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Date: 7 June 2018

Dear Sir/Madam

You are invited to the following meeting:

**Environment and Transport Committee**  
**Council Chamber, Town Hall, Lerwick**  
**Thursday 14 June 2018 at 10.30am**

Apologies for absence should be notified to Leisel Malcolmson, at the above number.

Yours faithfully

Executive Manager – Governance and Law

Chair: R Thomson  
Vice Chair: R McGregor

## **AGENDA**

- (a) Hold circular calling the meeting as read.
- (b) Apologies for absence, if any.
- (c) Declarations of Interest - Members are asked to consider whether they have an interest to declare in relation to any item on the agenda for this meeting. Any Member making a declaration of interest should indicate whether it is a financial or non-financial interest and include some information on the nature of the interest. Advice may be sought from Officers prior to the meeting taking place.
- (d) Confirm minutes of meetings held on i) 24 April 2018 and ii) 21 May 2018 (enclosed).

## ITEMS

1. Shetland Transport Strategy Refresh  
*TP-04*
2. Review of School Transport Policy 2018  
*CS-17*
3. Exception from Contract Standing Orders – Purchase of Excavator for  
Scord Quarry  
*RD-02*
4. Exceptions from Contract Standing Orders – Voith Propulsion Unit  
Overhaul, Replacement radars B600's and Tingwall Airport – Hangar Door  
*FO-01*
5. Exceptions from Contract Standing Orders - Mechanical & Electrical and  
Fabric Maintenance Services to Anderson Halls of Residence, Lerwick  
*EO-02*
6. Charter for Household Recycling for Scotland – Associated Policies  
*ES-01*



# Shetland Islands Council

Agenda  
Item

**di**

## MINUTE

## A&B - PUBLIC

**Environment and Transport Committee**  
**Council Chamber, Town Hall, Lerwick**  
**Tuesday 24 April 2018 at 10am**

**Present:**

P Campbell	S Coutts
S Leask	A Manson
R McGregor	A Priest
R Thomson	G Smith

**Apologies:**

D Sandison

**In Attendance (Officers):**

M Sandison, Chief Executive  
J Smith, Acting Executive Manager – Ports and Harbours  
B Robb, Senior Management Accountant  
P Morgridge, Transport Policy and Projects Officer  
P Wishart, Solicitor  
B Kerr, Communications Officer  
L Malcolmson, Committee Officer

**Chair:**

Mr Thomson, Chair of the Committee, presided.

**Circular:**

The circular calling the meeting was held as read.

**Declarations of Interests**

None

**Minutes**

The Committee approved the minutes of the meetings held on i) 6 February 2018 on the motion of Mr Thomson, seconded by Mr Priest; and ii) 5 March 2018 on the motion of Mr Thomson, seconded by Mr Coutts.

**8/18 Sullom Voe Harbour Area – Development Planning**

The Committee considered a report by the Acting Executive Manager – Ports & Harbours (PH-08-18-F) which presented proposals on how best to progress the consideration of planning and marine development guidance for the Sullom Voe Harbour Area.

The Acting Executive Manager – Ports & Harbours introduced the report and advised that the Development Committee, at its meeting on 23 April 2018, authorised the development of a Marine Development Masterplan for the Sullom Voe Harbour Area (SVHA). He said that it had become clear that the substantial

work undertaken on the Marine Spatial Plan, which covers the whole of Shetland including Sullom Voe, could be magnified with more detail on specific aspects of the SVHA Masterplan. He explained that the SVHA has special status across a large area and is a significant transport route for internal and indeed international transport.

During questions, the Acting Executive Manager – Ports and Harbours was asked what impact there may be on roads infrastructure and what consideration would be given to this in the Masterplan. The Acting Executive Manager – Ports and Harbours advised that it was important to consider the whole coastal zone and the intention would be to also include land infrastructure. He advised on the ongoing work with HIE, Sullom Voe Terminal and Scatsta Airport which could be widened to include the Council's Roads Service in order to understand the different constraints and opportunities that may arise. The Acting Executive Manager – Ports and Harbours also confirmed that SOTEAG had been briefed on the proposals and associated risks. He said that in embarking on the Masterplan process there were no assumptions as to the outcome and what may be developed. He said that SOTEAG would be a core consultee adding that their monitoring regime may complement the process. The Acting Executive Manager – Ports and Harbours advised that no consultees to date had been against a comprehensive Masterplan which was seen as an investment in the Harbour Areas paid for by the Harbour Account for Harbour Users. He advised that one question that had arisen from this process so far is whether it should be carried out in other areas.

The Acting Executive Manager – Ports and Harbours responded to further questions and confirmed that the relationship with Community Partners and the Local Outcome Improvement Plan was essential. He explained that the Masterplan process had to be linked together to inform each other and in that regard he referred to paragraph 4.7 of the report. He said that in addition to engagement with business stakeholders it was important to consult with the community where there would be interest in areas such as the Crown Estate. He added that the underlying approach had to be consistent.

Comment was made that the best sites were already taken up at Ulsta and Toft and the Acting Executive Manager – Ports and Harbours was asked if this would affect the outcome of the Toft Pier in terms of road access, as there could be congestion if the area is also used for aquaculture. The Acting Executive Manager – Ports and Harbours said that there would be reports on the Toft Pier by October in terms of where development may be undertaken. He said that in terms of internal transport plans, there may be a need to protect a bridge corridor but the Masterplan would not stop that. He added that it was important to produce a plan for now and into the foreseeable future but to have forward sight so that the site can adapt to changing circumstances.

The Chair advised that the Committee's views would be passed on to Policy and Resources Committee.

### **Decision**

The Committee approved the content of the report for consideration by the Policy and Resources Committee.

9/18 **Access for Wheelchair Users to Taxis and Private Hire Cars**

The Committee considered a report by the Transport Policy and Projects Officer (DV-18-18-F) which proposed creating and maintaining a list of designated wheelchair accessible taxis and private hire cars (PHCs).

The Transport Policy and Projects Officer introduced the report and advised that While the Committee did not have to adopt Section 167 of the Equality Act 2010, should adoption be agreed a further two sections would require to be implemented. The Transport Policy and Projects Officer explained the implications of approving the recommendations at Section 1 of the report, and the opportunity for drivers to apply for an exemption where they are not physically able to facilitate the carriage of a wheelchair user. The Transport Policy and Projects Officer also drew attention to 4.5 of the report and the Council's key elements of general duty defined in the Equality Act 2010.

The Chair moved that the Committee recommend to the Policy and Resources Committee approval of the recommendations contained in the report. Mr McGregor seconded.

**Decision**

The Environment and Transport Committee RESOLVED to recommend that the Policy and Resources Committee:-

- AGREE that the Council should create and maintain a list of designated wheelchair accessible taxis and private hire cars in terms of Section 167 of the Equality Act 2010; and
- DELEGATE authority to the Director of Development Services, or his nominee, to put in place the administrative arrangements required to comply with the legislative provisions which apply when such a list is maintained, in accordance with the relevant statutory guidance.

The meeting concluded at 10.20am.

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Chair





# Shetland Islands Council

## MINUTE

## A&B - PUBLIC

**Environment and Transport Committee**  
**Council Chamber, Town Hall, Lerwick**  
**Monday 21 May 2018 at 3.05pm**

**Present:**

P Campbell	S Coutts
S Leask	A Manson
R McGregor	D Sandison
G Smith	R Thomson

**Apologies:**

A Priest

**In Attendance (Officers):**

M Sandison, Chief Executive  
J Belford, Executive Manager – Finance  
M Craigie, Executive Manager – Transport Planning  
J Smith, Acting Executive Manager – Ports and Harbours  
J MacLeod, Performance & Improvement Adviser  
C Gair, Traffic Engineer  
P Sutherland, Solicitor  
B Kerr, Communications Officer  
L Malcolmson, Committee Officer

**Chair:**

Mr Thomson, Chair of the Committee, presided.

**Circular:**

The circular calling the meeting was held as read.

The Chair congratulated Mr Coutts on his recent appointment as Leader and Mr John Smith as Director of Infrastructure Services and said that he looked forward to working with both of them in the coming years.

**Declarations of Interests**

None

**10/18      Infrastructure Directorate Performance Report - 2017 / 18**

The Committee noted a report by the Director of Infrastructure Services (ISD-07-18-F) that detailed the activity and performance of the Infrastructure Directorate for 2017/18, enabling members to analyse its performance against the Directorate's Service objectives and the Corporate Plan outcomes.

In introducing the report the Chief Executive referred to and commented on the successes and achievements listed in paragraph 4.4 and the infographic attached as an appendix on page 43, reflecting on the scale of what services are being delivered at a time of reducing budgets. The Committee noted the report.

### **Decision**

The Environment and Transport Committee noted the contents of the report and progress against priorities to inform activity within the remainder of this year, and the planning process for next and future years.

11/18

### **Development Services - Performance Overview 2017/18 Quarter 4**

The Committee considered a report by the Director of Development Services (DV-17-18-F) that detailed the activity and performance of the Development Directorate for 2017/18, enabling Members to analyse its performance against the Directorate's Service objectives and the Corporate Plan outcomes.

The Executive Manager – Transport Planning introduced the report and commented on the matters that fall under the remit of Environment and Transport Committee namely the last four items in paragraph 4.2. He also commented on the progress listed at paragraph 4.4 and highlighted the transport planning elements within the infographic attached as an Appendix.

During discussion the Executive Manager – Transport Planning responded to a question that referred to paragraph 6.3 and advised that a report on the "Pilot", what had been learned and how the Council's contribution helped will be presented with a view to setting a policy around it. He explained that smart ticketing was key to the way the initiative will be delivered.

The Executive Manager – Transport Planning provided an explanation on the statistics provided in the infographic and how the journeys had been recorded by each step of a journey. He said that the breakdown per head of population indicated 100 journeys per person in Shetland and this was a colossal amount for those who do more than that number of journeys per year.

The Executive Manager – Transport Planning was asked what factors had been identified for the 2.2% decrease in use of public transport. He advised that work would be carried out over the summer to find out why people travel and why they have stopped. He said that there is an aging population in Shetland therefore retired residents may no longer need to use transport as frequently and younger employees may be moving closer to their employment. He said that it was important to understand the key issues in order to support the development of services and to reverse the trend. He said that access to opportunities is essential to communities and it was important to understand what was driving this change.

Following brief discussion, the Committee noted the report.



### **Decision**

The Environment and Transport Committee discussed the contents of the report and progress against priorities to inform activity within the remainder of this year, and the planning process for next and future years.

12/18

### **Management Accounts for Environment & Transport Committee 2017/18 - draft outturn at Quarter 4**

The Committee considered a report by the Executive Manager – Finance (F-041-18-F) which enabled the Committee to monitor the financial performance of services within its remit.

The Executive Manager – Finance introduced the report on the main variances identified and the carry forwards requested. He explained that the overall position meant that the carry forwards were affordable.

In responding to a question, the Chief Executive agreed to circulate to Members a note of where the new electric charging points will be located.

### **Decision**

The Committee:

- NOTED the Management Accounts showing the draft outturn position for 2017/18; and
- NOTED the proposed budget carry-forwards, which will be included in the overall Draft Outturn report to be presented for approval at Policy & Resources Committee on 18 June 2018.

13/18

### **Traffic Regulations Order etc - Annual Progress Report**

The Committee considered an annual report by the Team Leader – Asset and Network (RD-01-18-F) which allowed the Committee to monitor the progress and performance of the Roads Service with regards to Traffic Orders and Notices that have been promoted or made under delegated authority.

The Traffic Engineer introduced the report and the Committee noted its content.

### **Decision**

The Committee NOTED the report.

14/18

### **Environment and Transport Committee Business Programme - 2018/19**

The Committee considered a report by the Director of Infrastructure Services (ISD-06-18-F) providing information on the Business Programme of the Committee for the financial year 1 April 2018 to 31 March 2019. The report also included items where the date is still to be determined.

The Director of Infrastructure Services introduced the report and the Committee noted its content.

### **Decision**

The Committee NOTED the business planned for Environment & Transport Committee in the financial year 2018/19.

The meeting concluded at 3.40pm.

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Chair



<b>Meeting(s):</b>	Environment and Transport Committee	14 June 2018
<b>Report Title:</b>	Shetland Transport Strategy Refresh Consultative Draft – Stakeholder Consultation Report	
<b>Reference Number:</b>	TP-04-18-F	
<b>Author / Job Title:</b>	Peter Mogridge – Transport Policy and Projects Officer	

## **1.0 Decisions / Action Required:**

### **1.1 That the Committee:**

- 1.1.1 NOTE the Shetland Transport Strategy Refresh Consultative Draft Stakeholder Consultation Report; and
- 1.1.2 COMMENT on the suggested amendments to the Shetland Transport Strategy Refresh;

## **2.0 High Level Summary:**

- 2.1 The Shetland Transport Strategy Refresh Consultative Draft was put out for stakeholder consultation between 13 February 2018 and 27 March 2018.
- 2.2 Stakeholder responses have been collated. Five amendments have been suggested and are contained in the report in Appendix 1.
- 2.3 Comments from the committee will be considered by ZetTrans at its next meeting on 26 June 2018 with a view to inclusion in the FINAL Shetland Transport Strategy Refresh.

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

- 3.1 ZetTrans' policy is to seek to have in place transport arrangements that are affordable and meet people's needs. To achieve this policy ZetTrans works closely with Shetland Islands Council. Shetland Islands Council's "Our Plan 2016 to 2020" states: 'There will be transport arrangements in place that meet people's needs and that we can afford to maintain in the medium term'.
- 3.2 As a schedule 1 community planning partner, ZetTrans is a member of the Shetland Partnership, a statutory consultee and a statutory delivery agent.

<b>4.0 Key Issues:</b>	
4.1	The document in Appendix 1 contains a report on the stakeholder consultation on the Shetland Transport Strategy Refresh Consultative Draft and includes five proposed amendments.
4.2	The document in Appendix 2 is the Shetland Transport Strategy Refresh Consultative Draft as circulated to stakeholders.
4.3	It is ZetTrans' legal duty to keep its Regional Transport Strategy under review and Partners' comments are keenly sought in finalising ZetTrans' Shetland Transport Strategy Refresh.
4.4	The FINAL Shetland Transport Strategy Refresh will be published on the ZetTrans website and circulated to ZetTrans' partners, stakeholders and the Scottish Ministers.
<b>5.0 Exempt and/or Confidential Information</b>	
5.1	None.
<b>6.0 Implications :</b>	
<b>6.1 Service Users, Patients and Communities:</b>	The Shetland Transport Strategy Refresh expressly seeks to address the needs of the whole community. It therefore addresses, by definition, the needs of all these groups. Stakeholders consulted included representatives of these groups.
<b>6.2 Human Resources and Organisational Development:</b>	None.
<b>6.3 Equality, Diversity and Human Rights:</b>	As one of Shetland's 4 statutory community planning bodies, ZetTrans is a signatory to Shetland's Equality Outcomes Progress and Mainstreaming Report 2017-2021 – Shetland's joint equality statement made on behalf of Shetland's Community Planning Partners.
<b>6.4 Legal:</b>	In terms of the Transport (Scotland) Act 2005, as the Regional Transport Partnership for Shetland, ZetTrans is required by law to produce a Regional Transport Strategy. In terms of section 7 of the Act, ZetTrans is required to keep the Regional Transport Strategy under review.
<b>6.5 Finance:</b>	None.
<b>6.6 Assets and Property:</b>	None.

<b>6.7 ICT and New Technologies:</b>	None.	
<b>6.8 Environmental:</b>	The Shetland Transport Strategy Refresh includes measures to reduce carbon, enhance and conserve the environment and promote sustainable, greener and healthier travel choices.	
<b>6.9 Risk Management:</b>	None.	
<b>6.10 Policy and Delegated Authority:</b>	In accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations, the Environment and Transport Committee has responsibility for discharging the powers and duties of the Council within its functional areas. The Policy and Resources Committee had delegated authority to ensure that the Council's strategic policy outcomes are achieved through service delivery, developed in co-operation with the functional committees (Section 2.2.1 (1b) of the Scheme of Administration and Delegations).	
<b>6.11 Previously considered by:</b>	The consultation has not previously been considered by this Committee.  ZetTrans approved the Pre-consultation DRAFT Shetland Transport Strategy Refresh	2 November 2017 (Min Ref 27/17)

#### **Contact Details:**

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7 June 2018

#### **Appendices:**

Appendix 1 – Shetland Transport Strategy Refresh Consultative Draft – Stakeholder Consultation Report

Appendix 2 – Shetland Transport Strategy Refresh Consultative Draft, January 2018

#### **Background Documents**

The legislation relating to Regional Transport Strategies can be found here:

<http://www.legislation.gov.uk/asp/2005/12/part/1/chapter/1/crossheading/regional-transport-strategies>



## Shetland Transport Strategy Refresh Consultative Draft

### Stakeholder Consultation Report – April 2018

#### Introduction

The current version of the Shetland Transport Strategy was published in 2008 and is based on consultation undertaken in 2007. Following agreement to refresh the strategy, ZetTrans consulted in 2017 to identify the Main Issues facing transport in Shetland 10 years on. These Main Issues were subsequently used to inform a set of proposed interventions and incorporated into a *DRAFT* Shetland Transport Strategy.

A stakeholder consultation on the *DRAFT* Shetland Transport Strategy took place over for 6 weeks between Tuesday 13<sup>th</sup> February and Tuesday 27<sup>th</sup> March 2018. The consultation questionnaire reflected the structure and content of the *DRAFT* document and sought both quantitative and qualitative data on the proposed *Vision, Strategic Objectives, Main Issues and Interventions*.

Respondents were able to complete an electronic version for submission by email, or a printed version could be filled in by hand and returned in the post. Two workshops to assist respondents were also arranged.

#### The purpose of the Shetland Transport Strategy

The Shetland Transport Strategy is the guiding statutory document of ZetTrans, Shetland's Regional Transport Partnership (RTP). The Scottish Government expects all regional transport strategies to serve the following purposes:

1. To provide a vision and objectives for transport in the region over a long-term (10-15-year) time horizon and communicate these to stakeholders and the wider community.
2. To provide an analysis of the current situation, covering transport needs and problems in the region.
3. To set out a programme of activities, projects and interventions by the RTP and other stakeholders, that is prioritised and costed, and which will contribute to the achievement of regional transport objectives.
4. To inform the RTP's implementation and investment planning, setting out how the strategy will be achieved and its programme of activities delivered using funding at the RTP's disposal, including funding already committed from stakeholders (including the Scottish Government).
5. To identify any additional measures that would be dependent on further contributions from a range of possible stakeholders and to make the case for any additional contributions from those stakeholders (including the Scottish Government).

Regional transport strategies should be aspirational but also realistic. Ambition needs to be tempered by affordability - RTPs are independent statutory bodies and it is for them to set their budgets, to agree their priorities and to take, often difficult, decisions. However, the RTPs should aim high and seek to deliver **real improvements: for users of personal transport including public transport, for users of freight transport and for people whose travel needs are not currently being adequately met.**

Where an RTP identifies interventions that require additional funding from the Scottish Executive, or the exercise of Ministerial functions, for their implementation, the Regional Transport Strategy should be used to make the case for such interventions to the Scottish Ministers.

