



**Council**

**Shetland  
Islands**

## **MINUTE**

**‘A’ &**

**‘B’**

**Services Committee**  
**Council Chamber, Town Hall, Lerwick**  
**Thursday 4 December 2003 at 10.30am**

**Present:**

F B Grains	L Angus
B J Cheyne	A J Cluness
C B Eunson	R G Feather
B P Gregson	L G Groat
I J Hawkins	J H Henry
J A Inkster	J C Irvine
E J Knight	W H Manson
J P Nicolson	W A Ratter
F A Robertson	W N Stove
T W Stove	W Tait

**Apologies:**

Captain G G Mitchell

**In Attendance (Officers):**

M Goodlad, Chief Executive  
C Ferguson, Community Care Manager  
S Ward, Administration Officer, Social Care  
A Jamieson, Head of Education Service  
M Finnie, Capital Projects Manager  
G Smith, Head of Community Development  
T Watt, Museum Curator  
H Tait, Management Accountant  
W Shannon, Project Manager – Further and Higher Education  
L Geddes, Committee Officer

**Also:**

Dr S Taylor, NHS Shetland

**Chairman:**

Mrs F B Grains, Chairperson of the Committee, presided.

**Circular:**

The circular calling the meeting was held as read.

**Minutes:**

The minute of the meeting held on 16 October 2003, having been circulated, was confirmed.

**Attendance at External Meetings:**

There was nothing to report.

84/03      **Capital Grant to Voluntary Organisations – Burra History Group –  
Restoration of Easthouse Croft House**

The Committee considered a report by the Grants Officer (Appendix 1).

Mr J A Inkster declared a non-financial interest.

On the motion of Mr J C Irvine, seconded by Mr C B Eunson, the Committee approved the recommendations contained in the report.

The Chairperson agreed to a suggestion from a Member that the Committee should write to the Burra History Group to commend them on the work they had done in securing external funding.

85/03

**Revision to Opening Hours of Shetland Museum**

The Committee considered a report by the Head of Community Development (Appendix 2).

The Museum Curator summarised the main terms of the report, and highlighted the difficulties in maintaining the existing service whilst progressing the work required prior to the opening of the new museum. He pointed out that the establishment of a preferred contractor, referred to paragraph 2.1 in the report, had been delayed but should be sorted out before Christmas.

Mr E J Knight moved that the recommendations in the report be approved, and Mr J P Nicolson seconded.

Mr R G Feather expressed concern at the potential impact on tourism during the summer months and accordingly moved, as an amendment, that the recommendations in the report should not be approved.

However his amendment did not receive a seconder.

In addressing these concerns, the Museum Curator explained that whilst the reduction in opening hours and the closure would affect service provision in the meantime, the new museum would actually provide an enhanced service when it opened in 2006. The Design Team had recommended that the museum should close to the public now, so he considered that the proposals being presented today could be considered as meeting their recommendations halfway. He went on to say that the closures would be monitored, and a further report would be brought to the Services Committee if additional closures were required.

In response to a query, the Museum Curator advised that the museum's website would be updated to reflect any changes in opening hours.

Members agreed that any attempts to raise the profile of the other local museums during this period should be welcomed.

86/03

**Care Services at Home**

The Committee considered a report by the Community Care Manager (Appendix 3).

(Mr W H Manson attended the meeting during the following discussion)

Mr C B Eunson referred to the balance of funds in the Shetland Charitable Trust (SCT), and said that he felt the SCT should be approached to fund any shortfall in care services as it could be considered to be a charitable activity.

Mr Eunson then went on to move the recommendations in the report, with the proviso that the proposals to charge for home help services, referred to in paragraphs 4.4-4.7 of the report, were removed.

Mr R G Feather seconded.

Mr L G Groat emphasised the need for an effective and efficient service, and said that he felt the recommendations in the report would deal with the problems that were currently being experienced. He referred to the issue of charging for home helps, and said that an assessment system was in place so that only those who were in a financial position to pay for these services would be charged for them.

He accordingly moved, as an amendment, that the recommendations in the report be approved. Mr W A Ratter seconded.

Mr L Angus and Mr J C Irvine gave notice of further amendments.

During the discussion that followed, Members who were not in favour of the recommendations in the report said that there was a duty to care for the most vulnerable in the community, and that the funding of care services at home should therefore be considered as a priority. Concern was expressed that charging for home help services would exacerbate vulnerability, and comparisons were drawn with money spent on other services provided by the Council. Members commented that partnership working agreements in place to avoid duplication of service provision appeared to be failing to equate with savings, and it was also remarked that the recommendations in the report were rather vague.

Members who spoke in support of the recommendations commented on the unprecedented situation in terms of co-operation with other agencies, and referred to the success of the Unst pilot project on which these proposals were based. It was also emphasised that only those who could afford to pay for home help services would be charged, and that "charity" should refer only to those who were in need. There were also concerns that failure by the Council to make a decision today would aggravate difficulties currently being experienced, and it was felt that the recommendations in the report were an appropriate attempt to apply resources in the best way to move the Service forward.

The Community Care Manager said that she was concerned about the pressures on the Service, particularly over the coming winter months. She went on to speak about the significant input of various agencies into the redesign of the service, and said that she felt that it would not be helpful to again defer a decision.

After hearing Mr L Angus outline the basis of his proposed amendment, Mr C B Eunson withdrew his motion with the consent of his seconder.

Mr L Angus referred to paragraphs 3.1 and 3.2 of the report, and said that he felt it was excessive to delete three existing posts and replace them with 14 new posts. He referred particularly to the post of Service Manager – Home Delivered Services, and said that he understood all Service Manager posts within the Council were being reviewed to see if they were required. Whilst he accepted that the service had to be managed, he felt that the proposed structure was not appropriate. He went on to say that he understood the Chief Executive had recently instructed a senior member of staff to assist management in the Community Services department in looking at the delivery of key services. In view of this he felt that to approve the report, as it stood, would be premature.

However, in order to deal with problems in the immediate future, Mr Angus moved, as an amendment, that the Committee agree the proposal referred to in paragraph 3.8 of the report. In the meantime, the Committee should request a further review of the Service which would particularly focus on the management required. Until that time, the Council should take no further action, and that this would include charging for the home help service.

The Chief Executive confirmed whilst a senior member of staff would be looking into services delivered by the Community Services department, and the interface with bodies funded by the Shetland Charitable Trust, this did not necessitate deferral of a decision today. He went on to speak about the budget strategy report, still to be presented to the Council, and said that the budget strategy report would appear to be out of kilter with this report as it recommended balanced budgets in line with the funding allocation received from the Scottish Executive. The report presented to Members today did not ask for charges to be made, but instead gave members a number of options. It would be up to members to agree whether or not they supported them.

Mrs I J Hawkins moved that voting take place by roll-call, and Mr C B Eunson seconded. Eight votes were received in favour of a roll-call vote, with none against.

Accordingly, voting took place by roll-call, and the result was as follows:

F B Grains	Amendment
B P Gregson	Motion
L G Groat	Motion
I J Hawkins	Amendment
J H Henry	Amendment
J A Inkster	Amendment
J C Irvine	Amendment
E J Knight	Amendment
W H Manson	Motion
J P Nicolson	Amendment

Agenda Item No. (c) - Public Report

W A Ratter	Motion
F A Robertson	Amendment
W N Stove	Motion
T W Stove	Amendment
W Tait	Motion
L Angus	Amendment
B J Cheyne	Amendment
A J Cluness	Amendment
C B Eunson	Amendment
R G Feather	Amendment

Amendment (L Angus) 14

Motion (L G Groat) 6

Mr J C Irvine withdrew his notice of further amendment, and Mr Angus' amendment was declared the finding of the meeting.

87/03

**Additional Support Needs Base in Anderson High School**

The Committee considered a report by the Head of Education (Appendix 4).

The Head of Education summarised the main terms of the report, and said that the proposed Additional Support Needs (ASN) Base had been designed to integrate with the new Anderson High School (AHS) if it were built on the existing site.

In response to a query, he confirmed that the decision of the Council was that the Clickimin site should only be considered in the event of any difficulties with the existing AHS site. Early indications from the planning consultants were that the existing AHS site was likely to be suitable.

Members spoke in support of the proposals, commenting that they were pleased to see these proposals eventually coming forward, and on how well it would integrate with the work carried out at the AHS.

A Member questioned what would happen in the event that the AHS site was unsuitable.

The Capital Projects Unit Manager said that the project team and AHS Task Force were responsible for advancing the project, and there were indications that the existing site would be suitable. The feasibility study would be presented to the AHS Task Force in February, before it was further presented to the Services Committee. He added that the design team had started from scratch when looking at the requirements of a new school on the site.

A Member commented that the planning authority had to approve any application, and expressed concern that there could be problems when the project proceeded to the planning stage.

Another Member said that he would have preferred a "fit for purpose" building. He questioned whether the design team could look again to

see if services could be provided on one level, as he was not convinced that this building was the most suitable for the purpose required.

The Capital Projects Manager said that he would take these comments back to the design team.

It was noted that both the ASN Base and the new AHS project would run in parallel. If there was a problem with the existing AHS site, work would not proceed with the ASN Base.

Mr C B Eunson moved that the recommendations in the report be approved. Mr W A Ratter seconded and the Committee agreed.

88/03 **Additional Support Needs Auxiliaries**

The Committee considered a report by the Head of Education (Appendix 5).

The Committee, on the motion of Mr L G Groat, seconded by Mr W A Ratter, approved the recommendations contained in the report.

(Mr W A Ratter and Mr J C Irvine left the meeting during the following discussion)

89/03 **Joint Future Update Report**

The Committee noted a report by the Community Care Manager (Appendix 6).

A Member referred to the joint equipment store, mentioned on page nine of the appendix, and said that she was concerned at this proposal as the building concerned was located in the prime tourist area of Scalloway.

The Community Care Manager said that she appreciated these concerns, but advised that the existing stores were far from satisfactory. An appropriate property had been sought for a number of years, and this was the only property that had come up over that time that was suitable for the purpose. It was intended to use the building not only as a store, but there would be office premises and a showroom for demonstrating equipment.

It was noted that SLAP owned the building in question, and any comments regarding the use of the building would be taken into account.

A Member commented that it was important to have a joint equipment store in order to assist in earlier discharges from hospital. Provision of a dedicated store would help ensure that equipment was in people's homes on their discharge from hospital.

Members commented that it was commendable to see a joint report from both the SIC and NHS Shetland presented to the Council

90/03 **Anderson High School Feasibility Study**

The Committee noted a report by the Capital Projects Unit Manager (Appendix 7).

A Member referred to paragraph 4.2 and said that he had no doubt that Members and parents would ensure that this would come back to the Council if it were felt that the site was unsuitable.

Another Member commented that the community in the area had been promised early consultation, and he asked that the AHS Taskforce bear this in mind.

91/03 **Best Value Service Review Update**

The Committee noted a report by the Head of Education (Appendix 8).

In response to a comment from a Member, the Head of Education said that he would arrange to circulate the minutes from the MOWG to Members.

(Mr W A Ratter returned to the meeting)

92/03 **HMI Action Plan: Update on Progress**

The Committee noted a report by the Head of Education (Appendix 9).

The Head of Education summarised the main terms of the report and drew Members' attention to paragraph 1.7. He advised that the Education Service would be required to give a presentation to HM Inspectors and he felt it would be desirable to have input from Members. A Seminar regarding this would be held on 20 January and a good attendance from Members was requested.

CHAIRPERSON





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**REPORT**

**To: SERVICES COMMITTEE**

**4 February 2004**

**From: Head of Finance**

**HOUSING REVENUE ESTIMATES (HRA) AND CHARGE SETTING – 2004/05**  
**Report No: F-003-F**

**1.0 Introduction**

1.1 On 17 December 2003, the Shetland Islands Council approved the budget strategy to be adopted for the Housing Revenue Account for the 2004/05 revenue estimates process.

1.2 Members agreed the following strategy option: -

“To authorise the Chief Executive to oversee a 2004/05 Capital and Revenue budget for the Housing Revenue Account, which will be coordinated by the Executive Director Community Services, which would constrain expenditure and minimise the effect on Council House rents while the service remains with the Council.”

1.3 The Council's budget target included income to be increased across the Council by at least 2.5%.

1.4 As there is no imminent prospect of the HRA debt being paid off, the 2004/05 budget has been prepared on the basis that the outstanding debt requires to be serviced.

**2.0 Format of the Report**

Section 1 - Introduction

Section 2 - Format

Section 3 - 2004/05 Revenue Estimates for the Housing Revenue Account  
- 2004/05 Cost Centre Summary (Appendix A)

Section 4 - Housing Repair and Renewals Fund

Section 5 - Clawback of Housing Support Grant

Section 6 - Review of Charges

- Rent Levels (Appendix B)

- Review of Housing Revenue Account Charges (Appendix C)

Agenda Item No. 01 - Public Report

Section 7 - Policy and Delegated Authority

Section 8 - Conclusions

Section 9 - Recommendations

### 3.0 2004/05 Estimates

- 3.1 The Council is required to set a balanced budget for the HRA. Table 1 below shows the position on the HRA of increasing average rent by inflation only (2.5%). Appendix B shows the effect of this increase on rent levels.

<b>Table 1</b>	2004/05 Proposed Budget £000
Expenditure:	
Supervision & Management	401
Repair & Maintenance	2,053
Void Rents & Charges	362
Hostel	302
Capital Charges - Dwellings	4,503
Capital Charges - Hostel	135
HSG - Clawback	638
	<hr/>
	8,394
	<hr/>
Income:	
HSG - General	(2,400)
HSG - Hostel	(238)
Interest on Revenue Balances	(209)
Rents - Dwellings	(5,030)
Rents - Hostel	(147)
Rents - Other	(88)
	<hr/>
	(8,112)
	<hr/>
Reduced Expenditure/Funding Required to Balance HRA	<hr/>
	282
	<hr/>

- 3.2 The Council is required to set a balanced budget for the HRA. From Table 1 it can be seen that the proposed rent increase does not raise sufficient income to balance the HRA. In order to achieve a balanced budget without further raising rent levels, average rent would have to be increased by 8.3% to £53.59 in order to fund this deficit from rent income. Therefore, it will be necessary to fund this from a reduction in expenditure and/or a contribution from the Housing Repairs and Renewals Fund.
- 3.3 The only service area where expenditure could be reduced is that of planned maintenance which has a proposed budget of £886,700. In 1999/00 the total expenditure on maintenance per house was £724. Due to the number of council houses sold through right to buy over the past five years the estimated expenditure on maintenance per house has increased to £862 in 2004/05. The maintenance budget has been cut already in putting together the estimates and

to reduce it further would have a detrimental impact on the quality of Council housing (work carried out under this heading includes social adaptations, ground maintenance for open areas and pensioners, window and door replacement, and works associated with maintaining the properties in wind, watertight and safe condition).

- 3.4 As detailed in paragraph 4.0 below, the R&R Fund self-sustaining contribution for 2004/05 is £355,000; a rent increase of inflation only would require a contribution of £282,000, which is under the self-sustaining level for the R&R Fund.
- 3.5 Appendix A shows a Cost Centre summary of the proposed 2004/05 budget for information.

#### **4.0 Housing Repair and Renewals Fund**

- 4.1 The projected fund balance on the Housing Repair and Renewals Fund is shown in Table 2 below: -

	£000
Opening Balance at 1 April 2003	7,104
Projected Investment Income	384
Budgeted Contribution 2001/02	<u>(435)</u>
Projected Fund Balance at 1 April 2004	7,053
Projected Investment Income	355
Self-Sustaining Contrib to HRA 2004/05	<u>(355)</u>
Projected Fund Balance at 1 April 2005	<u><u>7,053</u></u>

- 4.2 The above table shows that the maximum contribution that could be made from the Housing Repairs and Renewals fund without going above the self-sustaining level is £355,000. The proposed rent increase of inflation only would require a contribution from the Housing Repairs and Renewals fund which is less than the Fund's self sustaining level.

#### **5.0 Clawback of Housing Support Grant**

- 5.1 In 1998/99 the Council agreed that it would be prudent to make separate provision for future clawback of Housing Support Grant. This was done by setting up a separate provision within the Housing ledger with an injection of funds from the Reserve Fund. Transfers are made annually between this account and the HRA to cover the amount of clawback in the year. The initial total provision of approximately £4M was projected to cover for known clawback for future years, with provision beyond 1998/99 being made within the HRA account.
- 5.2 The clawback sum for 2001/02, which will be adjusted in the 2004/05 Housing Support Grant settlement, is £850,887. This sum will be transferred to the HRA from the provision detailed at paragraph 5.1. In 2007/08 our Housing Support Grant settlement will be adjusted to take account of the 2004/05 clawback sum. It is estimated that this will be £1,488,587. It is

Services Committee - Wednesday 04 February 2004  
Agenda Item No. 01 - Public Report

prudent, therefore, to transfer this amount from the HRA to the clawback provision. The net effect of this is that £637,700 will be transferred from the HRA to the clawback provision in 2004/05.

## **6.0 Review of Charges**

- 6.1 It is proposed that Members consider increasing average rent by inflation of 2.5%, which will reduce the income to the HRA by 176,000 (-3.4%), and increase average rent from £49.51 to £50.75. The effect of this increase on rents is shown in more detail in Appendix B. The difference between the increase in average rent and the decrease in yield is due to the number of council houses that have been sold during 2003/04.
- 6.2 In order to fulfil the requirements of the existing Tenants Charter and in line with the Housing (Scotland) 2001 Act, the Shetland Tenants Forum has been consulted on the proposed rent increases. The conclusion of the Tenants Forum following consultation is that any increase on rents should be minimised, as the rents in Shetland are already the highest in Scotland.
- 6.3 It is proposed that the charges for Ladies Drive Hostel be increased by 2.5% in line with inflation, in order not to widen the poverty trap. This proposal will mean the weekly rental for a unit would be £88.59 (excluding Council Tax).

## **7.0 Policy and Delegated Authority**

- 7.1 There are no delegated powers for Head of Housing Services to determine the level of revenue resources required to provide the Services Committee's services. The Services Committee is asked to initially approve the revenue estimates put forward in this report.
- 7.2 The Services Committee has no authority to approve the revenue estimates report. Therefore, any motion approved by the Services Committee will form a recommendation to the Shetland Islands Council for their overall consideration within the resources available.
- 7.3 The ultimate decision on approving the revenue estimates and levels of rent and charges lies with the Council (Min ref SIC/102/93).

## **8.0 Conclusions**

- 8.1 In summary this report sets out the proposed estimates for the Housing Revenue Account for the 2004/05 financial year. These are detailed in Appendix A.

- 3.1 The Council is statutorily obliged to set a balanced budget for the HRA.
- 3.2 A review of rents and charges has been undertaken and the proposals are detailed in Appendices B & C.

## **9.0 Recommendations**

- 9.1 I recommend that Services Committee:
  - 9.1.1 consider and approve the 2004/05 estimates contained in paragraph graph 3.1 and detailed in Appendix A;
  - 9.1.2 consider and approve the proposed increase to average rent as detailed in Table 3 and Appendix B, and approve the contribution of £282,878 from the Housing R&R fund which is below the self sustaining level.
  - 9.1.3 consider and approve the revised charges for Ladies Drive Hostel as detailed in paragraph 6.4 and Appendix C;
  - 9.1.4 commend these recommendations to the Shetland Islands Council for final approval.

Date: 27 January 2004  
Our Ref: HKT/HKT/E/1/AC

Report No: F-003-F





## **REPORT**

**To: Services Committee**

**4 February 2004**

**HS-02-04D1**

**From: Service Manager, Housing Business Support**

### **Housing Strategies Update**

#### **1. Introduction**

- 1.1 In order to meet the statutory requirements of the Housing (Scotland) Act 2001, the Council's Housing Service is currently leading the development and implementation of four council strategies. A multi-agency steering group was set up to assist with the process of producing and monitoring the strategies.
- 1.2 The Local Housing and Tenant Participation Strategies are due for submission to the Scottish Executive by 31<sup>st</sup> March 2004. The Homeless and Draft Supporting People Strategies were approved by Council in March 2003 and are currently being implemented.
- 1.3 Housing are also involved in developing a bid on behalf of the Community Planning Board in relation to the Scottish Executive's Building Strong, Safe and Attractive Communities initiative for funding to assist community based initiatives to tackle anti-social behaviour.
- 1.4 Housing have also recently submitted a bid for funding to progress work on the development of a Common Housing Register with Hjaltland Housing Association.

#### **2. Background**

##### **2.1 Local Housing Strategy**

The Housing (Scotland) Act 2001 places a statutory responsibility on local authorities to produce a Local Housing Strategy (LHS). This new responsibility underlines the key role of Councils as strategic housing authorities and the first LHS will cover the period 2004-09.

- 2.2 The requirement to produce a Local Housing Strategy replaces the previous duty to produce a Housing Plan. However the LHS is significantly different to the Housing Plan that it replaces because:

2.2.1 It requires to be a comprehensive all tenure strategy and as such must address issues in all sectors;

2.2.2 It must be about more than housing – it must clearly illustrate links with community planning, the Council's corporate plan, etc; and

2.2.3 It must be more than a strategy document – it needs to demonstrate an inclusive process where the Council and a wide range of non-council stakeholder interests have been pulled together into a common agenda which addresses current and future housing needs.

