



# Shetland Islands Council: Performance Report 2003-04

WELCOME TO THIS, the third, summary of how the Council is performing for Shetland and the people of Shetland. This booklet primarily sets out what services we provide and how they can be accessed: with some information on the standard you should expect and how we've improved these services during 2003-04.

Even a quick glance at this information will show what a huge amount and variety of services we do provide to Shetland. This makes it crucial that we get these services right and, in order to do this, we need to tell you what we do and how well we think we're doing it, so that you will be better informed and able to tell us what you think.

We also provide information from across the Council on how we're working:

1. To focus on our priorities to achieve value for money;
2. To make sure that we know the needs of everyone in Shetland's communities, so that we can provide for these needs; and
3. With our partners in the public, voluntary and private sectors to ensure you receive services to provide for these needs.

The content of this publication has been altered this

year, in response to information provided by 'Your Voice'. Over three quarters of this representative panel of Shetland residents told us that they would like to be provided with information on what services we provide and can be requested. Less important was knowing the standard and improvement in services.

We're always looking for feedback on our services and on the information we provide you with. If you wish to make a comment, please use the form at the back of this publication, or contact us using another method.

We look forward to hearing from you.



*Sandy Cluness*  
Convener



*Morgan Goodlad*  
Chief Executive

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## Community Learning and Development

For information and access to these services contact:

- ✉ Hayfield House, Hayfield Lane, Lerwick, ZE1 0QD
- ☎ 01595 744006
- ✉ community.development@sic.shetland.gov.uk

### For Community Offices:

- Lerwick/Bressay (as above)
- North Isles (Yell Leisure Centre) ☎ 01957 702040
- North (4 Havragord, Brae) ☎ 01806 522417
- South (Sandwick JH School) ☎ 01950 431439
- West, inc. Whalsay and Skerries (Scalloway Public Hall) ☎ 01595 880440

### We provide:

1. A range of opportunities for young people, such as Youth Clubs, the Duke of Edinburgh's Award Scheme, play schemes and supporting the provision of childcare;
2. A range of learning opportunities for adults in a range of settings;
3. An Adult Literacy service, identifying need and including training and support for volunteers;
4. Community Offices and Community Learning and Development Officers in communities, to support them in raising awareness of and tackling issues;
5. Community Minibuses and a community transport subsidy scheme; and
6. Grant Aid Schemes, funding information and support with applications.

### What can be expected:

1. We will ensure that all groups receive a decision on completed applications forms within 6 weeks for the grant aid schemes delegated to Officers;
2. All adult learning programs reflect community need and the quality of them is monitored;
3. Young People have access to Young Scot Smart Cards, information and support; and
4. The views and needs of Young People are passed on to those providing services.

### What have we improved:

1. We trained 18 further volunteers to deliver adult literacy training, which contributed to supporting 213 learners across Shetland;
2. The future range and quality of adult classes, through review with Shetland College; and
3. Our Grant Aid Scheme, through review and consultation.

### What are we working towards:

- Improving access to services through transport and opening hours; and
- Working harder to reach people who are not currently using our services.

## Libraries

For information and access to these services contact:

- ✉ Shetland Library, Lower Hillhead, Lerwick, Shetland, ZE1 0EL
- ☎ (01595) 693868
- ✉ shetlandlibrary@sic.shetland.gov.uk

### We provide:

1. A lending service for books, large print books, music CDs, talking books and open learning packs, including mobile libraries, housebound service, collection to island communities and request service;
2. A Learning Centre with learning opportunities, taster sessions, local history and reference collection;
3. An information service, including free on line access and community information;
4. Events, such as reading promotions, literature events, class visits and displays;
5. A service to schools, including advice and support.

### What can be expected:

1. To borrow up to 20 items in total. Mobile library users will have an increased limit dependent on individual needs;
2. A minimum of 20 events and activities a year to support the educational, recreational and information needs of children and young people, working in partnership with organisations such as Shetland Arts Trust; and
3. Provide a minimum of 10 activities to promote literature in general, and the literature and dialect of Shetland, working with Shetland Arts Trust.

### What have we improved:

1. Introduced a computerized system for borrowing items;
2. Established five free online resources in the Learning Centre;
3. Established two Chatterbooks reading clubs in Lerwick; and
4. Ensured the service is open for the established 48 hours a week.

### What are we working towards:

- Reaching people who are not currently using our services.

## Museum and Archives

The Museum can be accessed by contacting:

- ✉ Museum, Lower Hillhead, Lerwick, ZE1 0TR
- ☎ (01595) 695057
- ✉ Shetland.Museum@sic.shetland.gov.uk

### OPENING HOURS<sup>1&2</sup>

- Sun, Mon, Tue .....CLOSED
- Wed, Thu, Fri, Sat .....10.00 - 1700

The Archives can be accessed by contacting:

- ✉ Archives, 44 King Harald Street, Lerwick, ZE1 0ER
- ☎ (01595) 696247
- ✉ Shetland.Archives@sic.shetland.gov.uk

### Opening Hours:

- Mon, Tue, Wed, Thur, Fri .....9.00 – 13.00, 14.00 – 17.00
- Sat, Sun .....CLOSED

### We provide:

- Through the Shetland Museum, Böd of Gremista, Crofthouse Museum and Shetland Archives, a means to safeguard the material and written evidence of people and their environment in Shetland. This contributes to the quality of life in Shetland and provides an important lifelong educational role for people from all sections of the community, as well as visitors to the islands.