Regional Transport Partnerships are required to focus their strategies on particular outcomes and activities. This prioritisation should be driven by the vision and objectives of the strategy, and the need to meet the statutory requirements set out in sections 5(1) and (2) of the Transport (Scotland) Act 2005. These provisions are set out in full here: <http://www.legislation.gov.uk/asp/2005/12/part/1/chapter/1/crossheading/regional-transport-strategies>

## Summary of the response to the consultation

A total of 82 stakeholders were contacted by email and invited to take part in the consultation. The list included key officers, trustees and elected members within NHS Shetland and Shetland Islands Council as well as ZetTrans' community planning partners, ZetTrans members, statutory planning consultees and all Community Councils.

The inclusivity of the list led to an element of duplication. Key consultees were also contacted on an individual basis to offer assistance in taking part.

There was little uptake for the additional workshop events and these were subsequently cancelled. All those who had expressed an interest in attending were subsequently contacted individually.

A total of 11 responses were received from: Lerwick, Skerries, Scalloway and Yell Community Councils, HIE, SIC Planning, RSPB, SNH, Visit Scotland, Lerwick Port Authority and NHS Shetland (Public Health).

Given the ambitious number of consultees, the response rate is not unrepresentative, especially given the breadth of the organisations who did take part and the quality of their responses.

## Suggested changes to the Shetland Transport Strategy

Some of the respondents included issues of a local or organisation-specific nature which were not directly relevant to the strategic content of the document. All such suggestions will however, be of great use when pursuing the relevant interventions once these have been agreed by ZetTrans and as they develop in the future.

After analysing and consolidating the responses, five amendments can be proposed. These suggestions are:

1. Vision or Objectives or Main Issues to include appropriate mention of Health, Visitors and Tourism
2. Strategic Objective 3 to refer to *enhancing* and *improving access* to the environment and carbon reduction
3. Include interventions relating to monitoring and addressing *unmet need*
4. Stronger reference to *outcomes*
5. Additional policy references to national Scottish Planning Policy (in relation to development planning and place-making) and the national policy document on: "Active Travel Scotland 2030"

## Proposed amendments to the Shetland Transport Strategy following the consultation

To include a stronger reference to health, active travel and carbon reduction, the following change to Main Issue 5 is suggested:

From **Main Issue 5 Behavioural Change**

To enable and promote healthier, more sustainable and greener travel choices.

To **Main Issue 5 Behavioural Change**

To help create a healthier society and reduce Shetland's carbon footprint by promoting healthier, more sustainable and greener travel choices.

To specifically recognise the needs of visitors and the importance of the tourism industry, the following change to Strategic Objective 1 is suggested:

From **STRATEGIC OBJECTIVE 1**

To underpin Shetland's economy by enabling individuals to access employment and training and businesses to access labour markets, customers and suppliers

To **STRATEGIC OBJECTIVE 1**

To underpin Shetland's economy by enabling residents to access employment, training and leisure, businesses to access labour markets, customers and suppliers and non-residents to visit



To include references to *accessing* and *enhancing* Shetland's Environment, the following change to Strategic Objective 3 is suggested:

From **STRATEGIC OBJECTIVE 3**

To conserve Shetland's environment by enabling the reduction of detrimental transport impacts on Shetland's unique natural resources

To **STRATEGIC OBJECTIVE 3**

To conserve and enhance Shetland's unique natural environment by developing and promoting healthy, sustainable and low-carbon travel choices

To include action relating to monitoring and addressing *unmet need*, an additional intervention is suggested to address Main Issue 6 - Change Management.

Suggestions for stronger inclusion of *outcomes* will be accommodated within ZetTrans' 2018/19 Delivery Plan and future delivery plans. Alignment with the outcomes in Shetland's Partnership Plan and the National Transport Strategy will be cannot be completed until these two key strategic documents are finalised over the coming months. This alignment of outcomes can therefore best be accommodated by signposting it within the strategy and specifying it within the Delivery Plan 2018/19. This approach will also be applied to the proposed interventions by moving some of the detail relating to them from the Transport Strategy Refresh and into the 2018/19 Delivery Plan, where it can best be monitored and updated.

As the they have been finalised and published, additional reference to national Scottish Planning Policy in relation to development planning and place-making and "Active Travel Scotland 2030" can be made by adding relevant comment to the Policy Background section of the Shetland Transport Strategy Refresh.

## Conclusion

The consultation on the Shetland Transport Strategy has produced valuable comment and direction from a broad range of stakeholders and communities.



# SHETLAND TRANSPORT STRATEGY REFRESH



CONSULTATIVE DRAFT (0.4) – JANUARY 2018

## EXECUTIVE SUMMARY

The purpose of this document is to:

1. Set out a refreshed vision for ZetTrans
2. Summarise the current state of transport provision to, from and in Shetland
3. Identify the Main Issues to be addressed to maintain and enhance Shetland's transport provision
4. Define the objectives for addressing the Main Issues
5. Propose interventions necessary to meet the objectives and achieve the vision

Stage 1 of the refresh process comprised extensive stakeholder consultation and identified key issues and resulting key questions for stage two of the refresh process. Stage 2 convened a short-term working group of key stakeholders to further examine the stage 1 output and identify the Main Issues facing transport provision in Shetland.

The Main Issues were approved after seeking the views of all relevant interested parties and comprise the first part of this document. The second part outlines the interventions proposed to meet our objectives and achieve our vision.

Following approval of this document, a Delivery Plan will be produced detailing when and how these interventions will be undertaken and how progress will be monitored.

Delivering *Equity* and addressing the need of local communities are the overriding considerations for ZetTrans. The principle document which informs these considerations, *Shetland's Partnership Plan*, is currently being reviewed to meet the requirements of the Community Empowerment (Scotland) Act 2015. The FINAL Shetland Transport Strategy Refresh will be timed to include and address the emerging themes of *Shetland's Partnership Plan* and its 1 year, 5 year and 10 year goals.

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## INTRODUCTION

Regional Transport Partnerships (RTPs) were formally established on December 1<sup>st</sup> 2005 and ZetTrans formally took up its powers in April 2006 and transport functions in November 2006. After a decade of operation, and in line with many other RTPs, ZetTrans feels it is time to revisit and refresh the statutory document which underpins and guides its activities: The Shetland Transport Strategy.

This document refreshes the 2008 Shetland Transport Strategy and sets out the Partnership's renewed vision and objectives for the future. This strategic document has been informed by a two-stage review of the Partnership's activities over the past decade and the reshaped strategy and policy environment of 2016/17. This report also takes account of the 2016 Shetland Place Standard public consultation exercise and other relevant local and national strategies and policies.

In order to continue to develop and deliver effective transport solutions for communities across Shetland, ZetTrans must clearly identify local transport issues and needs and assess how these are addressed within local and national policies. In this way, we can lay out a well-informed and well-targeted framework of interventions to address those issues and needs.

In line with Government guidance and Best Practice, ZetTrans uses the industry recognised PRINCE2 project management model within the Better Business Case framework. This document describes ZetTrans' Strategic Output Programme for the next 5 to 10 years. Through consultation and data analysis, ZetTrans uses this document to make the case for change. The document provides a framework for scoping and planning efficient and effective spending proposals.

For each of the interventions proposed in this document, the following five questions will be used to test and validate further development:

1. Is there a compelling case for change?
2. Does the proposed intervention optimise public value?
3. Is the proposed intervention affordable?
4. Is the proposal practical and achievable?
5. How will the proposed intervention be successfully delivered?

ZetTrans activity is very much focused on the [Public Good](#) and it is intended that this document should be of value to ALL agencies and individuals with an interest in transport provision in Shetland.

## OUR VISION

During stage 2 of the refresh process, careful consideration was given to refreshing the Partnership's *vision*. As a result, a new *vision* is being proposed.

The ZetTrans *vision* for transport in, to and from Shetland in 2007 was:

*"To develop an effective, efficient, safe and reliable transport system for Shetland. The transport system will comprise an integrated network of accessible and affordable internal, inter-island and external links, which will contribute to the development of a safe, healthy, vibrant and inclusive society, a diverse, successful and self-sufficient economy, and enhanced environmental quality"*

The stage 2 participants agreed that the above *vision* had served its purpose well but felt that a more succinct and concise version was needed for the future.

It was felt that the *vision* needed to be clear about the vital role of transport as an enabler. In addition, the participants agreed that all the key issues raised in stage 1 of the refresh fall within one or more of the three realms: economy, community and environment. The resulting more succinct and concise *vision* was suggested, and subsequently approved:

*To develop travel and transport solutions for Shetland which underpin our Economy, support our Communities and conserve our Environment*

The 2007 *vision* encompassed 8 working principles: Sustainability; Accessibility & Inclusion; Accountability; Partnership; Evidence-Based; Efficiency; Compliance; Environmental Responsibility. Although the proposed new *vision* statement does not mention each of these concepts by name, it is believed that each of the 8 is either inherent in the new vision or continues to represent an obligatory condition for ZetTrans' operation.

It is vital that the Shetland Transport Strategy complements and informs other key policies and strategies at local and national level. The realms of economy, community and environment directly mirror three of Scotland's 4 National Planning Outcomes (NPOs). The fourth NPO, connectivity, includes transport itself and therefore complements in with this document and its vision of transport as a key enabler.

The emerging *shared priorities* of *Shetland's Partnership Plan* are: Money, People, Place, and Participation. The first three of these align with the ZetTrans Vision themes of Economy, Community and Environment. The fourth *shared priority* of *Participation* aligns with the way ZetTrans operates as a *Partnership*.

## CURRENT TRANSPORT PROVISION

This section briefly summarises the current transport provision in Shetland.

Shetland's location and geography mean that it forms a totally self-contained geographic entity. All the public services and utilities are contained within the land-sea border – there is no overlap with neighbouring authorities. This is a relatively unique situation within the UK and makes it relatively easy to assess and meet local transport needs. Transport within and between the islands is managed and provided locally. With a population of just over 23,000 spread over 15 inhabited islands, 100 miles long within a 1,800 mile coastline however, providing and maintaining the necessary air, sea and road transport infrastructure results in high per capita costs.

Car ownership in Shetland is one of the highest in the UK but Shetland has a good bus network. Lerwick is the main service centre in Shetland and it is possible to commute to Lerwick by bus for a 9-5 work-day, and at lunch times, 6 days a week from most parts of Shetland, including the Northern Isles. Outwith Lerwick, the main service centres are Brae, Scalloway and Sandwick and it is possible to commute locally to these centres by bus for a 9-5 work-day, and at lunch times, 6 days a week. Most outlying rural areas have a local, sometimes demand-responsive, shopping service 1 or 2 days a week. In addition, there is a regular bus service linking Lerwick to the airport at Sumburgh. All public bus services are paid for by public subsidy and all fare revenue is retained by ZetTrans and used to offset the grant ZetTrans requires from the Council. Inter-island air and ferry services are operated by, or under contract to, the Council.

Lifeline air and sea transport to and from the islands for locals, visitors and freight is funded, managed and provided by external bodies over which the people of Shetland have historically had limited influence or control. There has historically been little or no competition in the provision of these links and costs are high. These costs impact tangibly on the cost of living in Shetland, the cost of visiting the islands and the cost of doing business. The reliance on lifeline links also results in the relatively unusual position of the transport services and infrastructure being shared more equally between freight and passengers.

Shetland is linked by air from Sumburgh to Aberdeen, Edinburgh, Glasgow, Inverness and Kirkwall. There are also summer flights to Bergen. This service is operated on a commercial basis but registered Shetland residents do receive a 50% fare discount for leisure journeys via the Air Discount Scheme (ADS). There is also an airport at Scatsta which operates charter flights for the Oil and Gas Industry. The ferry service between Lerwick, Aberdeen and Kirkwall is operated under public subsidy. The service operates over night and takes 12 hours each way. Registered Shetland residents and their friends and family get a 30% discount on passenger and vehicle fares.

Shetland is however, also a place where those without access to private transport must rely on public transport if they wish to access work, training, shops, leisure, health and other services. The main groups affected are those who cannot drive or have given up driving. This typically includes: anyone under 16, older people and people with disabilities. All those who cannot afford to buy and run a car or motorcycle are also reliant on public transport.



Equitable access to health service is essential for local residents. The Scotland Transport Act (2005) introduced legal requirements on Health Boards to work with Regional Transport Partnerships to draw up strategies which “facilitate access to healthcare facilities” and for Health Boards to “perform those of its functions and activities that relate to or which affect or are affected by transport consistently with the regional transport strategy”. Transport to health services, within Shetland and on the mainland, is facilitated by funding assistance from NHS Shetland via its patient travel costs scheme. This places an additional cost pressure on the local NHS and ZetTrans endeavours to work with NHS Shetland on all transport issues.

Road, sea and airport infrastructure within Shetland is managed and maintained by the Shetland Islands Council. This infrastructure is vital to the provision of public transport in the county. ZetTrans liaises closely with the Council in our role as functional provider of the public bus services and determiner of the inter-island air and ferry service services. This Transport Strategy is a vital component in informing the Council’s approach to infrastructure development and its contents underpin Council strategic documents such as its Road Asset Management Plan (RAMP).

## POLICY ENVIRONMENT

The Shetland Place Standard (SPS) consultation in June/July 2016 received 975 responses across Shetland and Public Transport was highlighted as the number 1 priority for improvement. The consultation covered a total of 14 themes, 2 of which relate directly to this report: Public Transport and Moving Around. All respondents were invited to add comments to explain why they had prioritised particular themes for improvement. Analysis of these comments has been used to draw up a list of the key issues raised.

The key Public Transport issues (In, to and from Shetland) were:

- Frequency of bus and ferry services
- Affordability of transport
- Location and quality of bus stops and shelters
- Ease of use of timetables and service information
- Integration between services – including between bus and ferry and air
- Access to health facilities
- Parking at ferry terminals

The key Moving Around (In Shetland) issues were:

- Significant comment on the need for new and improved safe cycle and walking access to promote active travel – in both rural and urban areas
- Perceived detrimental effect of traffic speed on the safety of walking and cycling
- Requirement for more seating and shelter for walkers and cyclists along key routes

Shetland Islands Council's Vision highlights Quality Transport Services and Independent Older People as two of its top 5 priorities in its "Our Plan 2016/20" document. The document also specifies 5 focal areas:

- Young people
- Older people
- Economy & housing
- Community strength
- Connection & access

All of the issues highlighted in the Council's 2016/20 plan have helped inform the proposals in this document. They, along with the SPS findings, have been crucial in identifying the Main Issues to be addressed by ZetTrans.

The Local Outcomes Improvement Plan (LOIP), *Shetland's Partnership Plan*, is the statutory document which informs and guides Community Planning. *Shetland's Partnership Plan* is being reviewed to meet new requirements laid out in the Community Empowerment (Scotland) Act 2015. ZetTrans, as a statutory Community Planning organisation, is required to participate in this process and align its Regional Transport Strategy – this document – with the *Partnership Plan*. The *Partnership Plan* will lay out goals and targets for each of these themes for 1 year, 5 year and 10 year periods. It is intended that the two documents should complement each other seamlessly.

In March 2016, Shetland's "Commission on Tackling Inequalities" produced a report which has combined with the Shetland Place Standard to significantly guide the contents of this Shetland Transport Strategy. The report has been especially useful in refreshing ZetTrans objectives as detailed later in this document.

Outwith the local situation, Shetland continues to face many of the same travel and transport issues that other areas encounter. Namely:

- The need to reduce carbon generation
- Increased car ownership and use
- A fall in the number of bus passengers, although the decline appears to have levelled out in Shetland
- Budgetary cost pressures
- Declining levels of physical activity

In seeking to identify the Main Issues, the refresh process has also taken full account of these factors, and the policies of the bodies charged with addressing them. The most important of these have been Scotland's National Transport Strategy which complements the full range of cross-sector national policy objectives.

Under Scotland's Economic Strategy, the Scottish Government's overall purpose is to increase sustainable economic growth. A safe, efficient, effective and sustainable transport system, for both passengers and freight, is viewed as being one of the key enablers of such sustainable economic growth. It supports businesses in achieving their local, national and international objectives and improves the lives of individuals and communities by connecting them with their economic future.

The National Transport Strategy provides the framework for enhancing Scotland's transport system, in response to the main transport challenges that Scotland faces, which in turn contributes to improvement in economic, environmental and social performance. The current National Transport Strategy sets out three Key Strategic Outcomes to be used as the guiding principles at national, regional and local level when developing strategy and prioritising resources. These are:

- Improved journey times and connections, to tackle congestion and lack of integration and connections in transport
- Reduced emissions, to tackle climate change, air quality, health improvement
- Improved quality, accessibility and affordability, to give choice of public transport, better quality services and value for money or alternative to car.

These outcomes feed directly into the five National Strategic Objectives, providing a basis on which to develop policies, decide how to invest resources to maximum effect, and measure the effect of public sector work:

- Wealthier and Fairer  
Enable businesses and people to increase their wealth and more people to share fairly in that wealth.
- Smarter  
Expand opportunities for Scots to succeed from nurture through to life-long learning ensuring higher and more widely shared achievements.
- Healthier  
Help people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care.
- Safer and Stronger  
Help local communities to flourish, becoming stronger, safer place to live, offering improved opportunities and a better quality of life.
- Greener  
Improve Scotland's natural and built environment and the sustainable use and enjoyment of it.

## MAIN ISSUES

The stage 2 participants suggested a synthesis of their own comments and the comments recorded by the Stage 1 consultation exercise. This, together with full consideration of the local and national policies and issues identified above, led to a total of 6 main issues being proposed and approved. The table below details these.

ZetTrans can seek to maintain and enhance Shetland's transport provision by engaging in 3 distinct ways: on its own account, in partnership with others; through influencing others. The table also details which approach is best suited to addressing each of the Main Issues.

Proposed Main Issues	Approach	Detail	Scottish Government Objective	National Transport Strategy Objective
Lifeline Transport	Working in partnership and through influence	To maintain, improve and expand the affordability, availability, flexibility and reliability of Shetland's lifeline transport links for both freight and passengers.	Wealthier, Fairer	Economic growth / Social inclusion
Transport Robustness	Working alone, in partnership and through influence	To enable, develop and promote community, commercial and flexible transport solutions when and where appropriate. To ensure the transport sector provides safe, inclusive and attractive travel options.	Stronger, Wealthier	Environment / Integration / Economic Growth / Safety
Community Support	Working in partnership	To support all of Shetland's communities by securing equitable access to employment, training, leisure, and services.	Fairer, Stronger	Social Inclusion
Integration Support	Working alone and in partnership	To support improved integration in ticketing, information and transport services.	Smarter, Fairer	Integration
Behavioural Change	Working in partnership	To enable and promote healthier, more sustainable and greener travel choices.	Healthier, Greener	Environment
Change Management	Working alone and in partnership	To plan for changes in legislation, transport demand, supply, impact and funding by monitoring, recording and acting.	Smarter, Stronger	Environment / Economic growth / Social inclusion

Each Main Issue derives from a synthesis of the issues raised by the Main Issues Working Group, concerns raised by the public, the state of current transport provision and themes highlighted in relevant policies and strategies.

