

Public Document Pack



To: Councillor Cooney, Convener; Jean Morrison MBE, Vice-Convener, and Councillors Delaney, Dickson, Jackie Dunbar, Lesley Dunbar, Finlayson, Lawrence, McCaig, Milne, Nathan Morrison, Noble, Samarai, Jennifer Stewart and Thomson.

Town House,
ABERDEEN 20 December 2013

HOUSING AND ENVIRONMENT COMMITTEE

The Members of the **HOUSING AND ENVIRONMENT COMMITTEE** are requested to meet in Committee Room 2, Town House on **TUESDAY, 14 JANUARY 2014 at 2.00 pm.**

JANE G. MACEACHRAN
HEAD OF LEGAL AND DEMOCRATIC SERVICES

BUSINESS

DETERMINATION OF EXEMPT BUSINESS

- 1.1 Members are requested to determine that any exempt business be considered with the press and public excluded

REQUESTS FOR DEPUTATION

- 2.1 None received at this time

MINUTE, COMMITTEE BUSINESS STATEMENT AND MOTIONS LIST

- 3.1 Minute of Previous Meeting of 29 October 2013 (Pages 1 - 8)

- 3.2 Committee Business Statement (Pages 9 - 16)
- 3.3 Annual Reports to Committee (Pages 17 - 18)
- 3.4 Motions List (Pages 19 - 22)

REFERRALS FROM OTHER COMMITTEES

- 4.1 Review of Parking Charges - Remit from Enterprise, Strategic Planning and Infrastructure Committee (Pages 23 - 62)
- 4.2 Internal Waste Implementation Plan - Remit from Enterprise, Strategic Planning and Infrastructure Committee (Pages 63 - 88)

PERFORMANCE MANAGEMENT AND SERVICE ISSUES

- 5.1 Housing and Environment Business Plan Performance and Actions - Report by the Director of Housing and Environment (Pages 89 - 92)

FINANCE

- 6.1 2013-14 Housing Capital Programme - Joint Report by the Director of Housing and Environment and Acting Head of Finance (Pages 93 - 100)
- 6.2 2013-14 Revenue Budget Monitoring - Joint Report by the Director of Housing and Environment and the Acting Head of Finance (Pages 101 - 110)
- 6.3 Capital Monitoring - Housing and Environment Projects - Report by the Director of Enterprise, Planning and Infrastructure (Pages 111 - 114)

HOUSING

- 7.1 Rent Arrears - Background Information and Current Actions - Report by the Director of Housing and Environment (Pages 115 - 132)
- 7.2 Affordable Housing – Grant Assistance - Report by the Director of Housing and Environment (Pages 133 - 138)
- 7.3 Voids – Review of Processes - Report by the Director of Housing and Environment (Pages 139 - 148)

- 7.4 Ethnic Minority Housing Outreach Worker Funding 2014-17 - Report by the Director of Housing and Environment (Pages 149 - 160)
- 7.5 Enforcement of Landlord Registration and HMO Licensing - Report by the Director of Housing and Environment (Pages 161 - 166)

ENVIRONMENT

- 8.1 Countryside Ranger Service Annual Report 2013 - Report by the Director of Housing and Environment (Pages 167 - 186)
- 8.2 Proposed Improvements In Service and Changes in the Charging Regime for Fish Health Export Certificates issued by the Environment Health Service - Report by the Director of Housing and Environment (Pages 187 - 202)
- 8.3 Provision of Paddle Boat, Canoe & Bike Hire for Duthie Park - Report by the Director of Housing and Environment (Pages 203 - 206)

NOT FOR PUBLICATION

- 9.1 Request for approval of expenditure for numerous key supplies, services and works for Regeneration and Housing Investment Programme (Building Services) (Pages 207 - 212)
- 9.2 Standing Orders Exemption – Digital Radio System, Waste & Recycling Services - Report by the Director of Housing and Environment (Pages 213 - 218)
- 9.3 Environment Services - Social Enterprise Partnership Working 2014 - Report by the Director of Housing and Environment (Pages 219 - 222)
- 9.4 Installation of Combined Heat and Power and Proposals for Major Repairs to Multi Storeys in the Cornhill Area - Report by the Director of Housing and Environment (to follow)

Website Address: www.aberdeency.gov.uk

Should you require any further information about this agenda, please contact Karen Riddoch, tel. 522723 or email kariddoch@aberdeency.gov.uk

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HOUSING AND ENVIRONMENT COMMITTEE

ABERDEEN, 29 October 2013. Minute of meeting of the HOUSING AND ENVIRONMENT COMMITTEE. Present: Councillor Cooney, Convener; Councillor Jean Morrison MBE, Vice Convener; and Councillors Delaney, Dickson, Jackie Dunbar, Lesley Dunbar, Finlayson, Lawrence, McCaig, Milne, Noble, Samarai, Jennifer Stewart, Taylor (as substitute for Councillor Young for item 4.1 (article 6 refers) and item 7.2 (article 13 refers)), Thomson and Young (as substitute for Councillor Nathan Morrison).

The agenda and reports associated with this minute can be found at the following link:

<http://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=144&MId=2911&Ver=4>

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

URGENT MOTION BY COUNCILLOR FINLAYSON

1. The Committee had circulated an urgent motion by Councillor Finlayson in the following terms:-

“In order to assist in complying with the current Council Policy to reduce (recyclable) waste going to landfill that Officers be instructed to investigate the feasibility of providing a recycling collection to Community Centres and all other Council premises not currently in receipt of this service and report back to the next meeting of the Committee”.

Councillor Finlayson spoke to his motion, during which he explained the rationale behind his request.

The Committee resolved:-

to request officers to submit a report on the terms of the motion to the meeting of this Committee on 14 January 2014.

DETERMINATION OF EXEMPT BUSINESS

2. The Convener proposed that the Committee consider the report identified on the agenda as being for determination in private, with the press and public excluded.

The Committee resolved:-

that in terms of Section 50 (A)(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting for item 8.1 (Request for Approval of Expenditure for a Cleaning Service for 39 Multi Storey and 3 Low Rise Blocks) (article 16 refers) and 8.2 (Provision of Public Space CCTV) (article 17 refers) on the agenda so as to avoid disclosure of information of the class described in the following

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paragraphs of Schedule 7(A) to the Act:-article 16 (paragraphs 6 and 8) and article 17 (paragraphs 8 and 10).

MINUTE OF PREVIOUS MINUTE OF 27 AUGUST 2013

3. The Committee had before it the minute of its previous meeting of 27 August 2013.

The Committee resolved:-

to approve the minute.

COMMITTEE BUSINESS STATEMENT

4. The Committee had before it a statement of business prepared by the Head of Legal and Democratic Services.

The Committee resolved:-

- (i) to remove items 8 (Preventing Trade Access to Recycling Centres), item 10 (Private Sector Housing – Enforcement Funding Issues Report), 11 (Local Authority Mortgage Scheme) and 13 (Aberdeen In Bloom); and
- (ii) to otherwise note the business statement.

MOTIONS LIST

5. The Committee had before it a list of motions prepared by the Head of Legal and Democratic Services.

The Committee resolved:-

- (i) to remove motion 2 (Review of Collection and Charging of Tenant Rents) subject to the decision at article 11 to this minute; and
- (ii) to otherwise note the motions list.

HOUSING AND ENVIRONMENT BUSINESS PLAN PERFORMANCE AND ACTIONS (H&E/13/076)

6. The Committee had before it a report by the Director of Housing and Environment which presented the key performance measures and progress of key improvement work within the Housing and Environment Directorate.

In relation to Rent Management, the Convener advised that he had requested detailed analysis to be provided in order for the Committee to scrutinise the levels of debt.

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In relation to Void Management, the Housing Manager advised that a report would be submitted to this Committee in January 2014 outlining the improvements that had been undertaken for assisting with the re-letting void properties.

In relation to Homelessness Prevention Activities, Councillor Jackie Dunbar raised concerns relating to when a homeless person who is on benefits is allocated temporary accommodation that is deemed to be larger than their needs that they are automatically penalised by the under occupancy charge through no fault of their own. The Head of Service advised that the issue was being looked at, that there was an Independent Review being undertaken on the issue of under occupancy charges and that the Service were still awaiting the outcome for temporary accommodation.

The Committee resolved:-

- (i) in relation to Rent Management, the Committee noted that the Convener had requested that a report containing detailed analysis be submitted to the meeting on 14 January 2014;
- (ii) in relation to Void Management, the Committee noted that a report would be submitted to its meeting on 14 January 2014 providing detailed information on the measures being undertaken to improve the letting of Void properties including changes to the re-letting standards;
- (iii) in relation to Homelessness Prevention Activities, the Committee noted (1) the concerns raised from Councillor Dunbar relating to people being in arrears if they are allocated a property bigger than their needs and (2) the update provided from the Head of Service relating to temporary accommodation; and agreed that the Committee be kept informed of any progress in this area; and
- (iv) to otherwise note the content of the report.

HOUSING CAPITAL PROGRAMME (H&E/13/072)

7. With reference to article 8 of the minute of its meeting of 27 August 2013, the Committee had before it a joint report by the Director of Housing and Environment and the Acting Head of Finance which provided a status report for the 2013/14 Housing Capital Programme as at 31 August 2013 and summarised both income and expenditure in this regard.

The report recommended:

That the Committee -

- (a) notes the financial information contained within the report;
- (b) instructs that the Head of Finance continues to update the Committee in consultation with the Director for Housing and Environment on the actual outturn position for 2013/14 following completion of the year end statutory accounts; and
- (c) approves the virements outlined in Appendix 2 to the report.

The Committee resolved:-

to approve the recommendations contained in the report.

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REVENUE BUDGET MONITORING (H&E/13/073)

8. With reference to article 9 of the minute of its meeting of 27 August 2013, the Committee had before it a joint report by the Director of Housing and Environment and the Acting Head of Finance which advised on the current year revenue budget performance to date for the services which relate to this Committee and any areas of risk and management action.

The report recommended:

That the Committee -

- (a) consider and note the report and the information on management action and risks that was contained therein; and
- (b) instruct that officers report the year end position to the appropriate committee.

The Committee resolved:-

to approve the recommendations contained in the report.

CAPITAL MONITORING - HOUSING AND ENVIRONMENT PROJECTS (EPI/13/151)

9. With reference to article 10 of the minute of its meeting of 27 August 2013, the Committee had before it a report by the Director of Enterprise, Planning and Infrastructure which advised on the capital spend to date for the Housing and Environment projects included within the Non-Housing Capital Programme.

