry                      | Transport needs which we can afford, to meet people and business needs and which we can afford to maintain in the medium term   | (846,602)                          | (921,302)                          | 74,700                                 | None                                    |   | 8.00            | 8.00            | 0.00                                      |
| <b>Infrastructure Services Totals</b> |                                   |   | <b>20,600,963</b>                  | <b>19,809,002</b>                  | <b>791,961</b>                         |   |   | <b>370.04</b>   | <b>369.09</b>   | <b>0.95</b>                               |

| Service                          | Activity  | Links to Corporate Plan   | 2016/17<br>Original<br>Budget<br>£ | 2017/18<br>Proposed<br>Budget<br>£ | Change<br>(Increase)/<br>Decrease<br>£ | Proposed<br>Changes to<br>Service Level                   | Impact<br>Assessment<br>Details (if<br>appropriate)               | 2016/17<br>FTEs | 2017/18<br>FTEs | Change<br>(Increase)/<br>Decrease<br>FTEs |
|----------------------------------|---|---|------------------------------------|------------------------------------|--|---|---|-----------------|-----------------|---|
| Transport Planning               | Services to ZetTrans and provision of public bus service  | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | 1,940,124                          | 2,041,409                          | (101,285)                              | Bus Contracts for low/no usage routes to be discontinued. | Assessment carried out concluding minimal impact to service users | 3.17            | 2.78            | 0.39                                      |
| Transport Planning               | Inter Island Air Services                                 | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | 867,737                            | 847,709                            | 20,028                                 | None  |   | 0.3             | 0.259           | 0.04                                      |
| Transport Planning               | Education Transport                                       | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | 2,009,243                          | 2,092,491                          | (83,248)                               | None  |   | 1.48            | 1.30            | 0.18                                      |
| Transport Planning               | Taxi Licensing Function                                   | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | (8,295)                            | (10,135)                           | 1,840                                  | None  |   | 0.37            | 0.32            | 0.05                                      |
| Transport Planning               | Foula Ferry Service                                       | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | 331,414                            | 360,136                            | (28,722)                               | None  |   | 0.59            | 0.5             | 0.07                                      |
| Transport Planning               | Inter Island Ferry Services                               | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | 37,883                             | 29,951                             | 7,932                                  | None  |   | 0.37            | 0.32            | 0.05                                      |
| Transport Planning               | Blue Badge (Disabled parking) scheme                      | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | 12,283                             | 5,651                              | 6,632                                  | None  |   | 0.37            | 0.32            | 0.05                                      |
| Transport Planning               | Additional Support Needs School and Social Care Transport | There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term. | 701,577                            | 606,440                            | 95,137                                 | None  |   | 7.78            | 7.89            | (0.11)                                    |
| <b>Transport Planning Totals</b> |   |   | <b>5,891,966</b>                   | <b>5,973,652</b>                   | <b>(81,686)</b>                        |   |   | <b>14.43</b>    | <b>13.72</b>    | <b>0.71</b>                               |

**Infrastructure Services and Transport Planning Service**  
**2017/18 Schedule of Charges**

**F-002 - Appendix 3**

All charges are exclusive of VAT where applicable.

| Directorate    | Service                | Activity   | Charge   | Unit          | 2016/17 Charge £         | 2017/18 Charge £         | Variance % |
|----------------|------------------------|--|--|---------------|--------------------------|--------------------------|------------|
| Infrastructure | Directorate            | <b>Tingwall Airport - Landing Charges</b>                  | Over 2,730kgs MTWA - per tonne or part thereof   |               | 23.00                    | 24.00                    | 4.3        |
| Infrastructure | Directorate            |  | Over 2,730kgs MTWA - per tonne or part thereof- Air Ambulance/ Search and Rescue/Medi Vac- 50% concession  |               | 0.00                     | 12.00                    | New Charge |
| Infrastructure | Directorate            |  | Less than 2,730kgs MTWA - per landing (incl out of hours landings)   |               | 20.00                    | 21.00                    | 5.0        |
| Infrastructure | Directorate            |  | Annual Consolidated Landing fee - less than 2,730kgs MTWA  |               | 345.00                   | 350.00                   | 1.4        |
| Infrastructure | Directorate            |  | Training Circuits (per session max 10 circuits or part thereof per sessions)   |               | 22.00                    | 23.00                    | 4.5        |
| Infrastructure | Directorate            |  | Landing Supplements - charter flights  | per passenger | 5.00                     | 5.00                     | 0.0        |
| Infrastructure | Directorate            |  | Landing Supplements - fuel handling charge - JET A-1 - per fuelling, per aircraft  |               | 26.00                    | 27.00                    | 3.8        |
| Infrastructure | Directorate            |  | Landing Supplements - fuel handling charge - AVGAS - per fuelling, per aircraft  |               | 11.00                    | 11.00                    | 0.0        |
| Infrastructure | Directorate            |  | Out of hours indemnity permit - duration 12 months   |               | 51.00                    | 55.00                    | 7.8        |
| Infrastructure | Directorate            |  | Extended Opening Hours - Public, Charter and General Aviation (by arrangement): within 3 hours of published opening or closing time - per 15 minute segment  |               | 51.00                    | 53.00                    | 3.9        |
| Infrastructure | Directorate            |  | Extended Opening Hours - Public, Charter and General Aviation (by arrangement): opening commencing after 3 hours of closing time and closing within 3 hours of opening time - min 3 hour charge then by 15 minute segment thereafter |               | 120.00                   | 125.00                   | 4.2        |
| Infrastructure | Directorate            |  | Extended Opening Hours - Air Ambulance, Search and Rescue/Medi-vac (by arrangement): within 3 hours of published opening or closing time - per 15 minute segment   |               | 35.00                    | 35.00                    | 0.0        |
| Infrastructure | Directorate            |  | Parking Charges For each 24 hours or part thereof  |               | 10.00                    | 11.00                    | 10.0       |
| Infrastructure | Directorate            |  | Air Ambulance standby  |               | Internal Only - variable | Internal Only - variable |            |
| Infrastructure | Directorate            |  | Jet A1 Fuel  |               | Internal Only - variable | Internal Only - variable |            |
| Infrastructure | Directorate            | <b>Papa Stour and Whalsay Airstrips - Landing Charges:</b> | Less than 2,730kgs MTWA - per tonne or part thereof (inc Out of Hours Landings)  |               | 23.00                    | 24.00                    | 4.3        |
| Infrastructure | Directorate            |  | Out of Hours Indemnity Permit - Duration 12 months   |               | 51.00                    | 55.00                    | 7.8        |
| Infrastructure | Environmental Services | <b>Burial Charges</b>                                      | Adult  |               | 450.00                   | 500.00                   | 11.1       |
| Infrastructure | Environmental Services |  | Children   |               | no charge                | no charge                |            |
| Infrastructure | Environmental Services |  | Ashes  |               | 225.00                   | 250.00                   | 11.1       |
| Infrastructure | Environmental Services |  | Burial Ground Reservation  |               | 450.00                   | 500.00                   | 11.1       |
| Infrastructure | Environmental Services |  | Minimum charge for search of records   |               | 0.00                     | 18.00                    | New Charge |
| Infrastructure | Environmental Services |  | Charge for transfer of lair  |               | 0.00                     | 18.00                    | New Charge |
| Infrastructure | Environmental Services |  | Charge to issue permit for permission to erect memorial stone  |               | 0.00                     | 50.00                    | New Charge |
| Infrastructure | Environmental Services |  | Residents outside Shetland plot charge   |               | 0.00                     | 750.00                   | New Charge |
| Infrastructure | Environmental Services |  | Residents outside Shetland burial charge   |               | 0.00                     | 750.00                   | New Charge |
| Infrastructure | Environmental Services |  | Residents outside Shetland ashes charge  |               | 0.00                     | 375.00                   | New Charge |
| Infrastructure | Environmental Services | <b>Waste Disposal and Cleansing</b>                        | Gremista: Minimum Charges for load < than 200kg  | up to 200kg   | 10.40                    | 10.70                    | 2.9        |
| Infrastructure | Environmental Services |  | Gremista: Standard Charges per tonne - Landfill (excluding landfill tax and handling charge).  |               | 52.00                    | 53.50                    | 2.9        |
| Infrastructure | Environmental Services |  | Gremista Landfill Tax will be charged in addition to above (Landfill Tax (set by Legislation):Non - Inert  |               | 84.40                    | 84.40                    | 0.0        |
| Infrastructure | Environmental Services |  | Gremista Landfill Tax will be charged in addition to above (Landfill Tax (set by Legislation):Inert  |               | 2.65                     | 2.65                     | 0.0        |
| Infrastructure | Environmental Services |  | Waste Disposal as per chits - where charge is to another local authority - Landfill Tax also charged   |               | Internal Only - variable | Internal Only - variable |            |
| Infrastructure | Environmental Services |  | Waste to Energy - where charge is to another local authority - Landfill tax also charged   |               | Internal Only - variable | Internal Only - variable |            |
| Infrastructure | Environmental Services |  | Waste Disposal Charges Gremista sorting shed - where charge is to another local authority - landfill tax also charged  |               | Internal Only - variable | Internal Only - variable |            |
| Infrastructure | Environmental Services |  | Waste Disposal Charges Gremista sorting shed: Minimum charge for load less than 200kg  | up to 200kg   | 22.00                    | 22.60                    | 2.7        |
| Infrastructure | Environmental Services |  | Waste Disposal Charges Gremista sorting shed: Standard charge per tonne  |               | 110.00                   | 113.00                   | 2.7        |
| Infrastructure | Environmental Services |  | Commercial Fridge/Freezers   | per unit      | 110.00                   | 113.00                   | 2.7        |
| Infrastructure | Environmental Services |  | Salmon - landfill  | per tonne     | 90.00                    | 93.00                    | 3.3        |
| Infrastructure | Environmental Services |  | Salmon - landfill  | up to 200kg   | 18.00                    | 18.60                    | 3.3        |



