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1. Introduction

1.1 Terms of Reference The following report has been compiled for the Shetland Islands Council by A B Associates and details the responses to the “Your Voice” survey for Spring 2009. “Your Voice” is a bi-annual survey of a panel of Shetland residents conducted in order to gauge public opinion within the islands.

1.2 Questionnaire A questionnaire along with a return envelope was sent to all 600 members of the panel. The questionnaire was designed to elicit peoples’ views and opinions with regard to various aspects of public services in Shetland. Issues covered in the 2009 Spring Survey were;

- Welfare Rights and Benefits Advice
- Equality and Diversity
- Attitudes to Alcohol
- Cleansing Service and Refuse Collection

1.3 Response Rates 600 questionnaires were sent to the members of the refreshed Your Voice Panel. 227 or approximately 38% were returned, 5 of these were blank and stated that the recipient did not wish to be included on the panel again. Therefore 222 completed returns were received, a response rate of 37%.

2. Survey Responses

2.1 SECTION A - WELFARE RIGHTS AND BENEFITS ADVICE

Question A1

Respondents were asked to identify from a list what they felt would be the first point of contact if they required advice about Housing Benefit and Council Tax Benefit. In addition they were also asked to indicate in order of preference any others they would approach. The following table summarises the number of instances where respondents placed each point of contact.

Table A1

Point of Contact	Number of Times Placed								Tot	Av
	1	2	3	4	5	6	7	8		
SIC Housing and Council Tax Benefits Section	130	48	10	5	3	2	0	0	198	1.53
Friends/Family	27	7	21	17	17	22	9	0	120	2.76
SIC Website	24	27	31	9	16	6	9	1	123	3.20
Citizens Advice Bureau	20	30	33	35	14	8	4	0	144	3.23
SIC Housing Services	10	50	33	18	7	2	1	0	121	3.76
Department for Work and Pensions	4	19	24	14	19	10	10	0	100	3.78
Other	3	4	4	1	0	0	0	4	16	3.94
Councillor	1	4	5	9	9	18	31	2	79	5.65

From the table above it can be seen that the most common first point of contact was SIC Housing and Council Tax Benefits Section with 130 respondents stating this, it was also the most frequently stated with 198 and the most likely point of contact overall with an average score of 1.53. The most frequently stated second point of contact was SIC housing services at 50, which was also the most frequently stated third choice along with the Citizens Advice Bureau at 33. The CAB was the second most frequently stated contact point at 144, followed by the SIC website at 123. However overall the second most likely point of contact was friends and family with an average score of 2.76, followed by the SIC website at 3.20. The least likely point of contact by some margin was a Councillor.

The main points of contact stated by respondents in "Other" were;

- Google/Internet Search (Placed 1 twice, and 2 and 3 once)
- Hjaltland Housing (Placed 1 once and 2 twice)

Question A2

Respondents were asked their preferred method of contact/communication with the SIC when requiring advice about Council Tax Benefit and Housing Benefit.

The results are summarised on the following table;

Table A2

Method of contact	Number of Times Placed					Tot	Av
	1	2	3	4	5		
Telephone	145	51	11	2	0	209	1.38
Visit to the Office	47	68	47	19	0	181	2.21
Email	23	51	43	31	0	148	2.56
Post	4	22	54	67	2	149	3.37
Other	0	2	0	2	8	12	4.36

From the table above it can be seen that the most common first choice for contact was telephone with 145 respondents stating this, it was also the most frequently stated with 209 and the most likely form of contact overall with an average score of 1.38. The most frequently stated second choice of contact was an office visit at 68, it was also the second most frequently stated with 181 and the second most likely form of contact overall with an average score of 2.21.

The main points of contact stated by respondents in "Other" were home visits, and contact with solicitors, accountants or councillors.

Question A3

17% of respondents had had contact with SIC Housing and Council Tax Benefits Section within the last year; 83% had not.

The remainder of this section of the questionnaire was answered only by the 17% of respondents who had had contact with SIC Housing and Council Tax Benefits and consists of various questions regarding this service.

Question A4

This question asked how respondents initially got in touch with the SIC Housing and Council Tax Benefits Section, and which method they used most. Respondents were allowed to select more than one method of contact in the Initial Type of Contact Column hence why the total equates to more than 100%.

Table A4

Method	Initial Type of Contact	Most Used Method
Telephone	72%	56%
Post	44%	22%
Email	9%	6%
Visit to the Office	41%	16%

From the table above it can be seen that telephone was the most common initial and overall used form of contact, followed by post.

Question A5

97% of respondents who had contacted SIC Housing and Council Tax Benefits Section were able to contact them when they needed to.

Question A6

Respondents were asked to rate the overall service provided by the SIC Housing and Council Tax Benefits Section. The results are summarised in the table.

Table A6

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
51%	36%	8%	3%	3%

From the table above it can be seen that overall; 87% were satisfied with the service provided, with just over a half, 51% very satisfied. 6% were dissatisfied, with 3% very dissatisfied.

Question A7

Respondents were asked to give reasons why they rated the service provided at the level they did. Examples of comments made are shown below;

Very Satisfied

- Clear & concise information provided very quickly,
- Help offered re completion of forms
- Provided additional information beyond my original query
- All sorted over the phone, forms sent quickly

Satisfied;

- The first contact person I spoke to was able to deal with my query
- Letters could still be more straightforward
- The information was easy to understand, but the process of applying is obviously to discourage you from applying unless you are on full benefits.
- Not had major or prolonged difficulties, contacted in a professional capacity
- Good staff, but closed a couple of times when we went

Neither Satisfied nor Dissatisfied;

- I found some personnel slightly abrupt

Dissatisfied and Very Dissatisfied;

- The person was inflexible and the whole system of joint lease holders is archaic.
- How come people with learning disabilities have a different tenancy agreement whereby they are not responsible for the debt of their housemates?
- They were never available on the phone and never returned calls when they promised to.

Question A8

Respondents were asked to consider the overall service they received from the SIC Housing and Council Tax Benefits Section, what from a list of aspects they felt needed improving about the service, and which of these needed most improvement.

Table A8

	Improvement Required	Most in Need
a. The way in which I can contact the Housing and Council Tax Benefits Section	3	1
b. The staff service provided by the Housing and Council Tax Benefits Section	3	1
c. The Housing and Council Tax Benefit claim form	5	4
d. The time it takes to tell me whether my claim for Housing and Council Tax Benefit was successful	4	1
e. The number of times I have to contact the Housing and Council Tax Benefits Section during the Benefit claim process	3	0
f. Other (please specify below)	1	0

From the table above it can be seen that of the 19 instances where improvements were felt to be required the most commonly selected was the Housing and Council Tax Benefit claim form at 5, followed by the time taken at 4 and issues relating to contact and staff at 3 each. The improvement felt most in need was also the Housing and Council Tax Benefit claim form at 4. The only other issue raised was the location of the office and difficulty parking.

