



Welcome to Shetland Islands Council's fifth public performance calendar. This one covers the past financial year 2008-09. Like all councils in Scotland, we have to provide the public with a report showing what we've been doing over the past year. Back in 2005, we looked at how we did this and decided to put a bit more effort into creating something that was not just a performance report, but served a practical purpose as well. Since then, we've received a lot of positive feedback on the calendar, and we hope you find the 2010 version informative and worth keeping.

All the photos in the calendar come from council employees. Their generosity and some efficiency savings help us to to keep the costs of producing each copy to just over £1. The calendar's available on ferries, buses, all council offices and schools. Of course, this is only a very brief summary of some of the things we've been doing. You can find all the details on our website, www.shetland.gov.uk/performance.

This year, as well as providing useful notes such as school term dates, council public holidays and key cultural events, we've set out the report so that it matches the themes set out in Shetland's contract with the Scottish Government - the "Single Outcome Agreement", or SOA for short. So, you'll see the information's organised under the SOA's headings – Smarter, Healthier, Greener, Stronger, Safer, Wealthier and Fairer. We're keen to provide information that's interesting and relevant to you, so please let us know what you think. Your opinion matters to us.

Council Convener
Sandy Cluness

Chief Executive
David Clark



Shetland Islands Council Public Performance Calendar





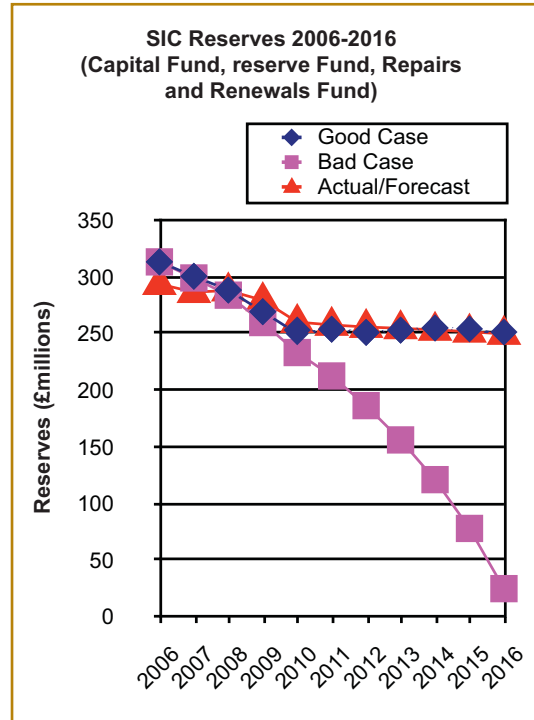
Inside the Council

Did you know?

- At the end of the last financial year, despite bad conditions in the investment markets, the council's reserves stood at £280 million. This was actually slightly better than the "good case" forecast to the council back in 2006 (see graph);
- Income from the port of Sullom Voe has been less than expected. The unexpected shutdown of the Schiehallion oilfield for part of last year had a bad effect.

Some of what's been done:

- The council's target is to spend on average no more than £20 million on General Fund capital projects each year. Last year we invested £17 million in projects across Shetland, the biggest single item being the Uyeasound harbour;
- The project to reduce time lost in staff absences due to illness will continue. Sickness reduced from 6.3% in 2007-08 to 5.9% in March 2009. The target is 4.5%.
- We saved over £200,000 last year by replacing old phones in our offices with



Internet phones. This project has saved the council almost £400,000 over the past three years;



Small photos: Gritter by Douglas Garden, Shetland Library; Knab by Lucy Wheeler, Planning Service.
Main photo: Tingwall Valley by Dave Diamond, Train Shetland
Cover photo: Greenholm, Burra Isle by Aileen Paterson, Shetland Library

MON	TUE	WED	THU	FRI	SAT	SUN
				1 Council Public Holiday	2	3
4 Council Public Holiday	5	6 Schools open for teachers	7	8	9	10
11	12	13	14	15 ●	16	17
18	19	20	21	22	23)	24
25	26	27 Council Public Holiday	28	29	30	31





Inside the Council

Did you know?

- The council has set aside £20 million for building new houses in Shetland over the next five years;
- In agreeing their financial policy, councillors recognised that the SIC's spending is helping to stabilise Shetland's economy during the worst worldwide recession in decades.

