

Shetland Partnership

Annual Report 2020/21



Participation



People



Place



Money

A Shetland Partnership Report

September 2021

The Shetland Partnership

The Shetland Partnership is the Community Planning Partnership for Shetland. Community planning is about how public bodies work together, and with local communities, to design and deliver better services that make a real difference to people's lives.

The Partnership is made up of a wide range of public agency partners, and community and third sector bodies, who work together to deliver our collective ambitions for the future. Find out more at the [Shetland Partnership website](#).

Our Annual Report

This is our Annual Report for 2020/21. It provides an overview of what we have achieved this year, an update on long-term outcome measures and information about community involvement in community planning. The purpose of the report is to share information with communities and partner agencies. The aim is to help everyone understand what we have been up to as a Community Planning Partnership in 2020-21.

Our Duties

<p>Our Duty</p> <p>Prepare a local outcomes improvement plan (LOIP)</p> 	<p>Did we achieve it?</p>  <p>(in progress)</p>	<p>Progress report: The Shetland Partnership Plan outlining the agreed long term vision and priorities for Shetland was published in 2018. The plan is supported by a Delivery Plan, published in 2019, which provides a summary of the projects developed to deliver partnership aims from 2019-2022. In 2021 the partnership began work to refresh this delivery plan for a further period of time. The partnership continues to meet monthly to discuss and review priorities</p>
<p>Our Duty</p> <p>Carry out Locality Planning</p> 	<p>Did we achieve it?</p>  <p>(in progress)</p>	<p>Progress report As a result of the Islands with Small Populations project a Locality Plan has been created for the islands of Fair Isle, Fetlar, Foula, Papa Stour and Skerries. This is the first locality plan produced for Shetland. The plan outlines the ambitions and priorities for the islands, as identified by the island communities themselves. The plan was completed in early 2020 with all partners signing up to support its aims and objectives.</p>
<p>Our Duty</p> <p>Review and report publicly on progress with the LOIP and Locality Plans</p> 	<p>Did we achieve it?</p>  <p>(ongoing)</p>	<p>Progress report: We are accountable to the Shetland Community for the work we do as a Community Planning Partnership and whether or not we are making a difference for the people of Shetland. This report is an important tool for helping people understand what we do, what we have achieved, and whether we are fulfilling our statutory duties. In this report you can find details of the work that has been carried out in 2020/21 as well as a data update, which describes how the outcome indicators included in Shetland's Partnership Plan have changed since the Plan was agreed.</p>

Data Update 2020/21

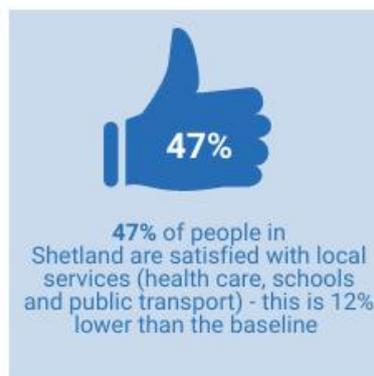
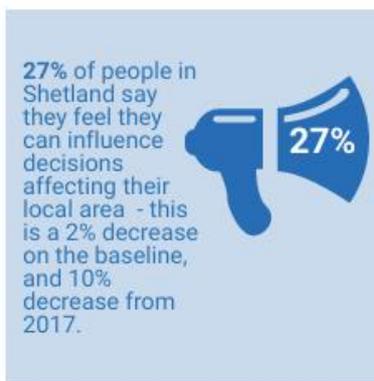
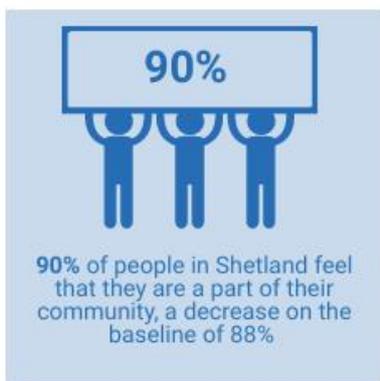
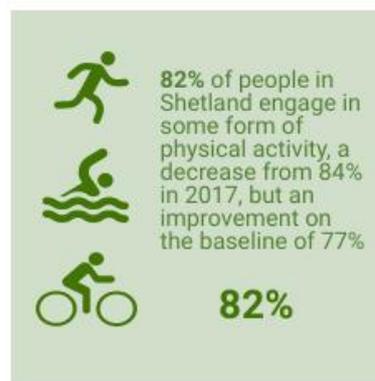
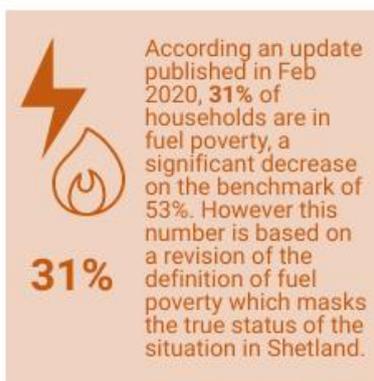
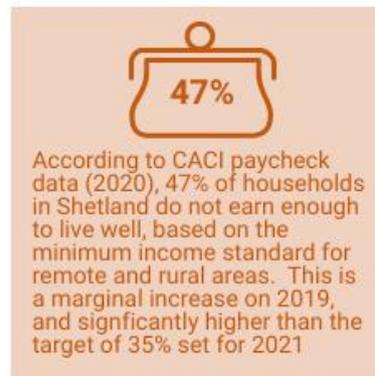
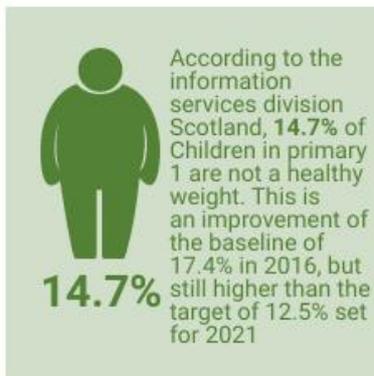
Indicators

