
Island Communities Impact Assessments

Air Fares Increase and Friends & Family Fare Introduction



SHETLAND
ISLANDS COUNCIL

Island Communities Impact Assessment

Bus Fares Increase

PRELIMINARY CONSIDERATIONS	Responses
Please provide a brief description or summary of the policy, strategy or service under review for the purposes of this assessment.	The proposal is to increase air fares on inter-island flights and introduce a Friends and Family fare.
STEP 1 - Develop a clear understanding of your objectives	Responses
What are the objectives of the policy, strategy or service?	The objective of the proposal is to increase the income from air fares and offset with the introduction of a Friends and Family fare.
Do you need to consult?	No, the fare increase is a modest amount that is in line with annual inflationary review and the Friends and Family fare introduction has been requested a number of times through the community and elected members.
How are islands identified for the purpose of the policy, strategy or service?	Reference to islanders or islander fares relates to residents of Fair Isle and Foula.
What are the intended impacts/outcomes and how do these potentially differ in the islands?	The impact of the proposed increase will see air fares rise by 5.3%, however this is mitigated by a significant discount already in place for islanders. Friends and family could be resident anywhere in the world.
Is the policy, strategy or service new?	Existing fares, uplifted for 2026/27, Friends and Family fare new.
STEP 2 - Gather your data and identify your stakeholders	Responses
What data is available about the current situation in the islands?	Islanders have been requesting a Friends and Family fare for a number of years via community channels and elected members. This introduction will enable review of the format of extending islander rates to apply to named individuals. There has been no contact in relation to the current fares levels being unaffordable. Air travel is low frequency, therefore modest increases are not currently presenting an issue.

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Do you need to consult?	Not initially, but engagement will be utilised as the friends and family fare is taken up.
How does any existing data differ between islands?	In terms of affordability the feedback does not differ – no issues have been raised other than the request for a friends and family rate.
Are there any existing design features or mitigations in place?	Islanders currently received a much reduced fare and this will continue.
STEP 3 - Consultation	Responses
Who do you need to consult with?	Future – Fair Isle and Foula communities
How will you carry out your consultation and in what timescales?	Targeted contact and discussion, September 2026
What questions will you ask when considering how to address island realities?	Views will be gathered as to the impact of the Friends and Family fare, including if this presented issues with capacity and availability.
What information has already been gathered through consultations and what concerns have been raised previously by island communities?	Requests for consideration of a Friends and Family fare.
Is your consultation robust and meaningful and sufficient to comply with the Section 7 duty?	Future – this will be ensured
STEP 4 - Assessment	Responses
Does your assessment identify any unique impacts on island communities?	No
Does your assessment identify any potential barriers or wider impacts?	No
How will you address these?	NA
<p>You must now determine whether in your opinion your policy, strategy or service is likely to have an effect on an island community, which is significantly different from its effect on other communities (including other island communities).</p> <p>If your answer is NO to the above question, a full ICIA will NOT be required and <u>you can proceed to Step SEVEN.</u></p> <p>If the answer is YES, an ICIA must be prepared and <u>you should proceed to Step FIVE.</u></p> <p>To form your opinion, the following questions should be considered:</p>	

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<ul style="list-style-type: none"> • Does the evidence show different circumstances or different expectations or needs, or different experiences or outcomes (such as different levels of satisfaction, or different rates of participation)? • Are these different effects likely? • Are these effects significantly different? • Could the effect amount to a disadvantage for an island community compared to the mainland or between island groups? 	
STEP 5 – Preparing your ICIA	Responses
In Step Five, you should describe the likely significantly different effect of the policy, strategy or service:	
Assess the extent to which you consider that the policy, strategy or service can be developed or delivered in such a manner as to improve or mitigate, for island communities, the outcomes resulting from it.	The situation will be improved with friends and family visits likely to increase due to the reduced fares through the new Friends and Family rate.
Consider alternative delivery mechanisms and whether further consultation is required.	This is the first iteration of such a fare – there will be monitoring and increased engagement throughout the year.
Describe how these alternative delivery mechanisms will improve or mitigate outcomes for island communities.	Future – all suggestions will be considered for future fares policy development
Identify resources required to improve or mitigate outcomes for island communities.	Unclear – will come from engagement
STEP 6 - Making adjustments to your work	Responses
Should delivery mechanisms/mitigations vary in different communities?	No, this is about two islands who both experience very remote island challenges
Do you need to consult with island communities in respect of mechanisms or mitigations?	This will be done throughout the year
Have island circumstances been factored into the evaluation process?	This will be done throughout the year
Have any island-specific indicators/targets been identified that require monitoring?	Not presently
How will outcomes be measured on the islands?	Number of visits via Friends and Family fare, impacts on overall service capacity, unmet need
How has the policy, strategy or service affected island communities?	Future – to be monitored and reviewed

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How will lessons learned in this ICIA inform future policy making and service delivery?	NA
STEP 7 - Publishing your ICIA	Responses
Have you presented your ICIA in an Easy Read format?	Yes
Does it need to be presented in Gaelic or any other language?	No
Where will you publish your ICIA and will relevant stakeholders be able to easily access it?	It will form part of the reporting process to gain approval of the fare increase and Friends and Family fare introduction (ZetTrans, 26 March 2026)
Who will sign-off your final ICIA and why?	Michael Craigie as Lead Officer

ICIA's must be signed off by the staff member who completes it. They must then be approved and signed off by an executive manager or director. If an executive manager completes the ICIA, then the director should approve the ICIA.

ICIA completed by:	Elaine J Park
Position:	Transport Contracts and Operations Officer
Signature:	Elaine J Park
Date complete:	18/03/2026

ICIA approved by (Executive Manager or Director):	Michael Craigie
Position:	Lead Officer – ZetTrans Executive Manager – Transport Planning
Signature:	Michael Craigie
Date approved:	18/03/2026

Once approved and both the signature boxes are complete, you should publish the ICIA in PDF format on the [Island Communities Impact Assessments](#) page of the Shetland Islands Council website. All services should have a staff member who can edit the website. If not, please contact Community Planning and Development.

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Even if a full assessment is not required (where the answer to Step 4 is no), this should still be published.