The report recommended:

that the Committee note the current position.

The Committee resolved:-

to approve the recommendation contained in the report.

PRIVATE SECTOR HOUSING - ENFORCEMENT FUNDING UPDATE (H&E/13/066)

10. With reference to article 12 of the minute of meeting of 15 January 2013, the Committee had before it a report by the Director of Housing and Environment which provided an update on progress made in carrying out enforcement works in the private housing sector.

The report recommended:

That the Committee -

- (a) notes the content of this report and the progress made to date on Private Sector Housing Enforcement and the proposals to develop further packages of assistance; and
- (b) requests that the Director of Housing and Environment brings further annual reports to committee, on future developments, (or earlier as required).

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The Committee resolved:-

to approve the recommendations contained in the report.

RENT COLLECTION DATES - MOTION BY COUNCILLOR JACKIE DUNBAR (H&E/13/051)

11. With reference to article 13 of the minute of its meeting of 27 August 2013, the Committee had before it a report by the Director of Housing and Environment which was prepared in response to the following motion by Councillor Jackie Dunbar:-

That this Council request the Housing and Environment service to undertake a review on the way that the service currently charges and collects rent due by our tenants, to try and end the cycle of some tenants who face being in arrears every month due to the difference in dates of when they are paid and the date that their rent is due, by giving more flexibility to our tenants so that they can start paying monthly instead of four weekly as is the practice at present.

The report recommended:

that the Committee note the report and make no changes to the way in which rent is currently charged.

The Convener moved, seconded by the Vice Convener:-

To approve the recommendation as contained in the report.

Councillor Jackie Dunbar moved as an amendment, seconded by Councillor Delaney:-

- (a) to approve the recommendation contained in the report; and
- (b) in regards to helping the tenants and the council in addressing the problem currently experienced with “technical arrears”, that the direct debit payment dates be expanded to include any date between the 1st and 28th of each month, taking into account that any tenant wishing to choose their direct debit date must address any short term arrears that this may cause.

On a division, there voted:- for the motion (8) – The Convener, the Vice Convener and Councillors Lesley Dunbar, Finlayson, Lawrence, Milne, Thomson and Young. For the amendment (7) – Councillors Delaney, Dickson, Jackie Dunbar, McCaig, Noble, Samarai and Jennifer Stewart.

The Committee resolved:-

to adopt the terms of the successful motion.

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ABERDEEN IN BLOOM (H&E/13/070)

12. The Committee had before it a report by the Director of Housing and Environment which advised on the successful achievement by Aberdeen in this year's Beautiful Scotland campaign.

The report recommended:

That the Committee -

- (a) acknowledges Aberdeen's awards in this year's In Bloom campaign and give thanks and congratulations to all those that took part and helped make Aberdeen's campaign such a successful one; and
- (b) agrees that Aberdeen should take part in the 2014 Beautiful Scotland campaign.

The Committee resolved:-

- (i) to note that the Convener requested members to encourage constituents to enter the In Bloom competition for future years; and
- (ii) to otherwise approve the recommendations contained in the report.

AIR QUALITY UPDATE (H&E/13/067)

13. The Committee had before it a report by the Director of Housing and Environment which presented the 2013 Air Quality Progress Report and advised members of a feasibility study into a City Centre Low Emission Zone, grant funding and progress in the implementation of the Air Quality Action Plan.

The report recommended:

That the Committee -

- (a) note the 2013 Air Quality Progress Report;
- (b) instructs relevant officers with the Environmental Health and Enterprise, Planning and Infrastructure Services to continue to review and assess air quality, implement the Air Quality Action Plan, progress the Low Emission Zone feasibility study and report annually on progress on all three; and
- (c) refers the report to the Enterprise, Planning and Infrastructure bulletin for information.

The Committee resolved:-

to approve the recommendations contained in the report.

PREVENTING TRADE ACCESS TO RECYCLING CENTRES (H&E/13/074)

14. With reference to article 18 of the minute of its meeting of 28 August 2012, the Committee had before it a report by the Director of Housing and Environment which provided an update in relation to trade waste disposal at Recycling Centres and to address an anomaly in control of charitable waste at Recycling Centres.

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The report recommended:

That the Committee -

- (a) notes the progress made on preventing trade waste being illegally deposited at Recycling Centres; and
- (b) instructs the operators of the Recycling Centres to apply the following policy on charity waste from 1 January 2014:
 - (i) Charities producing consistent waste streams are not able to dispose of this waste at Recycling Centres
 - (ii) One-off applications from community groups (e.g. Scouts) will be referred to Council officers for verification and approval to dispose.

The Committee resolved:-

to approve the recommendations contained in the report.

WASTE COLLECTION CHARGES REVIEW 2014/15 (H&E/13/071)

15. The Committee had before it a report by the Director of Housing and Environment which sought approval for charges for the collection and disposal of trade waste and associated chargeable services for the financial year 2014/15, with the commercial food waste service charges applying from the point of implementation of the service, which would occur this financial year.

The report recommended:

That the Committee -

- (a) agrees the schedule of charges detailed in Tables 1 and 2 of the report; and
- (b) instructs officers to implement the food waste charges from the commencement of the service and other charges from 1 April 2014.

The Committee resolved:-

to approve the recommendations contained in the report.

In accordance with the decision recorded under article 1 of this minute, the following items of business were considered with the press and public excluded.

REQUEST FOR APPROVAL OF EXPENDITURE FOR A CLEANING SERVICE FOR 39 MULTI STOREY AND 3 LOW RISE BLOCKS (H&E/13/065)

16. The Committee had before it a report by the Director of Housing and Environment which sought approval for delegated powers to be given to the Director of Housing and Environment in consultation with the Convener of Housing and Environment on the basis of best value to (1) tender for a new contract for a period of 3 years with the option to extend for a further 24 months or (2) to extend the current

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cleaning service for a maximum period of a further 12 months after which a full procurement will be carried out to enable a new tender to be put in place, again for a period of 3 years with the option to extend for a further 2 years.

The report recommended:

That the Committee -

- (a) approve the estimated expenditure for the provision of a cleaning service, in accordance with SO1(3) of the Councils Standing Orders relating to contracts and procurement as detailed in the report;
- (b) approve estimated expenditure for a 1 year extension to the current contract as detailed in the report;
- (c) agree that the expenditure should be built into the budget coming before council in December; and
- (d) give delegated powers to the Director of Housing and Environment in consultation with the Convener of Housing and Environment to make the final decision on the procurement process on the basis of best value.

The Committee resolved:-

to approve the recommendations in the report.

PROVISION OF PUBLIC SPACE CCTV (H&E/13/075)

17. With reference to article 22 of the minute of its meeting of 12 March 2013, the Committee had before it a report by the Director of Housing and Environment which provided an update on the development of a shared in-house public space CCTV model with Police Scotland, as per the committee decision on 12th March 2013.

The report recommended:

That the Committee -

- (a) note the progress made in terms of the in-house delivery model; and
- (b) confirm whether they wish to proceed with the full market testing exercise and put out the tender or
- (c) to approve the further development of the in-house model by producing a detailed business case that outlines long term funding and staffing requirements.

The Committee discussed recommendations (b) and (c) above and agreed to pursue the in-house delivery model.

The Committee resolved:-

to approve recommendations (a) and (c) contained in the report.

- **NEIL COONEY, Convener.**

**HOUSING AND ENVIRONMENT COMMITTEE
COMMITTEE BUSINESS**

14 January 2014

Please note that this statement contains a note of every report which has been instructed for submission to this Committee. All other actions which have been instructed by the Committee are not included, as they are deemed to be operational matters after the point of committee decision.

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
|------------|--|---|---|-------------------------------------|-------------------|-----------------------------------|
| 1. | Housing and Environment Committee 26 Aug 09 article 16 | <u>Modernising Public Space CCTV</u> The Committee resolved:- to instruct officers to submit a further all encompassing report, detailing the merits and costs of the existing and proposed new CCTV system, in particular the impact CCTV has had on assisting convictions; and investigating other systems and new technologies that could be adopted, to a future meeting of the Committee. | We have assigned a project manager to take forward the in-house option. Also an initial meeting has been had with the Police and a further meeting is scheduled. Further update will be provided next cycle. | Director of Housing and Environment | 11 Mar 14 | 11 Mar 14 |
| | Housing and Environment Committee 29 Oct 13 Article 17 | <u>The Committee resolved:-</u> (a) to note the progress made in terms of the in-house delivery model; and (c) to approve the further development of the in-house model by producing a detailed business case that outlines long term funding and staffing requirements. | | | | |
| 2. | Housing and Environment Committee 06 Aug 09 article 19 | <u>Duthie Park Restoration – Heritage Lottery Funding Bid</u> The Committee resolved:- to instruct the Director of Housing and Environment to provide further | Further update will be provided next cycle | Head of Environment Services | 11 Mar 14 | 11 Mar 14 |

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
|------------|--|--|--|---|-------------------|-----------------------------------|
| | | progress reports including details on the outcome of the tendering process in the Housing and Environment information bulletin. | | | | |
| 3. | Housing and Environment Committee 13 Sept 11 article 2 | <u>Major Repairs to Multi Storey Blocks</u> The Committee resolved:- (vi) to instruct that a risk register be presented to Committee at each meeting until the project is delivered. | Update is provided in the bulletin. | Head of Regeneration and Housing Investment | When appropriate | |
| 4. | Housing and Environment 30 Oct 12 Article 15 | <u>Progression of Transfer of Regeneration and Housing Investment Service to an Arms Length Company</u> The Committee resolved:- To instruct officers to review all options for the delivery of the Regeneration and Housing Investment Service including Local Authority Trading Company and report back in six months time. | After consultation it is apparent that before reporting back to committee further analysis is required on the impact that current and future capital and revenue programmes will have on how the Service will operate as a business going forward. We are continuing to work closely with the staff and unions reviewing all options for the future delivery of the service. A report will be provided to this committee once all the options can be fully examined. | Head of Regeneration and Housing Investment | | |
| 5. | Housing and Environment 15 Jan 13 Article 14 | <u>Welfare Reform</u> The Committee resolved:- To include Welfare Reform on future Committee Business Statements. | We continue to manage the impact of welfare reform. We are currently carrying out a review of the Discretionary Housing Payments Funds available for Tenants. Further updates will be provided as and when appropriate. | Head of Housing and Community Safety | | |