The Shetland Partnership monitors a number of 'outcome indicators' – facts, figures and evidence that tell us something about what life is like for people in Shetland. These indicators and their baseline level are included in Shetland's Partnership Plan (Appendix 2, pages 16-20 in [the Plan](#)). Most of the indicators are updated once a year or every two years; this makes the Annual Report the ideal place to share any changes in the measures. Updates on all the indicators available for 2020-21 are shown on page 4.

Analysis

The last twelve months have been extremely challenging for all concerned, and while we continue to monitor our indicators, it is clear that we will not see the true impact of the COVID 19 Pandemic, and the UK Exit from the European Union expressed within the data for some time yet. We have now been monitoring our data for over three years, and it is possible to see some trends emerging in some indicators, while in other areas it is beginning to become clear that these measures do not fully capture the nature of the local situation. In these instances we always rely on the on the ground knowledge and experience of our partners to inform our interpretations, and we continually review our measures to ensure that we are working with the most up to date picture that we can. As we go into the next round of delivery planning in 2021-22 some of these indicators may be supplemented, or changed altogether.

One such challenging indicator is **Children Living in Low income Families**. Previously this measure had been monitored using HMRC data and, outcomes based on data from the End Child Poverty coalition. However, there are no up to date figures from either of these data sources, and this indicator remains one of high interest to us. [The Annual Child Poverty Action report](#) contains further detail about how the partnership is monitoring and working to overcome child poverty in Shetland.



Similarly, **Fuel Poverty** remains difficult to monitor. Recent changes made by Scottish Government to the definition of Fuel Poverty mean that it is now calculated that 31% of households in Shetland can now be classified as experiencing fuel poverty. This appears to be a significant decline from the baseline of 53% reported in 2016, however the two figures are no longer comparable and it is likely this figure masks the true nature of the current situation. Locally we know the landscape around paying for fuel and energy remains challenging. The cost of electricity continues to increase with the biggest price rise in a decade taking effect from Oct 21 when Ofgem increases the price cap, resulting in total price rise since 2017 of almost 58% for Prepayment Meter customers. In the meantime, many households have found their energy costs rising as the pandemic response required many of us to spend much more time at home.

Shetland continues to perform well in providing **positive destinations for young people**, returning the highest level of participation across all of the Scottish Local Authority Areas for 2020. However, the employment landscape is currently challenging. There are currently **13,100 employees in Shetland**, a reduction on the baseline of 13,500 in 2018. In July 2020, 3,100 employments in Shetland were recorded as furloughed under the Coronavirus Job Retention Scheme (CJRS), a take up rate of 25% (30% in Scotland), while 600 claims were made in the same month under the Self Employed Income Support Scheme (SEISS), a take up rate of 68% (75% in Scotland). Latest figures show the take up rates for CJRS and SEISS in Shetland to be 5% and 39% respectively (7% and 58% in Scotland respectively). The impacts on the labour market remain unclear due to the continued operation of CJRS until September 2021, but Fraser of Allander Institute estimates that there are 24,000 fewer employees in Scotland on payroll compared to February 2020. Impacts from the UK's exit from the European Union are currently emerging and are difficult to disentangle from impacts from the COVID-19 pandemic.

