Shetland Community Safety & Resilience Board
Thursday 15th June 2016
Auditorium, Shetland Museum and Archives
14:00-16:00

Agenda

1. Welcome & Apologies

2. Previous Minutes & Matters Arising

   Emergency Planning & Resilience

3. Resilience Activity

   Community Planning

4. Quarterly Outcome C update report

5. Anti-Bullying Strategy

   Police Scotland

6. Performance Against Local Policing Plan

   Scottish Fire & Rescue Service

7. Performance Against Local Fire & Rescue Plan

   Scottish Ambulance Service

8. Scottish Ambulance Service Report

   For Information

   AOCB

Dates of Future Meetings:

Wednesday 16th August, 14:00-16:00, Council Chamber, Town Hall, Lerwick
Wednesday 8th November, 14:00-16:00, Council Chamber, Town Hall, Lerwick

Minute of the Community Safety and Resilience Board

Friday 24th February 2017
Auditorium, Shetland Museum and Archives

Present:

Cllr Alistair Cooper (Chair)	
Cllr Alison Duncan (Vice-Chair)	
Cllr Michael Stout	
Cllr Jonathan Wills	
Chief Inspector Lindsay Tulloch	Police Scotland
Ass.Chief Const. Andy Cowie	Police Scotland
Peter Smith	Scottish Ambulance Service
Cassie Stevens	Maritime & Coastguard Agency
Vaila Simpson	Community Planning & Development, SIC
Lizzie Coutts	Community Planning & Development, SIC
Ingrid Gall	Emergency Planning & Resilience, SIC/ NHS Shetland
Elaine Skinley	Road Safety, SIC
Fraser Burr	Scottish Fire & Rescue Service
Myles Murray	Scottish Fire & Rescue Service
Anna Souhami	University of Edinburgh

Apologies

Cllr Frank Robertson	
Cllr Mark Burgess	
Cllr Steven Coutts	
Mark Boden	Chief Executive, SIC
Ralph Roberts	NHS Shetland
Jan Riise	Governance & Law, SIC
Andrew Fuller	Scottish Ambulance Service
Dr. Susan Laidlaw	NHS Shetland

1. Welcome & Apologies

Cllr Cooper opened the meeting and thanked everyone for attending. Apologies were noted.

2. Previous Minutes & Matter Arising.

Minutes of the meeting of 20th October 2016 were approved on the motion of Cllr Duncan, and seconded by CI Tulloch.

Outstanding Action Points were then addressed:

Action 2.4 - This has not been completed and is still ongoing.

Action 12.1- Myles reported that the ambulance went into the Baltasound Station on 26/10/2016, and this has been working well so far.

Action 13.1- Tim Smith, BP's Public Relations Officer, came to Shetland in January 2017 and gave a report on the Clair Field oil spill. BP's final report on this incident has not yet been finalised; once it has been released, a BP representative will attend the CSRB to discuss it. Cllr Cooper observed that Enquest is moving forward, and suggested that it would be wise to bring both parties together to see how Enquest will deal with the issue of pollution at Sullom Voe. ***Carry forward.***

Cllr Wills said that BP has changed their procedures, so an accident of this nature should not be able to happen again. He advised that the monitoring of oil levels in water was only monitored at regular intervals (once per shift) and not on a continuous basis. BP has agreed to re-examine this. Cllr Wills added that he was very pleased that BP had been so open, and the seminar by Tim Smith had been worthwhile.

While Cllr Stout appreciated the frankness BP had shown in the matter, he had reservations about their approach to the oil/ water testing. Cllr Stout queried that since BP had only been monitoring the levels once per shift instead of continuously, is there anything similar that we are unaware of that might be happening?

Cllr Cooper noted that BP's Senior Officer for Pollution, Tommy Clark, is a Shetlander, which he felt inspired some confidence that Shetland's interests would not be neglected by BP.

Action 13.2- Peter to discuss the Scottish Ambulance Service figures under item 7.

Action 13.3- Chief Constable Gormley will be coming to Shetland on 13th March; Cllr Cooper encouraged CSRB member to attend an informal meeting with him. This meeting will be held 2pm-3pm in the Lystina Board Room, Town Hall.

3. Resilience Activity

Ingrid advised that she is collating all the different Resilience events that she is aware of into one document which will be kept updated. Ingrid said that there are a lot of activities on the mainland that representatives from Shetland are invited to; attendance to these is limited due to budgetary constraints. In order to work around this, Ingrid has been asking members of staff from other departments to send staff who are already on the mainland for other events, or asking colleagues down south to feedback information from these sessions to us.

Ingrid advised that the second noise management report on the emergency helicopter site has been received and is now online to view with the other planning documents. Ingrid added that the report is very technical, and queried whether the noise management company who produced the report could provide a less technical explanation. Cllr Wills asked if it was not the consultant's job to be able to explain their results.

Cllr Cooper said that the CSRB would require a report for the next meeting clearly outlining whether the sound levels are within tolerance range or not, and observed that the Planning Department had an obligation to be able to explain in plain English. Cllr Duncan expressed his support of Cllr Cooper's comments.

Cllr Stout observed that if the report is so technical that a follow-up report will be required to explain it, then there is little point putting it online as it will only aggravate the public.

Ingrid reported that there have been 22 emergency helicopter landings from 12/03/2016-31/01/2017; considerably down from 51 landings from 2015/16 and 61 from 2014/15. Ingrid said that this was due to the helicopter increasingly using Tingwall airport, as well as operational reasons such as the medical condition of the patient.

Cllr Cooper asked if there were any exercises held from October- December. Ingrid said there had not. She added that Shell are having a large exercise in Aberdeen next month and have asked representatives of the SIC to attend. Cllr Duncan asked if Cllr Cooper might attend in his role as Chair of the CSRB- Cllr Cooper declined, as it would be more useful for people who work with these issues day-to-day to be there. Ingrid said she would report back on this exercise to the next CSRB.
Action- Ingrid

4. **Quarterly Outcome C Update Report**

CI Tulloch has been elected Chair of the CSRB Working Group, with Myles as Vice-Chair.

CI Tulloch reported that Emma Perring had given a presentation on logic modelling, which the Shetland Alcohol and Drugs Partnership will be looking at. In addition, the Resources Planning Event had gone well.

CI Tulloch said that there are a lot of similar outcomes across the various partner agencies, and that there will now be a focus on finding ways to bind these together and cut down on overlap and duplication. Cllr Cooper said he was pleased to hear the logic modelling was being implemented, and that work was being done to cut down on duplication.

CI Tulloch said that the Community Resilience work will be taken forward by Ingrid. The SIC Development Directorate is working on a Place Standards report, which will be discussed at the Working Group once finalised.

CI Tulloch reported that the Anti-Bullying Strategy was not in place in November as had been hoped; it will now be tied into the anti-bullying work being done by the Education Department, and will launch when this is complete.

Cllr Wills asked whether community resilience would benefit from the police station being open 24 hours per day, or having a dedicated call centre on the island.

CI Tulloch noted that this matter has been discussed previously; there are currently no resources for keeping the police station open 24 hour per day. With limited resources, the priority should be on keeping police on the streets and in the community, where they are available round the clock.

CI Tulloch added that a call centre would be expensive, resource-intensive to run, and impractical due to the Police, Fire and Ambulance services using separate, incompatible systems at this time. Cllr Wills expressed his opinion that there should be a unified logging system for all the emergency services, and that a 24-hour Police station was a necessity as a place of refuge.

Cllr Cooper advised that he had the opportunity to see the control rooms down south for both Police and Fire & Rescue, and that the incident logging software is incompatible because, while there are some commonalities, there are many differences in the way incidents are recorded. He added that, at this stage, a unified system was a long way off and not practical at the moment.

Cllr Duncan said that he had heard that the new Chief Constable was strong on localism, and asked that if the Police station would be kept open if Shetland had its own budget.

ACC Cowie said that the Chief Constable is committed to localism, especially local need. He noted that there is often a difference between local need, and local expectation, and that different challenges and threats need to be balanced. There will be an increase in multi-agency cooperation in order to make the best use of resources across services. The budget will be more localised by being devolved to 4 Deputy Chief Constables, which will allow it to be spent in a more community-appropriate manner. This will be a slow process, and it seems unlikely that CI Tulloch will be getting a Shetland-specific budget to spend as he sees fit in the foreseeable future.

CI Tulloch added that if he was allocated his own budget, he would still prioritise protecting vulnerable members of the community, and tackling drugs and violent crime over keeping the Police station open 24-hours. He said he was confident that his officers were available 24-hours a day to attend members of the community wherever they were, and that this was more important than keeping the station in Lerwick manned 24-hours.

5. **Performance Against Local Policing Plan**

Priority 1- Road Safety

CI Tulloch reported that the figures for April- December 2016 show a decrease in use of mobile phones at the wheel, as well as seatbelt offences and drink-driving (which CI Tulloch would like to attribute to the lower blood-alcohol limit).

CI Tulloch acknowledged that every Community Council has concerns over speeding in their local area. There were 93 cases of speeding detected in the April-December period, up from 81 the year before. CI Tulloch noted that the Police are out looking for incidents of speeding every day, and noted that there were no fatalities or injuries caused by speeding last year.

Cllr Cooper asked about the increase in penalties for mobile phone use at the wheel- CI Tulloch advised that as of the 1st March 2017, the fine for this offense will rise to £200, and that this will be getting publicised. The Police hope to educate drivers on the danger of this sort of distracting behaviour while at the wheel.

Priority 2- The Supply, Abuse and Misuse of Drugs

The Police are keen to target this, and are working with the Shetland Alcohol and Drugs partnership in order to educate and facilitate recovery services for drug users.

The figures from April-December 2016 were slightly down, with only 1 drug-related death in Shetland, compared to 1 in 2015, and 4 in 2014.

Cllr Cooper asked about an initiative he had come across from Highlands Council, regarding education in schools in conjunction with Inverness Police. CI Tulloch agreed that drug education in schools was important, and that it was necessary to provide the best drug awareness programmes to young people in order to reduce the market for drugs.

Priority 3- Protecting People

CI Tulloch reported a drop in instances of sexual assault and domestic violence. This could be related to the decrease in iterant workers in Shetland, as an increase in these types of incidents had been observed when there was an influx of workers.

There has also been a significant drop in hate crimes- 2 reported in 2016 compared to 7 in 2015- with a detection rate of 100%. CI Tulloch said that people feel more able to report these types of crime.

Priority 4- Antisocial Behaviour and Alcohol Related Disorder

There has been a significant drop in disorder, with instances of common assault seeing a decrease of 39 and a detection rate of over 90%. CI Tulloch advised that there has been an effort for Police to be seen more in licensed premises, and working with licensees to reduce disorder.

Priority 5- Emergency/ Major Incident Response and Resilience

The Police are participating with the Emergency Resilience Board.

Additional Figures

CI Tulloch presented additional figures regarding the demands placed on the Police in Shetland. In April- December 2016, the Police attended nearly 1200 calls, 167 of which were to vulnerable members of the community. There were 398 advice calls regarding various matters, 20 missing persons calls and 55 concern calls.

Furthermore, there were 17 Mental Health related calls- CI Tulloch advised that often in a MH crisis the first call made is to the Police. As such, this is now regarded as a priority, and that officers are being trained in how to handle MH incidents, and signpost people to the appropriate services. CI Tulloch added that the public is largely unaware of the variety of things that the Police deal with in addition to detecting crime.

Cllr Cooper asked if an increase in integration with other services has meant that the Police have become increasingly involved in non-traditional Police activity. CI Tulloch replied that this was why the Police worked on an agenda of prevention, and why there is a need for greater multi-agency working.

Cllr Stout welcomed the move towards a new style of policing, and remarked that CI Tulloch has the backing of the CSRB in these efforts.

Cllr Stout asked about the change in reporting of sex crimes. CI Tulloch advised that the Police are now focussing on outcomes- a domestic abuse victim may not wish to pursue prosecution but will still need support. CI Tulloch said that just looking at statistics did not provide the full picture. Cllr Stout welcomed this approach.

ACC Cowie added that 40% of reported sex crimes are under 12 months old; some are even decades old and extremely hard to proceed with. The Police are keen to move away from simply 'counting crimes' and move to a victim-centric approach. He said that 80% of reported incidents do not result in a crime report, and as such crime statistics can be skewed considerably.

Cllr Duncan congratulated the Police on doing such a good job, and on the high detection rate they have in Shetland.

Cllr Duncan read an excerpt from an article in the Daily Mail, from 27/01/2017, which stated that Police Scotland would run a deficit of £200 million by 2021. He asked if there was any truth to this and what the implications might be. ACC Cowie said that the auditor had been accurately reported in the article, and that there is a structural deficit.

The Chief Constable is launching a 10-year sustainable operating model. The Police will need to reorganise in order to 'live within [their] means'. He advised that crime is changing, and that digital crimes such as cyber-fraud are on the increase; this requires a new focus to balance with the policing of more 'traditional' crimes. ACC Cowie said that over the next few weeks, people could submit their views on the future direction of policing, and identify the priorities in Shetland.

Referring to 2 instances of police injury over the past months, Cllr Duncan asked CI Tulloch about the situation regarding injured officers. CI Tulloch responded that the risk of injury is one faced by all emergency services workers, and that officers are trained and equipped to defend themselves and others. There is now also specific legislation dealing with attacks on Police officers. He added that there were 9 officers assaulted in 2016, and 19 in 2015 (although several of these were from the same, unusual incident) and that officers are not deployed if they are not at the standard required to keep themselves safe.

Cllr Duncan expressed concerns about motorists speeding in the South Mainland, and on the roads to the North Isles ferries. CI Tulloch said that the Police regularly deploy on these roads, and that the Police are working with the Road Safety Advisory Panel to try to prevent speeding from happening in the first place. He added that the community needs to report incidents of speeding.

Cllr Duncan referred to the same article from the Daily Mail of 27/01/2017, which stated that Police morale was at 'rock-bottom' and asked if this was true. CI Tulloch reported that each Area Commander has engaged with officers on this. There is a Working Group in Shetland on the issue, and the feedback is that morale is good; the officers are committed and enthusiastic.

Cllr Wills thanked CI Tulloch for an interesting and encouraging report. He observed that only 47% of calls to the Police were regarding crimes, and said that the public is largely unaware of this. Cllr Wills was also pleased to see Mental Health training being provided to officers.

Cllr Wills noted that there is a 9% detection rate with drug dogs, while the detection rate for stop-and-search is at 16%. CI Tulloch said that all instances of stop-and-search are legal, and intelligence-directed. The Police are putting their resources where they are most effective.

Vehicle-Activated Signs

Cllr Wills asked CI Tulloch why there was not more Vehicle-Activated Signs (VAS) that monitor speeds and ask drivers to slow down, as there are commonplace down south and would appear to be effective. CI Tulloch referred the question to Elaine.

Elaine reported that these signs are more effective if they are moved around. Shetland currently has 2, and one of the SIC Roads Inspectors moves them. Each one costs thousands of pounds, and one of

the ones in Shetland is currently broken. Elaine advised that she could see if there is the budget for more. She added that any Community Council can request that the sign be placed in their area.

Cllr Wills asked if the lack of VAS provisions was a financial issue- Elaine said that she would find out if this was the case.

Cllr Cooper asked if the signs are always out in public- Elaine said that they both need maintenance and charging; this is done by the Roads Inspector on top of his other duties. They are, however, out as much as possible. Cllr Wills requested permanent ones.

Cllr Cooper observed that the VAS maintained by Totale at the Gas Plant was effective, but that it was locals who were prone to ignore it.

Cllr Stout advised that there is evidence that VAS are most effective when they are temporary. He added that there is a danger of focussing on this too much, as there is nothing to suggest that people who race and flout the speed limit will be affected by VAS in any way. There is a responsibility on the CSRB to take a balanced view on the matter.

Cllr Cooper said that this issue should be referred to the Road Safety Advisory Panel for further discussion. CI Tulloch suggested that the RSAP request statistic from the mainland on these.

Prevention

Cllr Cooper remarked that the preventative and Mental Health work undertaken by the Police is of significant benefit to the NHS and SAS, and wondered if there was a way to find out how much this work saves the NHS. CI Tulloch advised that if the Police can support other services to prevent situations reaching a crisis point where the Police need to get heavily involved, then it is a good outcome for the Police.

Staffing

Cllr Cooper asked what the staffing situation was at the moment- CI Tulloch said that there is a vacancy for sergeant, and there are 2 officers on long-term sick leave, but the staffing levels are fine. He reported that there have been ample applicants for officer posts, and that they have recently recruited 2 Special Constables, although it would be optimal if there were 2 in each locality.

Cllr Cooper asked about young people working with the Police. CI Tulloch said that they have 24 Youth Peers, who are working with the Police for 12 months. He reported that they are doing very well, developing apps on bullying and cyber-crime. This programme gives them a good insight into the Police, and will be ongoing.

Local Policing Plan

CI Tulloch advised that the Local Policing Plan is up for renewal this year, and that they will be trying to identify local outcomes. The Local Policing Plan needs to dovetail with the Local Outcome Improvements Plan. CI Tulloch hoped that there would be a better engagement in this process, as uptake of the recent survey was disappointing.

6. **Performance Against Local Fire & Rescue Plan**

Fraser noted that there were no figures for Q3, as these were not available in time for the report being submitted. He advised that it was a very positive report, although cautioned that statistics can be volatile and asked the Board to bear this in mind.

Priority 1- Risk Management and Preparedness

Fraser reported that staff are being offered elective learning modules; however there are challenges with connectivity for rural stations. As of the week beginning 27/02/2017, all the stations in Shetland will have a good connection speed.

Myles said that there is an issue of appliance availability during the daytime due to staff working out with their area. This is especially a problem on the West Side. He noted that Brae is still a problem, with only 20% availability in the evening. However, an appliance is available 98% of the time during the day.

Responding to a query by Cllr Wills, Myles said that 'night-time' was defined as 6pm-6am. He noted that availability is usually not a problem at night, as locals are back at home and free to attend emergencies.

Fraser said that recruitment was the top priority. There is a new, constant recruitment process, as opposed to the 'recruitment windows' that had previously been used. Fraser said that this approach was more effective. Fire & Rescue will be holding on-island training in June, as off-island training has been identified as off-putting to new recruits. Fraser added that they are looking into making the training more relevant to the isles.

Fraser advised that the staff have been working hard to encourage locals to volunteer for the Fire and Rescue Service, but this is not working in some areas and will require more innovative approaches.

Myles reported that in Q2 there was one retirement, and 2 new recruits for Fair Isle and Sumburgh. He added that there were 18 applicants attending pre-selection tests on 27/02/2017, and that he was hoping they would all pass this stage.

Myles added that they have done considerable work with the community on Fetlar, and have now had 4 applicants from there. He added that the Fire and Rescue Service are happy to engage with Community Councils over the issue of recruitment in the local area.

Priority 2- Reduction of 'All Accidental Dwelling Fires'

Fraser reported that the number of accidental dwelling fires has fallen from 6 in 2015/16 to 2 in 2016/17, although he reminded the Board that these statistics are very variable.

There have been no injuries or fatalities to report. Fraser noted that while the figures are low, 2 recent fatalities from a dwelling fire in South Uist have shown that accidents can still happen in rural island communities. The Fire and Rescue Service are trying to identify the most vulnerable people in communities and reduce the risks of fire- Fraser noted than Mental Health issues and alcohol abuse increase a person's vulnerability. In connection with this, Fire & Rescue Service are working with partner agencies including the SBI.

Myles reported that Home Safety Visits had been hampered by a worker on long-term sick leave. A new worker has been put in the role, and by Q2 the dip in visits had been corrected. Myles noted that 291 visits had been carried out in Q3, and this was well on-track to achieving the goal of 300 per quarter.

Fraser added that they have visited Skerries, and plan to visit other outer isles.

Priority 4- Reduction of All Deliberate Fires

There were only 2 deliberate fires over the reporting period, a decrease which Fraser attributed to the preventative approach. He advised that evidence suggests that young people are the most likely to start fires deliberately- the low figures for this indicates a good engagement. Fraser added that staff have been retrained for intervention, for cases where a young person is identified as being at risk of starting fires.

Priority 5- Reduction of Non-Domestic Fires

Fraser reported that there were 5 non-domestic fires in a single quarter. There is a process in place to audit incidents of fire; there are 2 still to be carried out, although Fraser said that not all fires required auditing.

Priority 6- Reduction of Special Service Casualties

Fraser reported that this had increased from 4 to 8, although these figures include traffic calls, calls to support other agencies, and calls by the SAS to help paramedics gain entry to properties during medical emergencies.

Myles advised that there are 7 defibrillators on the isles, on the fire appliances in various stations. These take the pressure off of the SAS for cardiac arrests. In addition, defibrillators are available on the outside of fire stations in Sandwick and Unst. Myles added that the staff in Unst had raised enough money for 3 defibrillators.

Cllr Stout said that defibrillators have been brought up in Community Council meetings, and that there is some confusion over who is responsible for maintaining the various defibrillators across the isles. Fraser advised that the SAS keeps a database of defibrillators, which the Fire and Rescue Service feeds in to. In the case of an emergency, the SAS can advise where the closest defibrillator is. Myles will speak to Peter Smith, SAS, and Michael Duncan, Community Planning & Development, regarding responsibility for these units.
Action - Myles

Myles also said he will be working on facilitating CPR training for the public. Peter said that the SAS has a 'first response' scheme and that the charity 'Luck To Be Here' does a lot of work with this.
Priority 7- Reduction of False Alarms

The instances of false alarms had increased from 28- 43. Fraser said that they were working hard to reduce this, and advised that several of those false alarms came from single premises under refurbishment. He added that the number of calls from those particular premises has now reduced.

Additional

Fraser said that the Fire & Rescue Service Chief Officer was planning to visit Shetland in May.

Cllr Cooper asked if there was any youth engagement schemes currently underway- Myles said that the Police's youth scheme has been very effective, and that they would like to establish something similar. In particular, they would like to engage with young people who are at risk of poor choices and outcomes, and will liaise with CI Tulloch on how to achieve this. Other cadet schemes in Scotland have been successful, so they will be looking closely at these, as well as working with Community Justice in order to help with reintegrating young people into the community.

Cllr Duncan asked where the recruitment has been most successful- Myles had no statistics on this, but advised that they had a good response on Fetlar by visiting and engaging with the Fetlar Community Council, who took the issue to the community. Roadside banners have been effective on the mainland, and more of them will be required. Myles added that word-of-mouth from people already in the fire service was also important.

Cllr Duncan asked if there is a collaborative approach taken at Sumburgh- Fraser advised that a report on this will follow at the next CSRB meeting. Myles added that there is a good working relationship with Highlands and Islands Airports (HIAL) and that the Fire and Rescue Service have access to HIAL's water tanker.
Action - Fraser

Cllr Duncan asked about the ramifications of the financial constraints on the Fire and Rescue Service in Shetland. Fraser explained that the budget for the coming year is the same as the budget for last year, which amounts to a cut when inflation and pay rises are taken into account, but that front line services will not be affected.

Cllr Stout welcomed that steps were being taken to provide on-island training in order to cut down on travel time and expenses. Fraser advised that it was important to ensure that national policy takes the unique situations of islands into account by allowing for things like localised training; Cllr Stout was pleased to see that there is some change at the national level.

Cllr Stout raised the issue of service workers wearing multiple 'hats', and asked if First Responders could also act as fire-fighters- he added that it was important when discussing this issue that it is made clear to the public that workers wearing multiple hats was about efficiency of services, and not cost-cutting. Fraser said that this could be looked into.

Cllr Cooper detailed his visit to the control room in Edinburgh and both the temporary and new controls rooms in Dundee, all of which were fully equipped. He said that he had seen the control rooms in operation receiving calls, where a trainee took the call and was prompted and advised by his trainer. The recent issue was a failure but Cllr Cooper was keen to point out that this was due to the human element, and could potentially have happened if the control room was in Shetland. Cllr Cooper was very impressed with the level of professionalism and training he had seen, but at the same time identified the problems of the various services using different and incompatible software.

Fraser advised that in Dundee, the staff were decanted to a temporary control room while the new facility was built; this will be operational by June 2017. He added that, in the event of confusion or where local knowledge is necessary, the control room will always seek the advice of local staff on-the-ground.

Cllr Wills left the meeting.

