

**Project Title: Social and Economic Impact of
Islesburgh Trust and Evaluation of
Performance**

BACKGROUND

In 1999, Islesburgh Trust purchased Islesburgh House, Islesburgh Community Centre and the Garrison Theatre, all in Lerwick, from Shetland Islands Council, and the staff became employees of the Trust. In 2001, in the light of the new situation, the Trust and its management wished to assess its overall economic and social impact and set up a system to evaluate its performance. AB Associates was contracted to carry out the necessary work.

METHODOLOGY

The study fell into five main parts:

1. An analysis of Islesburgh Trust and its activities;
2. The economic impact of the activities of Islesburgh Trust;
3. The social and community impact of the Trust activities;
4. The development of performance indicators;
5. Overall conclusions and recommendations for the way forward.

Both desk research/data gathering and interviews with staff, suppliers, business and community users were undertaken.

OUTPUT/CONCLUSIONS

The overall conclusions of the resulting report were:

- Islesburgh was seen to have a vital role in the community and was making a positive contribution to the social, economic and cultural well being of Shetland. There was a clear desire to see it develop and improve its facilities.
- Islesburgh already offered a very wide range of services and was well used by the community, but there was pressure to do more and expectations that Islesburgh could deliver. It had to be recognised, however, that Islesburgh could not do everything and had to prioritise its efforts in order to maintain a good service and focus on the things it was good at, rather than duplicating what other organisations do.



A substantial list of indicators was provided which the Trust could use to evaluate its performance, as well as a number of recommendations on how to take forward the necessary strategic planning, monitoring and evaluation work.

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