Food provision through the Shetland Food Bank remains steady; however, this indicator only captures a fraction of the activity undertaken locally by various organisations during the pandemic. Food For the Way delivered fresh food in Lerwick, mainly through referrals from Social Work averaging about 35 parcels per week. The Brae Foodbank was established during the first lockdown, as a result of people in the community becoming aware of jobs being lost, and furlough, with delivery to Brae and Mossbank, also Voe, Vidlin and North Roe. Unst Food Bank continued to support approximately 10 families. In addition a number of Community Anchor Organisations

(CAOs) who received funding through Highlands and Islands Enterprise (HIE) during the first lockdown, decided to provide emergency food. For example: Whalsay Community Council co-ordinated food parcel provision and fuel support and Scalloway Community Council provided a food voucher scheme and worked with other organisations to deliver food parcels.

Food Larders were also established through schools, in response to feedback from families, on the challenges they were having, paying for everyday items due to their financial circumstances. Some had been furloughed, others made redundant and others were more able to ask for help. Since September 2020, when they began, the number of fortnightly parcels has increased from 11 to 68, as of April 2021, estimated to be helping over 150 children. The Larder has expanded into second hand clothes and children's toys.

Activity Update

Participation

What did we do? (2020-21)

We continued to support the Voices for Change Project, and promoted the [‘Voices for’ methodology](#).

We supported people living in Shetland to participate in the Social Renewal Advisory Panel.

We supported young people to participate in listening events, on behalf of NHS Shetland, to determine support around health and well-being.

We ensured children and young people’s involvement in planning for improvement across almost all schools, and that Head Teachers and school staff were supported by our Attainment Advisor and Central Staff in the use of available data to demonstrate a greater knowledge and understanding of equity and the impact of poverty. (Scottish Attainment Challenge 2015-20 Impact Report: Shetland, 2021).

We delivered a series of Community Conversations with 21 communities across Shetland, with participation from 166 individuals.

Supported 21 anchor organisations across Shetland to mobilise community assets to respond to needs and challenges presented by the Covid pandemic, increasing participation in communities in ways not previously seen

Facilitated the distribution of 255 digital devices to vulnerable and disadvantaged individuals and families, to increase participation and connectedness

Supported two organisations through the Community Asset Transfer process and facilitated many more discussions around buildings and their use to meet community need.

What do we plan to do next? (2021-22)

Ensure further roll out of access to digital devices and skills, particularly to those who are in greatest need, and seldom heard

Embed Community Conversations as one of the building blocks of building relationships with communities and increasing participation

Continue to support partner organisations to undertake service delivery change in areas such as participatory budgeting.

Explore the creation of an online hub and participation toolkit to share resources, tools and innovative ways of working.

People

What Did We Do? (2020-21)

In the autumn of 2020, strategic managers from Shetland Islands Council, the Integration Joint Board, NHS Shetland, Police Scotland and Voluntary Action Shetland participated in workshops to develop a new 'Vision for Change' for what the system of support should look and feel like for Shetland's residents when life becomes more challenging.

The aim is to shift towards early intervention and prevention, with a subsequent reduction in crisis intervention. The following strategic outcomes have been set:

- Shetland's residents access early support
- Shetland's residents receive strength-based support
- Shetland's residents find no door is the wrong door when seeking support.

The role and remit of the Anchor Project Board has been expanded to become the Early Action Programme Board, with a number of research and enabler projects, all designed to shift support to earlier intervention, across all life stages: research projects include Anchor and Trauma-Informed Practice; enablers include workforce capability, technology, communications, measuring impact and alignment of change.

What Do We Plan to Do Next?

We successfully obtained further funding, through the Promise Partnership, to increase the reach of the project. The final delivery year of the Anchor Project will develop an early action toolkit, operate in some different geographic settings and initiate collaborative service redesign to support early action. This activity will determine the future model of support required, to achieve early action.

Place

What Did We Do? (2020-21)

We successfully completed the North Isles Fibre project, delivering high-speed broadband connections to schools, care centres, health centres and other public buildings in Yell and Unst, having secured £1.9m from the UK Department of Digital, Culture, Media and Sport towards the project.

We commissioned Farrpoint to deliver an analysis of connectivity in Shetland at a community level, providing comparisons with UK and Scotland connectivity, and potential actions to improve local availability.

Promote Shetland launched the new 'Islands of Opportunity' brand, accompanied by a series of campaigns and adverts promoting a positive and vibrant image of Shetland as a place to live, work, study and invest, and redeveloped shetland.org as the portal for promoting Shetland to a wider audience.