- 2.3 Communities Scotland will ultimately play a key role in evaluating all LHS submissions on behalf of the Scottish Executive. In order to assist local authorities, Communities Scotland has issued guidance on preparing the LHS as well as a series of Housing Market Context Statements.

- 2.4 In order to meet the above requirements a multi-agency Housing Strategies Steering Group was established in April 2003 to lead the development of Shetland's Local Housing Strategy.

The group includes representatives from:

Advocacy Shetland	Hjaltland Housing Association
Job Centre Plus	NHS Shetland
Northern Constabulary	Shetland Community Drugs Team
Shetland Enterprise	Shetland Council of Social Service
Shetland Tenants Forum	Citizens Advice Bureau
Community Mental Health	SYIS
Community Development	Community Safety
Education	Housing
Social Care	Policy Unit
Environment	Planning
Elected Members	

- 2.5 Following LHS consultation and discussion workshops, the Housing Strategies Steering Group have considered and agreed the proposed vision statement as detailed below.

Work in partnership with others to enable everyone in Shetland to have access to:

- A **choice** of **affordable** housing options
- across **all tenures**
- that are **warm** and **safe**,
- **energy efficient** and in keeping with the Shetland **environment**



- of good **quality and in good repair**,
  - able to meet **demand**
  - and the **particular needs** of households in **inclusive** and vibrant **communities**.
- 2.6 A proposed outline for Shetland Islands Council's forthcoming LHS is set out at appendix 1. This outline provides some insight into the range of key issues and strategic linkages that the LHS will require to address. The strategic aims contained within the outline were developed and agreed by the Steering Group during option appraisal workshop sessions in November 2003.
- 2.7 The LHS will require to address a number of key challenges, which are likely to include:
- 2.7.1 Delivering affordable housing (linking to the Local Plan)
  - 2.7.2 Tackling private sector disrepair (linking to the Housing Improvement Task Force's recommendations);
  - 2.7.3 Addressing fuel poverty;
  - 2.7.4 Making a case for the Transfer and Management of Development Funding (TMDF) from Communities Scotland to the Council;
  - 2.9.5 Considering the merits or otherwise of applying for Right to Buy (RTB) 'pressured area' status;
  - 2.9.6 Being clear about the way forward for the future ownership and management of council housing; and
  - 2.9.7 Developing clear priorities for regeneration and sustainable communities.
- 2.10 Subject to approval of the proposed LHS vision and outline plan, the LHS will continue to be developed and it is envisaged that a detailed draft will be presented to the Council in March 2004 for fuller consideration.

### **3. Tenant Participation Strategy**

- 3.1 The Housing (Scotland) Act 2001 places a statutory responsibility on local authorities to produce a Tenant Participation Strategy (TPS) and the first TPS will cover the period 2004-06.
- 3.2 Tenant Participation is about tenants taking part in decision making processes and influencing decisions about housing policies, housing conditions; and housing (and related) services. It is a two way process which involves the sharing of information, ideas and power. Its overarching aim, in line with the

Scottish executive's National Strategy for Tenant Participation, is to improve the standard of housing conditions and service.

- 3.3 Underpinning the development of the TPS has been consultation with tenants and the Shetland Tenants Forum into ways in which tenants would like to be consulted and the areas that tenants would like to be consulted in.
- 3.4 A proposed outline for Shetland Islands Council's forthcoming TPS is set out in appendix 2. The strategic objectives contained within the outline were developed and agreed by the Housing Strategies Steering Group in consultation with the Shetland Tenants Forum.
- 3.5 Consultation with tenants and tenants groups in Shetland on the draft TPS is ongoing. A copy of the consultative draft TPS has been placed in the members' room and comments are invited on its content.

#### **4. Homeless Strategy**

- 4.1 In 2002/03, the Scottish Executive provided Shetland Islands Council with a total grant of £209,650 to enable the development of a Homelessness Strategy for Shetland and to implement the additional homelessness duties imposed by the Housing (Scotland) Act 2001. Further grants have been offered of £297,450 for 2003 / 04, £313,000 for 2004 / 05 and £313,000 for 2005 / 06.
- 4.2 The changes implemented by the Housing (Scotland) Act 2001 are statutory requirements placed on the Council and will result in an increased demand for interim temporary accommodation in Shetland. Therefore, the funding is conditional and specifically relates to certain additional duties or areas of responsibility, namely increasing the provision of temporary accommodation as well as increasing and improving 'advice and assistance', 'information services', and continuing to develop and put into effect a Homelessness Strategy.
- 4.3 **Council approved the Homeless Strategy in March 2003 and it has been submitted to the Scottish Executive for comment. The agreed Action Plan priorities for 2003 / 04 are now being implemented.**

#### **5 Supporting People Strategy**

- 5.1 Council approved the Draft Supporting People Strategy in March 2003, and the agreed Action Plan is now being implemented. As a result of the strategy, Shetland Islands Council received £778,668.58 of additional funding for the provision of supporting people services.
- 5.2 Comments have since been received from the Executive on the draft and some revisions have been made to the content and layout of the strategy. A copy of the revised Supporting People Strategy, which must be submitted to the Scottish Executive by 31<sup>st</sup> March 2004 has been placed in the members' room and comments are invited on its content.

## **6 Building Strong Safe and Attractive Communities**

- 6.1 Housing, on behalf of the Community Planning Board were invited by the Scottish Executive to apply for funding of up to £115,000 for each year 2004 / 05 and 2005 / 06, for a specific range of initiatives to tackle anti-social behaviour in Shetland.

### **6.2 In order to determine the priorities of residents in Shetland and assess the nature and severity of the problem, Elected Members, Community Councils and the Housing Strategies Steering Group were asked to complete a questionnaire on anti-social behaviour in their ward or service area.**

- 6.3 The responses have been used to inform the development of this proposal, which was submitted to the Scottish Executive by the deadline of 30<sup>th</sup> November 2003. A copy of the proposal is attached at appendix 3 and summarised as follows:

6.3.1 Development of a Neighbourhood Agreement between the Community Planning Board and the Shetland Community

6.3.2 Development of a multi-agency Anti-Social Behaviour Strategy

6.3.3 A proposal to appoint four Neighbourhood Support Workers on part-time, fixed term (two year) contracts for the Lerwick area as a resource to assist with problems associated with littering, low-grade vandalism and as a means of bolstering public reassurance

6.3.4 A proposal to establish five area-based multi-agency operational anti-social behaviour teams

6.3.5 The provision of intensive supervision when required by the Homelessness Outreach Workers

6.3.6 A proposal to establish a part time Mediation Officer post to be employed by the Citizens Advice Bureau

6.3.7 Development of links with Witness Support

6.3.8 Development of, and training in the use of Acceptable Behaviour Contracts and other anti-social behaviour measures to be provided by the Mediation Officer

- 6.4 Initial feedback from the Scottish Executive on the proposal has been favourable, and a decision on the funding bid is expected during February 2004.

## **7 Common Housing Register**

Agenda Item No. 02 - Public Report

- 7.1 It is a requirement of the Housing (Scotland) Act 2001 that each local authority must prepare and submit proposals for establishing and maintaining a common housing register (CHR) by or on behalf of two or more housing providers.
- 7.2 The Scottish Executive has been actively promoting the voluntary development of CHRs for some time and, as this has promoted widespread CHR development, has set aside funding to support local authorities who do not yet have a fully-functioning IT-based CHR operating on a local authority-wide basis.
- 7.3 Resources for each year have provisionally been allocated to local authorities banded according to population size and number of Registered Social Landlords (RSLs) operating in the area, however funding is conditional on the submission of an approved bid.
- 7.4 Bids must be submitted by local authorities, but must be drawn up in partnership with RSLs in the context of a CHR working group. Bids had to be submitted to the Scottish Executive by 9<sup>th</sup> January 2004 and a copy of the bid submitted by Shetland Islands Council is attached at appendix 4.
- 7.5 Whilst the bid does not propose the development of a full CHR in line with the Scottish Executive's definition, initial feedback on our proposal is favourable. Successful bids will be announced in February 2004.

8 Proposals

**8.1 Members are asked to approve the outline plans, vision and strategic objectives of the Local Housing and Tenant Participation Strategy.**

**8.2 Members are asked to comment on the consultative draft of the Tenant Participation Strategy and revised Supporting People Strategy.**

**8.3 Members are asked to note the submissions in relation to the Building Strong, Safe and Attractive Communities Initiative and the Common Housing Register Initiative.**

9 Financial Implications

**9.1 The Scottish Executive awarded the Shetland Islands Council funding to research and produce all four strategies. Further funding will be provided in 2004/05 to implement the Homeless and Supporting People Strategies.**

**9.2 Decisions on the funding bids in relation to the Building Strong, Safe and Attractive Communities and the Common Housing Register initiatives are expected in February 2004. Should these bids be unsuccessful the proposals will not be progressed. There are therefore no financial implications in this report.**

10 Policy and Delegated Authority

**10.1 All matters relating to housing stand referred to the Services Committee (Min Ref: SIC70/03). However the Committee only has delegated authority to make decisions on matters within its remit for which the overall objectives have been approved by the Council, and where there exists appropriate budget provision. As the recommendations in this report fall out with delegated authority, a decision of the Council is required.**

10.2 The proposals detailed above are in response to the requirements placed on councils to implement the Local Housing, Tenant Participation, Homeless and Supporting People Strategies contained within the Housing (Scotland) Act 2001.

11 Conclusions

**11.1 This report updates Shetland Islands Council on progress in relation to the four strategies currently being developed and implemented by Housing. This report also updates Shetland Islands Council on progress in relation to the Building Strong, Safe and Attractive Communities and Common Housing Register initiative funding bids.**

12 Recommendations

**12.1 I recommend that the Services Committee recommend that the Council:**

**12.1.1 Approve the outline plans, vision and strategic objectives of the Local Housing and Tenant Participation Strategy.**

**12.1.2 Comment on the consultative draft of the Tenant Participation Strategy and revised Supporting People Strategy.**

**12.1.3 Note the submissions in relation to the Building Strong, Safe and Attractive Communities Initiative and the Common Housing Register Initiative.**

**Appendix 1 – Local Housing Strategy Outline**

**Appendix 2 – Tenant Participation Strategy Outline**

**Appendix 3 – Building Strong, Safe & Attractive Communities**

**Appendix 4 – Development of Common Housing Register**



## **LOCAL HOUSING STRATEGY OUTLINE**

### **1. FOREWORD**

### **2. EXECUTIVE SUMMARY**

### **3. CONTENTS**

### **4. A STRATEGY FOR HOUSING IN SHETLAND**

#### 4.1 Background

#### 4.2 How we have set out the Local Housing Strategy

#### 4.2 The purpose of the local housing strategy

### **5. THE CONTEXT**

#### **5.1 Summary of the work that has been carried out**

(Full detail of the work carried out in the technical appendix)

#### **5.2 Summary of national framework/legislation/priorities**

(Full detail of the national/local links in appendix)

#### 5.3 The Partners

### **6. RESOURCES**

#### 6.1 Staff resources

### **7. VISION**

### **8. STRATEGIC OBJECTIVES**

## **ACCESSING HOUSING IN SHETLAND**

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

Aim to meet wider housing demand, through the provision of housing and by securing housing investment

#### **A1 Identify clearly housing need across all tenures in Shetland**

A1.1 Continue to gather information on the extent of housing need across all housing tenures, using Local Housing Systems Analysis and other agreed information gathering methods

A1.2 Work with partners to develop a Shetland House Condition Survey

#### **A2 Aim to secure the long term sustainability of social housing in Shetland**

A2.1 Work with partners to develop an investment strategy for social housing in Shetland including consideration of the transfer of the management of development funding

A2.2 Investigate ways of resolving the existing council housing debt

A2.3 Investigate the feasibility of transferring the existing council housing stock to a private company

#### **Provide access to, and information on, a choice of affordable housing options across all tenures**

B1 Develop an information and advice strategy to provide accurate information to the public on housing and related services available within the community

B1.1 Work with partners to develop ways of gathering consistent information that can be used by statutory & voluntary Agencies

B1.2 Ensure the Shetland Housing Options Guide is widely available and updated regularly

B1.3 Provide up to date information in a range of formats (some on request)

B1.4 Provide information in Plain English and in a corporate, consistent design

B1.5 Advertise the Housing Service and contact details regularly

B1.6 Utilise staff working in local areas to provide information/assistance (filling in forms etc), particularly for hard to reach groups

B1.7 Gather information across agencies to enable accurate monitoring of the services provided by the housing service

B1.8 Promote housing education in schools and youth groups in partnership with the homelessness strategy

B1.9 Provide resources and training for housing staff and other agencies in order to provide accurate and up to date information

B1.10 Work with partners to develop good practice guidance for housing and related services

B1.11 Develop and implement a tenant participation strategy for council rented housing



## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### **B2**      Work jointly to offer a social rented sector that meets tenants needs

- B2.1      Work with partners to meet demand for social rented housing identified through the Assessment of Housing Need
- B2.2      Work with Hjaltsland Housing Association to develop a Common Housing Register and Choice Based Lettings Scheme
- B2.3      Review existing nomination arrangements to ensure these meet housing needs
- B2.4      Develop Personal Housing Plan approach in order to gather information on the aspirations of applicants and tenants
- B2.5      Ensure potential tenants are aware of flexibility in letting properties in areas of lower housing demand
- B2.6      Review the existing key worker accommodation policy through the allocation monitoring working group
- B2.7      Consider including Hjaltsland Housing Association applicants in transfer allocations
- B2.8      Consider widening of the existing opportunity transfer scheme to offer assistance to tenants to move to smaller properties
- B2.9      Advertise properties available for let in a range of different formats
- B2.10     Work jointly to provide up to date and comprehensive information on funding, benefits, fuel savings, energy efficiency and grants to all tenants in the social rented sector
- B2.11     Work with partners to explore the possibility of applying for pressurised area status in the future

#### **B3**      **Promote the benefits of continuing to be a tenant in the social rented sector**

- B3.1      Gather and provide information to tenants on the costs of buying your home and maintaining it to a good standard
- B3.2      Gather and provide information to tenants on what is included in rent to highlight the quality of service provided
- B3.3      Investigate ways of retaining housing stock, particularly properties suitable for disabled use

#### **B4**      **Raise awareness of housing options in the private sector**

- B4.1                      Work jointly to set up a Landlords Forum in order to gather information on the local private rented sector.
- B4.2      Work jointly with private builders in Shetland through the existing builders forum
- B4.3      Work jointly to provide up-to-date information on funding and grants available to tenants, landlords and owner occupiers in the private sector
- B4.4      Improve joint working between the Local Housing Strategy, Local Plan and Structure Plan
- B4.5      Develop with partners the Shetland House Design Guide to provide a good practice guide for private developers including environmental impact considerations, promoting energy efficiency

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

- and lifetime homes standard
- B4.6 Provide resources and training for staff and other agencies in order to provide accurate information on the private sector
- B4.7 Work with partners to raise awareness of legislation relating to Houses in Multiple Occupation
- B5 Ensuring Housing keeps up to date I provides information to others on legislative changes and procedures
  - Equal Opportunities
  - Data Protection
  - Direct Payments
  - Complaints Procedures
  - Disability Act
  - Care Commission
  - Youth Legislation
  - Children (Scotland) Act 1995
  - Single Shared Assessment

### **HELPING PEOPLE WITH PARTICULAR NEEDS**

**Enable as many households as possible to live independently within the community to do so by providing appropriate housing support and housing choices**

#### **C1 Work with partners to assist all homeless applicants**

- C1.1 Implement the homeless Strategy
- C1.2 Work with partners to ensure an adequate supply of permanent homes to meet demand from homeless applicants
- C1.3 Work with partners to calculate the increased needs for permanent housing under the Homelessness etc Act 2003
- C1.4 Work with partners to ensure no-one should need to sleep rough in Shetland
- C1.5 Ensure those who have been homeless and are rehoused are assisted in maintaining their tenancy
- C1.6 Prioritise the prevention of homelessness through housing management policies and procedures
- C1.7 Provide training for staff and other agencies in order to raise awareness, prevent and alleviate homelessness
- C1.8 Work with partners to reduce the length of time homeless applicants live in temporary accommodation

#### **C2 Work with partners to meet the housing needs of young people and care leavers**

- C2.1 Raise awareness of housing issues by developing a local housing education package for use in schools and youth settings
- C2.2 Provide Information in formats and language that are appropriate for young people

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

- C2.3 Provide housing support services specific to the needs of young people
- C2.4 Identify and aim to meet the specific housing needs of young disabled people leaving the parental home
- C2.5 Work with Hjaltsland Housing Association and partners to support the provision of accommodation for young people

#### **C3 Provide an effective sheltered housing service that meets tenants needs, and that takes into account the needs of those who provide support services to tenants**

- C3.1 Carry out an audit of existing sheltered housing service – to include the range of services currently provided, house condition, existing charges, met and unmet needs, areas of demand, predictions for future sheltered housing need and options for the management of sheltered housing services
- C3.2 Work with partners to investigate the most effective methods of providing tenancy support
- C3.3 Ensure there is an adequate supply of very sheltered housing to meet demand in Shetland
- C3.4 Investigate possibility of converting existing long term void sheltered housing to meet housing needs
- C3.5 Input into corporate debates to highlight the need for support staff who enable people to remain in their own homes
- C3.6 Ensure support staff are well trained and supported

#### **C4 Aim to provide homes that meet disability needs in all housing tenures**

- C4.1 Carry out audit of housing stock to identify properties suitable for adaptation to help meet existing and future need
- C4.2 Work with partners to support the provision of units to meet disabled housing needs at Phase 2, Quoys, Lerwick
- C4.3 Work with other agencies to collate information on disabled housing needs in Shetland
- C4.4 Review medical assessment procedure to ensure all relevant and useful information is provided
- C4.5 Ensure current and future housing developments provide balanced schemes
- C4.6 Work with partners to develop and implement a Care & Repair scheme in Shetland
- C4.7 Provide input into hospital discharge policies & procedures to ensure information relevant to Housing is made available
- C4.8 Work with partners to reduce the instance of delayed discharge from institution due to a lack of suitable accommodation
- C4.9 Ensure applicants waiting for particular types of housing (i.e. level access) are not discriminated against
- C4.10 Aim to reduce the waiting times for wheelchair accessible housing
- C4.11 Increase the provision of barrier free homes to provide wheelchair

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

- accessible housing
- C4.12 Accurately record adaptations in social rented stock to effectively match property to household needs
- C4.13 Ensure housing staff are trained to understand the needs of equalities groups
- C4.14 Investigate the feasibility of providing named contacts within housing to provide information to applicants and tenants with complex needs?