**Lifeline Transport** relates to the vital air and sea links between Shetland and the UK mainland. These links are vital to the transfer of goods, services and people. These links underpin the local economy and support local communities and it is vital that the links are affordable both for passengers and operators. The links must also be reliable and fit for purpose. Future developments must seek to minimise detrimental environmental impact.

**Transport Robustness** relates to the need to ensure a varied and responsive transport sector. The majority of transport provision in Shetland is funded directly or indirectly by the public purse. In a climate of cost pressures, it is necessary to support a robust transport sector which operates efficiently and has the capacity and ability to adapt to changing financial and operational situations.

**Community Support** encompasses the role of the transport system in enabling ALL of Shetland's communities to function successfully and thrive by ensuring equitable access to goods and services.

**Integration Support** addresses the need to provide a transport network which is as easy to use as possible and thereby maximises income and reduces costs.

**Behavioural Change** is a key issue for all communities as society increases efforts to promote sustainable growth and increased physical activity. Changing people's travel behaviour by encouraging the uptake of more active and greener travel choices will serve to both improve health and conserve our environment.

**Change Management** is the Main Issue which runs through all of ZetTrans activity as it seeks to maintain and improve Shetland's transport provision.

## OUR OBJECTIVES

In the original Shetland Transport Strategy there were 5 groupings of objectives, mirroring the Scottish National Transport Strategy: Economy; Social Inclusion and Accessibility; Environmental Protection; Safety; Integration. Attached to these 5 groupings was a total of 33 individual objectives. It is proposed that a clearer, more succinct set of objectives should be specified. In turn, each of these strategic objectives will frame and inform the interventions and actions proposed by the Partnership. The FINAL report will cross reference the components of the agreed strategic objectives with relevant strategies and policies and consultee evidence.

The proposed new objectives have been further informed and framed by Shetland's *Commission for Tackling Inequalities*. The Commission reported its findings in March 2016 identifying 3 main dimensions to socio-economic inequalities in the context of Shetland:

1. The money we have – this links to the role of transport in supporting the local economy, the financial climate and issues regarding the cost and affordability of transport
2. The people we are – this links to the role of transport in enabling full participation in society by providing access to employment, training, health, social and recreational activity
3. The places we live – this links directly with the need to respect and conserve the environment and the enabling role of transport in supporting varied, balanced and sustainable communities

All 3 of these socio-economic dimensions require us to ensure that distance is not a barrier to accessing opportunities. Linking the findings of the refresh stages to the Commission, and connecting them back to both the 2008 and the proposed new visions, the following 3 strategic objectives are proposed:

### Strategic Objective 1

*To underpin Shetland's economy by enabling individuals to access employment and training and businesses to access labour markets, customers and suppliers*

This strategic objective broadly aligns with the *Money* priority of *Shetland's Partnership Plan* – "All households can afford to have a good standard of living".

### Strategic Objective 2

*To support Shetland's communities by enabling individuals, families and localities to thrive socially, physically and economically*

This strategic objective broadly aligns with the *People* priority of *Shetland's Partnership Plan* – "Individuals and families can thrive and reach their full potential"

### Strategic Objective 3

*To conserve Shetland's environment by enabling the reduction of detrimental transport impacts on Shetland's unique natural resources*

This strategic objective broadly aligns with the *Place* priority of *Shetland's Partnership Plan* – "Shetland is an attractive place to live, work, study and invest"

ZetTrans will quantify to what extent the 3 Strategic Objectives are being delivered by assessing progress on the interventions proposed to meet the Strategic Objectives and address the Main Issues. Furthermore, it is necessary to emphasise that, although the focus of the proposed Vision and Strategic Objectives is on residents of Shetland, the references to the economy, customers and markets are fully intended to include visitors to Shetland and Shetland's tourism industry. Equally, all references to the *transport system* are inclusive of both freight and passengers.

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## INTERVENTIONS

This section of the Strategy Refresh outlines interventions to address the Main Issues, meet our refreshed Strategic Objectives and achieve ZetTrans' refreshed *Vision*. The interventions outline both existing and new interventions grouped under each Main Issue. The final Shetland Transport Strategy Refresh will contain more detail on each intervention.

Once approved, a separate Delivery Plan will detail targets, goals and timescales for each intervention along with information on how progress will be monitored. Funding and cost information will also be included where relevant. The Delivery Plan will also describe monitoring and reporting criteria. The summary table for each Main Issue provides outline information for: partners, lead, current project stage and status, timescales and targets. Each summary table also identifies the Strategic Objective/s that the intervention meets.

### LIFELINE TRANSPORT

There are four interventions addressing Lifeline Transport. Two, the External Transport Forum and the Fair Fares Initiative are underway. The other two, a formal Freight Quality Partnership and an exploration of new air and ferry route development, are proposals for this draft strategy.

Intervention	Partners	Lead	Stage / Status	Timescale	ZetTrans Objective	Target
External Transport Forum	SERCO Northlink, FlyBe, Loganair, SIC	ZetTrans	Underway / Ongoing	Ongoing	1,2	Quarterly meetings
Freight Quality Partnership	The Stewart Group	TBC	Concept / Seeking approval	To be initiated / in place during 2018	1	Twice-yearly meetings
Fair Fares Initiative	SIC, OIC, Scottish Government, SERCO Northlink	SIC	Underway / Ongoing	Passenger Fare change due 2018. Freight TBC	1,2	Reduced fares for individuals and businesses
Route Development	TBC	TBC	Concept / Seeking approval	Feasibility / Planning Stage completed during 2018	1,2	Two documents: Scoping Study; Development Strategy



## TRANSPORT ROBUSTNESS

The four interventions for this Main Issue are principally intended to support and develop Shetland's passenger transport sector.

Intervention	Partners	Lead	Stage / Status	Timescale	ZetTrans Objective	Target
Community Transport (CT) Audit	ZetTrans, SIC, NHS Shetland	ZetTrans	Design / Development	Complete by December 2018	2,3	Directory of CT provision and capacity
Taxi Trade Forum	ZetTrans, SIC, Taxi Trade, Visit Scotland	SIC	Design / Development	First meeting by March 2018	1,2,3	Twice-yearly meetings
Framework Operator Forum	ZetTrans, SIC, Bus Industry	ZetTrans	Concept / Currently not formalised	Inaugural meeting by June 2018	1,3	Annual meeting
Bus Network Review	ZetTrans	ZetTrans	Established / Underway	Completed by December 2017 / underway	2	Annual report

## COMMUNITY SUPPORT

The five interventions in this section are intended to support communities by enhancing access to transport.

Intervention	Partners	Lead	Stage / Status	Timescale	ZetTrans Objective	Target
New Ticket Products	ZetTrans, SIC, Visit Scotland	TBC	Concept / Seeking approval	Completion by December 2019	1,2,3	2 new ticket products
Car Share Promotion	ZetTrans, SIC, NHS Shetland, Private Sector	TBC	Concept / Scoping	Baselining, Strategy and Plan completed by December 2019	3	3 documents: Baseline Data; Improvement strategy; Delivery Plan
Car Club Development	ZetTrans, SIC, NHS Shetland	TBC	Feasibility / Not yet formalised	Feasibility & Design completed by June 2018	3	Car club operational by December 2018
Area Transport Forums	ZetTrans	ZetTrans	Dormant	Initial meetings held by September 2018	2	7 area forums and annual meetings established
Area Transport Plans	ZetTrans, Community Councils, Community Development Organisations	ZetTrans	Concept / Seeking approval	Plans completed by September 2019	2	7 area plans

## INTEGRATION SUPPORT

Four interventions focus on supporting and improving ticketing, service and information integration.

Intervention	Partners	Lead	Stage / Status	Timescale	ZetTrans Objective	Target
SMART Ticketing	ZetTrans, SIC	ZetTrans	Design / Seeking funding	Funding secured by September 2018	1,2	Integrated Ticketing Delivery Plan
Digital Enhancement	ZetTrans, SIC, Promote Shetland	ZetTrans	Design / Funding secured	Project completion by March 2018	2,3	Upgraded and enhanced app, website and printed information
Shetland Inter-Islands Transport Study	ZetTrans	ZetTrans		Final completion by March 2018	1,2	Set of appraised and costed options for improvement
Fair Funding Review	ZetTrans, SIC, OIC, HiTrans		Ongoing / Underway		1,2	Accord on future funding

## BEHAVIOURAL CHANGE

There are also five interventions aimed at increasing the uptake of healthier and greener travel choices.

Intervention	Partners	Lead	Stage / Status	Timescale	ZetTrans Objective	Target
Work Travel Plans	SIC, NHS, ZetTrans	ZetTrans	Review / Dormant	1 Travel Plan completed and agreed by September 2018	2,3	Minimum 1 Travel Plan agreed
School Travel Plans	SIC, ZetTrans	SIC	Review / Underway	TBC	2,3	TBC
Personalised Travel Plans	ZetTrans, SIC, Promote Shetland	ZetTrans	Design / Funding secured	Project completion by March 2018	2,3	Delivered as part of the Digital Enhancement project
Active and Sustainable Travel Promotion	ZetTrans, NHS, SIC, Promote Shetland	ZetTrans	Design (Feasibility complete) / Exploring design and LCTT funding options	Project completion by December 2019	2,3	Increased active and sustainable travel uptake
Road-end Interchange Audit	ZetTrans, SIC	SIC	Design (Feasibility complete) / Exploring design and LCTT funding options	Project completion by December 2019	2,3	Delivered as part of the Active and Sustainable Travel Promotion project

## CHANGE MANAGEMENT

There are two new interventions proposed to address this Main Issue. The proposals address improving information provision, dissemination and consultation.

Intervention	Partners	Lead	Stage / Status	Timescale	Objective	Target
Transport Statistics Database	ZetTrans	ZetTrans	Concept / Seeking approval	Completion by March 2019	1,2,3	Public accessible database of existing and newly researched statistics
Annual "State of Transport" Event	ZetTrans	ZetTrans	Concept / Seeking approval	Initiated by March 2019	1,2,3	Annual information and consultation event

## STRATEGY SUMMARY TABLE – VISION, STRATEGIC OBJECTIVES AND MAIN ISSUES

**To develop travel and transport solutions for Shetland which underpin our Economy, support our Communities and conserve our Environment**

STRATEGIC OBJECTIVE 1		STRATEGIC OBJECTIVE 2		STRATEGIC OBJECTIVE 3	
To underpin Shetland's economy by enabling individuals to access employment and training and businesses to access labour markets, customers and suppliers		To support Shetland's communities by enabling individuals, families and localities to thrive socially, physically and economically		To conserve Shetland's environment by enabling the reduction of detrimental transport impacts on Shetland's unique natural resources	
Lifeline Transport	Transport Robustness	Community Support	Integration Support	Behavioural Change	Change Management
Community Planning Shared Priority <u>Money</u>  All households can afford to have good standard of living		Community Planning Shared Priority <u>People</u>  Individuals and families can thrive and reach their full potential		Community Planning Shared Priority <u>Place</u>  Shetland is an attractive place to live, work, study and invest	

Proposed Main Issues	Approach	Detail	Scottish Government Objective	National Transport Strategy Objective
Lifeline Transport	Working in partnership and through influence	To maintain, improve and expand the affordability, availability, flexibility and reliability of Shetland's lifeline transport links for both freight and passengers.	Wealthier, Fairer	Economic growth / Social inclusion
Transport Robustness	Working alone, in partnership and through influence	To enable, develop and promote community, commercial and flexible transport solutions when and where appropriate. To ensure the transport sector provides safe, inclusive and attractive travel options.	Stronger, Wealthier	Environment / Integration / Economic Growth / Safety
Community Support	Working in partnership	To support all of Shetland's communities by securing equitable access to employment, training, leisure, and services.	Fairer, Stronger	Social Inclusion
Integration Support	Working alone and in partnership	To support improved integration in ticketing, information and transport services.	Smarter, Fairer	Integration
Behavioural Change	Working in partnership	To enable and promote healthier, more sustainable and greener travel choices.	Healthier, Greener	Environment
Change Management	Working alone and in partnership	To plan for changes in legislation, transport demand, transport supply and transport funding by monitoring, recording and acting.	Smarter, Stronger	Environment / Economic growth / Social inclusion

## STRATEGY SUMMARY TABLE – MAIN ISSUES AND INTERVENTIONS

Main Issue	Approach	Detail	Purpose of Intervention	Intervention
Lifeline Transport (LT)	Working in partnership and through influence	To maintain, improve and expand the affordability, availability, flexibility and reliability of Shetland's lifeline transport links for both freight and passengers.	1. Maintain 2. Maintain and improve 3. Expand	External Transport Forum Freight Quality Partnership Fair Fares Initiative Route Development
Transport Robustness (TR)	Working alone, in partnership and through influence	To enable, develop and promote community, commercial and flexible transport solutions when and where appropriate. To ensure the transport sector provides safe, inclusive and attractive travel options.	1. Enable & develop  2. Develop and promote	CT Development – Audit of existing capacity and potential Taxi Industry Liaison Bus Network Review,
Community Support (CS)	Working in partnership	To support all of Shetland's communities by securing equitable access to employment, training, leisure, and services.	1. Community Support 2. Equitable Access	Area Transport Forums Area Transport Plans New Ticket Products Car share promotion Car Club development Service provider liaison and co-ordination
Integration Support (IS)	Working alone and in partnership	To support improved integration in ticketing, information and transport services.	1. Ticketing Integration 2. Information Integration  3. Service Integration	SMART Ticketing System  App, Website and Publicity enhancement and promotion Framework Operator Forum Shetland Inter-Islands Transport Study
Behavioural Change (BC)	Working in partnership	To enable and promote healthier, more sustainable and greener travel choices.	1. Enable  2. Enable & Promote  3. Promote	Road-End Hub Audit and Strategy Path Network Completion Work Travel Plans School Travel Plans Personal Travel Planning Active and Sustainable Travel Promotion
Change Management (CM)	Working alone and in partnership	To plan for changes in legislation, transport demand, supply, impact and funding by monitoring, recording and acting.	1. Monitoring & Recording  2. Planning & Acting	Collating and disseminating local transport industry information Annual Transport Event Active Travel Audits and Plans



<b>Meeting(s):</b>	<b>Education and Families Committee Environment and Transport Committee Policy and Resources Committee Shetland Islands Council</b>	<b>12 June 2018 14 June 2018 18 June 2018 27 June 2018</b>
<b>Report Title:</b>	<b>Review of School Transport Policy 2018</b>	
<b>Reference Number:</b>	<b>CS-17-18-F</b>	
<b>Author / Job Title:</b>	<b>Shona Thompson, Executive Manager - Schools</b>	

### 1.0 Decisions / Action required:

- 1.1 That the Education and Families Committee and the Environment and Transport Committee RECOMMENDS that the Policy and Resources Committee RECOMMENDS that the Council approve the proposed updated School Transport Policy.
- 1.2 That the Education and Families Committee and Environment and Transport Committee RECOMMENDS that the Policy and Resources Committee RESOLVES to approve the request to consider charging for vacant seats, and that this be presented as part of the budget setting process for 2019/2020.
- 1.3 That the Education and Families Committee, and Environment and Transport Committee RECOMMENDS that the Policy and Resources Committee RESOLVES to approve the request to phase out the provision of free school transport for pupils attending a school other than their designated school through, a Placing Request, as per Section 6.3 of this report.

### 2.0 High Level Summary:

- 2.1 The purpose of this report is to present a reviewed and updated School Transport Policy.

### 3.0 Corporate Priorities and Joint Working:

- 3.1 The updated School Transport Policy will assist in delivering the priorities set out in the updated Corporate Plan - Our Plan 2016-2020 – by making Shetland the best place for children and young people to grow up in and, by having transport arrangements in place that meet people's needs and which we can afford to maintain in the medium term.

### 4.0 Key Issues:

- 4.1 The Shetland School Transport Policy was last reviewed in 2016.
- 4.2 **Entitlement**

- 4.2.1 The Education (Scotland) Act 1980 places a legal responsibility on Local Education Authorities to enable the attendance at school of children living beyond specified maximum walking distance from their school. Shetland Islands Council's Children's Services Department facilitates this by using these limits to determine the provision of school transport. Walking distance is specified as two miles for pupils who have not reached their eighth birthday and three miles for pupils aged eight years and over
- 4.2.2 In Shetland, this is amended during the winter months (October break to Easter break) to provide transport for all pupils who live more than a mile-and-a-half from their school.
- 4.2.3 The new Policy clarifies that where a pupil's home is accessed via a private way, school transport will only be considered from a suitable location on the public road network accessible beyond the point where the private way joins the public road network. Pupils will be required to travel to the public road in order to access the school transport. Where this results in the pupil having to travel in excess of the specified walking distance(s), the Council will consider other methods of providing school transport as outlined in section 5.1 of the attached Policy document.
- 4.3 Placing Requests**
- 4.3.1 Since the last Policy review the new Anderson High School has opened, and there has been a steady increase in the number of placing requests from parents who wish their children to attend that new school, thus removing them from the school in their catchment area. We received the following placing requests into Anderson High School over the last three academic years:
- 2017-2018 – 28 placing requests  
2016-2017 – 21 placing requests  
2015-2016 – 20 placing requests
- 4.3.2 As well as the significant increase in placing requests for pupils to attend the Anderson High School, there have also been a number of successful placing requests granted for pupils to attend other secondary departments, namely Aith Junior High School and Brae High School.
- 4.3.3 The School Transport Policy, which was approved in February 2016, included the policy decision taken by Shetland Islands Council, in February 2015, which meant that all pupils from Secondary 4 and above could submit a Placing Request to any secondary school of their choice, and receive free school transport, and a free place in the Halls of Residence for those pupils from the outer isles. In all other circumstances, the legal position in relation to successful Placing Requests remained the same, namely that it becomes the responsibility of the parent to transport their child(ren) to the school nominated in their Placing Request.
- 4.3.4 As a result of this decision, transport costs have increased by some £83,000 per annum; and has resulted in the unintended consequence of the Council being obliged to provide school transport on demand for those pupils in Secondary 4 and above, particularly where they have chosen to attend another secondary setting which does not fit in with existing public transport or existing school transport arrangements and bespoke travel arrangements have had to be put in place. It is for these reasons that the updated Policy has reverted to the position whereby the



granting of any Placing Request requires parents of those pupils to provide the necessary transport.

#### **4.4 Vacant Seats on Dedicated School Transport**

- 4.4.1 Education Authorities are required to offer any vacant seats on dedicated school transport to pupils who live on a route but within walking distance of their school. The Authority can charge for the use of that vacant seat or they have the discretion for that vacant seat to be used without charge. The Shetland Islands Council does not currently levy a charge; however this is something that the Children's Services and Development Departments would like to explore, with a view to any proposals being presented to the various committees as part of the budget setting process.