### What can be expected:

1. To hold in trust, for present and future generations, the material and written evidence of Shetland's people and their environment;
2. To create and instigate exhibitions, publications and events that are thought-provoking, inspiring, meaningful and enjoyable;
3. Play an active role in advising and promoting good standards of collection care and interpretation to the network of Shetland museums and heritage groups; and
4. An information and enquiry service.

### What have we improved:

1. Sound Archives collections have been transferred to compact disk, improving accessibility; and
2. Increased the number of visits to schools to talk about our work and developed a school artefact box loan scheme.

### What are we working towards:

- Work harder to reach people who are not using our services.

## Sport and Leisure

For information and access to these services contact:

- ✉ Hayfield House, Hayfield Lane, Lerwick, ZE1 0QD
- ☎ 01595 744006
- ✉ community.development@sic.shetland.gov.uk

### We provide:

1. Maintenance to a number of parks and pavilions, 74 play areas, 11 Multi-courts and the Knab Golf Course;
2. A varied programme of sport activities and programmes, such as summer activities for children and coaching courses; and
3. And develop extra curricular activities for school children, such as the Walking Bus Programme.

### What can be expected:

1. We will inspect all children's play areas at least 4 times a year; and
2. We will ensure that all reports of damage to facilities/equipment will be investigated within two working days and if necessary either repaired, made safe or removed within five working days.

### What have we improved:

1. We have introduced an outdoor education service: in particular for 5 – 16 year olds. Activities include hill walking, coastal walking, canoeing, kayaking, orienteering and rock climbing, available through schools, youth clubs, uniformed organisations and the general public; and
2. We have introduced an activities programme for children and Young People with Special Needs, to ensure that opportunities are available for children and young people with special needs to participate in cultural, sporting, and recreational opportunities.

### What are we working towards:

- Reaching people who are not using our services.

<sup>1</sup> In addition to normal hours, the Museum is currently closed to the public on Mondays and Tuesdays, due to the workload imposed by the new Museum and Archives project.  
<sup>2</sup> The Croft House and Böd of Gremista Museums are open during the summer months only.

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## Economic Development

For information and access to these services contact:

✉ Greenhead, Lerwick, Shetland, ZE1 0PY

☎ (01595) 744940

✉ development@sic.shetland.gov.uk

We provide:

1. Economic information, research and publication of statistics;
2. European advice, research and information;
3. Economic analysis in support of external grant applications;
4. Resources for Project work, such as Renewable Energy;
5. A marketing service: establishing a Shetland Brand, Development Programme, and promotional events;
6. Assistance schemes to support economic development/diversification in the economy as the oil industry declines and other structural changes take place;
7. Specific advice/guidance in relation to: Agriculture; fisheries; oil; tourism; and community economic development; and
8. Further Education, Higher Education and Training through Shetland College and Train Shetland.



What can be expected:

1. Grant assistance for 50+ economic development projects per year;
2. Marketing assistance for 50+ projects per year;
3. Participation in four International Trade Fairs;
4. Preparation and Update of Economic Policies;
5. A weekly European Information service for Council Departments and the Business Community;
6. Core funding packages annually for North Atlantic Fisheries College and Shetland Islands Tourism;
7. Annual publication of Shetland in Statistics;
8. Progress towards advancing renewable energy projects Shetland;
9. Provision of 1200+ enrolments in Further and Higher Education; and
10. Provision of 190+ Skillseeker/Modern Apprentice places.

What have we improved:

1. Establishment of a dedicated team to develop community windfarms in Shetland;
2. Introduction of more professional marketing techniques into Council promotional schemes and activities;
3. Development of better working practices with Shetland Enterprise and Shetland Development Trust; and
4. Participation in Further and Higher Education: 384 full and part-time extra places compared with 2002/03.

What are we working towards:

- Improving our public image following the failure of some large recent investments.

## Education

For information and access to these services contact:

✉ Hayfield House, Hayfield Lane, Lerwick, ZE1 0QD

☎ 01595 744000

✉ head.of.education.service@sic.shetland.gov.uk

We provide:

1. High quality, balanced curricular provision, in line with National Guidelines;
2. Equality of opportunity;
3. A wide range of Standard Grade, Intermediate and Higher courses; and
4. Nursery provision for all pupils.

What can be expected:

1. Pre-school, primary and secondary education for all children in Shetland for 38 weeks per year;
2. Very high quality school accommodation and extremely well-resourced schools;
3. Annual Reports on all pupils, provided by their school;
4. Communication and consultation annually with stakeholders to ensure that the vision, culture and strategic direction remain relevant and current; and
5. Provision of 35 hours of continuing professional development for all teachers.