#### **C5 Work with partners to provide housing that is appropriate in aiding the resettlement of those leaving institution, rehabilitation and long term care**

- C5.1 Gather information on the housing needs of those leaving institution, rehabilitation and long term care in order to assess the housing related services required
- C5.2 Ensure procedures identify housing needs at an early stage to allow sufficient planning to meet these needs
- C5.3 Work with partners to ensure the specific needs in rehabilitation are carefully considered

#### **C6 Work with partners to implement Supporting People**

- C6.1 Enable more people to remain in their own home with appropriate support by implementing the Supporting People Strategy
- C6.2 Work with partners to provide services to address unmet housing support needs
- C6.3 Ensure the need for staff trained to provide housing support receives appropriate importance at corporate level

#### **Promote inclusiveness in all housing services**

- D1.1 Ensure the needs of ethnic minorities are taken into account through all housing matters
- D1.2 Work with partners to promote equal opportunities to prevent and eliminate discrimination
- D1.3 Work with Community Planning and other partners to gather information on the needs of Shetland
- D1.4 Ensure staff are trained appropriately to prevent discrimination
- D1.5 Ensure those groups most likely to be socially excluded are provided with appropriate housing support
- D1.6 Develop initiatives to reduce and eliminate any discrimination experienced by service users

### **IMPROVE THE QUALITY AND STANDARDS OF HOUSING ACROSS ALL TENURES**

**Services Committee - Wednesday 04 February 2004**  
**Agenda Item No. 02 - Public Appendix**  
**Ensure housing in Shetland is warm, safe, energy efficient**  
**and in keeping with the Shetland environment**

**E1      Work with partners to assess and address anti-social behaviour in our communities**

- E1.1      Implement and monitor anti-social behaviour policy
- E1.2      Lead the development of community based initiatives through Building Strong, Safe and Attractive Communities
- E1.3      Work with partners to provide information on levels of crime, and to address the fear of crime

**E2      Aim to ensure all homes in Shetland are energy efficient**

- E2.1      Provide information on effective use of energy within homes
- E2.2      Work with partners to develop and promote initiatives to increase energy efficiency across all housing tenures
- E2.3      Aim to increase insulation and energy efficiency for all households
- E2.4      Ensure energy efficiency is taken account of when developing plans for refurbishment and new build across all housing tenures
- E2.5      Ensure staff and other agencies are aware of energy efficiency targets and are trained in how to address these issues

**E3      Meet national targets to measure and reduce fuel poverty**

- E3.1      Gather information on levels of fuel poverty locally
- E3.2      Develop and promote initiatives to raise awareness of fuel poverty
- E3.3      Provide information on grants and financial assistance available to tackle fuel poverty
- E3.4      Ensure staff and other agencies are aware of fuel poverty targets and are trained in how to address these issues

**Aim to have high quality housing in good repair, and encourage good standards across all tenures**

- F1      Ensure housing in Shetland across all tenure types is of a high quality**
- F1.1      Work with partners to gather information on Below Tolerable Standard housing, both occupied and unoccupied
- F1.2      Work with partners to provide accurate information to the public on grant assistance available to improve housing quality
- F1.3      Aim to provide the highest quality social housing service particularly through environmental works, planned maintenance programmes, repair standards, quality manual and information to tenants
- F1.4      Aim to Increase tenant satisfaction with quality of homes

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### **F2 Encourage good standards and offer support services in the private rented sector**

- F2.1 Provide an information service to tenants in the private rented sector in order that they are aware of their legal rights and responsibilities
- F2.2 Relaunch a Rent Deposit Scheme, through the homelessness strategy, that meets local needs
- F2.3 Investigate the development of a local factoring service for Landlords, taking into account the services already provided by local Solicitors and Hjaltsland Housing Association
- F2.4 Consider using private rented accommodation to meet the increased need for temporary accommodation under the Homelessness Etc (Scotland) Act 2003
- F2.5 Investigate setting up a voluntary accreditation scheme for private landlords in the private rented sector
- F2.6 Provide training for staff, other agencies and the private rented sector to raise awareness of the issues

#### **F3 Investigate initiatives to support private ownership in Shetland**

- F3.1 Investigate joint initiatives between Hjaltsland Housing Association and Shetland Islands Council to provide services sites for those wishing to build their own homes
- F3.2 Provide incentives to encourage moves from social rented accommodation to the private sector
- F3.3 Consider providing incentives to allow caravan owners to build homes on existing sites
- F3.4 Investigate the possibility of joint funding initiatives to develop Brownfield sites
- F3.5 Work with partners to consider the development and implementation of a centralised land bank
- F3.6 Develop links with external agencies to improve essential infrastructure before building
- F3.7 Consider an audit of unoccupied properties in Shetland to find those that may be available for private development, including details of possible grant assistance
- F3.8 Work with partners to consider the development of a Shetland standard in private development, addressing sustainability and the lifetime homes standard

#### **F4 Consider the conversion of empty social rented stock in some areas to meet demand for smaller homes**

- F4.1 Carry out an audit of existing stock to identify properties that would be suitable for conversion
- F4.2 Develop and implement a programme of conversions to meet demand for smaller properties
- F4.3 Work with partners to gather information on areas where conversions would be appropriate

## **SUSTAINING COMMUNITIES**

Work in partnership with others to promote regeneration and vibrant communities

**G1** Work in partnership with others to promote regeneration and vibrant communities

G1.1 Ensure the need for balance within communities, particularly in remote areas, is taken into account when deciding to use properties for short-term purposes

G1.2 Work with partners to ensure the economy is not constrained by lack of affordable or available housing

G1.3 Work with partners to gather information on reasons for in and out-migration

G1.4 Work with partners to develop initiatives that stimulate demand in less popular housing areas

G1.5 **Encourage employment opportunities and training to maintain house-building and maintenance trades**

**G2** Consider environmental implications in all housing and related developments

G2.1 Promote sustainable and renewable resources in house building/refurbishment programmes where financially and practically possible to do so

G2.2 Ensure Shetland's unique landscape is enhanced and protected when considering any housing developments

G2.3 **Promote recycling and reusing of materials in any housing developments and refurbishments**

## **9. MONITORING AND EVALUATION**

9.1 How the strategy is presented

9.2 How to comment and feedback on the strategy

9.3 Contact details for Service and for SIC

9.4 References

9.5 Glossary

9.6 Thank you

**Services Committee - Wednesday 04 February 2004**

**Agenda Item No. 02 - Public Appendix**

APPENDIX 1 – ACTION PLAN

APPENDIX 2 – ASSESSMENT OF HOUSING IN SHETLAND

APPENDIX 3 – LINKS

**Diagram showing links locally and nationally**

**APPENDIX 4 – DETAIL OF THE LHS PROCESS IN SHETLAND**



**Services Committee - Wednesday 04 February 2004**  
**Agenda Item No. 02 - Public Appendix**  
**TENANT PARTICIPATION STRATEGY OUTLINE**

**FOREWORD**

**SIGN UP PAGE**

**EXECUTIVE SUMMARY**

**SECTION 1**

- Introduction
- National Background
- Codes of Practice
- Housing (Scotland) Act 2001
- Links to other strategies
- How the strategy has been developed
- Consultation in the preparation of the Strategy
- Ways to Participate

**SECTION 2**

- Tenant participation in Shetland
- Gap analysis

**SECTION 3**

- Aims and objectives

**Aim**

To work with tenants to ensure the provision of a quality housing service in Shetland

**Objective 1**

To support the growth of existing and new tenant groups in Shetland, in particular groups, which represent vulnerable tenants

**Objective 2**

To develop and promote effective participation by all tenants in the process of policy formulation and service review

**Objective 3**

To enhance and improve the range and detail of information available to tenants and tenant groups across Shetland

**Objective 4**

To develop training opportunities for Elected Members, staff and tenants across a range of housing activities

**Objective 5**

To ensure tenant participation activities reflect equal opportunities and are accessible

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### Objective 6

To monitor and review progress in achieving the aim and objectives of the strategy, jointly with tenants

#### **SECTION 4**

- Action Plan

#### **SECTION 5**

- Scheme for Registration of Tenant Organisations

#### **SECTION 6**

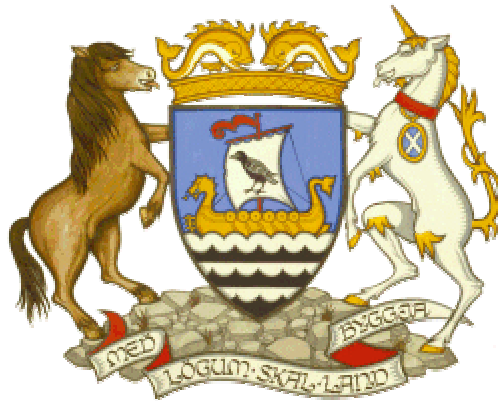
- Customer Complaints Procedure

#### Further information

Shetland Islands Council, Housing Service Structure and Contacts

Shetland Islands Council Tenants and Residents Groups

# Shetland Islands Council



Building Strong, Safe and Attractive Communities

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## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### **STRATEGIC AND COMMUNITY INVOLVEMENT ISSUES**

##### **Introduction**

As the most northerly island authority in Scotland, Shetland's isolated location from the Scottish mainland presents particular challenges in delivering services that provide best value within our rural community.

Shetland is 200 miles north of Aberdeen and comprises more than 100 islands, 16 of which are inhabited. The island capital of Lerwick is home to around one third of Shetland's population. Outside of Lerwick, Shetland is characterised by a high proportion of separate and scattered communities.

The dispersed island communities and their distinctiveness within the Shetland Islands, provide further challenges in ensuring that each community can access services that are relevant to the needs of the particular area, whilst providing an equal service across the local authority area.

Overall, Shetland is considered to be a very safe place to live, however it is recognised by all involved that anti-social behaviour does have an adverse effect on the quality of life of some Shetland residents.

**At a meeting which was held recently to address the growing concerns about violence and general anti-social behaviour in the Lerwick Town Centre, several different agencies and community representatives agreed that late night crowds, litter, the misuse of alcohol and a recent spate of violent assaults in Lerwick were contributing to an increased fear of safety within the Shetland community as a whole.**

**It was noted by Shetland's Chief Inspector that 'Shetland is a very safe place to live, but there are two principal community safety issues here – road safety and anti-social behaviour'. It was felt that the perception of anti-social behaviour in Shetland, does not match the reality, but that this in itself is an area that must be addressed.**

**It is important to note that the purpose of this meeting was to discuss problems relating to the Lerwick Town Centre area only, and that it is recognised by all agencies involved that anti-social behaviour affects all communities in Shetland. There is therefore a commitment by the Northern Constabulary, the Local Authority, the Shetland Health Board and voluntary agencies within Shetland to work together to address the growing concerns about anti-social behaviour in Shetland. It is also recognised that unless the community is fully involved in the development of the anti-social behaviour strategy, it will be difficult to implement and unlikely to have the desired effect.**

The following sets out Shetland's proposal for the Building Strong, Safe and Attractive Communities initiative. It sets out how we intend to develop a Neighbourhood Compact and Anti-Social Behaviour Strategy and how these will involve the community. It details our plans for four Neighbourhood Support Workers to cover the Lerwick area, and dedicated anti-social behaviour teams to work throughout Shetland. There is also a

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

proposal to develop a mediation service jointly with CAB, to provide intensive supervision in cases of anti-social behaviour and strengthen the links with witness and victim support.

#### **Neighbourhood Compacts**

##### **Areas to be covered**

Given the distinct and dispersed nature of the many communities within Shetland, Housing, Community Safety and the Northern Constabulary intend to jointly draft a Neighbourhood Compact between the Community Planning Board and the Shetland Islands as a whole.

This will apply to all residents in Shetland regardless of tenure, and is felt to be more appropriate than developing a number of different, specific agreements with each area of Shetland individually.

##### **Community Engagement**

Information was requested on residents' priorities by asking all Community Councils and Elected Members to complete a questionnaire on anti-social behaviour issues in their community. The results suggest that the largest number of anti-social behaviour issues occur in Lerwick and that the biggest problem reported by Elected Members and Community Councils is noise related complaints and complaints regarding animals and litter. This is followed by complaints of vandalism / graffiti, neighbour disputes, complaints regarding drink / drug issues, harassment and traffic problems.

Building Strong, Safe and Attractive Communities is a standing item on the agenda of a multi agency Housing Strategies Steering Group, which includes representatives from: Housing, Education, Social Care, Environmental Services, Policy Unit, Planning, Community Safety, Community Development, Elected Members, Shetland Tenants Forum, Northern Constabulary, NHS Shetland, Hjaltsland Housing Association, Job Centre Plus, Shetland Community Drugs Team, Shetland Council of Social Service, Shetland Enterprise, Citizens Advice Bureau, Advocacy Shetland and Shetland Youth Information Service.

Information has been gathered by asking each agency to complete a questionnaire on the support and services that are delivered by these relevant agencies to tackle anti-social behaviour, and definitions of the providers' roles and responsibilities. The questionnaire also requested information on the nature and severity of the problem faced by each provider, which will be used to develop an anti-social behaviour framework.

The two main areas of focus for the Northern Constabulary over the next two years are to be road safety and public reassurance in the safety of our communities in relation to anti-social behaviour. The main areas of concern for Environmental Services are noise nuisance, littering and dog fouling. The issues faced by Housing and Hjaltsland Housing Association are noise complaints and neighbour disputes. However, it is recognised by all agencies that the compact must cover the whole range of anti-social behaviour issues from noise, litter to breach of the peace and assaults.

##### **Consultation**

We will publicise the results of the questionnaires and the draft Neighbourhood Compact to the Shetland community through press releases to the media in Shetland. Comments will be invited and fed back to the Community Planning Board, the Council, Community

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

Councils, the Community Services Management Team and the Community Safety Partnership prior to final agreement of the Neighbourhood Compact.

Further consultation is also planned with other groups, including the Shetland Tenants Forum, all other Tenants and Residents Groups in Shetland (7), the Shetland Association for the Study of Delinquency and youth groups.

It is proposed that the Neighbourhood Compact will cover the service and response the community can expect from the Northern Constabulary, Environmental Services, Housing and the Neighbourhood Support Workers. A copy of the information that has been gathered so far is attached as Appendix 1. It is recognised that the Compact will need to be more concise and user friendly, and work is ongoing on producing a draft for consultation in January 2004.

#### **Distribution**

The Neighbourhood Compact will then be distributed to as many households in Shetland as possible in leaflet format, as an insert in the local paper and using local radio stations to communicate the agreed Compact.

Data will be gathered on a monthly basis regarding the nature and type of anti-social behaviour issues dealt with by each agency and fed back to the community, along with the outcome and response times through an annual report on the initiative.

#### **Review**

The Community Safety Partnership will review the Neighbourhood Compact on an annual basis and recommend revisions to the Community Planning Board to fit in with the anti-social behaviour strategy action plan and priorities.

#### **Anti-Social Behaviour Framework**

Housing, Community Safety and the Police intend to draft an anti-social behaviour framework jointly for Shetland based on information gathered from the Community Councils, Councillors, responses to the questionnaire to the Housing Strategies Steering Group members, consultation with other groups and baseline data from the police and other agencies on crime and complaints of anti-social behaviour.

The draft anti-social behaviour framework will be considered by the Housing Strategies Steering Group, Community Services Management Team, Community Safety Partnership, Shetland Islands Council, the Association of Community Councils and the Community Planning Board.

Further to our initial submission, work on the framework has been delayed. However we intend to hold a multi agency training session in January 2004, where training will be provided on anti-social behaviour and the up-to-date toolkit of responses to it, and where the draft framework will be produced with the help of a facilitator following the training session.

Further to this, a working group will be set up to develop the anti-social behaviour strategy for Shetland by March 2004. This work will be carried out in consultation with the Community Safety Partnership in order to ensure that the strategy is integrated into the Community Safety Action Plan. This will ensure the efficient and effective delivery of tangible benefits to the Shetland Community.

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### **Consultation**

Consultation on the strategy with the wider community will take place as detailed above for the Neighbourhood Compact prior to its final presentation to the Council and the Community Planning Board.

It is recognised that unless the community fully supports the Anti-Social Behaviour Strategy, it will be extremely difficult for agencies to effectively implement the strategy. Consultation and wider community involvement in the strategy will therefore be an integral part of its development.

#### **Review**

The Community Safety Partnership will monitor and evaluate the effectiveness of the Anti-Social Behaviour strategy and individual agency procedures, and recommend changes where required to improve the strategy and responses to anti-social behaviour. It will form part of a six monthly report on community safety to the Community Planning Board. They will also review the Anti-Social Behaviour Strategy on an annual basis.

#### **Links to other relevant Executive funded initiatives**

Quality of Life Initiative – options on the use of this funding to assist the work of the Neighbourhood Support Workers is to be considered.

Community Safety Partnership Awards – The Community Safety Assistant is jointly working on the preparation of the anti-social behaviour framework and all other work associated with this initiative.

Action Plan on Youth Crime – Housing is a member of the Youthlink Youth Crime Sub Group and is involved in the preparation of the Youth Crime Local Plan.

Homelessness Funding – provision of intensive supervision linked to the prevention and alleviation of homelessness as outlined below.

#### **Monitoring and evaluation**

**The following indicators have been selected in order to monitor the effectiveness of the scheme and to provide statistical return information on.**

- Statistical data

Impact on crime (based on levels of recorded crime and focusing on crimes such as vandalism, littering, house breaking and harassment)

Impact on the number of recorded incidents of anti-social behaviour

- Survey based indicators

Percentage of residents surveyed who rate the neighbourhood they live in as very good, or fairly good as a place to live

Percentage of residents who say that the following things are not very common or not at all common in their neighbourhood (noisy neighbours, vandalism & graffiti, groups of young people hanging around, people who have been drinking or using drugs, rubbish or litter lying around)

Percentage of residents who consider that warden schemes have made their neighbourhood a better place to live

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

We intend to gather the above information and additional baseline data from:

- Northern Constabulary's Community Consultation Report 2003 - Shetland
- Northern Constabulary's Annual Report 2002 – 2003
- Shetland Islands Council Area Command Report – Excellence in Community Policing 2003
- Community Safety Audit 2001
- Your Voice – a quarterly survey on safe Shetland involving a citizens panel of 500 – 700 people
- Scottish Household Survey 2002
- Recorded incidents of crime
- Recorded complaints of anti-social behaviour from Housing / Environmental Services, CAB
- Neighbourhood Support Workers log
- Environmental Services monitoring and surveys

This process is underway and initial findings are attached as Appendix 2. A database will be developed to ensure accurate recording, and analysis of the information provided to assist with monitoring the impact of the Neighbourhood Compact and Neighbourhood Support Workers.



**Services Committee - Wednesday 04 February 2004**  
**Agenda Item No. 02 - Public Appendix**  
**COMMUNITY WARDENS (NEIGHBOURHOOD SUPPORT WORKERS)**

**Background**

The capital of Shetland, Lerwick, has a population of 6830 (31% of the population of Shetland). It is a lively and vibrant community, visited on a daily basis by many residents from out with the Lerwick area. The Town Centre and Harbour area provides a focal point for the community, and is the first place seen by many visitors to the Islands. It is also a place where people meet and socialise before, during and after nights out in the pubs and restaurants in Lerwick.

Overall, Shetland is considered to be a very safe place to live, however it is recognised by all involved that anti-social behaviour does have an adverse effect on the quality of life of some Shetland residents.

**Consultation**

In addition to the consultation already carried out through the Housing Strategies Steering Group and with the Community Councils and Elected Members, consultation has also been held with a number of other agencies at a Community Safety Lerwick Town Centre Problem Solving Workshop, where the area of anti-social behaviour was widely discussed. Around 50 people representing the police, health board, council, voluntary sector, shopkeepers and publicans all met to address the growing concerns about violence and general anti-social behaviour in the town centre, particularly at the weekends.

The proposal to appoint four Neighbourhood Support Workers for the Lerwick area was favourably met, and felt to be a useful resource to assist with problems associated with littering, low-grade vandalism and as a means of bolstering public reassurance. It was felt that if the town's environment could be improved that could have a knock on effect on people's behaviour.

**Role**

It is expected that the role of the Neighbourhood Support Workers will be one of both crime prevention and environmental improvement, through the gathering of information, by reporting issues and problems to the appropriate agency to ensure rapid repair or renewal, and by engaging with the community to find practical solutions and raise awareness. It is hoped that the presence of the Neighbourhood Support Workers will also reassure people in the safety of their community.

Also, in order to support the work of the multi-agency anti-social behaviour teams and act as a deterrent to crime, an important role of the Neighbourhood Support Workers will be to act as the 'eyes and ears' of the community and local agencies, take on the role of professional witness where appropriate, and be a visible presence throughout the town.

It is anticipated that during the first three months of the scheme, the Neighbourhood Support Workers will evaluate and consult with the wider community on the benefits of them having the ability to issue fixed penalty notices for littering and dog fouling. It is known that these are two areas that the community regularly highlight as being the biggest problem, therefore this consultation will be carried out, with a view to giving this authority to the Neighbourhood Support Workers if required.

Additionally, helping to tackle youth crime by engaging positively with young people and the wider community is also seen as an important role of the Neighbourhood Support

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

Workers and they will be encouraged to speak with as many young people as possible to gauge their support for the scheme.

The Neighbourhood Support Workers will also occasionally assist other agencies currently involved with young people, by working with them to raise awareness of environmental issues and challenge attitudes in relation to littering, vandalism and other environmental issues. The workers will also carry contact details for information relating to health issues such as sexual health and substance misuse, which can be distributed to groups or individuals they encounter if felt appropriate. Any involvement in this area must compliment existing work that is already being carried out by Environmental Services, Community Development, Education, Health Promotion and other voluntary agencies e.g. SYIS.

It is also proposed that the Neighbourhood Support Workers carry dog-waste bags that can be distributed to dog owners and encourage 'responsible dog ownership' with dog walkers they meet.

Individuals believed to be causing a nuisance or misusing substances in public will be reported to the relevant authority. Instances of speeding or reckless driving will also be reported to the Northern Constabulary.

It is proposed that the areas and tasks covered by the Neighbourhood Support Workers will be responsive and flexible to local need and any requests for priority tasks from support agencies.

#### **Areas to be covered**

As can be seen from the statistics already gathered, not all anti-social behaviour occurs in the Town Centre area of Lerwick. Therefore, based on these findings and comments from other agencies involved in this area, it is proposed that the Neighbourhood Support Workers should gather information on Housing Estate Management, Environmental and Community Safety issues in areas in the town affected by vandalism, littering and dog fouling.

These areas are mostly known to the statutory agencies but detailed information will be invaluable in trying to tackle the problems in a co-ordinated manner and ensuring best use of resources.

It is therefore proposed to provide 4 Neighbourhood Support Workers to cover the whole area of Lerwick and not just the Town Centre. It is anticipated that they will be deployed flexibly and that their deployment will be based on the community intelligence received. At the start of the initiative the Neighbourhood Support Workers will cover four main routes as detailed below:

- Anderson High School - Commercial Street - Toll Clock Shopping Centre
- Sandveien and Nederdale
- Clickimin – Knab area
- North Road – Hayfield – Lerwick Crescents

#### **Shift Pattern and base**

The Neighbourhood Support Workers will be based in Housing, Fort Road, Lerwick. It is proposed that the Neighbourhood Support Workers work 21 hours each per week, on a 2-

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

week shift system, as detailed in Appendix 3. They will work in pairs, and carry out 'walk abouts' at varying times in Lerwick.