#### **4.5 Route Safety**

- 4.5.1 The updated School Transport Policy clarifies the process to be followed where a Road Safety Audit may be required on any given route, or part of a route, or where a request for a re-assessment for a route, or part of a route, is requested. This issue has been subject of a recent complaint to the Scottish Public Sector Ombudsman (SPSO) and the amendments in the Policy to the procedure for this is as a direct result of that complaint and forms some of the lessons learned.
- 4.6 There is to be one point of contact through which to request a Road Safety Audit, or for a route to be re-assessed, and that is the Executive Manager – Schools. The process which will then be followed is laid out at section 6 of the School Transport Policy.
- 4.7 The Briefing Note which outlines the process for the walking route assessment is attached as Appendix A to the School Transport Policy.

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

- 5.1 None.

#### **6.0 Implications:**

<b>6.1 Service Users, Patients and Communities:</b>	The updated Policy clearly states that communities and stakeholders will be consulted in future before any significant change to service. Changes in school transport provision can be triggered by a variety of circumstances, including population changes.
<b>6.2 Human Resources and Organisational Development:</b>	Not applicable as services contracted out.
<b>6.3 Equality, Diversity and Human Rights:</b>	An Integrated Impact Assessment has been done in relation to this policy review.  Whilst it reinstates a level playing field for all pupils, it has highlighted a potential impact for those pupils currently in Secondary 4, 5 and 6, attending a school other than the school

	<p>in their catchment area, through a placing request, who are in receipt of school transport under the terms of the current School Transport Policy.</p> <p>It may be appropriate to agree a time for the introduction of this change for those pupils. The options would be:</p> <ul style="list-style-type: none"> <li>• Revert to the position whereby transport is the responsibility of the parent/carer with immediate effect, i.e. academic year 2018/19;</li> <li>• Phase the decision out over the next academic year 2018/19, or</li> <li>• Continue free school transport for those pupils who are already in receipt of it under the terms of the current policy.</li> </ul> <p>The preferred position of the Children's Services Department would be to phase it out over the next academic year.</p>
<b>6.4 Legal:</b>	The Education (Scotland) Act 1980 places a legal responsibility on Local Education Authorities to enable the attendance at school of children living beyond specified walking distance(s) from their school. The revised School Transport Policy meets the Council's statutory obligations to provide school transport.
<b>6.5 Finance:</b>	<p>None at this time, unless there is a requirement for changes to the bus network as a result of Road Safety Audits. The Shetland Islands Council approved the Development Services Bus Network Redesign Tender Report on 12 May 2014 (Report No. TP-05-14-F - Min Ref: 24/14).</p> <p>Approval is being sought to explore the possibilities of charging for vacant seats which would generate an income for the Council.</p>
<b>6.6 Assets and Property:</b>	There are no asset and property implications arising from this report.
<b>6.7 ICT and new technologies:</b>	There are no ICT implications arising from this report.
<b>6.8 Environmental:</b>	There are no environmental implications arising from this report.
<b>6.9 Risk Management:</b>	There may be an increase in requests for Road Safety Audits and the involvement of Safety & Risk Services staff. The Road Safety Advisory Panel will be kept informed through periodic reports.
<b>6.10 Policy and Delegated Authority:</b>	<p>In accordance with Section 2.3.1 of Shetland Islands Council's Scheme of Administration and Delegations:</p> <p>the Education and Families Committee has responsibility and delegated authority for functional areas relating to the provision of children and families, schools and pre-school services, including school transport; and</p>

	<p>the Environment and Transport Committee has responsibility and delegated authority for functional areas relating to the provision of transport services and road safety.</p> <p>Functional Committees also have the responsibility of advising the Policy and Resources Committee in the development of service policies and plans concerned with service delivery.</p> <p>The Policy and Resources Committee has referred authority to advise the Council in the development of its strategic objectives, policies, and priorities. The Committee also has delegated authority to secure the co-ordination, control and proper management of the Council's finances.</p> <p>The Council has reserved authority for the determination of new or variations to existing policy.</p>	
<b>6.11 Previously considered by:</b>	None	N/A

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**Report Finalised:** 5 June 2018

**Appendices:**

Appendix 1 – Draft School Transport Policy

END



# Shetland Islands Council



## Children's Services

# School Transport Policy

**2018**

# School Transport Policy

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# School Transport Policy

## 1 Introduction

- 1.1 Local Authorities have certain powers and obligations in respect of transport to school. They generally have an obligation to make such arrangements as they consider necessary, for the provision of transport to schools. Local Authorities must take into account where pupils live further from school than the maximum walking distances when determining when school transport is necessary.
- 1.2 Parents who choose to send their child, through a Placing Request, to a school other than their designated school will be responsible for their child's transport.
- 1.3 This Policy sets out the Shetland Islands Council's approach to fulfilling its responsibilities along with responsibilities and expectations of other parties involved in the safe transportation of pupils from home to school.

## 2 Aims

- 2.1 In relation to home to school transport, this Policy aims to:
  - Clarify entitlement to home to school transport provision.
  - Describe the options available to Local Authorities to fulfil their responsibilities.
  - Describe the responsibilities of contractors, operators, drivers, parents, pupils and school staff.

## 3 Objectives

- For Shetland Islands Council to fulfil its responsibilities for home to school transport.
- For Shetland Islands Council to do its utmost in providing safe and reliable transport.
- To provide flexibility for Shetland Islands Council, transport operators, parents, pupils and communities to find the most appropriate, sustainable solutions.
- To encourage active travel to school compatible with the Schools (Health Promotion and Nutrition) (Scotland) Act 2007 and the Health and Wellbeing outcomes in the Curriculum for Excellence.
- Engage in consultation with parents, pupils, transport operators and communities when there is a proposed significant change to transport arrangements.

## 4 Entitlement

- 4.1 The Education (Scotland) Act 1980 places a legal responsibility on Local Education Authorities to enable the attendance at school of children living beyond specified maximum walking distance from their school. Shetland

Islands Council's Children's Services facilitates this by using these limits to determine the provision of school transport. Walking distance is specified by the Act as two miles for pupils who have not reached their eighth birthday and three miles for pupils aged eight years and over.

- 4.2 In Shetland, this is amended during the winter months (October break to Easter break) to provide transport for all pupils who live more than a mile-and-a-half from their school.
- 4.3 Shetland Islands Council has given a commitment that, as far as possible, the maximum single journey time on school transport will be 40 minutes for a primary pupil and 65 minutes for a secondary pupil.
- 4.4 The Education (Scotland) Act 1996 amended the 1980 Act to require education authorities to have regard to the safety of pupils when considering whether to make arrangements for the provision of school transport. Further detail is outlined in section 6 of this Policy.
- 4.5 Shetland Islands Council has identified catchment areas for all its primary schools and secondary schools. These are clearly laid out in the Council's Admissions Policy.

When enrolling a pupil within a primary or secondary school, only one address can be used to identify the appropriate catchment area and entitlement to school transport. School transport will only be provided from one address and will not be provided from multiple addresses.

Shetland Islands Council requires up to ten working days to organise and arrange transport for a new pupil between home and school, or to implement a change of address, which may also mean a change of bus route.

- 4.6 Education Authorities are also required to offer any vacant seats on dedicated school transport to pupils who live on a route but within walking distance of their school. The Authority can charge for the use of a vacant place or they have the discretion for a vacant place to be used without charge. However, they can only charge for the use of a vacant place if the charges can be met without undue hardship on the parent(s) /carers(s).

If the number of non-entitled pupils exceeds the number of vacant seats available, the Authority must select which of those pupils can travel on the vehicle. If the number of pupils entitled to places increases then those who are not entitled will need to relinquish their place. Placing request pupils will not be taken into account when specifying the number of seats required for any future contracts.

- 4.7 Vacant seats must be re-applied for each school year. In the event that more applications are received than the number of vacant seats on any given route then priority shall be given as follows:
  - To those children referred by Social Work or Health professionals;
  - To those attending their catchment area school over those attending an alternative school by parental choice;



- Amongst those attending their catchment area school, to those who live furthest away;
  - Amongst those attending an alternative school by parental choice, to those who live furthest away.
- 4.8 When pupils enrol at a school and are entitled to school transport they will be allocated a seat on the school transport already provided in their area.
- 4.9 Transport provision will not be diverted from an existing route unless the journey from their house to the main road pick-up point is more than the maximum walking distance specified in paragraph 4.1, or the walking part of the journey is considered unsuitable on safety grounds.
- 4.10 Where a pupil's home is accessed via a private way, school transport will only be considered from a suitable location on the public road network accessible beyond the point where the private way joins the public road network. Pupils will be required to travel to the public road in order to access the school transport. Where this results in the pupil having to travel in excess of the specified maximum walking distance(s) to access vehicular school transport, the Council will consider other methods of providing school transport as outlined in paragraph 5.1.
- 4.11 In cases where alterations to school transport arrangements are necessary, pupils and parents/carers will be given as much notice as possible and unless there are safety reasons, changes will take effect as soon as practicable, or when the contract becomes due for renewal.

If the change is significant pupils, parents, transport operators and communities will be consulted in line with the objectives of this Policy. The Council will try, where practicable, to give a term's notice of any change.

## **5 Options available**

- 5.1 Local authorities are required to make arrangements as necessary for the provision of school transport and have to pay all or part of reasonable travelling expenses for school pupils. This legal responsibility could be fulfilled by providing either a means to get to school, such as a bicycle, an allowance for parents/carers to make their own arrangements, or the use of any form of public transport.
- 5.2 Local Authorities are not required to provide "door-to-door" transport. Children may be expected to walk anything up to the legally specified maximum walking distance to/from the transport pick-up and drop-off (PUDO) point. Parents/carers are responsible for this part of the journey.

## **6 Route Safety**

- 6.1 To assess whether transport should be provided for safety reasons, an assessment of the walking route may be carried out by the Infrastructure Services Department's Roads Service. The method of assessing safety factors was approved by the Council in July 1996; this method was recently revisited and found to continue to be appropriate.

If a parent or carer considers that a walking route is unsuitable for safety reasons, a request for an assessment of the walking route must be made in writing, to the Executive Manager – Schools.

If a route is assigned a pedestrian safety factor of 1 or 2 it is considered that there is no abnormal or exceptional road safety hazard to children walking whilst accompanied as necessary. A pedestrian safety factor of 3 or 4 indicates that the route is not suitable, in terms of road safety, for children accompanied as necessary on foot. Council policy is that school transport provision should be made for pupils who live within the maximum walking distance of the school if the route has been assigned a pedestrian safety factor of 3 or 4. A Briefing Note detailing the audit process for school walking route assessments is attached to this Policy as Appendix A.

There may be circumstances where it would be unreasonable to expect a parent to be able to accompany a child, e.g. permanent or long-term mobility or disability issues. In such cases, a re-evaluation of the route suitability for that specific set of circumstances would be appropriate. Any such cases will be considered on their own merits.

- 6.2 If a parent or carer considers that a route assessment is either out of date or fails to consider a material factor, they can make a written submission to the Executive Manager – Schools, giving reason(s) why they feel the assessment should be reviewed.

The Executive Manager – Schools, along with the Executive Manager-Roads, shall review any request for the re-assessment of a route. A response to the request will be issued within one calendar month, either to confirm the validity of a re-assessment of the route and to agree grounds and outline timescales for so doing, or to explain why there is considered to be insufficient grounds to carry out a re-assessment of the walking route.

If a parent or carer is dissatisfied with a decision not to carry out a re-assessment of the walking route, or is dissatisfied with the outcome of the re-assessment, they can use the Shetland Islands Council's Complaints Handling Procedure.

## 7 Responsibilities

- 7.1 Contractors, transport operators, school staff, parents/carers and pupils will all be expected to adhere to the guidance set out in Appendix B.

### 7.2 Local Authority

The Schools (Safety and Supervision of Pupils) (Scotland) Regulations 1990 place a general duty on Local Authorities to secure, as far as is practicable, the safety of pupils under their charge. Pupils travelling on dedicated school transport arranged by the local authority are under the charge of the Authority. Therefore, the Authority will keep school transport provision under review to ensure the safety of pupils when travelling on school transport.

The Local Authority is responsible for undertaking risk assessments on designated Pick Up and Drop Off (PUDO) points. Parents should be aware that any other PUDO points which have been agreed directly with the transport operator are classed as undesignated and as such the responsibility for risk assessment lies with the transport operator, not the Local Authority. The Transport Operator must be able to produce such risk assessments when required.

### 7.3 Contractors/Transport Operators

Contractors provide home to school transport using cars, mini-buses, buses and/or coaches. It is the responsibility of those who are awarded school transport contracts to take all reasonable steps to ensure the security, safety, dignity and comfort of pupils in their care. The vehicles used must be suitable for the purpose and drivers must be PVG checked, adequately trained and qualified.

Seat Belts on School Transport (Scotland) Act 2017, requires all motor vehicles provided for the dedicated transport of pupils to be fitted with seat belts.

Contractors must ensure that they have contingency plans, acceptable to the authority, to deal with vehicle failures, staff unavailability, emergency closure of schools and other emergencies. Any driver employed by the contractor should be aware of issues involving pupil safety and behaviour and who to contact in an emergency.

As school transport drivers are deemed to have “substantial opportunity for access” to children all drivers must have PVG clearance prior to driving any vehicle used for school transport provision. Contractors must provide the Authority with details of all persons who may drive their vehicles or be employed as attendants or supervisors.

A contractor must not sub-contract to another operator without the written permission of the Local Authority.

The contractor is responsible for identifying suitable turning places. The Authority can specify alternative and/or additional PUDO points at no extra cost unless an additional daily journey in excess of three miles is required. The contractor must ensure that all pupils included in the route are conveyed to school in time for opening and collected at the end of the school day when dismissed.

If at any time a contractor is not in a position to fulfil the requirements of the contract, due to the number of pupils in the area exceeding the number of seats available or due to the unavailability of a suitable vehicle or driver or for any other reason, they must inform the Executive Manager Transport Planning immediately in order that new arrangements can be put in place.

#### **7.4 Vehicle operators**

All passengers must be notified that seat belt wearing is compulsory.

The driver is responsible for ensuring that passengers aged 3 to 13 years wear a seat belt.

Passengers aged 14 years or over are responsible for wearing a seat belt where they are fitted.

Drivers of home to school transport bear much of the responsibility for the safety of pupils. However, parents/carers remain responsible for the behaviour of their children and they should encourage their children to follow the instructions of the driver. Failure to act responsibly will compromise pupils' own safety, and the safety of other pupils, and may result in entitlement to school transport being withdrawn.

There is no statutory requirement for the Education Authority to provide supervisors on school transport.

#### **7.5 Additional Support Needs**

Parents/carers of pupils with additional support needs are responsible for requesting transport arrangements to and from school. The relevant Policy and ASN Transport Request form are available on the Council website or can be requested from the Council's Children's Services Department.

#### **7.6 Parents**

Parents/carers have a legal duty to provide for the education of their children, either by causing them to attend school regularly, or by other means. Parents/carers have a right to expect that suitable arrangements for safe and reliable school transport will be made for their children. However, the ultimate responsibility for the safety and welfare of pupils rests with their parents/carers and it requires parents/carers working along with the Local Authority, schools, and transport operators to ensure that a high level of service is maintained.

Unless the route is considered unsuitable for road safety reasons, pupils will have to make their own way to access school transport, travelling anything up to the maximum walking distance.

Parents/carers are responsible for this part of the journey. Parents/carers are also responsible for the behaviour of their children whilst on the vehicle and when waiting at the pick-up point. Persistent behaviour which is of concern can lead to a pupil being removed from school transport.

#### **7.7 Pupils**

Pupils should adhere to the guidance as laid out in Appendix B.

## **8 Review**

- 8.1 The Schools Management Team will arrange for a review of this policy in five years or when required by legislation or local circumstance.

## Appendix A: Briefing Note – Assessment of School Walking Routes

### Background

The Traffic & Road Safety Section of the Roads Service undertakes assessments of walking routes for school pupils on behalf of the Schools Service. The Roads Service has been carrying out this function since 1996 when a formal policy on route assessments was first approved. This briefing note provides a quick summary of the process and gives some guidance on the framework under which the assessments take place. The audit framework is based on our current understanding of national guidance and best practise amended as appropriate for Shetland.

### Route Assessment

The walking route covers the public road and footpath network from the point that a private property accesses the public network to the school or the designated school transport pick-up point (pudo).

The audit process used in the assessment of walking routes to school in Shetland follows a similar pattern to that used across the UK. The factors considered and the level of pedestrian provision required for a suitable walking route in Shetland are either in line with, or at a higher level, than national guidance.

Fundamentally, the assessment is a subjective one based on available traffic and accident data, a consideration of the physical and environmental characteristic of the route, and professional judgement based on experience of and training in road safety matters.

The main parameters considered as part of the process can be summarised as follows:-

- Traffic Flow – typically expressed as average daily flows (aadt) but flows during the walking period are looked at in detail.
- Traffic Speeds – consideration is given to both the average and 85% speeds. If speeds are of a concern then particular attention will be given to them during the walking periods.
- Traffic Composition – this would be looked at if it was thought that HGVs may form a significant percentage of the traffic movements on the route during the walking periods.
- Accident History - any accidents along the route will be looked at to check for significance
- Road Widths – considered where relevant in relation to traffic flows, speeds and composition.
- Verge Widths and Shape – verges, and in particular grass verges, are generally not considered suitable for walking along, but rather are used to provide step-off refuges when meeting oncoming vehicles.

- Footway/ Streetlighting Provision
- Ditch Location, Width and Depth
- Visibility - assessed throughout the route in relation to vehicle speeds, but specifically considered at critical points such as summits and narrow sections, and at locations where step-off are limited.
- Structures along the Route – bridges, cattlegrids, retaining and boundary walls and culverts all pose particular hazards in certain circumstances.
- School Crossing Patrols or Pedestrian Crossings – an important consideration on busy roads.

National guidance identifies that the assessment of a walking route does not determine whether a route is “safe” or “dangerous”. This is because all roads present some element of road safety risk, whether they are heavily-trafficked urban routes, or more lightly-trafficked rural routes.

A walking route is considered suitable if a child, “accompanied as necessary”, could walk the route in *reasonable* safety. The requirement to make assessments on the basis of children accompanied as necessary comes from the statutory guidance on home to school travel. The walking route audit process therefore determines whether school transport should be provided because a particular walking route presents *abnormal* or *exceptional* road safety hazards.

The adopted policy in Shetland provides each walking route a ‘Pedestrian Suitability Factor’ or PSF. This is an arbitrary ranking number in the scale of 1 to 4 and is used to compare pedestrian safety on one route against another - the higher the number, the less suitable the route.

Currently, routes with a PSF of 1 or 2 are suitable; routes with factors of 3 and 4 are not suitable, and will require pupils to be provided with school transport.

Nationally, and locally, it is considered that the most appropriate means of ensuring that children can safely travel to school is through road safety education, and parents are expected to educate children in road safety matters from an early age.

Notes relating to the main parts of the assessment framework are outlined in the following paragraphs:-

### Accompanied Children

The audit process does not consider a circumstance where the accompanied child is further accompanied. This is because it may not be the case, and if it is then by what – one other child, a pram or buggy, double buggy and additional children? It is not practical to take into account all of the variable and changing circumstances of each household accessing school walking routes. Therefore, the process considers the standard requirement of an accompanied child.

There may be circumstances where it would be unreasonable to expect a parent to be able to accompany a child, e.g. permanent or long term mobility or disability issues. In such cases a re-evaluation of the route suitability for that specific child would be appropriate.