| Directorate    | Service                | Activity | Charge   | Unit                | 2016/17<br>Charge £ | 2017/18<br>Charge £ | Variance % |
|----------------|------------------------|----------|--|---------------------|---------------------|---------------------|------------|
| Infrastructure | Environmental Services |          | Sewage Sludge  | per tonne           | 104.00              | 107.00              | 2.9        |
| Infrastructure | Environmental Services |          | Sewage Sludge  | up to 200kg         | 20.80               | 21.40               | 2.9        |
| Infrastructure | Environmental Services |          | Tyres  | per tonne           | 175.00              | 185.00              | 5.7        |
| Infrastructure | Environmental Services |          | Tyres  | up to 200kg         | 35.00               | 37.00               | 5.7        |
| Infrastructure | Environmental Services |          | Polypropylene Tonne Bags   | per tonne           | 135.00              | 140.00              | 3.7        |
| Infrastructure | Environmental Services |          | Polypropylene Tonne Bags   | up to 200kg         | 27.00               | 28.00               | 3.7        |
| Infrastructure | Environmental Services |          | Garden Waste   | per tonne           | 110.00              | 115.00              | 4.5        |
| Infrastructure | Environmental Services |          | Garden Waste   | up to 200kg         | 22.00               | 23.00               | 4.5        |
| Infrastructure | Environmental Services |          | Televisions/monitors   |                     | 5.00                | 5.25                | 5.0        |
| Infrastructure | Environmental Services |          | Waste to Energy - Standard Charge - Commercial customers   | per tonne           | 45.00               | 55.00               | 22.2       |
| Infrastructure | Environmental Services |          | Waste to Energy - Minimum Charge - Commercial customers  | up to 200kg         | 9.00                | 11.00               | 22.2       |
| Infrastructure | Environmental Services |          | Waste to Energy - Standard charge to local authorities including Orkney                          | per tonne           | 45.00               | 46.15               | 2.6        |
| Infrastructure | Environmental Services |          | Waste to Energy -Standard charge to local authorities including Orkney - Minimum Charge          | up to 200kg         | 9.00                | 9.23                | 2.6        |
| Infrastructure | Environmental Services |          | Waste to Energy - International Waste - Standard Charge  | per tonne           | 90.00               | 93.00               | 3.3        |
| Infrastructure | Environmental Services |          | Waste to Energy - International Waste - Standard Charge  | up to 200kg         | 18.00               | 18.60               | 3.3        |
| Infrastructure | Environmental Services |          | Waste to Energy - Hooklift Bin Hire One-off  |                     | 19.00               | 19.50               | 2.6        |
| Infrastructure | Environmental Services |          | Waste to Energy - Hooklift Bin Hire - Part of a trade waste collection contract                  | per week            | 19.00               | 19.50               | 2.6        |
| Infrastructure | Environmental Services |          | Waste to Energy - Hooklift Hire Vehicle One-off  | Per hour            | 62.00               | 63.60               | 2.6        |
| Infrastructure | Environmental Services |          | Waste to Energy - Hooklift Hire Vehicle - Part of trade waste collection contract                | per week            | 62.00               | 63.60               | 2.6        |
| Infrastructure | Environmental Services |          | Waste to Energy - Hire of forklift if required for tipping bins on occasion (one-off)            |                     | 11.00               | 11.50               | 4.5        |
| Infrastructure | Environmental Services |          | Domestic Refuse Collection Service - Household Refuse Sacks                                      | roll of 52 sacks    | 3.33                | 3.33                | 0.0        |
| Infrastructure | Environmental Services |          | Domestic Refuse Collection Service - Wheeled Bin - For Sale to Householders                      | 120 litres          | 33.33               | 34.17               | 2.5        |
| Infrastructure | Environmental Services |          | Domestic Refuse Collection Service - Wheeled Bin - For Sale to Householders                      | 240 litres          | 33.33               | 34.17               | 2.5        |
| Infrastructure | Environmental Services |          | Domestic Refuse Collection Service - Wheeled Bin - For Sale to Householders                      | 360 litres          | 62.50               | 65.00               | 4.0        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Annual Standing Charge - Wheeled Bin                              | 120 litres          | 8.50                | 8.75                | 2.9        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Annual Standing Charge - Wheeled Bin                              | 240 litres          | 8.50                | 8.75                | 2.9        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Annual Standing Charge - Wheeled Bin                              | 360 litres          | 16.00               | 16.50               | 3.1        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Annual Standing Charge - Wheeled Bin                              | 660 litres          | 78.00               | 80.00               | 2.6        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Annual Standing Charge - Wheeled Bin                              | 1100 litres         | 80.00               | 82.00               | 2.5        |
| Infrastructure | Environmental Services |          | Commercial Refuse Sack - approx 70 litres  | roll of 50 sacks    | 42.50               | 43.75               | 2.9        |
| Infrastructure | Environmental Services |          | Commercial Refuse Sticker  | roll of 50 stickers | 42.50               | 43.75               | 2.9        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Collection/Disposal Charge per Uplift - Wheeled Bin               | 120 litres          | 1.42                | 1.50                | 5.8        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Recycle Waste Collection/Disposal Charge per Uplift - Wheeled Bin | 120 litres          |                     | 1.45                | New Charge |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Collection/Disposal Charge per Uplift - Wheeled Bin               | 240 litres          | 2.15                | 2.25                | 4.7        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Recycle Waste Collection/Disposal Charge per Uplift - Wheeled Bin | 240 litres          |                     | 2.15                | New Charge |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Collection/Disposal Charge per Uplift - Wheeled Bin               | 360 litres          | 3.20                | 3.35                | 4.7        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Recycle Waste Collection/Disposal Charge per Uplift - Wheeled Bin | 360 litres          |                     | 3.20                | New Charge |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Collection/Disposal Charge per Uplift - Wheeled Bin               | 660 litres          | 5.80                | 6.05                | 4.3        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Recycle Waste Collection/Disposal Charge per Uplift - Wheeled Bin | 660 litres          |                     | 5.75                | New Charge |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Collection/Disposal Charge per Uplift - Wheeled Bin               | 1100 litres         | 9.50                | 9.80                | 3.2        |
| Infrastructure | Environmental Services |          | Commercial Refuse Containers - Recycle Waste Collection/Disposal Charge per Uplift - Wheeled Bin | 1100 litres         |                     | 9.30                | New Charge |
| Infrastructure | Environmental Services |          | Registered Charities involved in waste prevention activities.(household waste type only)         |                     | 100% discount       | 100% discount       | 0.0        |
| Infrastructure | Environmental Services |          | Clinical Waste Collection - per premises(local authority)  | per week            | 15.00               | 15.50               | 3.3        |
| Infrastructure | Environmental Services |          | Cooking Oil Collection - per premises  | per week            | 15.00               | 15.50               | 3.3        |
| Infrastructure | Environmental Services |          | Refuse Vehicle   | per hour            | 30.00               | 31.00               | 3.3        |
| Infrastructure | Environmental Services |          | Refuse Driver  | per hour            | 23.00               | 23.60               | 2.6        |
| Infrastructure | Environmental Services |          | Refuse Loader  | per hour            | 20.50               | 21.00               | 2.4        |
| Infrastructure | Environmental Services |          | Pick-Up Vehicle  | per hour            | 30.00               | 10.00               | -66.7      |



| Directorate    | Service                | Activity            | Charge  | Unit     | 2016/17<br>Charge £ | 2017/18<br>Charge £ | Variance % |
|----------------|------------------------|---------------------|---|----------|---------------------|---------------------|------------|
| Infrastructure | Environmental Services |                     | Pick-Up Loader  | per hour | 20.00               | 20.50               | 2.5        |
| Infrastructure | Environmental Services |                     | Refuse Skip Hire - one-off  |          | 9.00                | 9.25                | 2.8        |
| Infrastructure | Environmental Services |                     | Refuse Skip Hire - part of a trade collection contract  | per week | 9.00                | 9.25                | 2.8        |
| Infrastructure | Environmental Services |                     | Refuse Skip Hire - part of a trade collection contract - Third Party  | per week | 9.00                | 9.25                | 2.8        |
| Infrastructure | Environmental Services |                     | Refuse Skip Vehicle - one-off   |          | 45.00               | 46.15               | 2.6        |
| Infrastructure | Environmental Services |                     | Refuse Skip Vehicle - part of a trade collection contract   | per hour | 45.00               | 46.15               | 2.6        |
| Infrastructure | Environmental Services |                     | Refuse Skip Vehicle - part of a trade collection contract - Third Party   | per hour | 45.00               | 46.15               | 2.6        |
| Infrastructure | Environmental Services |                     | Street Cleansing Service - Power Washer   | per hour | 6.00                | 6.15                | 2.5        |
| Infrastructure | Environmental Services |                     | Hot Water Machine. (power washer and weed sprayer)  | per hour |                     | 12.30               | New Charge |
| Infrastructure | Environmental Services |                     | Street Cleansing Service - Street Orderly   | per hour | 20.00               | 20.50               | 2.5        |
| Infrastructure | Environmental Services |                     | Schmidt Vehicle   | per hour | 27.00               | 28.00               | 3.7        |
| Infrastructure | Environmental Services |                     | Schmidt Driver  | per hour | 21.00               | 21.50               | 2.4        |
| Infrastructure | Environmental Services | Health Certificates | Health Certificates - less than 5000Kg (5 Tonnes)   |          | 66.95               | 68.65               | 2.5        |
| Infrastructure | Environmental Services |                     | Health Certificates - greater than 5000Kg (5 Tonnes)  |          | 66.95               | 68.65               | 2.5        |
| Infrastructure | Environmental Services |                     | Health Certificates - Charge if less than 24 hours notice given   |          | 20.60               | 21.15               | 2.7        |
| Infrastructure | Environmental Services |                     | Health Certificates - Issue copies of Certificates  |          | 20.60               | 21.15               | 2.7        |
| Infrastructure | Environmental Services |                     | Health Certificates - Inspection Charge if required for Certification   |          | 55.65               | 57.05               | 2.5        |
| Infrastructure | Environmental Services |                     | Health Certificates - Audit charge every 6 months   |          | 226.60              | 232.30              | 2.5        |
| Infrastructure | Environmental Services |                     | Health Certificates - Hygiene inspection charges in respect of General Landings of Fishery Products   |          | 1 euro per tonne    | 1 euro per tonne    | 0.0        |
| Infrastructure | Environmental Services |                     | Health Certificates - Charges in respect of Fishery products entering Preparation/Processing establishments                                 |          | 1 euro per tonne    | 1 euro per tonne    | 0.0        |
| Infrastructure | Environmental Services |                     | Health Certificates - Voluntary Surrenders of Food  |          | 360.50              | 370.00              | 2.6        |
| Infrastructure | Environmental Services | Pest Control        | Pest Control Survey   |          | 36.05               | 37.00               | 2.6        |
| Infrastructure | Environmental Services |                     | Pest Control Survey to include treatment  |          | 87.55               | 89.75               | 2.5        |
| Infrastructure | Environmental Services |                     | Pest Control - Charge for each revisit after third visit  |          | 15.45               | 15.85               | 2.6        |
| Infrastructure | Environmental Services |                     | Pest Control - Free survey and treatment for those on means tested benefits for public health pests only                                    |          | no charge           | no charge           |            |
| Infrastructure | Environmental Services | Abandoned Vehicles  | Abandoned Vehicles - Uplift and disposal charge (set by Statute)  |          | 300.00              | 307.50              | 2.5        |
| Infrastructure | Environmental Services | Licensing           | Variation   |          | 56.65               | 58.10               | 2.6        |
| Infrastructure | Environmental Services |                     | Temporary event licence (non-commercial)  |          | 75.00               | 77.00               | 2.7        |
| Infrastructure | Environmental Services |                     | Skin Piercers or Tattooist licence  |          | 206.00              | 211.15              | 2.5        |
| Infrastructure | Environmental Services |                     | Late hours catering licence   |          | 309.00              | 316.75              | 2.5        |
| Infrastructure | Environmental Services |                     | Street traders licence  |          | 206.00              | 211.15              | 2.5        |
| Infrastructure | Environmental Services |                     | Individual Street Traders Licence   |          | 56.65               | 58.10               | 2.6        |
| Infrastructure | Environmental Services |                     | Food Compliance Certificate for Street Traders Licences   |          | 103.00              | 105.60              | 2.5        |
| Infrastructure | Environmental Services |                     | Second hand dealer's licence  |          | 206.00              | 211.15              | 2.5        |
| Infrastructure | Environmental Services |                     | Metal dealers licences/itinerant metal dealer's licence   |          | 1,030.00            | 1,055.75            | 2.5        |
| Infrastructure | Environmental Services |                     | Metal Dealers Licence Exemption Certificate   |          | 206.00              | 211.15              | 2.5        |
| Infrastructure | Environmental Services |                     | Knife Dealers Licence   |          | 160.00              | 164.00              | 2.5        |
| Infrastructure | Environmental Services |                     | Temporary commercial public entertainments licence with a capacity of up 1000 people  |          | 1,545.00            | 1,583.65            | 2.5        |
| Infrastructure | Environmental Services |                     | Temporary commercial public entertainments licence with a capacity of up 100 people at any one time   |          | 0.00                | 150.00              | New Charge |
| Infrastructure | Environmental Services |                     | Temporary commercial public entertainments licence with a capacity greater than 1000 people   |          | 2,060.00            | 2,111.50            | 2.5        |
| Infrastructure | Environmental Services |                     | Full public entertainment licence (3 year licence)  |          | 6,180.00            | 6,334.50            | 2.5        |
| Infrastructure | Environmental Services |                     | Issue of Statement of Facts   |          | 51.50               | 52.80               | 2.5        |
| Infrastructure | Environmental Services |                     | Animal Health Licences (including Pet Shops, Animal Boarding Establishments, Dog Breeding Establishments, Riding Establishments) + Vet Fees |          | 154.50              | 158.50              | 2.6        |
| Infrastructure | Environmental Services |                     | Dangerous Wild Animals Act  |          | 515.00              | 528.00              | 2.5        |
| Infrastructure | Environmental Services |                     | Poisons Licence - New   |          | 41.20               | 42.25               | 2.5        |
| Infrastructure | Environmental Services |                     | Renewal of Poisons Licence  |          | 20.60               | 21.15               | 2.7        |
| Infrastructure | Environmental Services |                     | Change to Poisons licence   |          | 10.30               | 10.60               | 2.9        |