What have we improved:

1. A traditional fiddle qualification has been developed in conjunction with London School of Music.
2. 5-14 National test results have improved in reading and writing.
3. Three schools have gained permanent Eco-school status.
4. Two schools and one school board have gained the Investors in People quality award.

What are we working towards:

- Completing the comprehensive review of Education service provision;
- Implementing in full the remaining recommendations of HMI inspections;
- Increasing levels of literacy and numeracy;
- Improving consultation with everyone involved with education; and
- Progress on the new Anderson High School build.

## Burial Grounds

For information and access to these services contact:

✉ Infrastructure Services, Grantfield, Lerwick, ZE1 ONT

☎ 01595 744800

✉ infrastructure@sic.shetland.gov.uk

We provide:

1. burial grounds, maintaining them to a high standard;
2. the grave digging service; and
3. maintenance of records.

What can be expected:

1. Appropriate administration arrangements for an interment within one working day of receiving the relevant notification;
2. Assistance in searches for title deeds; and
3. Respect for your privacy, dignity and your religious and cultural beliefs.

What have we improved:

1. Completion of the Norwick and West Yell extension;
2. Established flower beds at the Knab.

What are we working towards:

- Being able to develop extensions where necessary.

## Environmental Health

For information and access to these services contact:

✉ Infrastructure Services, Grantfield, Lerwick, ZE1 ONT

☎ 01595 744800

✉ infrastructure@sic.shetland.gov.uk

We ensure:

1. Food animals are produced in a healthy manner and that welfare of all animals, including pets, is responsible;
2. Adequate protection, maintenance and improvement of the local environment so as to benefit the health of the community;
3. The safe production, manufacture, storage, handling and preparation of food and its proper composition and labelling;
4. The safety, health and welfare of persons whilst at work and those who might be affected by work activities;
5. The provision and maintenance of housing stock of a good standard, that is safe and that is provided with all basic amenities;
6. The protection of public safety and/or elimination of nuisance or other adverse impacts of activities through the exercise of licensing controls; and
7. The potential spread of disease and/or physical damage resulting from infestation by pests is prevented, and to work with other agencies to protect and secure improvements in the public's health.

What can be expected:

1. Following initial advice:
  - response to urgent public health risks in 1 working day.
  - response to non-urgent public health matters in 5 working days.
2. Enforce the law in a balanced, reasonable and open way;
3. Interpret environmental health legislation and make this information available.
4. Explain the purpose of our visit and provide identification when carrying out an inspection of local businesses or houses; and
5. Achieve an overall satisfaction rate of at least 95% from service users.



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## What have we improved:

1. The implementation of new housing grants; and
2. Litter, through the introduction of a new litter control regime.

## What are we working towards:

- Increasing consultation with businesses.

## Planning Services

### For information and access to these services contact:

- ✉ Infrastructure Services, Grantfield, Lerwick, ZE1 ONT
- ☎ 01595 744800
- ✉ [planning@sic.shetland.gov.uk](mailto:planning@sic.shetland.gov.uk)

We are concerned with ensuring that Shetland's physical development occurs in ways that bring economic, environmental and social benefit to the islands. We want development to be sustainable, in other words to manage resources in a way that will benefit not just today's Shetland, but the Shetland inhabited by future generations.

### We:

1. Ensure, through the Building Control Service, that structures and buildings in Shetland are safe and meet national building standards;
2. Process licences, including theatre and cinema;
3. Deal with applications for Planning Permission, Listed Building Consent, Conservation Area Consent, Hazardous Substances Consent, Advertisement Consent, Agricultural Prior Notification, etc.;
4. Investigate breaches of planning control and, where appropriate, carry out enforcement action;
5. Assist a wide range of building conservation projects throughout the Isles, through advice and operation of the Council's Conservation Grant scheme and, on behalf of Historic Scotland, the Town Scheme;
6. Advise on matters to do with protection of the natural environment, Ancient Monuments and archaeology, including the Council's obligations in relation to protected sites;
7. Prepare, maintain and implement the Development Plan, consisting of the Shetland Structure Plan and the Shetland Local Plan;
8. Act as the main contact point for all matters relating to access to Shetland's countryside and promote access by a variety of means.

### What can be expected:

1. Provide advice and assistance in completing application forms. For any customers with mobility difficulties, a home visit will be made;
2. Carry out pre-submission discussions with applicants/agents subject to prior appointments being made;
3. Encourage internal and external regulators to adopt closer working practices to improve communication;
4. Communicate clearly with customers, advise on the progress of applications and where necessary provide explanations for delays;
5. Have a duty officer available during specified times;
6. Provide clear and concise guidance information.

### What have we improved:

1. 33 access improvements throughout Shetland;
2. Knowledge of current public attitudes to Shetland's retail sector, by conducting a shopping questionnaire;
3. Launched the Fishing for Litter Project; and
4. Launched a number of community biodiversity action plans.

### What are we working towards:

- Improving internet access to the planning process; and
- Involving customers in the planning process.