2.2 SECTION B - EQUALITY AND DIVERSITY

When answering questions in the following section, respondents were asked to think about the following public organisations;

- SIC
- SIC Schools Service
- SIC Transport Service
- Shetland College
- NHS
- Police

Question B1

Respondents were asked whether they had ever felt disadvantaged when dealing with any of the above organisations with regards to Gender, Race, Disability, Sexual Orientation, Religion and Age. The results are summarised below;

Table B1

	SIC	SIC Schools Service	SIC Transport Service	Shetland College	NHS	Police
Gender	1%	4%	1%	1%	4%	2%
Race	0%	1%	0%	0%	0%	1%
Disability	1%	1%	1%	1%	1%	0%
Sexual Orientation	0%	0%	0%	0%	0%	0%
Religion	0%	1%	0%	0%	1%	0%
Age	1%	1%	1%	0%	4%	3%
None of the Above	96%	93%	97%	99%	92%	95%

From the table above it is clear to see that the vast majority of respondents had never felt disadvantaged upon any of the above grounds. Of those who had felt disadvantaged this was most commonly mentioned in terms of gender, followed by age and then disability. In terms of organisations those most commonly mentioned were the NHS followed by SIC schools service and the police.

Examples of comments made in relation to question B1 are shown below;

Gender

- There seems to be a bias towards females in the provision of NHS services eg Well Woman clinics etc

Race

- I am 35 and white - a group not usually disadvantaged by race, age etc.
- I am very unhappy about schools declaration that requires you to declare ethnicity & national identity of your child. I think this encourages divisions in the community - is my childs identity Scottish, English, Shetland, Other? Why should I have to declare it?

Disability

- As a disabled pensioner I have never come across any discrimination, usually the opposite, people are always very helpful
- Disability when travelling on ferry service, climbing down very sloping stair to lounge area.
- Poor parking: at the building where you get your blue badge there is no parking, what's that about?

Sexual Orientation

- None

Religion

- None

Age

- My answer is in reference to policing on the roads. I have been breathalysed on more than one occasion for no other reason than being a young male driver, driving late at night (after finishing work).
- Some local officers exhibit a patronising attitude which is not helpful to the younger generation.
- Assumptions made about age/health with potentially life threatening consequences

Other

- I feel disadvantage through living in rural area applies to all of the above. Centralisation policies & closing of rural facilities has major disadvantage
- I've felt disadvantaged dealing with the Police because we live in Sandveien and I feel our complaint has not been dealt with fully because of our address.
- Think organisations e.g. SIC are NOT very good at taking peoples' opinions seriously

Question B2

Respondents were asked whether they had experienced difficulties in accessing public services.

Table B2

	SIC	SIC Schools Service	SIC Transport Service	Shetland College	NHS	Police
Not able to get into/access a building	3%	0%	0%	2%	2%	1%
Difficulty understanding/ reading signs, notices etc.	1%	0%	1%	0%	1%	0%
Unable to use or access a computer	1%	1%	1%	1%	0%	0%
Have difficulty because of sight impairment	1%	0%	1%	0%	0%	0%
Need documents in a language other than English	1%	1%	1%	1%	1%	1%
Hearing impairment makes using a telephone difficult	1%	0%	0%	0%	0%	0%
Staff attitudes e.g. prejudice or unwillingness to help	7%	6%	3%	1%	4%	5%
Find it difficult to find someone to help put my case for me	2%	0%	0%	0%	1%	1%
None of the above	84%	93%	94%	96%	91%	93%

From the table above it is clear to see that the vast majority of respondents had never experienced difficulties. Of those who had had difficulties this was most commonly mentioned with reference to staff attitudes, followed by access to buildings. In terms of organisations, those most commonly mentioned were the SIC followed by NHS and then SIC schools service and the police.

Examples of comments made in relation to question B2 are shown below;

Building Access

- Lift [at Shetland College] has not been working on quite a number of evenings during my night class, I actually got stuck in it on one occasion
- Lack of parking Gilbert Bain, can result in along walk when pregnant/have young children

Signs

- Signs in the hospital are not clear, more needed.

Computers

- Not having the use of one arm makes it difficult/impossible to hold phone and write notes. I prefer to use my computer for email & have written confirmation.

Sight Impairment

- Being visually impaired makes daily chores almost impossible

Non-English Documents - None

Hearing Impairment - None

Staff Attitudes

- I had a complaint regarding the school bus transport which was dealt with in a rather off hand way by the transport department.
- One bus driver is particularly curt to the point of rudeness.
- I've sometimes found NHS staff unwilling to help or be polite
- Difficult to find someone despite their being 3 people in the reception area (housing Fort Rd)
- Relationship skills sorely lacking in some areas. An increasing "us and them" attitude by some staff.
- Found staff in transport section extremely helpful and considerate when applying for "Blue Badge" for disabled parking disc (temporary)

Helpers - none

Others

- Difficult to get appointment at Lerwick health centre - difficult to access GP
- Local station rarely manned (police)

Question B3

The panel was asked whether they felt employees at the named public organisations demonstrate an awareness of equality issues when dealing with members of the public.

Table B3

	SIC	SIC Schools Service	SIC Transport Service	Shetland College	NHS	Police
Always	27%	31%	20%	27%	35%	28%
Sometimes	28%	21%	17%	13%	21%	17%
Never	1%	2%	1%	2%	1%	2%
Don't Know	34%	34%	47%	44%	34%	42%
Not Applicable	10%	13%	15%	15%	9%	12%

From the table above it can be seen that in general, between 40% and 50% of respondents felt that employees of the organisations always or sometimes demonstrated awareness of equality issues (highest NHS 56%, lowest SIC Transport 37%), and only 1% or 2% felt that this never happened. In terms of organisations where respondents felt employees were always aware NHS had the highest response rate at 35%, followed by SIC Schools at 31% and the Police at 28%.

Examples of comments made in relation to question B3 are shown below;

- Find some police personnel very intimidating even when you are trying to help
- If the staff are not demonstrating an awareness of the problems people are having, they are not doing their jobs properly and need more training.
- The arrogance of many council employees is a cultural problem that needs to be addressed
- There is no equality in nursery provision across Shetland - Poor attitude of SIC employee at public meeting on subject
- Trying to get a doctor by using NHS24 would need to be improved.
- Lots of help (quite rightly) for wheelchair users and visually impaired. Less understanding for "walking" wounded and hearing impaired.

Question B4

Respondents were asked specifically if they'd ever felt discriminated against by any of the named public organisations when applying for a job.

Table B4

	SIC	SIC Schools Service	SIC Transport Service	Shetland College	NHS	Police
Gender	2%	1%	0%	1%	0%	0%
Race	2%	1%	0%	0%	0%	1%
Disability	1%	0%	0%	0%	0%	0%
Sexual Orientation	1%	0%	0%	0%	0%	0%
Religion	1%	0%	0%	0%	0%	0%
Age	2%	2%	0%	0%	0%	0%
None of the Above	91%	96%	100%	99%	100%	99%

From the table above it is clear to see that the vast majority of respondents did not feel that they had been discriminated against on any of the above grounds. Of those who had felt discrimination this was most commonly mentioned in terms of gender, age and race. However figures were extremely low varying from 1% to 4%. In terms of organisations those most commonly mentioned were the SIC at 9%, followed by SIC schools service 4%. No one stated either NHS or SIC schools services.