### Poor Weather

Parents are responsible for ensuring that their children have suitable clothing and footwear, reflective clothing or other visibility aids, torches etc as may be appropriate for the walking route and weather conditions.

Poor weather can occur at *any* time of the year and as such the process considers average conditions. However, in Shetland the assessment goes beyond the national guidance in considering the suitability of the route separately for summer (April to October) and winter (October to March). This is in recognition of the significant differences in *daylight* between the different seasons.

Extreme weather conditions *may* be considered as a factor in the *winter months* assessment for particularly exposed sections, but ultimately it is the parent's responsibility to decide whether it is safe or not for their child to travel to school in bad weather, either by transport or on foot.

### Traffic Flows

The assessment of traffic flows and speeds is undertaken from count information covering the morning and afternoon travel periods of at least 3 school days. This is accepted nationally as allowing a reasonable approximation of the typical scenario for travel to and from school.

Unless there have been significant local factors that may impact on traffic flows or compositions any count up to 5 years old would normally be considered relevant. In many locations older counts may also be relevant due to there being little change locally.

An audit process following national guidance expects that traffic along the routes will be acting in a reasonable manner and abiding by road traffic regulations.

HGV and other large vehicles are only considered relevant where their numbers are greater than 10 in the hourly flow corresponding with the walking period and where this constitutes more than 10% of the traffic volume. Routes that present *abnormal* or *exceptional* road safety hazards will be seen to exist regardless of the total traffic volumes.

Drivers of large vehicles, including those used for agricultural purposes, have a legal duty to consider the suitability of any route they drive along and a responsibility not to create a safety risk for other road users, including pedestrians and cyclists.



Traffic flows vary from road to road. Traffic flows up to 400 vehicles per hour two-way flow are considered nationally to be low. Flows over 840 vehicles per hour are considered to be heavy. Locally we consider flows below 60 vehicles per hour to be very low.

### Walking Provision

Footway and roadside strips are those surfaces which are considered to provide an adequate width and a reasonable surface condition to facilitate walking. The normal minimum width is defined as “at least one metre wide”. For the reasons given previously this surface is not considered in relation to prams or buggies, only walking.

A verge is that area of ground adjacent to the road carriageway that is not considered suitable for walking along. This area may provide space for “step-offs”. The normal minimum requirement for a step-off is a *reasonably firm and even surface* with a minimum width of 0.5m over a 1.5m length.

On roads with low and very low traffic flows a verge providing *sufficient* “step-offs” is considered suitable for a school walking route, as long as there is also *adequate* visibility. The number or frequency of step-offs required depends on the width of the carriageway and the number of vehicles travelling along the road during the periods that walking occurs. Adequate visibility is determined from the 85% speed of vehicles along the route. This can vary along the length of a given route and is assessed by experienced roads engineers. It may also be confirmed by automated traffic count equipment.

In Shetland many of our main and improved roads carry low levels of traffic flow but at a high speed. Therefore, along roads where flows are defined as low (less than 400 vehicles per hour two-way) but 85% speeds are greater than 53mph, we normally require the walking route to be provided by way of footway and roadside strips with minimal breaks.

### Crossing Roads

Where roads need to be crossed specific consideration needs to be given to the approaching speed and volume of traffic and the level of visibility available. Before a road can be crossed safely there needs to be sufficient identifiable gaps in the traffic to allow enough time to cross. On roads with two-way traffic flows over 240 vehicles per hour a specific gap time analysis may be required. Below 240 vehicles per hour it is normally assumed that sufficient gaps will be available to cross safely. Pedestrian facilities such as splitter islands, pedestrian and school crossings can aid the crossing of busy roads. However, continuous queuing or significant volumes of HGV traffic at a junction can make it difficult to cross safely and a site specific study may need to be undertaken.

It is not uncommon for roads, particularly single track ones, to have to be crossed and re-crossed to improve sight lines. It is also quite normal to do so to make use of footways or better stretches of verge, or to avoid a particular hazard. In assessing such a route the availability of suitable crossing points will be considered by the Engineer. A note will be made in the report if specific crossing points should be used.

### Assessment Outcome

A report on the route is prepared after it has been walked and driven by the assessing Engineer. This report summarises the salient features and details of the route and identifies any particular points of concern. Where particular improvements or maintenance works would significantly enhance the safety of the route these will be noted.

In line with the Councils School Transport Policy, if parents or guardians are dissatisfied with the assessment of a route then they may make a request to the Executive Manager – Schools for it to be reviewed. However, unhappiness with the outcome is, in itself, insufficient grounds for a review. A review will normally only be instructed if:

- (a) there has been a material change in the environmental or physical features of the walking route since it was assessed; **or**
- (b) there is a particular aspect of the environmental or physical features of the route which does not appear to have been considered by the assessment.

The review process does not consider the level of risk that has been assessed, but rather it looks to determine that what material changes (if any) have occurred along the route and to check that there have not been any omissions in the assessment process.

The request for a review should be made in writing to The Executive Manager – Schools, and it must clearly outline the grounds for the request.

Roads Service  
Gremista  
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Shetland

## Appendix B: Home to School Transport Guidance

Listed below are key guidelines which drivers must follow to support the safe transport of pupils between home and school and/or on school trips/outings.

### Pupils

School transport is provided to get pupils to and from school. The behaviour of pupils between home and school, whether as a pedestrian or as a passenger in a vehicle, has a direct bearing on their safety. Pupils should be given sound advice on what constitutes responsible and safe behaviour and they should be encouraged to develop their own road safety skills. Pupils should be encouraged to adopt the following as a code of conduct in relation to their journey between home and school:

- Make sure you leave home in plenty of time so that you do not have to rush.
- Always walk on the pavement, where there is one.
- If there is no pavement, always walk facing the oncoming traffic.
- Always wear something bright to make you more visible in the dark or in bad weather.
- If you are with younger children, set them a good example and let them walk on the inside so that they are furthest away from any traffic.
- On narrow roads with no pavement, walk in single file.
- Walk, don't run.
- Act responsibly and don't be persuaded by others to act foolishly as this could compromise your own safety and the safety of others.
- Stand back when the vehicle arrives.
- Get on and off the vehicle one at a time and do not push or shove.
- Sit still on the vehicle and fasten the seat belt. All pupils are required to wear a seat belt for the duration of the journey.
- Do not open or play with emergency doors or windows.
- Always obey the instructions of the driver.
- Treat other people with respect.
- When you get off the vehicle do not cross the road until the vehicle has moved off and you can see clearly in both directions.
- Between the vehicle and the school entrance keep your eyes open for other vehicles near the drop-off point.
- If you have left anything on the vehicle do not run after it but tell your teacher or playground supervisor as soon as possible.

### Parents/Carers

- Young children should be accompanied by an adult while walking.
- Young children should be met at the bus stop.
- Ensure that your child takes the safest route.
- Walk the route with your child at least once and talk about the hazards.

- Children must be suitably dressed for the weather and should always wear something bright, preferably with reflective and fluorescent strips or panels.
- Make sure children leave home in plenty of time so that they do not have to rush.
- Children need to be at the designated pick-up point before the scheduled departure time of their transport. Transport operators cannot wait for latecomers.
- Teach your children about road safety.
- Passengers aged 14 years or over are responsible for wearing a seatbelt where they are fitted.
- Remind your children that playing about at pick-up points or on the vehicle can result in accidents or injuries. Extreme or persistent misbehaviour may lead to the withdrawal of school transport from the pupils responsible.
- Ensure children do as the driver says and not to misbehave. Parents / carers will be held responsible for any vandalism caused by their children.
- When they return from school, if the vehicle stops on the opposite side of the road, cross over to meet your child do not expect them to cross the road to meet you.
- If parents/carers are concerned about the behaviour of pupils on school transport, they should contact the Head Teacher.
- If the service is unreliable, or parents/carers are concerned about the vehicles being used, or the attitude of the driver, they should contact the Quality Improvement Officer for the school, preferably in writing. It is important that complaints are notified promptly.
- All behavioural issues which are of concern to the driver must be dealt with. Concerns over the conduct of pupils must not be ignored as this only encourages situations / patterns to develop and escalate. If it becomes apparent that a particular pupil cannot continue to be allowed to travel on school transport, the Head Teacher must inform Children's Services immediately by contacting the relevant Quality Improvement Officer.
- Report any discipline or behaviour concerns to the Head Teacher of the relevant school. This should be done even if the driver feels they have dealt with a particular issue effectively.
- Be aware that the safety and welfare of all pupils on the vehicle is of paramount importance and a considerable degree of responsibility rests with the driver on each journey.
- Understand their responsibilities as defined in the Shetland Islands Council School Transport Policy.

### Drivers

- Do not drive a vehicle which you are not suitably licensed or insured to drive.

- Do not drive a vehicle you suspect of being unroadworthy or in contravention of relevant regulations or legislation.
- Follow the scheduled route and use pick-up and set down points designated by the contractor or agreed by the authority.
- Approach each stop slowly and carefully and keep doors closed until the vehicle has stopped.
- If applicable, check pupil bus passes. Pupils who do not have a pass should not be refused transport but it should be reported to the relevant Head Teacher.
- Do not drive off until all pupils are seated, the doors are closed and you have checked that no pupils are in the vicinity of the vehicle.
- Remind pupils to fasten their seat belts before driving off.
- Know who to contact in the event of an emergency, such as a breakdown, an accident, adverse weather conditions, an unforeseen delay or other hazard.
- Never eject a pupil from the vehicle under any circumstances. Report any discipline or behaviour concerns to the head teacher of the relevant school. This should be done even if the driver feels they have dealt with a particular issue effectively. In the event of extreme or persistent misbehaviour the authority reserves the right to suspend school transport provision for the pupils responsible. Transport arrangements will then become the responsibility of their parents/carers.
- Understand their responsibilities as defined in the Shetland Islands Council School Transport Policy.

### Schools

- All behaviour issues which are of concern to the driver must be dealt with. Concerns over the conduct of pupils must not be ignored as this only encourages situations / patterns to develop and escalate. If it becomes apparent that a particular pupil cannot continue to be allowed to travel on school transport, the Head Teacher must inform Children's Services immediately by contacting the relevant Quality Improvement Officer.
- Be aware that the safety and welfare of all pupils on the vehicle is of paramount importance and a considerable degree of responsibility rests with the driver on each journey.
- Understand their responsibilities as defined in the Shetland Islands Council School Transport Policy.





<b>Meeting(s):</b>	<b>Environment &amp; Transport Committee</b>	<b>14 June 2018</b>
<b>Report Title:</b>	<b>Exception from Contract Standing Orders – Purchase of Excavator for Scord Quarry</b>	
<b>Reference Number:</b>	<b>RD-02-18-F</b>	
<b>Author / Job Title:</b>	<b>Dave Coupe / Executive Manager – Roads Service</b>	

### 1.0 Decisions / Action required:

- 1.1 That the Environment and Transport Committee NOTE the exception applied.

### 2.0 High Level Summary:

- 2.1 This report informs the Environment and Transport Committee of a contract award and the works carried out as an exception to the Council's Contract Standing Orders by the Roads Service.
- 2.2 The Council's Contract Standing Orders require competitive tendering where the estimated value of goods, works and services is in excess of £10k. Where the estimated cost is equal to or greater than £50k, appropriate advertising would apply in accordance with the Contract Standing Orders.
- 2.3 The Council's Contract Standing Orders state that, If the contract is for the supply of used or second hand goods or materials, and the relevant Director, where he or she is satisfied that it is in the interests of the Council to purchase such goods or materials and that they are fit for the purpose for which they are being purchased, may submit or accept an offer for the purchase of such goods or materials, provided that all contracts for the supply of such goods or materials shall be in writing and subject to the Law of Scotland.
- 2.4 The Council's Contract Standing Orders further state that, all instances of such exceptions arising shall be reported to the relevant Service Committee within six months of the exception occurring where the outturn cost exceeds £50,000.
- 2.5 Shetland Islands Council operate the Scord Quarry, Scalloway, the only bitmac production plant in Shetland. The current excavator was at the end of its useful life, and the procurement process was initiated for a replacement. The budget available was c£170,000, and initial estimates from suppliers were in the region of £160-£175K plus delivery to Shetland, with delivery expected to be in July at the earliest. The procurement process had almost reached the national advertising stage when a second hand excavator became available at £119K including delivery, with the machine being able to be delivered within one week. As well as being a direct saving on the capital cost, this early delivery would also avoid the expense of hiring an excavator to continue operation of the quarry. The Council's Procurement Section provided advice prior to the Service approaching the supplier, to ensure that this manner of procurement complied with current legislation. The proposal

	represented a saving of £51k against budget. The contract was, therefore awarded to the supplier, Garriock Bros.
2.6	This required an exception to the Contract Standing Orders to be considered and approved by the Director of Instructure Services”, as detailed in section 6.4.
<b>3.0 Corporate Priorities and Joint Working:</b>	
3.1	Managing the effective operation of the quarry as a key asset to support the economy of Shetland demonstrates the delivery of the Council’s Corporate Plan “Our Plan” 20 by 20 statement 16 “we will have prioritised spending on building and maintaining assets and be clear on the whole of life costs of those activities, to make sure funding is being targeted to help achieve the outcomes set out in this plan and the Community Plan”.
<b>4.0 Key Issues:</b>	
4.1	The Scord Quarry has been in operation since the mid 1930’s and has been producing roadstone for most of that time. Rock is blasted from the face, loaded away into dumpers, crushed and screened to form many sizes of aggregate used in bitmac production and road building/maintenance. The nature of the operation requires a relatively heavy excavator which are expensive to buy or hire. It was determined to be more cost effective to purchase the excavator as opposed to hiring, as the hire and transport costs to and from the quarry are very high.
<b>5.0 Exempt and/or confidential information:</b>	
5.1	None
<b>6.0 Implications:</b>	
<b>6.1 Service Users, Patients and Communities:</b>	Keeping the quarry operational ensures that the local authority can meet its statutory obligation to manage and maintain the road network. It also allows the local construction industry and members of the public to have access to high quality bitumen bound materials.
<b>6.2 Human Resources and Organisational Development:</b>	None
<b>6.3 Equality, Diversity and Human Rights:</b>	None
<b>6.4 Legal:</b>	The Council must comply with EU Procurement Regulations and Council Contract Standing Orders.  Specific Exception applying under the Contract Standing Orders (Part 1 – Section 17).



	<p>(vi) Applies:</p> <p>If the contract is for the supply of used or second hand goods or materials, and the relevant Director, where he or she is satisfied that it is in the interests of the Council to purchase such goods or materials and that they are fit for the purpose for which they are being purchased, may submit or accept an offer for the purchase of such goods or materials, provided that all contracts for the supply of such goods or materials shall be in writing and subject to the Law of Scotland.</p> <p>All instances of such exceptions arising shall be reported to the relevant Service Committee within six months of the exception occurring where the outturn cost exceeds £50,000.</p>	
<b>6.5 Finance:</b>	The cost of the replacement excavator is £118,800 which has been funded by the approved Scord Quarry Plant Replacement capital budget in the Asset Investment Plan.	
<b>6.6 Assets and Property:</b>	The quarry is a key Council asset, and the only bitmac producing facility in Shetland, and the excavator is a key component of this operation.	
<b>6.7 ICT and new technologies:</b>	None.	
<b>6.8 Environmental:</b>	None.	
<b>6.9 Risk Management:</b>	There is a risk to the economic wellbeing of Shetland if bitmac production should cease or be interrupted.	
<b>6.10 Policy and Delegated Authority:</b>	<p>In accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations the Environment and Transport Committee has functional responsibility for Roads Service.</p> <p>The Council's Contract Standing Orders allow exceptions to be considered, where certain criteria apply. The Director of Infrastructure in accordance with Council Contract Standing Orders approved the exception to enable the procurement of the excavator from a local contractor because this action provided the Council with best value and expedience</p>	
<b>6.11 Previously considered by:</b>	N/A	-

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8 May 2018

END





<b>Meeting(s):</b>	<b>Environment and Transport Committee</b>	<b>14 June 2018</b>
<b>Report Title:</b>	<b>Exceptions from Contract Standing Orders –</b>  <b>(1) Voith Propulsion Unit Overhaul</b> <b>(2) Replacement radars B600's</b> <b>(3) Tingwall Airport – Hangar Door</b>	
<b>Reference Number:</b>	<b>FO-01-18-F</b>	
<b>Author / Job Title:</b>	<b>Craig Robertson, Executive Manager, Ferry &amp; Airport Operations</b>	

## **1.0 Decisions / Action required:**

- 1.1 That the Environment & Transport Committee NOTE the three exceptions to Shetland Islands Council Standing Orders.

## **2.0 High Level Summary:**

- 2.1 This report notifies the Environment and Transport Committee of exceptions to the Council's Contract Standing Orders.
- 2.2 The Council's Contract Standing Orders require competitive tendering where the estimated value of goods, works and services is in excess of £10,000. Where the estimated cost is equal to or greater than £50,000, appropriate advertising would apply in accordance with the Contract Standing Orders.
- 2.3 The Council's Contract Standing Orders allow exceptions to be considered, where certain criteria have to apply to be considered and approved by the Director of Infrastructure Services. All such instances of exceptions arising must be reported to the relevant Service Committee within six months of the exception occurring where the outturn costs exceeds £50,000.
- 2.4 This report covers three instances where Ferry & Airport Operations recently applied for exceptions. These are (1) Voith Propulsion Unit Overhaul (2) Replacement radars B600's (3) Tingwall Airport – Hangar Door.
- 2.5 In all cases, an exception under clause 17(i) (a) and 17(iv) of Part 1 of the Contract Standing Orders - the requirements are not readily obtainable from more than one service provider and it can be demonstrated that no equivalent is available or otherwise for technical reasons or due to time restraints and where the work to be executed or the goods, supplies or services to be provided consist of repairs to or the supply of parts for existing proprietary machinery or plant and/or the Council is bound by the terms of an agreement, by insurance requirements or by the terms of a warranty to user a specified contractor, supplier or provider.

- 2.6 In case (3), the procurement for services was due to Health & Safety concerns following local inspections.
- 2.7 The Director of Infrastructure Services authorised the exceptions detailed in Section 4.0.

### 3.0 Corporate Priorities and Joint Working:

- 3.1 The effective maintenance and upkeep of Council properties, and their ability to safely deliver the services people want, are key aspects of Best Value and features of “Our Plan”, the Council’s Corporate Plan 2016-2020, which states:
- “We will have prioritised spending on building and maintaining assets and be clear on the whole-of-life costs of those activities, to make sure funding is being targeted in the best way to help achieve the outcomes set out in this plan and the community plan.”*
- 3.2 The Infrastructure Services Directorate Plan sets out the outcomes the Directorate aims to deliver in the year. We said “what we must do in 2017/18” was:
- meet our statutory requirements and deliver compliant services;
  - deliver our objectives to ensure the Corporate Plan commitments are met;
  - maintain our existing assets;
  - protect the environment and reduce the environmental impact of our activities.