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
|------------|--|---|--|---|-------------------|-----------------------------------|
| 6. | Housing and Environment ¹ 2 Mar 13 Article 20 | <u>Proposed Improvements in Service and Changes in the Charging Regime for Fish Health Export Certificates issued by the Environmental Health Service</u> The Committee resolved:- to instruct officers to consult those businesses who would be affected by the charges to gain their views on the proposal and request that the outcome of the consultation be provided at the next meeting of this Committee. | A report is on the agenda. | Head of Environment Services | 14 May 13 | 14 Jan 14 |
| 7. | Housing and Environment 14 May 13 Article 13 | <u>Development of an Asset Management Plan for the Council's Housing Stock</u> The Committee resolved:- to instruct the Director of Housing and Environment to report back to committee on the outcomes of the asset management plan for al housing stock at the earliest opportunity. | Work on the multi storey asset management model is drawing to an end and officers are currently being asked to provide scenarios which can be used to test the model. A demonstration of this model has been presented to the Housing and Environment Senior Management Team and dates are being arranged for presentations to elected members early in the new year. | Head of Regeneration and Housing Investment | | |
| 8. | Housing and Environment 14 May 13 Article 14 | <u>Haudagain Upgrade – A Way Forward – Middlefield</u> The Committee resolved:- To instruct officers to report back to this Committee with an update on progress made with the programme. | A report was submitted to the Finance, Policy and Resources Committee. Officers are to report back with further updates to F,P&R. Updates to this committee will be provided in the future as part of the Business Plan Performance and Actions Report. Recommend for removal. | Head of Regeneration & Housing Investment | | |

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
|------------|--|---|---|---|-------------------|-----------------------------------|
| 9. | Housing and Environment 14 May 13 Article 15 and Council 26 June 13 Article 19 | <u>Tillydrone Update – A Way Forward</u> The Committee resolved:- To instruct officers to report back to a future meeting of the Committee with clear recommendations on land use to support regeneration based upon the desktop reports, title reports and financial viabilities for each site. | A further update will be provided next cycle. | Head of Regeneration & Housing Investment | 11 Mar 14 | 11 Mar 14 |
| 10. | Housing and Environment 30 Aug 13 Article 6 | <u>Amenity Housing Assessments (within Performance Report)</u> (i) in relation to a question from Councillor Delaney regarding amenity housing assessments and the lack of understanding from tenants on how they apply for an assessment, to note that the Director of Housing and Environment would liaise with colleagues in Social Care and Wellbeing and report back to Committee with an update on the number of assessments that had been completed and that the Housing Manager would discuss particular cases with Councillor Delaney outwith the meeting; | An update will be provided next cycle. | Director of Housing and Environment | 11 Mar 14 | 11 Mar 14 |
| 11. | Housing and Environment 30 Aug 13 Article 6 | <u>HMO and Landlord Registration (within Performance Report)</u> (ii) in relation to a question from Councillor Delaney regarding HMO and Landlord Registration and the number of cases that had been referred to the Procurator Fiscal in the last 12 months, to request officers to submit a report on the matter to a future meeting of the Committee. | A report is on the agenda. | Head of Housing and Community Safety | 14 Jan 14 | 14 Jan 14 |

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
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| 12. | Housing and Environment 30 Aug 13 Article 12 | <u>Amendments To the Allocation Policy – Applicants with Housing Debt</u> The Committee resolved:- to request officers to submit a report to this Committee in six months providing an update on whether the discretion officers have been granted to move tenants with rent arrears as a direct result of welfare reform was still operating well. | | Head of Housing and Community Safety | 11 Mar 14 | 11 Mar 14 |
| 13. | Housing and Environment 30 Aug 13 Article 14 | <u>Houses in Multiple Occupation – New Powers in Relation to Overprovision</u> The Committee resolved:- (vi) to request officers to monitor the HMO provision in Old Aberdeen and report back in 12 months; and (vii) to request officers to determine the scale of un-registered houses available to let across the City and report back in twelve months. | | Head of Housing and Community Safety | 26 Aug 14 | 26 Aug 14 |
| 14. | Housing and Environment 30 Aug 13 Article 16 | <u>Update on Informal and Formal Joint Working and Shared Services Arrangements with Aberdeenshire Trading Standards and the wider Scottish Trading Standards Community - Report by the Director of Housing and Environment</u> (ii) to request officers to report back to Committee following the outcome of CoSLA's TS Summit of June 2013 with regard to partnership working, shared services and shared capacity in Trading Standards in Scotland. | We still await the outcomes from the COSLA TS Summit. A report will be presented once the outcomes have been received. | Head of Environment Services | | |

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
|------------|--|--|---------------------------------------|--------------------------------------|-------------------|-----------------------------------|
| 15. | Housing and Environment 30 Aug 13 Article 18 | <u>Park Management Rules - Report by Director of Housing and Environment</u> (iii) to note that the report detailing the outcome of this public notification will be presented to Committee later in 2013 | A report is provided in the bulletin. | Head of Environment Services | 14 Jan 14 | 14 Jan 14 |
| 16. | Housing and Environment 29 Oct 13 Article 6 | <u>Rent Management (within Performance Report)</u> (i) in relation to Rent Management, the Committee noted that the Convener had requested that a report containing detailed analysis be submitted to the meeting on 14 January 2014 | A report is on the agenda | Head of Housing and Community Safety | 14 Jan 14 | 14 Jan 14 |
| 17. | Housing and Environment 29 Oct 13 Article 6 | <u>Void Management (within Performance Report)</u> (ii) in relation to Void Management, the Committee noted that a report would be submitted to its meeting on 14 January 2014 providing detailed information on the measures being undertaken to improve the letting of Void properties including changes to the re-letting standards. | A report is on the agenda | Head of Housing and Community Safety | 14 Jan 14 | 14 Jan 14 |
| 18. | Council 18 Dec 13 Article _ | <u>Sistema Scotland and Aberdeen</u> (vi) that a subsequent report be brought to Council, which would include the business plan, financial costings, asset and other implications; and thereafter reports be submitted to the Education, Culture and Sport, Enterprise, Strategic Planning and Infrastructure, Housing and Environment and Social Care, Wellbeing and Safety Committees, | | | | |

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
|------------|-------------------------|--|---------------|------------------------|-------------------|-----------------------------------|
| | | to ensure that the introduction of a "Big Noise" Centre in the city, its principles and experience could be integrated in other aspects of the Council's work; | | | | |

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ANNUAL REPORTS TO COMMITTEE

| <u>No.</u> | <u>Minute Reference</u> | <u>Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> | <u>Report Expected (if known)</u> |
|------------|---|---|--------------------------------------|---|-------------------|-----------------------------------|
| 1. | Housing and Environment | <u>Aberdeen in Bloom</u> To report each year on the Aberdeen In Bloom Campaign | | Head of Environment Services | 28 Oct 14 | 28 Oct 14 |
| 2. | Housing and Environment 01 Mar 11 article 34 | <u>Air Quality Action Plan</u> The Committee resolved:- to instruct the Director of Housing and Environment to report annually on progress. | | Head of Environment Services | 28 Oct 14 | 28 Oct 14 |
| 3. | Housing and Environment Committee 11 Jan 10 article 21 | <u>Countryside Ranger Service Five Year Plan</u> The Committee resolved:- to instruct officers to report back to Committee on an annual basis regarding progress. | A report is on the agenda | Head of Environment Services | 14 Jan 14 | 14 Jan 14 |
| 4. | Housing and Environment Committee 19 Nov 09 article 27 | <u>Responsible Dog Ownership</u> The Committee resolved:- to instruct the Director of Housing and Environment to provide an annual update report on responsible dog ownership to the Housing and Environment Committee. | A report is provided in the bulletin | Head of Environment Services | 14 Jan 14 | 14 Jan 14 |
| 5. | Housing and Environment Committee 24 Aug 10 article 17 | <u>2013/14 Housing Capital Programme</u> The Committee resolved:- to instruct that a report be brought to this Committee at the start of each financial year , outlining the work that requires to be carried out as part of the Housing Capital Programme. | | Director of Housing and Environment/ Head of Finance | 20 May 14 | 20 May 14 |
| 6. | Housing and Environment 29 Oct 13 Article 10 | <u>Private Sector Housing – Enforcement Funding</u> (ii) to request that the Director of Housing and Environment brings further annual reports to committee, on future developments, (or earlier as required) | | Head of Housing and Community Safety | 28 Oct 14 | 28 Oct 14 |

HOUSING AND ENVIRONMENT COMMITTEE

MOTIONS LIST

14 January 2013

Please note that this statement tracks all Notices of Motion submitted by members, until the point of disposal. The motion will remain on the statement until the Committee has agreed to remove it.

| <u>No.</u> | <u>Motion</u> | <u>Date of Council Meeting</u> | <u>Committee Motion referred to / date/ decision of Committee</u> | <u>Action taken / Proposed Future Action</u> | <u>Responsible Head(s) of Service</u> | <u>Due Date</u> | <u>Is authority sought to remove motion from list?</u> |
|------------|---|--------------------------------|---|--|---|-----------------|--|
| 1 | <p><u>Motion by Councillors MacGregor and Samarai – Referred from Council on 19 December 2012</u></p> <p>"Council agrees to establish a working group consisting of relevant officers, local members, community representatives and relevant partner organisations to develop and implement proposals for a community garden in Bucksburn, utilising the land adjacent to the Cloverleaf Hotel which was handed over as part of the 3Rs development and sourcing appropriate external funding to enable the delivery of the project."</p> | 19 Dec 12 | <p>Housing and Environment 13 Jan 13, Article 5</p> <p>The Committee resolved: to request Officers to submit a report on the terms of the motion to this Committee in March 2013.</p> | <p>12 March 2013</p> <p>A report was submitted to the Committee which provided an update in relation to the Community Garden Project. Various issues were still to be addressed before the project could move forward.</p> <p>A meeting took place on the 13th November 2013 between Councillor Cooney, Councillor MacGregor (also representing Councillor Samarai), three representatives from Bucksburn and Newhills Community Council including the Chair Mr Alexander Shirran, Head of Environment Services and Steven Shaw Environment Services Manager.</p> | <p>Head of Environment Services/</p> <p>Head of Asset Management & Operations/</p> <p>Head of Legal & Democratic Services</p> | 12/03/13 | Yes |