Examples of comments made in relation to question B4 are shown below. It should be noted that a number of comments were also made stating that respondents had never applied for a job with any of the organisations above;

- I believe I've been turned down when applying for a post for being too "normal" eg white, married (once only), healthy, heterosexual, not claiming benefits etc ie victim of political correctness and council need to tick boxes
- Very often who you know counts rather than qualifications in SIC school service.
- Not being a Shetlander was a factor
- Does being a Shetlander count?

Question B5

This question asked for any comments in relation to what the named public organisations could do to improve matters in relation to equality and diversity issues and needs. Examples of comments have been categorised below.

Don't Go Over The Top

- Stop making waves about equality, it should be treated as a core skill by staff without making it into a politically correct issue to trumpet about
- Judge all on merit and emphasise common goals. Don't waste too many resources on problems that don't exist

Attitude

- Treat members of the public as clients to be helped. This is often forgotten particularly by SIC staff in some departments
- Remind people in a public service that it is their duty to serve the public and should not be seen as a request
- Manners

Training

- Awareness raising and E&D training for frontline staff

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- Training courses for all members of staff to highlight the main aspects of equality & diversity, and how it applies to them in the workplace
- Staff training for more senior members.
- Customer service training for reception staff
- Much more work and funding to retain educational courses including school and college in small rural areas - increased use of video links etc

Awareness

- Make them aware that the rules apply to everyone, not just down South
- Keep open access to information
- Draft and display their policy relating to equality & diversity regarding employment/workplace

Inclusion

- Treat everyone with dignity and respect - something SIC employees fail to do in many instances
- I think that people moving to Shetland are always considered outsiders by some, so if you don't speak English it must be very difficult to feel included, gain work and be happy.

Disability

- The older buildings are difficult to access with a pushchair
- GPs need to have a higher degree of empathy, be pro-active with the disabled

2.3 SECTION C - ATTITUDES TO ALCOHOL

In this section respondents were asked a series of questions concerning various issues in relation to alcohol.

Question C1

This question asked respondents whether they felt alcohol consumption in Shetland has changed over the past 10 years.

Table C1.1

Increased	Remained Stable	Decreased
65%	31%	4%

From the table above it can be seen that around two thirds of respondents felt that it had increased and one third that it had remained stable. Only 4% felt it had decreased.

A cross tabulation was carried out with these results using the age of respondents. The results of this are summarised in the following table.

Table C1.2

%/Age	16-24	25-34	35-44	45-54	55-64	65-74	75+
Increased	0	33	60	70	69	66	95
Stayed the Same	100	62	36	23	27	31	5
Decreased	0	5	4	7	4	3	0

The above table displays that younger people, i.e. those under 35, felt more commonly that alcohol consumption has remained at a similar level in Shetland in the past 10 years, while those over 35 felt that the level of alcohol consumption in Shetland has increased in the past 10 years.

Question C2

Respondents were asked why they felt this was the case. Because this data alone would not be of much value, a cross tabulation with the results of question C1 has been carried out. The following table summarises the data collected. It should be noted that as respondents were free to tick as many reasons as applied totals exceed 100%.

Table C2

%	Increased	Remained Stable	Decreased
Affordability	89	52	33
Accessibility	89	47	0
Changes in Social Acceptability of Drinking	66	18	44
Smoking Ban in Public Places	10	17	33
Economic Climate	19	12	22
Changes in Frequency of Social Events	31	8	11
Advertising	32	6	0
Health Concerns	6	14	11
Other	17	9	33

From the table it can be observed that the most common reasons people felt alcohol consumption had increased was due to both accessibility and affordability of alcohol at 89%. Affordability was the most common reason selected by people who felt alcohol consumption had remained stable 52%, with accessibility stated by 44%. The most common reason given by respondents who felt that consumption had decreased was social acceptability 44%, followed by affordability, the smoking ban and other reasons 33%.

Answers stated when “Other” was selected by respondents are summarised below.

Increased Consumption

Young

- Parents "allow" underage drinking
- Young people with no job & parents separated
- Youth cultural changes, starting younger
- Lack of responsibility on the younger generation.
- Underage drinking and drug taking are a major concern
- Peer pressure

Retail

- Supermarket low-cost constant availability
- Later opening/availability of drinking especially at social events
- Price cuts in retail outlets

Lack of Alternatives

- Too much money, not enough to do - need cinema, ice-rink, bowling alley etc

Culture

- Shetland has a high tolerance towards drinking and drink plays a big part in Up Helly Aa celebrations
- It's seen as part of the culture

Other

- Increase in stress
- Increasing government "nanny" attitude

Stable Consumption

- I don't think that alcohol consumption has changed much in last 10 years. It is more accessible/adversely advertised, but on the other hand there is more awareness of danger/consequences of excessive drinking.
- I think it's always been the same, it's just more 'out in the open' now
- Shetland has always had a problem, for both young and old - cultural problem - excessive drinking seen as acceptable
- Not much else to do
- Use of drugs makes it appear worse

Decrease in Consumption

- Increase in drugs use

Question C3

80% of respondents said that they drink alcohol, 20% said they did not.

Question C4

Respondents were asked from a selection of options, which they would define as one drink.

Table C4

	One Drink
Small Glass Wine 125ml	87%
Large Glass Wine 220ml	13%
Half Pint Beer/Cider	66%
Pint Beer/Cider	34%
Single Measure Spirits	95%
Double Measure Spirits	5%
Bottled Beer/Alcopops	95%
Other	5%

From the table above it can be seen that the majority of respondents would define a small glass of wine, half pint of beer, single spirit and a bottle of beer/alcopop as one drink.

Question C5

Respondents were asked to state how many drinks they would normally consume on occasions they drink alcohol; the average was 3.5.

Question C6

Respondents were then asked in an average month, on how many days would they consume alcohol. The average was 7 days.

This gives an average number of drinks consumed per person within a month of 25.

Question C7

Respondents were given a list of statements regarding alcohol in Shetland and asked to indicate their strength of opinion in relation to each.