### 4.0 Key Issues:

#### **Exception (1) Voith Propulsion Unit Overhaul**

- 4.1 The Voith Propulsion Unit of the M.V. Leirna requires overhauling as part of its ongoing maintenance; and to extend its life.
- 4.2 The manufacturer must complete this using only (O.E.M) Original Equipment Manufacturer approved parts, to maintain warranty and adhere to Maritime Coastguard Agency (MCA) requirements.

#### **Exception (2) Replacement radars B600’s**

- 4.3 Yell Sound Vessels M.V. Daggri and M.V. Dagalien (B600s) were fitted with Kelvin Hughes fully integrated bridge navigation system, at build.
- 4.4 The Kelvin Hughes systems were 14 years old (2018) and were obsolete, as there are longer parts available and no longer technical support for these systems.
- 4.5 Kelvin Hughes does not offer a direct replacement for the radar system.
- 4.6 Safety of Life at Sea (SOLAS) Regulations require each ferry to have two functional radars at all times.

4.7	Fitting Furuno radars bring the B600s in line with the rest of the ferry fleet as currently all other ferries are fitted with Furuno radars.
4.8	There is a manufacturer's agent based in Shetland who provides all repair and maintenance services (as required by International Maritime Organization (IMO) regulations) and stock spare parts.
4.9	The replacement systems have been purchased on a lease/maintenance agreement. This means the cost of the radars are fixed over a five-year period, inclusive of all maintenance and breakdown costs, to the radar system.
<b>Exception (3) Tingwall Airport – Replacement of Hangar Door</b>	
4.10	Following local inspection of the hangar door in late October 2018, it was determined that key structural elements of the existing hangar door could not be properly maintained due to a lack of hydraulic rating information.
4.11	In addition, there was difficulty accessing the concealed pivots and bearing to ascertain the degree of wear and the cause of the excessive noise from the hydraulic rams.
4.12	The above was also compounded by the fact that the original manufacturer has ceased trading.
4.13	A report was presented to the Policy and Resources Committee on the 30 April 2018, (Min. Ref. 33/18 that attached a business justification case for the "Planned Equipment Replacement" of the Hangar Door.
4.14	Quotations were initially sought from four specialist door providers who could manufacture and install a large door, which was sufficiently robust, and rated for the climate of Shetland.
4.15	Only two suppliers could provide solutions, which could work in Shetland, they were asked to provide quotations. Concurrent to this, the hydraulics on the door were showing early signs of potential failure. Given the perceived level of risk and the grave implications of any actual failure, we accelerated the procurement process and subsequently accepted the offer, which was deemed to present "best value", therefore an exception to the Contract Standing Orders was applied.
<b>5.0 Exempt and/or confidential information:</b>	
5.1	None
<b>6.0 Implications:</b>	
<b>6.1 Service Users, Patients and Communities:</b>	The effective maintenance and upkeep of Council properties is a key factor in their ability to safely deliver the services people want. Preventative maintenance programmes significantly reduces the risk of an unplanned shutdown and the associated service disruption this would create.

<b>6.2 Human Resources and Organisational Development:</b>	<p>The in-house team has a limited pool of resources that is focussed on delivering various maintenance programmes on our assets. Specialist services are required for specialist work.</p>
<b>6.3 Equality, Diversity and Human Rights:</b>	<p>The Directorate uses Equalities Impact Assessment to ensure its services are supporting those most in need and not making inequalities worse; no assessment is required.</p>
<b>6.4 Legal:</b>	<p>The Council has a legal obligation to provide a safe place of work for employees and others under the Health &amp; Safety at Work etc. Act 1974.</p> <p>The Civil Aviation Authority (CAA) – Civil Aviation Publication (CAP)</p> <p>CAP 168 – the grant of an aerodrome licence is governed by the Air Navigation Order (ANO), which requires the CAA to grant a licence in respect of any aerodrome in the United Kingdom if it is satisfied that the aerodrome is SAFE for use by aircraft, having regard in particular to the physical characteristics of the aerodrome and of its surroundings on the basis that it meets aerodrome licensing criteria.</p> <p>CAP 791 – The certification of an aerodrome is governed by Commission Regulation (EU) No 139/2014 (Aerodromes)</p> <p>The aerodrome regulation requires that all changes to aerodrome facilities and those procedures and policies that have the potential to affect the aerodromes continuing basis for certification need to be notified to the CAA.</p> <p>The Council must comply with EU Procurement Regulations and Council Contract Standing Orders. The applicable Exceptions to the Council's Contract Standing Orders are contained in Part 1, Clause 17 (i) (a) 17 (iv) (a).</p>
<b>6.5 Finance:</b>	<p>The financial implications of the exception works detailed in paragraph 4 are:</p> <p>6.5.1 The cost of the Voith propulsion unit overhaul for the Mv Leirna was £72,388, which was incurred in 2017/18 as part of the capital Leirna Life Extension works project.</p> <p>6.5.2 The total cost of the lease/maintenance agreement for the replacement of the radars on the Mv Daggri and Mv Dagalien is £127,350 to be paid over the five-year period of the agreement. These are revenue costs, which will be funded from within the existing maintenance budgets for each vessel.</p> <p>6.5.3 The budget of £100,000 for the replacement of the hangar door at Tingwall Airport is included in the Council's 5 year Asset Investment Plan.</p>

<b>6.6 Assets and Property:</b>	These actions relate to maintenance and/or the likely replacement of defective components, with a particular focus on the integrity of the Council's assets.	
<b>6.7 ICT and new technologies:</b>	None.	
<b>6.8 Environmental:</b>	There are no Environmental implications.	
<b>6.9 Risk Management:</b>	These projects help us in actively managing the condition of our Ferries and Airport Infrastructure, taking appropriate remedial action as necessary and carrying out planned works in the most cost effective manner possible. Whilst ensuring lifeline services are not disrupted.	
<b>6.10 Policy and Delegated Authority:</b>	<p>In accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations the Environment and Transport Committee has functional responsibility for the monitoring and scrutiny of the Ferry &amp; Airport Operations service.</p> <p>The Council's Contract Standing Orders allow exceptions to be considered where certain criteria have to apply. All such instances of exceptions arising must be reported to the relevant Service Committee within six months of the exception occurring.</p>	
<b>6.11 Previously considered by:</b>	N/A	N/A

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4 June 2018

**Appendices:** None

#### **Background Documents:**

Asset Investment Plan – Business Cases – Report presented to Policy and Resources Committee on 30 April 2018  
<http://www.shetland.gov.uk/coins/Agenda.asp?meetingid=5887>







<b>Meeting(s):</b>	<b>Environment and Transport Committee</b>	<b>14 June 2018</b>
<b>Report Title:</b>	<b>Exceptions from Contract Standing Orders - Mechanical &amp; Electrical and Fabric Maintenance Services to Anderson High School Halls of Residence, Lerwick</b>	
<b>Reference Number:</b>	<b>EO-02-18-F</b>	
<b>Author / Job Title:</b>	<b>Carl Symons, Executive Manager – Estate Operations</b>	

## 1.0 Decisions / Action required:

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

## 2.0 High Level Summary:

- 2.1 This report informs the Environment and Transport Committee of the works carried out under exception to the Council's Contract Standing Orders by Estate Operations.
- 2.2 The Council's Contract Standing Orders require competitive tendering where the estimated value of goods, works and services is in excess of £10,000. Where the estimated cost is equal to or greater than £50,000, appropriate advertising would apply in accordance with the Contract Standing Orders.
- 2.3 The Council's Contract Standing Orders provide a number of exceptions that can be considered, where certain criteria have to apply. All such instances of exceptions arising must be reported to the relevant Service Committee within six months of the exception occurring, where the outturn cost exceeds £50,000.
- 2.4 This report covers one instance when Estate Operations recently applied for a continuation to an existing exception. This is the Mechanical & Electrical and Fabric Maintenance Services to Anderson High School Halls (HoR), Lerwick.
- 2.5 An exception under Clause 17(i) (a) of the Contract Standing Orders applies. The requirements are not readily obtainable from more than one service provider and it can be demonstrated that no equivalent is available or otherwise for technical reasons or due to time restraints.
- 2.6 The original exception was granted on an interim basis until 31 March 2018. However, this did not allow sufficient time to develop the tender documentation or carry out a full EU procurement (in compliance with the Contract Standing Orders) for services beyond that date.
- 2.7 The Director of Infrastructure Services therefore authorised the exception detailed in Section 4.0 to be carried out immediately.

### 3.0 Corporate Priorities and Joint Working:

- 3.1 The effective maintenance and upkeep of Council properties, and their ability to safely deliver the services people want, are key aspects of Best Value and features of “Our Plan”, the Council’s Corporate Plan 2016-2020, which states:
- “We will have prioritised spending on building and maintaining assets and be clear on the whole-of-life costs of those activities, to make sure funding is being targeted in the best way to help achieve the outcomes set out in this plan and the community plan.”*
- 3.2 The Infrastructure Services Directorate Plan sets out the outcomes the Directorate aims to deliver in the year. We said “what we must do in 2016/17” was:
- meet our statutory requirements and deliver compliant services;
  - deliver our objectives to ensure the Corporate Plan commitments are met;
  - maintain our existing assets;
  - protect the environment and reduce the environmental impact of our activities.

### 4.0 Key Issues:

#### **Mechanical & Electrical and Fabric Maintenance Services to Anderson High School Halls, Lerwick**

- 4.1 This is a continuation arrangement to cover the 6-month period from 1st April 2018 to 30 September 2018. We still intend to undertake a formal EU procurement procedure using the NEC3 Term Service Contract to run for a fixed term period of 3 years, with the option to extend for a further two years. However, at handover the necessary information was not available to fully develop the contract further.
- 4.2 It is the intention to use the appointed FM (Facilities Management) provider at the AHS to provide services to the adjacent HoR. There are a variety of advantages in doing so, with a focus on the fact that our in-house team (and extended supply chain of Term Service Contractors) is struggling to meet our service targets with a depleted workforce.
- 4.3 Such an arrangement continues to assist both the Council and Robertson Facilities Management (RFM) in developing good working relationships, and the similarity of the design of both buildings means that we only need to retain one set of spares etc. on site, thus avoiding unnecessary duplication and costs.
- 4.4 While the bid received from RFM is slightly more expensive than could be achieved in-house, it nonetheless represents value for money and allows us to maintain our planned works programme on the remainder of the Council’s estate.

### 5.0 Exempt and/or confidential information:

- 5.1 None

<b>6.0 Implications :</b>	
<b>6.1 Service Users, Patients and Communities:</b>	The effective maintenance and upkeep of Council properties is a key factor in their ability to safely deliver the services people want. Preventative works programmes significantly reduces the impact that an unplanned shutdown would have on service delivery.
<b>6.2 Human Resources and Organisational Development:</b>	The in-house team has a limited pool of resources that is focussed on delivering various maintenance programmes across the estate. Our ability to take on additional works programmes is limited and we need to maximise our use of the available Shetland wide resource pool.
<b>6.3 Equality, Diversity and Human Rights:</b>	The Directorate uses Equalities Impact Assessment to ensure its services are supporting those most in need and not making inequalities worse; no assessment is required.
<b>6.4 Legal:</b>	<p>The Council has a legal obligation to provide a safe place of work for employees and others under the Health &amp; Safety at Work etc. Act 1974. Buildings constructed to The Building (Scotland) Regulations 2004, complying with Fire (Scotland) Act 2005 and The Fire Safety (Scotland) Regulations 2006. The Council must comply with EU Procurement Regulations and Council Contract Standing Orders.</p> <p>Exceptions to the Council's Contract Standing Orders are contained in Part 1, Section 2. Clause 17(i) (a) of the Contract Standing Orders applies. The requirements are not readily obtainable from more than one service provider and it can be demonstrated that no equivalent is available or otherwise for technical reasons or due to time restraints.</p> <p>All instances of such exceptions arising shall be reported to the relevant Service Committee within six months of the exception occurring, where the outturn cost exceeds £50,000.</p>
<b>6.5 Finance:</b>	The cost of the services will be £30,987 which will be met from operational revenue maintenance budgets.
<b>6.6 Assets and Property:</b>	These actions relate to maintenance and/or the likely replacement of defective components, with a particular focus on the structure and fire integrity of the Council's properties.
<b>6.7 ICT and new technologies:</b>	None
<b>6.8 Environmental:</b>	The Carbon Management team promote and install energy efficiency works to the Council's non-domestic properties. The outputs of both projects will help ensure that Council properties are operating efficiently and effectively.

<b>6.9 Risk Management:</b>	These projects help us in actively managing the condition of our properties, taking appropriate remedial action as necessary and carrying out planned works programmes safely.	
<b>6.10 Policy and Delegated Authority:</b>	In accordance with Section 2.3.1 of the Council's Scheme of Administration and Delegations the Environment and Transport Committee has functional responsibility for Estate Operations.	
<b>6.11 Previously considered by:</b>	N/A	N/A

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25 May 2018

**Appendices:** None

**Background Documents:** None



<b>Meeting(s):</b>	<b>Environment &amp; Transport Committee</b>	<b>14 June 2018</b>
<b>Report Title:</b>	<b>Charter for Household Recycling for Scotland – Associated Policies</b>	
<b>Reference Number:</b>	<b>ES-01-18-F</b>	
<b>Author / Job Title:</b>	<b>Colin Bragg / Team Leader – Waste Management</b>	

### 1.0 Decisions / Action required:

That the Environment and Transport Committee consider the implementation of the four policies in Shetland, set out in Section 4, and approve their implementation in accordance with the Charter for Household Recycling - Code of Practice (CoP) and the dates as agreed with Zero Waste Scotland (ZWS).

### 2.0 High Level Summary:

- 2.1 This report presents the policies associated with kerbside recycling collections for every household in Shetland. These policies adhere to the Scottish Government Household Recycling Charter and its Code of Practice (CoP).
- 2.2 In 2015 the Scottish Government and COSLA launched the Charter for Household Recycling and approved a Code of Practice for the collection of waste for the whole of Scotland. The aim of the new CoP is to ensure consistency of collection systems across Scotland to encourage greater participation in recycling schemes to increase the capture of resources from waste.
- 2.3 On 3 October 2016 (Min. Ref. 23/16), Shetland Islands Council (SIC) signed the Household Recycling Charter. The Charter is a declaration of the SIC's intent to provide services that deliver local and national benefits, encouraging high-levels of citizen participation in waste prevention, recycling and reuse.
- 2.4 On 28 August 2017 (Min. Ref. 23/17), Shetland Islands Council (SIC) approved a new kerbside household recycling service for the whole of Shetland - based on a baseline review of service, transition plan and transitional funding offered by Zero Waste Scotland (ZWS). The report set out a new collection frequency for rubbish and recycling and agreed timescales for implementation.
- 2.5 The Charter has six outcomes that the CoP delivers upon:
  - Achieve high qualities of recycling and minimise non-recyclable waste
  - Maximise high-quality materials
  - Cost effective services for local government
  - Services that encourage participation from citizens
  - Keep citizens, staff and contractors safe
  - Services that support employment

- 2.6 A number of collection and service policies are required under the CoP to deliver on all of the Charter outcomes. The CoP sets out new or amended policies “to support the collection system in order to achieve high participation, as well as supporting the operation of the recycling services”.
- 2.7 The CoP highlights the need for developing and publishing public policy documents as this “ensures the service can operate transparently and fairly which, in turn, can encourage public to participate, maximising quality and quantity.”

### 3.0 Corporate Priorities and Joint Working:

- 3.1 Our Plan sets out 20 Actions to be achieved by 2020. The issues set out in this report regarding the implementation of kerbside recycling in Shetland and its importance in the development of a new Waste Strategy for Shetland relate to the following actions:

- 3.1.1 **Action 6** “Excellent financial-management arrangements will make sure we are continuing to keep to a balanced and sustainable budget, and are living within our means.”

Maximising the income generated from the sale of recyclable materials will help SIC waste services to sustain services to the population of Shetland. The greater the recycling rate achieved the higher the income to the Council - and the more sustainable the service in the long-term.

- 3.1.2 **Action 8** “We will be working in a more effective way, allowing us to cope with reduced resources. Processes that add no obvious value will have been replaced with more proportionate approaches based on effectively managing risks.”

An efficient recycling collection process with high public buy-in and low contamination of materials will extract as much income from the materials collected as possible.

- 3.1.3 **Action 10** “Our staff and the public will feel more informed about the Council’s activities, through excellent communications systems.”

Formal and transparent recycling policies are crucial to facilitate the behavioural and attitude change that will be required to ensure a high recycling rate - and maximise the income generated. This service change also offers a unique opportunity to engage with the public about one of the SICs core, and most visible, day-to-day activities. As such a wider Waste Services ‘Rubbish and Recycling Collection Policy’, covering all SIC activity with regard to rubbish and recycling collections from households and commercial premises to be drafted later in 2018.

- 3.1.4 **Action 17** “We will have reduced the effect we have on the local environment, particularly reducing carbon emissions from our work and buildings.”

The recycling rate in Shetland in 2016/17 was just 8%, the lowest in Scotland. This is 37% below the national average (45%). Recycling is one of the most efficient ways to reduce CO<sub>2</sub> emissions as it significantly reduces

the amount of energy necessary to produce virgin materials. Kerbside recycling in Shetland would increase the quantity of materials recycled from approximately 220 tonnes per year to 1150-1750 tonnes per annum (ZWS, 2017).

- 3.1.5 **Action 18** “We will be collecting more of the money due to us for the services we provide.”

Having well-defined recycling policies will encourage public participation and minimise contamination of valuable recyclable materials. This will allow the Council to maximise income generated within our current collection service.

- 3.2 The development of the Assisted Uplift Policy sought input from colleagues across the SIC and Citizens Advice Bureau. To minimise the impact on other services it was developed using existing information as a proxy. As opposed to seeking additional paperwork and clarification on a case-by-case basis from colleagues at Community Health and Social Care Services and the NHS.

#### **4.0 Key Issues:**

##### **4.1 National environmental targets**

- 4.1.1 The current recycling rate in Shetland is 8% as opposed to the national average of 45%.
- 4.1.2 The national recycling priority is set out in ‘Scotland’s Zero Waste Plan’ (2010) - for a 70% recycling (+ composting + preparation for reuse) rate nationally and just 5% of waste to landfill by 2025.
- 4.1.3 In 2016 Scottish Government published ‘Making Things Last - A Circular Economy Strategy for Scotland’ setting out interim targets. This includes a European Union target for ‘Recycling and preparing for re-use of 50% by weight of household waste and similar’ by 2020.

##### **4.2 The Charter and its collection and service policies**

- 4.2.1 The Council already offers a bulky uplift service so this will not require a formal policy at this stage. This will be incorporated into a wider Waste Services ‘Rubbish and Recycling Collection Policy’, covering all SIC activity with regard to rubbish and recycling collections from households and commercial premises to be drafted later in 2018.

##### **4.3 Additional Capacity Policy (see Appendix 1)**

- 4.3.1 The charter requires the Council to listen to “special requests where the householder feels unable to manage with the standard service being delivered”.
- 4.3.2 Larger households, or where residents have certain medical conditions, may lead to generation of additional or increased household waste and/or recycling. These households may be provided with additional recycling

capacity upon request. These households may also be deemed exempt from Excess Waste Policy (see details below)

4.3.3 Information regarding medical conditions is subject to strict data protection and privacy measures and will be General Data Protection Regulation (GDPR) compliant. A Privacy Impact Assessment will be undertaken in advance of implementation.