7. Scottish Ambulance Service Report

Peter explained a new pilot clinical response model in place that measures patient outcomes, rather than response times which resulted in a binary pass/ fail that was not representative of the outcome of the case. This pilot is due to last for 12 months.

Peter advised that the reason for the missing figures in the SAS report was because there is no reporting mechanism in place at the moment to capture these.

1.1 ILT Performance

Peter noted that there is a new process in place for Immediately Life Threatening (ILT) calls; when calls are made, more questions are asked in order to determine the severity and priority of the situation, which he described as a more nuanced approach. The SAS also has 6 new staff, with 3 fully-qualified.

Cllr Stout asked if the reorganisation of First Responders would cause delays- Peter said that this should not be the case, as there are now dedicated people working on this; previously it had been a part of normal SAS workload, and once set up it should be faster and more efficient. Cllr Stout observed that it is important for the public to understand the reasons behind this reorganisation.

Peter said that Community Paramedics were now known as 'Specialist Paramedics'; the intention is that they will be trained beyond the level of regular paramedics and help to prevent unnecessary hospital admissions. 4 have been recruited in Shetland, and the training takes 12 months. There is ongoing work with NHS Shetland regarding falls and the outcomes of these calls.

1.2 Cardiac Arrest Performance

Peter explained that 'Return of Spontaneous Circulation' meant that the patient arrived at the hospital with their heart beating; the statistics only cover this and do not account for what happens to the patient after they arrive at the hospital.

Peter spoke about an ongoing project to map where all the public defibrillators in Shetland are- this information is fed into the SAS's C3 control system. The public do not have access to this system, but the information about where the closest defibrillator is can be passed on from the call handler in the event of an emergency. Cllr Cooper noted that there has been considerable work by voluntary organisations to get defibrillators, and it is important that SAS are made aware of where they all are.

1.4 Urgent Performance

Peter defined 'urgent' as being when a GP is involved; it is not an immediate emergency but the patient needs to be admitted to hospital within a set period (usually 1-4 hours) that is set by the attending GP or nurse.

Context

Peter highlighted that only 30% of calls to the SAS are due to a serious medical issue. He said that the new focus for the SAS will be on these serious calls.

2.3 Key pieces of work undertaken or supported so far

Cllr Cooper asked that this be carried over to the next meeting, when Andy Fuller, SAS, will be in attendance.

Cllr Cooper welcomed the SAS's comprehensive report, and remarked that it was good to see so much inter-agency cooperation in a period of significant change.

AOCB

No business raised.

Cllr Cooper advised that the next CSB meeting would be under a new Council, and thanked Board for all its work. Cllr Duncan seconded this, and agreed that the CSRB had done excellent work for Shetland.

Next Meeting: 31st May 2017, 2pm-4pm in the Auditorium, Shetland Museum and Archive.

No	Action	Responsible Officer	Deadline
2.4	Identify the staffing baselines for agencies on the Board. Ongoing	Alastair Cooper/ Jan Riise	Ongoing
13.1	Invite BP representative to attend future meeting	Ingrid Gall	~~24.02.17~~ 31.05.17
14.1	Report to be provided clearly outlining whether the sound levels at the emergency helicopter site are within tolerance levels.	Ingrid Gall	31.05.17
14.2	Report to be provided on Shell's large scale exercise in Aberdeen.	Ingrid Gall	31.05.17
14.3	SFRS to Liaise with SAS and CP&D on the location of and responsibility for defibrillators on the Isles.	Myles Murray	31.05.17
14.4	Report to be provided on collaboration between Scottish Fire and Rescue Service and Highlands and Islands Airports.	Fraser Burr	31.05.17

Community Safety & Resilience Board

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

1.0	**Overview/Introduction**
1.1	A brief of the activity currently being undertaken by Emergency Planning & Resilience which involves all departments and services across the Council together with other organisations in Shetland and on the Mainland.
2.0	**Resilience Activities 2017**
2.1	A list of Resilience Activities planned for 2017 is attached as Appendix A.
3.0	**Move to Critical**
3.1	The threat level in the UK has been at Severe for a considerable length of time and, for a recent short period it was raised to Critical. Some national bodies, i.e., Police Scotland, Scottish Ambulance Service and Scottish Fire and Rescue Service had Move to Critical plans in place. We are now at a stage that other partners, i.e., members of the Shetland Emergency Planning Forum need to be aware of those plans and consider developing proportionate plans and response options for their own organisations in the event the UK Government again raise the threat level to Critical.
	A national Move to Critical workshop is scheduled for 19th June 2017 and is aimed at attendance at Chief Executive level in advance of the national Tier 1 Counter Terrorism exercise "Border Reiver" in October 2017. This workshop will provide a useful opportunity to take this work forward and to ensure consistency and coordination across Scotland.
	A local Move to Critical workshop is scheduled for the end of June and will be delivered by Police Scotland to assist the senior managers in the Shetland Islands Council and NHS Shetland, together with other partners, with the process of developing proportionate plans and response options in relation to the UK Threat level being raised to Critical.
3.2	The recent move to critical was slightly different than envisaged as although the threat level was increased the response suggested by Police Scotland was to be appropriate and proportionate to the likelihood of an attack when there was no indication or evidence of an attack planned or focused on Scotland. However, a terrorist attack can affect people from Shetland who are on holiday or attending events outwith Shetland where there is an attack, as evidenced by the tragic death of a young lady from Barra. That death had a significant impact on islanders and services there.
3.3	An unforeseen impact was people who attended the concert in Manchester who travelled home to Scotland following the attack and attended their own local hospitals for treatment.

4.0	**Incident**
4.1	Oil Spill from BP's Clair Platform - 2nd October 2016
	BP was invited to attend this meeting of the CS&RB, however the date was not suitable. The investigation report is not quite finalised and is currently under legal privilege. However, Mr. Tommy Clark – Crisis Continuity Management and Emergency Response Manager, Mr. Giles Mackey – Manager for Regulatory Compliance and Environment and Mr. Tim Smith – Vice President Communications & External Affairs have offered to attend a future meeting of the Board. Dates of future CS&RB meetings have been provided.
5.0	**Emergency Helicopter Landing Site (EHLS)**
5.1	There were a number of conditions attached to the planning permission for the EHLS, namely to record the number of landings and monitor noise levels for two years. Three reports have now been received from the company undertaking the noise monitoring and these are to be made available as documents relating to the planning application.
5.2	The Council's Planning Service has been asked to advise on whether the noise levels are acceptable according to the criteria set out in the planning consent.
5.3	There were 25 landings between 12th March 2016 and 31st March 2017.
6.0	**Conclusions**
6.1	This report provides a brief of the activity planned and undertaken by Emergency Planning & Resilience but which involves all departments and services across the Council together with other organisations in Shetland and on the Mainland.

For further information please contact:

Name:	Ingrid Gall, Resilience Advisor, Emergency Planning & Resilience
Contact Information:	Ingrid.gall@sic.shetland.gov.uk
Date:	8th June 2017

Attachments:	Appendix A - Resilience Activities V2.2 08-06-17

SHETLAND EMERGENCY PLANNING FORUM

Chair: Ingrid Gall, 20 Commercial Road, Lerwick, Shetland, ZE1 0LX
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Resilience Activities 2017

Detailed below is a list of resilience activities which are scheduled for 2017. The list is compiled as events are made known and shared with Resilience partners for attendance and participation. The list covers, in date order, Training, Exercises, Workshops, Conferences, Incidents, Visits and any other Resilience Events advised. Please note that some of these events are outside Shetland. Please contact Ingrid in the first instance with regard to attendance at any of these events.

23-02-17 0915 - 1630 RBS Conference Centre, Gogarburn, Edinburgh	**Events Outside Shetland – Conference – Resilient Scotland 2017** – The Scottish Continuity Resilient Scotland Conference is widely regarded as Scotland's leading conference that brings Business Continuity and Resilience practitioners together providing an opportunity to gain valuable education, training and best practice to assist, organise, prepare, respond and recover from emergencies and disasters. This continues the theme of 'Our resilience is your resilience' which will run to 2018. The current line-up includes the following speakers with other speakers and topics to be confirmed in the coming weeks: • John Swinney MSP, Deputy First Minister and Cabinet Secretary for Education and Skills will officially open the conference and address the delegates • Sungard Availability Services - Threat Landscape and Situational Awareness • David "Heavy" Whalley MBE, Mountaineer and ex-RAF Team Leader, lessons learned around Leadership in a Crisis – how do you prepare your teams for the worst • A case study, presented by Dacoll Ltd, will focus around Delivering a Successful BC Programme with lessons learned • Chris Tunnah, Vice-Chair of Scottish Continuity will outline "What Is Next for Scottish Continuity?" • Other topics and speakers to be announced shortly: 　o Data Breach and Reputational Risk from a legal perspective 　o Government's latest Cyber Initiatives 　o A case study around a multi-agency approach to incident management from a City Council perspective *No attendance planned*	This event is free to Scottish Continuity members. £100 to non Members Membership fees are: • **3rd Party Supplier** (Annual fee: £1,000 - 10 named representatives allowed) • **Corporate** (Annual fee: £400 - 10 named representatives allowed) • **Registered Charity** (Annual fee: £90 - 3 named representatives allowed) • **Small or Medium Sized Enterprise** (Annual fee: £100 - 3 named representatives) • **Individual** (Annual fee: £50) • **Individual Charity** (Annual fee: £45) • **Local Authority** (Annual fee: £100 - 3 named representatives) • **Other Public Sector** (Annual fee: £100 - 3 named representatives)

09-03-17 0930 – 1600 Bowlers Bar, Clickimin Leisure Centre, Lerwick	**Training - Crisis Management 1 – Founding Principles** - Delivered by Scottish Resilience & Development Service - Introduce tactical and strategic managers to the non-technical skills involved in crisis management. This will be delivered by Scottish Resilience and Development Service. This course aims to provide multi-agency Resilience Partners at strategic or tactical level with an overview of the key non-technical skills required for effective crisis management. It provides an opportunity to share learning and be part of a multi-agency group which develops individual personal skills and the ability to function effectively as part of a Local or Regional Resilience Partnership. *9 Attendees at this event (the third time we've run CM1)*	• Identify the components of Integrated Emergency Management (IEM) • Recognise the key elements required for effective crisis management • Demonstrate the ability to contribute to a Resilience Partnership multi-agency team (in a crisis situation) • Explain how response arrangements are organised in Scotland
10-03-17 0930 – 1530 Aberdeen Exhibition and Conference Centre	**Events Outside Shetland - Educating Resilience -** Aberdeenshire Council in conjunction with colleagues in Education Scotland, Aberdeen City and Moray Councils are organising a community resilience networking event for resilience professionals and teachers in Aberdeenshire, Aberdeen City and Moray. This is an excellent opportunity for resilience professionals to meet the teachers and discuss how resilience can be integrated into Curriculum for Excellence - bringing the learning to life in the classroom. If you are interested in this networking event, to register for a place, please visit Aberdeenshire Events - before the 28 February 2017 *Shared with Children & Families Department – no attendance planned*	• Integrating Resilience into the Curriculum for Excellence
14-03-17 Scottish Police College, Tulliallan	**Events Outside Shetland – Scottish Disaster Victim Identification (DVI) Conference** – the conference will include talks on the Clutha Helicopter Crash from all perspectives, George square and aircraft safety amongst other topics. *No attendance planned*	
14th -16th of March 2017 Shell Woodbank, North Deeside Road, Cults, Aberdeen AB15 9PN	**Events Outside Shetland - Exercise Balmoral -** Shell SOSREP Exercise is scheduled to run on with the SOSREP assessment taking place on the 15th March. Shell will be utilising the ICS model which will include around 100 responders from the Global Response Shell Network (GRSN). The scenario has been approved by BEIS (formally DECC) and will involve a Tier 3 spill from the Shell operated Brent Charlie platform, which is located in 115 miles east of Lerwick in the Northern North Sea. Scenario will show oil beaching on Shetland. *Four attended from Shetland Islands Council*	• Involvement in a major oil spill exercise • Opportunity to meet and work through an exercise scenario with Shell

27th – 30th March 2017 Aberdeen	**Events Outside Shetland - LA01 – National Training Course on Oil Pollution, Contingency Planning and Response.** A 4-day training course intended for local authority management staff involved in contingency planning and oil spill response. The courses are organised and run by the MCA and individuals from local authorities should apply directly to the MCA for places on one of the regional courses. The emphasis throughout the course is on shoreline and inshore pollution, including planning and response techniques. Topics covered are: • The National Contingency Plan (NCP) • Operational Response Cells and the Environment Group • Fate and Behaviour of Oil • Environmental Impact of Oil • At-Sea Oil Spill Response • Nearshore Oil Spill Response • Shoreline Clean-up Techniques • Health and Safety in Oil Spill Response • Waste Management in Oil Spill Response • Cost Recovery The course is accredited on behalf of the MCA by the Nautical Institute. Upon completion of the course delegates will receive a course attendance certificate. *Shared with SIC Infrastructure Department*	• A clear understanding of the NCP and how it interfaces with local plans, and an appreciation of how private and government agencies are involved in responding to oil spills in the UK; • The ability to assess the early stages of a spill, carry out the appropriate notification procedures and activate an organisational response; • The skills to assign priorities and identify resources required to carry out a response; • An awareness of the ecological factors to be considered when selecting clean-up techniques; • The ability to manage an on-going response, monitor the progress of clean-up efforts and make an informed decision on when to stand down the response; • An appreciation of financial aspects of oil spill clean up and subsequent compensation issues.

05-04-17, 0930 – 1600, Room 10, Islesburgh Community Cenre	**Training - Crisis Management 2 – Decision Making Under Pressure** - Delivered by Scottish Resilience & Development Service - Develop situation awareness and decision making skills of resilience partners in a crisis situation. This will be delivered by Scottish Resilience and Development Service. This is one of a series of courses which provides on-going professional and personal development for resilience partners and anyone who may deputise for them. The course audiences can be strategic, tactical, or a mixture of both. Either way, issues at both levels will be addressed in this course. The content presents an opportunity to develop and explore in more detail, the key skills outlined in the *Crisis Management: Founding Principles* course. The aim of Decision Making Under Pressure is to develop situation awareness and decision making skills of resilience partners in a crisis situation. The programme includes: *Decision Making Models • Generating Options • Ethical and Moral Decisions • Combating Stress • Validating Decision Making* The pre-requisite is to attend the *Crisis Management: Founding Principles* *15 Attendees at this event*	• Apply the process of situation awareness to information management in order to make effective decisions • Recognise the impact stress, ethics and morals can have on your ability to make decisions • Demonstrate the ability to contribute to a resilience partnership multi-agency team and follow a decision making model
06-04-17, 0930 – 1600, Room 10, Islesburgh Community Cenre	**Training - Crisis Management 3 – Leading & Communicating** - Delivered by Scottish Resilience & Development Service - Develop the leadership, team working and public communication skills of tactical and strategic managers in a crisis response. This will be delivered by Scottish Resilience and Development Service. This is one of a series of courses which provides on-going professional and personal development for resilience partners and anyone who may deputise for them. The course audiences can be strategic, tactical, or a mixture of both. Either way, issues at both levels will be addressed in this course. The content presents an opportunity to develop and explore in more detail, the key skills outlined in the *Crisis Management: Founding Principles* course. The aim of Leading and Communicating is to develop the leadership and communication skills of resilience partners in a crisis situation. The programme includes: *Seeing the bigger picture • Leadership Guiding Principles • Conflict and Welfare • Communicating in a Crisis • Reporting* *14 Attendees at this event*	The pre-requisite is to attend the *Crisis Management: Founding Principles* • Describe key crisis leadership skills within the resilience arena and when collaborating in a Resilience Partnership multi-agency team • Recognise causes of conflict and identify how to minimise them • Characterise and resolve barriers to effective communication and reporting in a crisis
25-04-17	**Events Outside Shetland – Aircraft Post Crash Management Seminar -** To enable	Learning Outcomes **-** On completion of the training day

RAF Lossiemouth	'Silver' Incident Managers to contribute to their own organisation's response to a Military Aircraft Crash and provide support to other organisations by improving the understanding of the roles and responsibilities of all responder agencies. Programme - This seminar is intended to give an insight into the challenges involved in managing an emergency. The programme is a mix of presentations from the key responder agencies. Nominations - A number of places have been made available for appropriate personnel from Category One/Two and Voluntary agencies in the North RRP area. Nominations including role, organisation & contact details should be sent to: Flt Lt Heidi Billany Email: LOS-OpsA5OC@mod.uk Tel: 01343 816912 By 10th April 2017. *To avoid confusion with military terminology the incident command terms of bronze, silver and gold will be used on the day* *Shared with Sumburgh, Scatsta and Tingwall Airports*	individuals will have an understanding of: • Time scale of how the response to an off base military incident evolves • Which organisation holds "lead authority" and how it changes as an incident unfolds • An overview of the priorities of responding organisations • Hazards associated with a military aircraft accident and clear up procedures • What the RAF's Emergency Control Centres (ECC) can provide internally & to external agencies • Where the MOD Aircraft Post Crash Management (APCM) Lead Unit and Incident Manager fit into the response effort at an off military base incident
27-04-17 0900 – 1600 ERC, 20 Commercial Road, Lerwick	**Training - Project Griffin / Security Awareness** The aims of any of the Project Griffin or Security Awareness products are to equip delegates with the knowledge and skills to assist them when responding to security related incidents on their site(s). *20 Attendees at this event*	• Introduction to Counter Terrorism • Current Threat; Insider Threat • Cyber Risk /Threat Awareness/Social Networking • Hostile Reconnaissance • Improvised Explosive Devices / VBIED's • Bomb Threat / Mail Handling • Stay Safe – Firearms and Edged Weapon Awareness • Run, Hide, Tell – Strategy and Procedure Planning

AM 25-05-17 0930 - 1230 Downstairs Hall, Islesburgh Community Centre	**Workshop - Business Continuity** - Delivered by Plan B Consulting - arranged by Shetland Islands Council but open to SEPF members. Invitation to plan holders to review plans. Also hold workshop on topical business continuity issues i.e., exercising, communications outages, records management, etc.	• Ensure BC plans are up to date • Raise awareness of plans and who may be responding to an incident • Prepare staff for a Council wide BC exercise
PM 25-05-17 1400 - 1700 Training Room, ICT Offices, Garthspool	**Training - Liaison Officer** - Delivered by Plan B Consulting - A Liaison Officer is someone who is exchanged between two or more groups or organisations, who will be making decisions on behalf of their manager and must be prepared to amplify the organisation's intent and points of detail through the timely exchange of information. This is about enhancing shared situation awareness.	• Summarise the key roles and responsibilities of those responding to an incident • Explain how to maintain effective communication between your organisation and other agencies • Demonstrate the gathering, collating and passing on of information and recognise the importance of providing this information in a timely manner • Rehearse the Incident Liaison Officer's response to an incident in exercises
AM 26-05-17 0930 - 1200 Room 11, Islesburgh Community Centre	**Training – Incident Logging -** Being able to maintain a log is a vital role supporting those responsible for managing the response to crises and emergencies. Any organisation involved in the strategic response to a major incident must ensure that suitable records are maintained detailing any key decisions made and actions taken. The non-statutory guidance accompany the Civil Contingencies Act 2004 explains that "A comprehensive record should be kept of all events, decisions, reasoning behind key decisions and actions taken. Each organisation should maintain its own records …" **Who should attend?** This course is aimed at anyone from an organisation who may be expected to respond to an incident and therefore will be required to maintain a log of events, decisions and actions. It is ideally suited to anyone who can minute meetings. They do not need any previous knowledge of the Civil Contingency Act or responding to a major incident.	To equip potential loggists with the skills and knowledge required to fulfil the role of loggist. • Recognise the importance of the role of the loggist • Develop an effective recording process • Demonstrate effective logging skills

07-06-17 1000 – 1530 SFRS HQ, Cambuslang	**CPD Event – Emergency Planning Society Scottish Branch - Professor Roger Kemp** – Living without Electricity: One communities experience of coping with a loss of power **Paul Laidlaw** – Scottish Flood Forum: 'A good practice framework to support engagement with flood risk communities' **Wendy Murray** – East Haven Community Resilience – 'An empowered community is a resilient community' **Willie Johnstone** – SGN – A Cessation of Scone Gas Supply – a response case study **Detective Inspector Eamonn Keane** Police Scotland Cyber Crime Unit – Cyber Risk and Resilient Communities What's new in our world? An update on on-going initiatives including: where is Persons At Risk Database (PARD) going, what is CIRINT and what's next for further qualifications?	
13-06-17 0900 – 1300 By telephone only	**Exercise Nemesis** – Premier Oil – Test the communications response and practise liaison with the Council on a major incident on the Solan Installation. The Council involvement will be with the Resilience Advisor only and will concentrate on notification of the incident and initial actions.	
19-06-17 0930 – 1600 Police College, Tulliallan	**National "Move to Critical" Workshop** – Understand the implications of any threat level change and prepare for what steps may have to take should it increase to Critical.	• Raise awareness and promote discussion at a national level • Prepare for national Exercise "Border Reiver" – which aims to (1) provide all partners with a consistent level of knowledge as to exactly what a Move to Critical "actually" means, (2) recommend a consistent approach as to how partners can plan for such an eventuality within their own organisations, and (3) agree some common principles across Scotland, including from a multi-agency perspective, that everyone needs to adopt.
26-06-17 1400 – 1700 Multi-Use, Clickimin Leisure Centre	**Workshop – Actions on Threat Level Critical** – This is an invitation only event to be delivered by Police Scotland – it will look at the actions which can and should be taken if the threat level is increased to critical. Carry out a review of a Graduated Security Plan (GraSP) looking at possible scenarios. Then look at what preparation needs be done in response to the possible consequences of the scenarios.	• Identify the consequences of a shutdown of key services, i.e., school closures • Further develop the Graduated Security Plan (GraSP) for the Council and NHS Shetland

13-07-17 0930 – 1600 Beach Ballroom, Aberdeen	**Exercise Opus Resilience** - Opus Resilience is a multi-agency tabletop exercise, delivered by the UK National Disaster Victim Identification Unit (UKDVI) on behalf of the National Police Chiefs Council - Civil Contingencies business area. The exercise is being delivered in association with the North Regional Resilience Partnership Mass Fatalities Sub Group. To bring together local multi agency partners, to consider a major incident scenario involving mass fatalities and to discuss local civil contingency capabilities. Who should attend? Those partners from Police, Fire, Ambulance, Health, Local Authority, Emergency Planning. Mortuary Managers, Procurator Fiscal, Military, and the Voluntary Sector who may be involved in a mass casualty/mass fatality incident at a Tactical or Strategic Level. Nominations should be submitted to Fiona.murray@gov.scot by Friday 23rd June 2017	To inform key partners regarding the role and capabilities of various agencies present To identify any gaps in local capabilities and discuss options to remedy these gaps, particularly in respect of the North RRP Mass Fatalities Framework. To understand the key issues around the Strategic/Tactical and Operational response to such incidents.
11-09-17 Evening Fallback 18-09-17	**Exercise Tirrick Two – Sumburgh Airport** – This will be a live exercise carried out in the evening. It will carry on from Exercise Tirrick One and will concentrate on moving casualties from the crash site to the hospital with triage and the Hsopital Control Room being set up. There will be an incident command post at the Police station and the Care for People Teams may be exercised, together with the British Red Cross on providing a Rest Centre.	Exercise objectives are in the process of being developed for each organisation.
September / October 2017 0915 - 1545	**Workshop – Multi-Agency Waterborne Hazard and Pollution Incident Plans** – Scottish Water - to refresh understanding / roll out to new staff the key Scottish Water Multi Agency Plans (Scottish Waterborne Hazard Incident Management (SWIP) and Pollution Incident - Risk Management Guidance (PI-RMG) Plans) to key staff in NHS Shetland (CPHM's, Health Protection) and Shetland Council (EHO's, RA's) staff along with colleagues from Scottish Water's Public health Teams and SEPA.	