Table C7

Statement	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree	Rank
More people are staying at home to drink since the smoking ban	8%	25%	43%	18%	5%	9
People are too tolerant of the level of alcohol consumed in Shetland	33%	45%	16%	6%	1%	2
Young people are drinking more now than 10 years ago	37%	28%	22%	13%	1%	5
Drink driving is a big problem in Shetland	25%	47%	20%	8%	0%	4
Drink driving is less tolerated in Shetland now than 10 years ago	19%	54%	15%	10%	3%	6
I don't enjoy going out because of the anti-social behaviour related to alcohol consumption	9%	22%	36%	24%	10%	10
Local events would be less well attended without alcohol facilities	12%	57%	22%	8%	1%	7
Parents are responsible for educating young people about alcohol and its effects	43%	52%	4%	1%	0%	3
I could explain what a unit of alcohol is	25%	58%	11%	6%	0%	1
Shetland has higher levels of alcohol consumption per head than the rest of Scotland	11%	28%	45%	15%	2%	8

From the table above it can be seen that based on a weighted scoring system the statements with which there was most overall agreement were:

1. I could explain what a unit of alcohol is
2. People are too tolerant of the level of alcohol consumed in Shetland
3. Parents are responsible for educating young people about alcohol and its effects

Those with which there was least agreement were:-

10. I don't enjoy going out because of the anti-social behaviour related to alcohol consumption
9. More people are staying at home to drink since the smoking ban
8. Shetland has higher levels of alcohol consumption per head than the rest of Scotland

Question C8

Question asked respondents whether they would know where to contact in Shetland if they were concerned about their own or someone else's drinking. 73% stated they did know, while 27% did not know where to contact.

A cross tabulation was carried out by age this showed that the age group who least commonly knew where to contact were those aged between 25 and 34, however the

majority 55% were aware of services available. The age group with highest awareness of services and advice provision were those aged between 35 and 44 with 82% stating they knew where to contact.

Question C9

Respondents who stated yes to Question C8 were asked to specify where they would contact;

The most common answers are listed below.

- AA – Alcohol advice/Alcoholics anonymous.
- CADSS
- NHS – doctor/nurse
- Look up SIC website/Shetland Directory

2.4 SECTION D - CLEANSING SERVICE AND REFUSE COLLECTION

Question D1

Respondents were asked how satisfied or dissatisfied they were with weekly collection of household refuse. The results for the question are summarised below;

Table D1.1

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
66%	28%	1%	3%	1%

From the table above it can be seen that the majority of respondents were very satisfied 66%, only 4% were Dissatisfied or Very Dissatisfied.

A cross tabulation of the results was carried out by ward to see if there were any differences in satisfaction levels in different locations within Shetland. The results are displayed below.

Chart D1



Table D1.2

Ward/%	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Rank
North Isles	73	23	0	0	4	3=
Shetland North	73	23	0	5	0	2
Shetland West	58	33	0	4	4	6
Shetland Central	62	38	0	0	0	3=
Shetland South	76	24	0	0	0	1
Lerwick North & South	62	29	4	5	1	5

From the table and chart above it can be seen that overall satisfaction levels by ward are high varying from 91% to 100%, based on a weighted scoring system the ranked level of satisfaction by ward is:

1. Shetland South
2. Shetland North
3. North Isles
3. Shetland Central
5. Lerwick (North & South)
6. Shetland West

Question D2

This question asked respondents to state how many times their weekly refuse collection had been missed in the past 12 months.

Table D2.1

Never	Once	2-3 times	4-6 times	7 or more times	Don't Know
82%	11%	7%	0%	0%	6%

As can see from the above table, the vast majority of respondents have not had their refuse collection missed.

A cross tabulation of the results was carried out by ward to see if there were any differences by locations within Shetland. The results are displayed below:

Chart D2

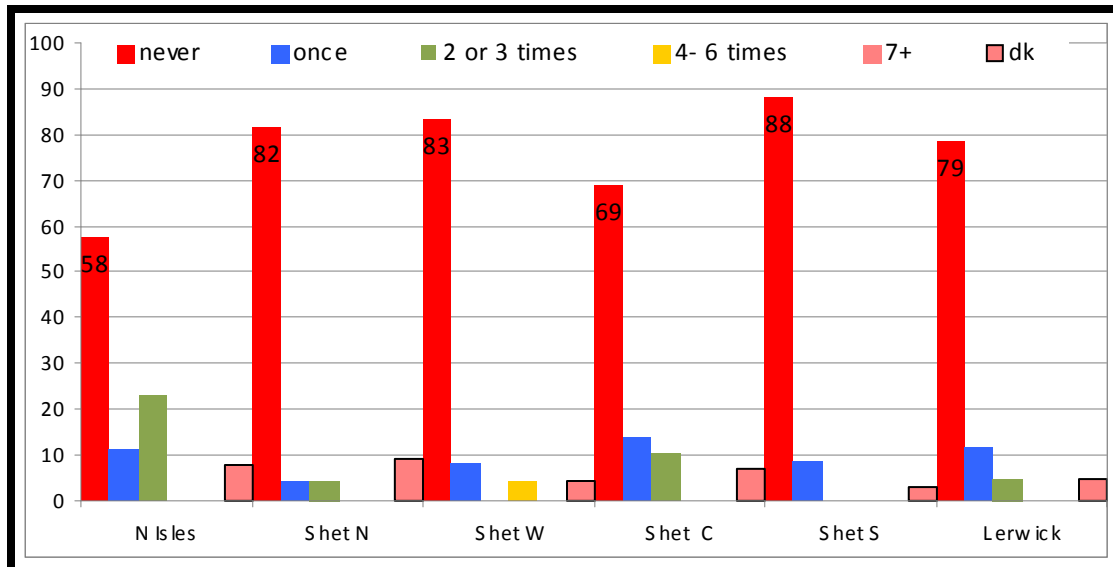


Table D2.2

Ward/%	Never	Once	2-3 Times	4-6 Times	7 or More Times	Don't Know	Rank
North Isles	58	12	23	0	0	8	6
Shetland North	82	5	5	0	0	9	2
Shetland West	83	8	0	4	0	4	3=
Shetland Central	69	14	10	0	0	7	5
Shetland South	88	9	0	0	0	3	1
Lerwick North & South	79	12	5	0	0	5	3=

From the table and chart above it can be seen that the majority of resident have never had their refuse collection missed. Based on a weighted scoring system the ranked level of consistency in refuse collection by ward is:

1. Shetland South
2. Shetland North

3. Shetland West
3. Lerwick (North & South)
5. Shetland Central
6. North Isles

Question D3

This question asked respondents who had had their refuse collection missed whether it had been collected within 24 hours of notifying the council.

Table D3

Did Not Notify SIC	Yes	No	Don't Know
63%	21%	8%	8%

As can be seen from the table above 21% of rubbish missed was collected within 24 hours and 8% was not collected. 63% did not notify the council that their rubbish collection had been missed, and 8% of respondents said they didn't know.

Question D4

The panel were asked what they felt was the most reasonable length of time for missed refuse sacks to be collected by the council.

Table D4

24 Hours	Within 3 Days	Next Day
37%	31%	32%

From the table above it can be seen that results between the three options suggested in the questionnaire are fairly even; 37% said within 24 hours, 31% thought within 3 days and 32% felt that Next Day Collection was the most reasonable length of time.

Question D5

The panel was asked to comment on what the council could do to improve the refuse collections service throughout Shetland. The most common theme which came up within comments were issues regarding the storage of refuse sacks before collection. Responses have been grouped into 6 main headings.

Wheelie Bins

Wheelie bins were commonly mentioned, with both positive and negative remarks, as illustrated below;-

- Wheelie bins. Refuse should be picked up in morning to stop gulls ripping bags and stop rubbish making such a mess through the day. It's unsightly
- Forget wheelie bins!

