

Shetland Partnership – Projects in Yell, Unst and Fetlar

Project Update 1: May/June 2018

Progress to date

Public agencies in Shetland are working together on a number of projects and initiatives with the communities of Yell, Unst and Fetlar; these projects are designed to bring about new ways of working and strengthen the voices of communities in the decisions that affect them. The projects are:

- Locality Planning
- Islands with Small Populations
- North Isles Health and Social Care

The projects are distinct, but there is a degree of overlap between them. This project update provides a brief summary of progress and activity since the second half of 2017 and will be part of a regular programme of updates to keep communities and agencies informed as the projects deliver.

Locality Planning – Yell, Unst and Fetlar

- **Summary** – This project has come about as a result of changes to the way public agencies work with communities through the Community Empowerment (Scotland) Act 2015. The changes require the public agencies concerned to engage with the communities in a *locality* within their area to identify key local challenges and work with communities to address these. In Shetland, we are starting Locality Planning in Yell, Unst and Fetlar and have been working with the three Community Councils to plan our approach.
- **Steering Group** – A group of agency and Community Council representatives and representatives has met four times since January 2018 to discuss the best ways to get people involved in Locality Planning and plan an engagement exercise.
- **Engagement Plan** – the Steering group have produced a Draft Engagement Plan for engaging the community in Locality Planning; the Plan is designed to help get the views of people in Yell, Unst and Fetlar on the priorities for their communities and to demonstrate to people how the approach we are taking will make a difference to them.

Islands with Small Populations

A framework has been developed in response to concerns and issues identified by Elected Members, Shetland Partnership partners and indirectly by island communities through consultations and forums such as the Commission on Tackling Inequalities. It is intended to improve outcomes for the communities of Shetland's islands with small populations by providing a structure to govern relations and working arrangements between the partners of the Shetland Partnership and between the Shetland Partnership and these island communities. These island communities are: Fair Isle, Fetlar, Foula, Papa Stour and Skerries. Discussions have been held with representatives of these communities and the project aims will be:

- **A. Communication** between agencies and communities is clear, considerate and effective and **relationships** are trusting, such that challenges can be teased out and constructively overcome.
- **B.** Issues with **operational service delivery** are resolved in a timely and considerate manner.
- **C.** Communities and agencies will work together when **redesigning services**, where possible improving outcomes for communities and reducing public sector spend.
- **D. Action to increase the working age population** of islands is ambitious and holistic, resulting in a step change for the islands' sustainability.
- **E.** All **national and local policy** considers the impact of implementation on Shetland's island communities, mitigating negative impacts, where possible.

North Isles Health and Social Care

- Summary – this project was developed to gather information on what was working well, what was not so good and what could be improved in terms of Health & Social Care services currently delivered in the North Isles.
- Engagement – Public meetings were held in Yell, Unst and Fetlar to gather feedback and questionnaires were issued to ask for views on different aspects of health & care provision. The aim was to have the questionnaires asking “open” questions, but there has been feedback that more specific questions would have been helpful.

Expected progress for Summer 2018

Locality Planning – Yell, Unst and Fetlar

- **Partner Agency Meeting** – A meeting between agency representatives involved in Locality Planning to discuss what we already know from past community engagements and other evidence we hold. This would be with a view to identifying potential ‘quick wins’ in terms of changes to service delivery that could be made to demonstrate how different approaches and ways of working could make people's lives better, helping to show communities the value of getting involved.
- **Locality Plan** – based on the information that will be shared by the agencies involved, a Plan will be developed outlining some priorities for Yell, Unst and Fetlar to form the basis for a discussion with communities.
- **Engagement Plan** – the Steering group have produced a Draft Engagement Plan for engaging the community in Locality Planning; this will continue to be refined through engagement with agency representatives and the Steering Group and then form the basis for ongoing conversations with people in the community about the Locality Plan and how different ways of working can make a difference to them.
- **Community Engagement** – The Steering Group expects to begin having conversations with people in the Isles towards the end of this summer. The conversations will be based on the draft Locality Plan and ‘quick wins’ identified by agencies and designed to gather people's views on meeting the needs of communities in Yell, Unst and Fetlar and the priorities that the community and agencies will work together to deliver.

Islands with Small Populations

- Complete Current Consultation Process: with island communities, services and organisations
- Could become part of LOIP Delivery Plan: primarily Participation, also other areas, e.g. Place

- Informing other work, such as Council’s Customer First
- Clarifying lines of communication
- Establish regular meetings, between relevant officers and communities
- Exploring bringing five communities together to discuss common issues
- Progress work with each community, including exploring potential for hybrid posts, with Fetlar.

North Isles Health and Social Care

- Information is still being collated but main themes to date are access to Dental Services; issues with lack of fixed links which also corresponds with ferry costs and uncertainty of ferry links; concern over difficulties in recruiting a range of staff from GPs to Social care workers; cost of living on the islands; concern that island costs are driving people away from the islands. An update on dental services has been given to the three island Community Councils, as well as appearing in the Shetland Times.
- Meeting with the Unst Patient group is scheduled for 2nd July and further updates on the information gleaned from the questionnaires will be shared with the community councils over the summer.

Timelines

Project	Feb	March	April	May	June	July	August	Sept	October
1. Locality Plan – Yell, Unst and Fetlar				<ul style="list-style-type: none"> • Partner agency meeting and information sharing • Develop Locality Plan • Refine Engagement Plan 		<ul style="list-style-type: none"> • Begin Community Conversations • Finalise Locality Plan • Begin planning for delivery of Locality Planning projects 			
2. IWSP				<ul style="list-style-type: none"> • Conclude formal consultation phase • Progress resolving of operational issues, and support communities with development needs 		<ul style="list-style-type: none"> • Linkages with other projects • Continue with other work 			
3. N. Isles Health and Social Care			<ul style="list-style-type: none"> • Questionnaires issued and returned • Dental update issued 	<ul style="list-style-type: none"> • Questionnaire information collated and shared 		<ul style="list-style-type: none"> • Linkages with other projects • Continue Community engagement 			

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