03 – 05 October 2017	**Events Outside Shetland – Exercise Border Reiver** – As a tier one exercise this is a national (UK) event led by UKG. There will be NHSScotland involvement as a key partner in a response and further details will be provided at the national forum including the work SGHRU team are undertaking on behalf of the SG Health and Social Care Directorates. There are a number of preparatory events being held in the run up to the live exercise and NHSScotland will be required to be take part in these over the coming months. Information will follow on expectations of what will be required of NHSScotland.	
27-10-17 1000 – 1530 SFRS HQ, Cambuslang	**Scottish Resilience Communities Conference 2017** – Focus on how communities function well: economically, physically and socially, in the context of change, uncertainty and adversity. This free one day event will bring together communities, voluntary sector organisations, public sector emergency Responders and anyone with an interest in working better together of building resilience.	This intensive event will examine opportunities for collaboration, knowledge-sharing and future work. To attend – contact Kate.Anderson@scotland.gsi.gov.uk or on 0131 244 5489
November 2017 via UHI Video Conference	**Pandemic Flu Exercise** - Exercise Silver Swan, a National Pandemic Flu exercise, was delivered in the latter part of 2015 and the exercise report was issued in April 2016. This exercise resulted in a number of recommendations being made for further work in respect of the planning and preparedness for pandemic influenza type incidents. Pandemic remains as one of the high risks for Scotland and this is reflected in the North RRP Risk Preparedness Assessment report. In light of the above the HILRP Working Group agreed that a Pandemic Flu exercise should be conducted in 2017. It is proposed that an exercise is delivered in the HILRP area to address the Exercise Silver Swan recommendations and to validate the NHS Pandemic Plans.	More specific objectives will be to:- i) Ensure the Multi Agency response arrangements are clearly understood and fit for purpose ii) Test the arrangements for excess deaths including body storage iii) Validate the Public Communications arrangements in a pandemic at the Resilience Partnership level.
TBA, NHS Offices, Montfield, Lerwick	**Exercise – Business Continuity** - NHS Shetland is planning to run an ICT business continuity exercise following the communications outages.	• Procedures and alternatives for communications outages

TBA	**Debrief - Relocation from 8 North Ness -** This debrief will be undertaken by Zurich Insurance *There is difficulty securing a date but as soon as it is agreed, the relevant staff will be advised.*	
2017 SVT	**Exercise – Sullom Voe Terminal - CoMAH Exercise**	

Community Safety & Resilience Board

Outcome C Update Report

Issue/Topic:	Update
Author:	Alex Garrick-Wright, Community Planning & Development, SIC
Date of last meeting:	10th May 2017

The purpose of this report is to provide the Shetland Community Safety Board with a concise, clear and easy to read update about activity relating to Outcome C of Shetland's Local Outcome Improvement Plan.

Background:

In April 2016, the Board agreed to the establishment of an officers' group to monitor operational delivery, and progress actions listed under LOIP Outcome C (Safer and Stronger) on behalf of the Board. The group has met three times to date, and will continue to provide progress reports to the Board on a quarterly basis.

Action required from CSRB:

The Community Safety & Resilience Board is asked to consider the report and offer comment for feedback to the working group.

Detail:

C3.1   Community Justice Outcome Improvement Plan

Shetland's first Community Justice Plan for improving local outcomes for people who have committed offences or have been affected by offending behaviour was approved by the Shetland Partnership Board on 29 March 2017.

The Board heard a presentation entitled 'Community Justice Redesign', which provided an overview of the progress made and achievements during the transitional year, before responsibility for Community Justice is taken on at a local level from 1 April 2017. The CJOIP pulls together all the research for the needs assessment, and the stakeholder engagement over the past year. Three priority themes – preventing people entering, escalating or recycling through the system; improving health and well-being and developing capacity and improvement; along with a number of associated actions have been identified.

The plan can be viewed at http://www.shetland.gov.uk/communityplanning/community_justice.asp

C3.3   Reducing Stigma

Shetland's Commission on Tackling Inequalities found that there are high levels of community involvement and activity in Shetland, yet those who do not feel part of their communities can be isolated and lonely and can feel stigmatised, without the safety-net many of us take for granted.

In response to these findings, the 'Make a Difference' project was launched in March 2017 and is raising awareness via a short film and training sessions, that isolation, loneliness and stigma are issues in our local community and that every one of us can play a part in helping to reduce this inequality. A number

of training sessions have already been delivered, reaching seventy individuals from a range of Community Planning partners. Feedback from the training to date has been very positive.

Joint Forums

A discussion has taken place between the Community Justice leads, the Alcohol and Drug Forum and the Mental Health Forum about whether a new Community Justice Forum could be amalgamated with an existing forum. All in attendance agreed that there should be three distinct forums in the first instance, with one joint meeting of all three forums per year to discuss joint issues, as there were clearly some areas of overlap. A number of expressions of interest in joining a Community Justice Forum have been received, and an initial meeting will be called later in the year to talk through what the Forum will do and agree their terms of reference.

Conclusions:

On Going Actions:

- An appropriate representative of the Coastguard to be identified and invited to the CSRB WG.

Next Meeting:

➢ Wednesday 26 July 2017

For further information please contact:

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Community Planning and Development
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01595 74 4375

LOIP 2016-20

Outcome C: Shetland is a safe place to live for all our people and we have strong, resilient ar

Priority C1: Keeping People Safe

Code & Title	Dates		Progress (%)
LOIP C1.1 Carry out an analysis to understand the increase in reported domestic abuse incidents and the drivers behind this for comparison against national rate	Planned Start	01-Apr-16	
	Actual Start	01-Apr-16	50%
	Original Due Date	31-Mar-17	Current status (R/A/G)
	Due Date	31-Mar-17	Amber - experiencing issues, risk of failure to meet target
	Completed Date		

Code & Title	Dates		Progress (%)
LOIP C1.2 As part of the Implementation of the revised Domestic Abuse Strategy (2017-22), undertake a review of the Domestic Abuse Partnership and associated sub-groups to ensure that preventing gender-based violence is resourced and supported	Planned Start	01-Apr-16	
	Actual Start	01-Apr-16	50%
	Original Due Date	31-Mar-17	Current status (R/A/G)
	Due Date	31-Mar-17	
	Completed Date		
			Amber - experiencing issues, risk of failure to meet target

Code & Title	Dates	Progress (%)

LOIP C1.3 Consider how to approach working with perpetrators, linking with work on Community Justice to reduce reoffending	Planned Start	01-Apr-16	25%
	Actual Start	01-Apr-16	
	Original Due Date	31-Mar-18	Current status (R/A/G)
	Due Date	31-Mar-18	
	Completed Date		
			Amber - experiencing issues, risk of failure to meet target

Code & Title	Dates		Progress (%)
LOIP C1.4 Deliver the Shetland Anti-Bullying Strategy, including the development of information and training on prejudice-based bullying and a relevant linked indicator	Planned Start	01-Apr-16	75%
	Actual Start	01-Apr-16	
	Original Due Date	31-Mar-18	Current status (R/A/G)
	Due Date	31-Mar-18	Green - likely to meet or exceed target
	Completed Date		

Priority C2: Reduce the harm caused by alcohol

Code & Title	Dates		Progress (%)
LOIP C2.1 Reduce the harm caused by alcohol through the delivery of the Shetland Alcohol and Drugs Partnership strategic plan	Planned Start	01-Apr-16	10%
	Actual Start	01-Apr-16	
	Original Due Date	31-Mar-18	Current status (R/A/G)
	Due Date	31-Mar-18	Red - significant issues, likely failure to meet target
	Completed Date		

Code & Title	Dates		Progress (%)
LOIP C2.2 Refresh and deliver Drink Better Strategy and action plan	Planned Start	01-Apr-16	50%
	Actual Start	01-Apr-16	
	Original Due Date	31-Mar-17	Current status (R/A/G)
	Due Date	31-Mar-17	Green - likely to meet or exceed

	Completed Date		target

Code & Title	Dates		Progress (%)
LOIP C2.3 Working with licensees & vendors , supporting and empowering them to refuse alcohol to drunk customers	Planned Start	01-Apr-16	20%
	Actual Start	01-Apr-16	
	Original Due Date	31-Mar-18	Current status (R/A/G)
	Due Date	31-Mar-18	Amber - experiencing issues, risk of failure to meet target
	Completed Date		

Code & Title	Dates		Progress (%)
LOIP C2.4 Continue support for OPEN Peer Education with Young people including input from Police Youth Volunteers	Planned Start	01-Apr-16	25%
	Actual Start	01-Apr-16	
	Original Due Date	30-Apr-17	Current status (R/A/G)
	Due Date	30-Apr-17	Amber - experiencing issues, risk of failure to meet target
	Completed Date		

Code & Title	Dates		Progress (%)
LOIP C3.1 Deliver the Community Justice Transitional Plan	Planned Start	01-Apr-16	100%
	Actual Start	01-Apr-16	
	Original Due Date	30-Apr-17	Current status (R/A/G)
	Due Date	30-Apr-17	
	Completed Date		Complete

Code & Title	Dates		Progress (%)
LOIP C3.2 Identify and develop appropriate measures for Community Justice (i.e. reoffending, diversionary activities, community sentencing	Planned Start	01-Apr-16	70%
	Actual Start	01-Apr-16	

Code & Title	Dates		Progress (%)
diversionary activities, community sentencing	Original Due Date	30-Apr-17	Current status (R/A/G)
	Due Date	30-Apr-17	Green - likely to meet or exceed target
	Completed Date		

Code & Title	Dates		Progress (%)
LOIP C3.3 Prioritise support for a campaign to reduce stigma in communities, developing community-based solutions in relation to Community Justice which support full participation, and improved outcomes for victims, persons convicted of offences and their families	Planned Start	01-Apr-16	
	Actual Start	01-Apr-16	10%
	Original Due Date	31-Mar-20	Current status (R/A/G)
	Due Date	31-Mar-20	
	Completed Date		Green - likely to meet or exceed target

Priority C4: Build community resilience

Code & Title	Dates		Progress (%)
LOIP C4.1 Develop up to two community resilience plans as a pilot (linking with Community Forum / Localities work)	Planned Start	01-Apr-16	
	Actual Start	01-Apr-16	15%
	Original Due Date	30-Apr-17	Current status (R/A/G)
	Due Date	30-Apr-17	Amber - experiencing issues, risk of failure to meet target
	Completed Date		

Code & Title	Dates		Progress (%)
LOIP C4.2 Develop multi-agency approaches to identifying the most vulnerable people in communities and putting in place measures to prevent harm	Planned Start	01-Apr-16	
	Actual Start	01-Apr-16	10%
	Original Due Date	31-Mar-18	Current status (R/A/G)
	Due Date	31-Mar-18	Amber - experiencing issues,

	Completed Date		risk of failure to meet target

Code & Title	Dates		Progress (%)
LOIP C4.3 Carry out analysis of unintentional harm data (deaths, emergency hospital admissions, SFRS data, water safety incidents and A&E attendance data) to develop our understanding of this in Shetland and to link with the Building Safer Communities Programme	Planned Start	01-Apr-16	
	Actual Start	01-Apr-16	10%
	Original Due Date	31-Mar-18	Current status (R/A/G)
	Due Date	31-Mar-18	Green - likely to meet or exceed target
	Completed Date		

nd supportive communities

Progress and Impact statement	Lead
Further work required as rate appears to have now decreased. This is being done through the Needs Assessment part of the Strategy.	Susan Laidlaw

Progress and Impact statement	Lead
Domestic Abuse and Sexual Violence Strategy in progress. The membership of the Strategy group has been expanded to include representation from the Childhood Sexual Abuse Survivors group; also seeking mental health representation. There are currently no sub groups but a working group had been looking at Forensic Medical Examination Services - this work is now being progressed primarily through NHS Shetland in conjunction with partners.	Susan Laidlaw

Progress and Impact statement	Lead

Discussions have taken place with Positive Prisons Positive Futures and the Criminal Justice Voluntary Sector Forum on two separate pieces of work: the strengthening engagement project; and to engage with people from Shetland in custody or on CPOs. Both projects will be delivered this finncial year.	
	Community Justice Lead

Progress and Impact statement	Lead
Work on the strategy is nearing completion, with a draft strategy to be presented to the CSRB on 15 June and the Shetland Partnership Board on 21 June.	
	Lindsay Tulloch

Progress and Impact statement	Lead
A strategic planning event was held on 22 November using logic modelling process. A small working group from SADP has formed to begin planning for 2018 Delivery Plan. Indicators to measure will be established during this planning process.	
	Karen Smith

Progress and Impact statement	Lead
Drink Better focus groups have been completed. Report and appropriate recommendations for activities will be provided Sept 2017.	

	Karen Smith

Progress and Impact statement	Lead
Operational work continues with Police Scotland visiting licensed premises. Strategic work is facing challenges. The links with SADP and the Licensing Board need to be established.	
	Karen Smith

Progress and Impact statement	Lead
Continuing support for education input is ongoing. A working group consisting of ADP staff, Education and Youth Services is meeting to map all health related education to develop a holistic programme - long term piece of work.	
	Karen Smith

Progress and Impact statement	Lead
All actions in the transitional plan have been successfully delivered or are embedded in the Community Justice Outcome Improvement Plan.	
	Lizzie Coutts

Progress and Impact statement	Lead
This work is ongoing, and a meeting has already been held to discuss it. A draft report has been produced and will be released around October	

produced and will be released around October 2017.	
	Community Justice Lead

Progress and Impact statement	Lead
Make a Difference' training currently being rolled-out. Links to Community Justice will be developed.

Discussions have taken place with Positive Prisons Positive Futures and the Criminal Justice Voluntary Sector Forum on two separate pieces of work: the strengthening engagement project; and to engage with people from Shetland in custody or on CPOs. Both projects will be delivered this financial year. | Community Justice Lead |
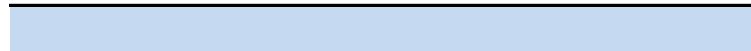
Progress and Impact statement	Lead
Awaiting Shetland Place Standard findings to inform identification of localities which may benefit from a resilience plan. This will then be pursued through the Shetland Emergency Planning Forum.	Ingrid Gall

Progress and Impact statement	Lead
On-going dialogue with partners to enhance data sharing protocols. This requires further discussion between agencies.	

	Myles Murray

Progress and Impact statement	Lead
Findings of the Strategic Assessment to better understand the causal factors and patterns of unintentional harm and injury across Scotland to be released throughout early 2017.	

		Agenda Item **5**
	Shetland Islands Council	

Meeting(s):	**Community Safety and Resilience Board**	**15 June 2017**
	Shetland Partnership Board	**21 June 2017**
Report Title:	**Shetland Multi-Agency Anti-Bullying Framework**	
Reference Number:		
Author / Job Title:	**Kate Gabb lead Officer Adult and Child Protection on behalf of Shetland Together Group**	

1.0	**Decisions / Action required:**

1.1 For the Community Safety and Resilience Board and the Shetland Partnership Board to accept, endorse and support the Anti-Bullying Framework as part of the Local Outcome Improvement Plan C1.4: Deliver the Shetland Anti-Bullying Strategy, including the development of information and training on prejudice-based bullying and a relevant linked indicator.

1.2 For members of the Shetland Partnership Board to take responsibility for implementing the framework in their own organisations.

2.0	**High Level Summary:**

2.1 The Shetland Multi-Agency Anti-Bullying Framework provides an overarching strategic policy that emphasises the importance of tackling bullying for children, young people and adults. It highlights the damage caused by bullying and supports a cultural change to move towards a Shetland that is free from bullying and harassment. The document provides templates and information that will support all organisations to develop and implement anti-bullying policies that are suitable for their particular circumstances.

3.0	**Corporate Priorities and Joint Working:**

3.1 This is a multi-agency framework that has been developed by an interagency short life working group and the Shetland Together group. The Community Safety and Resilience Board saw an early version of this document in August 2016 and Chief Officers have also had an opportunity to comment on an earlier draft- this is the final version that takes into account all the comments and amendments made.

4.0	**Key Issues:**

4.1 To introduce a Shetland wide Anti-bullying Framework

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		
6.1 Service Users, Patients and Communities:	For Service Users and Communities to promote a culture of anti-bullying	
6.2 Human Resources and Organisational Development:	Adopting the framework will support current HR policy and procedures	
6.3 Equality, Diversity and Human Rights:	This Framework links with the Human Rights Act 1998 Equality Act 2010	
6.4 Legal:	As above	
6.5 Finance:	none	
6.6 Assets and Property:	none	
6.7 ICT and new technologies:	none	
6.8 Environmental:	none	
6.9 Risk Management:	Adopting the framework should assist the assessment and management of risk in situations where children, young people and adults have been bullied	
6.10 Policy and Delegated Authority:	Role of the Community Safety and Resilience Board and Shetland Partnership Board to implement the following action under the Local Outcome Improvement Plan C1.4: Deliver the Shetland Anti-Bullying Strategy, including the development of information and training on prejudice-based bullying and a relevant linked indicator	
6.11 Previously considered by:	Earlier drafts considered by CSRB and Chief Officers Group.	CSRB in August 2016 COG in December 2016

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Final Draft
Shetland Multi-Agency Anti-Bullying Framework

May 2017 Final Draft

SHETLAND MULTI-AGENCY ANTI-BULLYING FRAMEWORK

CONTENTS   **PAGES**

Appendices

2

"Framework" dictionary definition- "A structural plan"

This framework has been produced by the Shetland Community Safety and Resilience Board and the Shetland Partnership Board, as part of the Local Outcome Improvement Plan.

The Shetland Community Safety and Resilience Board and the Shetland Partnership Board want to give a strong and clear message that there should be a zero tolerance approach to any form of bullying behaviour that harms children, young people and adults. The focus of this document is on keeping people safe, supporting those harmed, challenging any form of bullying behaviour and if necessary using appropriate legal measures to tackle bullying behaviour.

All involved in its development want everyone in Shetland - children, young people and adults - to live free from all forms of bullying, harassment and any form of discrimination, and to build the skills and resilience to prevent and respond to bullying. It is a fundamental right under Human Rights Legislation to live free from the effects of any form of unfair treatment.

In addition to asking every organisation and local employers in Shetland to use this framework as a good practice guide within which to develop their own policy and procedure, a monitoring mechanism has been set up with the intention of being able to collate information about bullying in Shetland. This provides an opportunity to work in a focussed and effective manner by having a clear and consistent approach throughout Shetland, which reflects local environments and culture.

This will help the Shetland Partnership Board and Community Safety and Resilience Board to identify where there needs to be improvements to training, better support to staff and an effective collective approach to this issue that aims to reduce harm to individuals.

Shetland Partnership Board and the Community Safety and Resilience Board will seek ways to publicise this framework, and to support and encourage all organisations to develop anti-bullying policies, which follow this framework through its Shetland Together Sub-Committee. Shetland Partnership Board will also plan and deliver training and actively raise awareness. The Shetland Together group will also function as an "anti-bullying monitoring group" with a remit to discuss the monitoring reports and formulate responses to any specific issues that emerge, with an appropriate route to report back and to publish information.

PRINCIPLES

The Scottish Government Document "A National Approach to Anti-Bullying for Scotland's Children and Young People" outlines certain principles. These have been updated to reflect local needs and are the principles adopted by the Shetland Partnership Board and they form the basis for this framework.

- We respect the rights of every person as paramount
- We will work together to develop a culture of mutual respect and responsibility amongst all children and young people and adults
- We will seek to prevent and tackle bullying, through the development and implementation of effective anti-bullying policies and practices

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- We will highlight bullying based on prejudice and perceived differences, and ensure our policies and practices are effective in dealing with these issues
- We will highlight different aspects of prejudice in order to make sure all types of prejudice-based bullying are treated with the same importance
- We will address the needs of children, young people and adults who are bullied as well as those who bully within a framework of respect, responsibility, resolution and support
- We will share information and work jointly to make sure we are co-ordinated and cohesive in all that we do

DEFINITION

This definition is taken from "A National Approach to Anti-Bullying for Scotland's Children and Young People"

"Bullying is unwanted conduct which leaves people feeling helpless, frightened, anxious, depressed or humiliated. Incidents of bullying can be persistent or happen in isolation. The fear of it can limit people's choices about where to go, what they do and whom they associate with."

Bullying includes harassment and the reasons people bully can be related to differences between themselves and another. Bullying behaviours may include:

- **Verbal** (name calling, teasing, putting down or threatening)
- **Emotional** (ignoring, leaving out or spreading rumours)
- **Physical** (hitting, tripping, kicking)
- **Criminal** (stealing and damaging belongings)
- **Cyber Bullying** (sending abusive text, email or instant messages)
- **Intimidation** (making people feel like they are being bullied or fearful of being bullied)
- **Discrimination** (targeting someone because of who they are or are perceived to be

Bullying is about power and control and challenging anyone - child, young person or adult - who harms others in this way, is a central theme of this document. Changing bullying behaviour is complex and requires a variety of approaches from carefully supporting a child to respect others and change their behaviour to making a formal allegation to the police in respect of an adult's aggressive and threatening behaviour.

All the information available nationally indicates that some groups of people who are in a minority or who are perceived as being different in some way are more likely to be targeted by those who would bully and harass others. All organisations have a duty of care to all staff, volunteers and service users, but it is arguable that there is an additional duty to be aware of people who may be potentially more at risk of being bullied. People can be bullied because of their race, religion, sexual orientation or because they have learning disabilities or a mental health condition. Young people who adopt a certain style of dress or who have piercings and tattoos may be viewed as being different to others. Children with additional support needs or those who are looked after may be treated differently.

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It is important to focus on supporting people to speak out against bullying including those being harmed, those witnessing bullying and those who may be bullying others. The first step in this process is to create supportive environments where children, young people and adults can speak about bullying. Everyone needs to have the confidence to support people to talk about it and to develop the ability to speak up and speak out and seek help.

WHY SHOULD WE STOP BULLYING? . . .

Bullying is a form of emotional and psychological abuse that harms children, young people and adults. In its extreme form it affects people's mental well being and can lead to a lack of self-esteem, self-harm and suicide. People leave jobs and communities, have poor physical and mental health and children and young people may fail to achieve their full potential. The cost to society as a whole is huge - both in terms of the effect on individuals and the cost to public services in trying to support people harmed and address antisocial or criminal behaviour

WHY SHOULD EVERYONE TALK ABOUT BEING BULLIED AND BULLYING BEHAVIOUR?

Not talking about bullying creates an environment where it can thrive. The following points demonstrate the importance of speaking out against bullying:

- It should not be ignored because that might make it seem acceptable for those involved
- Speaking about it can make it more bearable for anyone affected - for those witnessing bullying behaviour, the person who is harmed and may also help the person who is causing the harm
- It will share the burden. It should not be one person's burden alone to deal with
- Talking about bullying can help find ways to resolve it. Two heads are better than one and sometimes when people are in the middle of something they cannot always see an obvious solution
- Communicating about being bullied is most often the first step in the process to tackling the problem so it is important to remember that this step is needed in order to start the process of stopping bullying
- Speaking out can help other people who are also affected by this behaviour, but may be too afraid to say. Children, young people and adults may feel alone and isolated, but in speaking out it becomes apparent that these may not be isolated incidents and a number of people can be affected by the same bullying behaviour
- The person causing the behaviour may not understand the impact of their behaviour on others. They may feel like they are only blowing off steam or copying behaviour that other people do to them and do not realise that there are other ways to relate to people
- The person causing harm to others may need help. They may feel that this behaviour is the only way for them to keep their problems and anxieties under control
- Speaking up about bullying is the right thing to do. It will help create a better community for everyone to enjoy

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SECTION TWO

For organisations providing services to children and young people up to the age of 19

Key Finding from NSPCC Child Line for 2015/16

- Bullying is the second most common reason for boys and the third most common reason for girls to contact Childline. It makes up 9 per cent of all counselling sessions (25,740 sessions in 2015/16)
- Bullying is the most common reason for children aged 11 and under to contact Childline; almost 1 in 4 sessions with this age group in 2015/16 were about bullying
- Physical bullying is the top bullying concern for children aged 11 and under; peer pressure is top for 12–15 year olds and online bullying for 16–18 year olds
- While overall, levels of counselling about bullying remain high, the way in which children are being bullied and what they are bullied about has changed over time
- Bullying affects academic performance and is linked to mental and physical health problems. In a quarter of counselling sessions about bullying, children also talked about mental health and wellbeing issues
- Childline also provides counselling to children who are worried about a friend or sibling who is being bullied, and to young people who are taking part in bullying behaviour themselves and seeking help on how to stop
- Despite efforts from schools and organisations to respond to and reduce bullying, some children are contacting us because they are afraid to speak out or because they have seen that speaking out can make things worse. Other children have told us that speaking out is the only way to tackle the problem
- Receiving support from peers or young people who have experienced bullying can be hugely beneficial both in terms of suggesting strategies that have worked and providing emotional support

All schools, youth clubs, sports clubs or other organisations who have or who are developing their own anti-bullying policy should follow the template given in appendix 1

Whilst it is important to have an anti- bullying policy to address bullying once it has happened, is better to develop positive relationships amongst children, young people and adults, which are mutually respectful, responsible and trusting. Promoting emotional health and wellbeing for all young people. This includes behaviour online and when using social media. Resources listed in appendix three give further information about resources and programmes that can be used to build positive respectful relationships and help to prevent bullying.