We signed the Islands Deal, which outlines plans for the UK and Scottish governments to each invest £50 million in the future economic prosperity of Orkney, Shetland and the Western Isles, and is anticipated to unlock a further £235 million of investment from project partners, delivering a combined £335 million boost for the islands. The proposals aim to put the islands at the forefront of the transition to net zero and support thriving, sustainable communities.

We progressed the ORION Project (Opportunity, Renewables, Integration, Offshore Networks) which plans to create green hydrogen on a large scale via a partnership between Shetland Islands Council and the Oil and Gas Technology Centre in Aberdeen, involving Highlands and Islands Enterprise and the wider UK energy industry. Using existing infrastructure and know-how around the Sullom Voe terminal to create hydrogen is part of the project's overarching ambition for Shetland to transition from fossil fuels to clean energy, using onshore and offshore wind to reduce emissions to net zero and reduce fuel costs on the islands.

We approved £796k via the Coastal Communities Fund to local projects designed to support the community and economic development of Shetland communities by investing in infrastructure, community capacity building, and developing community assets and encouraging inclusive growth.

We worked with communities and partner agencies to distribute a range of funding streams to help support businesses and facilitate regeneration following the COVID 19 Pandemic.

What Will We Do Next? (2021-22)

We will work with the UK and Scottish Governments to pursue opportunities to improve high-speed broadband connections to areas of Shetland not currently able to access suitable connectivity

We will promote financial support measures available through partners more widely to encourage projects, which prioritise innovation, job creation, community wealth building and development of infrastructure.

We will be undertaking a tendering exercise for Promote Shetland for the period 2022-2027, building on the work done over the last five years to develop promotional campaigns to attract people to live, work, study and invest in Shetland.

We will continue to deliver funding to community projects via the Coastal Communities Fund.

Partners will continue to collaborate to support and develop key industries, and to identify new sources of funding to replace lost European funding streams.

Money

What Did We Do? (2020-21)

More of our staff are aware of benefits available, and how to support families to access them. The Money Worries training is having an impact on our staff's skills and confidence in having conversations about money.

Our Citizen's Advice Bureau (SICAB) remains the primary referral agency for undertaking benefit checks, through their Financial Health Service. The service quickly moved on-line, with support from the NHS's Near Me, remote appointment service.

We ran a campaign encouraging people to ask for help – 'it's okay not to be okay'.

We very quickly put in place a means of making direct payments to families eligible for Free School Meals, when our school buildings closed, a week earlier than across the country, for the first lock-down. Although we haven't yet joined up access to benefits, across the Council, the services involved are working collaboratively, assisted by the pandemic.

We supported Community Anchor Organisations to take on a role in identifying the needs of their community and deliver solutions such as food parcels, fuel vouchers and other support to meet the needs of their community.

We Published the Fair Food Strategy and provided funding to two community-growing groups:

- Grow Shetland is a new 3 year project (2021-2024) being delivered by Transition Turriefield. The purpose is to support the Shetland community to grow more of its own fruit and vegetables, increase access to affordable food and encourage healthy eating. The project works with individuals, groups, communities and schools to create new growing spaces and take up food growing, fresh food sharing, cooking and eating. In the first few months, the project has been able to support a number of community groups, schools and residential establishments. The project is also supporting families, through the local housing association and through a 'Growing Undercover Shetland' social media group with over

1,500 members, many of whom are new to growing fruit and vegetables during the pandemic.

- Grow Local is a new project through Northmavine Community Development Company, which aims to support local growing and food production by individuals and groups in Northmavine.

Our Transport Service is continuing with the review of transport fares.

The introduction of NHS remote technology, such as Near Me, means people do not have the cost of travelling to surgeries, or appointments. Travel costs are covered for certain appointments, however, these do not account for the ancillary costs associated with health travel.

Cost of the School Day presentations have been delivered to all Head Teachers, school managers and Parent Council Chairs, across Shetland.

What Will We Do Next? (2021-22)

We are running seminars on Poverty and Inequality in Shetland, for our Elected Members, and for our Shetland Partnership. There will be follow-up activity on a number of key topics, including attainment, energy and fuel poverty, community wealth building and early action.

We will build on our baseline data, for the purposes of monitoring our impact, building on best practice examples from elsewhere in Scotland.

The Council's Youth and Employability team have now recruited a dedicated member of staff to the position of engaging with and supporting parents with employment.

We intend to develop and deliver a marketing campaign, using print and social media, to build on the 'it's okay to not be okay' work of 2020. This will take account of the needs of people with protected characteristics.

We will continue to increase the understanding of partner agencies of the role they have, as employers, for reducing Child Poverty, through for example, Living Wage Accreditation, procurement, and delivery of Money Worries training to staff in order to increase referrals to money and energy advice services.