| Directorate    | Service                | Activity   | Charge   | Unit       | 2016/17 Charge £ | 2017/18 Charge £                   | Variance % |
|----------------|------------------------|--|--|------------|------------------|------------------------------------|------------|
| Infrastructure | Environmental Services |  | House in Multiple Occupation (HMO Licence) - up to 6 occupants   |            | 206.00           | 211.15                             | 2.5        |
| Infrastructure | Environmental Services |  | House in Multiple Occupation (HMO Licence) - greater than 6 occupants  |            | 309.00           | 316.75                             | 2.5        |
| Infrastructure | Environmental Services | <b>Ship Sanitation Inspection charges by gross tonnage</b>             | Gross tonnage Up to 1,000  |            | 80.00            | 85.00                              | 6.3        |
| Infrastructure | Environmental Services |  | Gross tonnage 1,001 to 3,000   |            | 115.00           | 120.00                             | 4.3        |
| Infrastructure | Environmental Services |  | Gross tonnage 3,001 - 10,000   |            | 175.00           | 180.00                             | 2.9        |
| Infrastructure | Environmental Services |  | Gross tonnage 10,001 - 20,000  |            | 230.00           | 235.00                             | 2.2        |
| Infrastructure | Environmental Services |  | Gross tonnage 20,001 - 30,000  |            | 295.00           | 305.00                             | 3.4        |
| Infrastructure | Environmental Services |  | Gross tonnage Over 30,000  |            | 350.00           | 360.00                             | 2.9        |
| Infrastructure | Environmental Services |  | Extensions   |            | 50.00            | 55.00                              | 10.0       |
| Infrastructure | Environmental Services |  | with the exception of: Vessels with the capacity to carry between 50 and 1000 persons  |            | 350.00           | 360.00                             | 2.9        |
| Infrastructure | Environmental Services |  | Vessels with the capacity to carry more than 1000 persons  |            | 600.00           | 615.00                             | 2.5        |
| Infrastructure | Environmental Services |  | Port Health - Sample Visit where no Ship Sanitation Certificate required   |            | 65.00            | Not yet available - set nationally |            |
| Infrastructure | Environmental Services | <b>Licensing</b>   | Landlord Registration (10% discount if apply on-line) set nationally   |            | 55.00            | Not yet available - set nationally |            |
| Infrastructure | Environmental Services |  | Landlord Registration - Property Registration set nationally   |            | 11.00            | Not yet available - set nationally |            |
| Infrastructure | Environmental Services | <b>Calibration or verification of weighing and measuring equipment</b> | Calibration or verification of weighing and measuring equipment - hourly rate for any equipment not specified in the following list (travel time will also be charged)             | per hour   | 52.04            | 53.34                              | 2.5        |
| Infrastructure | Environmental Services |  | Weights - Calibration or Verification  | per weight | 7.44             | 7.63                               | 2.5        |
| Infrastructure | Environmental Services |  | Weights Adjustment and cleaning of weights - per hour  | per hour   | 41.95            | 43.00                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range not exceeding 6kg  |            | 29.11            | 29.84                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range exceeding 6kg but not exceeding 100kg  |            | 41.41            | 42.45                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range exceeding 100kg but not exceeding 250kg  |            | 52.04            | 53.34                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range exceeding 250kg but not exceeding 1 tonne  |            | 104.08           | 106.68                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range exceeding 1 tonne but not exceeding 10 tonnes (forklift provided on site)  |            | 169.61           | 173.85                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range exceeding 1 tonne but not exceeding 10 tonnes (forklift not provided on site)  |            | 213.30           | 218.63                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range exceeding 10 tonnes (forklift provided on site)  |            | 424.04           | 434.64                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing machines - Range exceeding 10 tonnes (forklift not provided on site)  |            | 697.11           | 714.54                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range not exceeding 6kg   |            | 43.67            | 44.76                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range exceeding 6kg but not exceeding 100kg   |            | 62.10            | 63.65                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range exceeding 100kg but not exceeding 250kg   |            | 78.05            | 80.00                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range exceeding 250kg but not exceeding 1 tonne   |            | 156.12           | 160.02                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range exceeding 1 tonne but not exceeding 10 tonnes (forklift provided on site)   |            | 254.43           | 260.79                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range exceeding 1 tonne but not exceeding 10 tonnes (forklift not provided on site)   |            | 319.97           | 327.97                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range exceeding 10 tonnes (forklift provided on site)   |            | 746.57           | 765.23                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing instruments - Range exceeding 10 tonnes (forklift not provided on site)   |            | 1,128.88         | 1,157.10                           | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range not exceeding 6kg   |            | 43.67            | 44.76                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range exceeding 6kg but not exceeding 100kg                                     |            | 62.10            | 63.65                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range exceeding 100kg but not exceeding 250kg                                   |            | 78.05            | 80.00                              | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range exceeding 250kg but not exceeding 1 tonne                                 |            | 156.12           | 160.02                             | 2.5        |
| Infrastructure | Environmental Services |  | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range exceeding 1 tonne but not exceeding 10 tonnes (forklift provided on site) |            | 254.43           | 260.79                             | 2.5        |

| Directorate    | Service                | Activity                       | Charge  | Unit       | 2016/17<br>Charge £      | 2017/18<br>Charge £      | Variance % |
|----------------|------------------------|--------------------------------|---|------------|--------------------------|--------------------------|------------|
| Infrastructure | Environmental Services |                                | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range exceeding 1 tonne but not exceeding 10 tonnes (forklift not provided on site)          |            | 319.97                   | 327.97                   | 2.5        |
| Infrastructure | Environmental Services |                                | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range exceeding 10 tonnes (forklift provided on site)  |            | 746.57                   | 765.23                   | 2.5        |
| Infrastructure | Environmental Services |                                | Non-automatic weighing equipment (UKAS procedure - including determination of uncertainty budgets) Range exceeding 10 tonnes (forklift not provided on site)                                    |            | 1,128.88                 | 1,157.10                 | 2.5        |
| Infrastructure | Environmental Services |                                | Measuring instruments for liquid fuel and lubricants (10% surcharge applicable to initial assessment of conformity under MID) - Single/multi-outlets (nozzles) - first nozzle tested (per site) |            | 104.08                   | 106.68                   | 2.5        |
| Infrastructure | Environmental Services |                                | Measuring instruments for liquid fuel and lubricants (10% surcharge applicable to initial assessment of conformity under MID) - Single/multi-outlets (nozzles) - each additional nozzle tested  |            | 52.04                    | 53.34                    | 2.5        |
| Infrastructure | Environmental Services |                                | Road tanker fuel measuring equipment (above 100 Litres) Meter measuring systems - per hour (reference meter provided by submitter)  |            | 52.04                    | 53.34                    | 2.5        |
| Infrastructure | Environmental Services |                                | Road tanker fuel measuring equipment (above 100 Litres) - Replacement dipstick (including examination of compartment)   |            | 41.63                    | 42.67                    | 2.5        |
| Infrastructure | Environmental Services |                                | Road tanker fuel measuring equipment (above 100 Litres) - Spare dipstick  |            | 18.87                    | 19.34                    | 2.5        |
| Infrastructure | Environmental Services |                                | Calibration Certificates - Basic calibration certificate  |            | 26.02                    | 26.67                    | 2.5        |
| Infrastructure | Environmental Services |                                | Calibration Certificates - Detailed results in calibration certificate  |            | 26.02                    | 26.67                    | 2.5        |
| Infrastructure | Environmental Services |                                | Calibration Certificates - Testing and certification of weighing equipment for the purposes of fish catching records  |            | 52.04                    | 53.34                    | 2.5        |
| Infrastructure | Environmental Services | Hire of test weights           | Weight Hire - per individual weight hired for a period not exceeding seven days   | per weight | 5.35                     | 5.48                     | 2.5        |
| Infrastructure | Environmental Services |                                | Delivery and collection of hired weights - per officer hour (plus transport costs)  | per hour   | 41.95                    | 43.00                    | 2.5        |
| Infrastructure | Environmental Services | Trading Standards Verification | Trading Standards verification  |            | Internal Only - variable | Internal Only - variable |            |
| Infrastructure | Environmental Services | Explosives Regulations 2014    | Licence to store explosives with a prescribed minimum separation distance (one year's duration)   |            | 178.00                   | 178.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with a prescribed minimum separation distance (two years' duration)   |            | 234.00                   | 234.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with a prescribed minimum separation distance (three years' duration)   |            | 292.00                   | 292.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with a prescribed minimum separation distance (four years' duration)  |            | 360.00                   | 360.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with a prescribed minimum separation distance (five years' duration)  |            | 407.00                   | 407.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Renewal of a Licence to store explosives with a prescribed minimum separation distance (one year's duration)  |            | 83.00                    | 83.00                    | 0.0        |
| Infrastructure | Environmental Services |                                | Renewal of a Licence to store explosives with a prescribed minimum separation distance (two years' duration)  |            | 141.00                   | 141.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Renewal of a Licence to store explosives with a prescribed minimum separation distance (three years' duration)  |            | 198.00                   | 198.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Renewal of a Licence to store explosives with a prescribed minimum separation distance (four years' duration)   |            | 256.00                   | 256.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Renewal of a Licence to store explosives with a prescribed minimum separation distance (five years' duration)   |            | 313.00                   | 313.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with no prescribed minimum separation distance (one year's duration)  |            | 105.00                   | 105.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with no prescribed minimum separation distance (two years' duration)  |            | 136.00                   | 136.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with no prescribed minimum separation distance (three years' duration)  |            | 166.00                   | 166.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with no prescribed minimum separation distance (four years' duration)   |            | 198.00                   | 198.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Licence to store explosives with no prescribed minimum separation distance (five years' duration)   |            | 229.00                   | 229.00                   | 0.0        |
| Infrastructure | Environmental Services |                                | Renewal of a Licence to store explosives with no prescribed minimum separation distance (one year's duration)   |            | 52.00                    | 52.00                    | 0.0        |
| Infrastructure | Environmental Services |                                | Renewal of a Licence to store explosives with no prescribed minimum separation distance (two years' duration)   |            | 83.00                    | 83.00                    | 0.0        |