The Police will be provided with their shift patterns so that they are aware when they are working. In order to strengthen and develop the links with the Northern Constabulary it has been agreed that joint patrols with the beat officer will be one of the tactical options used where appropriate.

#### **Equipment**

The Neighbourhood Support Workers will be provided with mobile phones for reporting any incidents that need immediate action or summoning assistance should the need arise. Digital cameras and Dictaphones / Pocketbooks will be used to record information while on shift. They will wear jackets with Neighbourhood Support Worker and Scottish Executive printed on them, so that the public can clearly identify them while on patrol.

#### **Recording and monitoring of information**

Neighbourhood Support Workers will be expected, after each shift, to complete a report and return it to the Housing Service who will then collate the information. This information will be passed onto the appropriate agency as required and will be shared between all relevant agencies on a regular basis. If a serious incident or infringement is encountered, the Neighbourhood Support Workers will report the incident immediately to the relevant statutory body.

#### **Supervision and management**

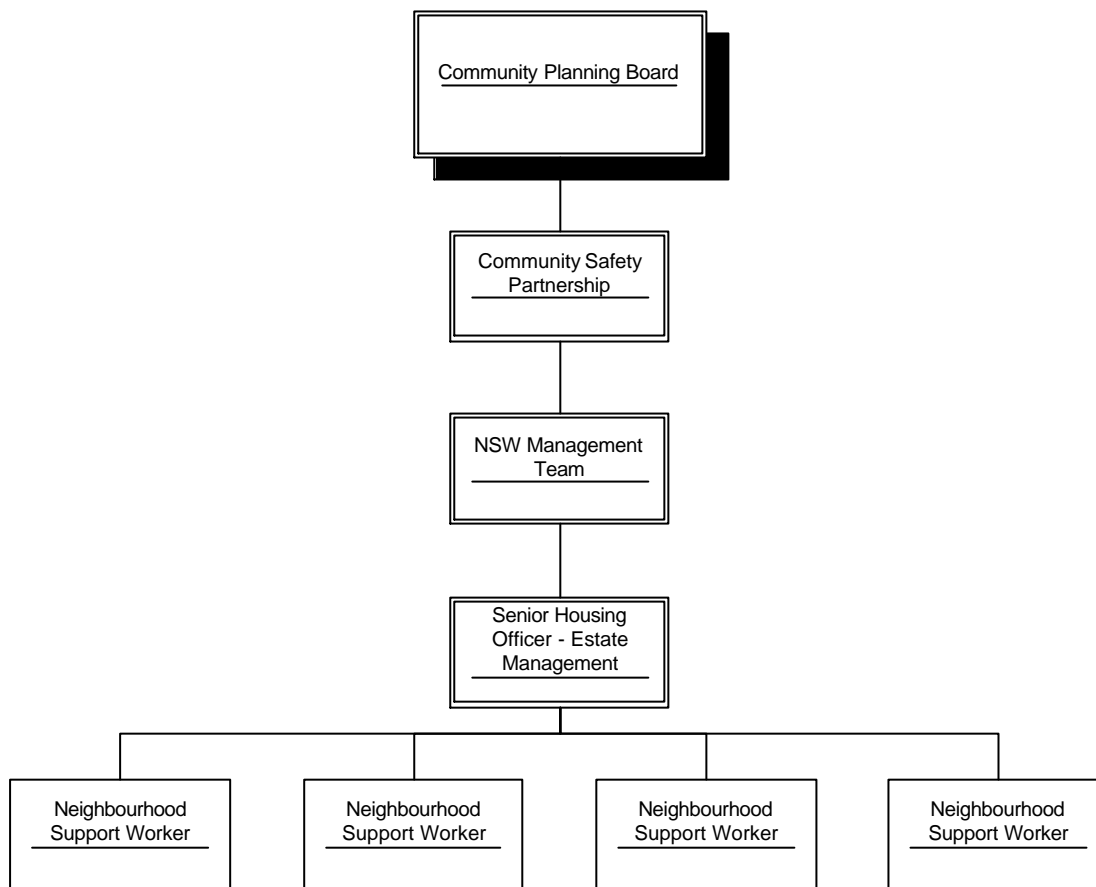
Whilst the Senior Housing Officer for Estate Management will supervise the Neighbourhood Support Workers on a day-to-day basis, it is intended that a management team, comprising of Housing, Environmental Services, Social Care, the Northern Constabulary, Community Safety, Community Development and Education will determine and review the overall priorities for the workers. It has been agreed that the representative of the Northern Constabulary will feed in tasking requests originated within the national intelligence model of intelligence led policing.

It is anticipated that this team will also monitor and review the routes and shifts of the Neighbourhood Support Workers and determine what priority tasks will be carried out each month by the workers.

## Services Committee - Wednesday 04 February 2004

### Agenda Item No. 02 - Public Appendix

A summary of the proposals for the management structure of the Neighbourhood Support Workers is as shown in the following diagram.



#### Training

Housing, Environmental Services, Social Care, the Northern Constabulary, Health Promotions, Community Safety and Legal will provide training to the Neighbourhood Support Workers. Further training will be provided as appropriate or required. The management team will develop a training plan as outlined in annex 5 of the guidance.

#### **Protocol**

Housing, Community Safety, Social Care and the Northern Constabulary will agree a protocol on the operation of the Neighbourhood Support Worker scheme at the Community Safety Partnership meeting in January 2004.

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### Timetable

The timetable for the remaining work to be carried out is as follows:

#### **Training**

- Development of training package January February 2004
- Delivery April 2004

#### **Protocol**

- Development of protocol January 2004

#### **Recruitment**

- Job Profiles January 2004
- Evaluation January / February 2004
- Advertisement February 2004
- Interviews March 2004
- In post April 2004

#### **Purchase of equipment**

- Lease of van April 2004
- Purchase of other items February / March 2004
- Purchase of clothing March 2004

#### **Review**

The Community Safety Partnership will evaluate and review the initiative on an annual basis over the two years of the schemes operation. The management team will produce an annual report on the initiative, which will feed into the review process.

Continuation of the initiative beyond two years will be dependent on the evaluation and recommendations by the Community Safety Partnership, and the management teams ability to locate and secure future funding through the development of links with other relevant initiatives.

#### **Initial Funding**

Funding of £80,000 per year for two year

Initial set up costs – 1 x PC / laptop, lease of van (logos)

Equipment – mobile phones, digital cameras, dictaphones, pocketbooks

Clothing – waterproof jackets (logos), waterproof trousers, hats, and gloves

Training – Housing, Environmental Services, Social Care, Police, NHS, Community Safety

Staff costs x 4 – APT & C Temporary, Pensions ER APT & C, Nat Ins ER APT & C, Islands Allowance, Sickness Benefit, Liability Insurance

Operating Costs – Stationery, Advertising, Postages, Mobile Call Charges, Mobile Contract/Conn Charges, Books & Publications, Miscellaneous, Car Allowance/Mileage

**Services Committee - Wednesday 04 February 2004**  
**Agenda Item No. 02 - Public Appendix**  
**COMMUNITY BASED INITIATIVES TO TACKLE ANTI-SOCIAL BEHAVIOUR**

**Dedicated anti-social behaviour teams**

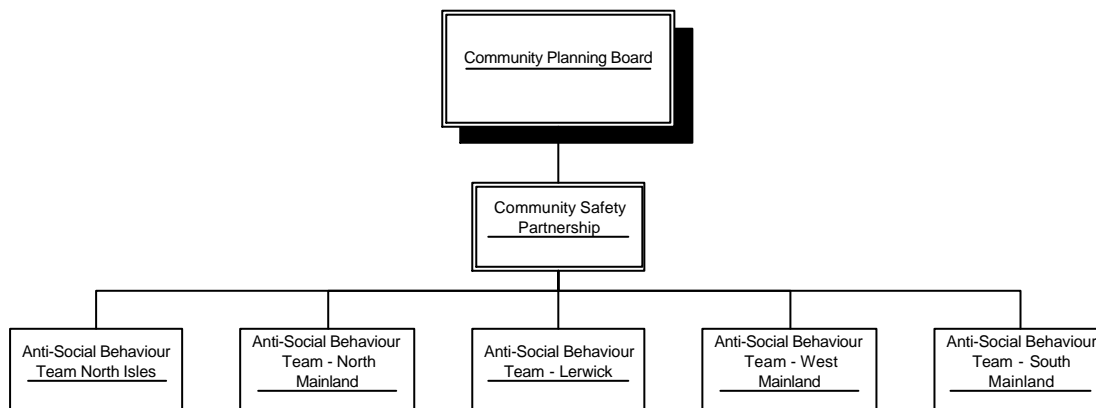
We propose forming an operational working group to meet and discuss anti-social behaviour issues in order to raise awareness of the issues and to find practical and innovative solutions to problems, whilst making best use of the available resources.

This group will meet in April 2004 and membership of the group will include – Housing Estate Management Officers, Neighbourhood Support Workers, Community Safety Officer, Environmental Services Officers, Social Worker, Northern Constabulary, Community Workers and Hjaltland Housing Association.

Other members could include Homeless Officers, Housing Support Workers, Outreach Workers from all agencies, and other agencies i.e. Advocacy Shetland, CAB, Shetland Tenants Forum as appropriate / required.

It is intended that this group will focus on operational issues and the resolution of particularly complex individual cases in order to deliver tangible benefits to the communities affected. Patterns of problems or particular relevant issues will be fed upwards to the Community Safety Partnership to assist with the monitoring of the anti-social behaviour strategy.

It is also proposed that similar anti-social behaviour teams will be formed in four main areas of Shetland out with Lerwick i.e. North Isles, North Mainland, West Mainland and South Mainland. These groups will be based in existing community offices and meet on a regular basis to discuss anti-social behaviour issues and share good practice. These area groups will also feed into the Community Safety Partnership to assist with the monitoring of the strategy.



No additional funding required, as these group can be set up and run through existing resources. Housing and Community Safety will jointly arrange the initial meetings of the groups.

**Intensive Supervision**

We propose that intensive supervision is carried out by existing Outreach workers from Housing and other agencies where required. Two Outreach Workers have been appointed through Homeless Strategy funding in order to prevent and alleviate homelessness. A support network for existing Outreach Workers is currently being developed to share good practice and ensure a range of training in all areas is provided.

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

The Outreach Workers will feed into the anti-social behaviour team and assist with the monitoring and evaluation of the strategy. No additional funding required, as this service can be provided through existing resources.

#### Mediation services

We propose creating an independent mediation officer post to be employed out with the Local Authority by CAB but part funded through this initiative. This is proposed to be a jointly funded post, by this initiative and CAB, which will provide an independent mediation service in relation to anti-social behaviour for all residents across all tenures throughout Shetland, and mediation in relation to consumer rights issues.

In relation to anti-social behaviour, there is minimal information on the likely demand for this service, as it has never been offered in Shetland before. However, housing receives an estimated average of 50 neighbour complaints of varying degrees per year. Our experience of dealing with these complaints, suggests that the provision of mediation at an early stage could have resulted in the early and successful resolution of many of the more complex and involved neighbour disputes.

The provision of a mediation service is seen as a very positive step and an extremely useful tool to assist with solving anti-social behaviour issues that might otherwise become very lengthy and distressing for the parties involved. We would also intend to ensure the service was well advertised and that training was provided to all staff to raise both public and staff awareness in the service. It is expected that this alone, will generate demand and interest in the service.

Funding of £35,000 to cover initial set up costs and staffing costs for one year. It is likely that this funding will also need to cover certificated training, as it is recognised that there is a small chance of a suitably skilled worker being immediately available with the Islands existing resources.

#### Support for witnesses

We propose developing the links with Witness Support and considering how best to support the ongoing development of this voluntary agency. Consider developing a service level agreement with the agency to provide this service to residents across all tenures throughout Shetland to fit in with the priorities identified through the development of the anti-social behaviour strategy.

#### Acceptable Behaviour Contracts

It is recognised that Acceptable Behaviour Contracts are a useful tool as a means of dealing with some instances of anti-social behaviour. It has been agreed that this is an area, all agencies would wish to see developed and be provided with training in, to ensure consistency in their use and application throughout Shetland. We therefore propose that development and training in the use of ABCs by the Local Authority, the Police, the NHS and other agencies is part of the independent mediation officer's role. ABCs can then be used by all agencies as an anti-social behaviour tool as appropriate.

# **Services Committee - Wednesday 04 February 2004**

## **Agenda Item No. 02 - Public Appendix**

Head of Housing Services: Chris Medley  
Executive Director: Jacqui Watt

Archie Stoddart  
Scottish Executive  
Development Department  
Housing Division 2  
Victoria Quay  
Edinburgh EH6 6QQ

Housing Business Support  
**Department of Community Services**  
Housing Services  
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If calling please ask for  
Vaila Simpson  
Direct Dial: 01595 744375

Our Ref:  
Your Ref:

Date: 09 January 2004

Dear Archie

### **Building Strong, Safe and Attractive Communities**

**I am writing with reference to your letter dated 24 December 2003 and to provide the additional information requested on Shetland Islands Council's final bid in relation to the above initiative.**

### **Anti-social behaviour team**

The Housing Estate Management service is currently provided on an area team basis. Each of the officers covers a 'landward' area of Shetland i.e.

Area 1	North Isles
Area 2	North Mainland
Area 3	West Mainland
Area 4	South Mainland

In addition, each of the officers covers a part of Lerwick.

Our proposal for anti-social behaviour teams in Shetland would mean that each officer would arrange and attend the anti-social behaviour sub-team meeting for their area. It is anticipated that any, or all of the officers would attend the central team meeting as required. It is not anticipated that any of the Executive's funding will be needed to establish these groups.



## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### **Mediation**

Further to my meeting with CAB it was agreed that we should create an part time post to be employed by CAB and funded through this initiative, to provide an independent mediation service in relation to anti-social behaviour only.

The proposal to extend the mediation to consumer issues is to be followed up separately by CAB and is dependent on CAB securing additional funding. Should funding be available, and if it is appropriate, the hours of the anti-social behaviour mediation officer may be extended to provide a consumer rights mediation service.

We intend to commence the recruitment process for this post in April 2004.

#### **Approval**

I can confirm that our Housing Strategies Steering Group approved the submission.

Should you have any further queries in relation to our bid, please do not hesitate to contact me on the above direct dial telephone number.

Yours sincerely

Vaila Simpson  
Senior Housing Officer – Strategy & Policy



# Shetland Islands Council



## Development of a Common Housing Register

Housing Business Support  
**Department of Community Service**  
Housing  
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## Development of a Common Housing Register

### Contact Details

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

Bid co-ordinator

Vaila Simpson

Senior Housing Officer – Strategy & Policy

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CHR Lead officer

Chris Medley

Head of Housing Service

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CHR Project Officer

Hazel Robertson

Research & Strategy Officer

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## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

#### **Background**

As the most northerly island authority in Scotland, Shetland's isolated location from the Scottish mainland presents particular challenges in delivering services that provide best value within our rural community. Shetland is 200 miles north of Aberdeen and comprises more than 100 islands, 16 of which are inhabited. The island capital of Lerwick is home to around one third of Shetland's population. Outside of Lerwick, Shetland is characterised by a high proportion of separate and scattered communities.

The dispersed island communities and their distinctiveness within the Shetland Islands, provide further challenges in ensuring that each community can access services that are relevant to the needs of the particular area, whilst providing an equal service across the local authority area.

There are two providers of social rented housing on Shetland - Shetland Islands Council Housing and Hjaltland Housing Association. Both providers have separate computerised allocation systems and each allocate from their own waiting lists based on their individual allocation policy.

Hjaltland Housing Association is now operating a full Choice Based Lettings system, with all available properties advertised in the weekly local paper and on their website, which is updated every week. A nomination agreement is in place and Shetland Islands Council currently nominate applicants to over 50% of Hjaltland Housing Association's vacant stock. A Section 5 Protocol Agreement has also been developed and is in place.

In earlier discussions with the CHR National Co-ordinator it was agreed that, given the small number of social rented housing providers in Shetland, and the high cost of linking the existing two computer systems, a full CHR in the true sense of the definition, was not necessarily the most appropriate option.

Instead, it was agreed that a common application form and further development of a Shetland web based Housing Options Guide to a more interactive advice and information site, with a shared database of social rented housing stock information would be sufficient to meet the objectives of a CHR. These steps would also be consistent with AS1.1 contained within the new regulatory framework, which relates to working with others to maximise and simplify access to housing.

#### **Current state of CHR development in your local area**

Shetland Islands Council, Hjaltland Housing Association, Shetland Tenant's Forum and Shetland Citizens Advice Bureau have produced in partnership a Guide to Housing Options in Shetland, which was funded by Homepoint, Communities Scotland.

It is available on the Internet and the site is designed to give access to a comprehensive range of Housing advice and information relevant to Shetland. The guide covers a wide range of housing information including - council rented accommodation, Hjaltland Housing Association, private rented accommodation, buying and building accommodation plus many other housing Issues. There are also Website links to Hjaltland Housing Association and the Shetland Islands Council's websites, and information on other voluntary and statutory organisations in Shetland who may be able to assist applicants with their housing needs.

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

It is our intention to submit a bid for funding to enable a part time CHR Project Officer to be appointed to further develop the Housing Options Guide and website. It is anticipated that the site will include an interactive map of Shetland, with links to the different types and numbers of housing available in each area of Shetland. It is hoped that the site will be able to provide information on vacancies available with each housing provider and information on the services and amenities available within each area. The site will also provide information on future housing developments and other information contained with Shetland's Local Housing Strategy.

Work is already underway on a common application form and a lot of progress has been made towards a first draft.

#### **Summary of bid**

Funding to enable the appointment of a CHR Project Officer to work 2 days per week on the development of a common application form and the further development of our web based Housing Options Guide including a shared database of available properties.

It is expected that the common application form will be in place by June 2004 and reviewed and updated as appropriate by March 2005. The development of the web based Housing Options Guide will be complete by March 2006.

#### **Details of local CHR working group**

A CHR working group has been established which will cover all issues in relation to the development of a common application form and the further development of the Housing Options Guide.

#### **Membership of the group consists of;**

Hazel Robertson	CHR Project Officer, SIC
Monique Hunter	Research & Information Officer, SIC
Catharin Haworth	Deputy Director, Hjaltland Housing Association ICT, SIC

#### **Aims and Objectives**

The group will be responsible for the design, production, monitoring (including applicant satisfaction surveys) and review of the common application form. The group will also be responsible for identifying key differences in policy and practice around the applications and assessment process of Shetland Islands Council and Hjaltland Housing Association. The group will make recommendations on procedural and policy changes to the appropriate decision making forum, to ensure the assessment of applications can be undertaken by either organisation and shared between the two housing providers.

The group will also be responsible for reviewing and updating the Housing Options Guide, the further development of the web based Housing Options Guide to an interactive site, the creation of a shared database of available properties and the production of information leaflets based on the Housing Options Guide.

The CHR working group will meet every two months. The CHR Project Officer will be responsible for arranging the meetings and keeping records of progress made.

**Services Committee - Wednesday 04 February 2004**  
**Agenda Item No. 02 - Public Appendix**  
**Outline CHR development plan for 2004/5 and 2005/6**

Staffing – Part time (14 hours) CHR Project Officer to be employed by SIC to work on behalf of the CHR working group. The objectives of CHR Project Officer Post will be to:

- Arrange regular CHR group meetings
- Production of minutes and record keeping
- Develop interactive web based Housing Options Guide
- Develop shared database of available properties
- Compare allocation policies and create a common application form
- Arrange printing of common application form
- Revise and produce related forms i.e. home visit, medical / social need forms, change of circumstance forms
- Update policies / procedures to reflect changes
- Develop procedures to ensure sharing of application information
- Produce Housing Options Guide leaflets
- Produce shared information leaflet on social housing in Shetland
- Undertake an audit of joint training needs and arrange appropriate training as required

The above objectives will incur costs in relation to the following:

- ICT Development – ICT Training
- Admin costs in relation to consultation and printing forms / leaflets

**Milestones**

Common application form	June 2004
Applicant satisfaction survey	June 2004
Assessment and revision of other forms	Sept 2004
Develop new information sharing procedures	Sept 2004
Audit of joint training needs	Dec 2004
Update policies and procedures	Mar 2005
Produce Housing Options Guide leaflets	Mar 2005
Creation of shared database	Mar 2005
Complete work on Housing Options Guide web site	Mar 2006
Additional costs - accommodation costs at Fort road to be covered by SIC.	
Accommodation costs at Market Street to be covered by HHA.	

**Financial expenditure plan for 2004/5 and 2005/6**

	2004/05	2005/06
Salary Costs inc Island Allowance	£7543.35	£7995.88
Employee costs	£1660.70	£1765.90
ICT Training / admin costs	£700.00	£200.00
<b>Total</b>	<b>£9904.05</b>	<b>£9961.78</b>

**RSL information**

## **Services Committee - Wednesday 04 February 2004**

### **Agenda Item No. 02 - Public Appendix**

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Stock – 341 general needs and amenity units, 13 sheltered units – total 354

Two thirds of the rented stock is located in Lerwick and Scalloway and the rest is located in settlements on the Shetland mainland and the islands of Whalsay, Bressay, Burra and Unst.