All organisations that work with children and young people should develop and implement an anti-bullying policy. Scottish Government Guidance states that "the policy should be reviewed on a regular basis; provide a framework for all the strategies, procedures and practices related to anti-bullying work through partnerships, consultation; and include an equality and diversity impact assessment. The most robust and successful policies are developed in consultation with all stakeholders and are often led by young people themselves".

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Approaches to preventing and dealing with bullying

Adults should establish open, positive and supportive relationships where children and young people feel safe, listened to, and secure in their ability to discuss sensitive issues. It is essential that adults model behaviour, which promotes health and wellbeing; and understand anti-discriminatory, anti-bullying, and child protection policies. Approaches that can help prevent and deal with bullying are:

- education and awareness of rights

- development of an inclusive and positive ethos and climate of respect, responsibility and positive relationships; and a culture where bullying and discrimination is unacceptable

- developing a culture where differences are celebrated and supported

- children and young people involved and engaged

- circle time, peer mediation, buddies, mentoring, playground pals

- strategies provided by young volunteers who support others in youth clubs and sports clubs and playground supervision

- proactive information strategies and campaigns that include advice and support about online behaviour

- mental, emotional and social health and wellbeing programmes and activities

- implementation of whole organisation programmes in positive relationships and behaviour, social and emotional skills and personal development

- restorative approaches (please see appendix 4)

- nurturing approaches and principles and nurture groups

- personal support and additional support

- supporting and enabling parents

- acting on patterns of bullying incidents through monitoring

- using peer led approaches - for example, sessions for secondary age pupils with the OPEN peer support project. Mentors in Preventing Violence that seeks to empower young volunteers to support other young people to challenge sexist, racist and homophobic language and behaviour.

Expectations and communication

The organisations anti-bullying policy and procedures should be communicated and shared so that every child and young person, and their parents and carers, know who they can talk to and what they can expect if bullying occurs. All staff, volunteers, parents and carers, and children and young people, should be aware of their responsibilities and of the expectations of the organisation. Each organisation should be able to proved some basic training and/or support to ensure that everyone understands their roles and responsibilities in relation to the anti-bullying policy and procedures. The Shetland Partnership Board will be looking at developing Shetland

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wide information and training – please see Section 4 of this Framework. Information leaflets on anti-bullying for children, young people, parents and carers are also available to help communicate ways of dealing with bullying. See appendix three.

Recording and monitoring

Recording and monitoring bullying incidents are essential for a number of reasons. Accurately recording incidents of bullying allows organisations to ensure that appropriate response and follow up has been issued. It helps the organisation to monitor the effectiveness of its policy and practice and can also help identify a need for training. Please see Section 3 Monitoring for more information

Implementation - Responsibility for all

The Curriculum for Excellence Principles and Practice Paper states that it is the responsibility of all practitioners to understand "anti-discriminatory, anti-bullying and child protection policies..."

Children and Young People with Additional Support Needs

As already noted in the opening section of this framework children with additional support needs can potentially be more vulnerable to being bullied. However, it is also important to note that children and young people with additional support needs may display difficult behaviour that has the potential to cause unintentional harm to others. To label such behaviour as "bullying" would be inappropriate and unhelpful. Ways of minimising harm to others and supporting children and young people with additional support needs to learn and change is important in such situations.

Looked After Children and the responsibilities of Corporate Parents

"Looked After Children" are children and young people who are accommodated (placed away from home in foster, kinship or residential care) or who are subject to a compulsory supervision order made by a Children's Hearing- either at home or accommodated away from home. The Children and Young People (Scotland) Act 2014 introduced the concept of corporate parenting which places a duty on organisations to promote the welfare of and support those children who are looked after or who have been looked after. Looked After Young People are acknowledged as group who are more vulnerable - who will have experienced harm and abuse and may need additional help to be able to move forward positively in their lives. As well as additional vulnerabilities as a result of poor life experiences and trauma they are a group who can be discriminated against and who can be bullied. An important element of corporate parenting is to provide the same protection and support that any good parent would offer to their child.

GIRFEC and the Named Person

Under the Children and Young People's (Scotland) Act 2014, all children and young people have a Named Person up to the age of 18. For pre-school children it is the Health Visitor and for primary and secondary school age children it will be a Principal Teacher, Deputy or Head Teacher in their school. (To contact the Named Person for a specific child please see the link below)

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There may be situations where it is appropriate for the Named Person to be notified that a child or young person is harming other children by displaying bullying behaviour or is being affected by bullying behaviour. The Named Person should follow Shetland GIRFEC Guidance to gather full information and assess the situation.

http://www.shetland.gov.uk/children_and_families/GIRFEC.asp

In rare cases, it may be appropriate for a Named Person to consider a GIRFEC assessment and child's plan and the involvement of a Lead Professional in order to support a child who has been significantly harmed by repeated bullying or to address issues of aggressive behaviour for a child who is harming others.

Guidance for children and young people who are being bullied
All organisations working with children and young people should have some leaflets or other information available - please see resources in appendix Please see appendix one for further guidance for schools and organisations providing services to children and young people. This appendix includes a template document that any organisation can use to set up its own anti-bullying policy.

For young people aged 16-18 who are not in school or college

Under the Children and Young People's (Scotland) Act 2014, all children and young people have a Named Person up to the age of 18. When a young person remains at school this will be a teacher. If they have left school Shetland Youth Work Services provide the Named Person service - please see the GIRFEC guidance http://www.shetland.gov.uk/children_and_families/GIRFEC.asp

Additionally for young people who may be more vulnerable there is a separate protocol (Protocol 11) as part of the Shetland Inter-agency Child Protection Procedures that may help http://www.safershetland.com/assets/files/Aug-2015---Shetland-inter-agency-Child-Protection-Procedures.pdf

Leaving school will be a major transition most young people have made in their lives. Moving into the workplace, possibly leaving home and moving into a more adult world can bring difficulties. In the workplace, young people may feel more isolated. If they leave home, they may lack support and may not know others in their community or in a similar situation to themselves. Leaving school brings the challenges of managing money and taking on more adult responsibilities. Young people can be more vulnerable to crime, being affected by antisocial behaviour and bullying. Young people age 16 to 18 may fall between gaps in services and may lack the confidence and knowledge to seek help if they are in difficulty.

Employers and training organisations that provide apprenticeships (Skills Development Scotland) should be aware of the specific support needs of young people and their potential vulnerability in the workplace. When developing workplace anti-bullying policies it is important to recognise the possible vulnerabilities of apprentices and young people in the workplace. Health services also need to respond to the needs of this group of young people.

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Please see appendix two which information for employers and appendix 3 has other useful resources and websites

For young people who are attending college or university

All colleges and universities have a duty of care to students and will provide student support or counselling. Young people attending college or university should be informed of the support services that are available to them. Moving away from Shetland to attend college or university is a major transition for young people and for those adults who return to studying. Bullying and harassment can make this experience more difficult. There may be many of the same pitfalls that someone leaving the education system at 16 may experience.

The University of the Highlands and Islands and Shetland College and the North Atlantic Fisheries College have student support in place for anyone attending college in Shetland.

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SECTION TWO

For adults

Adults in the Workplace

This section is intended to provide a useful framework that organisations can use if they do not currently have a policy, or that policy needs to be updated. Additionally a template is available at appendix two

Workplace bullying is a serious problem in Britain's workplaces. It is a source of considerable individual suffering and weakens the performance of organisations. Yet, despite a growing awareness of the negative outcomes associated with bullying, and of the significant wider costs to society and the economy, its complexity continues to pose a challenge for those seeking to prevent and manage such behaviours in the workplace. Workplace bullying is not solely a matter for employers. It should be everyone's responsibility to look out for colleagues at work and make it clear that any behaviour that causes harm is unacceptable.

It is also clear that in many workplaces bullying is not taken seriously enough. The Advisory, Conciliation and Arbitration Service (ACAS) have published information about the economic impact of workplace bullying. The economy wide impact of bullying related absenteeism, turnover and lost productivity in 2007 was estimated as £13.75 billion

ACAS gives a definition of workplace bullying as follows

> 'offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient' (Acas 2014:1).

A recent publication by ACAS "Seeking better solutions: tackling bullying and ill-treatment in Britain's workplaces" has highlighted the issue of workplace bullying.

Key messages from ACAS are-

- Representative surveys of workplaces, employees and health and safety representatives all indicate that the problem of workplace bullying and ill-treatment is growing in Britain
- Research and calls to the ACAS helpline reveal that bullying, ill-treatment and other unwanted behaviours can manifest in a wide variety of ways in the workplace – with serious impacts on individual wellbeing, organisational performance and the economy
- Anti-bullying policies are widespread in Britain's workplaces, but these have fallen short in reducing the overall prevalence of bullying
- Research consistently shows that bullying is most common in organisations with poor workplace climates. It is best prevented by strategies that focus proactively on ensuring worker wellbeing and fostering good relations, giving employees and managers the confidence to engage in early and informal resolution

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ACAS has also outlined what would be good practice in establishing effective anti-bullying policies in workplaces.

Additionally ACAS has a very good leaflet that gives step-by-step advice to employers about addressing bullying in the workplace http://www.acas.org.uk/media/pdf/i/t/Bullying-and-harassment-in-the-workplace-a-guide-for-managers-and-employers.pdf

Information for employees is also available http://www.acas.org.uk/media/pdf/o/c/Bullying-and-harassment-at-work-a-guide-for-employees.pdf

- Bullying and ill-treatment should be viewed as an organisational problem requiring an organisational response, rather than being seen as *ad hoc* conflicts between individuals
- An organisation-wide commitment is required to align behaviours with values centred on respect and wellbeing
- Behavioural standards should be developed in collaboration with employees, and role modelled by senior managers. These should address what is and is not acceptable, with reference to individuals, teams and the workplace as a whole
- Agreed behavioural standards should be regularly promoted, reviewed and updated. In some organisations, behavioural standards can become more embedded where they are tied to performance objectives, or reward or progression outcomes
- Practical measures for the early identification of bullying behaviours are critical. Collating information from informal and formal complaints, diagnostic surveys, and confidential 'consequence free' exit interviews can help identify patterns and enable targeted action on contributory factors – such as management practices, workloads or change
- People should feel empowered to talk more openly with each other about the line between acceptable and unacceptable behaviour. Employees at all levels should feel able to 'challenge' unwanted behaviours that they receive or witness. Introducing informal terminology, such as 'yellow card/red card behaviour' (analogous to football), can make it easier for employees and managers to flag potential bullying in its earliest stages
- Well-resourced and informed support structures should be in place to provide assistance to those experiencing bullying, and to managers responding to bullying. These might include HR or occupational health staff, bullying or fair treatment officers, or union representatives. People should be aware of this support as an informal channel for reporting bullying, and support should also be offered as part of any formal procedure.
- Informal resolution should be encouraged wherever appropriate. This includes encouraging open conversations in teams and between individuals, and ensuring that line managers are equipped to be proactive and responsive. In some circumstances, mediation can help in finding agreement on acceptable future behaviours
- Formal procedures still need to be in place for situations where early resolution doesn't work. These need to be clear, accessible and inclusive, and there use not discouraged by restrictive definitions of when they are appropriate
- Managers at all levels must have strong people management skills and emotional intelligence. This may require training to give managers the confidence and skills to recognise the causes and signs of ill-treatment, to engage effectively in early, informal and formal resolution, and to sensitively manage change. These capabilities should be incorporated within managerial recruitment and performance processes

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- Managers should be aware of how easily management action can cross over into, or be perceived as, bullying. It should be ensured that performance management and sickness absence policies and practices are consistent, clear and applied

Reporting Concerns at Work- Whistleblowing

Most public organisations - Shetland Islands Council and NHS Shetland for example - have policies and procedures in place to support people to report concerns about the behaviour of work colleagues and managers. Good practice about developing whistle blowing policies and how to support staff, who take the difficult step of reporting concerns can be found on the ACAS website

Adults in the Home

Adults can be bullied or harassed in their own home. This could be domestic abuse between partners or ex-partners, neighbour disputes, or if the adult is vulnerable, it could be an adult protection issue. More information about domestic abuse and adult protection can be found at www.safershetland.com

Adults in the Community

Adults can be harmed or bullied in the community. Research has shown that adults with a learning disability or a mental health problem can be very vulnerable to discriminatory harm and bullying in community settings. In some situations, agencies can help - for example if this is happening in areas of social housing, Hjaltland Housing Association or Shetland Islands Council Housing Services can help. The Antisocial Behaviour Team can also assist. (http://www.shetland.gov.uk/environmental_health/AntisocialBehaviourTeams; http://www.shetland-communities.org.uk/subsites/CMT

If someone is committing a hate crime then the police should be contacted in the first instance. The person who is the victim of a crime would be able to get assistance from Victim Support. Community Mediation or Citizens Advice Bureau are also very good sources of advice and support for anyone affected by bullying or harassment in the community.

Advice for any adult who is affected by Bullying

1. *Make contact.*
   - Deciding to ask for help and making first contact can be the hardest part. Remember that you should start to feel a bit better after sharing your problem. If the person you trust is able to help you make first contact with someone that can help then that makes this step easier and it is always good to have a second person there in case there is something you misunderstood or could not remember afterwards. Refer to step 2 if you feel they are not listening to you. It maybe they are not the best person to help deal with your situation but they may know who is.

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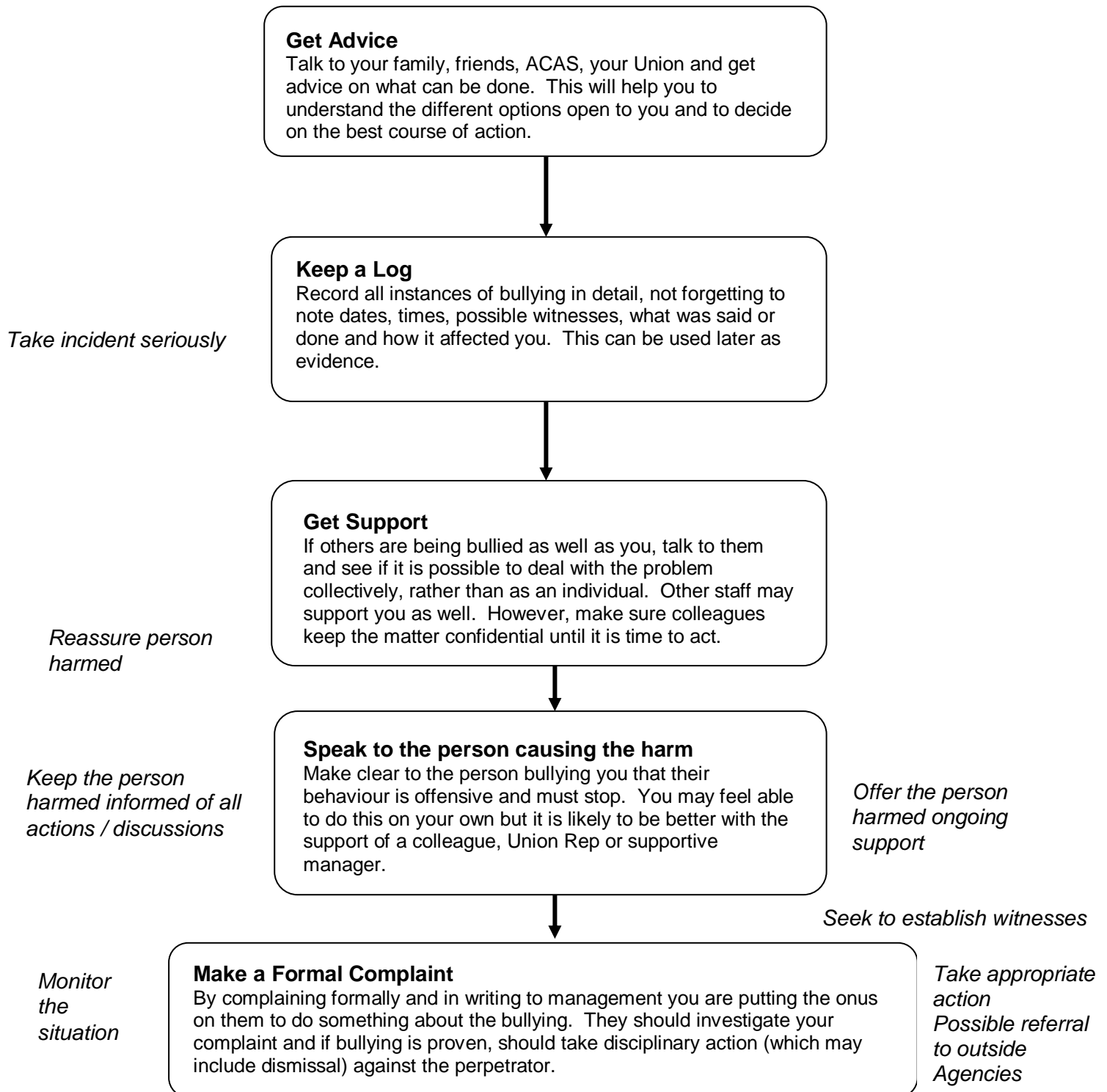## 2. *Make sure you are taken seriously.*

- Agree what you should do if the situation happens again.
- Arrange for another meeting in a week or relevant time scale so that you can see how things are working out.
- Agree what will be done in the mean time.
- Agree what might help to smooth things over with those involved it may not happen immediately but maybe this is something that could happen in the future.

3. *Remember to keep talking to the person who is helping you.*

- If you feel this is not working, be clear with the person who is helping you and seek further advice.
- Agree how you can get back in touch. Agree when you will next get in contact to review the situation.

The following flow chart may also help.

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For adults who are being affected by bullying

Get Advice
Talk to your family, friends, ACAS, your Union and get advice on what can be done. This will help you to understand the different options open to you and to decide on the best course of action.

Take incident seriously

Keep a Log
Record all instances of bullying in detail, not forgetting to note dates, times, possible witnesses, what was said or done and how it affected you. This can be used later as evidence.

Reassure person harmed

Get Support
If others are being bullied as well as you, talk to them and see if it is possible to deal with the problem collectively, rather than as an individual. Other staff may support you as well. However, make sure colleagues keep the matter confidential until it is time to act.

Keep the person harmed informed of all actions / discussions

Speak to the person causing the harm
Make clear to the person bullying you that their behaviour is offensive and must stop. You may feel able to do this on your own but it is likely to be better with the support of a colleague, Union Rep or supportive manager.

Offer the person harmed ongoing support

Seek to establish witnesses

Monitor the situation

Make a Formal Complaint
By complaining formally and in writing to management you are putting the onus on them to do something about the bullying. They should investigate your complaint and if bullying is proven, should take disciplinary action (which may include dismissal) against the perpetrator.

Take appropriate action
Possible referral to outside Agencies

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FINAL ACTIONS

People who cause harm to other need to understand there are consequences to their behaviour especially if they are unable or unwilling to change. Final actions may involve disciplinary action at work, exclusion, civil or criminal proceedings.

For those who have had to deal with incidents of bullying it is important to consider what can be put in place to prevent future problems. Exclusion of a bully from a particular setting may only be temporary and so how to re-integrate them and support them and the person they have harmed is essential. Using a restorative approach to support both the person causing harm and the person harmed may be very helpful.

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SECTION Three

MONITORING AND FEEDBACK

There is a commitment to identifying and reducing bullying. In order to do this it is important to collect data about bullying to be able to identify any emerging themes or issues that may need to be addressed by training or amending policy and procedures. The Community Safety and Resilience Board has established an Anti-Bullying subgroup Shetland Together with representation from the following organisations

- Schools, Quality Improvement
- Youth Work
- Voluntary Action Shetland
- SIC/Hjaltland Housing Services
- Police Scotland
- Victim Support
- Community Mediation
- Antisocial Behaviour Coordinator
- Shetland College and NAFC Marine Centre

The remit of this group will be to

- Meet six monthly
- Collate and analyse reported incidents of bullying. It will consider reports on children and young people under 19 and reports on adults separately
- Identify any specific trends and issues and formulate recommendations to address these
- Monitor the outcome of any actions following from recommendations
- Publicise the anti-bullying framework
- Work with organisations to ensure they have policies and procedures in place that follow the good practice contained in the policy
- Report annually to the Community Safety and Resilience Board and the Shetland Partnership Board

Submitting monitoring information

Schools should record any information about incidents of bullying on SEEMIS and these can be collated and data provided to the anti-bullying group.

All other organisations will be asked to complete complete the monitoring form in appendix 5 and submit it as directed at the end of the form.

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When noting information about incidents of bullying the following should be considered and recorded wherever possible

- aspects of prejudice or discrimination underlying bullying

- where and when bullying takes place

- action taken or resolution at an individual or organisational level

- consideration of personal or additional support needs

Questionnaires can also be used to discover the nature and extent of bullying within an organisation, allowing adoption and adaptation of practice. The recording, monitoring and analysis of bullying is best carried out locally where it can be understood and acted upon by local organisations; as well as providing feedback on the effectiveness of anti-bullying policy and practice.

The Shetland Together subgroup would seek to establish if there any specific trends in bullying behaviour and also offer feedback and training to address any highlighted issues.

Section Four

Training and Publicity

This Framework has been approved by the Shetland Partnership Board and the Community Safety and Resilience Board. The Shetland Together group will oversee a comprehensive plan for 2017/18 to offer the following

- Launch of the Framework in Anti-Bullying week 13 - 17November 2017
- Copies of the Framework provide to all local employers coupled with a media campaign and launch
- Posters and leaflet and on line information on the www.safershetland.com website
- Training and awareness raising for young people
- Development of a sustainable training programme

Funding will be sought in order to be able to provide continuing training and this section of the Framework will be updated as plans are confirmed.

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APPENDIX 1 template for children and young people

Introduction

Under guidance from Shetland Islands Council Childrens Services all schools, youth work services should develop and implement an anti-bullying policy. The first part of this appendix gives some advice and guidance that complements Section 2 of the Anti-bullying Framework. It is followed by a template policy document that any organisation can download and use. Policy must resonate with the day-to-day practice of staff running the service and ensure fairness, respect equality and inclusion. The policy should reflect the principles of GIRFEC and Curriculum for Excellence keeping the health and wellbeing of Shetland's children at its heart.

Guide for Policies

Policies should include (adapted from: A National Approach to Anti-Bullying for Scotland's Children and Young People"):

- a statement, which lays out the organisational stance on bullying behaviour. The policy should aim to prevent, promote and protect all children and young people using the service

- reference to behaviour that happens online

- acknowledgement that the same children can be affected in different services for e.g. a child may be bullied on the school bus, in school and at youth club

- acknowledgement of the importance of communication between the services, for example, incidents on the school bus incidents and sports clubs involving the same children

- Reference to GIRFEC and the appropriateness of contacting the child's Named Person

- a definition of bullying, developed through consultation creating a shared understanding between all parties involved

- expectations or codes of behaviour and responsibilities for staff, volunteers and children and young people

- preventative and reactive strategies showing what an organisation commits itself to, what strategies it will employ when faced with bullying incidents or allegations and to prevent bullying from happening

- clarity on how and how often the organisation will communicate its anti-bullying policy and to whom; and how parents and carers will be informed of incidents

- recording and monitoring bullying incidents

- how and how often the policy will be evaluated to understand how successful and effective the policy is

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Dealing with Incidents of bullying-Flow chart

This flow chart below gives broad information about dealing with bullying incidents involving children and young people. Most organisations providing services to children and young people will be able to address unacceptable behaviour in informal and supportive ways. The flow chart is suggested for repeat situations or more serious incidents.