Looking ahead

- The council has reaffirmed the policy of keeping our reserves at no less than £250 million. To achieve this we'll have to reduce our running costs each year.
- Increasing demand for social care and the move to fairer pay, under the Single Status deal, have put pressure on our budgets, while financial support from the Scottish Government has gone down, so we'll be keeping the financial policy framework under constant review;
- The council has approved in principle £100 million for the General Fund capital programme over the next five years;



Small photos: Brough Loch, Bressay by Joyce Garden, Cunningsburgh School
Seafield by Milford Georgeson, Shetland Library
Main photo: Bridge End, Burra by Elizabeth Laurenson, Children's Services

MON	TUE	WED	THU	FRI	SAT	SUN
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22 ☽	23	24	25	26	27	28





Making Shetland Safer

Did you know?

- Over 96% of those questioned by Shetland's citizen's panel survey in 2007 felt that Shetland was a safe place to live;

Some of what's been done:

- In 2008/09 the council received 78 anti-social behaviour complaints, compared with 90 in 2007/08;
- The number of reported crimes increased over the past year but detection rates

remain very high in Shetland;

- The Neighbourhood Support Workers dealt with 269 requests asking them to monitor or patrol because of problems reported by the public;
- We're supporting groups and communities most at risk from anti-social behaviour. Things we've helped to organise include midnight football, outdoor group activities, arts projects and community problem solving.

Did you know?

- In Shetland between 2005 and 2008, there were 625 hospital admissions directly related to alcohol;
- Last year there were 23 reportable road accidents where people were injured. This is a reduction from 2007-08.

Looking ahead

- We hope to reduce the number of alcohol-related hospital admissions to less than 150 per year, with fewer cases due to binge-drinking and under-age drinking;
- Lerwick's new CCTV cameras will deter anti-social behaviour in public spaces and allow the police to respond more quickly;
- Over the next couple of years, we aim to reduce to less than 33% the proportion of offenders who're back in court within two years.



Small photos: Emergency Planning Exercise by Fiona Farquhar, Transport
Main photo: Fethaland by Elizabeth Nicolson, Aith Junior High School

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29	30	31				





Making Shetland Healthier

Did you know?

- Life expectancy in Shetland is 81.5 years for women and 75 years for men;
- In Shetland, 1941 patients are currently registered with our 10 GP practices as being obese.

Some of what's been done:

- The council, the NHS and the police have an updated tobacco control strategy, to help reduce the number of people in Shetland who

smoke or who're exposed to "second-hand" smoke;

- 62.7% of Primary 1 pupils in Shetland have no signs of dental disease;
- Shetlanders have very high attendance at swimming pools (266,310 visits) and indoor leisure facilities (323,796 visits). This is equivalent to each of us visiting our local centre 15 times a year;
- The SPORTIVE Fun bike events in South Yell and

Tingwall were a joint effort by the council, Shetland Wheelers and NHS Shetland..

Did you know?

- The council owns and maintains 74 play areas, from Unst to Fair Isle;
- Neighbourhood Support Workers are helping to check and challenge anti-social behaviour by travelling on buses to and from local community events.

Looking ahead

- The 'Safer Events' initiative will try to reduce Shetland's underage drinking problem;
- The council's Sport & Leisure Service has an 'Active Lives Strategy' to offer sport and physical activity to everyone;
- We're helping more than half of Shetland's primary schools to set up after-school cycle clubs.



Small photo: *Guiding light* passing Noss National Nature Reserve by Jonathan Wills, Councillor
Main photo: Blooming Heather at Tresta by Donald Robertson, Social Care

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Council Public Holiday						
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Schools open for teachers						
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26	27	28	29	30		
			Folk Festival	Folk Festival		





Making Shetland Greener



Did you know?

- There are 81 Sites of Special Scientific Interest in Shetland;
- 4157 volunteers collected 54 tonnes of rubbish in this year's Voar Redd Up. Back in 1988, 400 volunteers gathered 20 tonnes of rubbish.