## Ports and Harbours

### For information and access to these services contact:

- ✉ Port Administration Building, Sella Ness, Sullom Voe, ZE2 9QR
- ☎ 01806 242551
- ✉ [marine.reception@sic.shetland.gov.uk](mailto:marine.reception@sic.shetland.gov.uk)

### We provide:

1. Pilotage to ship masters in accordance with the Pilotage Directions for the ports of Sullom Voe and Scalloway;
2. A navigation service to ships entering/leaving the Sullom Voe Harbour Area;
3. And maintain jetties and piers, gangway systems, mooring equipment and cranes at the Sullom Voe Terminal; piers and jetties at other Council harbours to meet the requirements of users of that area; and
4. Full or part time pier assistants at the smaller Council piers in order to raise charges and carry out basic maintenance.

### What can be expected:

1. 24 hours a day availability of Pilotage, Vessel Traffic and Work Boat services.

### What have we improved:

1. Significant reduction in costs.

## What are we working towards:

- Trying to improve the way tankers are moored.



## Refuse Collection and Street Cleaning

### For information and access to these services contact:

- ✉ Infrastructure Services, Grantfield, Lerwick, ZE1 ONT
- ☎ 01595 744800
- ✉ [infrastructure@sic.shetland.gov.uk](mailto:infrastructure@sic.shetland.gov.uk)

### We provide:

1. A weekly domestic refuse collection service to every household in Shetland;
2. Where requested, a refuse collection service is provided to organisations, commercial premises and industrial premises;
3. 'Rural' Community Councils with an annual allocation of skips, based on local population, for the collection of bulky household waste within their own areas;
4. Permanent skips at the Civic Amenity Site located at Rova Head for the free disposal of bulky household waste;
5. A service to ensure that all parts of Shetland for which the Council is responsible, includes all public roads, are kept clear of litter; and
6. And maintain and operate the majority of public toilets in Shetland. We are empowered to provide public toilet facilities within Shetland but are placed under no legal obligation to do so.



### What can be expected:

1. Removal of domestic refuse once a week, 52 weeks per year;
2. A twice a year uplift for bulky household items for properties in Lerwick with areas outwith Lerwick serviced by Community Council skips all year round;
3. For overflowing litterbins to be emptied and dog fouling removed within 24 hours;
4. We will remove dog fouling within 24 hours;
5. For Graffiti to be removed within 5 working days;
6. Flytipping to be removed from Council land within 5 working days;
7. Assist owners of private land, on request, to remove fly-tipped material. There is a variable fee for this service that we will strive to keep to a minimum; and
8. Public toilets maintained in a clean, hygienic and safe condition.

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## What have we improved:

1. The number of litter bins at bus shelters in Lerwick;
2. The number of dog bins in Lerwick; and
3. We now supply smaller skips for the Outer Isles to ease transportation.

## What are we working towards:

1. Improved response time for collecting requested items.

## Roads

### For information and access to these services contact:

- ✉ Infrastructure Services, Toll Clock, Lerwick, ZE1 OPX
- ☎ 01595 744866, or in an Emergency phone Lerwick Police Station on 692110
- ✉ roads@sic.shetland.gov.uk

### We:

1. Ensure that all roads, footways, streetlights, traffic signals, culverts and bridges are inspected and maintained;
2. Provide, in conjunction with the Police, an emergency call-out service in order to respond to any emergency situation affecting a public road anywhere in Shetland at any time;
3. An early morning inspection service as necessary during winter (except Christmas day or New Year's day) and decide if gritting or snow clearing is required; when required, to carry out treatment to minimise the danger to road users of ice or snow on public roads;
4. Record information provided by the police on road accidents they have been notified of, and take measures to minimise the likelihood of future road accidents; and
5. Manage and operate the Scord Quarry, including the only bituminous coating facility available in Shetland, to ensure that a satisfactory supply of road making material is available locally at an acceptable price.

### What can be expected:

1. An annual programme of resurfacing, surface dressing and other works to maintain the condition of Shetlands roads, or to improve them;
2. A winter service of gritting or snow clearing daily as required (except Christmas day or New Year's day) from 6.30am to 6pm Monday to Saturday (8am to 6pm Sundays and public holidays), to minimise the danger to road users of ice or snow; and
3. Consideration of requests for traffic calming measures, speed limits or other safety measures and implement those where possible.

### What have we improved:

1. The cost of street lighting and the reliability of the lighting of Pelican crossings; and
2. After the blocking of the A970 as a result of the landslips at Cunningsburgh, Sandwick and Channerwick on the 19 September 2003, the roads service, with assistance from private contractors opened the road to traffic again by 4pm that day. The majority of repairs necessary following the landslides were completed by December, with all replacement crash barriers back in place by January 2004.

### What are we working towards:

- Improving the standard of the road network; and
- Identify further ways to reduce road crashes.

## Trading Standards

### For information and access to these services contact:

- ✉ Infrastructure Services, Grantfield, Lerwick, ZE1 ONT
- ☎ 01595 744800
- ✉ infrastructure@sic.shetland.gov.uk

### We:

1. Ensure businesses are compliant with Trading Standards legislation; and
2. Educate and inform locally based businesses and consumers.