Children and young people can experience bullying in school, in other group settings and in the community. Adults to whom bullying has been reported should follow the steps below:

Incident reported

Take incident seriously

Incident recorded as per school or services policy)

Reassure the person harmed

Ensure that an appropriate adult meets with the child harmed and supports them to write their account of what happened

Keep the person harmed informed of all actions / discussions

Appropriate adult listens to details and records in writing

Offer person harmed ongoing support

Interview the person who is alleged to have caused the harm. Follow the school's behaviour policy and anti-bullying policy

Seek to establish witnesses

Monitor the situation

Contact parent / carer of the person harmed to inform them of the incident and offer possible appropriate support

Contact parent / carer of the person who caused the harm to inform them of the incident and offer possible appropriate support

Take appropriate action
Possible referral to outside Agencies

If no bullying has taken place resolve issue appropriately

Where there might be implications with regards to the law contact Police Repeated Bullying should trigger contact with Named person and consideration of child's plan

Where appropriate speak to class or year group or use assembly time and/or other approaches

Repeated bullying behaviour should trigger contact with Named Person and consideration of Child's Plan. Possible referral to other agencies as appropriate

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Dealing with bullying in more informal situations like on a bus or in a community play area that is not routinely supervised can be more difficult. It is not acceptable to ignore this on the basis that it did not happen in school or youth club as incidents of bullying are inevitably interlinked and affect children in a number of settings. Incidents of cyber-bullying can be reported to the company responsible for the web site or app used. Any young person or parent can contact their Named Person for advice and help with bullying.

http://www.shetland.gov.uk/children_and_families/GIRFEC.asp

Again it is important to make sure that support is provided, as with cyber bullying, speaking to a friend, carer, trusted adult or helpline for support is important too.

Effective means of addressing bullying behaviour start with prevention and respect for everyone. Supporting those harmed by bullying behaviour in ways that do not hold the person harmed responsible for what has happened nor impinge on the their freedom and movements are vital. For example if a child or young person is being bullied in the school playground it is not acceptable to stop them from playing in the playground in order to stop the bullying. Addressing the behaviour of the child causing the harm to safeguard the child who is being bullied and ensuring that everyone is in safe place is important.

Dealing with bullying also needs to address the behaviour of the child or young person who is causing the harm. Children and young people who bully others need to know that their behaviour is not acceptable, but simply telling them or enforcing some sanctions on them may not be the best way to change behaviour. Approaches to working with young people who harm others should include addressing both needs and deeds. Children and young people who bully others may have experienced abuse themselves or have learnt that aggression is the only way to relate to the world. Children and young people who seek to control others by bullying may be affected by poor emotional care and lack self-esteem and true confidence. In the long term, changing the behaviour of the child or young person who is causing harm so that they learn respect and develop other ways of behaving will be the best way to protect everyone.

Using a restorative approach to dealing with bullying can be helpful and more information about this is included in Appendix 2 alongside other helpful web links and resources.

Again, it is important to make sure that support is provided, as with cyber bullying, speaking to a friend, carer, trusted adult or helpline for support is important too.

Effective means of addressing bullying behaviour start with prevention and respect for everyone. Supporting those harmed by bullying behaviour in ways that do not hold the person harmed responsible for what has happened nor impinge on the their freedom and movements are vital. For example if a child or young person is being bullied in the school playground, it is not acceptable to stop them from playing in the playground in order to stop the bullying.

Using a restorative approach to dealing with bullying can be helpful and more information about this is included in Appendix 2 alongside other helpful web links and resources.

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Template policy statement

"Bullying is unwanted conduct which leaves people feeling helpless, frightened, anxious, depressed or humiliated. Incidents of bullying can be persistent or happen in isolation. The fear of it can limit people's choices about where to go, what they do and whom they associate with."

We are committed to supporting the Shetland Anti-Bullying Framework and protecting all children and young people who use our services from bullying or harassment. Our approach to bullying will be based on

- **Promote –** Working positively to support a culture of fairness, respect and equality and inclusion between all children and young people who attend (*name of*) school/group and involving parent and carers wherever possible in this.

- **Prevent-** any unwanted bullying behaviour by being clear with children and young people about what behaviour is expected from them. Responding as early as possible to support children to change their behaviour and act to protect children from bullying in as fair a way as possible. Recognise that children who bully others may need additional support to change their behaviour. Recognise that children who are harmed by bullying may experience a significant impact on their mental and emotional wellbeing. Recognise that children and young people who have witnessed bullying behaviour may also be affected. Recognise that children and young people can also be bullied through social media

- **Protect-** respond by listening carefully, taking concerns seriously and supporting children and young people harmed by bulling behaviour. Consider how to approach and help the child who is bullying and look at ways of changing this behaviour. They may not realise that what they are doing is unacceptable.

We will

1. Have in easily accessible information available to staff, parents ,children and young people about our approach to bullying and who any concerns can be discussed with
2. Take all concerns about bullying seriously and be alert to and respond to any incidents.
3. Investigate incidents carefully by speaking to children and young people who have harmed others by bullying and children who have been harmed
4. Formulate a plan to ensure children who cause harm can be supported to change their behaviour
5. Formulate a plan to protect children who have been harmed by bullying behaviour
6. Agree a review period to support both parties
7. Inform parent and carers in discussions and let them know what action the school/group have taken and ask they are part of the review period
8. Refer to Named People, Lead Professional or request help form outside agencies when and where this is appropriate.
9. Record the incident
10. Note any patterns of behaviour and if bullying is linked to any form of discrimination or particular use of social media as that may indicate that children and young people may need some further advice and guidance
11. Support and train staff to manage bullying with care and sensitivity

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This was adopted as the Anti- Bullying policy statement of
"..."

at a Committee meeting on ....

and is certified as a true copy.

Name .... Name ....
(print) (print)

Signature.. Signature..

Committee
position .... position ....

Date .... Date ....

Approved on _____ Reviewed on _____

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Appendix 2 template for Adults- Community Groups and Workplaces

Introduction Community Groups for Adults

For any group who provide activities for young people under the age of 18 please see Template 1 that is designed for schools and youth clubs. For other groups who provide a service to adults please use this good practice template. If your group is primarily for adults, but you have some young people under 18 attending please use this template. If your group has a junior section for under 18s please ensure that you use Template 1 for that part of your group. For example a football club may have an adult team, an under 18s team, an under 15s team and a junior section so would need to use this template for the adult team and one version of the schools and youth group template for all the under 18s teams.

Bullying & Harassment in Community Groups
What is Bullying?
Bullying and harassment means any unwanted behaviour that makes someone feel intimidated, degraded, humiliated or offended. It can include "ill-treatment, interpersonal conflict, or unacceptable and unwanted behaviours." It is not necessarily always obvious or apparent to others, without people in the group being aware of it. Bullying or harassment can be between two individuals or it may involve groups of people. It might be obvious or it might be insidious. It may be persistent or an isolated incident. It can also occur in written communications, by phone or through email, not just face-to-face. Examples of bullying / harassing behaviour could include: • spreading malicious rumours, or insulting someone (and this can include inappropriate use of social media) • exclusion or victimisation • unfair treatment • deliberately undermining someone and affecting their self-confidence Under the Equality Act 2010, harassment is unwanted conduct, which is related to one of the following: age, disability, gender reassignment, race, religion or belief, sex and sexual orientation and is therefore unlawful.
What can community groups do?
Community groups should seek to • **Promote –** a culture of enjoyable, respectful relationships between people participating in the activities of the group • **Prevent-** any unwanted unacceptable bullying behaviour by having codes of conduct and also being clear about what members can do if they are concerned about bullying- either as someone who has witnessed(and may have been distressed by) bullying behaviour or someone who has been bullied. Letting people who use the club know who they can speak to in the event of any worries- this could be the same person who takes responsibility for adult and child protection • **Protect-** respond by listening carefully, taking concerns seriously and supporting people harmed by bulling behaviour. Consider how to approach and speak to the person who is bullying and look at ways of changing this behaviour. They may not

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realise that what they are doing is unacceptable. Ultimately, if someone continues to behave in unacceptable ways the group may need to decide if they can still be a member or join in with the activities of the group.

Additionally community groups need to consider

- When they may need to seek advice from outside the group- Voluntary Action Shetland , Local Community Workers, Anti-Social Behaviour Coordinator or in more serious cases Police Scotland

- Using the services of the Community Mediation Team and considering the use of a restorative approach in order to help the group through what can be a difficult experience

Where can community groups get more help?

Respect me (Scotland's Anti-Bullying Service)
Further policy help & guidance.
http://respectme.org.uk/wp-content/uploads/2017/02/Policy-throught-to-Practice-2017.pdf

Contact details
Brunswick House, 51 Wilson Street
Glasgow G1 1UZ
Tel. 0844 800 8600
Email enquire@respectme.org.uk
Web. http://respectme.org.uk/about/

Community Mediation Team
Tel   01595 743934
Text   07760 371993
Email   alyson.halcrow@shetland.org
http://www.shetland-communities.org.uk/subsites/cmt/

Antisocial Behaviour
01595 744374
billy.mycock@shetland.gov.uk
http://www.shetland.gov.uk/environmentalhealth/

Voluntary Action Shetland
Market House
14 Market Street
Lerwick
01595 743910

http://www.shetland-communities.org.uk/vas/

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Template Bullying & Harassment policy for Community Groups

We are committed to supporting the Shetland Anti-Bullying Framework and protecting anyone who attends (*add name of group*) from bullying or harassment. All reasonable steps will be taken to promote a healthy environment that protects everyone from any form of bullying or harassment.

We will aim to promote a culture of respect, prevent bullying behaviour and protect anyone affected by bullying.

This policy sits under the Shetland Anti-Bullying Framework

We will

1. Treat bullying behaviour seriously and not as ad hoc conflicts between individuals.
2. Have in place a code of conduct that emphasises respect and ensure members are aware of this.
3. Take practical measures for the early identification of bullying behaviours.
4. Empower people to talk more openly with each other about the line between acceptable and unacceptable behaviour.
5. Ensure all members know who to speak to about any concerns. (*add name or designation of the Committee member/Coach/Leader who will undertake this role*)
6. We will encourage informal resolutions wherever appropriate. This includes encouraging open conversations between individuals and in the group. Seeking advice and help from external sources and considering the use of mediation to help reach agreement on acceptable future behaviours where appropriate.
7. We will have formal procedures in place for situations where early resolution does not work. These will be clear, accessible and inclusive and will involve Board or Committee members
8. We will consistently, clearly and fairly apply our policies and practices.

This was adopted as the Bullying & Harassment at work policy statement of
"..."

at a Committee meeting on ....
and is certified as a true copy.
Name .... Name ....
(print) (print)
Signature.. Signature...
Committee
position .... position ....
Date .... Date ....
Approved on _____ Reviewed on _____

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Appendix 2 Workplaces

Introduction
The following gives some information for businesses, employers and workplaces about anti-bullying and also a template document that can be adapted for specific organisations.

Bullying & Harassment at work Procedures
What is Bullying in the Workplace?

Bullying and harassment means any unwanted behaviour that makes someone feel intimidated, degraded, humiliated or offended. It can include "ill-treatment, interpersonal conflict, or unacceptable and unwanted behaviours." It is not necessarily always obvious or apparent to others, and may happen in the workplace without an employer's awareness.

Bullying or harassment can be between two individuals or it may involve groups of people. It might be obvious or it might be insidious. It may be persistent or an isolated incident. It can also occur in written communications, by phone or through email, not just face-to-face.

Examples of bullying / harassing behaviour could include:
•spreading malicious rumours, or insulting someone
•exclusion or victimisation
•unfair treatment
•deliberately undermining a competent worker by constant criticism.

Under the Equality Act 2010, harassment is unwanted conduct, which is related to one of the following: age, disability, gender reassignment, race, religion or belief, sex and sexual orientation and is therefore unlawful.

What is the impact?

"Workplace bullying is a serious problem in Britain's workplaces. It is a source of considerable individual suffering and weakens the performance of organisations. Yet, despite a growing awareness of the negative outcomes associated with bullying, and of the significant wider costs to society and the economy, its complexity continues to pose a challenge for those seeking to prevent and manage such behaviours in the workplace. It is also clear that in many workplaces bullying is not taken seriously enough."

Bullying is most common in organisations with poor workplace climates while most employees "just want bullying behaviour to stop".

Bullying and harassment create an unhappy and unproductive workplace where there may be:
•poor morale and poor employee relations
•loss of respect for managers or supervisors
•poor performance / lost productivity
•absence / resignations
•tribunal and other court cases and payment of unlimited compensation.

People do not always feel able or confident enough to complain, particularly if the harasser is a manager or senior member of staff. Sometimes they will simply resign. It is therefore very important for employers to ensure that staff are aware of options available to them to deal with potential bullying or harassment, and that these remain confidential.

The government funded Advisory, Conciliation and Arbitration Service known as ASCAS provide free and impartial information and advice to employers and employees on all

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aspects of workplace relations and employment law. They say that bullying and harassment at work is a major cost for employers.

All workplaces should be putting into place a procedure that addresses bullying and harassment and which focuses on ensuring worker wellbeing and fostering good relations, giving employees and managers the confidence to engage in early and informal resolution. It should be simple, formal and ideally involve staff in the development and implementation.
A procedure should follow these steps

- The procedure should be based on mutual respect and proper behaviour that is part of the culture of the organisation and is modelled by all managers and employees
- Include fair procedures for dealing promptly with complaints from employees
- Be based on a code of conduct/standards of behaviour
- Offers means of informal resolution
- Is clear about more formal measures if informal resolution does not succeed
- Includes everyone and is part of the staff handbook/induction/ staff information

For employees affected by bullying please see the section for adults in the Shetland Anti-Bullying Framework.

Where can employers and employees get further advice and help?

It is very important that employers know their options for seeking advice.

Equality and Human Rights Commission
www.equalityhumanrights.com

Employee Assistance Professional Association (EAPA) Information on Employee Assistance Programmes
Tel 0800 783 7616 or www.eapa.org.uk

ACAS Helpline
For confidential and impartial advice on employment related issues.
Tel 0300 123 1100 (Open Monday – Friday 8am – 8pm & Saturday 9am – 1pm).

ACAS Equality Services
Advice on diversity in employment
Tel 0300 123 1100.

http://www.acas.org.uk/media/pdf/e/b/Seeking-better-solutions-tackling-bullying-and-ill-treatment-in-Britains-workplaces.pdf

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Template Bullying & Harassment at work policy statement
We are committed to supporting the Shetland Anti-Bullying Framework and protecting our staff from bullying or harassment. All reasonable steps will be taken to promote a healthy working environment and to protect our staff from any form of bullying or harassment. We will follow best practise strategies that focus proactively on ensuring worker wellbeing and fostering good relations, giving our employees and managers the confidence to engage in early and informal resolution.

We will

1 Treat bullying and ill-treatment as an organisational problem requiring an organisational response, and not as ad hoc conflicts between individuals.
2 Align behaviours of our organisation with values centred on respect and wellbeing.
3 Develop behavioural standards in collaboration with employees, and role-modelled by senior managers. These will cover what is and is not acceptable, with reference to individuals, teams and the workplace.
4 Regularly promote, review and update agreed behavioural standards.
5 Take practical measures for the early identification of bullying behaviours. We will consider collating information from informal and formal complaints, diagnostic surveys, and confidential 'consequence free' exit interviews to identify patterns and enable targeted action on contributory factors.
6 Empower people to talk more openly with each other about the line between acceptable and unacceptable behaviour. To allow employees at all levels to feel able to 'challenge' unwanted behaviours that they receive or witness. Encouraging employees and managers to flag potential bullying in its earliest stages.
7 Put well-resourced and informed support structures in place to provide assistance to those experiencing bullying, and to managers responding to bullying.
8 We will encourage informal resolutions wherever appropriate. This includes encouraging open conversations in teams and between individuals, and ensuring that line managers are equipped to be proactive and responsive. Including using mediation to help in finding agreement on acceptable future behaviours where appropriate.
9 We will have formal procedures in place for situations where early resolution does not work. These will be clear, accessible and inclusive.
10 We will provide training to managers at all levels to help provide confidence and skills to recognise the causes and signs of ill-treatment, to engage effectively in early, informal and formal resolution, and to sensitively manage change.
11 We will consistently, clearly and fairly apply our policies and practices. Managers should be aware of how easily management action can cross over into, or be perceived as, bullying. It should be ensured that performance management and sickness absence policies and practices are consistent, clear and applied.

This was adopted as the Bullying & Harassment at work policy statement of
".."
at a Committee meeting on ....
and is certified as a true copy.
Name .... Name ....
(print) (print)
Signature... Signature...
Committee
position .... position ....
Date .... Date ....
Approved on _____ Reviewed on _____

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Appendix 3 leaflets and information

This gives some basic information designed for children and young people that any organisation can use as a template to create their own leaflets or encourage young people to use this to design their own information.

WHAT DO I DO?

1 - Speak to someone you trust or phone a helpline.

It is very important that you have someone to speak to whom you trust. They may be able to help you make sense of your situation but most importantly they should listen to you. It maybe a friend, a family member, or even phone a helpline**.** If you do not feel comfortable speaking to them alone then maybe a friend or an adult you trust would come with you or speak to them on your behalf. There may also be another person that can be spoken to in their place.

2 - Make sure they listen to you.

Make sure you have their full attention.
Make sure that you tell them that this is important to you and you really want and trust their advice.
Explain to them you just want their advice and do not expect them to solve the problem for you. If you feel they are not paying attention or are distracted by other things that are going on, then ask if you can speak to them alone and make a specific appointment for later on and tell them it is important. If you think they feel uncomfortable ask them if there is anyone else they think you could speak to about it.

3 - Keep a log.

It is easy to forget things especially things that you do not really want to remember so it is important to keep some basic details to help resolve any ongoing problems. It does not have to be complicated it is like keeping a diary you could keep it on your phone, computer or on paper but keep it somewhere safe that you can get the information when and if you need it.

Basic details would be date, time (when), location (where), who was involved, what happened and how you felt.

This is also a very good tool if you have to share this with someone as when you are upset it is easy to get confused or forget things.

4 – In this section your organisation should add in contact details for staff that children and young people can seek help from. You may also like to add in some weblinks and other information please see below.

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Websites and useful information for children and young people

Respect Me
www.respectme.org.uk

Childline
www.childline.org.uk/explore/**bullying**/pages/**bullying**.aspx

ChildLine (at any time)
0800 1111 - calls are free and confidential.
www.childline.org.uk

NSPCC helpline (for adults concerned about a child)
If you are worried about a child, even if you are unsure, contact our professional counsellors 24/7 for help, advice and support.

Call us 0808 800 5000 or
email help@nspcc.org.uk.
www.nspcc.org.uk

EACH (Homophobic Bullying)
Helpline: 0808 1000 143 Mon-Fri 9:00am-5:00pm

www.eachaction.org.uk

Kidscape (Advice for young people) (need to check content before recommending)
https://www.kidscape.org.uk/advice/advice-for-young-people/

Council for Disabled Children
www.ncb.org.uk

Peer Support:
Employer support, colleague, teacher, pupil support, year rep or SYP?

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Information for Adults

Samaritans
Helpline 08457 90 90 90 (UK)
http://www.samaritans.org/

Breathing Space
Helpline 0800 83 85 87 (Mon-Thurs 6pm to 2am; Fri 6pm-Mon 6am)
http://breathingspace.scot/

Stonewall (Advice on Homophobic Bullying)

www.stonewall.org.uk

Helpline (includes workplace bullying)
0808 800 2222 Open 9am – 9pm, Mon-Fri & 10am–3pm Sat & Sun.
http://www.bullying.co.uk/

Local Contacts

Shetland Advocacy
Tel   01595 743929.
Email   info@advocacy-shetland.org
http://www.advocacy-shetland.org/

Community Mediation Team
Tel   01595 743934
Text   07760 371993
Email   alyson.halcrow@shetland.org
http://www.shetland-communities.org.uk/subsites/cmt/

Citizen Advice Bureau
Tel   01595 694696
Email   sicab@shetland.org
http://www.shetland-communities.org.uk/subsites/CAB

Medical Staff
01595 743000

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Health
01595 743084

Social Worker
01595 744421- Duty for Children and Families
01595 744400- Duty for Adults

Police
101 if it does not need an immediate response.
999 in an emergency.

Antisocial Behaviour
01595 744374
billy.mycock@shetland.gov.uk
http://www.shetland.gov.uk/environmentalhealth/

Shetland Islands Council Harassment and Bullying at Work Policy

http://intranet2/Policy/Shared%20Documents/harassment_and_bullying_sept04_jgsEDIT.pdf

NHS Shetland Eliminating Bullying and Harassment

http://www.shb.scot.nhs.uk/board/policies/hr-EliminatingBullyingHarassment.pdf

Bullying UK

http://www.bullying.co.uk/

Stop Bullying – Government Official Site

www.stopbullying.gov

ACAS
http://www.acas.org.uk/index.aspx?articleid=1864

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APPENDIX 4

Part 1 – Information about Restorative Justice Approaches to dealing with Bullying
Part 2 – Anti-Bullying Triangle & three pronged approach

Part 1 - Restorative Approaches

Using a restorative approach to tackle experiences of bullying both for the person harmed and the person causing the harm can be very effective and support people to change their behaviour.
For more information contact
http://www.shetland-communities.org.uk/subsites/CMT/restorative-justice.html

The Community Mediation Team

Market House
14 Market Street
Lerwick Shetland
ZE1 0JP

Tel: 01595 743934
Text: 07760 371993

Email:- alyson.halcrow@shetland.org

Restorative Questions;
TO the Person Responsible (PR)
Could you briefly tell me what happened?
What were you thinking about at the time?
What have your thoughts been since?
Who has been affected by what you did?
In what way have they been affected?
TO the Person Harmed (PH)
What did you think when you realised what had happened?
What have your thoughts been since?
How has this affected you and others?
What has been the hardest thing for you?
What do you think needs to happen next?
Additional questions to PR
What do you know about the PH?
What do you think their experience was like?
How do you think their family has been affected?
What do you think 'they' (PH) feel about you?
What would you like them to think?
How would this be possible?
What would you want to say to the PH and their family if you had a chance?
What would you want them to understand about your experience?
Additional questions to PH
What do you know about the PR or his/her family?
If the PR was here, what would you say to him/her?

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A simplified version is as follows;

Restorative Justice – Questions
Person Harmed

What happened?
How have you been affected?
What needs to happen next?

Restorative Justice – Questions
Person Responsible

What happened?
How have you and others been affected?
What needs to happen next?

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Part 2 – Anti-BullyingTriangle & three pronged approach.
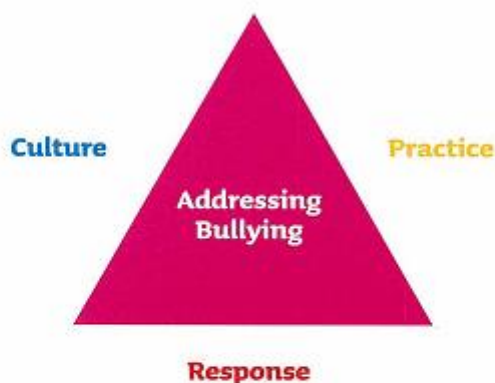
All three sides of the triangle play an essential role in addressing bullying in any organisation. If you ignore one side, or if one side is performing negatively, the whole triangle would collapse, with the other sides not fulfilling their function or achieving the desired outcome. It's important that all sides are considered when implementing any anti-bullying measures.

To effectively address bullying, it is important that these measures are implemented on all levels. This includes looking at the culture, practice and response of both the organisation and the individual.

We will be looking at each of these levels in turn, and discussing the various methods that can be implemented.

1

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[1] Respect Me A Training and best practice guide. Scotland's Anti-Bullying Service.

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Appendix 5 Monitoring Form

This monitoring form is NOT for use by schools. It should be used by other organisations providing services to children and young people and also community groups for adults and workplaces. Part 1 is designed for the organisations own record and part 2 should be submitted as directed in order to help the Shetland Together group monitor the implementation of this Framework and support training.

PART 1

This should be completed and used by the organisation to record information about a bullying incident. This is <u>confidential information to be kept by the organisation</u>. Please complete PART 2 of this form <u>omitting any</u> confidential information and submit following the guidance in the form .