Some of what's been done:

- According to national yardsticks, Shetland is one of the top three cleanest places in Scotland;
- The council has reduced its CO² emissions by 2.4%. Our target is a 6% cut by 2011;
- The council now has fewer vehicles - and smaller ones - saving £184,500 in the past year;
- We provided 1307 community council skips last year across Shetland;
- The council burned 71.4% of Shetland's municipal solid waste in the energy recovery plant at Gremista, to fuel Lerwick's district heating scheme. We recycled over 22% of the rest and less than 6% went to landfill.

Small photos: Puffin by Shona Ward, Social Work
Overtonlea Outing by Angela Jackson, Overtonlea
Main photo: Solan Colony at Hermaness by Kim Rendall, Human Resources

MON	TUE	WED	THU	FRI	SAT	SUN
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Making Shetland Greener

Did you know?

- KIMO (the international council environmental organisation, based in

Shetland) calculates that every tonne of marine litter costs fishing fleets £1,300 in lost time. KIMO's successful

"Fishing for Litter" campaign has now extended to southwest England.

Looking ahead

- We aim to take forward the following 'Sustainable Transport Demonstration Projects':
- A vehicle powered by hydrogen generated from wind energy in Unst;
- Electric vehicles in Fair Isle and Fetlar, using wind energy;
- Mains electric vehicles in Lerwick;
- A hybrid diesel-electric vehicle powered partly by renewable energy, in Northmavine;
- Within a year we hope to have accurate figures for Shetland's total carbon emissions and a realistic target for reducing them, working with other organisations around the islands.



Small photo: Recycling Truck by Graeme MacDonald, Cleansing Service
Main photo: Gunilla at Scalloway by Milford Georgeson, Shetland Library

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Making Shetland Wealthier and Fairer

Did you know?

- Shetland was one of only two areas in Scotland to record an increase in business start-ups during 2008. There were 84 in 2008 and 66 in 2007.

Some of what's been done:

- The Council's Economic Development Unit and Highlands & Islands Enterprise (Shetland) have come together to create the new



Small photos: Tulips by Yolanda Bruce, Sandwick Junior High School
Red Admiral by Donald Robertson, Social Care
Main photo: Norwick Beach, Unst by Kim Rendall, Human Resources

'Business Gateway'. This operates out of the Solarhus at the North Ness, Lerwick, and makes it easier for new businesses to get help and advice. We've also set up a new list of business advisers;

- We launched The Shetland Food Directory to highlight the variety of excellent local food available in Shetland and where you can buy it. The directory also includes a useful 'Eating Out' section and you can see it online at www.foodshetland.com
- www.shetland.org is our new website with information and insights about island life for people who may be interested in coming to live and work here. (Front page shown below).



MON	TUE	WED	THU	FRI	SAT	SUN
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Making Shetland Wealthier and Fairer



Did you know?

Shetland's childcare facilities include:

- 21 council nurseries, mainly for pre-school bairns
- 1 council childcare centre
- 6 other facilities run by our partner providers
- 3 out-of-school clubs
- 4 community and private enterprise childcare facilities

Looking ahead

- The new Total Gas Plant at Sullom Voe is a huge development that the council is encouraging, while seeking community benefits and environmental safeguards;
- One of Economic Development's main activities for this year is improving Shetland's telecommunications, with the new fibre-optic cable link planned to bring our broadband service up to international standard.

Small photo: Boats at Billister Pier, North Nesting by Kim Rendall, Human Resources
Main photo: Sands of Breckon by Anona Hughson, Waste Services

MON	TUE	WED	THU	FRI	SAT	SUN
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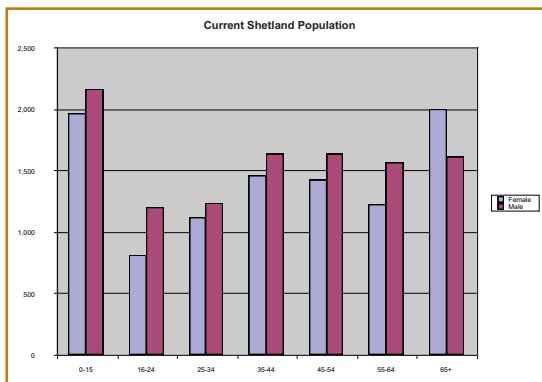




Making Shetland Stronger

Did you know?

- Over the last 20 years, Shetland's population has declined by 3%. Estimates show that it's currently fairly stable at 21,980.