| <u>No.</u> | <u>Motion</u> | <u>Date of Council Meeting</u> | <u>Committee Motion referred to / date/ decision of Committee</u> | <u>Action taken / Proposed Future Action</u> | <u>Responsible Head(s) of Service</u> | <u>Due Date</u> | <u>Is authority sought to remove motion from list?</u> |
|------------|--|--------------------------------|---|--|---------------------------------------|-----------------|--|
| 2 | <u>Urgent Motion by Councillor Finlayson</u> "In order to assist in complying with the current Council Policy to reduce (recyclable) waste going to landfill that Officers be instructed to investigate | H&E Cttee 29 Oct 13 | <u>The Committee resolved:-</u> to request officers to submit a report on the terms of the motion to the meeting of this Committee on 14 January 2014. | At this meeting there was agreement with the Community Council that council officers would assist and advise the community council so that they can establish and develop a "Friends" group in the Bucksburn and Newhills area. It is anticipated that the proposed friends group would at first consider delivering a number of small local projects and would hopefully, in time, be able to look at more ambitious projects such as utilising the land at Cloverfields for community use. It is planned that the Environment Services Manager will attend a Community Council meeting in early 2014 to advise the Community Council on how to move forward on this project. Recommend for removal | Head of Environment Services | 14/01/14 | Yes |

| <u>No.</u> | <u>Motion</u> | <u>Date of Council Meeting</u> | <u>Committee Motion referred to / date/ decision of Committee</u> | <u>Action taken / Proposed Future Action</u> | <u>Responsible Head(s) of Service</u> | <u>Due Date</u> | <u>Is authority sought to remove motion from list?</u> |
|------------|--|--------------------------------|---|--|---------------------------------------|-----------------|--|
| | the feasibility of providing a recycling collection to Community Centres and all other Council premises not currently in receipt of this service and report back to the next meeting of the Committee” | | | | | | |

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ENTERPRISE, STRATEGIC PLANNING AND INFRASTRUCTURE COMMITTEE

MEETING OF 12 NOVEMBER 2013

REVIEW OF PARKING CHARGES – EPI/13/203

4. In terms of Standing Order 10(1), and as agreed at the beginning of the meeting (article 2 refers), the Committee received a deputation from Mr Bill Lonsdale and Mr Rizzi on behalf of Stop Taxing Our Parking in relation to the recommendations contained within the report on the Review of Parking Charges.

Mr Lonsdale made reference to his complaint in relation to Garthdee Controlled Parking Zone (CPZ) provisions and the Director of Enterprise, Planning and Infrastructure's response. He also made reference to a legal agreement associated with planning application 98/0090 between the Council and Robert Gordon University (RGU), specifically the annual contributions made by the University for the implementation of the CPZ.

Mr Lonsdale requested that the Committee's reconsider its decision to charge residents for residents parking permits in CPZ Zone Y:Garthdee and stand by undertakings given to residents when the zone was first proposed in the establishment of the CPZ, residents were given to understand that the costs would be covered by RGU. This was a mitigation measure to allow a development that otherwise should have been refused consent on residential amenity grounds and was proposed voluntarily by RGU.

Mr Lonsdale also requested that if the Committee still wished to charge, it must again instruct officers to follow the proper procedure and carry out statutory consultation, responses to which consultation must be brought back to Committee before a valid Order can be made.

In addition, Mr Lonsdale requested that the Committee should bring forward the proposals promised by the City Council, for the extension to Zone Y: Garthdee, to include all roads within the boundary of Garthdee Road, Auchinyell Road and South Anderson Drive to protect residents from the impact of ubiquitous parking by students and staff from RGU and recover all costs from RGU, who are the generators of unacceptable parking pressures in a suburban residential area. Next step at earliest opportunity should be the statutory consultation, which must include the funding provision whereby RGU will pay for residents and visitor permits in perpetuity.

Members were invited to ask questions of Mr Lonsdale and Mr Rizzi and then thanked them for their contribution.

The Committee had before it a report by the Director of Enterprise, Planning and Infrastructure which responded to the Committee's request for (1) a reappraisal of the parking charges in the city taking into consideration our Smarter City objectives; (2) a review of parking charges and entitlement set by other council services; and (3)

a report on the possibility of establishing a city wide emissions-based permit system on the proviso that such a proposal would be revenue neutral.

The report recommended:-

that the Committee -

- (a) note the contents of the report and the importance of parking controls as a tool to support sustainable travel and assist in minimising traffic levels;
- (b) adopt a policy for and approve the increase in business permits to £660 to align with the annual travel costs by city wide sustainable travel options;
- (c) approve the revised on street charges within the peripheral zones to support sustainable travel objectives;
- (d) approve the alteration in charging hours within the long stay off street car parks to 8am to 8pm Monday to Saturday and 1pm to 5pm on a Sunday;
- (e) approve the revised parking charge structure for Golden Square off street car park to the onstreet charges;
- (f) instruct officers to continue to monitor on street parking cost in relation to public transport costs and adjust accordingly in order that we continue to provide and promote a sustainable transport system;
- (g) instruct officers to carry out a review of the other proposed controlled parking zones to determine whether these areas of the city require additional parking restrictions in order to facilitate the management of the transportation and road network;
- (h) approve the adoption of a policy revision to the business permit "in order to be awarded a business permit it should be shown that a vehicle would have to be used for business purposes frequently (more than three occasions) on a daily basis";
- (i) **refer this report to the Housing and Environment committee with a recommendation that proposed charges for private off street parking spaces operated by this council is adopted to support the aims of Regional Transport Strategy and objectives for a Smarter City;** and
- (j) instruct officers to monitor the benefits and outcomes of the emission related parking charges in other cities and to report back in 18 months in the following terms (1) Establish the process and cost implications under which a residential permit scheme could be rolled out across the City as 'phase 1' of an Emissions Based Parking Control (EBPC). (2) Establish the process and cost implications for a pay & display scheme to roll out across the City as 'phase 2' of EBPC.

The Convener, seconded by Councillor Thomson, moved:-

that the Committee –

- (1) agrees recommendations (a) and (d) to (j) in the report;
- (2) agrees to approve a revised reduced residential parking permit charge for the next three years, reducing the cost of the first permit by £10 a year in order that by 2017 the annual cost of the first permit will be £50; and
- (3) instructs officers to consult with Aberdeen Inspired, Visit Aberdeen and the Aberdeen and Grampian Chamber of Commerce on parking charges within the Inner City Centre, Outer City Centre and Peripheral Zones as outlined in Appendix 3 with a view to encouraging city centre

regeneration and to report back to the Committee at its meeting on 13th March 2014 with proposals for revised parking charges.

Councillor Yuill, seconded by Councillor Cormie, moved as an amendment:-
that the Committee –

- (1) notes the contents of the report and the importance of parking controls as a tool to support sustainable travel and assist in minimising traffic levels;
- (2) agrees not to increase the current charging levels for business permits;
- (3) agrees to reduce the charge for each household's first resident's parking permit to £65 and to further reduce this charge to £50 in 2015/16;
- (4) agrees to make no changes to on street parking charges within the peripheral zones;
- (5) approves the alteration in charging hours within the long stay off street car parks to 8am to 8pm, Monday to Saturday and 1pm to 5pm on a Sunday;
- (6) approves the revised parking charge structure for Golden Square off street car park to the on street charges;
- (7) instructs officers to continue to monitor on street parking costs in relation to public transport costs;
- (8) instructs officers to carry out a review of the other proposed controlled parking zones to determine whether these areas of the city require additional parking restrictions in order to facilitate the management of the transportation and road network, noting that the introduction of any new controlled parking zone would be subject to community support;
- (9) make no revisions to the policy in relation to business permits;
- (10) refers this report to the Housing and Environment Committee;
- (11) instructs officers to monitor the benefits and outcomes of emission related parking charges in other cities and to report back in 18 months;
- (12) notes that officers are seeking counsel's opinion on the implications for Aberdeen City Council of the "Barnet Case" and instructs them to report back on the outcome of this at the earliest possible date;
- (13) in relation to the Garthdee controlled parking zone:
 - (i) agrees to suspend the introduction of residents' parking permit charges;
 - (ii) instructs officers to undertake discussions with RGU with the objective of securing continuing financial support from RGU for the administration costs of the Garthdee controlled parking zone; and
 - (iii) instructs officers to undertake an informal consultation with residents living in the proposed extension to the Garthdee controlled parking zone, on the basis that residents' parking permits in this area would be free of charge, to seek views on whether residents now support the extension of the Garthdee controlled parking zone and to incorporate the results of this into the report previously instructed;
- (14) refers this to the Finance, Policy and Resources Committee to consider allocating any additional finance which may be required arising from 1-13 above; and

- (15) instructs officers to consult with Aberdeen Inspired, Visit Aberdeen and the Aberdeen and Grampian Chamber of Commerce on parking charges within the Inner City Centre, Outer City Centre and Peripheral Zones as outlined in Appendix 3 with a view to encouraging city centre regeneration and to report back to the Committee at its meeting on 13th March 2014 with proposals for revised parking charges.

Councillor McCaig, seconded by Councillor Corall moved a further amendment:-
that the Committee:-

- (1) agrees to recommendations (a), (d) to (f), (i) and (j) of the report referred to above;
- (2) to make no change to the business parking permits;
- (3) instructs officers to consult with Aberdeen Inspired, Visit Aberdeen and the Aberdeen and Grampian Chamber of Commerce on parking charges within the Inner City Centre, Outer City Centre and Peripheral Zones as outlined in Appendix 3 with a view to encouraging city centre regeneration and to report back to the Committee at its meeting on 13th March 2014 with proposals for revised parking charges; and
- (4) to take no action in relation to recommendation (h) of the report.

In terms of Standing Order 12(9) a division between the two amendments was taken.

On a division, there voted:- for Councillor Yuill's amendment (1) – Councillor Yuill; for Councillor McCaig's amendment (5) – Councillors Corall, Cormie, Jaffrey, MacGregor and McCaig; declined to vote (9) – the Convener, the Vice Convener and Councillors Allan, Boulton, Finlayson, Milne, Jean Morrison MBE, Thomson and Young.

A division between the motion and the successful amendment was then taken.

On a division, there voted:- for the motion (10) – the Convener, the Vice Convener and Councillors Allan, Boulton, Finlayson, Milne, Jean Morrison MBE, Thomson, Young and Yuill; for the amendment (5) – Councillors Corall, Cormie, Jaffrey, MacGregor and McCaig.