4.3.4 Where not related to medical needs, an assessment should be carried out by Council staff.

#### **4.4 Assisted Uplift Policy (see Appendix 2)**

4.4.1 The CoP sets out arrangements for 'Handling Special Requests' often called 'assisted lifts' or 'pull-outs'. This will be dealt with via a formal Assisted Uplift Policy for recycling bins.

4.4.2 These arrangements are generally established for older people and residents with a medical condition or a disability who are unable to present their wheeled bins at their designated collection point. Crews will collect and return the container from the same point of collection within a property boundary. Requests will also be subject to a risk and service viability assessment for each property.

4.4.3 Householders will be required to complete an application for an assisted uplift - and will be responsible for maintaining safe and clear access to a collection point for SIC refuse loaders.

4.4.4 The information collected is subject to strict data protection and privacy measures and will be General Data Protection Regulation (GDPR) compliant. A Privacy Impact Assessment will be undertaken in advance of implementation.

4.4.5 An accurate and up-to-date list of properties requiring assisted collections will be managed and maintained by waste services staff. Approved applications will be reviewed at least every 2 years to account for changes in circumstance at the residence.

#### **4.5 Excess Waste Policy (see Appendix 3)**

4.5.1 The CoP seeks to limit the quantity of 'excess waste', 'side waste' and 'open-lid bins' put out for non-recyclable rubbish collection.

4.5.2 This policy encourages recycling activity by restricting a household's space for presenting rubbish in black bags. This reduces environmental and cost impacts by maximising the amount of recyclable materials being placed in the recycling bins.

4.5.3 The Excess Waste Policy is also crucial in eliminating a number of safety issues relating to manual handling. For example, reducing the risk of injuries from sharps for crews and utilising the safe operation of wheeled bins on lifters as opposed to repeatedly lifting and manually loading heavy black bags.



	<p>4.5.4 Non-recyclable rubbish collections will be capped at 120 litres per week per household. This equates to one standard 240 litre wheeled bin per fortnight or 4/5 black bags. Households will be monitored to ensure excessive quantities of black bag rubbish are not being presented on a fortnightly basis. Such instances are generally caused by the householders failing to undertake recycling activities.</p> <p>4.5.5 Maximum non-recyclable rubbish limits can be adjusted to account for specific household requirements identified within the Additional Capacity Policy on a case-by-case basis.</p>
<p>4.6</p>	<p><b>Recycling Contamination Policy (see Appendix 4)</b></p> <p>4.6.1 The Recycling Contamination Policy will encourage proper use of recycling bins. This is crucially important in maintaining high-quality recycling and giving confidence to prospective buyers for the collected materials.</p> <p>4.6.2 Exporters and reprocessors will insist that SICs materials stewardship is of a high standard. The CoP explains that “(m)aterial stewardship ensures that the materials collected are able to enter the highest quality market for that material as often as possible. Every stage of the collection, bulking and processing chain is equally important in the stewardship of materials.” This process begins with the communication plan outlining what can be recycled and ends with the sorting, baling and shipping of the materials. A clear and well-understood contamination policy is a crucial element of this process.</p> <p>4.6.3 Where contamination occurs a consistent approach to how incidents are managed and monitored will be applied. Collection crews will be trained on what materials are accepted for recycling as well as the procedures for reporting and monitoring contamination. A database of evidence will be maintained and households will be visited when recycling contamination trigger points have been reached.</p> <p>4.7 The CoP explains the importance of communicating policies with the public and councils should “include details of all waste and recycling policies in written communication (digital or printed) to households”.</p> <p>4.7.1 These policies will be made available to the public via the SIC website or in paper form on request.</p>
<p><b>5.0</b></p>	<p><b>Exempt and/or confidential information:</b></p>
<p>5.1</p>	<p>NONE</p>
<p><b>6.0</b></p>	<p><b>Implications :</b></p>
<p><b>6.1</b> <b>Service Users,</b> <b>Patients and</b> <b>Communities:</b></p>	<p>These policies will affect every resident in Shetland.</p>

	<p>This service change to waste and recycling services has had a highly visible community engagement strategy to maximise participation with waste prevention, recycling, and reuse.</p> <p>An Assisted Uplift Policy for elderly and disabled householders is stipulated in the Charter CoP - and during its development Waste Service staff sought input from colleagues across SIC and Citizens Advice Bureau.</p>
<b>6.2 Human Resources and Organisational Development:</b>	<p>The impact of these policies on the workforce will be minimal.</p> <p>It is anticipated that the proposed changes to the service will continue to utilise existing staff in existing roles and within existing job specifications.</p> <p>Training will be provided to staff by Zero Waste Scotland for dealing with and assessing contamination of recycling bins.</p> <p>The Recycling Contamination Policy will see refuse loading staff utilise bin hangers or tags to highlight instances of contamination to householder and to office staff.</p> <p>There will be no significant change to working hours or working locations for staff.</p>
<b>6.3 Equality, Diversity and Human Rights:</b>	<p>These policies will not require an Equalities Impact Assessment. They will be applied universally.</p> <p>Age and disability issues are covered by the Assisted Uplift Policy allowing access to the service for all.</p>
<b>6.4 Legal:</b>	<p>Statutory duties regarding waste collection are set out by part 11 of Environmental Protection Act 1990 'Waste on Land' (Sections 45 to 47); and subsequent amendments to this Act in the Waste (Scotland) Regulations 2012.</p> <p>In summary the SIC has the following legal duties and rights with respect to household waste collection:</p> <ol style="list-style-type: none"> <li>1. To arrange for the collection of household waste in its area except waste— (i) which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting it would be unreasonably high and (ii) as to which the authority is satisfied that adequate arrangements for its disposal have been or can reasonably be expected to be made by a person who controls the waste.</li> </ol>

	<p>2. No charge shall be made for the collection of household waste except in cases prescribed in regulations.</p> <p>3. Where a waste collection authority has a duty to arrange for the collection of household waste from any premises, the authority may, by notice served on him, require the occupier to place the waste for collection in receptacles of a kind and number specified.</p> <p>4. An authority must, from 1st January 2014, arrange for there to be provided to the occupier of every domestic property in its area such receptacles as will enable the separate collection of dry recyclable waste from the property. Subject to certain exceptions including for rural properties where the authority considers that the separate collection of dry recyclable waste from the property would not be environmentally or economically practicable.</p> <p>5. An authority must, from 1st January 2016, arrange for there to be provided to the occupier of every domestic property in its area a receptacle which enables the separate collection of food waste from the property. Subject to certain exceptions including for rural properties.</p> <p>6. Separate collection means that waste is presented for collection, and collected, in a manner that ensures that—(i) dry recyclable waste is kept separate from other waste; (ii) waste from one dry waste stream is kept separate from waste in another such stream; and (iii) food waste is kept separate from other waste.</p> <p>7. An authority must, from 1st January 2014, take such steps as the authority considers reasonable to—  (a) promote separate collection (including the making of arrangements for the provision of a food waste receptacle); and  (b) promote recycling in any other manner.</p>
<b>6.5 Finance:</b>	<p>The modelling of the recycling scheme demonstrated a saving on existing operational costs. However the more waste that is recycled and the less contamination of recyclable materials the greater the saving.</p> <p>These policies will encourage public participation in recycling activity and discourage contamination.</p> <p>There are no direct financial implications arising from this report.</p>
<b>6.6 Assets and Property:</b>	N/A

<b>6.7 ICT and new technologies:</b>	N/A	
<b>6.8 Environmental:</b>	Despite Shetland's remote location recycling is one of the most efficient ways to reduce CO <sub>2</sub> emissions. It significantly reduces the amount of energy necessary to produce virgin materials. These policies will encourage public participation in recycling activity.	
<b>6.9 Risk Management:</b>	<p>These policies are intrinsic to the Charter for Household Recycling in Scotland and "support the collection system in order to achieve high participation, as well as supporting the operation of the recycling services".</p> <p>Failure to implement a successful recycling scheme risks a failure to generate increased income and may lead to increased operating costs for the service.</p>	
<b>6.10 Policy and Delegated Authority:</b>	In accordance with Section 2.3.1 of the Council's Scheme of delegations, the Environment and Transport Committee has responsibility for discharging the powers and duties of the Council within its functional area.	
<b>6.11 Previously considered by:</b>	None	

#### **Contact Details:**

Colin Bragg, Team Leader – Waste Management, colin.bragg@shetland.gov.uk  
14 June 2018

#### **Appendices:**

Appendix 1 – Additional Capacity Policy  
Appendix 2 – Assisted Uplift Policy and Assisted Uplift Request Form  
Appendix 3 – Excess Waste Policy  
Appendix 4 – Recycling Contamination Policy

#### **Background Documents:**

Code of Practice –Household Recycling in Scotland,  
<http://www.zerowastescotland.org.uk/sites/default/files/Household%20Recycling%20COP%20v2.pdf>

END

# Additional Capacity Policy



Document Information			
Document Name / Description			Additional Capacity Policy
Version Number (e.g. V1.1)			V1.2
Author			Brydon Sinclair, Waste Prevention Officer
Lead Officer/Manager			Colin Bragg, Team Leader – Waste Management
Final Approval Date			June 14 2018
Approved by – Council/Committee/Group/Manager			Environment and Transport Committee
Review Frequency			‘Temperature check’ of the new policy to be carried out 12 months after implementation Informal Policy review after 2 years Full review – 3 years
Date of Next Planned Review Start			Process checks – September 1 2019 Informal review – September 1 2020 Formal review – September 1 2021
Summary of Changes to Document			
Date	Version Updated	New Version Number	Brief Description of Changes
25.05.2018	V1.1	V1.2	Amendments made on recommendations from Zero Waste Scotland regarding quantity of allowed addition non-recyclable waste, and timeframe of additional capacity provision.

## **Shetland Islands Council – Waste Management**

### **Additional Capacity Policy**

Operational Date: September 3 2018

Formal Review Date: September 1 2021

#### **1.0 Introduction**

- 1.1 In October 2016, the Shetland Islands Council signed up to the Charter for Household Recycling in order to initiate a new recycling service for the isles, in accordance with the Waste (Scotland) Regulations 2012. This service will see households in Shetland having a collection of separated recyclable materials from their 'kerbside'.
- 1.2 Implementation of the Charter's Code of Practice identifies the need for the Council to provide additional capacity for non-recyclable waste for households that meet specific criteria (see Section 3.2). The Council can also offer additional recycling capacity for households that may require a larger or an additional wheeled bin.
- 1.3 The Council is reducing the frequency of non-recyclable collections to fortnightly, with the recyclable materials being collected alternately between the non-recyclable weeks.
- 1.4 The Council will not be introducing wheeled bins for non-recyclable collections, this will remain an opt-in option for householders (as of September 2017 almost 5100 bins have been sold for use across the isles).

#### **2.0 Scope**

- 2.1 This policy applies to all households in Shetland, whether privately owned or rented.
- 2.2 It does not apply to commercial waste.

#### **3.0 What is 'Additional Capacity'?**

- 3.1 The Code of Practice recognises that some properties, due to their circumstances, may generate additional waste streams, which will need to have special consideration regarding the amount of non-recyclable waste they generate.
- 3.2 There are three main criteria under which additional capacity can be requested:
  - Medical conditions that generate additional hygiene and/or clinical wastes.
  - Households with six or more permanent residents.
  - Households with two or more children in nappies.

- 3.3 Households that require additional recycling wheeled bin for the secure storage of materials between collections.

#### **4.0 Additional Capacity in Shetland**

- 4.1 Households that meet one or more of the criteria (listed in Section 3.2) can contact the Recycling Team to request additional capacity. Alternatively, if a household frequently presents excess waste (under the Excess Waste Policy) they will be reported to the Recycling Team for further action.
- 4.2 For additional capacity requirements relating to medical conditions, households are to specify what their requirements are during the application process. On occasion, the Council may request writer confirmation from the householder's doctor to confirm the condition.
- 4.3 Where the reason for requesting additional capacity is not related to a medical condition, the Council will carry out an assessment of the request. Households within this category will be sent a 'waste diary' pack with which to record the wastes that are placed in the recycling and non-recyclable waste containers for one full collection cycle (four weeks). A visit from a member of the Recycling Team shall be offered to those who require assistance with the completion of the diary.
- 4.4 Upon review of the submitted diary, if additional capacity is deemed not to be required a member of the Recycling Team will meet with the household to provide further advice on what can be recycled and further ways to reduce waste.
- 4.5 Upon review of the submitted diary, if additional capacity is deemed to be required for:
- Recycling – additional wheeled bin will be provided.
  - Non-recyclable waste – we will accept a maximum of 8 black bags from these properties.
- 4.6 Any additional capacity provided will be time-limited, from one year of approval date. At the end of that agreed time, a review will be carried out to decide if additional capacity is still required or not. If so, another time limit will be agreed on. If not, the additional capacity provision will be replaced with the standard service provision.

#### **5.0 Roles and Responsibilities**

- 5.1 Householder
- To separate out all recyclable materials from household waste and present for collection in the bins specified by the Council.



- To present non-recyclable waste for collection in an appropriate receptacle once a fortnight.
- If they generate more than 240 litres of recycling or non-recyclable waste between every collection and meet one or more of the criteria (see Section 3.2) for additional capacity they are to contact the Recycling Team.
- If the householders circumstances change, or they are moving property, they should contact the Recycling Team at their earliest opportunity.

## **5.2 Council Staff**

- Collection crews are to empty the correct receptacle for either recyclable or non-recyclable waste for each week of the collection cycle then, in the case of wheeled bins, to return it to the point at which it was collected.
- Households that routinely present excess waste are to be reported to the Recycling Team.
- An Officer from the Recycling Team will investigate the matter further to see whether the household would qualify for an additional capacity and initiate the application process.
- Records will be kept up to date for all properties that qualify for additional capacity.
- Information and records will be subject to strict data protection and privacy measures and be General Data Protection Regulation (GDPR) compliant.

## **6.0 Outcomes**

- 6.1 All effort will be taken to further encourage recycling and waste minimisation by householders, as well as provide greater recycling capacity to those that require it.
- 6.2 Households that require additional capacity for non-recyclable waste will receive the provision they need for a time-limit that will suit their circumstances.

## **7.0 Legislation**

- Environmental Protection Act 1990
- Waste (Scotland) Regulations 2012

## **8.0 Links to Other Policies**

- Assisted Uplift Policy
- Excess Waste Policy
- Recycling Contamination Policy



# Assisted Uplift Policy



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Document Information			
Document Name / Description			Assisted Uplift Policy
Version Number (e.g. V1.1)			V1.2
Author			Brydon Sinclair, Waste Prevention Officer
Lead Officer/Manager			Colin Bragg, Team Leader – Waste Management
Final Approval Date			June 14 2018
Approved by – Council/Committee/Group/Manager			Environment and Transport Committee
Review Frequency			‘Temperature check’ of the new policy to be carried out 12 months after implementation Informal Policy review after 2 years Full review – 3 years
Date of Next Planned Review Start			Process checks – September 1 2019 Informal review – September 1 2020 Formal review – September 1 2021
Summary of Changes to Document			
Date	Version Updated	New Version Number	Brief Description of Changes
25.05.2018	V1.1	V1.2	Include additional qualifiers for assisted uplift as well as risk assessment process.

## **Shetland Islands Council – Waste Management**

### **Assisted Uplift Policy**

Operational Date: September 3 2018

Formal Review Date: September 1 2021

#### **1.0 Introduction**

- 1.1 In October 2016, the Shetland Islands Council signed up to the Charter for Household Recycling in order to initiate a new recycling service for the isles, in accordance with the Waste (Scotland) Regulations 2012. This service will see households in Shetland having a collection of separated recyclable materials from their 'kerbside'.
- 1.2 Implementation of the Charter's Code of Practice identifies the need for the Council to provide a service for assisted collections for households that meet specific criteria (see Section 4.0).
- 1.3 The Council is introducing wheeled bins for containment and presentation of recycling for collection; however, some may have difficulties using these bins. The Council needs to support and encourage householders across the isles to recycle.
- 1.4 The Council will not be introducing wheeled bins for non-recyclable collections, this will remain an opt-in option for householders (as of September 2017 almost 5100 bins have been sold for use across the isles).

#### **2.0 Scope**

- 2.1 This policy applies to households that meet the necessary criteria (see Section 4.0), to ensure that those who require an assisted collection will receive it.
- 2.2 It does not apply to those who do not meet the criteria.
- 2.3 It does not apply to commercial waste.

#### **3.0 What is an 'Assisted Uplift'?**

- 3.1 Also known as 'assisted pull outs' or 'backdoor collections', an assisted uplift is for older people, those with a medical condition or a disability who are unable to present their recycling containers at the designated collection point.
- 3.2 The Recycling Service has sought input from other Council departments and the Citizens Advice Bureau to determine the criteria for eligibility.

#### **4.0 Assisted Uplifts in Shetland**

4.1 In order to qualify for an assisted uplift, householders must meet all of the following criteria:

- Live at the property permanently, and
- Have no physically able person over 16 living at the property, and
- Be one of the following:
  - Aged 75 or over
  - A blue badge holder
  - In receipt of Disability Living Allowance Care at medium or high rate
  - In receipt of Disability Living Allowance Mobility
  - In receipt of Attendance Allowance
  - In receipt of Personal Independent Payment Mobility
  - Aged over 65 and in receipt of free personal care
  - Under the age of 75, not in receipt of any disability benefits, but have a disability or health condition that prevents you from moving a wheeled bin

4.2 During the application process, the Council may ask for evidence of the criteria or, in some cases, a letter from a doctor to be provided (See example Application Form at end of this document).

4.3 If the property requesting an assisted uplift is over thirty meters from the usual collection point, we may not be able to provide this service. In these cases, we will explore alternative arrangements.

4.4 After the application has been received it will be reviewed by the Recycling Team. If all the criteria has been and any necessary evidence has been provided, we will then conduct a risk assessment of the address to ensure that it is safe for our staff to enter. Once completed the assisted uplift will be approved. Households receiving an assisted uplift will be informed as to their responsibilities (see Section 5.1).

4.5 A detailed and up-to-date record of all successful applicants will be maintained, with each collection route informed of addresses requiring an assisted uplift.

4.6 On the collection day, a member of the collection crew shall enter the grounds of a property requiring as assisted uplift, remove the appropriate recycling bin for that collection cycle, empty it into the vehicle and return it where the bin was removed. If tethering the bin, households will have to ensure that is done with an appropriate quick-release quick-secure method, otherwise the bins may not be collected.

4.7 Households receiving an assisted uplift shall be reviewed every two years (from date of application approval) to monitor whether assisted collections are still required.

#### **5.0 Roles and Responsibilities**

[Type here]

### 5.1 Householder

- To separate out all recyclable materials from household waste.
- Maintain safe access to the bin collection point for the collection crew.
- If utilising a means of tethering that it is quick-release quick-secure, or if by other means that the collection crew can easily access the bins on collection day.
- If the householders circumstances change, or they are moving property, they should contact the Recycling Team at their earliest opportunity.