| Directorate    | Service                | Activity   | Charge   | Unit          | 2016/17 Charge £           | 2017/18 Charge £           | Variance % |
|----------------|------------------------|--|--|---------------|----------------------------|----------------------------|------------|
| Infrastructure | Environmental Services |  | Renewal of a Licence to store explosives with no prescribed minimum separation distance (three years' duration)  |               | 115.00                     | 115.00                     | 0.0        |
| Infrastructure | Environmental Services |  | Renewal of a Licence to store explosives with no prescribed minimum separation distance (four years' duration)   |               | 146.00                     | 146.00                     | 0.0        |
| Infrastructure | Environmental Services |  | Renewal of a Licence to store explosives with no prescribed minimum separation distance (five years' duration)   |               | 178.00                     | 178.00                     | 0.0        |
| Infrastructure | Environmental Services |  | Varying name of licensee or address of site  |               | 35.00                      | 35.00                      | 0.0        |
| Infrastructure | Environmental Services |  | Any other kind of variation  |               | 35.00                      | 35.00                      | 0.0        |
| Infrastructure | Environmental Services |  | Transfer of Licence  |               | 35.00                      | 35.00                      | 0.0        |
| Infrastructure | Environmental Services |  | Replacement of Licence if lost   |               | 35.00                      | 35.00                      | 0.0        |
| Infrastructure | Environmental Services | <b>Petroleum (Consolidation) Regulations 2014</b>                        | Fee per year of storage certificate for petrol of a quantity not exceeding 2500 litres   | per year      | 42.00                      | 42.00                      | 0.0        |
| Infrastructure | Environmental Services |  | Fee per year of storage certificate for petrol of a quantity exceeding 2500 litres but not exceeding 50000 litres  | per year      | 58.00                      | 58.00                      | 0.0        |
| Infrastructure | Environmental Services |  | Fee per year of storage certificate for petrol of a quantity exceeding 50000 litres  | per year      | 120.00                     | 120.00                     | 0.0        |
| Infrastructure | Environmental Services |  | Fee per year of licence to keep petrol of a quantity not exceeding 2500 litres   | per year      | 42.00                      | 42.00                      | 0.0        |
| Infrastructure | Environmental Services |  | Fee per year of licence to keep petrol of a quantity exceeding 2500 litres but not exceeding 50000 litres  | per year      | 58.00                      | 58.00                      | 0.0        |
| Infrastructure | Environmental Services |  | Fee per year of licence to keep petrol of a quantity exceeding 50000 litres  | per year      | 120.00                     | 120.00                     | 0.0        |
| Infrastructure | Environmental Services | <b>Supply of heat from ERP</b>   | Annual charge - based on SHEAP charges   |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Environmental Services | <b>Tonnes light iron</b>   | Dependent on market price  | per tonne     | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Environmental Services | <b>Tonnes burnt metal</b>  | Dependent on market price  | per tonne     | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Environmental Services | <b>Batteries lead acid</b>   | Dependent on market price  | per tonne     | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Environmental Services | <b>WEEE collected by Shetland Islands</b>                                | Refunded by Govt   | per tonne     | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Environmental Services | <b>Water sampling</b>  | Water sampling from private water supply   |               | variable                   | variable                   |            |
| Infrastructure | Estate Operations      | <b>Public Toilets</b>  | Esplanade Toilets: Shower, Towel, Soap   |               | 4.50                       | 4.60                       | 2.2        |
| Infrastructure | Estate Operations      |  | Esplanade Toilets: Shower  |               | 2.50                       | 2.56                       | 2.4        |
| Infrastructure | Estate Operations      |  | Esplanade Toilets: Use of WC (Coin Metered)  |               | 0.00                       | 0.20                       | New Charge |
| Infrastructure | Estate Operations      | <b>Hire of Council buses (Whalsay)</b>                                   | Hire of Council buses (including driver)   | per mile plus | 2.77                       | 2.84                       | 2.5        |
| Infrastructure | Estate Operations      |  | 9am to 5pm - Monday to Friday  | per hour      | 26.47                      | 27.13                      | 2.5        |
| Infrastructure | Estate Operations      |  | 5pm to 10pm - Monday to Friday and 9am to 10pm - Saturday  | per hour      | 39.71                      | 40.70                      | 2.5        |
| Infrastructure | Estate Operations      |  | 10pm to 9am - Monday to Saturday and all day Sunday  | per hour      | 48.45                      | 49.66                      | 2.5        |
| Infrastructure | Estate Operations      | <b>Green Deal Surveys</b>  | Carried out in accordance with the relevant Green Deal Code of Practice (CoP), the Energy Act 2011 and the Energy Performance of Buildings (Scotland) Regulations 2008. All areas, unified rate.   | per survey    | 225.00                     | 235.00                     | 4.4        |
| Infrastructure | Estate Operations      | <b>Garage</b>  | MOT Fee's - Set by the Vehicle and Operator Services Agency (VOSA). There's a maximum amount MOT test stations can charge. This depends on the type of vehicle. The maximum fee for a car is £54.85. A full list of charges can be found at: <a href="https://www.gov.uk/getting-an-mot/mot-test-fees">https://www.gov.uk/getting-an-mot/mot-test-fees</a> | per MOT       | Maximum amount set by VOSA | Maximum amount set by VOSA |            |
| Infrastructure | Estate Operations      |  | Triscan fuel issues  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | Vehicle maintenance  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      | <b>Estate Operations</b>   | Recharges  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | Building maintenance works   |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | Admin fee  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | Electricity at lower rate  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | District Heating charge for Seaview tenants  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | Heating oil charge to sheltered housing tenants  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | Recharge of water charges as per attached sheet  |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  | Recharge of Biomass heating at Scalloway   |               | Internal Only - variable   | Internal Only - variable   |            |
| Infrastructure | Estate Operations      |  |  |               |                            |                            |            |
| Infrastructure | Estate Operations      | <b>Electric Vehicle Charging Points</b>                                  | Electric Vehicle Charge  | £0.15 per kwh | 0.15                       | 0.15                       | 0.0        |
| Infrastructure | Ferry Operations       | <b>Return Fare Mainland to Bressay/Whalsay/Yell, Yell to Unst/Fetlar</b> | Adults - Single  | per passenger | 5.30                       | 5.40                       | 1.9        |
| Infrastructure | Ferry Operations       |  | Adults - 10 Journey Ticket   | per passenger | 21.60                      | 22.10                      | 2.3        |
| Infrastructure | Ferry Operations       |  | Children - up to 19 years & OAPs - Single  | per passenger | 1.00                       | 1.00                       | 0.0        |
| Infrastructure | Ferry Operations       |  | Children & OAP - 10 Journey Ticket   | per passenger | 5.30                       | 5.40                       | 1.9        |
| Infrastructure | Ferry Operations       |  | OAPs with valid SIC Pass   | per passenger | 1.00                       | 1.00                       | 0.0        |
| Infrastructure | Ferry Operations       |  | Cars & Other Vehicles (not exceeding 5.5m in length) & Driver - Single   |               | 13.00                      | 13.30                      | 2.3        |
| Infrastructure | Ferry Operations       |  | Cars & Other Vehicles (not exceeding 5.5m in length) & Driver - 10 Journey   |               | 84.80                      | 87.00                      | 2.6        |
| Infrastructure | Ferry Operations       |  | Motorcycle & Driver - Single   |               | 10.40                      | 10.70                      | 2.9        |
| Infrastructure | Ferry Operations       |  | Motorcycle & Driver - 10 Journey   |               | 67.80                      | 69.50                      | 2.5        |
| Infrastructure | Ferry Operations       |  |  |               |                            |                            |            |