The Committee resolved:-
to adopt the motion

COMMITTEE **Enterprise, Strategic Planning and Infrastructure**

DATE **12th November 2013**

DIRECTOR **Gordon McIntosh**

TITLE OF REPORT: **Review of Parking Charges**

REPORT NUMBER: **EPI/13/203**

1. PURPOSE OF REPORT

The report responds to the committees request for

- (i) A reappraisal of the parking charges in the city taking into consideration our Smarter City objectives.
- (ii) A review of parking charges and entitlement set by other Council services.
- (iii) A report on the possibility of establishing a city wide emissions-based permit system on the proviso that such a proposal would be revenue neutral.

2. RECOMMENDATION(S)

That the Committee:

- 1. Note the contents of the report and the importance of parking controls as a tool to support sustainable travel and assist in minimising traffic levels.
- 2. Adopt a policy for and approve the increase in business permits to £660 to align with the annual travel costs by city wide sustainable travel options.
- 3. Approve the revised on street charges within the peripheral zones to support sustainable travel objectives.
- 4. Approve the alteration in charging hours within the long stay off street car parks to 8am to 8pm Monday to Saturday and 1pm to 5pm on a Sunday.
- 5. Approve the revised parking charge structure for Golden Square off street car park to the onstreet charges.
- 6. Instruct officers to continue to monitor on street parking cost in relation to public transport costs and adjust accordingly in order that we continue to provide and promote a sustainable transport system.

- 7 Instruct officers to carry out a review of the other proposed controlled parking zones to determine whether these areas of the city require additional parking restrictions in order to facilitate the management of the transportation and road network.
- 8 Approve the adoption of a policy revision to the business permit

“in order to be awarded a business permit it should be shown that a vehicle would have to be used for business purposes frequently (more than three occasions) on a daily basis”
- 9 Refer this report to the Housing and Environment committee with a recommendation that proposed charges for private off street parking spaces operated by this council is adopted to support the aims of Regional Transport Strategy and objectives for a Smarter City.
- 10 Instruct officers to monitor the benefits and outcomes of the emission related parking charges in other cities and to report back in 18 months in the following terms
 - a) Establish the process and cost implications under which a residential permit scheme could be rolled out across the City as ‘phase 1’ of an Emissions Based Parking Control (EBPC).
 - b) Establish the process and cost implications for a pay & display scheme to roll out across the City as ‘phase 2’ of EBPC.

3. FINANCIAL IMPLICATIONS

Income from parking amounts to £6,409,500 per annum with a spend currently of £ 3,514,000. This allows a surplus of £ 2,895,500 to be used for various transport projects across the council. At this time a reduction in the parking income of approximately £250,000 for 2013/14 is being predicted.

The Head of Housing and Community Safety has raised concerns with regard to a previous loss of income in the order of £100k that had been experienced by rise in the rental of private off street parking spaces let by this council and the further impact future price rises may have. At present some 9 parking spaces are let and could potentially result in a further loss of £15120 per annum should the applicants chose to terminate leases.

4. OTHER IMPLICATIONS

None

5. BACKGROUND

- 5.1** The control of parking is a city wide consideration and is applied in various forms and intensities to manage the local and principal road network. The rising level of car ownership and use of the private car in connection with everyday activities has progressively intensified the need to use parking control to manage traffic volumes, congestion levels and to ensure that road safety is not compromised. At a local level the introduction of simple junction protection for safety and access is often all that is required. However, when managing the strategic network the use of wider and more complex controlled parking measures that support planning and transportation objectives becomes necessary.
- 5.2** The first controlled parking zones were introduced in the west end area of the city centre in 1987 and were initially experimental before being adopted as a proactive and effective traffic management tool. The parking controls provided a much needed turnover of parking for commercial business and increased the opportunity of residents to find a parking space close to their home. As parking pressures from commuter parking extended further out from the city centre controlled parking was introduced to actively manage traffic with a principle aim to reduce congestion and delay whilst improving the local environment and amenity.
- 5.3** Prior to the introduction of the controlled parking zones in the late 1980's on street parking had generally been managed through the use of 'No Waiting' and limited stay 45 minute parking restrictions. However this form of management did not address the issues of congestion and delay, particularly in the peak periods that had steadily risen through increasing car ownership and the subsequent high levels of commuting traffic accessing the city centre.
- 5.4** The introduction and adoption of a transport strategy in the 1990's which supported the need to move to a range of sustainable travel options and the use of measures to restrain commuter traffic in areas that were well served by public transport.
- 5.5** Land use planning policies have over time seen an emphasis towards the intensification of development sites, in particular those within or close to the city centre, that have good links to public transport and sustainable travel alternatives
- 5.6** As development has expanded throughout the city centre and peripheral areas, in particular the west end, there has been a need to extend the controlled parking zones to support transportation and environmental objectives whilst protecting residential amenity.
- 5.7** Off street parking within the city centre, prior to the construction of the major shopping centres was primarily provided by and under the control of the Council. In the early 70's some 2330 off street spaces were under the control of the local authority but over time this has reduced

significantly to approximately 1350 spaces due to development and infrastructure improvements. During this period the land associated with the car parks of lower and upper Denburn, Blackfriars Street, Justice Street, Justice Mill Lane, College Street and East North Street surface car parks were redeveloped and the College Street multi storey car park purchased by the Union Square development .

- 5.8** While there has been a reduction of local authority public off street parking this has been offset and increased by the major retail centres providing approximately 3940 parking spaces for public use, establishing a total of approximately 5290 spaces for off street parking within the city centre with 75% provided by private companies.
- 5.9** Since the introduction of the first controlled parking zones the need to maintain access and manage the general road network will have resulted in the slight loss of on street parking for various reasons. A parking study carried out in 2006 identified that the number of on street parking spaces within the inner core city centre to be in the order of 1150 spaces with a further 3000 in the outer core of the city centre.
- 5.10** The introduction and adoption of the modern transportation strategies from the early 1990's, and most recently the Regional Transport Strategy, look towards the balancing of the delivery of sustainable transport and environmental objectives with the economic development and vibrancy of a modern city.
- 5.11** The controlled parking zones have, to a significant degree, been responsible for reduction in the level of commuter traffic associated with development whilst supporting sustainable travel and contributing considerably to a reduction in congestion, traffic delay, improved amenity and air quality that would otherwise be experienced.

6. Policy/Strategy

- 6.1** This council is committed to the delivery of the vision embodied in the adopted document, Aberdeen – the Smarter City with specific links to mobility and its relationship to roads and transportation. The following statements from the document clearly define the need for the management of traffic and use of measures to assist in the delivery of sustainable transport alternatives to the private car.

Smarter Mobility

We will develop, maintain and promote road, rail, ferry and air links from the city to the UK and the rest of the world. We will encourage cycling and walking.

We will provide and promote a sustainable transport system, including cycling, which reduces our carbon emissions

6.2 The management of the transportation and road network has real and positive links to the economy and wellbeing of the city and its residents and as such those measures that provide for an improved service and quality of environment all serve towards providing the smarter objectives for the city.

6.3 The principle policies that seek to promote both sustainable and environmental objectives are defined within the Regional Transportation Strategy (RTS) and the Local Development Plan (LDP) with these documents aligned to wider national and regional policies.

6.4 The supplementary guidance to the adopted local plan states that

“Good transport connections are essential to the economic prosperity of Aberdeen and the quality of life of people living and working in the City. With an emphasis on ensuring that transport provision is considered from the very outset of a planning application, the Council is committed to developments that encourage sustainable travel.”

The supplementary guidance also provides advice on parking issues and accessibility noting that the city centre is highly accessible by sustainable transport options and supports a reduction in the need for travel by private car.

6.5 The strategic aims of the RTS provides support to parking controls and give commitment to :

“Develop a Regional Parking Strategy to ensure a coherent approach to parking controls and standards across the north east. Support enforcement of parking restrictions, particularly where these exist to support strategic traffic movements, bus / pedestrian priority and road safety.”

The principles noted throughout the RTS look to deliver sustainable transportation alternatives together with improvements to the built environment and requires the use and application of parking control as a basic tool.

6.6 The principles and objectives contained within the planning and transportation policies are designed to provide for sustainable communities and in this respect controlled parking zones are seen as an effective and important measure to assist with the delivery of improvements that are both sustainable and enhance the environmental quality of the city.

7. Application of Charges

7.1 The charges for parking and permits that are applied are required to be set at a level that will support the aims and objectives of the transportation and planning strategies.

Analysis of City Centre Parking Trends

- 7.2** When considering the commercial and retail areas of the city centre it is important that a turnover of spaces is achieved to meet the needs of local business, improve residential parking opportunities whilst being set at a level that balances and encourages sustainable travel alternatives. A plan of the parking zones is shown in Appendix 1
- 7.3** The most recent on street car parking surveys carried out would indicate that the parking occupancy within the inner core city centre zones of A-G is at or beyond available capacity throughout the working day and in areas of higher residential density remain so into the evening period. The table in Appendix 2 indicates typical parking occupancy levels for the central areas during a working day and of note is the significant level of long stay parking within the parking areas designated for short stay. It is considered that the large majority of longer stay parking is associated with those having resident and business parking permits although it is fair to assume some parking is associated with those buying repeat tickets.
- 7.4** Analysis of the parking tickets purchased in the core city centre zones of A-G with respect to the length of occupancy has shown that approximately 35% of all tickets purchased were for under 20 minutes and that a further 30% of all tickets purchased were for 40 minutes or less. These figures confirm the high demand for shorter stay parking that will generally be associated with business and emphasises the need for short stay provision.
- 7.5** Given the limited number of on street parking spaces available the turnover of spaces are critical for local businesses and it is therefore necessary to set charges at a level that will encourage a turnover whilst also discouraging long stay parking.
- 7.6** Accessibility of the city centre to all modes of transport is high and therefore the parking and permit charges have been set to encourage the use of alternative modes of transport and linked to the cost of public transport journeys. Appendices 3 and 4 provide comparative costs between parking charges and the cost of public transport.
- 7.7** It should be noted that the on street parking charges align to the daily cost of public transport for the length of maximum short stay periods and are a disincentive for commuting traffic who require an extended stay. There is a positive argument for the on street parking charges to be raised to provide even greater encouragement for the use of alternative modes of travel and discourage the daily commuter traffic. However it is thought that this would negatively impact on the local business of the core city centre who rely on customers parking on street and would not be in balance with the economic needs of city centre.
- 7.8** The level of demand for on street permit parking has increased over time, at present there are some 1032 residential permits and 260

business permits issued for the central zones A-G competing for approximately 1170 on street spaces. (110% usage)