### What can be expected:

1. We will respond within one working day to all requests for business advice and all enquiries and complaints from consumers; and
2. We will respond within one working day to all requests for statutory verifications of weighing and measuring equipment.

### What have we improved:

1. We increased media coverage of advice and warnings;
2. The number of statutory notices issued to businesses decreased by two thirds, as an increasing number are compliant.

### What are we working towards:

1. Educating and informing businesses; and
2. Providing easy access to consumer information.

## Transport

### For information and General Enquiries about Bus Services can be accessed by:

- ✉ Infrastructure Services, Grantfield, Lerwick, ZE1 ONT
- ☎ 01595 744872
- ✉ infrastructure@sic.shetland.gov.uk

### For information and General Enquiries about Ferry Services can be accessed by:

- ✉ Infrastructure Services, Port Administration Building, Sella Ness, Sullom Voe, ZE2 9QR
- ☎ 01806-244200
- ✉ ferryinfo@sic.shetland.gov.uk

### We provide:

1. Local bus services and bus shelters;
2. Internal air services and management of associated airport infrastructure;
3. All the transport requirements for Education and Social Care services through a mix of in-house vehicles and trained staff and private contractors;
4. Licensing of taxis;
5. Inter island ferry services and ferry terminals; and
6. Up to date timetables are maintained on [www.shetland.gov.uk](http://www.shetland.gov.uk).

### What can be expected:

1. Maximum accessibility to all transport users;
2. A locally integrated transport system;
3. 95% of buses to depart up to 1 minute early or up to 5 minutes late;
4. The utmost safety of all services; and
5. Continued lobbying to secure affordable air fares to/from UK mainland.

### What have we improved:

1. Numbers of passengers on bus and air services continued to increase: over 10,000 more journeys were made by bus last year than two years prior to that;
2. The introduction of the M.V. 'Filla' and construction of new terminals for Yell Sound and Papa Stour; and
3. We've introduced Electronic Message Displays at Laxo and Vidlin.

### What are we working towards:

- Improve the bus service to and from the North Isles; and
- Extend the bus ticketing system.

## Waste Management

### For information and access to these services contact:

- ✉ Infrastructure Services, Grantfield, Lerwick, ZE1 ONT
- ☎ 01595 744800
- ✉ infrastructure@sic.shetland.gov.uk

We provide a range of disposal and recovery options where the amount of waste that is recycled is maximised and the amount of waste that goes to landfill is minimised, without compromising the efficiency of the Energy Recovery plant. This adds value to the disposal of refuse by recovering energy and selling hot water to the Lerwick District Heating Scheme. We aim to provide a reliable and environmentally acceptable disposal option whilst maintaining competitive disposal rates.



### What can be expected:

1. Recycling banks across Shetland, at all times, for glass, batteries and used engine oil;
2. An increase in recycling activities to include Kerbside and cans;
3. Active promotion of waste prevention and environmental management both within the Council and among the business community;



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4. Compost bins for sale for £5, to encourage home composting; and
5. Minimisation of waste going to Landfill by finding alternative treatment or recycling routes where practicably possible.

## What have we improved:

1. We have awarded the contract for a new landfill;
2. Increased promotion of recycling; and
3. Lerwick and Scalloway will now receive a kerbside collection for glass and cans from October this year, on the day of the usual refuse collection.

## What are we working towards:

- Maximising waste recycling.

## Housing

### For information and access to these services contact:

- ✉ Fort Road, Lerwick, ZE1 OLW
- ☎ 01595 744360 or in an Emergency – Housing repairs 693972  
– Homelessness 695611
- ✉ housing@sic.shetland.gov.uk

### We provide:

1. Good quality affordable housing as an option to the people of Shetland. This includes general needs, temporary, supported and sheltered accommodation, as well as provision of staff housing for incoming workers, education houses for tied workers, Housing Support Workers and a repair and improvement service, and
2. These services 24 hours each day.

### What can be expected:

1. Good advice on housing options and accurate assessment of housing need; and
2. And as a tenant: repairs completed on time and to a good standard; proper consultation in all decisions that affect your home and opportunity to enjoy your home without nuisance from others.

### What have we improved:

1. The time taken to prepare and send out rent letters;
2. The cost of supervision and management costs: these are now the 2<sup>nd</sup> lowest amongst all Scottish local authorities;
3. Reduced the time for processing housing applications from an average of 25 days to 6 days; and
4. By reducing costs elsewhere we were able to hold rents at inflation only, for the second year running and did not apply any increase to heating charges for the elderly.

### What are we working towards:

- Reducing and preventing homelessness; and
- Producing a planned maintenance programme.

## Revenues and Benefits

### For information and access to these services contact:

- ✉ Charlotte House, Commercial Road, Lerwick, ZE1 OLX
- ☎ 01595 744603
- ✉ revenues@sic.shetland.gov.uk

### We:

1. Collect income locally for the Council, such as non-Domestic Rates, Council Tax and Council house rents; and
2. Enable people to make claims for Council Tax Benefit and Housing Benefit in Shetland.