Seven positive comments in relation to wheelie bins were made by respondents living in Lerwick, one from North Isles and one from Shetland West. Two comments were made which discouraged the provision of Wheelie bins, one from a respondent in Lerwick and the other from Shetland Central.

Storage of Refuse Sacks

Thirteen additional comments were made regarding the storage of refuse sacks prior to collection, many of which suggested things such as black bag boxes and checks on netting/covers. The following are example comments in relation to these suggestions;

- More checks on the netting provided to cover bin bags. More checks on those who will not cover their bags and action taken
- It's a perfectly acceptable service but if they provided refuse boxes free of charge it might limit the extent of torn bags leading the rubbish strewn on pavements.
- We like our covered, enclosed compound for rubbish (Burnside)

Provision of Refuse Sacks

Seven comments were made regarding the refuse sacks provided by the council. Four of these referred to the quality of sacks provided currently that they are too thin. One respondent suggested biodegradable bin bags and two stated that not enough bags were supplied.

Recycling

Nineteen comments were made in relation to recycling and the provision of services and infrastructure to assist people in recycling. The majority of comments were made specifically about recycling in rural areas in Shetland and the lack of provision compared to Lerwick and Scalloway, as illustrated below;

- Extend recycling collections to rural areas, but NOT at the expense of weekly refuse collection
- Blue/green bags in the country as well as the town - we pay council tax as well!

Skips

Four comments were made in relation to skips; each stating that they should be used more.

Satisfaction

Thirty comments were also made in this section that the respondents were currently satisfied with the service and felt little could be done to make it any better. The following are examples of such comments;

- I think the refuse collection is very good considering Island life on a remote island. We get it collected once a week & it seems fairly reasonable.
- We have an excellent refuse collection in this area, could set the clock when the lorry will arrive

Question D6

Respondents were then asked specifically about recycling and how important or unimportant they felt it was.

Table D6.1

Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant
62%	31%	5%	1%	1%

62% felt recycling was very important, 31% felt it was important, 5% felt neither important nor unimportant and just 1% felt it was very unimportant.

A cross tabulation of the results by age has been carried out. The importance of recycling amongst different age groups is shown in the chart and table below.

Chart D6.1

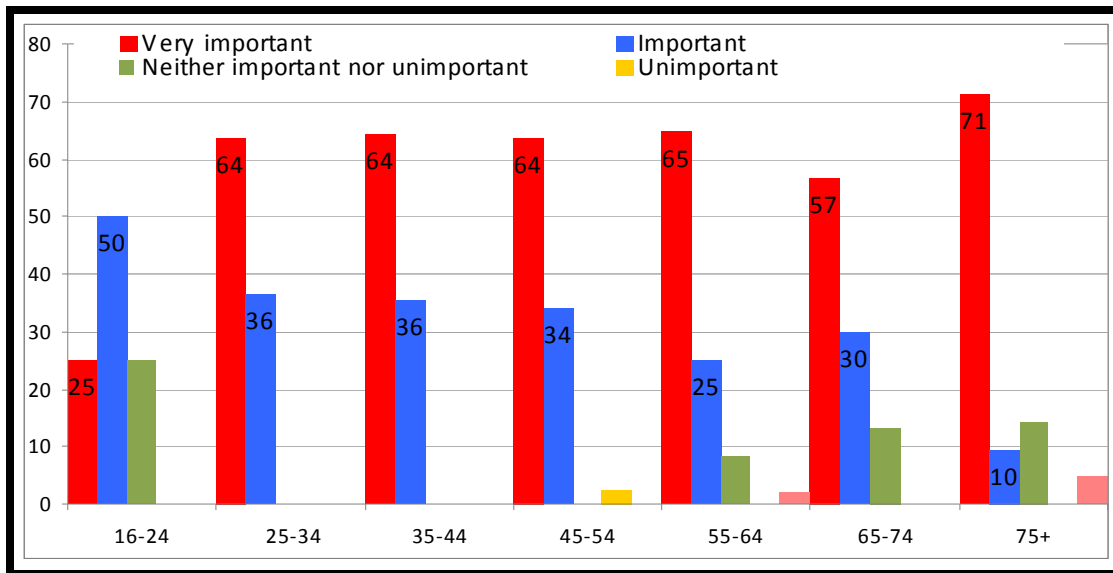


Table D6.2

Age/%	Very important	Important	Neither Important Nor Unimportant	Unimportant	Very Unimportant	Rank
16-24	25	50	25	0	0	7
25-34	64	36	0	0	0	1=
35-44	64	36	0	0	0	1=
45-54	64	34	0	2	0	3
55-64	65	25	8	0	2	4
65-74	57	30	13	0	0	5=
75+	71	10	14	0	5	5=

From the table and chart above it can be seen that for all age groups other than 16-24 the most frequent statement was that recycling was very important. Based on a weighted scoring system it can also be seen that other than for the 16-24 age group (which ranked lowest), the ranked level of importance decreases from 25-44 as age increases.

A cross tabulation of the results was also carried out by location of respondents. The results of this are shown below.

Chart D6.2

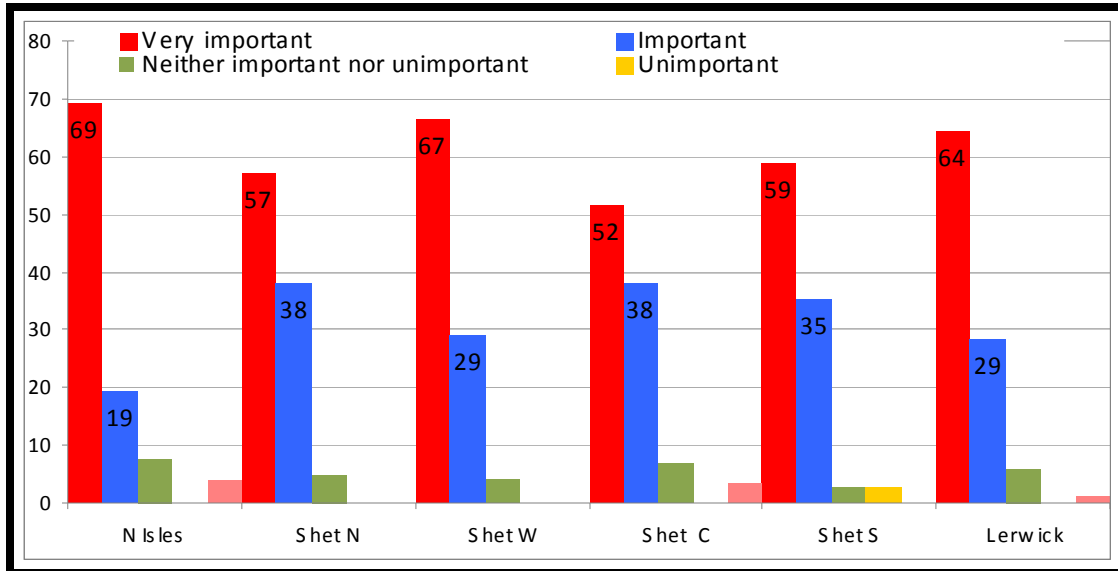


Table D6.3

Ward/%	Very important	Important	Neither Important Nor Unimportant	Unimportant	Very Unimportant	Rank
North Isles	69	19	8	0	4	4=
Shetland North	57	38	5	0	0	3
Shetland West	67	29	4	0	0	1
Shetland Central	52	38	7	0	3	6
Shetland South	59	35	3	3	0	4=
Lerwick North & South	64	29	6	0	1	2