Next Steps

The next 12 months continue to be uncertain as national support schemes such as the Job Retention Scheme (Furlough) and the £20 uplift in Universal Credit payments introduced as part of the COVID 19 pandemic response are withdrawn. Services still face restrictions on how they can operate, and many also face significant backlogs as a result of the national lockdowns. In 2021-22, the Shetland Partnership will continue to work to support the most vulnerable in our community. Some areas of particular focus will include:

➤ Poverty & Inequalities

Partners remain committed to tackling poverty and inequalities in our communities and a series of events are planned to explore the issues that are being faced locally and ensure that all partners are able to contribute towards tackling them. This remains a core focus across all partnership priorities, particularly those projects being run as part of the People, Participation and Money priority.

➤ Recovery & Renewal

The full impacts of the COVID 19 pandemic and the UK exit for the European Union are only just becoming evident, partners remain committed to ensuring that Shetland's economy remains as strong and resilient as possible, and that everyone has access to good quality jobs and a fair income. This is a key focus of those projects being undertaken as part of the Place priority.

➤ Delivery Planning

The Delivery Plan 2018-22 details how partners intend to deliver on the priorities and outcomes outlined in the partnership plan. Alongside continuing to deliver on identified projects in 2021-22 partners will come together to review the activity undertaken over the last three years, review those priorities and outcomes, and identify what steps need to be taken to continue to deliver over the next period. This will culminate in the publication of a refreshed delivery plan in 2022.

Appendix 1: Case Studies

Community Conversations

The idea of Community Conversations is based on the concept of discovering, connecting and mobilising the capacity and building blocks that exist in every community. It is about setting up informal opportunities to meet up with members of the community, where ever they are, to hear what life is like and what matters to them. Everybody cares about something in life enough to act on it, but more often than not, we simply do not know or take the time to find out what it is.

Between October and December 2020, 21 virtual Community Conversations were organised online, throughout Shetland. Anchor Organisations, Community Councils and a range of other partners were invited to online conversations to reflect on what has been achieved over these last 6 months. A total of 166 people from across Shetland participated in the conversations.

Community Development workers facilitated the conversations, which were structured around three questions:

- What has changed for you and your community during lockdown?
- What worked and what did not?
- What does a good life look like to you?

A number of common themes arose through discussions, including: reopening of communities and how to do it safely, the impact on people's personal finances and mental health and the ongoing concern about the impact of loneliness and isolation.

A second round of conversations, centred on the process of reopening buildings and activities as Shetland progresses through the Government protection levels were scheduled for later in 2021.

Voices for Change

Voices for Change was set up to bring together individuals and stakeholders to take a proactive approach in shaping the future for Shetland. It does this by facilitating conversations between

members of the general public and people with influence and responsibility for making decisions in Shetland. Learnings and insights from the conversations will inform the Place priority in the Partnership Plan, the 10 Year Plan to Attract People to Live, Study, Work and Invest in Shetland, and the Council's Recovery and Renewal Plan.

The project draws on the experiences and good practices from the previous Voices for Equity project, which ran from 2018 to 2020, and was well recognised by both community and civic participants.

The main focus has been to recruit participants to the project, both on the community and the civic side. Emails were distributed amongst colleagues, as well as posters and leaflets shared in professional groups and forums and on social media platforms.

Drawing on the success of the Community Conversations method, an online information session was set up to invite people to get information about the project and to share their experiences and thoughts on the following questions:

- How has your life been affected by Covid?
- What do you think life in Shetland will be like in the future?

An online session was advertised through the Shetland Community Hubs Facebook page and took place on December 7th 2020, using WebEx.

Thirteen people signed up for the session, with nine attending. Out of these, five people signed up for participation in the project.

Attendees expressed gratitude for being offered the opportunity to share their experiences and views with some also interested to learn how the conversation would contribute to community development.

NHS Shetland is currently using the same approach as part of the consultation for their Clinical Strategy.

Early Help Team

Following a “drop-in hub” pilot at a local primary school, we became aware that the majority of families who had come to us for support were from lower income households. Many of these families were not in receipt of benefits they were eligible for or accessing support, such as counselling, advocacy, employability services that would be beneficial to them. Many of these families did not have a close support network and often had bad experiences with existing services. By helping these families increase their financial income and by listening to their stories, we gained their trust. We raised awareness of the support we provided with school staff who could signpost and encouraged individuals to come forward through their schools.

The Early Help Team invited staff from other agencies with varied experience and expertise to be an extension of the team, working alongside families. This collective meet weekly– sharing experiences, training and acting as a sounding board for each other.