| Directorate    | Service          | Activity  | Charge  | Unit           | 2016/17<br>Charge £                       | 2017/18<br>Charge £                       | Variance % |
|----------------|------------------|---|---|----------------|---|---|------------|
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans <3.5m   |                | 6.30                                      | 6.50                                      | 3.2        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans 3.5 - 5.5m  |                | 9.00                                      | 9.20                                      | 2.2        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans >5.5m   |                | 12.60                                     | 12.90                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) 5.01m - 8.00m   |                | 27.80                                     | 28.50                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) 8.01m - 12.00m  |                | 53.20                                     | 54.50                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) 12.01m - 18.00m   |                | 74.40                                     | 76.30                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) 18.00m plus - prior arrangement only                        |                | 217.00                                    | 222.40                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver - If a load is wider than 2.6m   |                | 0.00                                      | 222.50                                    | New Charge |
| Infrastructure | Ferry Operations |   | Coaches carrying passengers & Driver - 5.01m - 8.00m  |                | 23.20                                     | 23.80                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Coaches carrying passengers & Driver - 8.01m - 12.00m   |                | 44.40                                     | 45.50                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Coaches carrying passengers & Driver - 12.01m - 18.00m  |                | 62.00                                     | 63.60                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Tankers - up to 7.50m   |                | 50.00                                     | 51.30                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Tankers - 7.51m - 10.00m  |                | 90.80                                     | 93.10                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Tankers - 10.01m - 16.00m   |                | 118.60                                    | 121.60                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Plant - up to 7.50m   |                | 70.80                                     | 72.60                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Plant - 7.51m - 10.00m  |                | 126.60                                    | 129.80                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Plant - 10.01m - 16.00m   |                | 173.20                                    | 177.50                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Contract rate for approved coaches carrying workers - normal coach & driver fare plus minimum 35 pax at multi journey rate. |                | Variable - dependent on passenger numbers | Variable - dependent on passenger numbers |            |
| Infrastructure | Ferry Operations | Single Fare Mainland to Fair Isle/Foula, Foula/Fair Isle to Mainland          | Adults - Single   | per passenger  | 5.30                                      | 5.40                                      | 1.9        |
| Infrastructure | Ferry Operations |   | Adults - 20 Journey Ticket  | per passenger  | 43.20                                     | 44.30                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Children - up to 19 years & OAPs - Single   | per passenger  | 1.00                                      | 1.00                                      | 0.0        |
| Infrastructure | Ferry Operations |   | Children & OAP - 20 Journey Ticket  | per passenger  | 5.30                                      | 5.40                                      | 1.9        |
| Infrastructure | Ferry Operations |   | OAPs with valid SIC Pass  | per passenger  | 1.00                                      | 1.00                                      | 0.0        |
| Infrastructure | Ferry Operations |   | Non Fair Isle resident (Fair Isle only) - Single  | per passenger  | 15.80                                     | 16.20                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Cars & Other Vehicles (not exceeding 5.5m in length) & Driver - Single  |                | 25.30                                     | 25.90                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Motorcycle & Driver - Single  |                | 13.80                                     | 14.20                                     | 2.9        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans <3.5m   |                | 6.30                                      | 6.50                                      | 3.2        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans 3.5m - 5.5m   |                | 9.00                                      | 9.20                                      | 2.2        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans >5.5m   |                | 12.60                                     | 12.90                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) Fair Isle CV (Return)                                       |                | 87.55                                     | 89.70                                     | 2.5        |
| Infrastructure | Ferry Operations | Single Fare Mainland to Skerries/ Papa Stour, Skerries/Papa Stour to Mainland | Adults - Single   | per passenger  | 5.30                                      | 5.40                                      | 1.9        |
| Infrastructure | Ferry Operations |   | Adults - 20 Journey Ticket  | per passenger  | 43.20                                     | 44.30                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Children - up to 19 years & OAPs - Single   | per passenger  | 1.00                                      | 1.00                                      | 0.0        |
| Infrastructure | Ferry Operations |   | Children & OAP - 20 Journey Ticket  | per passenger  | 5.30                                      | 5.40                                      | 1.9        |
| Infrastructure | Ferry Operations |   | OAPs with valid SIC Pass  | per passenger  | 1.00                                      | 1.00                                      | 0.0        |
| Infrastructure | Ferry Operations |   | Cars & Other Vehicles (not exceeding 5.5m in length) & Driver - Single  |                | 6.80                                      | 7.00                                      | 2.9        |
| Infrastructure | Ferry Operations |   | Cars & Other Vehicles (not exceeding 5.5m in length) & Driver - 20 Journey  |                | 84.90                                     | 87.00                                     | 2.5        |
| Infrastructure | Ferry Operations |   | Motorcycle & Driver - Single  |                | 5.80                                      | 6.00                                      | 3.4        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans <3.5m   |                | 6.30                                      | 6.50                                      | 3.2        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans 3.5m - 5.5m   |                | 9.00                                      | 9.20                                      | 2.2        |
| Infrastructure | Ferry Operations |   | Domestic Towed trailers incl caravans >5.5m   |                | 12.60                                     | 12.90                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) - 5.01m - 8.00m   |                | 13.80                                     | 14.20                                     | 2.9        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) - 8.01m - 12.00m  |                | 26.60                                     | 27.30                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) - 12.01m - 18.00m   |                | 37.20                                     | 38.10                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Commercial Vehicles & Driver (incl. coaches without passengers) - 18.00m plus - prior arrangement only                      |                | 108.60                                    | 111.30                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Coaches carrying passengers & Driver - 5.01m - 8.00m  |                | 11.60                                     | 11.90                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Coaches carrying passengers & Driver - 8.01m - 12.00m   |                | 22.20                                     | 22.80                                     | 2.7        |
| Infrastructure | Ferry Operations |   | Coaches carrying passengers & Driver - 12.01m - 18.00m  |                | 31.00                                     | 31.80                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Tankers - up to 7.50m   |                | 25.00                                     | 25.60                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Tankers - 7.51m - 10.00m  |                | 45.40                                     | 46.50                                     | 2.4        |
| Infrastructure | Ferry Operations |   | Tankers - 10.01m - 16.00m   |                | 59.20                                     | 60.70                                     | 2.5        |
| Infrastructure | Ferry Operations | Bressay Season Tickets  | Monthly Unlimited Foot Travel   |                | 47.00                                     | 48.20                                     | 2.6        |
| Infrastructure | Ferry Operations |   | Monthly - Up to 15 foot passenger journeys and 10 car journeys per month  |                | 100.50                                    | 103.00                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Monthly - Unlimited foot travel and up to 20 car journeys per month   |                | 133.50                                    | 136.80                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Annual Unlimited Foot Travel  |                | 513.00                                    | 525.80                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Annual - Up to 15 foot passenger journeys and 10 car journeys per month   |                | 1,097.00                                  | 1,124.40                                  | 2.5        |
| Infrastructure | Ferry Operations |   | Annual - Unlimited foot travel and up to 20 car journeys per month  |                | 1,465.00                                  | 1,501.60                                  | 2.5        |
| Infrastructure | Ferry Operations |   | Standby ambulance   |                | Internal Only - variable                  | Internal Only - variable                  |            |
| Infrastructure | Ferry Operations | Community Council and Private Hire Rate                                       | Good Shepherd Crew working within salary  | Fuel Cost Only | variable                                  | variable                                  |            |
| Infrastructure | Ferry Operations |   | Good Shepherd - crew working at straight time   |                | 232.00                                    | 237.80                                    | 2.5        |
| Infrastructure | Ferry Operations |   | Snolda - crew working at straight time  |                | 232.00                                    | 237.80                                    | 2.5        |



| Directorate    | Service          | Activity                   | Charge  | Unit                                | 2016/17<br>Charge £ | 2017/18<br>Charge £ | Variance % |
|----------------|------------------|----------------------------|---|-------------------------------------|---------------------|---------------------|------------|
| Infrastructure | Ferry Operations |                            | Snolda 4-Crew   | per 3 hour block or<br>part thereof | 337.00              | 345.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Snolda To Fair Isle   |                                     | 410.00              | 420.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Bigga 4-Crew  |                                     | 337.00              | 345.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Fivla 4-Crew  |                                     | 337.00              | 345.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Leirna  |                                     | 410.00              | 420.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Hendra  |                                     | 410.00              | 420.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Geira 4-Crew  |                                     | 337.00              | 345.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Linga   |                                     | 410.00              | 420.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Daggri  |                                     | 410.00              | 420.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Dagalien  |                                     | 410.00              | 420.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Daggri/Dagalien Outside Yell Sound and/or >95 pax   |                                     | 483.00              | 495.10              | 2.5        |
| Infrastructure | Ferry Operations |                            | Filla   |                                     | 410.00              | 420.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Filla To Fair Isle  |                                     | 483.00              | 495.10              | 2.5        |
| Infrastructure | Ferry Operations |                            | Use of Daggri/Dagalien Galley inc galley, prep & use of refrigerator  | per hire                            | 305.00              | 312.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Use of Daggri/Dagalien Galley SIC vending machines off  | per hire                            | 384.00              | 393.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Out of hours emergency call out rate when charter does not pay for crew on Stand-by on route. Any vessel - all routes | per 3 hour block or<br>part thereof | 2,627.00            | 2,692.70            | 2.5        |
| Infrastructure | Ferry Operations | Commercial Charter<br>Rate | Good Shepherd Crew working within salary  | First three hour block              | 193.00              | 197.80              | 2.5        |
| Infrastructure | Ferry Operations |                            | Good Shepherd Crew working at straight time   | First three hour block              | 416.00              | 426.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Snolda 4-Crew - crew working at straight time   | First three hour block              | 416.00              | 426.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Snolda 4-Crew   | First three hour block              | 532.00              | 545.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Snolda To Fair Isle   | First three hour block              | 603.00              | 618.10              | 2.5        |
| Infrastructure | Ferry Operations |                            | Bigga 4-Crew  | First three hour block              | 407.00              | 417.20              | 2.5        |
| Infrastructure | Ferry Operations |                            | Fivla 4-Crew  | First three hour block              | 407.00              | 417.20              | 2.5        |
| Infrastructure | Ferry Operations |                            | Leirna  | First three hour block              | 480.00              | 492.00              | 2.5        |
| Infrastructure | Ferry Operations |                            | Hendra  | First three hour block              | 480.00              | 492.00              | 2.5        |
| Infrastructure | Ferry Operations |                            | Geira 4-Crew  | First three hour block              | 407.00              | 417.20              | 2.5        |
| Infrastructure | Ferry Operations |                            | Linga   | First three hour block              | 542.00              | 555.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Daggri  | First three hour block              | 542.00              | 555.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Dagalien  | First three hour block              | 542.00              | 555.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Daggri/Dagalien Outside Yell Sound and/or >95 pax   | First three hour block              | 650.00              | 666.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Filla   | First three hour block              | 705.00              | 722.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Filla To Fair Isle  | First three hour block              | 771.00              | 790.30              | 2.5        |
| Infrastructure | Ferry Operations | Bulk Cargo                 | Use of Daggri/Dagalien Galley inc galley, prep & use of refrigerator  | per hire                            | 305.00              | 312.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Use of Daggri/Dagalien Galley SIC vending machines off  | per hire                            | 384.00              | 393.60              | 2.5        |
| Infrastructure | Ferry Operations |                            | Good Shepherd Crew working within salary  | Each additional hour                | 64.00               | 65.60               | 2.5        |
| Infrastructure | Ferry Operations |                            | Good Shepherd Crew working at straight time   | Each additional hour                | 139.00              | 142.50              | 2.5        |
| Infrastructure | Ferry Operations |                            | Snolda 4-Crew - crew working at straight time   | Each additional hour                | 139.00              | 142.50              | 2.5        |
| Infrastructure | Ferry Operations |                            | Snolda 4-Crew   | Each additional hour                | 177.00              | 181.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Snolda To Fair Isle   | Each additional hour                | 201.00              | 206.00              | 2.5        |
| Infrastructure | Ferry Operations |                            | Bigga 4-Crew  | Each additional hour                | 136.00              | 139.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Fivla 4-Crew  | Each additional hour                | 136.00              | 139.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Leirna  | Each additional hour                | 160.00              | 164.00              | 2.5        |
| Infrastructure | Ferry Operations |                            | Hendra  | Each additional hour                | 160.00              | 164.00              | 2.5        |
| Infrastructure | Ferry Operations |                            | Geira 4-Crew  | Each additional hour                | 136.00              | 139.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Linga   | Each additional hour                | 181.00              | 185.50              | 2.5        |
| Infrastructure | Ferry Operations |                            | Daggri  | Each additional hour                | 181.00              | 185.50              | 2.5        |
| Infrastructure | Ferry Operations |                            | Dagalien  | Each additional hour                | 181.00              | 185.50              | 2.5        |
| Infrastructure | Ferry Operations |                            | Daggri/Dagalien Outside Yell Sound and/or >95 pax   | Each additional hour                | 213.00              | 218.30              | 2.5        |
| Infrastructure | Ferry Operations |                            | Filla   | Each additional hour                | 232.00              | 237.80              | 2.5        |
| Infrastructure | Ferry Operations |                            | Filla To Fair Isle  | Each additional hour                | 257.00              | 263.40              | 2.5        |
| Infrastructure | Ferry Operations |                            | Bale of Hay (not round bale)  | per item                            | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Animal Feed - All Bags up to 50kg   | per bag                             | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Straining Post/Stay   | per item                            | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | 2" by 2" timber/rhone pipes - 4.8m lengths  | per item                            | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Roll of Insulation  | per item                            | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Corrugated Iron/Profile Sheet   | per item                            | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Foal  | Each                                | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Lamb  | Each                                | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Car Tyre  | per item                            | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Small/Medium Carton/Parcel  | per item                            | 0.38                | 0.40                | 5.3        |
| Infrastructure | Ferry Operations |                            | Coil of Fencing Wire  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Bag of Wool (100kg)   | per bag                             | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Bag of Fertilizer   | per bag                             | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | 4" by 2" timber - 4.8m lengths  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | 6" by 2" timber - 4.8m lengths  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Plywood/Plasterboard (per sheet)  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Roll of Roofing Felt  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Bag of Cement   | per bag                             | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Roll of Carpet/Lino   | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Ewe/Ram/Hug/Grice etc   | Each                                | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Empty Pallet/Crate  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Fish Carton (per bundle)  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Five Gallon Drum  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Large Carton/Tea Box  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Small Gas Bottle (25kg size)  | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Medium/Large Heavy Parcel   | per item                            | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Bag of Coal   | per bag                             | 0.67                | 0.70                | 4.5        |
| Infrastructure | Ferry Operations |                            | Per 10 Fencing Posts  |                                     | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Per 10 Bales of Hay   |                                     | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Small Cultivators   | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Per 10 Concrete Blocks (100mm or 150mm)   |                                     | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Wash Hand Basin/Sink  | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | WC  | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Radiator  | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Shower Tray   | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Small/Medium Window   | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Small Generators/Pumps  | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | Push Bike   | per item                            | 1.92                | 1.95                | 1.6        |
| Infrastructure | Ferry Operations |                            | 10' Gate  | per item                            | 3.28                | 3.35                | 2.1        |
| Infrastructure | Ferry Operations |                            | Tractor Tyre (Rear)   | per item                            | 3.28                | 3.35                | 2.1        |
| Infrastructure | Ferry Operations |                            | Large Hay/Silage Bales (black bales)  | per item                            | 3.28                | 3.35                | 2.1        |