### 5.2 Council Staff

- Before an assisted uplift is approved, a member of the Recycling Team will carry out a site visit and conduct a risk assessment for each property, to ensure the grounds are safe for our staff.
- Collection crews will be informed of each house on a route that requires an assisted uplift.
- Collection crews will enter the grounds of a property on the assisted uplift list, remove and empty the bin, then return it to the collection point. If it was tethered in a quick-secure quick-release method they will re-tether it.
- If collection crews deem access to be unsafe they may refuse to enter the grounds. Any such instances will be reported to the Recycling Team who will then contact the household to address this matter.
- Records will be kept up to date for all properties that qualify for assisted uplift, which will be reviewed every two years from date of approved applications.
- Information and records will be subject to strict data protection and privacy measures and be General Data Protection Regulation (GDPR) compliant.

## 6.0 Outcomes

6.1 To provide a service to those with genuine needs to allow them to recycle.

6.2 Monitoring of the provision to ensure staff time is not wasted at households that no longer qualify for an assisted uplift.

## 7.0 Legislation

- Environmental Protection Act 1990
- Waste (Scotland) Regulations 2012

## 8.0 Links to Other Policies

- Additional Capacity Policy
- Assisted Uplift Policy
- Recycling Contamination Policy

[Type here]



## Shetland Islands Council

### Infrastructure Services Application for Recycling Assisted Uplift Collection

#### SECTION A: Applicant's Details

Applicant's Name:	
Date of Birth:	
Address:	
Telephone Number:	
Email Address:	

If we need to contact you, please identify your preferred method:

By post:	<input type="checkbox"/>	By phone:	<input type="checkbox"/>	By email:	<input type="checkbox"/>
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Do you live at the above address permanently? YES / NO

Approximate distance from property to collection point (meters):

#### SECTION B: Details of any Other Residents at the Above Address

Name	Date of Birth	Registered (Y/N)	Disabled

#### SECTION C: Do You Have/Receive any of the Following?

State Benefits	Yes	No
A Blue Badge		
Disability Living Allowance Care (Medium or High)		
Disability Living Allowance Mobility		
Attendance Allowance		
Personal Independent Payment Mobility		
Free personal care		

#### SECTION D: Health or Medical Requirement

If you are not in receipt of any disability benefits, but have a disability or health condition that prevents you from moving a wheelie bin, please provide some brief details:



[Type here]

**This service is specifically designed to assist the elderly or disabled residents.**

Upon receipt of your application, we will review it and we will contact the Applicant to arrange a visit to the address given. At this time, we will carry out a risk assessment to ensure that the grounds are safe for our staff to enter and may recommend any changes that could be required to achieve this.

Those who receive an Assisted Uplift will be reviewed once every two years (from date of application approval).

**Declaration:**

I declare that the information given above is correct and request that Shetland Islands Council provide an Assisted Uplift Collection from my property. I undertake to advise the Cleansing Service of any change in circumstances which may affect my eligibility for this improved service.

Signature: \_\_\_\_\_  
\_\_\_\_\_

Date:

Please return to: Cleansing Service, Gremista, Lerwick, Shetland, ZE1 0PX

**FOR OFFICE USE:**

Date Application Received: \_\_\_\_\_

Date of Home Visit: \_\_\_\_\_

Risk Assessment Form Number: \_\_\_\_\_

Application Status:

Approved

Denied (Reason \_\_\_\_\_ )

Date of Approval: \_\_\_\_\_

Date of First Review: \_\_\_\_\_





# Excess Waste Policy



Document Information			
Document Name / Description			Excess Waste Policy
Version Number (e.g. V1.1)			V1.2
Author			Brydon Sinclair, Waste Prevention Officer
Lead Officer/Manager			Colin Bragg, Service Leader – Waste Management
Final Approval Date			June 14 2018
Approved by – Council/Committee/Group/Manager			Environment and Transport Committee
Review Frequency			‘Temperature check’ of the new policy to be carried out 12 months after implementation Informal Policy review after 2 years Full review – 3 years
Date of Next Planned Review Start			Process checks – September 1 2019 Informal review – September 1 2020 Formal review – September 1 2021
Summary of Changes to Document			
Date	Version Updated	New Version Number	Brief Description of Changes
25.05.2018	V1.1	V1.2	Amendments made on recommendations from Zero Waste Scotland regarding quantifying amount of non-recyclable waste presented.

# Shetland Islands Council – Waste Management

## Excess Waste Policy

Operational Date: September 3 2018

Formal Review Date: September 1 2021

### 1.0 Introduction

- 1.1 In October 2016, the Shetland Islands Council signed up to the Charter for Household Recycling in order to initiate a new recycling service for the isles, in accordance with the Waste (Scotland) Regulations 2012. This service will see households in Shetland having a collection of separated recyclable materials from their 'kerbside'.
- 1.2 Implementation of the Charter's Code of Practice identifies the need for Councils' to reduce the capacity of non-recyclable waste. This is to encourage as much recycling to take place as possible. It is estimated the volume of non-recyclable waste will reduce by at least 50% once materials have been separated.
- 1.3 The Council is reducing the frequency of non-recyclable collections to fortnightly, with the recyclable materials being collected alternately between the non-recyclable weeks.
- 1.4 The Council will not be introducing wheeled bins for non-recyclable collections, this will remain an opt-in option for householders (as of September 2017 almost 5100 bins have been sold for use across the isles).

### 2.0 Scope

- 2.1 This policy applies to all households in Shetland, whether privately owned or rented.
- 2.2 It does not apply to commercial waste.

### 3.0 What is 'Excess Waste'?

- 3.1 Excess waste (also referred to as 'side waste' or 'open-lid bins') is described in the Code of Practice as "additional items or bags of unsorted waste that is placed on, near or next to the regular collection container".
- 3.2 This practice is to be discouraged in favour of greater sorting and separation of recycling from household waste.

## **4.0 Excess Waste in Shetland**

- 4.1 Shetland, unlike most other local authorities, does not utilise wheeled bins for all collections, with many households using 'bruck boxes' or nets to present waste for collection. As such this will present an issue with determining what constitutes 'excess waste'. Guidance from Zero Waste Scotland includes a cap of 120 litres of non-recyclable waste a week, which would be equivalent to a standard 240 litre wheeled bin for the fortnightly collection cycle (approximately four full black bags worth of waste).
- 4.2 For Shetland there will be two ways to approach this, depending on whether or not a household has a wheeled bin for non-recyclable waste:
- With a non-recyclable wheeled bin – no additional items/bags other than what is within the bin to be collected.
  - Without a non-recyclable wheeled bin – no more than four full or five partially filled black bags to be emptied from a receptacle.
- 4.3 Properties that utilise a communal Council wheeled bin will not be issued with any additional bins and may have existing bins removed or replaced with smaller options, in order to provide the capped volume allowance per households using the bins.
- 4.4 Properties that utilise a communal bruck box will only have the maximum number of bags per property removed from the box (i.e. if four households use one box, only sixteen full or twenty partially full bags will be collected).
- 4.5 Non-recycling wheeled bins that present with open-lids to a degree that would expose contents to the elements or vermin will be classed as excess and not be collected.
- 4.6 Households that frequently present excess waste will be noted by the collection crews and reported to the Recycling Team. These households will receive a visit from a member of the Recycling Team to provide additional support and assess whether or not they meet the requirements of the Additional Capacity Policy. If they do not they will need to either dispose of excess waste themselves at the Gremista Household Waste Recycling Centre.
- 4.7 If there are any instances of fly-tipping from householders who do not correctly dispose of excess waste, action in accordance with the Environmental Protection Act 1990 will be taken.

## **5.0 Roles and Responsibilities**

### **5.1 Householder**

- To separate out all recyclable materials from household waste and present for collection in the bins specified by the Council.

- To present non-recyclable waste for collection in an appropriate receptacle once a fortnight.
- To dispose of any excess waste at the Gremista Household Waste Recycling Centre.
- To ensure that any excess waste that they may produce is not fly-tipped or disposed of in a manner that does not cause litter or is determinately to public health.

## 5.2 Council Staff

- Collection crews are to empty the correct receptacle for either recyclable or non-recyclable waste for each week of the collection cycle then, in the case of wheeled bins, to return it to the point at which it was collected.
- Collection crews are to leave any waste classed as excess:
  - Waste not contained within a wheeled bin.
  - A wheeled bin presented with an inappropriate open-lid.
  - More than four full or five partially full black bags in a bruck box or net.
- Households that routinely present excess waste are to be reported to the Recycling Team.
- An Officer from the Recycling Team will investigate the matter further and offer further advice and support as needed.
- Any instances of fly-tipping or littering will be investigated with further action taken being in accordance with legislation.

## 6.0 Outcomes

- 6.1 Encourage greater recycling from households by limiting the volume of non-recyclable waste accepted.
- 6.2 To reduce manual handling of collection crews.
- 6.3 Identify households that may require further assistance with the recycling service.

## 7.0 Legislation

- Environmental Protection Act 1990
- Waste (Scotland) Regulations 2012

## 8.0 Links to Other Policies

- Additional Capacity Policy
- Assisted Uplift Policy
- Recycling Contamination Policy





# Recycling Contamination Policy



[Type here]

Document Information			
Document Name / Description	Recycling Contamination Policy		
Version Number (e.g. V1.1)	V1.2		
Author	Brydon Sinclair, Waste Prevention Officer		
Lead Officer/Manager	Colin Bragg, Team Leader – Waste Management		
Final Approval Date	June 14 2018		
Approved by – Council/Committee/Group/Manager	Environment and Transport Committee		
Review Frequency	‘Temperature check’ of the new policy to be carried out 12 months after implementation Informal Policy review after 2 years Full review – 3 years		
Date of Next Planned Review Start	Process checks – September 1 2019 Informal review – September 1 2020 Formal review – September 1 2021		
Summary of Changes to Document			
Date	Version Updated	New Version Number	Brief Description of Changes
25.05.2018	V1.1	V1.2	Amended response to any contamination issues arising from individual and communal bins.

## **Shetland Islands Council – Waste Management**

### **Recycling Contamination Policy**

Operational Date: September 3 2018

Formal Review Date: September 1 2021

#### **1.0 Introduction**

- 1.1 In October 2016, the Shetland Islands Council signed up to the Charter for Household Recycling in order to initiate a new recycling service for the isles, in accordance with the Waste (Scotland) Regulations 2012. This service will see households in Shetland having a collection of separated recyclable materials from their 'kerbside'.
- 1.2 Implementation of the Charter's Code of Practice identifies the need for the Council to encourage proper use of the recycling containers, in order to maintain high-quality recycling, give confidence to reprocessors about the materials they are receiving, and reassure householders that the time and care they have taken to separate materials is being handled properly.
- 1.3 Based on findings from Zero Waste Scotland, where communal recycling wheeled bins are used issues of contamination increase. The Council aims to limit communal bins as much as possible although there will be some areas across Shetland where they will be the only option.
- 1.4 Reducing contamination will be of particular importance for the Council so as to extract the maximum value from the materials we collect, given additional transport costs.
- 1.5 The Council will not be introducing wheeled bins for non-recyclable collections, this will remain an opt-in option for householders (as of September 2017 almost 5100 bins have been sold for use across the isles).

#### **2.0 Scope**

- 2.1 This policy applies to all households in Shetland, whether privately owned or rented.
- 2.2 It does not apply to commercial waste.

#### **3.0 What is 'Recycling Contamination'?**

- 3.1 Recycling contamination occurs when incorrect items are placed in the recycling wheeled bins. This may be the wrong items for that stream put into the bin (e.g. plastic

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wrappers or cling-film in the grey-lidded bin), or correct items going into the wrong bin (e.g. newspapers in the grey-lidded bin), or non-recyclable waste going into one of the recycling bins (e.g. food waste). Any plastic bags used to contain recyclable materials in the bins would also be classed as contamination.

- 3.2 Evidence from Zero Waste Scotland has shown that contamination occurs either more frequently or to a more severe level in communal recycling bins.
- 3.3 The Code of Practice states that recycling bins should not be collected if contamination is clear and cannot safely be removed by crews—as it will have a detrimental impact on the quality of the whole load collected.
- 3.4 There are three levels of contamination:
- Low: Very few items that are unacceptable are visible to operative.
  - Moderate: Several items that are unacceptable are visible to operative.
  - Severe: Black bag and/or food waste and/or many items that are unacceptable visible to operative.
- 3.5 Low or moderately contaminated recycling costs more to sort. Increased operational costs may include the need to use an additional sorting facility and paying a gate fee for the service. A reduction of income is also possible—if the collected materials sell for significantly less than their potential worth on the market. Severe contamination can result in the whole load being disposed of—at a much greater expense.
- 3.6 Minimising recycling contamination is critical for behavioural change, to achieve a high recycling rate and ensure a clean recyclate to generate the greatest income. It is important to ensure the material the public have taken care to sort is being handled properly. As such, instances of contamination will be recorded and monitored. Council staff will provide additional information and support to households to avoid future reoccurrence.

#### **4.0 Individual Recycling Bin Contamination in Shetland**

- 4.1 As far as practicably possible, the Council will issue households with individual bins for the two recycling streams.
- 4.2 On a recycling collection week, the collection crews will conduct a brief visual inspection of the contents of each bin presented. If there is no evidence of contamination it will be emptied and returned to the collection point (re-secured in the manner it was presented, if applicable).
- 4.3 If there is evidence of contamination, the operative will determine the level (low, moderate or severe) and take the following action:
- Low: Where safe to do so the collection crew will collect the bin. The incident will be logged on the Contamination Monitoring Form. The operative will

attach the Low Contamination Tag, highlighting the matter to the householder and reinforcing what can/cannot be recycled.

- Moderate: Where safe to do so collection crew should remove contamination and return it to the bin after recycling has been collected. If contamination cannot be safely removed, the bin will not be collected. The incident will be logged on the Contamination Monitoring Form. The operative will attach the Moderate Contamination Tag, highlighting the matter to the householder and reinforcing what can/cannot be recycled.
- Severe: The bin will not be collected. The incident will be logged on the Contamination Monitoring Form. The operative will attach the Severe Contamination Tag, informing the householder to correct the problem for their next recycling collection and reinforcing what can/cannot be recycled.

4.4 The Contamination Monitoring Form will be passed to the Recycling Team, which will maintain a record of all instances of contamination to identify repeat offenders.

4.5 The Council will operate a “three strikes” response to all contamination in individual recycling bins, so as to ensure the problem does not escalate (i.e. from low on one collection to moderate on the next). If contamination is identified, the Council will:

- On the first occurrence, the bin will be tagged (indicating the level of contamination). It will apprise the household of the incident, advise them of what steps they will need to take, and reinforce what can/cannot be recycled.
- If, on the next collection, a household presents a contaminated bin again it will be tagged and recorded for a second time. They will also receive written communication from the Recycling Team, informing them of the issue and offering further advice and support that may apply to their circumstances (e.g. the Additional Capacity Policy).
- If a household presents a contaminated bin for a third consecutive collection, it will be tagged and recorded again. An officer from the Recycling Team will make contact with them. This may involve an inspection of the recycling bin and non-recycling container to demonstrate practical steps that can be taken, talk through what problems the household may be experiencing and look for solutions that would work.

4.6 If contamination levels increase, the householder takes no appropriate action and all previous measures have been exhausted, the recycling bins will be withdrawn. An officer from the Recycling Team will arrange to meet with the household to discuss the options for re-introducing the recycling collection. If the bins have been removed from a property, it will be illegible for apply for Additional Capacity.

## **5.0 Communal Recycling Bin Contamination in Shetland**

5.1 Communal recycling bins have proven more susceptible to contamination elsewhere in Scotland; it is also more difficult to identify the source of any contamination in order to take appropriate action. The Council aims to limit the number of communal bins

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used, ensuring they are only utilised where there are no alternative arrangements for individual bins.

5.2 On collection day, the collection crews will conduct a brief visual inspection of the contents of all communal bins. If there is no evidence of contamination, it will be emptied and returned to the collection point.

5.3 If there is any evidence of contamination, the operatives will determine the level (low, moderate or severe) and take the following action:

- Low: Where safe to do so the collection crew will collect the bin. The incident will be logged on the Contamination Monitoring Form and should be reported to the Recycling Team as soon as possible. The operative will attach the Low Contamination Tag. The Recycling Team will arrange to have a notice affixed to the bin, informing users of the contamination issue. The bin will be monitored for any further occurrences.
- Moderate and Severe: The bin will not be collected. The incident will be logged on the Contamination Monitoring Form and should be reported to the Recycling Team as soon as possible. The operative will attach the Moderate or Severe Contamination Tag. The Recycling Team will arrange to have a notice affixed to the bin, informing users of the contamination issue. The Cleansing Service will arrange to have the contaminated bin emptied as soon as possible. The bin will be monitored for any further occurrences.

5.4 The Recycling Team will maintain a record and monitor instances of contamination in communal bins to identify problem areas. If a trend is identified the following action will be taken:

- If there are two consecutive contaminated collections the properties in the immediate area of the bins will receive written communication from the Recycling Team, informing them of the issue and offering further advice and information on the separation of recyclable materials.
- If there are any further contaminated collections, the Recycling Team will engage with residents in the immediate area of the bins by door knocking. Officers will inform residents of the problem and seek to understand any underlying causes (i.e. lack of receptacles, uncertainty about what can/cannot be recycled). If any causes are identified through engagement, then suitable adjustments to the service will be explored.
- After any changes have been made, the bins will continue to be monitored to see if there is any change to levels of contamination.

## **6.0 Roles and Responsibilities**

### **6.1 Householder**

- To separate out the correct recyclable materials from household waste and present for collection in the correct bin.

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- If they have an item they are unsure about to seek further information on what can and cannot be recycled.
- If their bin is tagged, identifying it as being contaminated to take appropriate action:
  - Low: Ensure that only items listed by the Council are placed in the correct bin.
  - Moderate: Empty out the contamination and either dispose of or recycle correctly, and ensure that only items listed by the Council are placed in the correct bin.
  - Severe: Sort out the contents of the bin and either dispose of items or recycle them correctly. Ensure that only items listed by the Council are placed in the correct bin.

## **6.2 Council Staff**

- Collection crews will be trained on identifying levels of contamination so that there is a uniform approach.
- Collection crew will tag contaminated bins accordingly (depending on level of contamination) and record any issues on the Contamination Monitoring Form.
- Any issues of contamination will be reported to the Recycling Team.
- The Recycling Team will maintain a database of any contamination issues that arise and identify any trends.
- Where there are repeated issues of contamination, the Recycling Team will issue a letter to the household (or households if the issue concerns a communal recycling bin) and, if necessary, carry out a follow up visit if the problem persists.

## **7.0 Outcomes**

- 7.1 Encourage proper use of the recycling bins (both individual and communal) to reassure householders that their time and care to recycling is being handled properly.
- 7.2 To collect a high-quality recyclate that will achieve the best value when shipped away to reprocessors.

## **8.0 Legislation**

- Environmental Protection Act 1990
- Waste (Scotland) Regulations 2012

## **9.0 Links to Other Policies**

- Additional Capacity Policy
- Assisted Uplift Policy

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- Excess Waste Policy