The Early Help Team continue to speak to schools, families, partnership agencies, local authority, community groups – anyone and everyone who works with families and find out where there are “gaps” for families to be lost. What works for families in our community and what doesn’t. We have created questionnaires for professionals and families to complete anonymously and have carried out one-to-one impact assessments to see if we are on the right path. We have collated stories, quotes, and conversations and look for patterns in what families are telling us. We want families to be very much at the centre, us guided by them in what they feel they need.

One family supported by the Early Help Team was signposted from the school and didn’t know where to turn. On the first visit, Mum was at her wits end and spoke for over an hour about all the issues going on in her life; her child’s behaviour, the volatile relationship she has with her partner and their financial worries. We helped Mum to seek assistance from Citizens Advice for her debt and spoke about her mental health and problem with alcohol. We suggested local services that would be available to her. Most of all, the Early Help Team provided a safe space and a listening ear for someone that didn’t have anyone to share their burdens with;

“Early Help Team is a really good thing. I found out about it through Sound School, got in touch with them and just offloaded everything. They helped me with applying for grants and we get food

parcels every second week. I do have money but not much and they are really good at helping me. I've already told a couple of people about the service who I know are struggling. Don't be scared to ask for help – I did and it's helped me a lot."

Young Mums Group

A parent involved in the Early Help Team project wanted to help support other Mums attending a local parenting group. She felt many of the attendees needed a little extra guidance especially with their budgeting and finances. Since her circumstances had changed, she was more financially secure but remembered what it had been like for her when she was struggling, and felt in a position to lead the group.

She was keen to find a funding source, which would help provide a practical solution and engage her peers. She applied and secured funding to provide fresh fruit and veg for the group, liaising with local producers to organise growing workshops and opening discussions with everyone around their budgeting and money worries. Parents shared stories and were encouraged to ask for help if they needed it. Many parents were signposted to Citizens Advice and thereafter attended meetings regarding their debt. Others received help from local voluntary organisations in the form of fuel/clothes vouchers.

The group hope to start growing from their venue, cooking and sharing meals with one another when restrictions allow.

"I feel my role has been helping people who didn't realise what help was available - everyone can muster up a meal but can they do it at a lower cost and with a higher quality? –we have helped them to do this."

The Early Action Programme

In addition to the development of the Early Help Team, the Anchor Project has also support the development of a new Programme for Change – the Early Action Programme to support the following Vision for Change to be achieved:

- The support available to individuals in Shetland is **enabling and kind**.

- When Shetland's residents encounter difficult to overcome challenges, **early interaction** with potential support is the norm.
- **Friends and family** play a vital and widely recognised role in the provision of support.
- Where support from services is sought, the presumption is that support will be delivered in a **local community-based setting** that creates a comfortable environment for the individual.
- The support system works with an individual using a **strengths-based approach** and targets improvement in an individual's confidence and capacity to act.
- The organisations providing support services operate under a **no door is the wrong door** policy.
- The **individual is listened to**. What an individual says they need is listened to and the whole household is considered.
- The **value of time** spent with an individual to build a trusting relationship is recognised as a good investment by service providers. Engaging in simple practical helpful actions can be transformative.
- The individual receives **tailored and flexible support** that meets their needs and is matched to their capacity to act.
- The individual experiences a **seamless transition** from touch point interactions to, where appropriate, working with more specialist services on issues at the core of experienced challenges.
- **Professionals and support workers have a wide knowledge base**, supported by learning on the job, the sharing of best practice, and good relationships between services.

This work is bringing together senior managers from across the Council, NHS, Police and Third Sector, to act on the information gathered directly from families, through the Anchor Project. Despite dealing with the second lockdown, Directors dedicated time, each week, to come together in order to develop the means of shifting resources to deliver on the programme.

The next steps will be to use the Scottish Approach to Service Design, supported by The Promise, to involve families further, in helping to shift services to achieve the vision – as we know that's what families want, and we've seen the impact it has.

ORION/Future Energies

The ORION Project (Opportunity, Renewables, Integration, Offshore Networks) plans to create green hydrogen on a large scale via a partnership between the Shetland Islands Council and the Oil and Gas Technology Centre in Aberdeen, involving Highlands and Islands Enterprise and the wider UK energy industry. Using existing infrastructure and know-how around the Sullom Voe terminal to create hydrogen is part of the project's overarching ambition for Shetland to transition from fossil fuels to clean energy, using onshore and offshore wind to reduce emissions to net zero and reduce fuel costs on the islands.