| Directorate    | Service          | Activity  | Charge  | Unit  | 2016/17<br>Charge £              | 2017/18<br>Charge £ | Variance % |       |     |
|----------------|------------------|---|---|---|----------------------------------|---------------------|------------|-------|-----|
| Infrastructure | Ferry Operations |   | Bath  | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Door  | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Large Window  | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Bed (Single)  | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Chair (Large)   | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Table   | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | TV/Hi-Fi/Computer etc   | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Calf  | Each  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Pony  | Each  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Wheelbarrow   | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | 40G/200L Fuel Barrel (Return Rate)  | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Large Gas Bottles   | per item  | 3.28                             | 3.35                | 2.1        |       |     |
| Infrastructure | Ferry Operations |   | Per 50 Fencing Posts  |   | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Quad  | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Per 'Lift' of Concrete Blocks: 32 - 6" or 44 - 4"   |   | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Hot Water Tank  | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | 650 Gallon Tank (empty)   | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Garage Door   | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Cooker  | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Fridge or Freezer (small)   | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Three Piece Suite or Similar  |   | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Washing Machine   | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Double Bed  | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Cow/Bull  | Each  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Assorted Palleted Goods   |   | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Small Trailer   | per item  | 8.16                             | 8.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | Rayburn Cooker  | per item  | 14.96                            | 15.35               | 2.6        |       |     |
| Infrastructure | Ferry Operations |   | Skip  | per item  | 14.96                            | 15.35               | 2.6        |       |     |
| Infrastructure | Ferry Operations |   | Car - non ro-ro   | per item  | 14.96                            | 15.35               | 2.6        |       |     |
| Infrastructure | Ferry Operations |   | Small Rowing Boat   | per item  | 14.96                            | 15.35               | 2.6        |       |     |
| Infrastructure | Ferry Operations |   | Scrap Cars, based 1.15 tonne/car  |   | 14.96                            | 15.35               | 2.6        |       |     |
| Infrastructure | Ferry Operations |   | Mail Bag - Large  | per bag   | 1.32                             | 1.35                | 2.3        |       |     |
| Infrastructure | Ferry Operations |   | <b>Loose Freight Ro-Ro Services</b>   | Carton/Mail Bag - Large   | per bag                          | 1.59                | 1.65       | 3.8   |     |
| Infrastructure | Ferry Operations |   |   | Carton/Mail Bag - Small   | per bag                          | 0.81                | 0.85       | 4.9   |     |
| Infrastructure | Ferry Operations |   |   | <b>Freight Services - Skerries, Papa Stour.</b>   | Bulk Cargo (by arrangement only) | per tonne           | 12.39      | 12.70 | 2.5 |
| Infrastructure | Ferry Operations |   |   | <b>Freight Services - Papa Stour, Fair Isle &amp; Foula</b>   | Carton/Mail Bag - Large          | per bag             | 1.59       | 1.65  | 3.8 |
| Infrastructure | Ferry Operations |   |   | <b>(rates for other items on request)</b>   | Carton/Parcel                    | per item            | 0.81       | 0.85  | 4.9 |
| Infrastructure | Ferry Operations |   |   |   | Gas Bottle                       | per item            | 0.81       | 0.85  | 4.9 |
| Infrastructure | Ferry Operations |   |   |   | Feeding                          | per item            | 0.45       | 0.45  | 0.0 |
| Infrastructure | Ferry Operations |   |   |   | Coal                             | per bag             | 0.81       | 0.85  | 4.9 |
| Infrastructure | Ferry Operations |   |   | Livestock excluding Lambs & Foals   | each                             | 0.81                | 0.85       | 4.9   |     |
| Infrastructure | Ferry Operations |   | <b>Parcel Rates for Island Shops</b>  | Open to island based retailers, restaurants and cafes on islands service by inter island ro-ro ferries - to cover the cost of all small parcels placed on the ferry by the supplier and picked up at the island end of the journey by the island business. This scheme applies only to parcels that are placed on the vessel by suppliers in a defined storage area and picked up at the island end by the business without incurring handling by Ferry Services staff. | per year                         | 195.41              | 200.30     | 2.5   |     |
| Infrastructure | Roads            |   | <b>Traffic Orders and Notices</b>   | Temporary notice (in an emergency, not exceeding 5 days) (applicable to Utilities and similar, charges levied using powers in the New Roads and Street Works Act)   |                                  | 177.80              | 182.25     | 2.5   |     |
| Infrastructure | Roads            |   |   | Temporary Traffic Order (up to 18 months) (applicable to Utilities and similar, charges levied using powers in the New Roads and Street Works Act)  |                                  | 574.00              | 588.35     | 2.5   |     |
| Infrastructure | Roads            | Extension of a Temporary Traffic Order (applicable to Utilities and similar, charges levied using powers in the New Roads and Street Works Act)     |   |   | 260.60                           | 267.12              | 2.5        |       |     |
| Infrastructure | Roads            | Inspection charge per week or part thereof (applicable to Utilities and similar, charges levied using powers in the New Roads and Street Works Act) |   |   | 62.60                            | 64.17               | 2.5        |       |     |
| Infrastructure | Roads            | Advert in Shetland Times (public notices) (applicable to Utilities and similar, charges levied using powers in the New Roads and Street Works Act)  |   |   | At cost                          | At cost             |            |       |     |
| Infrastructure | Roads            | <b>Permit System and Charges</b>  | New Roads and Street Works Act 1991, Section 109. Permission for minor road works consent to open the road for the purpose of installing or maintaining apparatus within the public road. (3 x Inspection Fee) - Minor Works    |   | 109.10                           | 111.83              | 2.5        |       |     |
| Infrastructure | Roads            |   | New Roads and Street Works Act 1991, Section 109. Permission for minor road works consent to open the road for the purpose of installing or maintaining apparatus within the public road. (3 x Inspection Fee) - Standard Works |   | 193.00                           | 197.83              | 2.5        |       |     |
| Infrastructure | Roads            |   | New Roads and Street Works Act 1991, Section 109. Permission for minor road works consent to open the road for the purpose of installing or maintaining apparatus within the public road. (3 x Inspection Fee) - Major Works    |   | 493.00                           | 505.33              | 2.5        |       |     |
| Infrastructure | Roads            |   | Private Apparatus Record Fee (to be applied to private apparatus installed in a public road that will not be adopted by a recognised statutory undertaker)  |   | 105.00                           | 107.63              | 2.5        |       |     |
| Infrastructure | Roads            |   | Roads (Scotland) Act 1984, Section 56 - Permission for minor road works consent to construct a new access, vehicular crossing or make an opening within the public road. (3 x Inspection Fee)                                   |   | 157.60                           | 161.54              | 2.5        |       |     |
| Infrastructure | Roads            |   | Roads (Scotland) Act 1984, Section 58(1) and 58(2) Permission to temporarily occupy a portion of the public road in connection with building operations and/or to erect staging and scaffolding - Up to one week                |   | 52.50                            | 53.81               | 2.5        |       |     |
|                |                  |   |   |   |                                  |                     |            |       |     |