### What can be expected:

1. Prompt and accurate local tax bills to all taxpayers, and rent bills to all Council house tenants; and
2. All new benefit claims to be processed within one calendar month.

### What have we improved:

1. The administration cost of processing each benefit claim has decreased from £109.86 to £98.52; and
2. The percentage of renewal claims processed on time continues to increase: 99.8% last year.

### What are we working towards:

- Maximising revenue collections; and
- Providing up-to-date payment methods.

## Social Work

### For information and access to these services contact:

- ✉ Quendale House, 31 Commercial Street, Lerwick, ZE1 OAN
- ☎ 01595 744300, or in an Emergency phone 695611
- ✉ social.work@sic.shetland.gov.uk

### We provide:

1. Or purchase services to meet the assessed needs of vulnerable people in the Shetland community who cannot care for themselves through disability, age, illness or other circumstances, working with the most vulnerable to help them achieve their full potential;
2. Services to children and families to ensure the best opportunities for children; and
3. A Criminal Justice Service to provide support and rehabilitation to offenders within the community.

### What can be expected:

1. Assessments for all potential service users referred to us;
2. Appropriate home care services for personal and domestic care to ensure that people can live comfortably in their own home as long as possible;
3. High quality residential care settings, both permanent and respite.
  - Older People - Taing House, Edward Thomason House
  - Dementia - Viewforth
  - Children - Leog, Laburnum;
4. Day Care and Resource centres for older people, people with learning disabilities, physical disabilities or mental health problems;
5. Supported accommodation for people with learning or physical disabilities;
6. Social Work support, day care and respite care to assist children and families who are vulnerable;
7. Effective risk assessment, management and rehabilitation of offenders within the community;
8. Confidentiality and representation in decision-making; and
9. Easy access to staff and information.

### What have we improved:

1. The Mental Health Service, based at Annsbrae. This has enabled services previously fragmented between NHS, Social Work and Housing to be brought under one roof;
2. Care at Home, through work with Shetland Welfare Trust and NHS;
3. Local support to vulnerable children and young people, enabling them to stay in Shetland. In previous years they would have been placed outwith Shetland; and
4. Learning and development for people with learning disabilities attending the Eric Gray Resource Centre.

### What are we working towards:

- That all those working with children use the same single assessment procedures.

## Support Services

### For further information on these services:

- ✉ Executive Services, Town Hall, Hillhead, Lerwick, ZE1 0HB
- ☎ 01595 744500
- ✉ chief.executive@sic.shetland.gov.uk

We provide support to Councillors and all the Council's other services, assisting them in delivering the best possible service, for example:

1. Support for the monitoring of Council budgets and management of cash flow;
2. Co-ordinate the Council's capital programme;
3. Assist in recruiting suitable staff for vacancies, as well as providing support, training and development to employees;
4. Assist in the development of the overall direction and intent of the Council;
5. provide all of the Information and Communication Technology of and for the Council.
6. We deal with all the Council's legal matters and manage the Council's property and estates.
7. We manage the Council's building projects and repairs;
8. We administer all the Council's forums and committees.
9. We provide services for the registration of births, deaths and marriages.
10. We provide safety, risk and insurance for the Council.
11. We co-ordinate Shetland's Emergency Planning response.

### What have we improved:

1. We have established a new website at [www.shetland.gov.uk](http://www.shetland.gov.uk) to improve access to information.

### What are we working towards:

- Reviewing the ways we consult with the public.

**PERFORMANCE REPORT 2003-04**

# Across the Council

## As a Council we're working:

1. To focus on our priorities to achieve value for money;
2. To make sure that we know the needs of everyone in Shetland's communities, so that we can provide for these needs; and
3. With our partners in the public, voluntary and private sectors to ensure you receive services to provide for these needs.

## Focusing on Priorities:

During 2003-04 we published our Corporate Plan for 2004-08. The priorities in this are based around the principle of sustainable development: that we will endeavour not to undertake any activity which will compromise the needs of others, or future generations. Although this was only adopted towards the end of 2003-04, we're already making progress:

## Sustainable economic development

**Marketing Shetland:** we continue to develop, with partners, the Shetland Brand, and to use all opportunities to promote Shetland, including, for example support for the Island Games 2005.

**Skills Development:** we recognise the importance of developing skills in its broadest sense, from supporting training to community halls, museum volunteers and sports' coaches to ensuring our staff have the necessary skills to deliver quality services.

**External Communication Links:** we continue to work with others to ensure as much of Shetland as possible has access to Broadband. Our work with other Highlands and Islands authorities and agencies on the introduction of a Public Service Obligation for external air services – which it is hoped will lead to lower air fares – has led to a proposal that is now being considered by the Scottish Executive. The Council is also involved in discussions connected with the re-tendering of the northern isles ferry contract.

**Economic Diversification:** we established a dedicated team for the development of renewable energy schemes in the Isles and continued to support the diversification of the aquaculture industry.

**Strengthening Rural Communities:** we established a framework for development of Initiative of Edge in Northmavine and North Isles; worked with partners to hold a Regeneration Event in Aith in November 2003; and use opportunities to deliver services as close to communities as possible, where appropriate, such as community offices and the employment of roads staff throughout Shetland.