From the table above it can be seen that overall the importance of recycling by ward was high varying from 88% to 96%, based on a weighted scoring system the ranked level of importance by ward is:

1. Shetland West
2. Lerwick (North & South)
3. Shetland North
4. North Isles
4. Shetland South
6. Shetland Central

Question D7

The panel were given a list of recyclable items and asked how often they recycle each. The results are as follows;

Table D7.1

	Always	Mostly	Sometimes	Rarely	Never	Rank
Glass	75%	13%	5%	3%	5%	1
Newspaper	37%	11%	11%	12%	29%	3
Plastic Bottles	37%	6%	8%	13%	37%	4
Cans	49%	8%	10%	10%	23%	2

From the table above it can be seen that the majority of respondents, 75%, always recycle glass, almost half always recycle cans, and just over a third, 37%, always recycle newspapers and plastic bottles. In terms of weighted ranking respondents were most likely to recycle glass and least likely to recycle plastic bottles. A cross tabulation of the results was also carried out by location of respondents, and type of recycling. The results of this are shown below.

Table D7.2

Glass	Always	Mostly	Sometimes	Rarely	Never	Rank
N Isles	84	4	12	0	0	1
Shet N	59	14	9	9	9	6
Shet W	78	13	0	4	4	3
Shet C	66	24	3	3	3	5
Shet S	76	15	0	3	6	4
Lerwick	78	11	5	1	5	2
Newspapers	Always	Mostly	Sometimes	Rarely	Never	Rank
N Isles	17	17	9	13	43	3
Shet N	14	14	14	5	52	6
Shet W	30	9	9	9	43	2
Shet C	18	7	14	29	32	4
Shet S	10	13	20	23	33	5
Lerwick	66	8	7	5	13	1

Plastic Bottles	Always	Mostly	Sometimes	Rarely	Never	Rank
N Isles	9	9	5	14	64	5
Shet N	10	0	14	14	62	6
Shet W	26	9	0	13	52	3
Shet C	19	15	4	30	33	2
Shet S	6	6	16	25	47	4
Lerwick	72	4	6	1	17	1
Cans	Always	Mostly	Sometimes	Rarely	Never	Rank
N Isles	30	9	13	9	39	5
Shet N	32	14	9	14	32	3=
Shet W	45	14	14	9	18	2
Shet C	22	15	15	19	30	6
Shet S	35	10	6	19	29	3=
Lerwick	71	4	8	4	13	1

As can be seen from the table above the most frequent answer for recycling of glass in all wards was always. However for newspapers, plastic bottles and cans other than in Lerwick (which was always), the most frequent answer was never. In terms of overall ranking respondents in the North Isles were most likely to recycle glass, and for all other options the most likely was Lerwick. The least likely to recycle cans was Shetland Central, and for all other options was Shetland North.

Question D8

The panel was asked how much they felt they knew about what happens to recycled items once they have been collected. Results are summarised on the following table;

Table D8

A Lot	Quite a lot	A Little	Hardly Anything	Nothing
7%	19%	44%	24%	6%

From the table above it can be seen that over two thirds of respondents felt they knew only a little or hardly anything, and a quarter felt they knew a lot or quite a lot.

Question D9

This question asked the panel which, from a given list, they felt would be the best methods for informing residents in Shetland about recycling. The results are summarised below, figures in the middle column represent the number of times each was ticked by respondents.

Table D9

Method	Number	Rank
Local Newspapers	196	1
Local radio advertising	98	3
Local news websites	36	5
Council's website	50	4
Roadshows/information displays	33	6
Organised discussions being held in local communities	30	7=
Information leaflets/newsletters delivered direct to Households	142	2
Face to face information on doorsteps	16	9
Advertisements displayed at bus stops and on buses	30	7=

From the table above it can be seen that the most favoured options were local newspapers, direct leafleting and local radio, least favoured were face to face, adverts on buses/stops and discussions with local communities.

Question D10

The panel was then asked reasons why they recycle, again the figures in the second column represent the number of times each reason was ticked by respondents.

Table D10

Reason	Number	Rank
I do not recycle	12	8
To help save natural resources	150	2
To reduce my carbon footprint	113	4
To help prevent my rubbish ending up in landfill sites	157	1
Because I feel I ought to	93	5
Because I like to do my bit	128	3
Because my friends/family encourage me	16	6
Other, please specify	15	7

From the table above it can be seen that the most common reasons for recycling were to prevent rubbish going to landfill, to save natural resources and because respondents like to. The least commonly stated were that respondents did not recycle, and other reasons.

Examples of reasons stated in "other" are as follows;

- Waste not - want not
- Anything that can burn I put in the fire
- School encourages our children to

Question D11

The questionnaire provides a list of suggestions and asks respondents which of them would encourage them to recycle. As above, the numbers in the second column represent the number of times each suggestion was ticked by respondents.

Table D11

Reason	Number	Rank
Nothing	12	8
More recycling centres	79	3
Better storage facilities at home	75	4
Wheeled bins for recyclable materials	51	5
Better information about what can be recycled and where	84	2
Being able to recycle more items	117	1
Having my refuse collected one week and my recycling collected the next week	42	6
Other, please specify	22	7

From the table above it can be seen that the most common reasons stated to encourage recycling were being able to recycle more items, better information and more recycling centres. The least commonly stated were nothing, and other reasons.

In terms of comments made:

- Nine respondents commented that better provision for collection of recycling in rural areas would encourage them to recycle.
- Two respondents stated that their mobility made recycling difficult for them.
- Three felt a reward scheme for recycling would encourage them such as a council tax rebate or some monetary reward for exchange of recyclable goods.
- Three respondents commented that if recyclable goods were collected at the same time as refuse, it would make recycling easier.
- The storage of recycling was mentioned by two respondents, one stated wheelie bins would not work but some other kind of fixed container might.

Question D12

The panel was asked how often they compost garden and kitchen waste. The results are summarised on the table below;

Table D12

Always	Mostly	Sometimes	Rarely	Never
30%	13%	11%	9%	36%

From the table above it can be seen that around a third of respondents always recycle, and slightly over a further third never do so.

Question D13

The panel was asked what the council could do to encourage them to compost more. To make the results to this question more valuable, they have been categorised according to the answers provided to question D12.

Always Compost

As you would expect from this group of people, a percentage stated that there was nothing the council could do as they already recycle all kitchen and garden waste. Some suggestions were made however by these respondents on how the council could possibly make it easier or encourage them further. These are summarised under 2 main categories. Four respondents made references to provision of compost bins; that this would make it easier. A further four respondents made reference to that if more information was provided, it would help with their composting and encourage others.