Shetland hopes to export 350,000 tonnes of green hydrogen a year by 2050, around 12 per cent of the UK's predicted demand, as well as producing the 60,000 tonnes needed to replace the diesel, petrol and marine oils currently used on the islands.

In mid-March, the Islands Growth Deal was signed by the UK & Scottish governments, Orkney Islands Council, Comhairle nan Eilean Siar and Shetland Islands Council (SIC). Shetland will receive £5m towards a Clean Energy Project to promote economic and low-carbon gains across Shetland through community-level hydrogen generation.

In May, the Council established a Future Energy Team, headed by Executive Manager Douglas Irvine, who has been working with the ORION project since its conception. The team will work with ORION, the Shetland Islands Clean Energy Strategy, and many other projects to promote and progress energy transition in Shetland and the wider region.

In May, Strathclyde University joined the project as a strategic partner. ORION will benefit from the University's expertise in many disciplines and its established skills base. ORION is firmly established at the intersection of industry, government, academia and community and the new partner is welcomed by SIC, the Net Zero Technology Centre, and Highlands and Islands Enterprise (HIE).

In June, a workshop was held with Shetland supply chain companies working in the marine sector to provide an understanding of marine activity and renewable energy development.

Space

Shetland's location in the northernmost reaches of the UK make it an optimal place for the space economy.

Unst was identified in an independent report for the UK Government as the best location in the country for the launch of small vertical rockets transporting small satellites into low earth orbits. Its northerly location also means it is ideal for tracking and communicating with satellites already in orbit.

Lamba Ness in Unst is already the chosen site for the UK Space Agency's UK Pathfinder Launch, to be carried out in 2022 by Lockheed Martin and rocket manufacturer ABL Systems. German rocket company HyImpulse has also signalled its intention to launch from Unst, and has carried out a series of engine tests at the former Scatsta Airfield with more tests and the launch of a sounding rocket planned.

It is estimated the launch facility will create around 140 jobs on Unst and inject at least £4.9m per annum into the island's economy. It is anticipated a further 70 jobs will be provided throughout Shetland, adding a further £2.9m in gross value to the economy.

New Fish Markets

The Scalloway Fish Market was completed in 2020, a state of the art facility built to provide the very highest standards of health & safety and environmental hygiene throughout all processes from landing to dispatch.

The market offers floor space of around 1,950 metres and the energy-efficient building includes a fibre connection for direct access to the online electronic seafood auction, providing ready access to the marketplace for buyers and sellers. The new facility has doubled the capacity of the old site.

The Lerwick Fish Market was officially opened in July 2021, although the first whitefish was landed following the 'soft opening' in August 2020.

The Lerwick market's four temperature-controlled/chilled bays extend to 1,600 square metres, compared to 726 square metres in the old market. The chilling system is more environmentally

friendly and energy-efficient. There is increased space for palletising fish and a 400 square metre chilled dispatch area.

The new markets will allow for greater capacity for local industry to capitalise on opportunities as the fishing industry changes due to the exit from the European Union.

North Isles Fibre

In 2021 SIC completed the North Isles Fibre project, which extended the Council's fibre optic network from Graven in the North Mainland to Yell and Unst. The project attracted funding of £1.9m from the UK Government Department of Digital, Culture, Media and Sport through the Local Full Fibre Network programme.

The fibre network connects public buildings in Yell and Unst to fibre, allowing for the benefits of high-speed data connections to be rolled out to the most northerly schools, care centres and health centres in the UK. Remote teaching opportunities, remote health consultations and the delivery of telemedicine services are all potential benefits of the improved data links.

The project is also seen as vital in reducing inequalities in service provision across the isles, allowing North Isles residents to access levels of education and health service accessible to other areas.

Extension of the fibre optic network will incorporate a number of 'community connection points'. These will serve as Points of Presence where further network deployment can take place to serve homes and businesses with community owned broadband networks. In most cases, these connection points will be provisioned within the public building being served with the new fibre network. This model has worked successfully in Shetland in the past.

Money Worries

Online 'Money Worries' workshops were developed with the aim of supporting people to see the role they can play in raising the issue of money worries, and to improve knowledge and understanding of the support offered by CAB.

The Money Worries sessions have been run virtually as a joint venture between Shetland Citizens Advice Bureau, the Anchor Early Help team and NHS Shetland's Health Improvement team.

The sessions begin by setting the scene in the context of health inequalities associated with poverty and discuss the impact of stigma as a barrier to both services raising the issue, and individuals seeking support. Details of the support that CAB offer are then discussed, followed by real life case study examples to illustrate the beneficial impact of engaging with the service. The Anchor Early Help team give examples of how they have engaged with families during the pandemic and use this to facilitate discussion on how people can go about raising the issue of money worries with families they are working with.