Name of Organisation _____

Name _____Ref. No. _____

Date	Details of incident	
	(to be completed by member of staff reporting incident)	
	Action Taken	Completed
	(to be completed by Line Manager)	
	Time spent investigating and dealing with incident	

Signature of member of staff reporting incident   _____

Signature of Anti-bullying Co-ordinator   _____

Information to be shared with anti-bullying monitoring sub-group

	Age	Sex
Person Harmed	☐	☐
Person Causing the Harm	☐	☐

Does the person harmed belong to a vulnerable group?   Yes/No

If yes please indicate which group:

Age
Assailant Medical Condition/Disability
 Body Image
Care Circumstances
Disability of Victim
Economic Circumstances
Family Circumstances
 Gender
Gender Reassignment
Homophobia/Sexual Orientation
 Marital Status
Not Known
Other
 Pregnancy/Maternity
Racial
Religion or Belief
Sectarian
Sexual Harassment
Substance Misuse - Alcohol
Substance Misuse - Not Alcohol
Territorial /Gang Related.

Brief information about what happened and how it was addressed by your organisation:-

Any other comments or identified training needs?

Please submit this form to:-
For organisations working with children and young people – David McQueen, Team Leader Hayfield House
For adults to Billy Mycock, Anti Social Behaviour co-ordinator

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Community Safety & Resilience Board

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

1.0 Overview/Introduction

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

2.0 Background Detail & Content

2.1 <u>Performance 2014-2017</u>

A review of the performance against the Shetland Local Policing Plan 2014-2017 is at Enclosure 1. This covers the period April to March 2017 and is attached for your review.

2.2 <u>Local Policing Plans 2017-2020</u>

The current Local Policing Plans for 2014-2017 are coming to the end of their term and we are currently working on plans for 2017-2020. You have a key role in the development of these plans.

2.3 Background

Police Scotland is committed to developing bespoke Local Policing Plans for each local authority area in Scotland. The Local Policing Plans are a statutory requirement derived from the Police and Fire Reform Act 2012 and demonstrate Police Scotland's legislative responsibility in the delivery of national, corporate and local outcomes.

2.4 The content of each Local Policing Plan is based on the following:

- Three year Local Strategic Assessment of the threats that will impact on policing at both Divisional and Local Authority area level. The strategic assessment will provide a true reflection of emerging issues and themes (including harm).

- Results from the Public Consultation 'Your View Counts' survey.

- Divisional contribution within the Community Planning Partnership setting, linking with the corresponding Local Outcome Improvement Plans.

- Local Engagement across communities.

2.5   Future

Without doubt over the last 4 years we have seen significant changes with the creation of a single Scottish Police force; we have now been operating as Police Scotland for over 4 years and you, as an elected member, join us at a pivotal point as we look to the future and shape the way that we deliver services in our communities, with our communities.

2.6   The way in which local services are delivered is changing and recognition that organisations; both public and private sector, need to constructively share and problem solve is crucial to the future of how we operate. In moving forward, we are committed to collectively implementing the Community Empowerment Act with our partners, implementing a holistic and preventative agenda increasing our ability to deter and divert those who pose a risk to our communities and ensure that the Shetland Islands area remains one of the safest places to live in the United Kingdom.

3.0   Proposal/Expected Outcome

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

4.0   Risk Management Implications

4.1   Professional. None.

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

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

4.4   Financial/Economical. None

4.5   Legal. None

4.6   Physical. None

4.7   Contractual. None

4.9 Technical. None

For further information please contact:
Name: Chief Inspector Lindsay Tulloch (Area Commander) or T/Inspector Judy Hill (Performance Support)
Contact information: lindsay.tulloch@scotland.pnn.police.uk –
judy.hill@scotland.pnn.police.uk
Date: 31 May 2017

Enclosure 1: Performance report against Policing Plan Objectives- April 2016- March 2017;
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END

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

PRIORITY 1 – Road Safety

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

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

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

Target	Baseline 5 Year Average	YTD 2015/16	YTD 2016/17	*YTD Variation*	Context/Narrative
Reduce the number of people killed on the roads in Shetland.		1	0	-1	
Reduce the number of people seriously injured on the roads in Shetland.		5	4	-1	
Reduce the number of children (aged<16) killed/seriously injured on the roads in Shetland.		0	0	-	
Increase the number of people detected for drink/drug driving offences.	40.0	38	31	-7	Includes failure to provide a specimen
Increase the number of people detected for speeding.	97.8	94	104	10	It is encouraging to see the numbers decreasing in terms of mobile phone and seat belt offences but disappointing to see an increase in speeding offences.
Increase the number of people detected for mobile phone offences.	25.6	30	19	-11	
Increase the number of people detected for seat belt offences.	44.2	51	30	-21	We know that if we can reduce speed and ensure that people use their seatbelts and avoid the use of mobile phones whilst driving then they are less likely to be involved in a collision or suffer less serious injury if involved in a collision.
Conduct a Driving Ambition Campaign at each of the High Schools within a 12 month period.	Discussions ongoing with SFRC and local mechanic services to run Driving Ambition during late Summer.				

Participate in all Police Scotland Road Safety Campaigns.	In this reporting period the following campaigns have been ongoing: Mobile Phone/Driver Distraction Campaign - Police Scotland will undertake a 14 day campaign to specifically target mobile phone/hand-held device and other distraction-related offences. The initiative commenced on Monday 20th February 2017 and ran until Sunday 5th March 2017
Trunk Road/Divisional Policing Units to conduct a targeted motorcycle campaign each Spring.	The annual Motorcycle Safety Campaign commenced on Friday 24 March 2017 and runs until Sunday 1 October 2017. Road Policing officers will deliver a 6 month period of focused activity around motorcycle safety, including engagement, education and enforcement. Rider behaviour and speeding are significant contributory factors in collisions involving motorcycles. The robust enforcement of these offences will be delivered via speed checks and high visibility patrols on key routes.

PRIORITY 2 – The Supply, Abuse and Misuse of Drugs

Target	Baseline 5 Year Average	YTD 2015/16	YTD 2016/17	*YTD Variation*	Context/Narrative
Over a 3 yearly period conduct a programme of illegal drug awareness activities with all students at each of the High Schools and Junior High Schools in Shetland.	Police Scotland in conjunction with Dogs against Drugs resource have attended at Baltasound JH, Cullivoe, Mis Yell JH, Whiteness, Scalloway school, and Sullom Voe , carried out 14 educational visits and presented to 235 individuals.				
Increase the number of **positive** stop searches/ confiscations for those possessing drugs.	-	-	-	-	See note below re Stop Search
Increase the number of offences reported for the supply or being concerned with the supply of drugs.	30.0	33	22	-11	
Increase the number of detections by the 'Dogs against Drugs' assets.			43		In this reporting period 2286 people have been scanned by the Drugs Dog at points of entry into Shetland.

PRIORITY 3 – Protecting People

Target	Baseline 5 Year Average	YTD 2015/16	YTD 2016/17	*YTD Variation*	Context/Narrative
Increase in reporting of sexual crimes.	28.8	36	22	-14	Gp 2 Crimes of Indecency - Police Scotland are moving away from targets in relation to crimes of this nature. Enquiries in relation to sexual crimes and domestic abuse are focused on positive outcomes for victims of crime and led by their wishes.
Meet the Police Scotland detection rate target for Sexual Crimes.	**ACTUAL for 2015/16 - 69.4%**		77.3%	7.9%	
Increase in reporting of domestic abuse incidents.	-	134	114	-20	DA Incidents only - Police Scotland are moving away from targets in relation to crimes of this nature. Enquiries in relation to sexual crimes and domestic abuse are focused on positive outcomes for victims of crime and led by their wishes.
Meet the Police Scotland detection rate target for domestic abuse.	**ACTUAL for 2015/16 - 93.5%**		89.0%	-4.5%	Police Scotland are moving away from targets in relation to crimes of this nature. Enquiries in relation to sexual crimes and domestic abuse are focused on positive outcomes for victims of crime and led by their wishes.
Increase in reporting of Hate crimes.	-	8	4	-4	Over the reporting period there has been a reduction in the number of reports, this is indicative of less victims of hate crimes occurring in the area.
Meet the Police Scotland detection rate target for Hate crimes.	**TARGET for 2015/16 – 100%**		75.0%	-25.0%	A Hate Crime Survey continues to be sent to all victims of Hate Crime.
In support of the Shetland Community Safety Board play an active role in preventative initiatives and campaigns.	Discussion currently ongoing with Partners regarding Financial Harm of Vulnerable People. Various events in planning stage which will take place during June 2017.				

PRIORITY 4 – Antisocial Behaviour and Alcohol Related Disorder

Target	Baseline 5 Year Average	YTD 2015/16	YTD 2016/17	*YTD Variation*	Context/Narrative
Licensed Premises Checks			1416		Working collectively and constructively with licensees, with robust enforcement when required we continue to work towards keeping people safe. During the reporting period, Shetland Division conducted 13% of all licensed premises checks in the Highlands and Islands (1416 checks out of 10500 recorded checks).
Conduct an annual test purchasing operation.	Test purchasing is currently under review by the local command team.				
Contribute to the Antisocial Behaviour Working Group initiatives and campaigns.	Operation Notebook and Operation Respect are both well embedded in the Shetland Isles Area.				
Increase the number of **positive** stop searches/ confiscations for those possessing alcohol.	-	-	-	-	See note below re Stop Search
Reduce the number of Section 38 Criminal Justice and Licensing (Scotland) Act 2010 Offences.	111.6	127	88	-39	Threatening and Abusive Behaviour Crimes and Offences
Reduce the number of Breach of the Peace offences.	43.4	23	8	-15	BOP
Reduce the occurrences of common assault	174.0	187	133	-54	Crimes and Offences
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.	There are currently no premises at Stage 3 in Operation Notebook. Continued positive multi-agency working has meant that identified issues are being resolved prior to escalation.				
Number of antisocial behaviour contracts in place.			0		
Reduce the incidents of vandalism	125.0	92	80	-12	Includes Malicious Mischief

PRIORITY 5 – Emergency/Major Incident Response and Resilience

Target	Baseline 5 Year Average	YTD 2015/16	YTD 2016/17	*YTD Variation*	Context/Narrative
Annually review and exercise, in partnership with relevant partners, major incident/facility response plans.	Major incident exercises continue to take place.				
Number of officers and staff, against an identified skills/training matrix, for dealing with a major incident.	Police Incident Officer training continues to be part of the First Line Managers courses for supervisors at the Scottish Police College.				
Identify a location for a multi agency incident room.	Lerwick Police Station can be utilised as the primary multi-agency major incident room. In the event this location is the subject of the incident, the Council Building at 20 Commercial Road, Lerwick, or alternatively the Town Hall will be available.				

NOTE

Violence, Disorder & Antisocial Behaviour - Stop and Searches					
		Apr 2016 – March 2017	Apr 2016 – March 2017 (Positive)	Victims	% Change
20	Number of stop and searches conducted (total)	411	68		
21	Number of statutory stop and searches conducted	409	68		
22	Number of consensual stop and searches conducted	-	-		
23	Number of consensual stop and searches refused	-	-		
24	Number of seizures made	2	-		
An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication					

Community Safety & Resilience Board

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

1.0	**Overview/Introduction**
1.1	To provide an update on performance against the SFRS Local Plan for the third quarter of 2016-17.
2.0	**Background Detail & Content**
2.1	The Quarterly Performance Report, attached as Appendix 1 to this report, reflects the performance outcomes outlined within the Fire and Rescue Plan for the Shetland Islands, and provides performance information for the period 1 October to 31 December 2016.
3.0	**Proposal/Expected Outcome**
3.1	Members note the updated and verified Quarterly Performance report for the period 1 October to 31 December 2016; as outlined in section 2 of this report.
	For further information please contact: Name: Fraser Burr, Local Senior Officer for Shetland Contact information: 01224 728603. E-mail Fraser.Burr@firescotland.gov.uk Date: 07/06/2017
	END

Quarterly Performance Report

Quarter 3 2016-2017 (1 October to 31 December)

Shetland Islands Council

CONTENTS		PAGE

INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within the Shetland Islands over the period Quarter 3 2016-2017, (October-December 2016).

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

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

The SFRS Strategic Plan 2016-2019 outlines how SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

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

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

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Performance Summary

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

| Key performance indicator | Apr to (& incl.) Dec | | | | | RAG rating |
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	13	11	5	11	4	🟢
All accidental dwelling fire casualties (fatal & non-fatal (	3	1	0	2	1	🟢
All deliberate fires	3	2	6	1	2	🔴
Non domestic fires	5	4	16	3	7	🔴
Special Service Casualties - All	11	6	7	7	17	🔴
False Alarm - UFAs	53	54	65	47	58	🔴

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

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Progress on local fire & rescue plan priorities

Priority 1 – Local Risk Management and Preparedness

Operational Risk Intelligence Gathering and Review

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

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

Major Incidents

Shetland staff prepares for major incidents through our contribution to the Shetland Emergency Planning Forum Executive and our joint training to deal with specific risks. During this reporting period Shetland Area staff have been working on the production of Tactical Information plans. These are plans that incorporate Operational Intelligence on specific premises and are produced at a local level by retained staff, in conjunction with whole-time personnel based in Lerwick and Inverness. These plans are then uploaded onto the fire engine on-board computer system, where the details can be accessed, should we attend an incident at the premises.

Fire Appliance Availability

The following bar graphs indicate the operational availability of fire appliances across Shetland during October, November and December 2016. The lower half of each bar indicates the average day-time availability of a fire appliance from 6am to 6pm across the month.

The upper half of each bar indicates the average night-time availability of a fire appliance from 6 pm to 6 am across the month. Blue   portions of a bar indicate the percentage of time when a fire appliance was operationally available. Red portions of a bar indicate   the percentage of time when a fire appliance was operationally unavailable.

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

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

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

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

Fetlar remains unavailable due to recruitment issues and low staffing levels. Work is still ongoing to try and remedy this problem, but with the limited pool of potential applicants on the island, it is a challenge for SFRS to attract people into the retained fire service. Shetland Area Staff will continue to work to find a solution to the recruitment challenges, by speaking to residents, associated groups and other partner agencies.
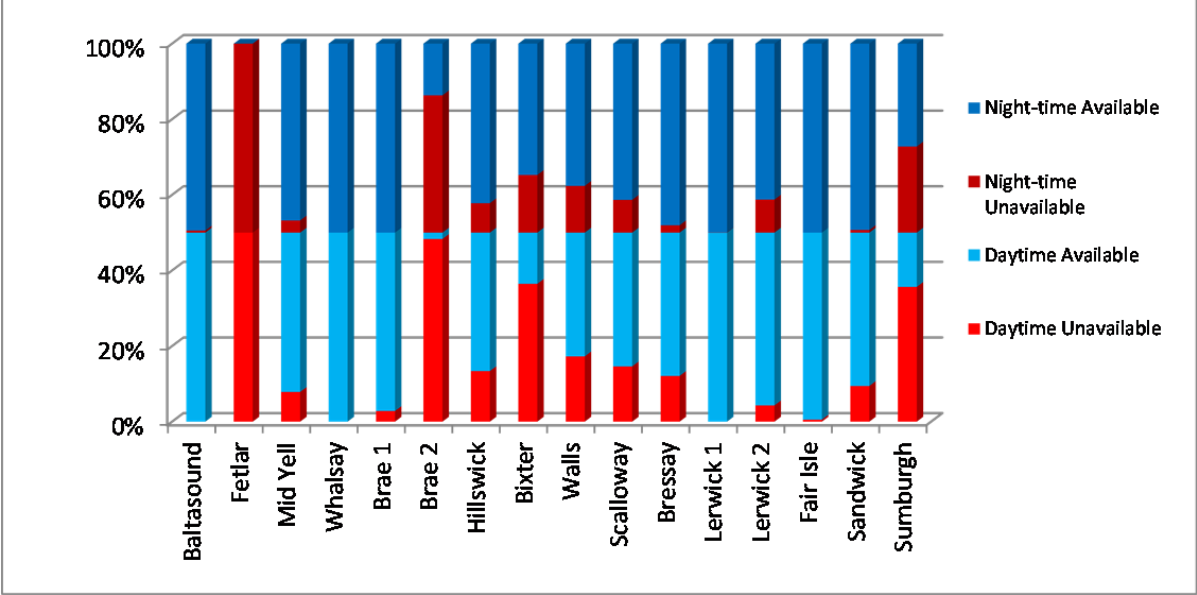
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Fire Appliance Availability – October 2016
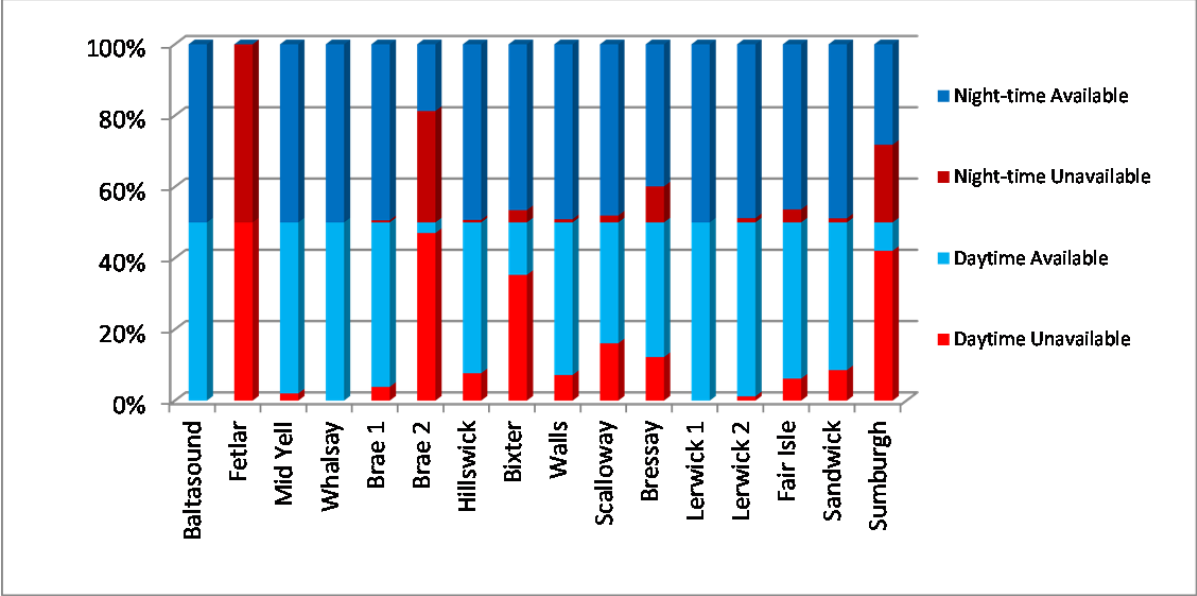
Fire Appliance Availability – November 2016
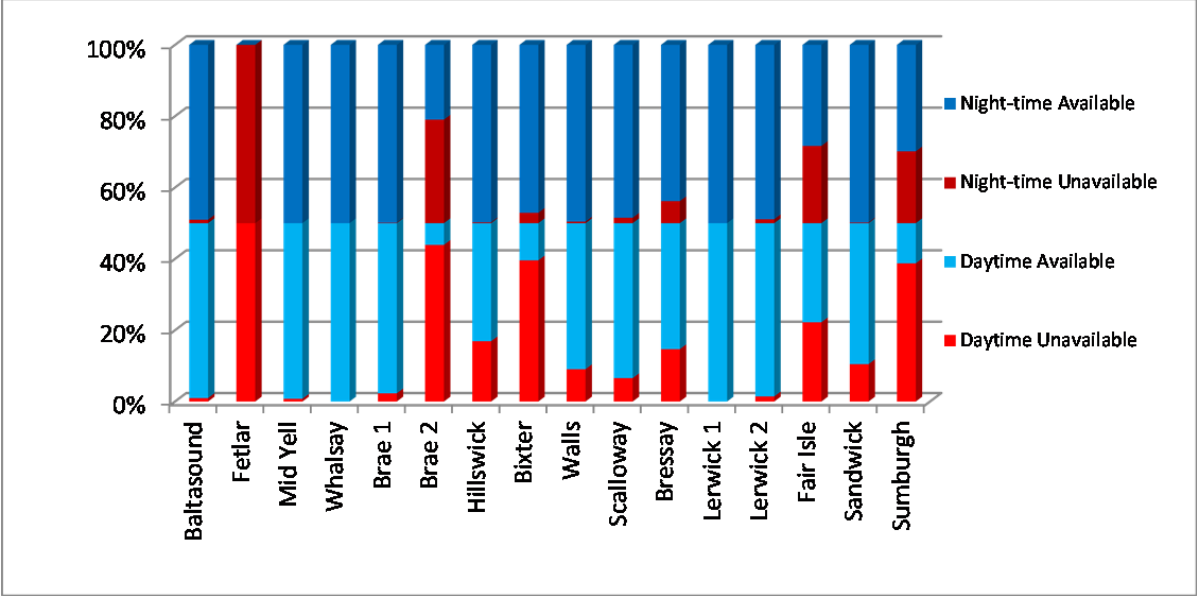
Fire Appliance Availability – December 2016

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Fire Station Staffing & Recruitment

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

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

The change of focus by SFRS to a new recruitment process is starting to show improvements in station establishment figures within Shetland.

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

Fire Station Staffing and Recruitment October to December 2016

Council Ward	Fire Station	Staffing Sept 2015	Staffing Dec 2016	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Unst	11	11	→	12	-1	0
	Fetlar	1	1	→	12	-11	0
	Yell	9	9	→	12	-3	0
	Whalsay	9	9	→	12	-3	0
Shetland North	Brae	8	8	→	20	-12	0
	Hillswick	8	8	→	12	-4	1
Shetland West	Bixter	6	6	→	12	-6	1
	Walls	9	9	→	12	-3	1
Shetland Central	Scalloway	8	8	→	12	-4	1
Lerwick North & Lerwick South	Bressay	8	7	↘	12	-4	0
	Lerwick	22	21	↘	20	+2	0
Shetland South	Fair Isle	8	8	↗	12	-4	
	Sandwick	12	11	↘	12	0	0
	Sumburgh	8	8	↗	12	-4	0

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Priority 2 - Reduction of 'All accidental dwelling fires'

The tables below represent the number of accidental dwelling house fires that occurred in Shetland.

Tolerances are set in context of the number of previous incidents by reporting period and, where there has been an increase in overall incidents, the colour coding is identified with the application of the red, amber and green (RAG) system.

Trend lines also identify the number of incidents over the reporting 5 year period, both by month and by reporting quarter, and it is encouraging to note a decrease in the quarter to date.