## Benefiting people and communities

**Improving Health:** as well as continuing to provide services to minimise hazards to health, such as removing waste and food hygiene inspections, we are increasingly focusing our work on services to improve health, with partners, including using schools to promote the need for good health, opening up opportunities for walking and cycling and providing encouragement for our workforce to participate in healthy lifestyles.

**Equal Opportunities:** we have begun to assess all the services we provide to ensure that they are provided to people in a way that doesn't discriminate and to provide opportunities for our staff to become fully aware of our legal obligations as a public authority, in this area: to eliminate unlawful discrimination, promote equality of opportunity and to promote good relations between people. Although the current national agenda is placing emphasis on race, we have decided to take an approach which covers equality and diversity in its widest sense.

**Social Justice:** we continue to work to ensure our services are inclusive and can be accessed by as many people as need them. Many of our services, for which other authorities are now charging, we're able to keep free of charge. And we continue to ensure our transport is as integrated as is practically possible.

**Active Citizenship:** as well as continuing to use all opportunities to work with and for communities, and the people within communities, we have begun to develop community profiles, by community council area, to capture detailed information, needs and aspirations of these communities.

**Community Safety:** through our membership on the Community Safety Partnership we're working with other agencies to reduce crime, the fear of crime and anti-social behaviour and we're supporting local organisations by providing them with financial awards to get community safety initiatives off the ground. Initiatives currently being researched by the Partnership are CCTV and an alcohol byelaw for Lerwick.

**Achieving Potential:** we continue to promote activity to encourage ongoing learning and activities for communities, adults, children and young people, and provide support to adults with literacy and numeracy needs.

## Looking after where we live

**Our Unique Landscape:** we continue to oversee our statutory functions to ensure the conservation of the built environment and to promote high quality in new development and to have the power to use enforcement against activities which threaten Shetland's environment and heritage.

**Our Natural Resources:** we promote the need to reduce the energy demand of buildings, including Council buildings; we are involved in developing policies relating to the location of new development and scale of renewable energy developments in Shetland. And we provide an average of 50700 Mwh or renewable energy from the energy recovery plant to Shetland Head Energy and Power Lrd, reducing the islands reliance on imported fuels and reduces emissions to atmosphere from oil-fired boilers and the power station.

**Managing Waste:** we minimise waste to Landfill through recycling and the energy recovery plant. We encourage waste prevention through education, local campaigns and through the business wins and encourage and promote the development of recycling schemes. In addition, we continue to enforce against litter, fly-tipping, pollution and dog fouling, for example.

**Our Biodiversity:** we continue to support the Living Shetland Project and the involvement of local people in planning for nature conservation through Local Biodiversity Action Plans and to ensure that sites of nature conservation interest are protected through the planning system and that new opportunities, for example tree planting associated with new developments, are pursued. We cut verges to ensure that road network remains safe and convenient whilst protecting the environment and biodiversity found along the roadside.

## Celebrating Shetland's cultural identity

**Our Cultural Identity:** we adopted Shetland's Cultural Strategy, which is now being implemented with partners. We support the Music Development Project and part-funded the research into the value of music to the Shetland economy and are striving to ensure the Shetland can maintain its unique disease free status for animals.

Full copies of the Corporate Plan, 2004-08, can be obtained using the contact details on the back cover of this booklet.

## Focusing on Value for Money:

We are very aware of the need to ensure we provide the optimum service to you, at minimum cost. Our management is working hard to ensure all services are provided as economically, efficiently and effectively as possible. In addition to this ongoing work, we're undertaking a number of larger reviews. During 2003-04

We continued to progress the Best Value Service Review of Education; and Began a review of our own support services, to make sure they are able to provide those providing front-line services with the best possible service.

Here is a summary of our financial position: how much we spent in the financial year 2003-04 on providing services and where the money came from to fund our spending:

### SPENDING 2003-04

Service	Actual £m	Actual %
Community Development	4.1	4
Economic Development	5.2	5
Education	34.8	30
Environment	8	6
Executive Services	7.3	6
Housing	11.7	10
Planning	1.1	1
Ports & Harbours	10.5	9
Roads	6.6	6
Social Work	14.3	12
Transport	12.2	11
<b>Total</b>	<b>115.8</b>	<b>100</b>



# SHETLAND ISLANDS COUNCIL

## INCOME 2003-04

Income	Actual £m	Actual %
Contributions <sup>3</sup>	8.2	7
Council Tax <sup>4</sup>	6.4	6
Fees & Charges <sup>5</sup>	22.9	20
Other Grants <sup>6</sup>	9.9	9
Rates <sup>7</sup>	6.9	6
Revenue Support Grant (RSG) <sup>8</sup>	61.5	52
<b>Total</b>	<b>115.8</b>	<b>100</b>