| Directorate    | Service | Activity                     | Charge  | Unit                           | 2016/17 Charge £ | 2017/18 Charge £ | Variance % |
|----------------|---------|------------------------------|---|--------------------------------|------------------|------------------|------------|
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984, Section 58(1) and 58(2) Permission to temporarily occupy a portion of the public road in connection with building operations and/or to erect staging and scaffolding - Weekly charge after first week  |                                | 31.30            | 32.08            | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984, Section 85(1) and 85(2) - Permission to place a builders skip within the public road - up to one week  |                                | 26.30            | 26.96            | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984, Section 85(1) and 85(2) - Permission to place a builders skip within the public road - Weekly charge after first week  |                                | 16.20            | 16.61            | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984, Section 59 - Permission to occupy the road with a market or stall - Regularly recurring events - Initial admin fee (admin fee only paid with initial application)  |                                | 60.60            | 62.12            | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984, Section 59 - Permission to occupy the road with a market or stall - Regularly recurring events - annual charge   | per square metre of occupation | 5.25             | 5.38             | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984, Section 59 - Permission to occupy the road with a market or stall - One-off events - Admin fee   |                                | 60.60            | 62.12            | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984, Section 59 - Permission to occupy the road with a market or stall - One-off events   | per square metre of occupation | 2.12             | 2.17             | 2.4        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984 Section 59 - Permission to occupy the road or pavement with tables and chairs in connection with siting an operation of a Street Café - Initial admin fee and occupation for first year   |                                | 125.25           | 128.38           | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984 Section 59 - Permission to occupy the road or pavement with tables and chairs in connection with siting an operation of a Street Café - Annual registration fee   |                                | 52.50            | 53.81            | 2.5        |
| Infrastructure | Roads   |                              | Roads (Scotland) Act 1984 Section 59 - Permission to occupy the road or public footway in connection with the siting of an A-Board advertising Sign - Annual fee  |                                | 26.30            | 26.96            | 2.5        |
| Infrastructure | Roads   | NR&SWA Inspection Fees       | The inspection fees we as a Roads Authority can charge Utilities when they excavate in a public Road is given in the Road Works (Inspection Fees) (Scotland) Amendment Regulations  |                                | 36.40            | 37.31            | 2.5        |
| Infrastructure | Roads   | Retrospective Penalty Charge | Penalty charge equivalent to the current value of Roads (Scotland) Act 1984 (Fixed Penalty) Regulations 2008 Fixed Penalties plus inspection fee and additional administration costs. Applied to instances where there has been a failure to apply for the relevant licence or consents under Sections 56, 58 and 85 of the Roads (Scotland) Act 1984, or section 109 of the New Roads and Streetworks Act 1994 |                                | 0.00             | 165.00           | 100.0      |
| Infrastructure | Roads   | NRSWA Recharges              | NRSWA recharges to utilities  |                                | variable         | variable         |            |
| Infrastructure | Roads   | Gritting Fees                | Gritting fee per occasion a gritter treats a private road, access or car park - Blacksness Pier, Scottish Water accesses, large car park  | per treatment                  | 63.75            | 65.34            | 2.5        |
| Infrastructure | Roads   |                              | Gritting fee, per occasion a gritter treats a private road, access or car park - Small private roads / accesses, small car park   | per treatment                  | 25.50            | 26.14            | 2.5        |
| Infrastructure | Roads   |                              | Other private gritting not covered above will be charged at a rate based on the above list, or a charge will be calculated taking account of the scope of the work involved   | per treatment                  | variable         | variable         |            |
| Infrastructure | Roads   |                              | NHS Mobilisation charge   | annually                       | 5,500.00         | 5,637.50         | 2.5        |
| Infrastructure | Roads   |                              | NHS car parks - pre-salt treatments   | per treatment                  | 63.75            | 65.34            | 2.5        |
| Infrastructure | Roads   |                              | NHS car parks - gritting treatments   | per treatment                  | 222.00           | 227.55           | 2.5        |
| Infrastructure | Roads   |                              | Filling grit bins   | at cost                        | at cost          | at cost          |            |
| Infrastructure | Roads   |                              | Supply of rock salt   | per tonne                      | 38.63            | 39.60            | 2.5        |
| Infrastructure | Roads   |                              | Liquid Limit (BS 1377 : Part 2 : 1990 . Method 4.3)   | per test                       | 29.61            | 30.35            | 2.5        |
| Infrastructure | Roads   |                              | Plastic Limit (BS 1377 : Part 2 : 1990 . Method 5.3)  | per test                       | 16.15            | 25.00            | 54.8       |
| Infrastructure | Roads   | Classification Tests - Soils | Plasticity & Liquidity Index (BS 1377 : Part 2 : 1990 . Method 5.4)   | per test                       | 12.92            | 25.00            | 93.5       |
| Infrastructure | Roads   |                              | Specific Gravity (Density Bottle) (BS 1377 : Part 2 : 1990 . Method 8.3)  | per test                       | 32.30            | 33.11            | 2.5        |
| Infrastructure | Roads   |                              | Particle Size Distribution (Washed Analysis) (BS 1377 : Part 2 : 1990 . Method 9.2)   | per test                       | 43.07            | 55.00            | 27.7       |
| Infrastructure | Roads   |                              | 2.5kg Rammer (for Soils to Medium Gravel Size) (BS 1377 : Part 4 : 1990 . Method 3.3)   | per set                        | 86.13            | 88.29            | 2.5        |
| Infrastructure | Roads   | Compaction Tests - Soils     | 2.5kg Rammer (for Soils to Coarse Gravel Size) (BS 1377 : Part 4 : 1990 . Method 3.4)   | per set                        | 86.13            | 88.29            | 2.5        |
| Infrastructure | Roads   |                              | 4.5kg Rammer (for Soils to Medium Gravel Size) (BS 1377 : Part 4 : 1990 . Method 3.5)   | per set                        | 96.90            | 99.32            | 2.5        |
| Infrastructure | Roads   |                              | 4.5kg Rammer (for Soils to Coarse Gravel Size) (BS 1377 : Part 4 : 1990 . Method 3.6)   | per set                        | 96.90            | 99.32            | 2.5        |
| Infrastructure | Roads   |                              | Vibrating Hammer (BS 1377 : Part 4 : 1990 . Method 3.7)   | per set                        | 118.44           | 121.40           | 2.5        |
| Infrastructure | Roads   |                              | Moisture Condition Value (BS 1377 : Part 4 : 1990 . Method 5)   | per set                        | 43.07            | 44.14            | 2.5        |
| Infrastructure | Roads   |                              | California Bearing Ratio (BS 1377 : Part 4 : 1990 . Method 7)   | per set                        | 64.60            | 66.21            | 2.5        |
| Infrastructure | Roads   |                              | Relative Density & Water Absorption (BS EN 1097 :part 6 : 2000)   | per test                       | 43.07            | 44.14            | 2.5        |
| Infrastructure | Roads   | Aggregate Testing            | Compacted Bulk Density of Received Material (BS 812 : Part 2 : 1975)  | per test                       | 32.30            | 33.11            | 2.5        |
| Infrastructure | Roads   |                              | Bulk Density of Received Material (BS EN 1097 : Part3 : 1998)   | per test                       | 26.92            | 27.59            | 2.5        |
| Infrastructure | Roads   |                              | Grading of Sub-base (BS EN 933 : Part 1 : 1997)   | per test                       | 53.83            | 55.18            | 2.5        |
| Infrastructure | Roads   |                              | Grading of Concrete Aggregates (BS EN 933 : Part 1 : 1997)  | per test                       | 43.07            | 44.14            | 2.5        |
| Infrastructure | Roads   |                              | Flakiness Index (BS EN 933 : Part 3 : 1997)   | per test                       | 16.15            | 25.00            | 54.8       |
| Infrastructure | Roads   |                              | Elongation Index (BS 812 : Part 105.2 : 1985)   | per test                       | 16.15            | 16.55            | 2.5        |
| Infrastructure | Roads   |                              | Aggregate Crushing Value (BS EN 1097 : Part2 : 1998)  | per test                       | 80.75            | 82.77            | 2.5        |



| Directorate    | Service            | Activity                              | Charge  | Unit             | 2016/17<br>Charge £   | 2017/18<br>Charge £   | Variance % |
|----------------|--------------------|---------------------------------------|---|------------------|---|---|------------|
| Infrastructure | Roads              | Concrete Testing                      | Ten Per Cent Fines Value (BS EN 1097 : Part2 : 1998)  | per test         | 80.75   | 82.77   | 2.5        |
| Infrastructure | Roads              |                                       | Aggregate Impact Value (BS EN 1097 : Part2 : 1998)  | per test         | 32.30   | 33.11   | 2.5        |
| Infrastructure | Roads              |                                       | Compressive Strength of Concrete Cubes (BS EN 12390 : Part 3 : 2002) (from certified cube moulds)   | per cube         | 8.08  | 8.28  | 2.5        |
| Infrastructure | Roads              |                                       | Compressive Strength of Concrete Cubes (BS EN 12390 : Part 3 : 2002) (from cube moulds that are not certified)  | per cube         | 9.69  | 15.00   | 54.9       |
| Infrastructure | Roads              |                                       | Compressive Strength of Concrete Cores (BS EN 12504 : Part 1 : 2000)  | per core         | 53.83   | 55.18   | 2.5        |
| Infrastructure | Roads              | Bituminous Testing                    | Compressive Strength of Concrete Blocks (Fibre Board) (BS 1052 : Part1 : 1999)  | per block        | 12.92   | 13.24   | 2.5        |
| Infrastructure | Roads              |                                       | Binder Content & Grading (By Difference) (BS EN 12697 : Part 2 : 2002)  | per test         | 78.75   | 80.72   | 2.5        |
| Infrastructure | Roads              |                                       | Percentage Refusal Density (BS 598 : Part 104 : 1989)   | per set          | 215.34  | 220.73  | 2.5        |
| Infrastructure | Roads              | Field Testing - Soils                 | CBR by Clegg Impact Hammer (In-house Method)  | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              | Field Testing - Concrete              | Cube Making (Including Workability Test) (BS EN 12390 : Part 2 : 2000)  | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              |                                       | Determination of Air Content ( BS EN 12390 : Part 8 : 2000)   | per test         | 16.15   | 16.55   | 2.5        |
| Infrastructure | Roads              |                                       | Density of Compacted Fresh Concrete (BS EN : 12350 : Part 6 : 2000)   | per test         | 26.92   | 27.59   | 2.5        |
| Infrastructure | Roads              |                                       | Cover Meter Survey (BS 1881 : Part 201 : 1986)  | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              |                                       | Schmidt Hammer Tests (BS EN 12504 : Part 2 : 2001)  | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              |                                       | Core Cutting  | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              |                                       | On-site Sampling of Blacktop (BS EN 12697 : Part 27 : 2001)   | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              | Field Testing - Blacktop              | Determination of Texture Depth (BS 598 : Part 3 : 1985 . Method 7)  | per test         | 16.15   | 16.55   | 2.5        |
| Infrastructure | Roads              |                                       | Core Cutting for PRD & Pavement Examination   | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              |                                       | Skid Resistance Meter (TRRL)  | per hour         | 48.45   | 49.66   | 2.5        |
| Infrastructure | Roads              | Time Based Charges                    | Work done on a time basis will be charged per hour; as well as labour, the charge will cover the use of a vehicle, normal tools and equipment.  |                  | variable  | variable  |            |
| Infrastructure | Roads              |                                       | Mileage to site will be charged at Standard Council rates.  |                  | variable  | variable  |            |
| Infrastructure | Roads              | Other Tests                           | Any other tests required will either be charged at a rate based on a comparable test listed above, or a charge will be calculated taking account of equipment required and time normally taken to carry out the test. If not appropriate charges will be on a time basis. |                  | variable  | variable  |            |
| Infrastructure | Roads              | Scord Quarry Materials (DryStone)     | As dug hardcore   | per tonne        | 3.71  | 3.71  | 0.0        |
| Infrastructure | Roads              |                                       | Primary armouring   | per tonne        | 8.95  | 8.95  | 0.0        |
| Infrastructure | Roads              |                                       | Armouring   | per tonne        | 8.95  | 8.95  | 0.0        |
| Infrastructure | Roads              |                                       | Quarry cleanings  | per tonne        | 4.69  | 4.69  | 0.0        |
| Infrastructure | Roads              |                                       | Type 1  | per tonne        | 4.41  | 4.41  | 0.0        |
| Infrastructure | Roads              |                                       | Crusher Run   | per tonne        | 6.62  | 6.62  | 0.0        |
| Infrastructure | Roads              |                                       | Dust  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Frost Grit  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | All-in-aggregate  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Aggregate 40mm  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Aggregate 28mm  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Aggregate 20mm  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Aggregate 14mm  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Aggregate 10mm  | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Aggregate 6mm   | per tonne        | 9.80  | 9.80  | 0.0        |
| Infrastructure | Roads              |                                       | Recycled Asphalt (no levy)  | per tonne        | 4.50  | 4.50  | 0.0        |
| Infrastructure | Roads              | Scord Quarry Materials (Coated Stone) | AC 28 Base  | per tonne        | 65.10   | 65.10   | 0.0        |
| Infrastructure | Roads              |                                       | AC 20 Base  | per tonne        | 74.50   | 74.50   | 0.0        |
| Infrastructure | Roads              |                                       | AC 14 Surface   | per tonne        | 76.80   | 76.80   | 0.0        |
| Infrastructure | Roads              |                                       | AC 10 Surface   | per tonne        | 77.50   | 77.50   | 0.0        |
| Infrastructure | Roads              |                                       | AC 6 Surface  | per tonne        | 85.10   | 85.10   | 0.0        |
| Infrastructure | Roads              |                                       | AC 14 Surface   | per tonne        | 93.10   | 93.10   | 0.0        |
| Infrastructure | Roads              |                                       | Bitsand   | per tonne        | 117.11  | 117.11  | 0.0        |
| Infrastructure | Roads              | Scord Quarry Aggregate tax            | Dry materials   | per tonne        | 2.00  | 2.00  | 0.0        |
| Infrastructure | Roads              | Scord Quarry Aggregate tax            | Coated materials  | per tonne        | 1.90  | 1.90  | 0.0        |
| Infrastructure | Roads              | Rural Quarry Materials                | Charge added to above material price depending on which quarry  | per tonne        | As above material costs plus price of haulage at the time of delivery | As above material costs plus price of haulage at the time of delivery |            |
| Infrastructure | Roads              | Scord Quarry Bitumen Emulsion         | K1-40   | Barrel           | 117.61  | 117.61  | 0.0        |
| Infrastructure | Roads              |                                       |   | Tonne            | 573.73  | 573.73  | 0.0        |
| Infrastructure | Roads              |                                       | K1-60   | Barrel           | 176.42  | 176.42  | 0.0        |
| Infrastructure | Roads              |                                       |   | Tonne            | 860.59  | 860.59  | 0.0        |
| Infrastructure | Roads              | Scord Quarry Haulage                  | Fixed Element   | per load         | 21.00   | 21.00   | 0.0        |
| Infrastructure | Roads              |                                       | Variable Element  | per mile         | 3.30  | 3.30  | 0.0        |
| Infrastructure | Roads              | Scord Quarry Callout charge           | By special agreement dependant on volume and subject to minimum charge  | per occasion     | 200.00  | 200.00  | 0.0        |
| Infrastructure | Roads              | Roads Operations                      | Surface dressing treatment - single coat (mainland)   | per square metre | 3.58  | 3.58  | 0.0        |
| Infrastructure | Roads              |                                       | Surface dressing treatment - double coat (mainland)   | per square metre | 7.15  | 7.15  | 0.0        |
| Infrastructure | Roads              |                                       | Surface dressing treatment - single coat (isles)  | per square metre | 3.94  | 3.94  | 0.0        |
| Infrastructure | Roads              |                                       | Surface dressing treatment - double coat (isles)  | per square metre | 7.88  | 7.99  | 1.4        |
| Infrastructure | Roads              |                                       | Chargeable works - various, eg surfacing, sweeping, sign manufacture, drainage, inspections etc   | at cost          | At cost   | At cost   |            |
| Infrastructure | Roads              |                                       | Roads maintenance compensation  |                  | Internal Only - variable  | Internal Only - variable  |            |
| Development    | Transport Planning | Inter-Island Air Services             | Lerwick - Fair Isle (Non Resident Adult, 25yrs +)   | Single fare      | 44.00   | 44.00   | 0.0        |
| Development    | Transport Planning |                                       | Lerwick - Fair Isle (Non Resident Adult, 25yrs +)   | Return fare      | 83.85   | 83.85   | 0.0        |