- 7.9** Whilst many residents will not be present during the working day there still remains a significant demand for residential parking that has an impact on the availability and turnover of spaces. The level of the business permit charge, while going some way to restraining demand, does require further examination as many of the business vehicles do not appear to be used beyond commuting purposes and would not comply with the principle for a business permit ie. used on a daily basis for business purposes.
- 7.10** A comparison of the charges made in other cities is discussed later in this report but it will be of note that Edinburgh and Glasgow City Councils do not provide business permits within the city centre and this reflects the need to limit traffic and vehicular movements. The cost of business permits outwith the city centres of Edinburgh and Glasgow vary and with a fee of £400 per year applied by Edinburgh and £700 per year applied by Glasgow.
- 7.11** The cost of business and contractors permits when considered as a daily charge amounts to approximately £2 per day and in this context is considered a nominal fee. In areas of high demand and turnover an income of £36 per day could be generated from a parking space when compared to the same space occupied by a business permit holder.
- 7.12** With respect to the Transportation Strategy there is a strong argument for the business permit fees to be increased to encourage a shift towards sustainable transport and to improve the potential for parking turnover. If the cost of the permit was to be set at a level equivalent to the daily cost associated with bus travel to and from the city centre (approximately £2.60/ working day based on an annual season ticket) the cost of a business permit would increase from £500 to £660. If applied to all zones this would generate an increase income of £120k if demand stayed static and be in the order of £70k if there was a significant resistance to the price increase.
- 7.13** The lack of vehicle movement by business permit holders during the working day is a concern and should be addressed to assist in providing a turnover of spaces. Whilst the guidance on permit application states that the permit should only be used for business purposes and specifically not commuting it is felt this needs to be stated more clearly as a policy and therefore as a condition of use. Vehicles would therefore have to be used for business purposes frequently (more than three occasions) on a daily basis and should it be shown that this is not the case permits will not be renewed by the Council at the next application.

8. Peripheral Zones

- 8.1** The introduction of controlled parking in the outer core, peripheral and extended zones of H to Z is in general driven by the levels of traffic

associated with commercial, educational and public service development that have the potential to generate high volumes of traffic if not positively managed and are adjacent to residential areas. The principles of the transportation and planning strategies to reduce traffic equally apply out with the city centre with parking controls critical to the delivery of the aims and objectives.

- 8.2** The relationship between the demand for on street parking spaces and available road space can be less intense within the peripheral zones than that of the city centre. However these zones have been introduced to resolve both parking problems and to mitigate the potential impact of development traffic both locally and on the wider network and to support sustainable travel plans associated with larger employers.
- 8.3** The parking charge principles for the peripheral zones of L-X mirror that of the city centre and the charges set at a level that will encourage sustainable travel, in particular the longer journeys associated with the use of public transport. At present on street charges for the peripheral zones do not align with alternative transport costs and it is felt that in the interests of sustainable transport this should be amended. There remains a need to consider short stay parking to service business and visitors and it is proposed that the cost of the 30 minute, hourly and two hourly charge remain as at present. However it is felt that it would be appropriate to amend the charge for the 3 hour stay to £4 . The use of the higher charges would dissuade the longer stay parking and the purchase of repeat tickets throughout a day.
- 8.4** At this time a proposed increase in charges would not be considered applicable to the Foresterhill and Garthdee zones (Z and Y respectively) where charges have been recently revised in line with public transport costs.
- 8.5** Within the peripheral zones residential amenity is protected by the use of residents only parking sections that could not be accommodated in the city centre due to the commercial pressures and need to provide a turnover of spaces. The parking zones ensure that the environment of the residential areas is maintained to a tolerable level and that traffic volumes in the surrounding streets are not excessive and raise issues of road safety.

9 Off Street City Centre Parking

- 9.1** As highlighted earlier the provision of off street parking has changed significantly over the last twenty years with a move from local authority provision of public parking towards commercial off street parking linked to the large shopping centres. The additional parking and subsequent traffic generation associated with the centres is not without its challenges when managing traffic within a congested and physically restrained network.

- 9.2** The cost of parking in the commercially operated car parks, are in many cases, tied to conditions that align to the planning and transportation policies and strategies within the city centre. The pricing regime employed by the shopping centre operators should be set to discourage long stay parking.
- 9.3** As with the commercially run car parks charging in long stay parking within the Council car parks is structured to dissuade long stay parking. A number of the city centre surface car parks operate a maximum stay period of 4 hours to encourage a turnover of spaces to service retail and business premises but also allowing an limited extended stay for social and commercial purposes.
- 9.4** The table in Appendix 5 indicates the parking fees applied in the city centre off street parks and it will be noted that the costs are of a similar scale (with the exception of Shiprow who charge a rate comparable with the short stay on street charges).
- 9.5** The cost per hour for the main car parks that are accessed by visitors to the city centre is generally in the region of £1 to £1.20 per hour but a minimum tariff equating to a two hour period is generally charged. The parking tariff for a period of stay extending beyond 4 hours would exceed the cost of a daily public transport return journey and acts as financial incentive for many commuters who work within the city centre to seek sustainable travel alternatives. At present the cost of off street parking is considered to be in balance with the economy of the city centre activities and the delivery of the transportation and planning strategies.
- 9.6** The availability and occupancy levels of the car parks has an influence on use and for a typical weekday it is of note that the occupancy of the commercial car parks associated with the large retail centres is approximately 70 % whilst the council car parks vary from 45% for Denburn to 95% for Chapel Street. The parking profile alters at the weekend with the shopping centre car parks at full capacity from early afternoon with the council car parks operating at 70% capacity at the Denburn, 36% at Chapel Street and reducing significantly to 15% at West North Street. The variances in popularity of the car parks will generally be related to the final destination and purpose for visiting the city centre. The exception to this is during the winter festive period when all car parks are full with the observation that the council run car parks fill later in the day once the centre car parks are full.
- 9.7** The use and occupancy of the council run car parks was reported to committee on 11th September 2012 in response to the high demand for monthly parking permits, particularly at Chapel Street, and the impact it was having on the availability and turnover of spaces through the day. The committee approved a cap on the level of monthly parking permits/car park to ensure the continued availability of spaces for shoppers and visitors.

10 Operational Cost of On /Off Street Parking

- 10.1** The charge that is set for parking permits is evaluated to meet the management, maintenance and whole life costs of the controlled parking zones. The cost that is associated with the management and maintenance of the parking zones must take into account all staff salaries, general infrastructure maintenance and replacement including ticket machines with any recurring capital repayments coming through revenue budgets.
- 10.2** The salaries of the staff employed to deliver the parking service is significant and include the City Wardens, maintenance support, parking appeals and customer services all of whom contribute to and support the parking service. At present some 80 officers are involved with the provision of the on street operational parking services, this number does not include the substantive support staff that issue permits, review, revise and monitor on street parking and deal with the numerous appeals. The salary of the staff dealing with the immediate operational delivery of the parking service has been assessed at £2.1m, ancillary staff costs are estimated at £100k.
- 10.3** The general maintenance and running costs of the controlled parking zones must be carried out to ensure the parking controls are effective and enforceable. The cost of providing this element is currently is £129k
- 10.4** The whole life costs for the controlled parking zones are an important budgetary consideration and the replacement of ticket machines and to a lesser degree signage must be taken into account. Whilst the initial costs are met through capital funding there is an ongoing annual revenue cost to repay the capital outlay and is estimated at £557k.
- 10.5** The operational costs associated with the off street car parks is substantive and is approximately £520k per annum and includes a premises cost of the order of £265k.
- 10.6** The Table below details the operational costs of the controlled parking zones.

Operational Costs 12/13

| | |
|---|--------------------|
| Staff Costs | £ 2,118,000 |
| Machine Maintenance | £ 129,000 |
| Zone Maintenance (lining etc) | £ 50,000 |
| Power , electricity (on street) | £ 40,000 |
| Finance Costs | £ 557,000 |
| Ancillary staff costs | £ 100,000 |
| Off Street Car Parks | £ 520,000 |
| Total | £ 3,514,000 |

- 10.7** As stated earlier the controlled parking charges that are applied for both permit and on street parking charges are a traffic management tool and

have been set at a level that will encourage a shift towards sustainable travel alternatives.

In the current economic environment it is necessary to meet the running costs of the zones and the table below details the income generated by the controlled parking zones.

Annual Parking Income 12/13

| | |
|---|--------------------|
| Residents Permit Charges | £ 937,600 |
| Concessionary Permits including Business, Medical Contractors, Monthly | £1,224,900 |
| On Street Parking Income | £ 2,744,000 |
| Off Street Parking Income | £ 1,503,000 |
| Total | £ 6,409,500 |

10.8 From the figures shown it will be noted that the income generated exceeds that of the expenditure. No account has been taken of income from Penalty Charge notices (PCN) as in an ideal situation the Council would not have to issue a PCN if parking restrictions were complied with. Whilst the operational cost of the controlled parking zones includes general running and maintenance outgoings it does not take account of the maintenance of the fabric of the road network and general asset that this represents.

10.9 The Capital and Revenue budget for roads maintenance and surfacing, is approximately £5M and allows for essential maintenance and repair of the city roads. A recent study into the funding required to maintain the road network for Aberdeen city to a tolerable standard identified that the an investment of some £20M over 10 years was needed. The monies from parking charges contribute to the council finances and assist the development and delivery of transportation schemes and initiatives city wide along with support for the road safety programme.

10.10 Future investment in car parking management is thought necessary to meet the demands of smarter initiatives that will reduce revenue expenditure whilst introducing system efficiencies and monitoring. Advances in technology can allow more efficient and proactive monitoring of car park management particularly within off street car parks and significant future investment will be needed should this approach be advanced.

11 Comparison of Charges with other Cities.

11.1 As previously highlighted the charges that are applied for both permit and on street parking is linked land use and transportation strategies and policies.