Shetland Islands Council

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Stock – 1822 general needs and amenity houses and flats, 288 sheltered and very sheltered units – total 2110. Shetland Islands Council's stock is well distributed in settlements throughout the Shetland mainland and outer islands, although just over half is in Lerwick.

Both landlords are participating in the development of a common application form and interactive Housing Options Guide and are represented on our CHR working group.





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## **REPORT**

**To:** Services Committee

4 February 2004

**From:** Executive Director – Community Services

### **RECOMMENDATIONS FOLLOWING THE LERWICK TOWN CENTRE PROBLEM-SOLVING WORKSHOP**

#### **1. Introduction**

- 1.1 The purpose of this report is to make all SIC Members aware of the information and recommendations from the Lerwick Town Centre Problem-Solving Workshop, held on Wednesday 19<sup>th</sup> November, and to give an opportunity for comment to be made from a Council perspective.

#### **2. Background**

- 2.1 Anti-social behaviour is recognised as a community problem, and over the past twelve months that problem has been escalating, particularly in Lerwick Town Centre, with incidents varying from vandalism to serious assaults.
- 2.2 To address the issues that face the town centre every weekend, the Shetland Community Safety Partnership (CSP) has taken the lead in trying to combat the increase in anti-social behaviour in the town. The CSP is made up of representatives from Shetland Islands Council, Northern Constabulary and NHS Shetland.
- 2.3 A wide variety of other agencies have a role to play in tackling the root causes of anti-social behaviour, and the Partnership organised a half-day workshop, on Wednesday 19<sup>th</sup> November, and invited a range of agencies and individuals to attend.

- 2.4 The aim of the workshop was to allow people from a range of backgrounds to identify and address the issues facing our community, and recommend potential sustainable solutions to the problems.
- 2.5 Presentations were given by Mary Lisk (Environmental Services); Karen Smith (Shetland Youth Information Service); Beatrice Nisbet (Shetland Retailers Association); Finlay Macbeath (Northern Constabulary); Peter Smith (Scottish Ambulance Service) and Brian Hill (Legal Services). Each presentation gave a different perspective to the problems that occur every weekend in the town centre and how they impact on the whole community.
- 2.6 Following on from the presentations, attendees were split up into four discussion groups. The questions to be discussed were “Everyone has seen examples of what happens in Lerwick Town Centre regularly. What do you consider the major issues to be and how do they impact on our community?” and “What solutions, or potential solutions, would you like to see adopted to address these issues and the concerns of our community? “
- 2.7 The issues that were repeatedly highlighted by all the groups were the increase in people’s fear of crime in Lerwick, alcohol misuse, litter and glass and people’s overall lack of respect and personal responsibility.
- 2.8 The list of solutions from each group was extensive and diverse, however, the key issues that kept being raised worthy of further investigation were CCTV, an alcohol bye-law, an alternative entertainment venue and a variety of licensing issues. A full list of suggested actions is attached as Appendix A.

### **3. Proposals**

- 3.1 It is proposed that the Services Committee supports the activities of the Community Safety Partnership to address the issues raised in Appendix A and gives guidance as to which issues it would wish to be investigated further.

### **4. Financial Implications**

- 4.1 There are no financial implications arising from this report, although some costs may be incurred for such items as a CCTV feasibility study. Any such proposals will be put to funding bodies as mandated.

**5. Conclusions**

- 5.1 It is clear that recent events have highlighted the concern of several agencies regarding community safety in Lerwick Town Centre. With support from the SIC, the CSP and its partner agencies will use its delegated authority to prioritise and address some of the issues raised.

**6. Policy and Delegated Authority**

- 6.1 The Services Committee has delegated authority to implement decisions within its remit for which the overall objectives have been approved by the Council, in addition to appropriate budget provision (Min Ref: 70/03). The Services Committee remit includes responsibility for Community Safety and carries out this responsibility in terms of the Council's strategic objectives set out in the Corporate Plan and Community Safety Strategy Draft 2001.

**7. Recommendations**

- 7.1 I recommend that the Services Committee supports the activities of the Community Safety Partnership to address the issues raised in Appendix A and gives guidance as to which issues it would wish to be investigated further.

February 2004

Our Ref: JW/JAW/CW

Report No: CMSD-02-F



## APPENDIX A

### ACTION POINTS ARISING FROM THE WORKSHOP

The following list summarises the potential solutions that were put forward at the problem-solving workshop. Some of them are contradictory but the themes will be progressed in consultation with stakeholders.

### List of Issues

#### Anti-Social Behaviour/Environmental Issues

- Litter/Glass
- Unprovoked violent assaults
- Substances affecting behaviour
- Lighting – in the lanes
- Late night crowds
- Misuse of alcohol & the consequences
- Violence – perceptions
- Safety – feeling unsafe
- Increase in violence
- Increasing fear of crime in Lerwick
- The people who committing the assaults are sober – it's the victims who are drunk
- There has always been violence – it's nothing new
- Gang culture
- Large numbers of people on the Street
- Intimidation/bad language
- Not just a Friday or Saturday night
- Links with alcohol - alcopops
- Drunkenness
- Socialising
- Narrow, confined area
- Impact on residences, young people, businesses and policing
- Concentrates resources in one area

#### Education Issues

- Effect on children
- Mis-comprehension of actions
- Lack of respect – for self, property, community, other people
- Lack of pride
- Attitudes
- Societal problem
- Inconsistencies in society
- Negative outlook
- Cultural attitudes

- Diminishing respect
- “Don’t care” attitude
- Condoned acts – due to fear
- Lack of parental control, discipline and personal responsibility
- Attitudes make it difficult to challenge
- Changes in attitudes to education in general
- No instruction on how to behave
- “We are educated for the classroom not for life”
- Has the discipline pendulum swung too far the other way?
- Effect of empowerment of young people – with rights comes responsibilities
- The Market Cross is an attractive place to be - features in the social calendar of young people
- “Just say no” doesn’t work
- Huge parental dilemma – how do you make harm reduction a reality?
- Still the perception that “drugs are worse”

### **Licensing Issues**

- Adults buying alcohol for young people
- Shopkeepers selling alcohol to young people
- Misuse of alcohol & the consequences

### **Miscellaneous**

- Media message to the community
- Effect on tourism
- Town Centre businesses are suffering
- Part of the society we live in – it isn’t just a problem in Lerwick – it is nationwide

## **LIST OF RECOMMENDATIONS**

The following list is all the potential solutions that were put forward at the problem-solving workshop.

### **Anti-Social Behaviour/Environmental Issues**

- A wider choice of available entertainment for families and individuals
- Restorative justice
- Community transport
- CCTV
- Alcohol bye-law for public places
- Not allowing groups to form
- More rigorous enforcement
- Increase police particularly at peak times and on foot on the street
- Neighbourhood Support Workers – high-visibility patrols
- Introducing shutters to businesses on the Street that are used as weather shelters
- Fixed penalties for littering – possibly one of the roles of the neighbourhood support workers
- Provide food at nightclubs
- Improved street lighting – floodlighting versus heritage lighting?

### **Education Issues**

- Better parental education – pre-birth+
- Early intervention
- More holistic education
- Set agreed boundaries for all agencies and organisations – draw the line with young people
- Parental accountability
- Education
- Develop a sense of respect – changing culture

### **Licensing Issues**

- More responsible licensees/bar staff
- Alcohol bye-law for public places
- Unlicensed events
- Closing times of fast-food outlets
- Stopping glass coming out of pubs etc.
- Highlighting licensees responsibilities & penalties for non-compliance
- Longer/late licensing hours – a pilot scheme – allowing pubs to stay open until 6am
- Raised awareness of the law on alcohol sales – linked to enforcement
- Proof of age cards
- Licensing hours
- Nature of pubs/training/door stewards/ServeWise
- Late night cafes
- Staggered licensing hours
- Refusal of bar staff to serve alcohol to those who are already drunk
- Introduce conditions on late night fast food premises & when granting late licenses, for example, to ensure coffee, soft drinks and food are readily available
- Alcohol-free nights
- Link the operating hours of late night catering establishments to the closing times of pubs
- Assess attitudes to drinking throughout the wider community

### **Miscellaneous**

- Better supervision
- Cinema/bowling alley – family events
- Multi-agency support & consistency
- Range of alternative activities, especially on a Friday and Saturday night
- Dialogue with young people – ask them what they see as the problems/solutions
- Speak to young people
- Reduce the attraction of the Street
- Learn from Fusion – Orkney/Stornoway/Angus
- Skateboard park – consider relocating it closer to the Town Centre
- Encourage the opening of a “sit-in” late night café, for example, the Garrett, as it would encourage people to spread out throughout the town centre, making crowds easier to manage







## **REPORT**

**To:** Services Committee

4 February 2004

**From:** Head of Education

### **ZETLAND EDUCATIONAL TRUST**

#### **1. Introduction**

1.1 This report proposes that the Zetland Educational Trust Scheme should be amended to make better use of the resources available and to be more suited to modern educational needs and aspirations.

#### **2. Background**

- 2.1 The Zetland Educational Trust comprises a number of endowments as specified in the Zetland Educational Trust Schemes 1961 to 1965 which are vested in the Council as the governing body. The amounts currently available in any individual award are small and not particularly suited to modern educational needs.
- 2.2 The schedule of the present scheme is attached as Appendix A and Members will note the amounts are generally negligible and probably no longer achieve the original intentions of those who donated the endowments. In addition, the amount that can be awarded annually within the current scheme is significantly less than the revenue generated by the Trust.
- 2.3 During 2002 a long-standing investment matured resulting in the amount of annual revenue generated by the Zetland Educational Trust being in the region of £26,000. If the Trust was reorganised there could be an opportunity to use this annual revenue for additional educational activities for the benefit of all pupils throughout Shetland. If there was added to the current limited purposes to which the funds may be applied a general educational purpose, this would mean that the funds could be applied for matters such as the bi-annual Science and Technology Fair, the Global Classroom, and other initiatives which may arise in the future.

- 2.4 The provisions for reorganising educational endowments are contained in the Education (Scotland) Act 1980. Section 105 enables an education authority to prepare draft schemes for the future government and management of education endowments. However, the powers are not unrestricted and in particular the education authority should have regard to the spirit of the intention of the founders as embodied in the original deed constituting the endowment. Any amendments will be subject to public scrutiny before they can finally be adopted in terms of the procedures set out in Section 112 of the 1980 Act.

### **3. Proposals**

- 3.1 It is proposed that an amended scheme for the Zetland Educational Trust should be developed. This will make better use of the resources by making provision for applying the funds under a 'general educational purposes' heading in addition to the existing categories of the small individual awards.
- 3.2 It is proposed that the Head of Education, in consultation with officers from Legal and Administration, decide on the terms of the amended scheme to include the proposal at 3.1 and any other amendments deemed suitable, and to make all arrangements necessary for publication of the draft scheme and finalisation of it. The Head of Education will then report back to Members for approval of the amended grant scheme.
- 3.3 Elected Members will be asked to approve annually grants from the Zetland Educational Trust by considering a report from the Head of Education.

### **4. Financial Implications**

- 4.1 There are no financial implications arising from this report as it is intended that only the revenue generated annually from the Zetland Educational Trust is made available on an annual basis.

### **5. Policy and Delegated Authority**

- 5.1 All matters relating to Education stand referred to the Services Committee (Min Ref: SIC 70/03). The Services Committee only has delegated authority to make decisions on matters within approved policy, and for which there is a budget.
- 5.2 The Council is empowered to make grants from the Zetland Educational Trust in accordance with the Scheme. All the powers are not currently delegated. Authority to amend the Scheme is not a

matter which has been delegated and accordingly any decision to do so rests with the Council.

## **6. Conclusions**

- 6.1 The Zetland Educational Trust is no longer suited to the needs and aspirations of a modern Education Service and should be amended to allow expenditure on more general educational purposes from the revenue generated annually.

## **7. Recommendations**

I recommend that the Services Committee recommends to the Council that:

- 7.1 the proposals with respect to the Zetland Educational Trust set out in section 3 above are adopted.

January 2004

Our Ref: AJ/ME

Report No: ED-01-F





## **REPORT**

**To:** Services Committee

4 February 2004

**From:** Head of Education

### **EDUCATION SERVICE - SERVICE IMPROVEMENT PLAN**

#### **1. Introduction**

- 1.1 There is a duty on Education Authorities to produce a statement of education improvement objectives annually in terms of the Standards in Scotland's Schools etc Act 2000. These have to be produced annually by December.
- 1.2 A corporate framework for service plans has been produced for all services. This is the format which has been used for this Improvement Plan.
- 1.3 There has been wide ranging consultation with all promoted members of staff in schools, School Boards, pupils and central staff through an audit of the Education Service. This has been used to inform the Education Service - Service Improvement Plan.
- 1.4 The draft Education Service - Service Improvement Plan which had to be produced by December 2003 is placed in the Members Room for reference. This is the first Services Committee following the production of the Improvement Plan for it to be approved.
- 1.5 There is an executive summary of the Improvement Plan which is attached as Appendix A. This details all the improvement objectives for the year ahead.
- 1.6 A separate summary for schools is attached as Appendix B. This details for schools the priorities we would like them to consider in their development plans for 2004/2005.

#### **2. Background**

- 2.1 The Education Service audited using Quality Management in Education. Information was gathered from all promoted members of

Services Committee - Wednesday 04 February 2004

Agenda Item No. 05 - Public Report

staff in schools, School Boards, central staff and pupils. This informed the improvement objectives for the plan.

- 2.2 The Community Services Service Plan (CSSP) is a strategic document for the four service areas: Education, Housing, Social Care and Community Development. This Education Plan meets many of the objectives stated in the strategic plan (CSSP). There are also links to other plans which are relevant to Education in the Education Service - Service Improvement Plan including the Corporate Plan.
- 2.3 The objectives have been developed into an action plan and sent to stakeholders as part of the consultation process during January 2004.

### **3. Financial Implications**

- 3.1 There are no financial implications arising from this report. All costs within the plan are part of the Education Service budgets or external funding.

### **4. Policy and Delegated Authority**

- 4.1 All matters related to education stand referred to the Services Committee (Min Ref: SIC 70/03). The Services Committee has delegated authority to make decisions on matters within approved policy, and for which there is a budget.

### **5. Recommendation**

- 5.1 I recommend that the Services Committee approve the Education Service - Service Improvement Plan.

January 2004

Our Ref: HB/ME

Report No: ED-02-F

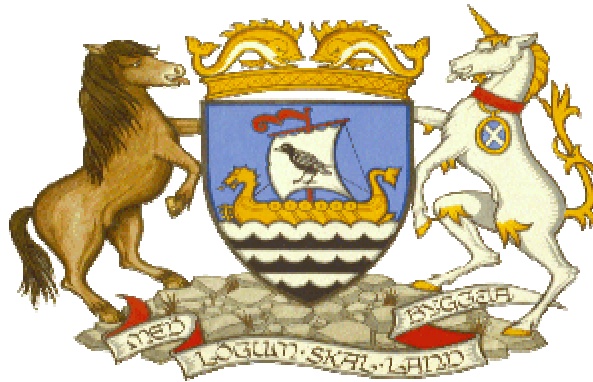




## **APPENDIX A**

SHETLAND ISLANDS COUNCIL

# **COMMUNITY SERVICES EDUCATION SERVICE**



## **EXECUTIVE SUMMARY DRAFT SERVICE IMPROVEMENT PLAN DECEMBER 2003**

**SHETLAND ISLANDS COUNCIL**

**COMMUNITY SERVICES**

**EDUCATION SERVICE**

**DRAFT SERVICE**

**IMPROVEMENT PLAN**

**DECEMBER 2003**

**INTRODUCTION**

The purpose of this executive summary is to:

- detail the objectives in the action plan section of the Education Service Improvement Plan
- align each to the relevant aim of the Education Service
- act as a handy reference document for stakeholders.

Each objective is followed in brackets by the area of Education Service work it relates to. The abbreviations used are as follows:

Quality Management in Education - QMIE

<b>Strategic Management</b>	<b>1</b>
<b>Consultation and Communication</b>	<b>2</b>
<b>Operational Management</b>	<b>3</b>
<b>Resource and Financial Management</b>	<b>4</b>
<b>Performance Management and Evaluating Performance</b>	<b>5</b>

The National Priorities in Education - NP

<b>Achievement and Attainment</b>	<b>1</b>
<b>Framework for Learning</b>	<b>2</b>
<b>Inclusion and Equality</b>	<b>3</b>
<b>Values and Citizenship</b>	<b>4</b>
<b>Learning for Life</b>	<b>5</b>

**Education Service Vision Statement**

To create and maintain a framework and culture in which individual learners can strive to realise their full potential.

**Aims**

**Policy and Planning**

To develop, maintain, promote and gain agreement to the vision, culture and strategic direction of our Education Service.

Relevant Action Plan Objectives

**To ensure the vision and aims are understood and taken forward in all areas of the Education Service. (QMIE 1)**

**To ensure the Education Service participates in the management of Community Services. (QMIE1)**

**To develop citizenship within the local context. (NP4)**

**To encourage School Boards to take an active role in pupil and parents' learning. (NP4)**

**To implement the strategy for Youth Voice. (NP4)**

**To develop a programme of study in accordance with the Homelessness Strategy. (NP4)**

### **Improving Standards**

**To provide Quality Assurance which evaluates standards of Education Service delivery and drives continuous improvement.**

Relevant Action Plan Objectives

**To establish a cycle for policy review. (QMIE1)**

**To support Education Development Officers in Quality Assurance visits to Pre-School settings. (QMIE1)**

**To develop the effectiveness of centrally employed staff. (QMIE3)**

**To meet the standard for Investors in People. (QMIE3) (NP2)**

**To support schools in developing their approaches to quality assurance. (QMIE5) (NP1 and 3)**

**To continue to develop Quality Assurance focussed visits by Education Development Officers. (QMIE5)**

**To progress with programme of Quality Assurance Team Visits. (QMIE5)**

**To develop quality assurance processes within the Behaviour Support Base to support improvement. (QMIE5) (NP3)**

**To review systems of pupil tracking and to facilitate the sharing of good practice in this area. (NP1)**

**To establish an MIS Support Post which will offer support to staff in the analysis of attainment-related data. (NP1)**

**To contribute to the development, delivery and evaluation of an efficient Education Service, in partnership, and alone, which meets the needs of learners, stakeholders and the community.**

Relevant Action Plan Objectives

**To produce consultation guidelines for education. (QMIE2) (NP4)**

**To ensure the guidelines for Communication are implemented. (QMIE2) (NP4)**

**To increase the effectiveness of Education Service Management communication with school staff. (QMIE2)**

**To implement the Service Planning process. (QMIE3)**

**To provide a programme of professional development opportunities for Head Teachers and aspiring Head Teachers. (QMIE5) (NP2)**

**To identify secondary subjects where trends show that relative ratings could be enhanced at authority level and to take appropriate steps to offer support for these subject areas, as necessary. (NP1)**

**To identify gender inequalities in achievement and to develop initiatives to reduce these. (NP1)**

**To develop a range of strategies to challenge able pupils. (NP1) (NP3)**

**To deliver an agreed approach to curriculum planning and flexibility. (NP1)**

**To implement Future Learning and Teaching (FlaT) within Global Classroom. (NP1) (NP4)**

**To develop shared learning and teaching of specific Higher courses with global partners. (NP1) (NP4)**

**To develop Students as Researchers through their involvement in school self-evaluation. (NP1) (NP4)**

**To improve the delivery of the 5-14 Curriculum. (NP1) (NP2)**

**To increase participation in the Assessment is for Learning Programme. (NP1)**

**To extend Early Intervention Strategies beyond the early years. (NP1)**

**To increase enthusiasm for personal and private reading in Primary 6-Secondary 2 pupils. (NP1)**

**To implement Performance Indicators in the Primary School (PIPS) programme. (NP1)**

**To further develop a programme of Continuing Professional Development activities relevant to the training needs of all teaching staff. (NP2)**

To further develop school-management training opportunities through participation in the Scottish Qualification for Headship programme and its proposed revised framework. (NP2)

To provide a programme of professional development activities for probationer teachers which supports them in meeting The Standard For full Registration. (NP2)

To support school-based initiatives to promote positive behaviour. (NP2)  
(NP3)

To produce operational guidelines on Exclusion. (NP2)

To identify the development needs of the Education Development Officer team. (NP2) (QMIE3)

To identify the development needs of Assistant Adviser team and other service staff. (NP2) (QMIE3)

To ensure the protection of all pupils in relation to child-protection issues. (NP2)

To support the Masterclass initiative. (NP2)

To support school-based initiatives to improve self-esteem and promote positive behaviour. (NP2)

To develop a common science course across P6 – S2. (NP2)

To enhance Future Learning and Teaching within The Global Classroom. (NP2)

To implement the Action Plan for developing Information Communication Technology across Early Years provision. (NP2)

To develop skills of staff in working with 3 year olds. (NP2)

To improve support available for the Pre-school curriculum. (NP2)

To initiate a Northern Early Years Forum. (NP2)

To develop an anti-bullying policy. (NP4)

To develop programmes of study for modern languages. (NP2)

To improve attainment of lowest performing pupils. (NP3)

To review Managing Inclusion Guidelines. (NP3)

To further develop the New Bruce Initiative. (NP3)

To improve attainment of Looked After Children. (NP3)

To improve provision for pupils with language / communication difficulties. (NP3)

To work with Community Development on the TOPs Start, Play and Sport programmes. (NP3)

To improve the level of support provided to vulnerable young people. (NP3)

To audit the teaching of thinking skills, in particular critical thinking skills, and establish sharing of best practice in this area. (NP5)

To increase participation of pupils in local and national performances and events. (NP5)

To extend instrumental exams to include Traditional Fiddle and Drum Kit. (NP5)

To implement the recommendations of Determined to Succeed. (NP5)

To enable schools to take a whole school approach towards Health Promoting School status. (NP5)

To implement the recommendations of Hungry for Success. (NP5)

To establish steering group for careers education in secondary schools. (NP5)

To promote science through the Shetland Science and Technology Fair. (NP5)

## **Management and Administration**

To manage and evaluate systems and resources to provide an efficient and on-going education service according to the principles of Best Value.