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

Domestic Dwelling Fire Safety Partnership Working

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

Domestic Dwelling Fires

There has been a decrease in accidental dwelling fires for the year to date compared to 2015/16. This is encouraging to note, but we will not become complacent based on this figure. Although Shetland fire stats are lower than the national average on all aspects, we must and will, ensure that we continue to promote fire safety within the home.
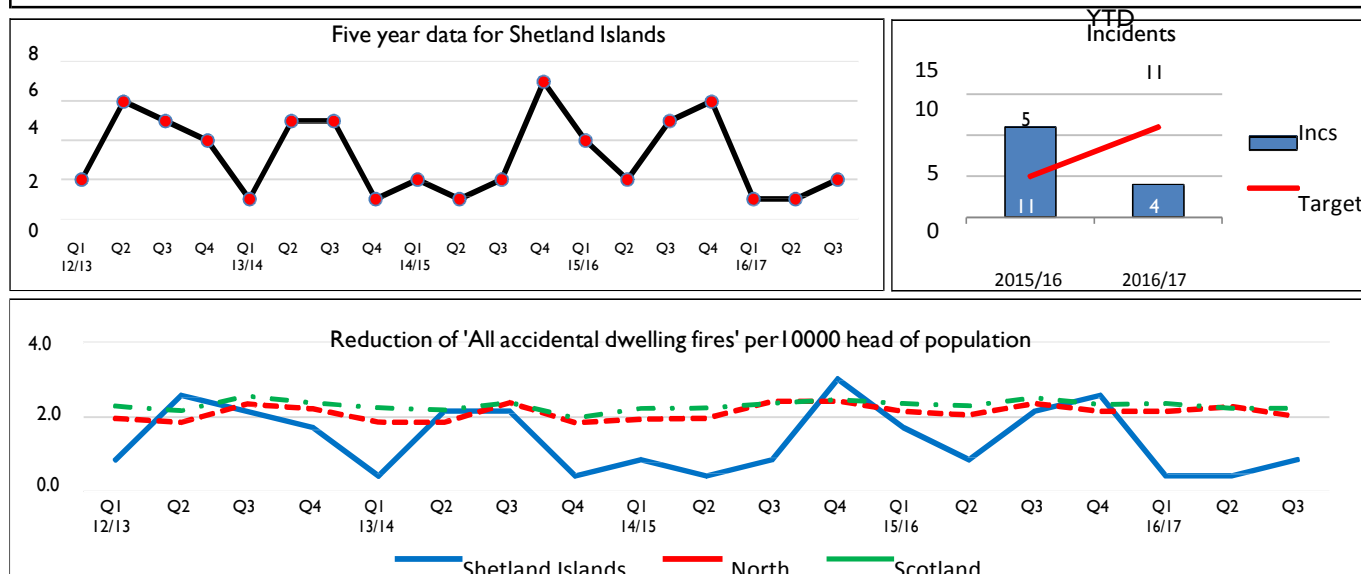
Five year data for Shetland Islands

YTD Incidents

Reduction of 'All accidental dwelling fires' per 10000 head of population

YTD ward ave. for Shetland Islands - 1	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	13	11	5	11	4	
North Isles (Shetland)	1	1	0	1	0	
Shetland North	0	1	1	2	1	
Shetland West	1	0	1	3	0	
Shetland Central	2	0	2	1	1	
Shetland South	5	1	0	1	0	
Lerwick North	3	3	1	1	1	
Lerwick South	1	5	0	2	1	

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

Home Fire Safety for Vulnerable Residents

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

Home Fire Safety Visits

Q3 statistics show that a total of 108 Home Fire Safety Visits were undertaken during the third quarter of 2016/17. A refocus by staff, including RDS firefighters has seen a significant improvement during this quarter.
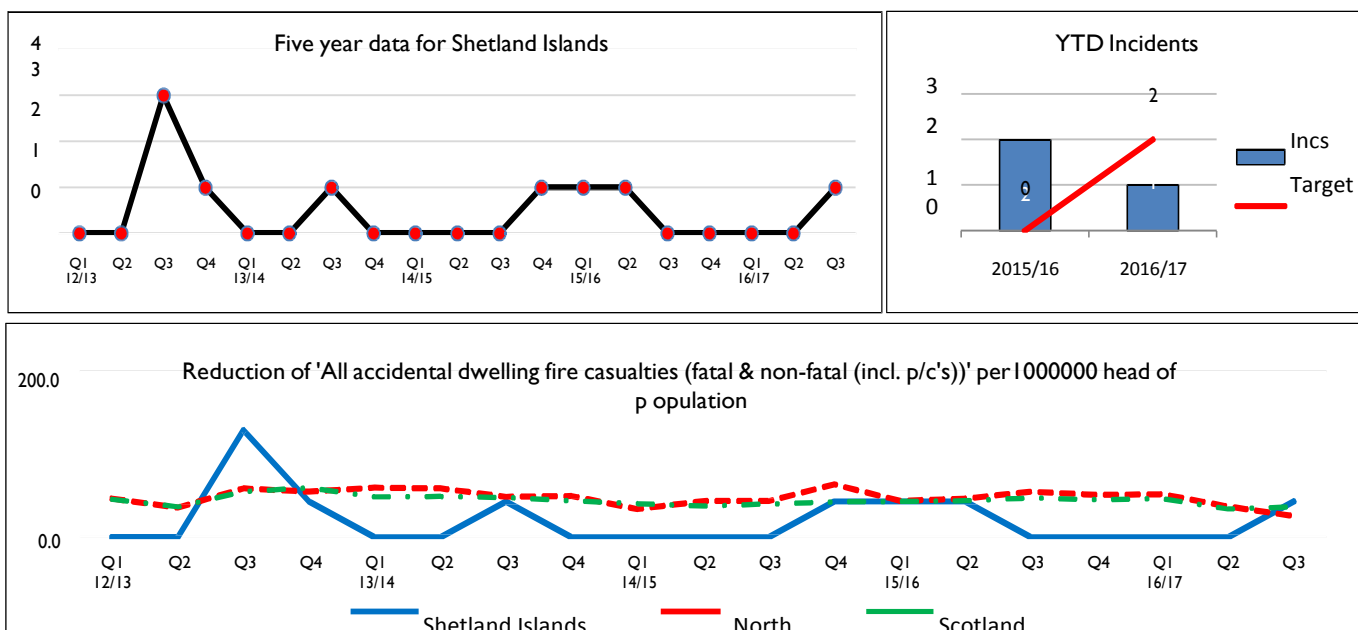
During the visits in Q3 (108 visits) a total of 27 properties were fitted with smoke detectors.

The Service operates a dual approach to HFSV; gross number of visits and points risk rating. This ensures that those at highest risk from fire are targeted ahead of lower risk groups. The points to visit ratio has a target figure of 15, with a figure of 15.6 being achieved within Shetland.

Home Fire Safety Education for Schools/Children

Operational personnel continue to accommodate requests from schools and other community groups to visit our fire stations. Our staff use these visits as an opportunity to engage with young people, where a fire safety message can be delivered.

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


Five year data for Shetland Islands

YTD Incidents

Reduction of 'All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))' per 1000000 head of population

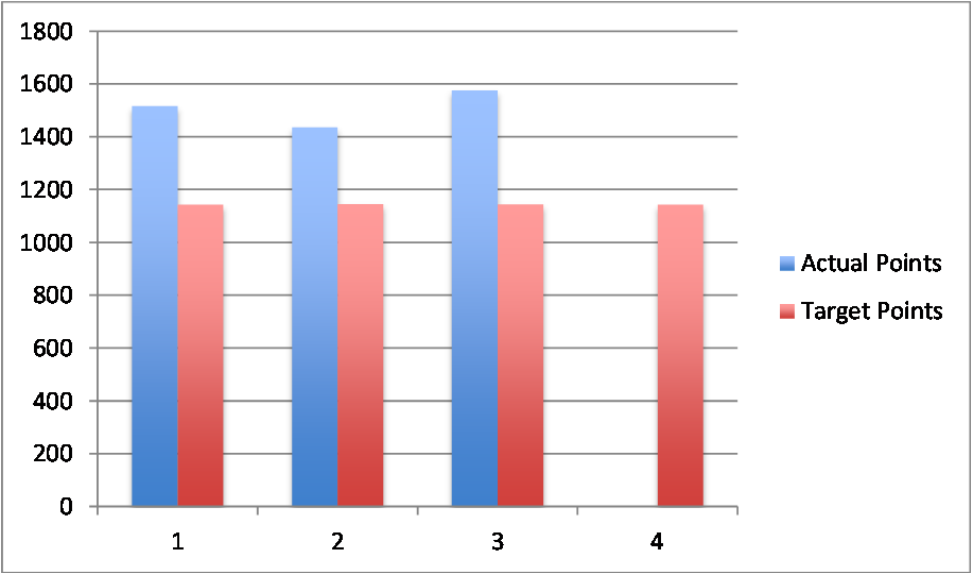| YTD ward ave. for Shetland Islands - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	3	1	0	2	1	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	0	0	1	0	
Shetland West	0	0	0	0	0	
Shetland Central	1	0	0	0	0	
Shetland South	2	0	0	1	0	
Lerwick North	0	0	0	0	0	
Lerwick South	0	1	0	0	1	

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HFSV Total for Shetland Committee - 2016/17 Q3

	CSET Risk			
	High	Medium	Low	Total 2016/17 Q3
No. of HFSVs	**55**	**44**	**9**	**108**
No. of HFSVs with Detectors Fitted	8	17	2	**27**
No. of HFSVs with Advice Only	42	26	6	**81**

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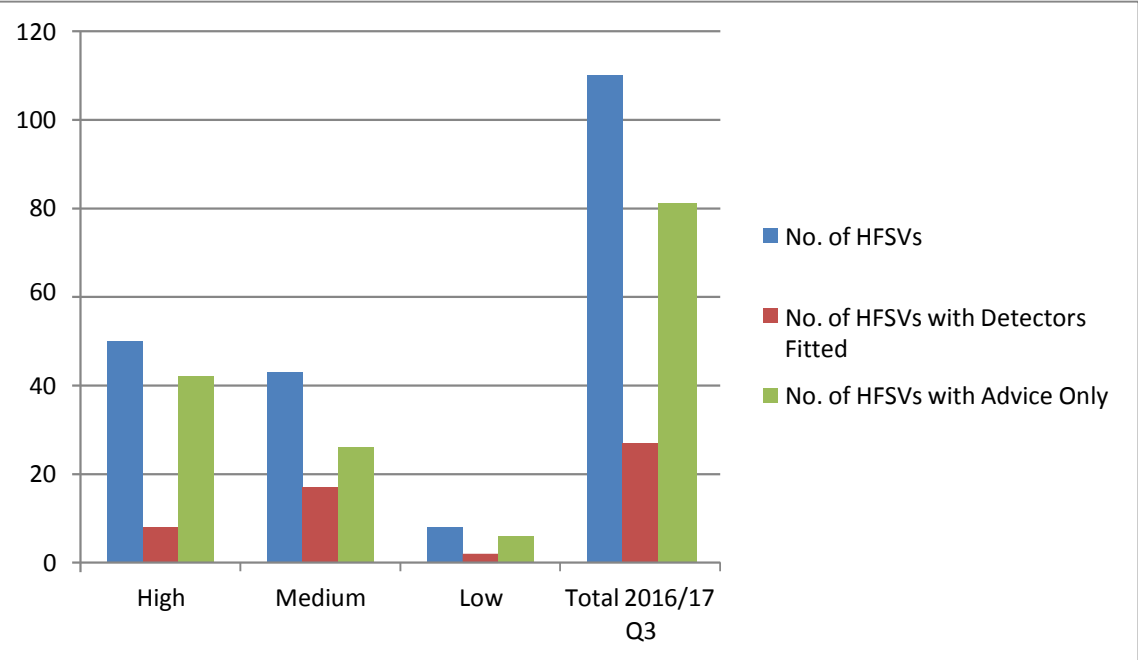
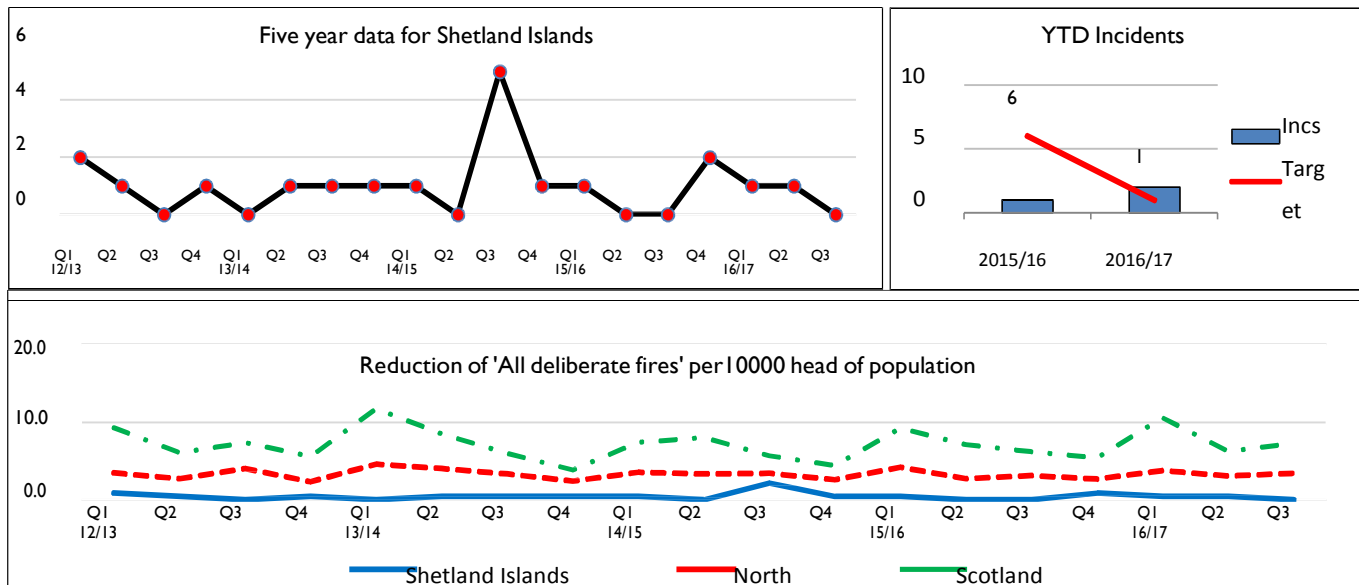**CSE QUARTERLY VISITS 2016/17**
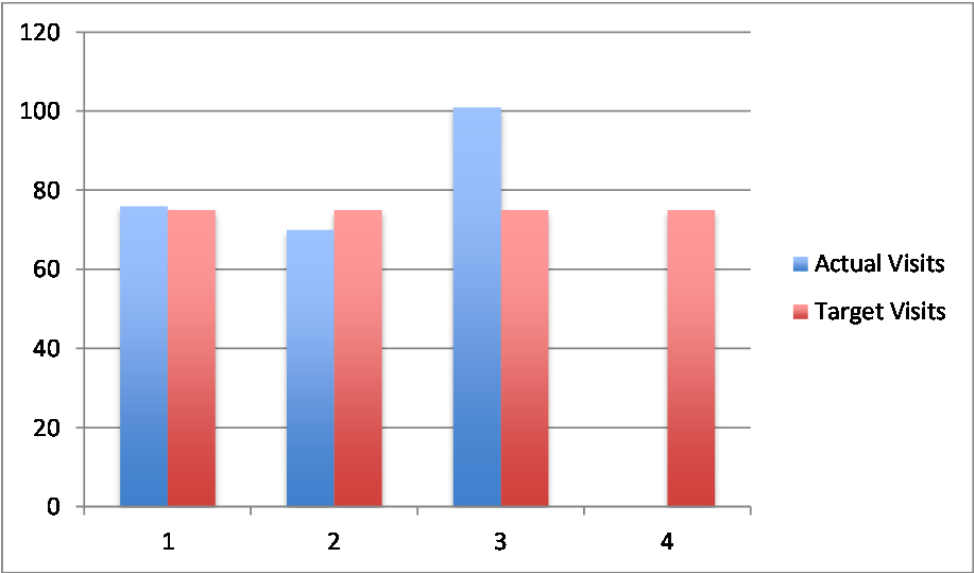
CSE QUARTERLY POINTS 2016/17

11

Priority 4 - Reduction of 'All deliberate fires'

Fortunately, deliberate or wilful fires are rare within Shetland but do occasionally occur. There were no deliberate fires in Q3.

If necessary, Area staff will continue to request the attendance of the Fire Investigation Unit from Aberdeen, if specialist support is required for fires of a deliberate nature. This team work closely with Police Scotland to identify the cause and circumstances of wilful fires.

Five year data for Shetland Islands

YTD Incidents

Reduction of 'All deliberate fires' per 10000 head of population

Shetland Islands — North — Scotland

YTD ward ave. for Shetland Islands - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	3	2	6	1	2	
North Isles (Shetland)	0	0	1	0	0	
Shetland North	1	1	2	0	0	
Shetland West	0	0	0	1	0	
Shetland Central	0	1	0	0	0	
Shetland South	2	0	0	0	0	
Lerwick North	0	0	2	0	2	
Lerwick South	0	0	1	0	0	

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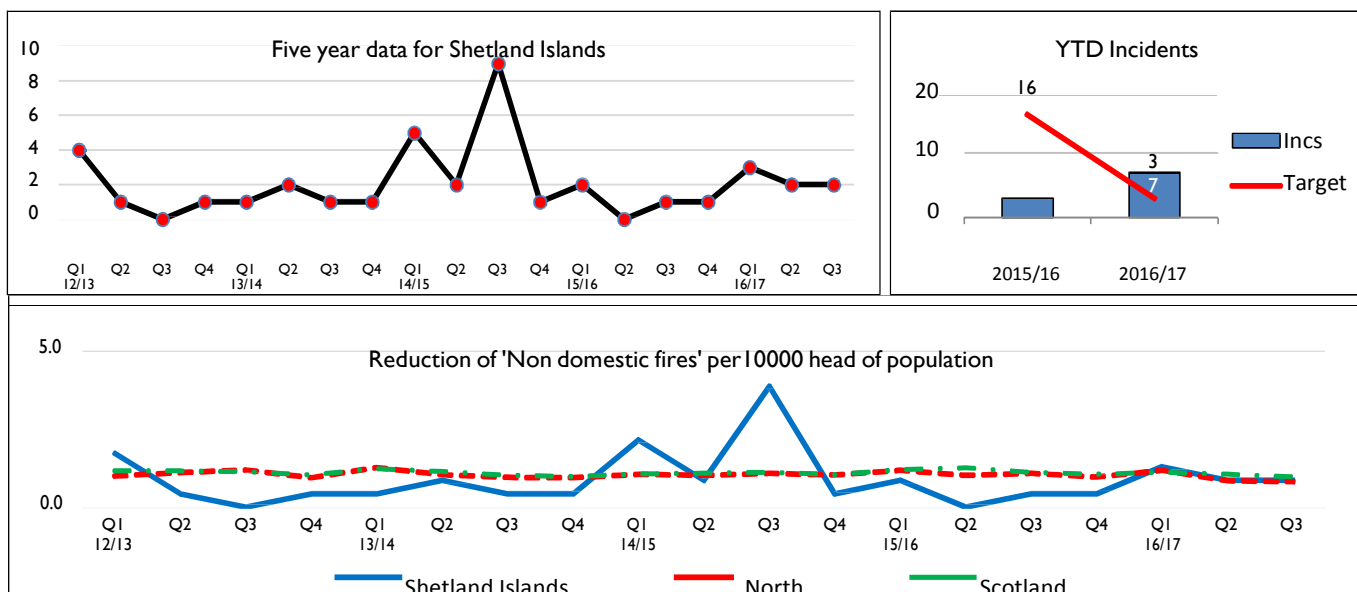| Priority 5 - Reduction of 'Non domestic fires' |
|---|

Legislative Fire Safety Enforcement Audits

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

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

There were 11 fire safety enforcement audits undertaken in Shetland during Q3. This is higher than the quarterly target figure of 7.

Post Fire Audits

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

Five year data for Shetland Islands

YTD Incidents

Reduction of 'Non domestic fires' per 10000 head of population

YTD ward ave. for Shetland Islands - 1	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	5	4	16	3	7	
North Isles (Shetland)	1	2	1	0	1	
Shetland North	3	1	3	1	0	
Shetland West	0	0	0	0	0	
Shetland Central	0	0	2	0	1	
Shetland South	0	0	3	0	0	
Lerwick North	0	0	6	1	3	
Lerwick South	1	1	1	1	2	

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FSE Audits – Quarterly Report

Post Fire Audits

14
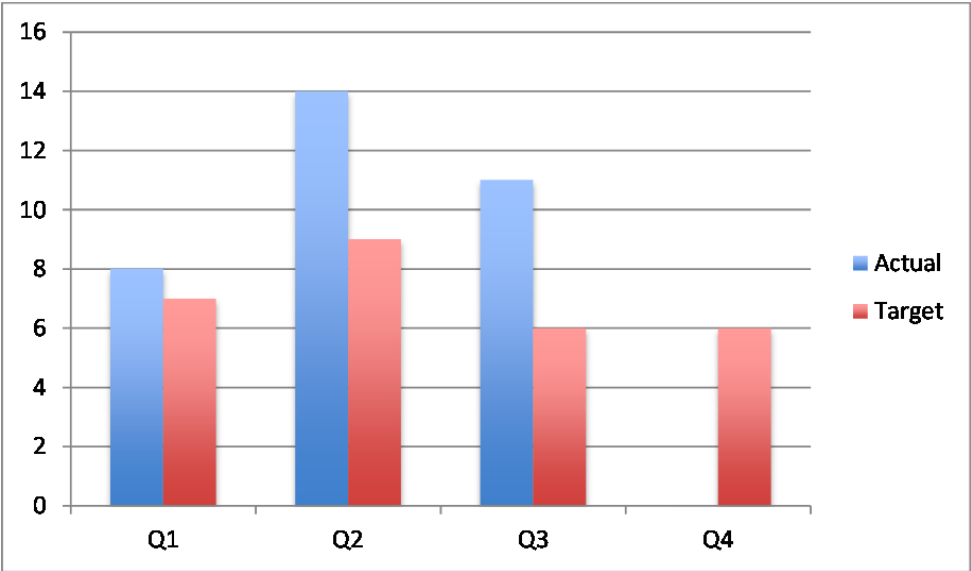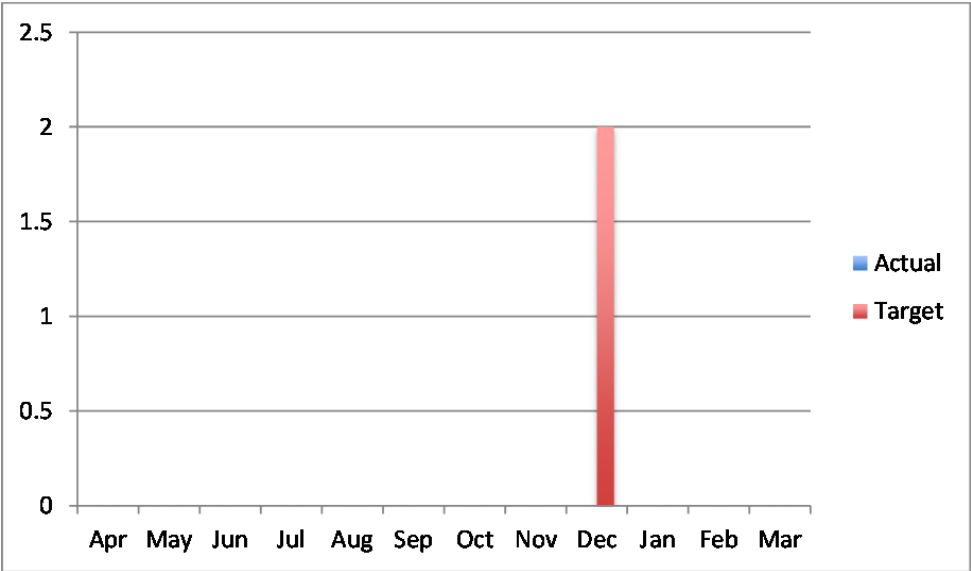
Priority 6 - Reduction of 'Special Service Casualties - All'

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

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

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

Special service calls have increased from 2015/16, with a total of 17 such calls this year. This is mainly due to closer working practices being established between all emergency services within Shetland, resulting in an increased response from SFRS resources. This is seen as an improvement in response, but again we will continue to help reduce the risk within the home, workplace and road network by promoting personal safety.