Some of what's been done:

- The council provided over £700,000 in grant funding to 283 community groups across Shetland. The total cost of these projects was £1,931,509, with a large amount coming from outside Shetland;
- Over 101,000 passengers travelled on the Northlink ferries in 2008, nearly 40,000 more than in 1996;
- The council launched the 'Welcome Point' project for incomers to Shetland. This offers people who've moved here advice about local issues and services;
- There were 169 new homes built in Shetland last year. Of these, 110 were private houses while Hjaltland Housing Association and the council built 59.

Small photo: Sound Youth Club by Michael Rattray, Children's Services
Main photo: West Voe, Sumburgh by Donald Robertson, Social Care

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Making Shetland Stronger

Did you know?

- Shetland has the highest quality of life in Scotland, according to a Bank of Scotland survey;
- Demand for socially rented housing remains high. The council and Hjaltland Housing Association operate a common housing register. The number of applicants on this has steadily increased to 1103 in August 2009.

Looking ahead

- The council has approved financial help for Hjaltland Housing Association to build more homes for rent. Hjaltland plans to build 84 new units during 2009-10;

- The Shetland Homefarin' will take place during June 2010, when hundreds of "exiles" are expected to visit "Da Aald Rock".



Small photos: Bressay Ferry by Douglas Garden, Library Service
Inter Islander in Fair Isle by Dave Wheeler, Fair Isle School
Main photo: Common Guillemot by Milford Georgeson, Shetland Library

October 2010

MON	TUE	WED	THU	FRI	SAT	SUN
				1 ☾ Food Festival	2 Food Festival	3 Food Festival
4 Food Festival	5 Food Festival	6 Food Festival	7 ● Food Festival	8 Food Festival Schools close	9 Food Festival	10 Food Festival
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18	19	20	21	22	23	24
25 Schools open for teachers	26	27	28	29	30 ☾	31





Making Shetland Smarter

Did you know?

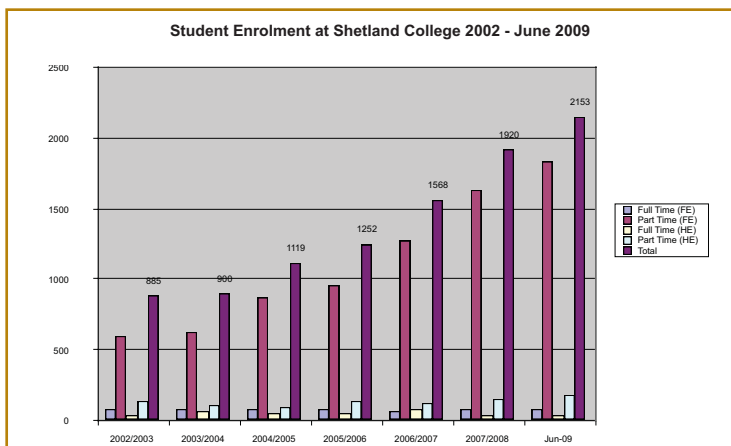
- The council and the NAFC Marine Centre at Scalloway have seen nearly 200 graduates through their Graduate Placement Schemes since 1995. 82% of the NAFC students have found jobs with their 'host' employer and an estimated 80% of the council's graduates are now working in Shetland;



- Between January and December 2008, 31 creative projects took place in Shetland schools;
- A total of 2153 students were enrolled at Shetland College in 2009, compared with only 885 in 2002-03.

Some of what's been done:

- 45% of Shetland's secondary 4 pupils received five or more Standard Grade passes at credit level in 2008-09. This was the third highest pass rate in Scotland;
- Her Majesty's Inspectors of Education inspected four schools and four pre-schools in Shetland last year. All received positive comments;



Small photo: Global Classroom by Stewart Hay, Anderson High School

Main photo: Pilot boat by Laura Johnson, Finance

MON	TUE	WED	THU	FRI	SAT	SUN
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29	30					





Making Shetland Smarter



Did you know?

- 1386 adults took part in evening classes during 2008/09.

Looking ahead

- The council will take forward the Blueprint for Education in Shetland during the coming year;
- The council will build the new Mid Yell Junior High School;
- The council will provide 15 hours of free pre-school education for all three- and four-year-olds, from August 2010.