### **Relevant Action Plan Objectives**

To develop equitable staffing levels for each school to ensure parity of resource allocation. (QMIE 4)

To progress the Best Value Service Review of the Education Service. (QMIE4)

To recruit and train Devolved School Management Officers. (QMIE4)

To audit school resources to ensure Best Value. (QMIE4)

To improve the provision of Information Communication Technology resources in schools in line with Information Communications Technology Education Strategy. (QMIE4)

Services Committee - Wednesday 04 February 2004  
Agenda Item No. 05 - Public Appendix

To review the revised Devolved School Management Scheme. (QMIE4)

To comply with the agreement reached following the McCrone Report. (NP2)

To develop a procedure for commissioning new groups. (NP2)

To ensure the development of an Additional Support Needs Base in the Anderson High School. (NP3)

To review Support For Learning audit and staff allocation. (NP3)

To establish Joint Funding procedure for off-island placements. (NP3)

To implement Access Strategy. (NP3)

To improve uptake of free school meals. (NP3)

To review the behaviour support service. (NP3)

To develop guidelines for visitors to schools. (NP4)

To help develop action plans in cultural education as part of the Championing Culture in Scottish Schools Initiative and which will take into account the outcome of the Best Value Service Review of Expressive Arts. (NP5)

To effectively manage the instrumental service. (NP5)

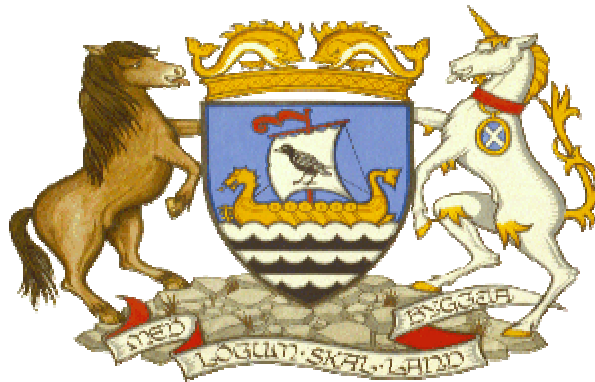




APPENDIX B

SHETLAND ISLANDS COUNCIL

# **COMMUNITY SERVICES** **EDUCATION SERVICE**



## **SUMMARY FOR SCHOOLS** **DRAFT SERVICE** **IMPROVEMENT PLAN** **DECEMBER 2003**

### Summary for schools of the Education Development Improvement Plan December 2003

The following education service's objectives are directly related to schools. They have been matched to the areas of How Good is Our School 2002? Five of the objectives are being highlighted for consideration in your school development plan. The others can also be considered if they are relevant to development work in your school. The page numbers refer to the pages in the Improvement Plan for easy reference.

<b>Priorities which should be considered for school development plans</b>	<i>Page Ref to Plan</i>
To develop an anti-bullying policy.	76
To implement the recommendations of Determined to Succeed.	80
To develop citizenship within the local context.	73
To implement the recommendations of Hungry for Success.	81
To support schools in developing their approaches to quality assurance.	41

<b>Curriculum</b>	<i>Page Ref to Plan</i>
To deliver an agreed approach to curriculum planning and flexibility.	48
To improve the delivery of the 5-14 Curriculum.	49
To develop a common science course across P6 – S2.	60
To implement the Action Plan for developing Information Communication Technology across Early Years provision.	61
To improve support available for the Pre-school curriculum.	62
To develop programmes of study for modern languages.	63
To develop a programme of study in accordance with the Homelessness Strategy.	85
To promote science through the Shetland Science and Technology Fair.	82

<b>Attainment</b>	<i>Page Ref to Plan</i>
To identify secondary subjects where trends show that relative ratings could be enhanced at authority level and to take appropriate steps to offer support for these subject areas, as necessary.	45
To review systems of pupil tracking and to facilitate the sharing of good practice in this area.	46
To improve attainment of Looked After Children.	68
To implement Performance Indicators in the Primary School (PIPS) programme.	51

<b>Learning and Teaching</b>	<i>Page Ref to Plan</i>
To implement Future Learning and Teaching (FlaT) within Global Classroom.	47
To develop shared learning and teaching of specific Higher courses with global partners.	48
To increase participation in the Assessment is for Learning Programme.	51
To extend Early Intervention Strategies beyond the early years.	52
To increase enthusiasm for personal and private reading in Primary 6-Secondary 2 pupils	52
To enhance Future Learning and Teaching within The Global Classroom.	60
To help develop action plans in cultural education as part of the Championing Culture in Scottish Schools Initiative and which will take into account the outcome of the Best Value Service Review of Expressive Arts.	78
To audit the teaching of thinking skills, in particular critical thinking skills, and establish sharing of best practice in this area.	78

<b>Support for pupils</b>	<i>Page Ref to Plan</i>
To support school-based initiatives to promote positive behaviour.	55
To produce operational guidelines on Exclusion.	56
To ensure the protection of all pupils in relation to child-protection issues.	57
<u>To develop an anti-bullying policy.</u>	76
To review Managing Inclusion Guidelines	66
<u>To implement the recommendations of Determined to Succeed.</u>	80
To establish steering group for careers education in secondary schools.	81

<b>Ethos</b>	<i>Page Ref to Plan</i>
To support school-based initiatives to improve self-esteem and promote positive	59

Services Committee - Wednesday 04 February 2004  
 Agenda Item No. 05 - Public Appendix

behaviour.	
<u>To develop citizenship within the local context.</u>	73
To encourage School Boards to take an active role in pupil and parents' learning.	74
To enable schools to take a whole school approach towards Health Promoting School status.	80
<u>To implement the recommendations of Hungry for Success.</u>	81
<hr/>	
<b>Resources</b>	<i>Page Ref to Plan</i>
To develop equitable staffing levels for each school to ensure parity of resource allocation.	38
To recruit and train Devolved School Management Officers.	39
To audit school resources to ensure Best Value.	39
To improve the provision of Information Communication Technology resources in schools in line with Information Communications Technology Education Strategy.	40
To review the revised Devolved School Management Scheme.	40
To establish an Management Information System Support Post which will offer support to staff in the analysis of attainment-related data.	47
To develop a range of strategies to challenge able pupils.	47
To further develop a programme of Continuing Professional Development activities relevant to the training needs of all teaching staff.	53
To initiate a Northern Early Years Forum.	63
To review the behaviour support service.	71

Services Committee - Wednesday 04 February 2004  
 Agenda Item No. 05 - Public Appendix

<b>Management, leadership and quality assurance</b>	<i>Page Ref to Plan</i>
To ensure the vision and aims are understood and taken forward in all areas of the Education Service.	31
To produce consultation guidelines for education.	33
To ensure the guidelines for Communication are implemented.	33
To increase the effectiveness of Education Service Management Communication with school staff.	34
<u>To support schools in developing their approaches to quality assurance.</u>	
<u>To continue to develop Quality Assurance focussed visits by Education Development Officers.</u>	<u>42</u>
To progress with programme of Quality Assurance Team Visits.	42
To develop quality- assurance processes within the Behaviour Support Base to support improvement.	43
To provide a programme of professional- development opportunities for Head Teachers and aspiring Head Teachers.	44
To develop Students as Researchers through their involvement in school self- evaluation.	50
To further develop school-management training opportunities through participation in the Scottish Qualification for Headship programme and its proposed revised framework.	54
To comply with the agreement reached following the McCrone Report.	58





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## **REPORT**

**To:** Services Committee

04 February 2004

**From:** Grants Officer  
Community Development

### **SHETLAND COUNCIL OF SOCIAL SERVICE – SUPPORT GRANT**

#### **1. Introduction**

- 1.1 The purpose of this report is to seek approval to provide a support grant to Shetland Council of Social Service towards their estimated expenditure for 2004/2005.**

#### **2. Background**

- 2.1 From 1959 to 1979 Shetland Council of Social Service (SCSS) was closely associated with economic development. Since 1979 it has developed as an umbrella organisation for social and welfare groups.
- 2.2 The former Leisure and Recreation Committee supported the work of the SCSS by means of grant aid from 1979 until 1997 since when the formerly titled Community Services Committee has awarded an annual support grant.
- 2.3 The SCSS aims to develop voluntary action, to provide a range of services to voluntary organisations, and to provide a forum for these organisations and local statutory bodies to discuss matters of common concern.

#### **3. Present Position**

- 3.1 The management and executive of SCSS have submitted an application for a support grant from Shetland Islands Council for 2004/2005. Support Grants approved over the last three years are as detailed over in Table 1.

**Table 1**

<b>FINANCIAL YEAR</b>	<b>TOTAL ANNUAL EXPENDITURE</b>	<b>SCSS GRANT</b>	<b>NEW SHETLANDER GRANT</b>
2001/2002	£187,669	£16,939	£9,845
2002/2003	£192,380	£17,363	£10,092
2003/2004	£198,582	£17,798	£10,344

This application for funding is attached as Appendix A to this report.

- 3.2 Bearing in mind the Council's budget strategy for 2004/2005 an increase of 2.5% on the 2003/2004 award is deemed appropriate.

#### **4. Proposed Funding**

- 4.1 It is proposed that a support grant of £19,783 be offered to SCSS based on an increase of 2.5% on the 2003/2004 award. This award should be offered from the appropriate budget for 2004/2005 subject to the availability of finance.

#### **5. Financial Implications**

- 5.1 It is proposed that a grant of £19,783 be awarded to the SCSS, the source of this grant being Grants to Voluntary Organisations (General) – Revenue (GRL4310 2402) for 2004/2005. This award will be subject to budget approval and the availability of finance.**

#### **6. Policy and Delegated Authority**

- 6.1 Grants to voluntary organisations within approved policy and budget are delegated to the Services Committee (Min Ref: 70/03).**

#### **7. Recommendations**

I recommend that:

- 7.1 the Services Committee approve a grant of up to £19,783 to Shetland Islands Council of Social Service for the purposes outlined in this report. The source of this grant will be the Community Development's budget for Grants to Voluntary Organisations (GRL4310 2402) for the financial year 2004/2005, subject to the availability of finance;
- 7.2 any offer of grant be subject to conditions to be set by the Head of Community Development.



Services Committee - Wednesday 04 February 2004  
Agenda Item No. 06 - Public Report

Our Ref : MJD/lal/NCC7.2

Report No: CD-141-F





# Shetland Islands Council

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## REPORT

**To:** Services Committee

04 February 2004

**From:** Grants Officer  
Community Development

### NEW SHETLANDER SUPPORT GRANT 2004/2005

#### 1. Introduction

- 1.1 The purpose of this report is to recommend a support grant to the Shetland Council of Social Service in respect of publishing the magazine entitled "The New Shetlander" during 2004/2005.

#### 2. Background

- 2.1 The quarterly magazine entitled "The New Shetlander" was first published in 1947 by the late Mr Peter Jamieson assisted by an ad hoc committee. In 1956 the magazine was transferred to the Shetland Development Council, which continued publication of the magazine for the next three years. However, in 1959 the Shetland Development Council was wound up, but fortuitously at that time the Shetland Council of Social Service was formed and accepted ownership of the magazine, which continues to be produced and published by that organisation to this day.

#### 3. Proposal

- 3.1 A request for annual support grant in respect of all the activities proposed by Shetland Council of Social Service has been received by the Head of Community Development. Only two of these activities are the responsibility of this committee – Shetland Islands Council Support Grant to Shetland Council of Social Service and Support Grant to "The New Shetlander" magazine.
- 3.2 The annual support grant requested by the Shetland Council of Social Service for producing and publishing four issues of "The New Shetlander" magazine during 2004/2005 is £10,603, which includes the inflationary increase in accordance with Council Policy. Support Grants approved over the last three years are as detailed below in Table 1:-

**Table 1**

<b>FINANCIAL YEAR</b>	<b>TOTAL ANNUAL EXPENDITURE</b>	<b><u>SCSS GRANT</u></b>	<b>NEW SHETLANDER GRANT</b>
2001/2002	£187,669	£16,939	£9,845
2002/2003	£192,380	£17,363	£10,092
2003/2004	£198,582	£17,798	£10,344

- 3.3 “The New Shetlander” owes its continued existence to the immense contribution freely given by many people over long periods of time. This magazine has made an incalculable contribution to the literary heritage of Shetland and it is hoped that the magazine will continue to entertain, document and record all aspects of this community for many years to come. Approximately 1600 copies of “The New Shetlander” are issued each quarter with regular subscribers both locally and overseas. It is therefore proposed that this request for grant assistance should be supported.

#### **4. Financial Implications**

- 4.1 It is proposed that “The New Shetlander” shall be supported to the level of the current year plus the inflationary increase in accordance with the Council’s budgetary strategy and targets. The proposal is therefore that a grant of up to £10,603 should be offered from Grants to Voluntary Organisations (GRL4310 2402) for 2004/2005, subject to the availability of finance.

#### **5. Policy and Delegated Authority**

- 5.1 Grants to voluntary organisations within approved policy and budget are delegated to the Services Committee (Min Ref: 70/03)

#### **6. Recommendation**

I recommend that:

- 6.1 The Services Committee approve a grant of up to £10,603 to Shetland Council of Social Service being a support grant for producing and publishing four issues of “The New Shetlander” magazine;
- 6.2 This grant shall be sourced from Grants to Organisations (GRL4310 2402) budget for 2004/2005 and shall be subject to the availability of finance;
- 6.3 Any offer of grant is subject to conditions to be set by the Head of Community Development.



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## **REPORT**

**To:** Services Committee 04 February 2004

**From:** Head of Community Development

### **SHETLAND ADULT LITERACY AND NUMERACY ACTION PLAN**

#### **1. Introduction**

- 1.1 The purpose of this report is to inform elected Members about the Shetland Adult Literacy and Numeracy Action Plan 2004-2006 (Action Plan) and to recommend that the Services Committee endorse the Plan as submitted to the Scottish Executive in December 2003.
- 1.2 The Council is also requested to consider that the money allocated by the Scottish Executive in unhypothecated Revenue Support Grant be allocated for the purposes of development of adult literacy in Shetland and implementation of the Action Plan.
- 1.3 The Council is asked to consider delegating detailed apportionment of the funds made available for adult literacy: £100,904 in 2004-2005 and £103,680 in 2005-2006 to the Executive Director of Community Services or her nominated representative.

#### **2. Background**

- 2.1 A summary of the Shetland Adult Literacy and Numeracy Action Plan 2004-2006 is attached as Appendix 1. Copies of the full Action Plan are available in the Members' Room for consultation.
- 2.2 Scottish Executive Circular ELLD 1/01, issued in July 2001, required Local Authorities to produce Adult Literacy and Numeracy Action Plans as components of Community Learning Strategies by 31 December 2001.

- 2.3 A sub-group of the Community Learning Strategy Group, the Adult Literacy Partnership, produced an Action Plan that covered the period 2001-2004.
- 2.4 The 2001-2004 Plan was endorsed by the Shetland Islands Council in February 2002 and approved by the Scottish Executive in January 2002.
- 2.5 The Shetland Islands Council is required to report back to the Scottish Executive annually on progress being made. Shetland has consistently achieved a 'good' to 'very good' rating, and has exceeded its targets
- 2.6 Achievements of the 2001-2004 Action Plan include:
- Wider range of courses developed including Number Skills for Ferry Crew, Communications classes, Family Learning
  - Wider range of tuition venues used, including Unst, Yell, Whalsay, West Mainland and South Mainland.
  - National Training and In Service training programme for Adult Literacy Volunteers
  - Partnership working has led to a huge increase in referrals between agencies e.g. Careers, Social Care, Criminal Justice, Shetland College and Adult Literacy and has led to closer working relationships and trust between Partners.
  - Challenge Fund set up to diversify provision. Projects have included Cookery/budgeting for young people, programme for adults with mental health difficulties, augmentative communication training, programme for alcohol and drug misusers.
  - Numbers taking part in adult literacy and numeracy provision have exceeded targets
  - Greater involvement of learners in planning and evaluating courses.
  - Provision of English as an Additional Language classes and individual tuition has increased considerably
  - There have been significant improvements in the quality of provision measured against the Literacies in the Community Framework.
- 2.7 In December 2002, the Scottish Executive issued a letter requiring Local Authorities to produce Adult Literacy and Numeracy Action Plans to cover the period 2004-2006 by December 2003.
- 2.8 The Shetland Adult Literacy Partnership has produced the attached Action Plan (Appendix 1) which was submitted to the Scottish Executive on 8 December 03.
- 2.9 The Action Plan is constructed using the template provided by the Scottish Executive and seeks to identify outcomes and outputs by which the success of the plan can be measured and developed.
- 2.10 The Action Plan sets out planned Literacy and Numeracy provision for the period 2004-2006 involving a range of partners with detailed targets of numbers of learners and detailed plans for improvement of the quality of provision.

### 3. Financial Implications

3.1 Proposals for the allocation of funds of £100,904 in 2004-2005 and £103,680 in 2005-2006 are as follows:

Finance Available for Action Plan:

	<b>2004/2005</b>		<b>2005/2006</b>
<b>Scottish Executive:</b>	<b>£100904</b>	<b>Scottish</b>	<b>Executive</b>
	<b><u>£103680</u></b>		
<b>Carry over from 2003/4</b>	<b>£ 35000</b>		
<b>Total:</b>	<b><u>£135904</u></b>		

	<b>2004/2005</b>	<b>2005/2006</b>
SIC Employee Costs 2 x PT posts to deliver programme + 14 additional hours per week for Support Worker	40529	42000
Mileage + Car Allowance for additional SIC employees	2000	2000
Shetland College Programme	55000	42000
Learning Materials available to all Partners	6000	1500
Advertising/Marketing/Awareness Raising – available to all Partners	5971	2930
Travel – available to all Partners	4904	2000
Training Fees – available to all Partners	2000	1000
Subsistence – Available to all Partners	4000	2000
Conference Fees – available to all Partners	500	250
Challenge Fund – available to all Partners	15000	8000
<b>Total</b>	<b>135904</b>	<b>103680</b>

3.2 The Committee is asked to note the Scottish Executive expects local authorities to:

- Ensure that the partnership group responsible for the Community Learning Strategy makes effective use of the new resources allocated for adult literacy and numeracy
- Ensure new resources continue to support and where possible build on the increased capacity evidence in existing action plans and improve the quality of local provision
- Ensure all partners, including FE and the voluntary sectors have equal access to the new resources.

3.3 The Adult Literacy Partnership considers that implementation of the Action Plan for 2004-2006 will enable the Council and other learning providers, to meet targets, to build capacity and to make effective use of resources.

### 4. Staffing Implications

4.1 As part of the 2001-2004 Action Plan, two part-time Adult Literacy Assistants (20 hours per week) were employed in October 2002, to meet targets set in the 2001-2004 Action Plan. The part time workers are contracted until 31 March 2004.

- 4.2 From August 2002 until 31 March 2004, the Action Plan has financed 14 additional hours per week for the permanent, part-time Support Worker. The additional hours have been allocated to develop resources, carry out intensive tutor training and develop a communications course.
- 4.3 In order to meet targets set by the Scottish Executive and the Action Plan, the Shetland Adult Literacy Partnership considers it absolutely vital that the two part-time posts and additional 14 hours per week for the permanent part-time Support Worker should be continued until 31 March 2006.

## **5. Policy and Delegated Authority**

- 5.1 All matters pertaining to Education, including Community Education stand referred to the Services Committee.
- 5.2 However, the Council has not identified an overall policy that would enable the approval of the Action Plan to be taken at Services Committee Level, and, therefore, approval of the Council is required.

## **6. Recommendations**

I recommend that the Services Committee recommends that the Council:

- 6.1 Approves the Shetland Adult Literacy and Numeracy Action Plan 2004-2006.
- 6.2 Approves Section 3 of this report that broadly sets out how the unhypothecated Revenue Support Grant of £239,584 (which includes a 'carry over' from the year 2003/2004 of £35,000) will be spent.
- 6.3 Delegates authority for the detailed allocation of the above funds to the Executive Director of Community Services or her nominee.



## **APPENDIX 1**

### **Summary : Shetland Adult Literacy and Numeracy Action Plan April 2004 – March 2006**

**Background:** All Scottish Local Authorities are required to produce Adult Literacy and Numeracy Actions Plans by the Scottish Executive.