Mostly compost

Six out of eight comments made by people who mostly compost garden and kitchen waste made reference to compost bins; that if they were provided cheaply/free to households, composting more would be encouraged. The other two comments stated that nothing could be done by the council to encourage them to compost any more than they already do.

Sometimes compost

Two references were made to the provision of compost bins. One respondent sought information as to what to do with the compost if it was not used at home. A further two respondents said more information would encourage them to compost more.

Rarely/Never Compost

The majority of comments made by those who never compost stated that they had no garden or need for the compost and hence no interest in composting. A substantial number of comments were also made that if compost bins and information on exactly what and how to compost, they would be encouraged.

Question D14

The panel was asked if they were aware that compost bins can be obtained from Council's Environmental Services offices at Grantfield in Lerwick, 59% of respondents were aware 41% were not.

Question D15

The panel was asked if they thought recovering energy by burning waste to provide a district heating scheme is a sustainable method of managing waste.

Table D15

Yes	No	Don't Know
76%	9%	15%

From the table above it can be seen that three quarters of respondents felt that district heating was a sustainable method of managing waste.

Question D16

The panel was asked how satisfied or dissatisfied they were with the cleanliness of the streets in the area where they live.

Table D16

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Rank
Your Road, Street, Etc.	33%	44%	14%	6%	1%	1
Footpaths Around Where You Live	27%	44%	18%	8%	3%	4
Your Town/Village Centre	25%	48%	18%	7%	2%	3
The Main Roads In You Town/Village	23%	52%	18%	8%	1%	2

From the table above it can be seen that around half of all respondents stated they were satisfied with the cleansing, and a quarter to a third that they were very satisfied. In terms of weighted ranking respondents were most satisfied with street cleaning, and least satisfied with the cleaning of footpaths.

Question D17

The panel was asked if they thought the streets and roads within Shetland should be cleaned more or less often, than they are currently.

Table D17

	More Often	As They Are Now	Less Often
Residential Areas	18%	81%	1%
Streets in town/village	22%	76%	1%
Centres where there are shops	37%	62%	1%
Main roads/highways	14%	85%	1%

From the table above it can be seen that the majority of respondents stated that the frequency of cleansing should be kept as it is now. This was felt most strongly for residential areas, and least strongly for centres with shops, where around a third of respondents felt additional cleaning might be required. Only 1% of respondents in each case felt that cleaning should be carried out less frequently.

Question D18

The panel was asked if they thought there was currently the correct amount of litter bins situated throughout Shetland.

Table D18

Yes	No, More Bins Required	No, Less Bins Required	Don't Know
31%	57%	1%	11%

From the table above it can be seen that although around a third of respondents felt that there were currently sufficient litter bins, over a half, 57%, felt more bins were required.

Question D19

The panel was asked if they thought there was currently the correct amount of dog waste bins situated throughout Shetland.

Table D19

Yes	No, More Bins Required	No, Less Bins Required	Don't Know
16%	51%	1%	32%

From the table above it can be seen that over a half, 51%, felt more bins were required and a third stated they did not know.

Question D20

The panel was asked if they thought the amount of fly tipping had increased or decreased in Shetland over the last 12 months.

Table D20

Increased A Lot	Increased A Little	Stayed The Same	Decreased	Decreased A Lot	Don't Know
3%	4%	21%	23%	2%	47%

From the table above it can be seen that almost a half of respondents stated that they did not know, a quarter felt that it had decreased, around a fifth that it had stayed the same and only 7% that it had increased.

Question D21

The panel was asked what they thought could be done to reduce the amount of fly tipping in Shetland. Comments made are summarised below.

- The most common theme in answer to this question was penalties. 28 references were made to surveillance and some kind of prosecution for offenders. Examples of these comments are as follows;
 - Warnings about consequences publicly displayed & info about what to do instead
 - More control. Investigation as to who is doing this and when caught big big fines.
- The second most common theme were comments which included references to skips, more specifically that more ought to be provided or that the frequency of emptying should be increased.
- 5 respondents made reference to tipping sites stating that if these were more accessible and known, fly tipping would be reduced.
- 4 respondents made reference to landfill tax stating that if the expense of this was reduced, people would tend not to fly tip so often.

Question D22

The panel was asked how satisfied they were with the provision of the Community Council skips service throughout Shetland.

Table D22

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Rank
Number Of Skips	18%	41%	25%	14%	2%	2
Location Of Skips	19%	47%	26%	7%	1%	1
Frequency Of Emptying	16%	27%	34%	18%	5%	3

From the table above it can be seen that in the main, respondents were satisfied with the number and location of skips, however they were less satisfied with the frequency of emptying with around a quarter stating they were dissatisfied. Based on a weighted ranking, respondents were most satisfied with skip location, and least with skip emptying. This is mirrored in the comments provided by respondents in the following question.

Question D23

The panel was asked what the SIC could do to improve the provision of the Community Council Skips service throughout Shetland. Comments made are summarised below.

- Comments made most often in this section stated that respondents wanted to see more skips and that they be emptied more frequently.
- 24 were made that more skips were required
- 29 that respondents would like to see skips emptied more often
- A further five covered both these issues.
- 4 were made regarding skip misuse, particularly commercial builders who are using them and people putting things in them which they shouldn't e.g. refuse sacks, cardboard, farm waste etc.
- 8 wholly positive comments were made about the present scheme and that no changes should be made.

- 7 comments were made which intimated respondents felt there was a lack of information circulated about when and where skips would be placed and what could and could not go in them.

Examples of suggestions are shown below;

- Sometimes the skips could do with being emptied more often, but how would the council know?
- More skips are needed and they require to be changed more frequently
- Difficult as in my area the skip is filled up same day it is emptied which suggests people use it rather than hire a private skip or take items to Lerwick. Businesses also seem to use it which doesn't seem right
- Again this service is exemplary, the envy of relatives on the mainland
- Don't think they should do anything different to what they are currently doing. It seems to be working and is a value for money service.
- Advertise them better, in the paper or on a leaflet
- Permanent waste disposal areas in rural communities

Question D24

The panel was asked if the SIC were to introduce a free bulky uplift service to collect items from resident's houses instead of the Community Council Skips, did they think this service would be preferred to the skip service.

Table D24

Yes	No	Don't Know
41%	34%	25%

From the table above it can be seen that there was a fairly even split between those who felt this would be preferable and those that did not, 41% as opposed to 34%. A quarter of respondents stated they were unsure. It should be noted that several comments regarding this proposal were made in Question D30.

Question D25

The panel was asked how satisfied they were with the provision of public toilets throughout Shetland.

Table D25

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
Toilet Cleanliness	11%	43%	28%	16%	2%
Toilet Opening Hours	8%	31%	34%	24%	5%

From the table above it can be seen that over a half of respondents, 54%, were satisfied with the cleanliness of public toilets, with around a fifth, 18%, dissatisfied. 39% were satisfied with opening hours, however 29% were dissatisfied.