| Directorate | Service            | Activity                           | Charge   | Unit            | 2016/17 Charge £                                  | 2017/18 Charge £                                  | Variance % |
|-------------|--------------------|------------------------------------|--|-----------------|---|---|------------|
| Development | Transport Planning |                                    | Lerwick - Fair Isle (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)  | Single fare     | 29.75   | 29.75   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Fair Isle (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)  | Return fare     | 56.25   | 56.25   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Fair Isle (Non Resident Child, 2 - 11yrs)  | Single fare     | 22.00   | 22.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Fair Isle (Non Resident Child, 2 - 11yrs)  | Return fare     | 41.50   | 41.50   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Fair Isle - (Island Resident, 12yrs +)   | Return fare     | 41.00   | 41.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Fair Isle - (Island Resident, 2 - 11 yrs) or (Pupil attending AHS)   | Return fare     | 26.50   | 26.50   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula (Non Resident Adult, 25yrs +)  | Single fare     | 41.50   | 41.50   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula (Non Resident Adult, 25yrs +)  | Return fare     | 79.00   | 79.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)  | Single fare     | 27.60   | 27.60   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)  | Return fare     | 52.00   | 52.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula (Non Resident Child, 2 - 11yrs)  | Single fare     | 18.00   | 18.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula (Non Resident Child, 2 - 11yrs)  | Return fare     | 33.00   | 33.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula - (Island Resident, 12yrs +)   | Return fare     | 41.00   | 41.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Foula - (Island Resident, 2 - 11 yrs) or (Pupil attending AHS)   | Return fare     | 26.50   | 26.50   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour (Non Resident Adult, 25yrs +)   | Single fare     | 36.00   | 36.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour (Non Resident Adult, 25yrs +)   | Return fare     | 69.00   | 69.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)   | Single fare     | 19.00   | 19.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)   | Return fare     | 35.00   | 35.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour (Non Resident Child, 2 - 11yrs)   | Single fare     | 12.75   | 12.75   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour (Non Resident Child, 2 - 11yrs)   | Return fare     | 24.40   | 24.40   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour - (Island Resident, 12yrs +)  | Return fare     | 28.00   | 28.00   | 0.0        |
| Development | Transport Planning |                                    | Lerwick - Papa Stour - (Island Resident, 2 - 11 yrs) or (Pupil attending AHS)  | Return fare     | 16.75   | 16.75   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle (Non Resident Adult, 25yrs +)   | Single fare     | 41.95   | 41.95   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle (Non Resident Adult, 25yrs +)   | Return fare     | 79.30   | 79.30   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)   | Single fare     | 29.75   | 29.75   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle (Non Resident Youth, 12 - 24) or (Non Resident Senior Citizen, 60yrs +)   | Return fare     | 56.25   | 56.25   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle (Non Resident Child, 2 - 11yrs)   | Single fare     | 21.00   | 21.00   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle (Non Resident Child, 2 - 11yrs)   | Return fare     | 39.80   | 39.80   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle - (Island Resident, 12yrs +)  | Return fare     | 42.45   | 42.45   | 0.0        |
| Development | Transport Planning |                                    | Sumburgh - Fair Isle - (Island Resident, 2 - 11 yrs) or (Pupil attending AHS)  | Return fare     | 26.50   | 26.50   | 0.0        |
| Development | Transport Planning | Taxi Licensing Charges             | Taxi or Private Hire Car Drivers Licence   | per application | 90.00   | 90.00   | 0.0        |
| Development | Transport Planning |                                    | Taxi or Private Hire Car Licence (grant)   | per application | 410.00  | 410.00  | 0.0        |
| Development | Transport Planning |                                    | Taxi or Private Hire Car Licence (renewal)   | per application | 137.00  | 137.00  | 0.0        |
| Development | Transport Planning |                                    | Deposit on Taxi/PHC Licence Plates   | per application | 32.00   | 32.00   | 0.0        |
| Development | Transport Planning |                                    | Vehicle Inspection   | per application | 35.00   | 35.00   | 0.0        |
| Development | Transport Planning |                                    | Re - Test  | per application | 11.00   | 11.00   | 0.0        |
| Development | Transport Planning |                                    | Installation of meter  | per application | 35.00   | 35.00   | 0.0        |
| Development | Transport Planning |                                    | Check and Calibrate meter  | per application | 17.00   | 17.00   | 0.0        |
| Development | Transport Planning |                                    | Replacement drivers I.D. Badge   | per application | 7.00  | 7.00  | 0.0        |
| Development | Transport Planning |                                    | Replacement Licence (Driver or Car)  | per application | 7.00  | 7.00  | 0.0        |
| Development | Transport Planning |                                    | Taxi Booking Office Licence  | per application |   | 115.00  | New Charge |
| Development | Transport Planning | Bus Services                       | To Sumburgh Airport  | Per ticket      | 2.80  | 2.90  | 3.6        |
| Development | Transport Planning |                                    | To Sumburgh  | Per ticket      | 2.80  | 2.90  | 3.6        |
| Development | Transport Planning |                                    | To Sandwich  | Per ticket      | 2.20  | 2.30  | 4.5        |
| Development | Transport Planning |                                    | To Cunningsburgh   | Per ticket      | 1.90  | 2.00  | 5.3        |
| Development | Transport Planning |                                    | To Walls   | Per ticket      | 2.80  | 2.90  | 3.6        |
| Development | Transport Planning |                                    | To Bixter  | Per ticket      | 2.50  | 2.60  | 4.0        |
| Development | Transport Planning |                                    | To Weisdale  | Per ticket      | 2.20  | 2.30  | 4.5        |
| Development | Transport Planning |                                    | To Hillswick   | Per ticket      | 3.70  | 3.80  | 2.7        |
| Development | Transport Planning |                                    | To Mossbank  | Per ticket      | 3.10  | 3.20  | 3.2        |
| Development | Transport Planning |                                    | To Toft  | Per ticket      | 3.10  | 3.20  | 3.2        |
| Development | Transport Planning |                                    | To Brae  | Per ticket      | 2.80  | 2.90  | 3.6        |
| Development | Transport Planning |                                    | To Scalloway   | Per ticket      | 1.70  | 1.80  | 5.9        |
| Development | Transport Planning |                                    | To Lerwick Town Service  | Per ticket      | 1.10  | 1.20  | 9.1        |
| Development | Transport Planning | Bus Services                       | NOTE: discounted multi travel tickets are available offering 20% reduction on fares. The National Concessionary Travel scheme provides Scotland-wide free bus travel for elderly and disabled persons. Also, young persons 16 to 18 years old receive one third off full adult fare on all Scotland-wide bus services. Half fares are payable to children aged between 5 and 16 years old. |                 |   |   |            |
| Development | Transport Planning | Hire of Council Bus and Driver     | 9am to 5pm - Monday to Friday  |                 | £1.50 per mile for all hires plus £12.00 per hour | £1.54 per mile for all hires plus £12.30 per hour |            |
| Development | Transport Planning |                                    | 5pm to 10pm - Monday to Friday and 9am to 10pm - Saturday  |                 | £1.50 per mile for all hires plus £18.00 per hour | £1.54 per mile for all hires plus £18.45 per hour |            |
| Development | Transport Planning |                                    | 10pm to 9am - Monday to Saturday and all day Sunday  |                 | £1.50 per mile for all hires plus £22.00 per hour | £1.54 per mile for all hires plus £22.55 per hour |            |
| Development | Transport Planning | Hire of Council Bus without Driver | 9am to 5pm - Monday to Friday  |                 | £1.50 per mile for all hires plus £12.00 per hour | £1.54 per mile for all hires plus £12.30 per hour |            |

| Directorate | Service            | Activity   | Charge  | Unit            | 2016/17 Charge £                                  | 2017/18 Charge £                                  | Variance % |
|-------------|--------------------|--|---|-----------------|---|---|------------|
| Development | Transport Planning |  | 5pm to 10pm - Monday to Friday and 9am to 10pm - Saturday |                 | £1.50 per mile for all hires plus £18.00 per hour | £1.54 per mile for all hires plus £18.45 per hour |            |
| Development | Transport Planning |  | 10pm to 9am - Monday to Saturday and all day Sunday       |                 | £1.50 per mile for all hires plus £22.00 per hour | £1.54 per mile for all hires plus £22.55 per hour |            |
| Development | Transport Planning | <b>Disabled Parking Badge (Blue Badge) Charges</b> | New Badge Issue   | per application | 13.50   | 20.00   | 48.1       |
| Development | Transport Planning |  | Badge Renewal   | per application | 13.50   | 13.50   | 0.0        |
| Development | Transport Planning |  | Replacement for Lost/Stolen Badge                         | per application | 5.00  | 10.00   | 100.0      |
| Development | Transport Planning |  | Fast Tracked Badge  | per application | 16.00   | 22.50   | 40.6       |
| Development | Transport Planning | <b>Zet-Trans</b>                                   | Re-imbursement of revenue costs                           |                 | variable  | variable  |            |
| Development | Transport Planning | <b>Bus Service</b>                                 | Claim for bus pass top up                                 |                 | variable  | variable  |            |