Improving literacy and numeracy is a government priority and substantial funds have been allocated towards improving provision and increasing participation throughout Scotland.

A sub-group of the Community Learning Strategy Group, the Shetland Adult Literacy Partnership, consulted widely and collaborated to produce the 2004-2006 Action Plan setting out how the Partnership aims to improve literacy provision and increase participation over the 2-year period.

This work builds on the previous Shetland Adult Literacy and Numeracy Action Plan, which covered the period 2001 – 2004.

The Partnership consists of SIC Community Learning and Development, Social Care, Library and Education, Shetland College, North Atlantic Fisheries College, Job Centre Plus, Train Shetland, Shetland Enterprise, Islesburgh Trust, Support Training, Shetland Childcare Partnership and Careers Scotland. Regular meetings are held to monitor progress and discuss issues relating to the Action Plan.

### **Priority Groups**

The plan targets 6 priority groups:

- People with limited education, particularly young adults
- Unemployed people and people facing redundancy
- People with English as an Additional Language
- People who live in Disadvantaged areas
- Workers in low Skills jobs
- People on a low income

### **Priority Provision:**

As a result of the analysis of need, the Partnership has prioritised the following provision:

- Work related literacies
- Financial literacy and number skills
- Courses for adults with disabilities or health problems affecting their learning
- Programmes to help young people and adults make transition into work or further learning
- Opportunities for parents to improve their literacies to support children's development

- Improving range of e learning opportunities
- Extending range of accredited learning opportunities and outreach programmes
- Supporting English as an additional language (EAL) learners to integrate into mainstream learning programmes

### **What difference can Adult Literacy tuition make to learners' lives?**

Outcomes achieved are recorded through individual learning plans, through learners' forum meetings and through a range of other indicators. They include:

Personal outcomes. e.g.	<ul style="list-style-type: none"><li>• More willing to write in public</li><li>• Qualifications to get a job</li><li>• Clear gains in reading, writing, IT and number skills</li></ul>
Working outcomes e.g.	<ul style="list-style-type: none"><li>• Taking up role as Safety Representative</li><li>• Ability to complete forms, write reports, understand and apply Health&amp; Safety legislation</li><li>• Passing Food Hygiene/Driving Theory</li></ul>
Family outcomes e.g.	<ul style="list-style-type: none"><li>• Increased support for children's homework</li><li>• Using e mail to keep in touch with family</li><li>• Ability to act as interpreter to family member (EAL)</li></ul>
Community outcomes e.g.	<ul style="list-style-type: none"><li>• Managing money for community group</li><li>• Becoming a community councillor</li><li>• Taking notes at local meetings</li></ul>

**Key themes** in the plan are:

1. Ensuring learners are involved and consulted about their own learning plans and about overall provision
2. Ensuring there are opportunities for learning throughout Shetland
3. Increasing awareness of literacies issues and opportunities to improve skills
4. Removing barriers to participation
5. Attracting new learners into literacies learning
6. Developing staff and volunteer tutors

7. Improving systems for recording progress, collecting and analysing information
8. Working in partnership with learners and workers in local communities

### **Target Numbers:**

Approximately 250 learners are participating in adult literacy provision during the year 2003-2004. This includes learners doing short courses, learners taking part in one-to-one tuition, learners with SIC Adult Literacy and Shetland College as well as learners undertaking short courses funded by the Adult Literacy Challenge Fund.

These numbers are forecast to rise to 294 in 2004-2005 and 318 in 2005-2006.

### **Funding**

Funding provided for the Action Plan must be made available across the partnership. The Scottish Executive has allocated £100,904 for the year 2004-2005 and £103,680 for the year 2005-2006.

In addition the Partnership estimates £35,000 will be carried over from 2003-2004

	<b>2004-2005</b>	<b>2005-2006</b>
SIC Employee costs to deliver programme	40529	42000
Mileage & Car Allowance	2000	2000
Shetland College Programme costs	55000	42000
Learning Materials	6000	1500
Awareness raising/marketing	5791	2930
Travel	4904	2000
Training Fees	2000	1000
Subsistence	4000	2000
Conference Fees	500	500
Challenge Fund	15000	8000
Total	135904	103680

### **Monitoring and Evaluation**

The Partnership will draw up a Service Level agreement with Shetland College, outlining the programme the College will offer, venues, target numbers and hours, quality indications and reporting requirements. Adult Literacy has also an outline of proposed provision with target numbers and hours.

Both Shetland College and Adult Literacy (the two main providers) report back to the Partnership at each meeting.

Services Committee - Wednesday 04 February 2004

Agenda Item No. 08 - Public Appendix

Bids for joint finances are referred to the Partnership for consideration. Bids for the Challenge Fund are referred to a sub group nominated by the Community Learning and Development Strategy Group.

**Quality:**

The Partnership has arranged a reciprocal external assessment with the Western Isles Partnership using the Literacies in the Community Quality Framework. Additionally Her Majesty's Inspectorate inspects the two main partners.

**Accountability:**

Partners have built up a good relationship of trust. This has resulted in an increase in joint working e.g.

- College staff providing specialist training for adult literacy staff and tutors
- Social Care staff being trained to support adults with learning disabilities
- Increasing number of referrals between partners – finding the best solution for learners rather than viewing each learner as 'belonging' to individual trainers

The Partnership reports back to the Community Learning Strategy Group and the SIC.

The Action Plan was constructed using a template supplied by the Scottish Executive. A team of assessors review Action Plans and Progress Reports on behalf of the Scottish Executive to collate progress being made, to identify common issues and give feedback to Partnerships. Shetland's Progress has consistently been rated as "good – very good" over the period 2001-2004.

**Further information and the full Shetland Adult Literacy and Numeracy Action Plan can be obtained from:**

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LERWICK, Shetland ZE1 ODS

Tel: 01595 692839

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## REPORT

To: Services Committee

4 February 2004

From: Community Learning and Development Officer (LK/Bressay)  
Community Development  
Community Services Department

### **DESIGN GRANT FOR COMMUNITY PROJECTS** **SHETLAND SKATEPARK ASSOCIATION – DEVELOPMENT OF SKATEPARK**

#### **1. Introduction**

1.1 At their meeting on 22 April 1998 the Community Services Committee approved a report, which recommended changes to the Capital Grants Scheme and Feasibility and Design Grant Scheme, in order to ensure a more effective use of all available funding. In addition, this report also approved guidelines and standard Council and Charitable Trust grant conditions for both schemes. This decision was subsequently ratified by the Council on 6 May 1998 (Min Ref: 75/98) and the Charitable Trust on 7 May 1998.

1.2 At a meeting of the Community Services committee on 2 March 1998 a report on play area provision in Shetland was considered and approved by Members. In this report the moratorium on new play areas was lifted (Min Ref: CS 42/98).

1.3 At a meeting of the Services Committee on 9 May 2000 a report entitled "Play Area Policy Review" was considered and approved by Members. In this report the current criteria for the development of new play areas was approved (Min Ref: SC 65/00).

1.4 For the purpose of this report it is being proposed that the Skatepark project be considered ~~as a~~ under the guidelines and criteria for New Play Areas scheme, hence the reason for seeking funding from the source identified in this report.

## 2. Background

- 2.1 At a meeting of the Services Committee on 31<sup>st</sup> March 2003 a Stage 1 – Feasibility Grant of £5,000 was awarded to Shetland Skatepark Association for the proposed development of a skatepark, which had an indicative cost of £100,000, exclusive of professional fees and VAT. (Min Ref SC 40/03) A copy of this report is attached as Appendix A.
- 2.2 Following approval of this report by the Services Committee, Shetland Skatepark Association commissioned the successful engineering team to undertake the feasibility of the project.

## 3. Present Position

- 3.1 The Shetland Skatepark Association Feasibility Study has been successfully completed and forwarded to the Association for consideration. A copy is attached as Appendix B.
- 3.2 To further develop this project Shetland Skatepark Association has submitted a Stage 2 – Feasibility and **DESIGN** grant application that identifies the cost of the project at £100,000 excluding professional fees and VAT.
- 3.3 In recognition of the specialised professional expertise required in the area of skatepark design, Shetland Skatepark Association would like to secure the services of Clive Bowman, Landscape Architect who is employed by ~~with~~ Perth and Kinross Council. Clive Bowman is ~~largely~~ highly regarded and respected as one of the UK's leading skatepark designers. Clive has recently designed skateparks for Edinburgh City Council, Newcastle City Council and Orkney Islands Council / Orkney Skatepark Group.
- 3.4 As a local authority employee, Clive Bowman has indicated to the Shetland Skatepark Association that he can only undertake work for another local authority.
- 3.5 Permission is therefore sought for Officers of Shetland Islands Council Community Development to purchase this design consultancy service from Perth and Kinross Council at a cost of £5,534 excluding VAT; and then make the output from this service available to Shetland Skatepark Association.
- 3.6 Members will recall that Shetland Skatepark Association sought competitive tenders for the Feasibility and **DESIGN** stages of the project. One tender was received for these professional fees. In light of this recent opportunity to secure skatepark design services from Perth and Kinross Council, the successful local engineering team has reduced ~~it's~~ tender to the sum of £5,158 including VAT to reflect this development and their new respective role in the project

- 3.7 It should be noted that Shetland Skatepark Association has charitable status and is not VAT registered.

#### 4. Proposed Funding

- 4.1 The following sets out the proposed costs for Stage 2 – Design:

	£
Perth and Kinross Council – design consultancy:	5,534 excl. VAT
Local Engineering Team -	<u>5,158 Inc. VAT</u>
<b>Total Cost</b>	<b>10,692 <u>incl VAT</u></b>

- 4.2 The following funding arrangement to Stage 2 – Design is as follows (figures are inclusive of VAT):

	£	%
SIC Community Development – design consultancy	<u>5,534</u>	52
Shetland Charitable Trust	4,466	42
Total Public Funding	<u>10,000</u>	
Shetland Skatepark Association	<u>692</u>	<u>6</u>
<b>Total Design Cost</b>	<b><u>10,692</u></b>	<b><u>100</u></b>

#### 5. Financial Implications

- 5.1 The Community Development Services Budget for External Consultancy / Play Areas (GR4316 1760) has sufficient funds to meet the £5,534 identified above.

~~5.1~~ 5.2 The Services Committee's Charitable Trust budget for Capital Grants for New Play Areas for financial year 2003/2004 has an uncommitted balance of £88,815, thus having sufficient funds to meet the £4,466 requested by Shetland Skatepark Association.

#### 6. Policy and Delegated Authority

- 6.1 The Council has a policy to assist local groups in the provision of new play areas (Min Ref: CS 42/98) and has a policy which recognises the need for community groups to have access to professional and technical help at the earliest feasibility and design stages of new play areas (Min Ref: 86/00).
- 6.2 The Services Committee has delegated authority to act on matters relating to Culture and Recreation Services (Min. Ref. 70/03) and for which the overall objectives have been approved by the Council, in addition to appropriate budget provision.
- 6.3 Members will note that delegated authority is requested to Officers of Community Development to meet the design fees from Perth and

Kinross Council for their service and to allow the output of this service to be made available to the Shetland Skate Park Association.

## **7. Recommendations**

I recommend that the Services Committee ~~that the Services Committee:~~

- 7.1 recommends to Shetland Charitable Trust that a grant of up to £4,466 be offered to Shetland Skatepark Association for the purposes outlined in this report. The source of this grant is the Services Committee's Charitable Trust budget for New Play Areas for financial year 2003/2004; and
- 7.2 that the above grant be subject to the standard Charitable Trust conditions applying to the Capital Grant Scheme; and
- 7.3 that delegated authority be approved to the Head of Community Development, or his nominee to fund the design consultancy service from Perth and Kinross Council up to a maximum of £5,534 excluding VAT, and make the output from this service available to Shetland Skatepark Association. The source of this funding is the Community Developments Services Budget for External Consultancy/Play Areas GRL4316 1760, for financial year 2003/04.





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## **REPORT**

To: Services Committee

31 March 2003

From: Community Learning and Development Officer - Lerwick and Bressay

### **FEASIBILITY GRANT FOR COMMUNITY PROJECTS** **SHETLAND SKATEPARK ASSOCIATION – DEVELOPMENT OF SKATEPARK**

#### **1. Introduction**

- 1.1** At a meeting of the Community Services Committee on 2 March 1998 a report on play area provision in Shetland was considered and approved by Members. In this report the moratorium on new play areas was lifted (Min Ref: CS 42/98)
- 1.2** At a meeting of the Services Committee on 9 May 2000 a report entitled "Play Area Policy Review" was considered and approved by Members. In that report the current criteria for the development of new play areas was approved (Min Ref: SC 65/00).
- 1.3** For the purpose of this report it is being proposed that the Skatepark project be considered as a play area, hence the reason for seeking funding from the source identified in this report.

#### **2. Background**

- 2.1** For many years, skateboarders throughout Shetland have lobbied Shetland Islands Council to provide a suitable skateboarding facility. The Shetland Skatepark Association was formed in August 2001 in order to provide the voice, organisation and structure through which skateboarders could work with Shetland Islands Council to take forward these requests.

- 2.2 In November 2001, Leslie Irvine of Irvine Contractors and Fred Gibson of Shetland Composites constructed at their own expense, a half-pipe structure, much to the delight of local skateboarders. Unfortunately original attempts to find a suitable location to site the structure failed, when planning permission for the site opposite Islesburgh Community Centre in Lerwick was refused in July 2002.
- 2.3 On 22 October 2002, a meeting in Lerwick's Town Hall brought together skateboarders; elected members, SIC officials, representatives of Lerwick Community Council, Shetland Recreational Trust and Lerwick Port Authority, to consider the way forward for skatepark provision in Lerwick. A two stage approach was agreed, the result of which was subsequently reported to the Services Committee on 20 November 2002.
- 2.4 At a meeting of the Services Committee on 20 November 2002, a report entitled "Temporary Site – Skateboard Park (Half-pipe and BMX Track)" was considered and approved by Members (Min Ref:121/02). In this report it was agreed that Shetland Islands Council Community Development Services: purchase the half-pipe from Leslie Irvine, temporarily lease the designated area of ground from Lerwick Port Authority Business Park on a month to month basis (former pipe yard); temporarily site the half-pipe and BMX track at the Lerwick Port Authority Business Park; and work with Shetland Skatepark Association to investigate a permanent site for a skatepark and BMX track.

### 3. Present Position

- 3.8 Shetland Skatepark Association and Shetland Islands Council Community Development Service has made steady progress towards the realisation of a temporary skatepark. Planning permission has been granted to temporarily site the half-pipe and BMX track at Lerwick Port Authority Business Park and all other paperwork is now in place. It is therefore envisaged that the temporary skatepark and BMX track will open to the public in early April 2003.
- 3.9 In order to continue with plans to identify a permanent site for a skatepark and BMX track, Shetland Skatepark Association are proposing to undertake a feasibility study.
- 3.10 To progress this project Shetland Skatepark Association has submitted a Stage 1 **Feasibility** and Design Application which identifies the cost of the proposal at approximately £100,000, exclusive of professional fees and VAT based on provision of the following:

Investigate three sites for suitability for the development of a permanent skatepark and BMX track, namely Gilbertson Park (top site towards Gilbertson Road); north end of Clickimin (between existing playing fields and footpath); Seafield (area to east of existing

football pitch, adjacent to riding area). Provide basic topographical survey of the areas and work with Shetland Skatepark Association to prepare final design details and estimated project budget.

- 3.4 Shetland Skatepark Association sought tenders for the **Feasibility** and Design stages of the project. One tender was received for these professional fees, which based on the proposal identified in paragraph 3.3 is £5,886.00 including VAT to take the project to Design Stage I (Feasibility).
- 3.6 It should be noted that Shetland Skatepark Association is not VAT registered but are in the process of applying for charitable status.

#### 4. **Proposed Funding**

- 4.1 The following funding arrangement to Stage 1 – Feasibility is as follows:

	£	%
Shetland Islands Council Charitable Trust	<u>5,000</u>	<u>85</u>
Total Public Funding Required		
5,000	85	
Shetland Skatepark Association		
<u>886</u>	<u>15</u>	
<b>TOTAL FEASIBILITY COST</b>		
<u>5,886</u>	<u>100</u>	

#### 5. **Financial Implications**

- 5.3 The Services Committee's Charitable Trust budget for Capital Grants for New Play Areas for financial year 2003/2004 has an uncommitted balance of £100,000, thus having sufficient funds to meet the amount requested by Shetland Skatepark Association.
- 5.4 If the Committee, Council and the Charitable Trust approve the requested grant then this in no way commits the Council and or the Charitable Trust to fund further stages of this project.

#### 6. **Policy and Delegated Authority**

- 6.4 The Council has a policy to assist local groups in the provision of new play areas (Min Ref: CS 42/98) and has a policy which recognises the need for community groups to have access to professional and technical help at the earliest feasibility and design stages of new play areas (Min Ref: 86/00).
- 6.5 The Services Committee has delegated authority to make decisions regarding Grants to Voluntary Organisations, and to make recommendations to the Trustees of Shetland Islands Council Charitable Trust, on matters within approved policy and budget (Min Ref: SIC199-99).

**7. Recommendations**

I recommend that the Services Committee:

- 7.1 recommends to Shetland Islands Council Charitable Trust that a grant of up to £5,000 be offered to Shetland Skatepark Association for the purposes outlined in this report. The source of this grant is the Services Committee's Charitable Trust budget for New Play Areas for the financial year 2003/2004; and
- 7.4 that the above grant be subject to the standard Charitable Trust grant conditions applying to new play areas; and
- 7.5 that the above grant be subject to Shetland Skatepark Association providing evidence of charitable status.

March 2003  
Our Ref: JP/ka

Report No: CD-119-F



# **Shetland Islands Council**

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## REPORT

To: Services Committee

04 February 2004

From: Sport and Leisure Services Manager

### **SHETLAND GOLF CLUB - SUPPORT GRANT**

#### **1. Background**

1.1 For many years now the Council has offered grant assistance towards the annual deficit incurred by the Shetland Golf Club in the operation of the golf course at Dale. However, in 1999 members were informed that Shetland Golf Club were being required to produce a five year budget strategy which should be based on the assumption of a decreasing amount of grant assistance from the Council and a greater reliance on generated income.

1.2 In a report to the Services Committee on 12 February 2003, members considered Shetland Golf Club's five-year budget strategy. In this report it was stated that Shetland Club were requesting 2.25% or £1,000 less grant assistance than the previous year.

#### **2. Present Position**

2.1 A submission, including the Club's revised 5 year budget strategy, has been received from Shetland Golf Club, which seeks continued financial support for their financial year 2003/2004. The Club's 5 year budget strategy is attached as Appendix A to this report.

2.2 The audited financial accounts of the Club for the year to 30 September 2003 have been submitted and are considered by Officers to be satisfactory.

2.3 Accordingly, as part of the 5 year budget strategy mentioned in 2.1 above, the Club are estimating total expenditure of £115,324 to 30 September 2004 of which £10,000 has been identified as capital expenditure. The capital expenditure will be used towards the hire purchase costs of new machinery for working on the course.

**2.4 The anticipated operational deficit for the year is identified as £32,500 with capital expenditure of £10,000. This gives a total**

**estimated deficit of £42,500, which is £1,000 or 2.35% less than the amount requested last financial year.**

- 2.5 As the amount of income to be raised by the Club is in excess of 60% of the total expenditure and, as a consequence the grant requested is less than 40%, Officers of Community Development consider that the Club's performance is maintaining satisfactorily in financial terms.
- 2.6 In the financial year to 30 September 2003 the Club has not achieved the level of income that it estimated. This is mainly due to an over estimate of the amount of income that could be achieved through membership fees, fund raising and the surplus from the bar trading account.
- 2.7 The budgets for the clubs financial year to 30 September 2004 have been reduced to reflect this position, but the club have acknowledged that more effort will be required to meet these targets in the current financial year. Therefore, it is being proposed that regular updates should be received from the Golf Club to monitor their progress in this matter.
- 2.8 In conclusion, the club's income and expenditure is set to decrease by £3,126 or 2.64% against the previous budget, while the Club are requesting £1,000 or 2.29% less grant assistance on last year.
- 2.9 From the figures in Appendix A it can be seen that Shetland Golf Club are proposing to continue the process of less reliance on Council grant assistance and a greater generation of income. Officers of Community Development are of the opinion that the Golf Club's projections are achievable and demonstrate that the Club is taking a positive step towards self-reliance.
- 2.10 At Services Committee on 20 November 2002, members approved a report that Service Level Agreements should be entered into with organisations receiving £10,000 and over, from Shetland Islands Council or Shetland Islands Council Charitable Trust. It is intended that Officers of the Council should begin negotiations with Shetland Golf Club to agree the terms, conditions and service that the Council is seeking to achieve through its grant. This process will address issues of social inclusion, junior development, use of the course by disadvantaged groups and how the Clubs activities are seeking to achieve the objectives of the draft Shetland Sport and Recreation Strategy. It is further intended that in time these discussions should begin to move away from a deficit funding model to one which identifies the level of service required by the Council from the Golf Club, taking account of the issues above.