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

YTD Incidents

Five year data for Shetland Islands

Reduction of 'Special Service Casualties - All' per 10000 head of population
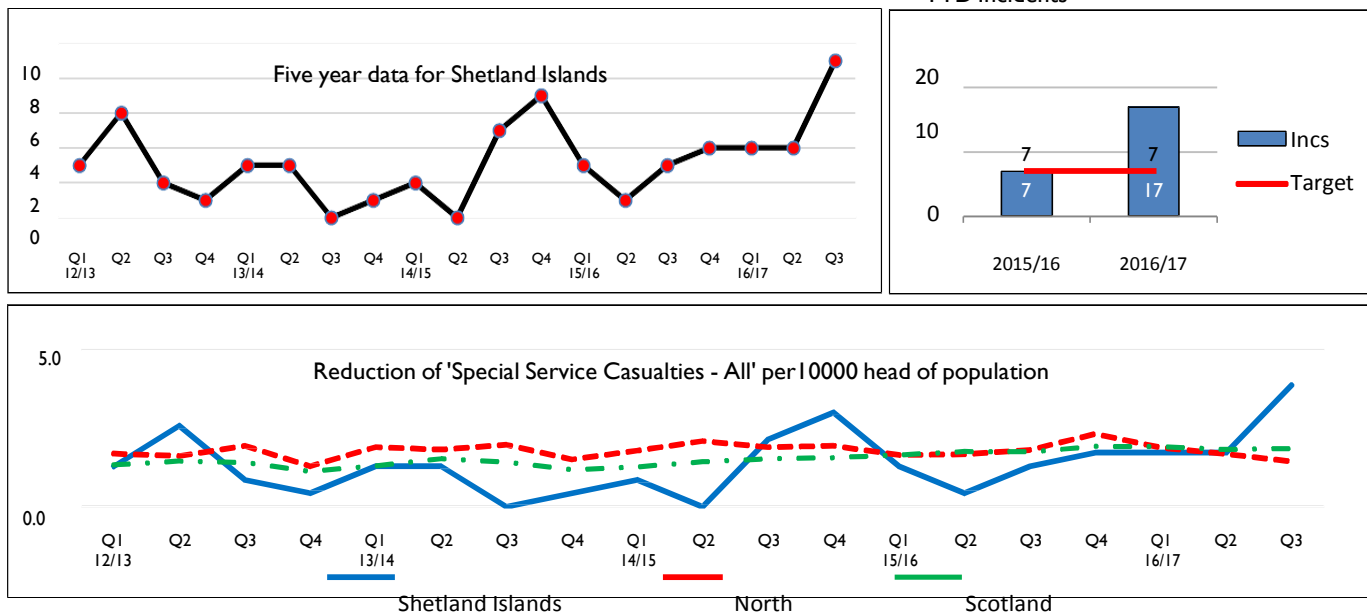
Shetland Islands   North   Scotland

YTD ward ave. for Shetland Islands - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	11	6	7	7	17	
North Isles (Shetland)	2	0	0	0	0	
Shetland North	4	4	5	4	3	
Shetland West	2	0	0	0	0	
Shetland Central	3	0	0	0	3	
Shetland South	0	2	1	2	3	
Lerwick North	0	0	0	0	2	
Lerwick South	0	0	1	1	6	

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Priority 7 - Reduction of 'False Alarm - UFAs'

The Service responds to a number of false alarms over the reporting year, a number of which are unwanted fire alarm signals (UFAS).
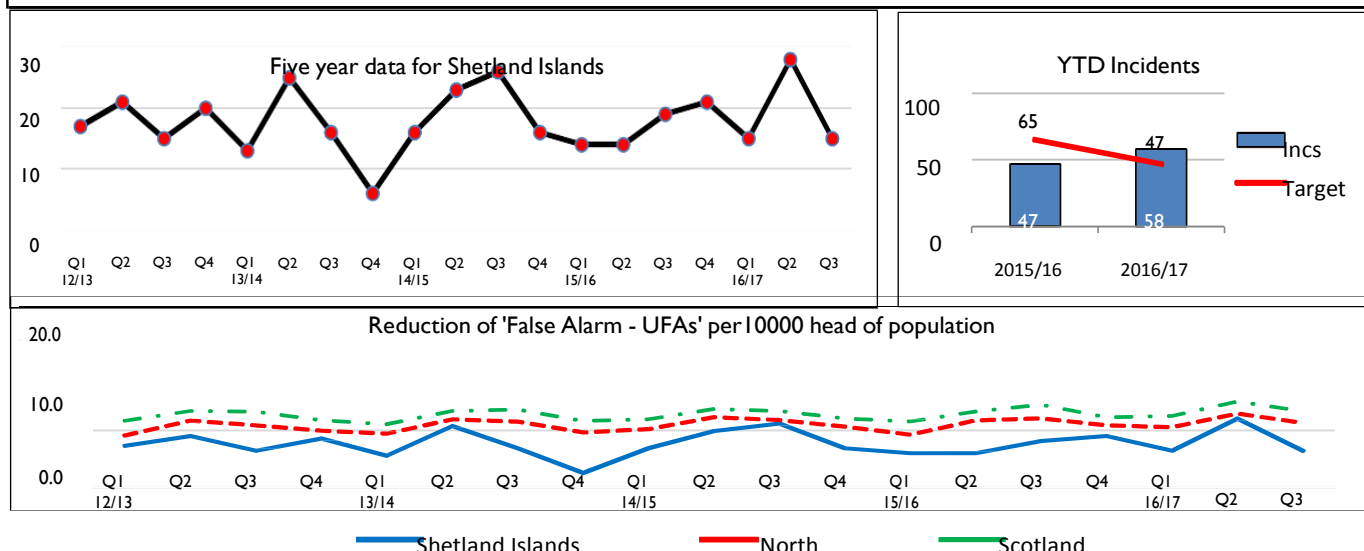
There was a decrease in UFAS incidents during Q3, which although difficult to ascertain the exact reason, it is hoped that by our continued engagement with premises owners/occupiers in identifying the cause of such alarms and providing the necessary guidance to them, we will see a reduction in the mobilisation of fire appliances.

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

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

SFRS recognises that high levels of Unwanted Fire Alarm Signals can have a significant impact on our staff and their full time employers. The Prevention and Protection team based in Inverness have examined this issue and we will undertake bespoke plans to improve the overall picture in Shetland.

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

Five year data for Shetland Islands

YTD Incidents

Reduction of 'False Alarm - UFAs' per 10000 head of population

YTD ward ave. for Shetland Islands - 8	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
Shetland Islands	53	54	65	47	58	
North Isles (Shetland)	0	2	2	2	1	
Shetland North	2	0	0	0	2	
Shetland West	0	0	1	0	0	
Shetland Central	0	5	4	2	2	
Shetland South	5	8	9	8	15	
Lerwick North	29	20	38	18	25	
Lerwick South	17	19	11	17	13	

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4. Glossary

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

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

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

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

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

Deliberate Fire
Fires where deliberate ignition is suspected.

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

CPP
Community Planning Partnership.

SOA
Single Outcome Agreement.

RTC
Road Traffic Collision

UFAS
Unwanted Fire Alarm Signals

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

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

CFS
Community Fire Safety - CRU staff providing a local prevention and protection role and deliver fire safety advice and information
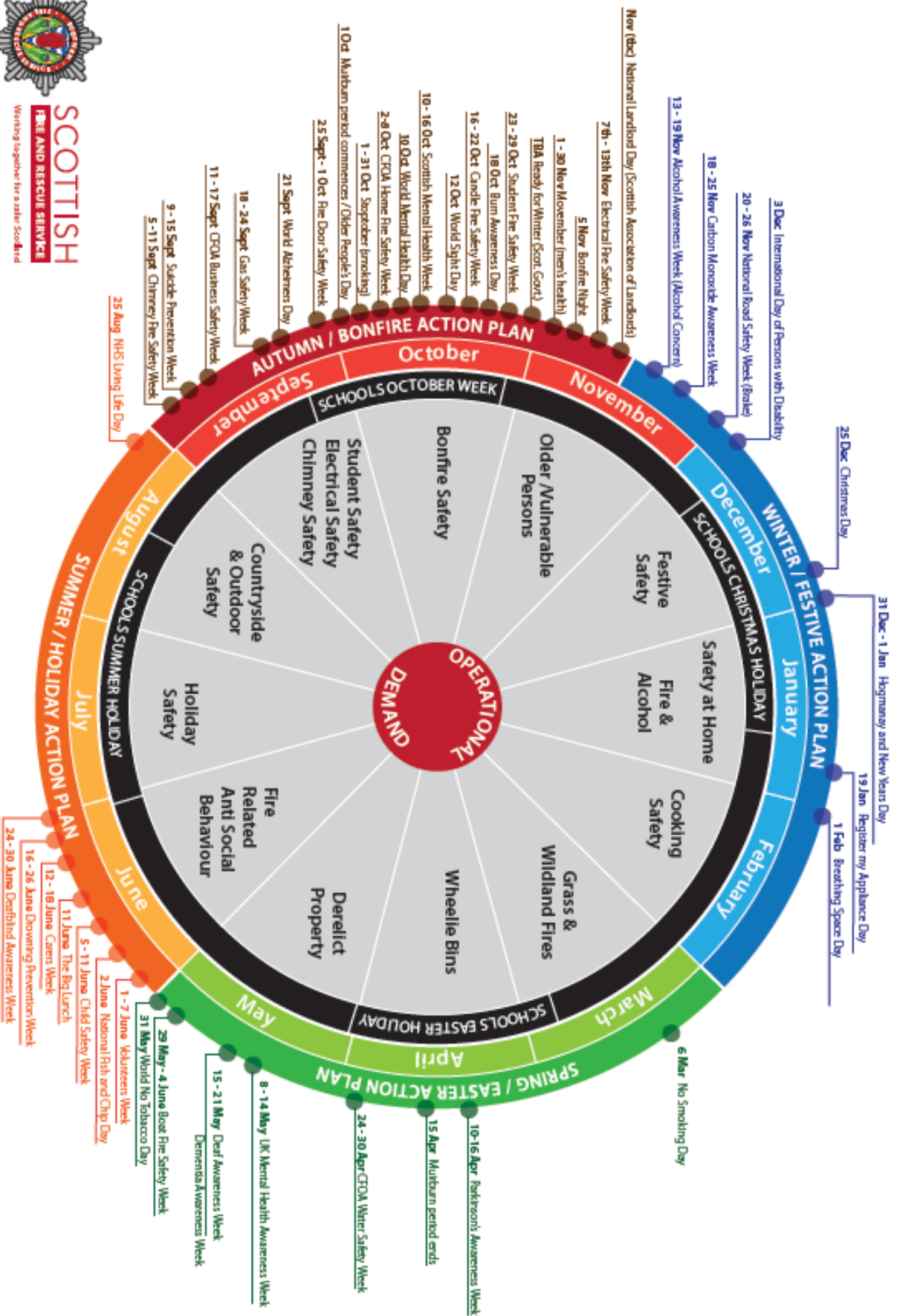
PDIR
Post Domestic Incident Response – A targeted delivery of key home fire safety advice and information to the local community and residents following a dwelling house fire.

Seasonal Community Safety Calendar 2017

SCOTTISH FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Central wheel

OPERATIONAL DEMAND

Inner segments (safety themes)
- Festive Safety
- Safety at Home
- Fire & Alcohol
- Cooking Safety
- Grass & Wildland Fires
- Wheelie Bins
- Derelict Property
- Fire Related Anti Social Behaviour
- Holiday Safety
- Countryside & Outdoor Safety
- Student Safety / Electrical Safety / Chimney Safety
- Bonfire Safety
- Older /Vulnerable Persons

Action Plan ring
- AUTUMN / BONFIRE ACTION PLAN
- WINTER / FESTIVE ACTION PLAN
- SPRING / EASTER ACTION PLAN
- SUMMER / HOLIDAY ACTION PLAN

Months
September, October, November, December, January, February, March, April, May, June, July, August

School holidays
- SCHOOLS OCTOBER WEEK
- SCHOOLS CHRISTMAS HOLIDAY
- SCHOOLS EASTER HOLIDAY
- SCHOOLS SUMMER HOLIDAY

Outer date markers

- 25 Aug NHS Living Life Day
- 5 - 11 Sept Chimney Fire Safety Week
- 9 - 15 Sept Suicide Prevention Week
- 11 - 17 Sept CFOA Business Safety Week
- 18 - 24 Sept Gas Safety Week
- 21 Sept World Alzheimers Day
- 25 Sept - 1 Oct Fire Door Safety Week
- 1 Oct Muirburn period commences / Older People's Day
- 1 - 31 Oct Stoptober (smoking)
- 2-8 Oct CFOA Home Fire Safety Week
- 10 Oct World Mental Health Day
- 10 - 16 Oct Scottish Mental Health Week
- 12 Oct World Sight Day
- 16 - 22 Oct Candle Fire Safety Week
- 18 Oct Burn Awareness Day
- 23 - 29 Oct Student Fire Safety Week
- TBA Ready for Winter (Scot. Govt.)
- 1 - 30 November (men's health)
- 5 Nov Bonfire Night
- 7th - 13th Nov Electrical Fire Safety Week
- Nov (tbc) National Landlord Day (Scottish Association of Landlords)
- 13 - 19 Nov Alcohol Awareness Week (Alcohol Concern)
- 18 - 25 Nov Carbon Monoxide Awareness Week
- 20 - 26 Nov National Road Safety Week (Brake)
- 3 Dec International Day of Persons with Disability
- 25 Dec Christmas Day
- 31 Dec - 1 Jan Hogmanay and New Years Day
- 19 Jan Register my Appliance Day
- 1 Feb Breathing Space Day
- 6 Mar No Smoking Day
- 10 - 16 Apr Parkinson's Awareness Week
- 15 Apr Muirburn period ends
- 24 - 30 Apr CFOA Water Safety Week
- 8 - 14 May UK Mental Health Awareness Week
- 15 - 21 May Deaf Awareness Week
- 24 - 30 May Dementia Awareness Week
- 29 May - 4 June Volunteers Week
- 31 May World No Tobacco Day
- 1 - 7 June Child Safety Week
- 2 June National Fish and Chip Day
- 5 - 11 June The Big Lunch
- 11 June Carers Week
- 12 - 18 June Drowning Prevention Week
- 16 - 26 June Boat Fire Safety Week
- 24 - 30 June Deafblind Awareness Week

Scottish Ambulance Service

Shetland

Community Safety & Resilience Board June 2017

1.0 A&E Performance:

The New Clinical Response Model (NCRM) was launched in late 2016 as a 12 month pilot and phase 1 has now been in operational practice for five months. NCRM was developed and modelled with an extensive clinical data set, allowing for a focused review of patients' clinical need and matching this to the Service response, resource and skill. Since going live the model has proven to accurately identify patient groups as predicated, based on their clinical acuity.

NCRM aim is to save more lives and improve outcomes. This can be demonstrated with an increase in Return of Spontaneous Circulation (ROSC) in the first quarter launch in comparison to the same quarter in 2015/2016. For patients who require access to an acute pathway i.e. Acute Myocardial Infarction or Acute Stroke Patients, this has been approached in the NCRM by sending the right conveying emergency ambulance resource first time, this has been achieved 93.7% of the time. There has been a steady volume of staff feedback to a dedicated email address which has allowed themes to be identified and improvements to operating practice to be made. Since going live there have been no reported Significant Adverse Events.

Phase 2 goes live in June and will involve the upgrade to the latest version of our triage software, MPDS, and introduction of dispatch on disposition with resources sent once the clinical coding in MPDS has been established.

I am hoping to be able to report on location specific data soon but this has not yet been developed nationally to sub divisional level

1.1 Actions being taken to improve the ILT Performance

- Continue to review shift patterns. Implementation of 6 new staff into Lerwick this is a phased approach with 6 staff recruited and a shift review to incorporate them in progress.
- Progress with new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continue the development of Community Paramedics to increase see and treat and reduce inappropriate admissions to hospital.
- Continue to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available. Discussion through Ambulance liaison group.
- All daily Immediate Life Threatening calls Out Of Performance are monitored daily for any notable delays in response where reflection and learning can take place. Main delays are still reported as through 'location always out with performance response time / surge demand. Delays in mobilising are still mainly due to staff responding from home locations when on call.

1.2 Actions being taken to improve the YTD Cardiac Arrest Performance

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

1.3 Actions being taken to improve the Urgent Performance Target

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

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

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

SAS Context

- 888,000 calls to ACC = 686,500 ambulance responses

- Typical response outcome:

  – 2 patients in every 10 are life threateningly ill and/or injured

  – 1 patient is seriously unwell

  – 6 patients have an exacerbation of an existing condition or minor injury/illness

  – 1 patient will not require or will refuse assistance

- Current Model

  – Circa 30% of SAS responses require hospital A&E

  – Circa 80% end up there! (82.5% in Shetland)

2.0 SAS/NHSS Liaison Group

2.1 Background

Our clinical partnership working between the Scottish Ambulance Service and NHSS is an integral part of the health service activity on Shetland. Before the Ambulance Liaison Group was set up the discussions between NHS Shetland and SAS were undertaken at a front line level and through a Commissioning team route. It was decided to try and widen the involvement of other stakeholders to ensure that discussions and decisions were as representative as possible, and were able to be fed back into the governance structures of both organisations. The Ambulance Liaison Group started meeting monthly from September 2012.

2.2 Membership and roles on group

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

2.3 Reviewing Ambulance Liaison incidents

Both SAS and NHS Shetland have an incident reporting system and some incidents which are reported involved the other organisation and so require some partnership investigation

and learning. The Ambulance Liaison group have overseen the investigation and outcome of a number of incidents since it started and the group has proved a useful forum to discuss incidents in detail and agree learning outcomes.

3.0 Shared Governance

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

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

4.0 Ambulance Liaison Incidents

4.1 Changes/ outcomes from these incident reviews include:

- Shared understanding where there has been a poor patient journey so we can learn and improve.

4.2 Current Actions from the Group:
- Island specific ambulances delivered to Skerries and Fetlar for SAS/NHSS use
- Ongoing training and development of the retained service with new members in the recruitment process

5.0 Outer Islands SOF Update:

Fetlar Basic Spec 4x4 VW Caravelle (A shared resource with NHS Shetland is now in place, this will serve as patient transport/mobile clinic/nurse transport).	Two available to respond with more to refresh their training, training officer trying to secure personnel and dates
Skerries Basic Spec 4x4 VW Caravelle (A shared resource with NHS Shetland is now in place, this will serve as patient transport/mobile clinic/nurse transport).	We have a team of 5 here, and training is complete. They have been trained and Completed Driving assessments with all 5 plus some Moving & Handling, infection control, entonox and FPOS Intermediate Delivered.
Unst A&E Spec 4x4 VW Caravelle	A team of 8 working and available to respond to calls
Whalsay A&E Spec 4x4 VW Caravelle	A Contractor scheme with a pool of 5 volunteers and a coordinator. A couple are ready to train when resources are available
Yell A&E Spec 4x4 VW Caravelle	The team are trained to FPOS intermediate or the equivalent. The vehicle now located at the fire station
Foula	We intend a joint visit to Foula and contact the Community Council at the earliest opportunity.
Fair Isle	Fair Isle visited on the 22nd June 2016 and held

	a meeting in the fair isle hall with about 26 residents. No one showed any interest and Peter and Edna were told that they have an arrangement with the SFRS as they are first responder trained that the nurse calls them if she requires any help. SAS and SFRS will formalise this arrangement
Bressay	Advertised locally for recruits with one person to date expressing an interest. Utilising local newsletter to advertise. Possible co responder scheme with SFRS

5.1 Retained

There is currently two members of the retained team available with a need to recruit and train more. The current gaps in cover are filled by qualified staff.

5.2 West Mainland – Aith

There is an intention to set up a community responder scheme in west Mainland and we have a couple of contacts that the team intend to follow up. Lucky to be here have trained some locals and this has increased their community resilience

6.0 PTS (Patient Transport Service)

We have recruited to three part time posts two of which are starting training this month June 17

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

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

Shetland Health Board Sector Comparison

	Demand		Difference	
	Period 1 - 03/04/2017 - 28/04/2017	Period 2 - 01/04/2016 - 29/04/2016	Demand	Demand Variance
Registered Journey Count	103	94	9	9.57%
Journey Count	85	83	2	2.41%
Medical Escort Count	0	1	-1	-100.00%
Relative Escort Count	2	0	2	200%
Cancel Count	18	11	7	63.64%

Abort Count	0	1	-1	-100.00%
W (C)	0	0	0	0%
W1, WT1, WC1 (C1)	80	62	18	29.03%
W2, WT2, WC2 (C2)	3	17	-14	-82.35%
Stretcher	2	4	-2	-50.00%
A&E	0	0	0	0%
Admission	1	1	0	0.00%
Day Patient	0	0	0	0%
Discharge	9	19	-10	-52.63%
House to House Transfer	0	0	0	0%
Out Patient	75	59	16	27.12%
Transfer	0	4	-4	-100.00%

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

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

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

The reasons for PTS Punctuality for Pickup after appointment

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

Actions being taken to improve

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

The reasons for PTS SAS Cancelled No Resource

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

Actions being taken to improve

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

Contacts:

Andrew M Fuller Divisional Head of Services

Malcolm Macleod Area Service Manager, Islands

Peter Smith Paramedic Team Leader, Lerwick

Appendix 1

Glossary

Scheduled Care – PTS

Punctuality for appointment at hospital - Target 75%

Punctuality after appointment (uplift)   -   Target 80%

Journeys cancelled   - Target <0.5%

The categories are:

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

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

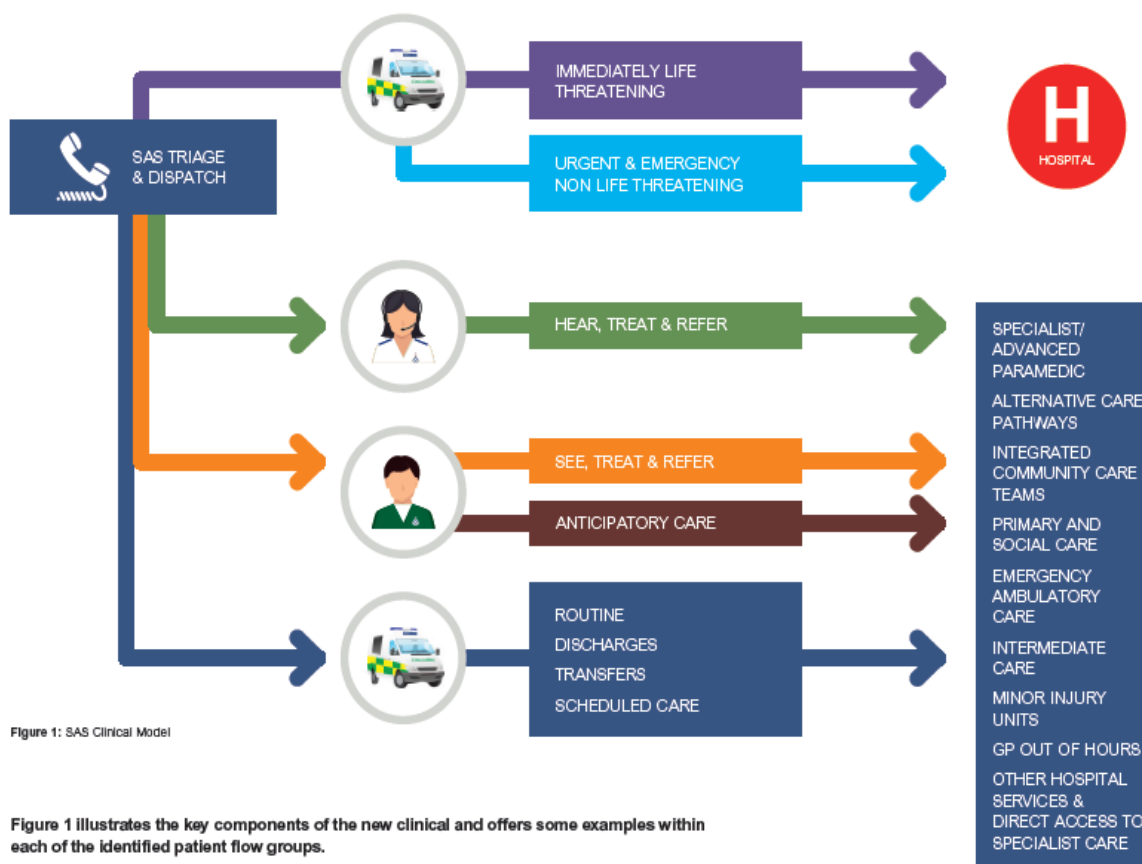W2 - The patient can walk and requires the assistance of two crew members.

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

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

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

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

SAS Clinical Model

Figure 1: SAS Clinical Model

Figure 1 illustrates the key components of the new clinical and offers some examples within each of the identified patient flow groups.

Patient Condition

Response Type

Transfer to hospital

Immediately life-threatening → AEU (paramedic / paramedic support) / PRU (specialist paramedic – critical care) — 100% → 100% less current

Serious but not immediately life-threatening → AEU (paramedic / paramedic support) — 100% → 80% as current

Face to face assessment required → AEU (paramedic / paramedic support) 80% → 65-70%; PRU (specialist paramedic – community care) 20% → 30-50%

Hear, treat & refer → Pass to NHS 24 (hear, treat & refer) 32%; Clinical advisor (hear, treat & refer) 32%; PRU (specialist paramedic – community care) 36% → 20% of see & treat

Non-emergency → PTS (ACA level 3) 100% → As current