- 11.2** In order to understand how Aberdeen compares with competing cities some bench-marking was undertaken through looking at Dundee, Edinburgh, Glasgow and Newcastle. The current economic vibrancy of the cities does vary with Aberdeen and Edinburgh being regarded as having vibrant economies with lower unemployment than the other cities and this will, to an extent, have an influence in the way parking charges are applied.
- 11.3** Appendix 6 to this report provides details of the parking charges applied in the five cities together with plans indicating the location of the controlled parking zones and their relationship to the city centres.
- 11.4** Considering the on street parking charges it will be seen that the city centre rates vary from £3 per hour in Edinburgh, Glasgow and Aberdeen with the lower charge of £2.40 being applied in Newcastle and Dundee. All of the cities allow for shorter stay periods within the first hour to accommodate and encourage a turnover of spaces to serve business. Newcastle has a variation of charges across the core city centre and ranges from £2.20 to £2.40 per hour.
- 11.5** Whilst the general scale of charges for city centre parking is similar the charges for the peripheral and outer controlled parking zones vary considerably. In Edinburgh the charges for the peripheral zones are set at £1.50 per hour exceeding those in Aberdeen. Glasgow have adopted rolling charges at 40p for the first hour with an additional charge of 60p per hour for stays extending beyond the hour whilst Dundee have a differential charge of £1.90 for two hours and £3.10 for 4 hours. Newcastle has a wide range of charges from £1.50 per hour for parking close to the city reducing to 30p per hour on the outer ring of the zones.
- 11.6** The variation in charges for the peripheral areas of the five cities reflects the type of environment and economic influences within the differing zones. The charges in the lower bandings for the peripheral areas would clearly not support a move towards sustainable travel and would be difficult to justify in terms of strategic and policy aims. It is assumed that for the areas with low charge the maximum stay period has been adopted as the mechanism to restrict long stay parking but in practical terms, without rigorous enforcement, would be difficult to achieve.
- 11.7** A spectrum of charges with respect to the price of resident parking permits has been applied across the various cities ranging from £371 per annum in Edinburgh for a first permit to £25 per annum in Newcastle. It is seen that for the city centre zones the charge in Glasgow is £250 per annum whilst Dundee has applied a charge £70 per annum.
- 11.8** It will be noted that for Edinburgh and Newcastle the charges vary depending on the emissions levels of the registered vehicles with a typical mid range car attracting a charge of £185 within the central zones.

- 11.9** It is thought that the charges for the central areas of Edinburgh and Glasgow are being utilised as a restraint mechanism within the congested city centre to assist in meeting traffic reduction and emission targets.
- 11.10** From the benchmarking exercise it is thought that the cost of residential permits within Aberdeen compares favourably against those for the other cities and the present cost is considered to be set at a reasonable and realistic level.
- 11.11** With regard to business permits Glasgow and Edinburgh do not issue these for city centre locations but do issue permits in the peripheral areas at a cost of £700 and £400 respectively. Dundee provides business permits at the rate of £81 but only for off street car parks whilst Newcastle charges £92 per annum.
- 11.12** From the information available it is assessed that Edinburgh, Glasgow and Dundee have taken a view that on street business parking cannot be accommodated and would be detrimental to the overall uses within the core areas and therefore do not allow business permit parking in the core city centre.
- 11.13** From the comparative exercise it is clear that a significant variation is applied to charges by the city authorities. The residential parking charges applied in Aberdeen are in general significantly lower than that of Edinburgh and Glasgow and of a similar scale to that applied in Dundee.
- 11.14** The availability of business permits, especially for city centre locations, is significantly different with Aberdeen being sympathetic to business needs through the provision of permits. The cost of an on street business permit in Aberdeen is not dissimilar to the major Scottish cities and is considered to be a cost effective option.

12.00 Operational Issues

- 12.1** The operating hours for the on and off street car parking regimes are different and this has been raised as a concern as it felt this does cause some confusion for the travelling public. The on street parking operational hours are from 8am until 8pm with the long stay off street operational parking hours from 8am until 10pm.
- 12.2** In order to address this concern and rationalise the operational parking hours where a charge may be applied it is proposed to amend the off street parking charging hours to be applicable from 8am to 8pm.
- 12.3** Reference is made to the committee of 19th March 2013 when the issue of parking in Golden Square and the on going confusion between the application of off street charges within the central area and the adjacent on street charges of the perimeter road was considered. The difficulties of recognition by the public between the off and on street parking areas

and charges has continued with appeals against penalty notices lodged. Given the continued practical difficulties in the recognition of the differing charging structures in Golden Square it is proposed that this be rationalised to a single charging structure in line with the on street charges.

13 Private Off Street Parking Charges

13.1 Council owned off street parking spaces are available through the Housing and Environment service and are prioritised in the first instance to ACC tenants living in the area where the parking space is located with applicants residing outwith Aberdeen being in the lowest priority banding. A table indicating the priority given to applications is shown in Appendix 7.

13.2 The charges that are applied by this council for an off street private parking space are shown on the table below :

| | Non Local Resident | Local Resident |
|----------------------|----------------------------|---------------------------------|
| Car parks | £35 / week £1680 / year | £ 3.40 / week £163.20 / year |
| | | |
| | Non Council Tenant | Council Tenant |
| Lock ups and Garages | £12 / week | £10 / week |

13.3 At present there are approximately 900 parking spaces within private car parks, of these 668 are located in controlled parking areas. A significant number of garages and lock ups are also available for rent city wide with approximately 2117 lock ups and 198 garages that are largely outwith the controlled parking zones.

13.4 Within the controlled parking zones, particularly city centre zones, there exists a disparity between the cost of private off street parking spaces available to rent from this council and that which is available for public car parking both on and off street. In terms of strategy and policy objectives the use of the private off street parking spaces by non residents of a local area would fall into the category of use for commuting purposes. As such private parking spaces operated by Aberdeen City Council within a controlled parking environment should be subject to the same pricing strategy as that of public off street parking.

13.5 The Head of Housing and Community Safety has expressed his concern with regard to a rise in the cost for the rental of private off street parking and the detrimental impact that the previous price increase had on demand and budget income. It has been indicated that a loss in the order of £100k resulted from the previous increase in rental cost through termination of leases. At present the up take by non local residents is for 9 spaces with significant amount remaining empty.

- 13.6** For the operational management of the off street car parking spaces it has been necessary to cap the level of permit use within the Denburn, Chapel Street and West North Street car parks. An opportunity exists where it would be appropriate that should the maximum level of permits for the off street car parks be reached that unsuccessful applicants be referred to Housing for the potential lease of vacant spaces.
- 13.7** Whilst the impact on the HRA budget is acknowledged and is a serious consideration for the Housing and Environment committee the need to reduce long stay commuter parking within the city centre does require to be addressed in a consistent manner in line with policy and strategy objectives.
- 13.8** It is therefore recommended that the cost of private off street parking offered by this council should be in line with that offered for long stay car park permits and be charged at £210 per calendar month and that this be referred to the Housing and Environment committee for consideration.

14 Future Demand for Controlled Parking Zones

- 14.1** A priority list of potential future controlled parking zones was identified some time ago but remains to be progressed. The proposed future zones have strategic significance in particular those close to the city centre and it would be necessary to develop a business case for each to ensure that should a zone be progressed it would not negatively impact on existing and future budgets.
- 14.2** It is therefore proposed that the existing priority list for potential future controlled zones be reviewed and prioritised in line with strategic and policy objectives and to be the subject of a report to a future committee. If agreed officers will review the proposed, priority listed, future controlled parking zones of (1) Palmerston Area, (2) Mearns Street area, (3) Ashley / Brighton area, (4) Holburn /Hardgate area, (5) Carnegie Crescent area, (6) Seaforth Road area and(7) Elmbank area with respect to supporting strategic traffic movements, bus / pedestrian priority and road safety.
- 14.3** In accordance with a previous committee instruction a detailed feasibility study for the implementation of a controlled parking zone for the area of North Dee (Palmerston Road area) is being progressed and will be reported to the March committee. The North Dee area is currently the subject of significant redevelopment and regeneration and would benefit from the rationalisation of parking controls within this area. The report will include a business case appraisal identifying future budget needs and outcomes.

15 Emission Charges

15.1 A number of reports have been presented to Committee on Emission Based Parking Charges. The primary aim of an emission based management regime would be to directly link parking controls to improve air quality with secondary aims to:

- Incentivise the use of low emitting vehicles within the city centre;
- Educate vehicle users on the impact of their vehicles emission on the health of those who live and work in the city centre;
- Foster greater awareness of lower emission vehicles; and
- Encourage greater use of public transport as an alternative for high emitting vehicle users.

15.2 A basic proposal for EBPC initially considered by the Committee focused primarily on imposing the regime on city centre permits however, the Committee directed in its conclusions that all permits should be considered under any scheme. Although widening the regime to all permit holders increases the fairness and parity given the volume of parking usage from on/off street Pay & Display areas an obvious unfairness would still exist. This raises major issues of fairness and effectiveness, namely that the majority of those incentivised by the scheme would live in the city centre and although they are the most effected by poor air quality, the contribution from commuting vehicles would remain unaffected. Therefore the fairest EBPC regime would cover all Council parking including on & off street Pay & Display and voucher parking.

15.3 The practicalities of adopting an EBPC regime has two main issues: driver awareness and ease of application. Awareness can only be tackled by a comprehensive publicity campaign. Using a discount methodology should further encourage uptake. For residents permits only small changes to the existing issuing system will be required to recorded the VED Band of the car and apply the appropriate discount.

15.4 For on & off street Pay & Display however a new system is required as upgrading existing on street infrastructure would be prohibitively costly and unlikely to deliver significant uptake. To enable the application of incentives would require the extension of the Councils well-received off street cashless parking initiative to all parking. This would allow low emission vehicle users to register for their discount automatically when paying for their parking by phone or via the internet. To ensure visitors to residences could also benefit from incentives, changes to the visitors permit scheme could also be made to move it to a fully electronic system which will not require the issuing of paper permits. This new system would have the added benefit of reducing the back office costs of administering the permit system and reduce fraudulent use of the transferable permit entitlement.

15.5 To date investigation of financial implications has focused on incentivisation of low emission vehicles, with discounts given to those who use qualifying vehicles, rather than a regime of penalties for higher emitting vehicles. Normally discounts follow a sliding scale based on VED Band and it is proposed that the scale would be as follows:

| Indicative Discount Rates | | | |
|----------------------------------|--|-----------------|--|
| VED Band | CO₂ Emissions Band (g/ km) | Discount | Estimated Revenue Impact Factor |
| A | Up to 100 | 50% | -1% |
| B | 101 -110 | 38% | -1.125% |
| C | 111 -120 | 25% | -1.25% |
| D | 121 -130 | 13% | -0.625% |
| E-M | 131 and over | N/A | |

15.6 Final discount rates should take due cognisance of their effect on total parking fee paid comparative to the cost of commuting by bus and in relation to competitiveness with other providers. An overall increase of 4% on other parking charges is likely to see the scheme being cost neutral however the 'revenue impact factor' is illustrative and a robust revenue appraisal would have to be undertaken as part of officers' development of the EBPC implementation plan. This table will also have to be continually updated to reflect changes in vehicle stock if the scheme were always to remain cost neutral.

