



# 1

## OUR PERFORMANCE MATTERS



### At a glance...

Highlights of some of the positive aspects of Council performance that have been reported to committees during the first quarter - April to June 2017

# 1

# 60



building warrants issued in Quarter 1

The average time to issue a building warrant has reduced by 15 days from last year

# 2

Community Planning and Development staff helped bring

# £100,001

 into Shetland projects

# 3

We successfully secured

# £1.1 million

to help people in fuel poverty this year



# 4

16 Modern Apprenticeships started at Train Shetland, studying administration, construction, engineering and more.



# 5

The percentage of people aged 65 and over receiving an intensive care package (over 10 hours per week) in their own home rather than a care setting was 55% in Quarter 1, and above the target of 40%.



- The [Shetland Child Protection Committee Annual Report 2016/17](#) appeared on the Education and Families Committee agenda. You can read about activities for Safer Internet Day 2017, which included working with Police Scotland Young Volunteers to produce a short film about the implications of the use of technology (shown to all secondary schools in Shetland) and the joint work with Youth Services to deliver #VSVS - Virtually Safe Virtually Sound.
  - Estate Operations is leading on delivering the actions in the Council's Carbon Management Plan in order to reduce energy consumption and carbon emissions. A progress statement was reported to the Environment and Transport Committee in August, noting that "while there is still a significant difference between target trend and current trend, the current trend has decreased to a projected 2020/21 consumption of 81,327,497kWh from the 2015/16 figure of 88,227,818kWh."
- Various projects have contributed to this decrease including energy efficiency works completed at Bressay and Laxo ferry terminals; lighting projects completed at various schools, care homes, offices and ferry terminals; approximately 130 street lights replaced with LED fittings; and upgrading heating and heating controls at Happyhansel Nursery, Seaview and New Craigielea.
- At Scalloway Fish Market, 44,211 boxes of fish were landed in Q1, up on the target of 36,000. Fish tonnage was also up on target – at 2,217 tonnes against 1,500.
  - The Council's Records Management Plan was approved by the Keeper of the Records of Scotland on 2 June 2017. This approval confirms the Council's compliance with the Public Records (Scotland) Act 2011.
  - Since the start of 2017, Train Shetland have run 180 various courses and invigilated/hosted 52 exams on behalf of others including Open University.
  - Our target is to have less than 10 people waiting for a permanent residential placement – in Q1 we had one person waiting.
  - In Q1 we had 671 people receiving home monitoring for health and social care (technology enabled care), which was up on our target of 599. We will continue to work to increase this.
  - We consistently meet our target of 100% of Criminal Justice Social Work reports being submitted to courts on time.
  - Our occupancy of care home rate is 82.5% (target 90%). The effectiveness of our Home Care service is resulting in less demand for care centre beds.
  - Ours is the best performing partnership in Scotland for the proportion of people spending the last six months of life at home or in a community setting (94%).

Find out more at:

[www.shetland.gov.uk/about\\_performance/](http://www.shetland.gov.uk/about_performance/)  
[www.shetland.gov.uk/coins/calendar.asp](http://www.shetland.gov.uk/coins/calendar.asp)



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