### **3. Financial Implications**

- 3.1 The Community Development budget for Grants to Voluntary Organisations General – Revenue (GRL4310 2402) for the financial year 2003/2004 has sufficient funds to meet the amount requested by Shetland Golf Club for this financial year.

Services Committee - Wednesday 04 February 2004  
Agenda Item No. 10 - Public Report

- 3.2 The Community Development Services budget for Grants to Voluntary Organisations General – Revenue (GRL4300 2402) for the financial year 2004/2005 has still to be approved. Therefore, the 2004/2005 grant will be subject to the 2004/2005 budget being approved.
- 3.3 The Community Services Division's budget for Capital Grants - Rolling Programme (GC 4300 2406) for financial year 2004/2005 has still to be approved. Therefore, the 2004/2005 grant will be subject to the 2004/05 budget being approved.

**4. Policy and Delegated Authority**

- 4.1 The Council has a general policy to continue to promote improvement in the range and quality of community facilities and services in the islands for all sections of the population (Min Ref 15/93).
- 4.2 The Services Committee has delegated authority to make decisions regarding Grants to voluntary organisations within approved policy and budget (Min. Ref.:70/03). However, as the Community Development budgets for Grants to Voluntary Organisations – General and Capital Grants – Rolling Programme for financial year 2004/2005 have yet to be approved, a decision of the Council is required for recommendations 5.2 and 5.3.

**5. Recommendations**

I recommend that:-

- 5.1 Services Committee approve a grant of up to £10,000 to Shetland Golf Club for the purpose outlined in this report. The source of this grant is the Community Development Services budget for Grants to Voluntary Organisations - General (GRL 4310 2402) for financial year 2003/2004.

I recommend to the Services Committee to recommend to the Council that: -

- 5.2 a grant of up to £22,500 be approved to Shetland Golf Club for the purposes outlined in this report. The source of this grant is the Community Development Services budget for Grants to Voluntary Organisations - General (GRL 4310 2402) for the financial year 2004/2005, subject to this budget being approved.
- 5.3 a capital grant of up to £10,000 be approved to Shetland Golf Club for the purposes outlined in this report. The source of this grant is the Community Development Services budget for Capital Grants - Rolling Programme (GCL 4300 2406) for financial year 2004/2005, subject to this budget being approved.



Services Committee - Wednesday 04 February 2004

Agenda Item No. 10 - Public Report

- 5.4 The above grants are subject to the standard conditions that have been previously applied to the Shetland Golf Club support grants and will be incorporated into the service level agreement discussed in paragraph 2.10.

Date: January 2004

Our Ref: NW/lal

Report No: CD-146-F





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## **REPORT**

To: Services Committee

04 February 2004

From: Grants Officer  
Community Development

### **CAPITAL GRANT TO VOLUNTARY ORGANISATIONS** **AITH PUBLIC HALL – UPGRADE OF HALL**

#### **1. Introduction**

**1.1** At their meeting on 22 April 1998 the Community Services Committee approved a report which recommended changes to the Capital Grants Scheme and Feasibility and Design Grant Scheme, in order to ensure a more effective use of all available funding. In addition, this report also approved guidelines and standard Council and Charitable Trust grant conditions for both schemes. This decision was subsequently ratified by the Council on 6 May 1998 (Min Ref: 75/98) and the Charitable Trust on 7 May 1998.

#### **2. Background**

- 2.1** The Aith Public Hall was originally built in 1927 and has been in constant use ever since.
- 2.2** In 1982 the hall was upgraded and extended to include a kitchen, bar, meeting room and toilets. The total cost of this project was £92,000 towards which Shetland Islands Council provided grants assistance of £70,500.
- 2.3** In 1993 the Aith Public Hall committee undertook a programme of capital improvements to the kitchen, toilets and bar area of the hall, which were

Services Committee - Wednesday 04 February 2004  
Agenda Item No. 11 - Public Report

required to meet Environmental Health regulations. The total costs of these improvements were £7,500 towards which Shetland Islands Council provided grant assistance of £5,625.

- 2.4 In 1999 the hall was further extended and refurbished which included the provision of a lounge area, a games room and additional storage space to meet the increased demand and usage from the community. The total cost of this project was £338,259 of which Shetland Islands Council contributed grant assistance of £28,173.
- 2.5 At the end of 2002 Aith Public Hall was contacted by a representative of the Millennium Commission's 21<sup>st</sup> Century Halls programme, the organisation that had been the main funder of the 1999 project, advising that they had a surplus of funds remaining and were inviting community halls that they had already funded to apply for additional grant assistance where necessary. The hall committee identified that the backstage area of the hall, which was not upgraded during the 1999 project, was lacking in insulation and was also experiencing problems with damp. The hall committee notified the Millennium Commission that they intended submitting an application for this project.

### **3. Present Position**

- 3.1 Following a number of meetings with officers of Community Development, a Capital Grant application has been received from the Aith Public Hall for grant assistance towards the cost of upgrading the backstage area in the hall.
- 3.2 The hall committee are proposing to insulate the entire backstage area whilst also addressing the problem of dampness. This project when completed will develop the backstage area up to the standard of the previously refurbished parts of the hall and will provide a flexible space that can be used, not only for music and theatre productions, but also as a food preparation area, as it is located next to the kitchen.
- 3.3 The work was advertised for tender and two tenders were received, the lowest of which is £21,504 excluding VAT, which together with an allowance for professional fees and statutory consents, gives a total project cost of £26,182 excluding VAT.
- 3.4 It should be noted that Aith Public Hall is VAT registered and has charitable status. The hall committee have indicated that they will be able to recover 100% of the VAT costs applicable to this project.

### **4. Proposed Funding**

4.1 The following funding arrangement is proposed:

	£	%
Shetland Islands Council		
Community Development	6,098	23
Shetland Charitable Trust	4,943	19
Millennium Commission 21 <sup>st</sup> Century Halls for Scotland Programme	4,100	16
	<hr/>	
15,141	Total Public Funding Required	58
	Aith Public Hall	
<u>11,041</u>	42	
	<b>TOTAL PROJECT COST</b>	
<b><u>26,182</u></b>	<b>100</b>	

4.2 Members should note that the application to Millennium Commission 21<sup>st</sup> Century Halls for Scotland Programme has been submitted and a decision of this application is expected during February 2004.

## 5. Financial Implications

5.1 Community Development's budget for Capital Grants to Community Halls (GCL4303 2406) for financial year 2003/2004 has insufficient funds to meet the full amount of £ 6,098. However, it is proposed that the necessary funds be met through virement from Capital Grants – Rolling Programme (GCL4300 2406) for financial year 2003/2004, which has an uncommitted balance of £6,981.

5.2 Subject to the Committees approval of the Sandwick Youth and Community Centre Report on today's agenda, the Charitable Trusts budget for Capital Grants to Voluntary Bodies for financial year 2003/2004 has an uncommitted budget of £4,943, thus having sufficient funds to meet the amount requested by Aith Public Hall.

## 6. Policy and Delegated Authority

6.1 The Council has a general policy to support initiatives from community groups and organisations by every means at its disposal and by application of all resources available from all local and national agencies (Min Ref: 15/93).

6.2 The Services Committee has delegated authority to make decisions regarding Grants to Voluntary Organisations, within approved policy and budget (Min Ref: 70/03).

## **7. Recommendations**

I recommend that the Services Committee:

- 7.1 approve a grant of up to £6,098 to Aith Public Hall for the purposes outlined in this report. The source of this grant is Community Development's budget for Capital Grants to Community Halls (GCL4303 2406) for financial year 2003/2004; and
- 7.2 approve a virement of up to £6,098 from Capital Grants – Rolling Programme (GCL4300 2406) to Capital Grants – Community Halls (GCL4303 2406) for financial year 2003/2004; and
- 7.3 recommends to Shetland Charitable Trust that grant assistance of up to £4,943 be offered to Aith Public Hall for the purposes outlined in this report. The source of the grant is the Charitable Trusts budget "Capital Grants to Voluntary Bodies" for financial year 2003/2004; and
- 7.4 that any grant be subject to the standard conditions as set by the Council and Charitable Trust for Voluntary organisations.

January 2004  
Our Ref: MJD/lal

Report No. CD-148-F



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## **REPORT**

**To:** Services Committee

04 February 2004

**From:** Grants Officer  
Community Development

### **CAPITAL GRANT TO VOLUNTARY ORGANISATIONS** **SANDWICK YOUTH AND COMMUNITY CENTRE – PITCH REMEDIAL WORKS**

#### **1. Introduction**

**1.1** At their meeting on 22 April 1998 the Community Services Committee approved a report, which recommended changes to the Capital Grants Scheme and Feasibility and Design Grant Scheme, in order to ensure a more effective use of all available funding. In addition, this report also approved guidelines and standard Council and Charitable Trust grant conditions for both schemes. This decision was subsequently ratified by the Council on 6 May 1998 (Min Ref: 75/98) and the Charitable Trust on 7 May 1998.

#### **2. Background**

- 2.6** The possibility of a football pitch in Sandwick was first mooted in the late 1960s.
- 2.7** By the early 1970s a suitable site for the development of a football pitch had been identified and largely through the efforts of the community the Sandwick Football Pitch was constructed.
- 2.8** In the winter of 2000, the Sandwick Football Club, who are responsible for the day-to-day upkeep of the park on behalf of the Sandwick Youth and Community Centre, contacted officers of Community Development to discuss the future use of the pitch and to inform officers of the need to undertake extensive remedial works on the pitch. The Club believed that the pitch required levelling and improvements to drainage.
- 2.9** Following further discussion with Officers of the Council and Shetland Island Games 2005 Ltd, it was agreed that the Sandwick project should be included as part of a portfolio of projects being submitted to Sportscotland's Lottery Fund, seeking grant assistance towards the development of facilities for the 2005

Island Games. Unfortunately, none of the football applications were successful with funding only being secured towards the new squash courts and the refurbishment of the athletics track. Members should note that Sandwich Youth and Community Centre were also unsuccessful with a grant application to Shetland Enterprise.

- 2.10 A number of meetings then ensued between representatives of the Sandwich football pitch project and officers of Community Development to explore the development of this project.

### 3. Present Position

- 3.4 At present the pitch continues to be used by a number of groups including Sandwich Football Club, Ness United Football Club and the local community.
- 3.5 In order to develop this project a Capital Grant application has been submitted by Sandwich Youth and Community Centre (SYCC) for grant assistance towards the upgrade and development of the Sandwich football pitch.
- 3.6 The SYCC are proposing to purchase an additional small area of land adjacent to the existing pitch. This site will be developed along with the existing pitch to provide new drainage, levelling the playing surface, re-seeding and landscaping the area.
- 3.7 The work was advertised for tender and two tenders were received, the lowest of which is £81,412 including VAT, which together with an allowance for land purchase and attributed legal fees, gives a total cost of £82,334 including VAT.
- 3.8 Members should note that it is only through the development of this project that the pitch in Sandwich will be considered for use during the football programme of the 2005 Island Games. In addition this project will leave a significantly improved facility that will be available for community use long after the Island Games has finished.
- 3.6 It should be noted that Sandwich Youth and Community Centre has charitable status but is not registered for VAT and are unlikely to be eligible to register. Therefore, it is proposed that VAT be allowed in the funding of this project.

### 4. Proposed Funding

- 4.1 The following funding arrangement is proposed:

	£	%
Shetland Charitable Trust		
Voluntary Bodies	61,751	75
Shetland Charitable Trust		
Island Games 2005	<u>12,350</u>	<u>15</u>
Total Public Funding Required	74,101	90

	Sandwich Youth and Community Centre
<u>8,233</u>	<u>10</u>



	<b>TOTAL PROJECT COST</b>
<u>82,334</u>	<u>100</u>

**5. Financial Implications**

- 5.3 The Services Committee's Charitable Trusts budget "Capital Grants to Voluntary Bodies" for financial year 2003/2004 has an uncommitted budget of £66,694, thus having sufficient funds to meet the amount requested by Sandwick Youth and Community Centre.
- 5.2 Provision has been made in the Services Committee's Charitable Trusts budget - Island Games 2005 for financial year 2003/2004 for the grant (£12,350) to Sandwick Youth and Community Centre.

**6. Policy and Delegated Authority**

- 6.3 The Council has a general policy to support initiatives from community groups and organisations by every means at its disposal and by application of all resources available from all local and national agencies (Min Ref: 15/93).
- 6.4 The Services Committee has delegated authority to make decisions regarding Grants to Voluntary Organisations, within approved policy and budget (Min Ref: 70/03). However, as it is proposed to allow VAT cost in the proposed funding of this project, which is outwith policy for this scheme, then a decision of the Council is required.

**7. Recommendations**

I recommend that the Services Committee recommends to Shetland Islands Council that it:

- 7.1 recommends to Shetland Charitable Trusts that grant assistance of up to £61,751 be offered to Sandwick Youth and Community Centre for the purposes outlined in this report. The source of the grant is the Services Committee's Charitable Trusts budget "Capital Grants to Voluntary Bodies" for financial year 2003/2004;and
- 7.2 recommends to Shetland Charitable Trusts that grant assistance of up to £12,350 be offered to Sandwick Youth and Community Centre for the purposes outlined in this report. The source of the grant is the Services Committee's Charitable Trusts budget "Island Games 2005" for financial year 2003/2004;and
- 7.2 that any grant offer be subject to the Charitable Trust's standard conditions applying to the Grants to Voluntary Bodies.

Services Committee - Wednesday 04 February 2004  
Agenda Item No. 12 - Public Report

February 2004  
Our Ref: MJD/mr

Report No: CD-149-F



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**REPORT**

**To: SERVICES COMMITTEE**

**4 February 2004**

**From: CHIEF SOCIAL WORK OFFICER**

**PUBLICATION OF INFORMATION ON COMPLAINTS: SOCIAL CARE**

**1. Introduction**

This report presents to Members details of complaints and representations received by the Social Care Service between 1 April 2002 and 31 March 2003.

**2. Background**

The Social Work (Scotland) Act 1968, as amended by the National Health Service and Community Care Act 1990, requires the Council to publish information on complaints received and action taken in relation to services either provided or purchased by the Social Care Service.

**3. Findings**

Appendix 1 sets out the information required in an accessible format. Copies of the report will be available from the public offices of the Social Care Service. All required actions on the part of the Service that have been identified as a result of these complaints have been initiated.

**4. Financial Implications**

There are no financial implications arising from this report.

**5. Policy and Delegated Authority**

All social work matters stand referred to Services Committee (Min. Ref. SIC 70/03). No decision is required on this report, however, its publication is a statutory requirement.

6. **Recommendation**

Members are asked to note the report and its findings at Appendix 1, which will be made available to the public on request.

Chief Social Work Officer

Report No SC04-04F



**Appendix 1**

**SOCIAL CARE SERVICE  
 COMPLAINTS RECEIVED BETWEEN  
 1 APRIL 2002 and 31 MARCH 2003**

**Number of complaints received** **11**  
**Number referred to Complaints Review Committee** **0**

**1 Introduction**

The Social Work (Scotland) Act 1968, as amended by the National Health Service and Community Care Act 1990, requires local authorities to publish information on complaints received and action taken in relation to their social work services.

This report is compiled from records kept on complaints within Shetland Islands Council's Social Care Service.

**2 Findings**

During the period 1 April 2002 to 31 March 2003, the Social Care Service received 10 complaints. Not included in this number is a complaint which was in the process of being investigated at the time of drafting the appendix for 2001/2002 report. This brings the total to 11.

SERVICE	NUMBER	Upheld	Initial Response (within 5 days)	Final Response (within 28 days)
Community Care Advice on Benefits	1	No	No	No
Family Support	3	1 No 2 No 3 Partly	Yes Yes Yes	Yes Yes Yes
Community Care Home Care	2	1 No 2 No	Yes Yes	Yes Yes
Older Peoples Services	2	1 Partly 2 Partly	Yes Yes	Yes Yes
Community Care Care Packages	2	1 Yes 2 No	Yes Yes	Yes Yes
Occupational Therapy	1	Yes	No	Yes

Details of the individual complaints are set out below.

**2.1 Community Care - Advice on Benefits**

*Complaint regarding advice on eligibility for Benefits*

The advice given was based on the information which was available to the social worker at the time.

The complaint was not upheld.

**2.2 Family Support**

*2.2.1 Complaint regarding the actions of a social worker in a Child Protection matter.*

It was found that due to confidentiality it was not possible to share information with members of the extended family. Concerns were taken seriously, and any distress caused by the perceived minimisation on the part of the social worker was apologised for.

The complaint was not upheld.

*2.2.2 Complaint by parents that advice given by staff members had placed a Looked After Child at risk.*

It was found that the young person had not been placed at an increased level of risk and that the social worker had liaised appropriately with the family at the time.

The complaint was not upheld.

*2.2.3 Complaint from a parent that a case conference had taken place, without the opportunity for their views to be heard; and complaint regarding inappropriate labelling by staff.*

The complaint was partially upheld as arrangements should have been made for the parent's views to be heard at the case conference. The information held on file supported the terms used by staff.

**2.3 Community Care - Home Help**

*2.3.1 Complaint by a client that their full allocation of Home Help hours had not been received.*

It was established that the client had been advised of a reduction in service due to annual leave and sickness. The client was not placed at risk.

The complaint was not upheld.

*2.3.2 Complaint by a client that their home care service had been withdrawn.*

It was established that there were no home helps available to cover the package following the resignation of the existing home help. Staff had been unable to recruit.

The complaint was not upheld.

**2.4 Older People Services**

*Two complaints by relatives of residents who were unhappy about the level of distress caused by the admission of a particular individual to a residential unit.*

The individual was moved to another setting and an apology was offered.  
The complaint was partially upheld.

**2.5 Community Care - Care Packages**

2.5.1 *Complaint by family members regarding the length of time to provide a care package.*

It was found that the provision of a care package was dependent upon an Occupational Therapy assessment and was outwith the 21 day guideline.  
Interim arrangements were made and the client was not placed at risk.  
The complaint was upheld.

2.5.2 *Complaint by the relatives of a client that following a review of circumstances, the allocated hours were reduced.*

The reduction was made with the client's knowledge, and on the basis of assessed need.  
The complaint was not upheld.

**2.6 Occupational Therapy**

*Complaint regarding the length of time taken for assessment.*

Complaint by the relatives of a client regarding the length of time taken for assessment for the provision of a shower, also poor communication between Occupational Therapy staff and the client.  
The complaint was upheld.

**3. Delays**

There was a delay in providing a final response to 1 of the 11 cases. The reason for this was that the initial letter of complaint was not sent directly to Social Care.

**January 2004**







# Shetland Islands Council

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## REPORT

**To:** Services Committee

4 February 2004

**From:** Head of Education

### PROPOSAL FOR ALTERATION OF TERMS AND CONDITIONS OF CRAFT OPERATIVE WITHIN EDUCATION

#### 1. Introduction

- 1.1 The purpose of this report is to ask Elected Members to approve the change in terms and conditions of service of the single Craft Operative employed within Education.
- 1.2 The local branch of the relevant Trade Union (Transport and General Workers' Union) has been consulted and it fully supports the proposal contained within this report.

#### 2. Background

- 2.1 The individual in question is employed as a support person for secondary Technical Departments in all of the SIC's secondary schools and is in fact the sole person in this type of post. The title of this post is "Tool Sharpener", which comes under the terms and conditions of a Craft Operative. However the duties described by the title of Tool Sharpener now take up no more than approximately 10% of their time during the working week.
- 2.2 The main part of the job is now concerned with maintaining and repairing machinery, fixed and otherwise, within Technical Departments. This is an essential task in view of recent legislation covering this area of work, specifically the *Provision and Use of Work Equipment Regulations 1998*. Compliance with this legislation demands that machinery is maintained to a high standard and to the correct specifications demanded by the legislation and that associated documentation is kept up to date. Equipment of this kind is inspected annually.
- 2.3 The duties described in the preceding paragraph require a substantially greater level of knowledge and skills than that required by a Craft Operative

Services Committee - Wednesday 04 February 2004

Agenda Item No. 14 - Public Report

post. The level of responsibility is also clearly much greater. It is for these reasons that the post should be re-evaluated.

### **3. Proposal**

3.1 It is proposed that the terms and conditions of this post are changed to those of Single Status workers (formerly known as APT&C). This will also enable the post to be re-evaluated under the Council's Interim Job Evaluation scheme.

3.2 Possible outcomes of the job re-evaluation have been reviewed and it is anticipated that the duties of the post will be similar to those at AP1 level. Funding at this level has therefore been proposed within the Education budget estimates for the financial year 2004/05.

### **4. Financial Implications**

4.1 If the funding as detailed above is approved, there will be no additional financial implications.

### **5. Policy and Delegated Authority**

5.1 All matters relating to Education stand referred to the Services Committee (Min Ref: SIC 70/03). The Services Committee only has delegated authority to make decisions on matters within approved policy, and for which there is a budget.

5.2 As this report proposes alterations to the terms and conditions of the Craft Operative within the Education Service, a decision of the Council is required.

### **6. Recommendations**

I recommend that the Services Committee recommends to the Council that it approves:

6.1 the proposal outlined at Section 3 and note the Financial Implications outlined in Paragraph 4.

January 2004

Our Ref: AJ/RS/ME

Report No: ED-04-F