Small photos: Ulista by Barbara Priest, Uyeasound School
Sletts by William Spence, Waste to Energy Plant
Baltasound Pupils by Ruth Grainger, Baltasound Junior High School
Main photo: Lystina House by Susan Manson, Schools Service

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20	21	22 Schools close	23	24	25	26
27 Council Public Holiday	28 ◀ Council Public Holiday	29	30	31		

Notes/Telephone numbers	Some useful contact Numbers	
	Bulky Rubbish (SIC)	01595 744800
	Bus Passes (SIC)	01595 744868
	Care Centres	
	Fernlea, Symbister, Whalsay	01806 566300
	Isleshavn, Mid Yell, Yell	01957 702121
	Nordalea, Baltasound, Unst	01957 711591
	North Haven, Brae	01806 522722
	Overtonlea, Levenwick	01950 422455
	Wastview, Walls	01595 809483
	Clickimin Centre	01595 741000
	Lerwick Police Station	01595 692110
	Highlands & Islands Airports (Sumburgh)	01950 461000
	Improvement/Repair Grants	01595 741368
	Islesburgh Community Centre	01595 692114
	Lerwick Port Authority	01595 692991
	Meals on Wheels (SIC)	01595 744400
	NHS Shetland	01595 696767
	Northlink Ferries	
	(to Orkney & Aberdeen)	01856 851144
	(Reservations)	08456 000449
	Scottish Water	01595 748555
	Shetland College	01595 771000
	Highlands & Islands Enterprise	01595 744940
	Tingwall Airstrip	01595 840306
	Viking Bus Station	01595 694100

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☎ 01595 744538
✉ policy@sic.shetland.gov.uk
✎ Policy Unit
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LERWICK
Shetland
ZE1 0HB

Or, for an electronic copy, download from the web at:
www.shetland.gov.uk

Or do you require the services of an interpreter?
If you do, please contact **01595 744538** for assistance.
An interpreter will be made available or the document can be supplied in your choice of language.

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如果需要，請致電 01595 744537 尋求幫助。

我們會適當地為你安排傳譯人員或者提供你需要文字的文件。

ਕੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਚਿੰਨ੍ਹਪੱਟਿਤ (ਬਰਥਲਿਨ) ਵੱਲੋਂ ਸਿਖਾਵਾ ਦੀ ਲੋੜ ਹੈ?

ਜੇਕਰ ਤੁਹਾਨੂੰ ਲੋੜ ਹੈ ਤਾਂ ਟ੍ਰਿਪਾ ਅਤੇ ਸਹਾਇਤਾ ਲਈ 01595 744537 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਕਿਸੇ ਸੰਚਾਰ ਦੀ ਸਹਿਯੋਗ ਚਿੰਨ੍ਹਪੱਟਿਤ ਦੀ ਪੇਸ਼ਕਸ਼ ਅਨੁਮੋਦਿਤ ਨਾਹੀ ਜਾਂ ਤੁਹਾਨੂੰ ਖਾਸ ਕਰਕੇ ਕੋਈ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਦੀ ਲੋੜ ਨਾਹੀ।

آپنی کیا ایکজন دواذیور ساہاہی چاہن ؟

যদি আপনার প্রয়োজন থাকে তাহলে অনুগ্রহ করে যোগাযোগ করুন -01595 744537
যেখানে সম্ভব সেখানে একজন দোভাষীর ব্যবস্থা করা হবে অথবা আপনি যে ভাষাতে চা
হলীলটি অনুবাদ করে আপনাকে প্রদান করা হবে।

کیا آپ کو انگریزی کی ضرورت ہے؟

اگر ایسا ہے تو پھر (انگریزی) مدد حاصل کرنے کیلئے فون نمبر 01595 744537 پر بات کریں۔
جہاں ممکن ہو وہاں انگریزی سہولت فراہم کی جائے گی یا پھر (مطلوبہ) دست و پد کا ترجمہ آپ کی
پسندیدہ زبان میں فراہم کیا جائے گا۔

Your Views

Did you:

find the report format easy to understand? Yes/No

get at least one piece of information that was useful? Yes/No

feel that you have a better understanding of the

Council's performance after reading the calendar? Yes/No

What other type of information would you like us to provide?

Any other comments

Your name:

Your address:

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