Question D26

The panel was asked if they thought there were the right number of public toilets situated throughout Shetland.

Table D26

Yes	No	Don't Know
32%	46%	22%

From the table above it can be seen that although around a third, 32%, thought there were the right number of public toilets, around a half, 46%, did not.

Question D27

The panel was asked what they thought the SIC could do to improve the provision of toilets throughout Shetland. Comments provided are summarised below.

- 44 respondents said that building more public toilets would improve provision.
- 17 felt that if current facilities were open longer, the provision would be better.
- 8 felt that the current facilities needed to be monitored and cleaned more often.
- 6 left comments that referred to improving the current facilities e.g. providing baby change facilities and ensuring buildings are user friendly.

- 4 felt that it was important to provide facilities at popular attractions such as beaches.
- 3 commented that the current provision is good as it is.

Examples of suggestions are shown below;

- Provide a few more but funds would be a problem I presume.
- More required in rural areas, there are no toilets between Bixter & Lerwick, a long trip if you need to go
- Provide toilet facilities at all tourist attractions eg popular beaches
- Keep them open for longer on weekend nights in Lerwick. There seems to be a problem with people "using the lanes".
- I would be happy to pay 20p if a toilet attendant looked after and cleaned the toilets. They do that in Blairgowrie and the toilets are nice fresh and very clean
- Ensure all toilets/washbasins have a captive plug. The old toilets at the Esplanade are particularly difficult for one-handed operation. Trust new toilets will be more disabled user friendly
- Provide money to local business to provide public toilets e.g. Shops/building contractors

Question D28

The panel was asked how satisfied they were with the provision of the grass cutting service throughout Shetland for:

- a) Amenity areas e.g. communal areas, play areas and Council sheltered housing

Table D28.1

	Very Satisfied	Satisfied	Neither Satisfied Not Dissatisfied	Dissatisfied	Very Dissatisfied
Cuts per year	14%	46%	36%	3%	0%
Quality of cuts	13%	44%	38%	4%	1%

From the table above it can be seen that around a third were neither satisfied nor dissatisfied, 60% were satisfied with the number of cuts per year and 57% with the quality of cuts, only 3% and 5% respectively were dissatisfied.

b) Pensioner's and disabled person's gardens

Table D28.2

	Very Satisfied	Satisfied	Neither Satisfied Not Dissatisfied	Dissatisfied	Very Dissatisfied
Cuts per year	12%	29%	48%	9%	2%
Quality of cuts	12%	30%	50%	6%	3%

From the table above it can be seen that around a half of respondents were neither satisfied nor dissatisfied, 41% were satisfied with the number of cuts per year and 42% with the quality of cuts, 11% and 9% respectively were dissatisfied.

c) Burial grounds

Table D28.3

	Very Satisfied	Satisfied	Neither Satisfied Not Dissatisfied	Dissatisfied	Very Dissatisfied
Cuts per year	21%	46%	31%	1%	0%
Quality of cuts	20%	47%	32%	2%	1%

From the table above it can be seen that around a third were neither satisfied nor dissatisfied, 67% were satisfied with both the number of cuts per year and the quality of cuts, only 1% and 3% respectively were dissatisfied.

Question D29

The panel was asked to give any further comments regarding the provision of the grass cutting service throughout Shetland. Several reoccurring themes were found from the responses collected.

- The first of these was the frequency of cuts; that if grass was cut more regularly it would be better.
- The second identified was the quality of work done; that it is sometimes very poor.
- 2 respondents suggested training and three suggested better consideration of tenders would be advantageous to the quality of the service.
- 10 comments were made in relation to policies and admin associated with the grass cutting service which suggested some felt they were unable to access services they were entitled to.
- 5 comments were made regarding roadside/verge cutting that these would need to be cut more often.

Examples of comments made are summarised below;

- Cut old peoples grass/edges more frequently or don't penalise them for getting/paying someone to do extra cuts when it can be up to 4 weeks between cuts
- Pensioners have to be on a "waiting" list. The job done is poor and they got few cuts a year.
- Stop wasting public money cutting grass for people who are capable of doing it themselves - I object strongly to the waste of money
- Continue to ensure cost effective service, utilise people doing community service to increase cuts
- Staff training!!! The quality of grass cutting last year was very poor.
- The cheapest tender may not always be the best option. The grass cutting is a disgrace.
- Make sure road junctions maintain good visibility/i.e. Cut more often.
- Maintain wild flower verges.
- Employ more students during the holidays
- Is the grass composted?

Question D30

Respondents were provided with an opportunity to give any further comments relating to any of the questions asked or to the survey itself.

Responses to specific questions were varied, however the question that received most comments was D24. A common consensus was brought from these that it was felt that if a bulky uplift service would work well along with the present skip service but should not replace it.

- Examples of comments made regarding the questionnaire are shown below:
 - This time the questionnaire is easier to understand and fill in logically
 - I have filled in all the surveys so far. You give the statistical returns to the public, but I am not convinced that anything ever happens or changes as a result
 - Would this survey be better if the replies were anonymous?
- A significant number of further comments were made regarding recycling in this section which mainly mirror those made in Question D5, examples of these are shown below.
 - It would be good if we could recycle plastic bale wrap

- I do not receive any waste bags for recycling at all, and there is no facility for this where I live
 - I believe the environmental damage caused by recycling is greater than not recycling in a rural island community such as Shetland
 - The council does encourage people to recycle with issuing the coloured bags - but it does not make sense that people should deliver these bags out to Rova Head - surely this defies the carbon footprint!! There should be monthly or fortnightly community collection for areas out with Lerwick or Scalloway
 - I think the kerbside collection of plastic bottles in Lerwick is a good step forward, I would like to see this extended to other areas. In the meantime I would like to see banks on a depot to which people could bring plastic waste as I have had trouble finding out where to take it. I would also like to see facilities for recycling newspaper, old clothes etc.
 - Recycle kitchen & garden waste by feeding most of it to hens, and burn some to obtain potash which I use on garden along with waste from hens.
- 4 respondents made comment about dog waste; that more bins need to be placed and the need to prosecute offenders.
 - Comments were also made more generally about the SIC as a whole, examples are show below;
 - People in Shetland generally expect far too much of public services - but the council needs to start managing the level of expectation as it is unsustainable
 - Although many criticise the services and the SIC here, they are the envy of friends & relations from the mainland who have become aware of the level of service we enjoy. Service level must be looked at in context and in comparison with that provided elsewhere.
 - Examples of other comments made to Question D30 are shown below which were not categorised.
 - Shetland is the only place I have lived in Scotland where I have felt and experienced no prejudice against my being English. I have never felt awkward about speaking with my English voice!
 - Litter - around the AHS and to the street is appalling!!
 - Many of these problems relate to people not taking responsibility for their actions and not considering how their behaviour affects other people i.e. drinking, fly-tipping etc. Given the cost implications of more services the council should be very cautious of trying to increase the services it offers.
 - Expand district heating in Lerwick and introduce small schemes to rural villages