The intended outcome is that attendees will then share this information back with their teams, initiate more conversations about money worries and refer into CAB.

Feedback received both anecdotally at the end of the workshop and in the post session questionnaires, has been positive.

“I was previously aware of CAB and had signposted to them in the past. After having attended the Money Worries session I have a better understanding of the broad range of things that CAB can help with. I also feel more inclined to request permission to refer somebody to CAB now rather than just signposting as this could increase the likelihood they go on to receive the support they need.”

Health Improvement Practitioner

Appendix 2 - Shetland's Islands with Small Populations Locality Plan: Annual Report 2020-21

Locality Planning

In addition to producing Shetland's Partnership Plan, which covers the whole of Shetland, the Shetland Partnership is also required to plan at a more local level. These 'Locality Plans' should enable communities and wider partners to find innovative solutions to key local challenges. The duty to carry out Locality Planning is set out in Part 2 of the Community Empowerment (Scotland) Act 2015.

Locality Plans can be based on geographic areas, administrative boundaries or communities of interest (a group of people with shared characteristics). Locality Plans are documents that belong to the communities, are signed up to by partners, and delivered together.

In October 2020, the Shetland Partnership published the Shetland's Islands with Small Populations Locality Plan. This plan is the first Locality Plan produced by the Shetland Partnership. The Plan covers the communities of Fair Isle, Fetlar, Foula, Papa Stour and Skerries and is based on extensive dialogue between public service providers and the people who live and work in these isles.

Our Activity

In 2020-2021 the following activity has been undertaken as part of the Shetland's Islands with Small Populations Locality Plan

- The plan was developed in consultation with island communities and service providers throughout 2020. Communities were consulted on a regular basis and directly informed the priorities which were identified within the plan. In October 2020, the plan was approved and published, and all partners signed up to demonstrate commitment to delivering its outcomes.
- In January 2021, a strategic delivery group was formed to oversee the delivery of work towards the plan, and ensure that good conversations are being held between members. This group comprises of representatives of all the islands, as well as key stakeholders and

service managers. This group has now met 6 times in total, discussing a range of topics, including:

- Health Care
 - Transport
 - Connectivity
 - Housing
 - Tourism
- An additional working group has been formed to discuss the development of sustainable tourism in the isles.

Case Study: The Fetlar Community Maintenance Post.

As part of the Islands with Small Populations Project, a Community Maintenance Post was established, based in Fetlar, in order to test a new approach to delivering services and supporting communities. This post combined a number of duties, which would normally have been carried out by different services and contractors, most of whom would have travelled into the island to deliver. By combining these roles, it was hoped to create one substantive post that could provide a stable locally based job role to attract someone to live within the community.

The advantages of this service model include:

- Local knowledge resulting in improved service delivery
- More time delivering services rather than travel time
- Overcome challenges of recruitment to part-time posts (e.g. 10 hours / week)
- Potential for savings in training / medicals for services, and time being trained, for people
- Security of public sector employment, resulting in families moving to Islands, and
- Demonstration of commitment from the Shetland Partnership to our Islands

The post was filled in March 2020, just as lockdown commenced, providing immediate benefit to the community as activities were able to be undertaken without the additional complications that COVID restrictions placed on delivering to remote and rural communities. The post adds to the otherwise limited employment opportunities available in the isle, providing job security within the community and assisting in sustaining the working age population.

Feedback from the community indicates that service delivery has improved, as a result of the post holder having local knowledge. A locally based post holder is able to communicate more efficiently with the community regarding their needs, and respond quickly and directly to any emerging maintenance needs. It has also resulted in efficiencies and savings to the service provider, with less time required for staff travel to provide services to the community.

Monitoring our Progress

The Shetland's Islands with Small Populations Locality Plan outlines a number of ways in which the performance of partners against the plan's objectives will be measured. These include monitoring population levels and balance, income levels, the number and nature of jobs, volunteering levels, and community morale. Many of these indicators align closely with those being monitored in the Shetland Partnership Plan; however, there are some challenges with gathering and analysing data at a small community level. Partners have been working closely with the community to develop data collection methodologies, including annual community surveys, which will aid with tracking these indicators. This data will be reported as part of our annual reporting process, although due to the small nature of the communities, and the possibility of some data becoming personally identifiable, this may not always be possible to do. As it has not been a full year since the publication of the Locality Plan, updates are not currently available on all benchmarking indicators.

Indicators

Based upon a survey undertaken in July & August 2021 communities rated their sense of community morale, satisfaction with local services and their current connectivity. The following results are based on 47 responses from a total of 140 possible households.