### Focusing on Knowing Your Needs:

It is crucial that we know about the needs of you, the public of Shetland. We're here to ensure the right services are provided to you. Although Shetland is a small place, and, as Councilors, we are very aware of many of your needs and aspirations, we can't always know what you all think, at all times. We're very lucky to have strong networks of, for example, Community Councils, community Groups and organisations, who are able to assist us. However, sometimes, we have to undertake more formal consultation. For example, in 2003-04 we asked you about the Grant Aid we provide to communities; your Childcare Aspirations; and we continue to consult all Community Council's about road developments. We recognise, however, that we need a range of different ways individuals and communities can let us know what they think. Hence, as a way of enhancing current methods and streamlining our consultation, we established, with partner agencies, 'Your Voice', to establish Shetland's views through a representative panel. As a result of the first questionnaire, we have been provided with a lot of detailed information that is now available to assist officers in providing services day by day. Recognising the importance of hearing the views of Young People, so that we provide for their needs and future needs, we continued to support the work of Youth Voice, and held the first Youth Conference in June 2003.

### Focusing on Working in Partnership:

As well as working more closely in partnership with communities we are increasingly working more closely in partnership with other organisations, public and voluntary, and the private sector in Shetland, because it makes sense! By, for example, various services within the Council working with the NHS, Police and other Emergency Services, together we are more likely to be able to have a positive impact on the safety of communities, than if we all work separately. Working together helps join up plans, pool skills and clarify responsibilities as well as avoiding unnecessary duplication.

Although much of our work is now undertaken in this way, some examples include:

**Foula Energy Scheme:** the Economic Development Unit and Shetland Enterprise are continuing to work closely with the Foula Electricity Trust, which includes the islanders and two Councillors, to ensure a sustainable electricity supply for Foula, using renewable energy. As a result of detailed consultation and feasibility research a proposed replacement electricity scheme for the island has been developed. Work is now ongoing to put together a funding package.

**Contact for Businesses:** for those wishing to start-up or expand business, there is now a single number and point of contact which will provide opportunities to access all grant and loan opportunities provided by the public sector in Shetland.

**Neighbourhood Information Points:** a series of Neighbourhood Information Points have been established across Shetland providing local information for tourists at a local level. Information is being provided using the

infrastructure and expertise that already exist locally. This has been developed in partnership with local tourist providers and communities, Shetland Islands Tourism, Shetland Amenity Trust and Shetland Enterprise. This approach has received interest from across Scotland as a means of providing tourist information.

### Focusing on Performance:

The Council is committed to going about its business in ways that make services to the public better in terms of quality, efficiency and availability. This is an ongoing process and needs the effective participation of all staff and members. The adoption of the Council's corporate plan and the development of clear targets and pledges in all service areas are part of the work we are doing in this area. In addition there have also been valuable developments in how we monitor the Council's financial performance. This process of targeting our resources to deliver our priorities, and the robust measurement and correction, where necessary, must continue to become natural day-to-day activity.

**For further information on this document, a copy on audio cassette, large print, Braille or require assistance in reading this, please:**

☎ 01595 744537  
 ✉ policy@sic.shetland.gov.uk  
 ✉ Policy Unit  
 Town Hall  
 Hillhead  
 LERWICK  
 Shetland  
 ZE1 0HB

Or, for an electronic copy, download from the web at:

[www.shetland.gov.uk](http://www.shetland.gov.uk)

These methods can also be used to obtain a full copy of the Council's Statutory Performance Indicators for 2003-04.

### Or do you require the services of an interpreter?

If you do, please contact 01595 744537 for assistance. An interpreter will be made available or the document can be supplied in your choice of language.

آپ کو ایک ایسی سہولت فراہم کرنے کی ضرورت ہے؟  
 اگر آپ کو ایک ایسی سہولت فراہم کرنے کی ضرورت ہے تو براہ کرم اس نمبر پر 01595 744537 پر بات کریں۔  
 جہاں ممکن ہو اس سہولت فراہم کی جائے گی یا پھر (مطلوبہ) دستاویز کا ترجمہ آپ کی پسندیدہ زبان میں فراہم کیا جائے گا۔

کی ضرورت ہے کہ اس سہولت فراہم کرنے والے ادارے (پرووائیڈر) کی سہولت فراہم کرنے کی سہولت فراہم کی جائے؟

یہ سہولت فراہم کرنے کے لیے 01595 744537 پر رابطہ کریں۔

یہ سہولت فراہم کرنے کے لیے اس سہولت فراہم کرنے والے ادارے (پرووائیڈر) کی سہولت فراہم کرنے کی سہولت فراہم کی جائے؟

- 3 These come from national and local funds, not as a result of delivering services but rather as sources of funding
- 4 Income received from households, collected locally
- 5 Such as harbour charges, house rents, care home fees and internal transport fares
- 6 All grants received by the SIC other than RSG, such as Housing Support grant and council tax rebate grant
- 7 Income received from business, collected locally
- 8 Annual grant paid to the SIC from the Scottish Executive to pay for services provided locally

### Feedback ...

We'd like to hear from you, particularly about this publication and whether or not it tells you all the things you'd like to know about the Council.

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## Public Performance Report 2003-04: Feedback Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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Tel. No.: \_\_\_\_\_

My comments are:

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