15.7 It has to be acknowledged that for on and off street pay and display is difficult to fully establish potential benefits/ impacts with over 7,000 new cars registered in Aberdeen alone each year, however, in order to progress EBPC to the next stage it is recommended that further investigation takes place to fully explore the process under which any scheme could work with financial implications worked up fully as well. A permit only scheme could also be implemented initially and this is recommended prior to full roll out of EBPC across the rest of the City.

16. IMPACT

This report meets with the local Community Plan objectives to continually improve road safety and maximise accessibility for pedestrians and all modes of transport.

The proposals are in line with the Councils Transportation Strategy to improve safety for all road users by continuing to reduce the number of casualties in traffic collisions.

This report is likely to be of interest to the public in the streets affected by the proposals.

There is no Equality and Human Rights Impact Assessment required as this report only recommends that these proposals progress to the Statutory Consultation process therefore there will be no changes effected as a result of the recommendations being approved by the Committee.

17. BACKGROUND PAPERS

24th February 2011. - Minute of Meeting of the Controlled Parking Working Areas Working Party

<http://committees.aberdeencity.gov.uk/mgConvert2PDF.aspx?ID=12661>

Off-Street Monthly Car Parking Permits

<http://councilcommittees/documents/g2522/Public%20reports%20pack%2011th-Sep-2012%2014.00%20Enterprise%20Strategic%20Planning%20and%20Infrastructure%20Committe.pdf?T=10>

Palmerston – Revised Traffic Management and Controlled Parking Zone Proposals

<http://councilcommittees/documents/g2522/Public%20reports%20pack%2011th-Sep-2012%2014.00%20Enterprise%20Strategic%20Planning%20and%20Infrastructure%20Committe.pdf?T=10>

18. REPORT AUTHOR DETAILS

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Appendix 1 – Controlled parking Zone Plan

Appendix 2

Parking Profiles / Occupancy

Zone C (139 Estimated Pay and Display Spaces)

| Hour beginning | 7:00 | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 | 16:00 | 17:00 | 18:00 |
|---|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| No. of cars | 179 | 139 | 148 | 161 | 151 | 158 | 164 | 169 | 155 | 148 | 155 | 181 |
| Parking on waiting restrictions (0800 – 1800) | 41 | 15 | 19 | 22 | 14 | 19 | 25 | 30 | 16 | 9 | 16 | 42 |
| No. of cars in pay and display bays | 138 | 124 | 129 | 139 | 137 | 139 | 139 | 139 | 139 | 139 | 139 | 139 |
| Parking Bay Capacity | 99% | 89% | 93% | 100% | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| % long stay parking (= 3hrs) | 44% | 64% | 76% | 73% | 79% | 77% | 71% | 67% | 70% | 69% | 57% | 37% |

Zone F (120 Estimated Pay and Display Spaces)

| Hour beginning | 7:00 | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 | 16:00 | 17:00 | 18:00 |
|---|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| No. of cars | 137 | 121 | 145 | 108 | 135 | 136 | 143 | 132 | 124 | 135 | 130 | 156 |
| Parking on waiting restrictions (0800 – 1800) | 24 | 21 | 27 | 10 | 22 | 30 | 36 | 19 | 21 | 29 | 14 | 36 |
| No. of cars in pay and display bays | 113 | 100 | 118 | 98 | 113 | 106 | 107 | 113 | 103 | 106 | 116 | 120 |
| Parking Bay Capacity % | 94% | 83% | 98% | 82% | 94% | 88% | 89% | 94% | 86% | 88% | 97% | 100% |
| % long stay parking (=3hrs) | 45% | 55% | 58% | 78% | 69% | 64% | 62% | 67% | 67% | 57% | 53% | 40% |

Appendix 3 : Car Parking Charges

Parking Charges

| | |
|---|--|
| <p>Parking Charges Inner city centre</p> | <p>20 minutes : £1 40 minutes :£2 1 hour : £3 2 hours: £4 (after 6pm)</p> |
| <p>Parking Charges Outer city centre</p> | <p>20 minutes :£1 40 minutes :£2 1 hour : £3 2 hours: £4</p> |
| <p>Parking Charges Peripheral Zones</p> | <p>30 minutes 50p 1 hours: £1 2 hours : £2 3 hours : £3</p> |
| <p>Parking Charges Foresterhill / Garthdee</p> | <p>2 hours : £1.50 All day : £4.50</p> |
| <p>Parking Permit Charges</p> | <p>Residents</p> <p>£80 for 12 months £42 for 6 months £22 for 3 months</p> <p>Business</p> <p>£500 for 12 months £260 for 6 months £135 for 3 months</p> <p>Contractor</p> <p>£ 550 for 12 months £ 300 for 6 months £ 150 for 3 months £ 50 for 1 month</p> |

**Appendix 4
Public Transport Fares**

| | |
|---------------------------------|---|
| Single Fare | Adult Stage 1-2 £1.20 Adult Stage 3-5 £2.00 Adult Stage 6+£ £2.50 |
| Return Fare | Adult 1-2 stages £2.00 Adult 3-5 stages £3.50 Adult 6+ stages £4.30 |
| FirstDay Peak Prices | FirstDay Adult £4.70 FirstDay Child £2.60 |
| FirstDay off-Peak Prices | FirstDay Adult £4.10 FirstDay Child £2.20 |
| FirstDay Family Price | FirstDay Family Ticket £8.00 |
| Season Ticket Prices | First 4Week Adult £64.00 First 4Week Child £33.00 First 12Week Adult £160.00 First 12Week Child £90.00 First 6Month Adult £350.00 First Annual Adult £660.00 |

Appendix 5
Charges

Car Parks

| | | |
|--|---|--------|
| Chapel Street Multi Denburn Multi West North Street Multi Virginia Street | Up to 2 hours | £2.00 |
| | 2 to 3 hours | £3.00 |
| | 3 to 4 hours | £4.00 |
| | 4 to 5 hours | £5.00 |
| | 5 to 6 hours | £6.00 |
| | 6 to 10 hours | £10.00 |
| | 10 to 14 hours | £14.00 |
| | * (Denburn Multi only) 1 hour special * £1.00 | |
| Monthly Permits (calendar month) | | £2 |
| Bon Accord/ St Nicholas | 2 hours | £2.30 |
| | 3 hours | £3.30 |
| | 4 hours | £4.50 |
| | 5 hours | £4.70 |
| | 6 hours | £4.90 |
| | 7 hours | £8.00 |
| | 8 hours | £12.00 |
| | 10 hours | £14.00 |
| 12 hours | £18.00 | |
| Union Square | 0 to 2 hours | £2.00 |
| | 2 to 3 hours | £3.00 |
| | 3 to 4 hours | £4.00 |
| | 4 to 5 hours | £5.00 |
| | 5 to 6 hours | £6.00 |
| | 6 to 7 hours | £7.00 |
| | 7 to 24 hours | £15.00 |
| Trinity Shopping Centre | Up to 1 hour | £2.30 |
| | Up to 2 hours | £2.40 |
| | Up to 3 hours | £3.50 |
| | Up to 4 hours | £4.60 |
| | Up to 5 hours | £5.20 |
| | Up to 6 hours | £6.80 |
| | Up to 7 hours | £8.50 |
| | Up to 9 hours | £12.50 |
| | Up to 12 hours | £14.50 |
| Up to 24 hours | £18.50 | |
| Shiprow | 1 hour | £3.00 |
| | 1 to 2 hours | £6.00 |
| | 2 to 3 hours | £9.00 |
| | 3 to 4 hours | £12.00 |
| | 4 to 24 hours | £15.00 |

Appendix 6 - ON-STREET PARKING CHARGES

ABERDEEN CITY COUNCIL

INNER CENTRAL CORE ZONES

| ZONE | Residents Permits | | Business Permits | Contractor Permits | Pay and Display | On-Street Pay & Display Parking |
|---------------|--|---------------|--|---|--|---|
| | First Permit | Second Permit | | | | |
| ZONE A | £80 for 12 months £42 for 6 months £22 for 3 months | N/A | £500 for 12 months £260 for 6 months £135 for 3 months | £550 for 12 months £260 for 6 months £150 for 3 months £50 for 1 month | Mon-Sat 08:00-20:00 & Sun 13:00-17:00 | 20 min £1.00 40 min £2.00 1 Hr maxi stay £3.00 <i>2 Hr (after 6pm Mon to Sat) £4.00</i> |
| ZONE B | Same as above | N/A | Same as above | Same as above | Mon-Sat 08:00-20:00 & Sun 13:00-17:00 | Same as above |
| ZONE C | Same as above | N/A | Same as above | Same as above | Mon-Sat 08:00-20:00 & Sun 13:00-17:00 | Same as above |
| ZONE E | Same as above | N/A | Same as above | Same as above | Mon-Sat 08:00-20:00 & Sun 13:00-17:00 | Same as above |
| ZONE F | Same as above | N/A | Same as above | Same as above | Mon-Sat 08:00-20:00 & Sun 13:00-17:00 | Same as above |
| ZONE G | Same as above | N/A | Same as above | Same as above | Mon-Sat 08:00-20:00 & Sun 13:00-17:00 | Same as above |

OUTER CENTRAL CORE ZONES

| | | | | | | |
|---------------|---|--|--|---|---------------------|--|
| ZONE H | £80 for 12 months £42 for 6 months £22 for 3 months | £120 for 12 months £63 for 6 months £36 for 3 months | £500 for 12 months £260 for 6 months £135 for 3 months | £550 for 12 months £260 for 6 months £150 for 3 months £50 for 1 month | Mon-Sat 08:00-20:00 | 20 min £1.00 40 min £2.00 1 Hr £3.00 2 Hr (Maxi stay) £4.00 |
| ZONE J | Same as above | Same as above | Same as above | Same as above | Mon-Sat 08:00-20:00 | Same as above |
| ZONE K | Same as above | Same as above | Same as above | Same as above | Mon-Sat 08:00-20:00 | Same as above |
| ZONE N | Same as above | Same as above | Same as above | Same as above | Mon-Sat 08:00-20:00 | Same as above |
| ZONE P | Same as above | Same as above | Same as above | Same as above | Mon-Sat 08:00-20:00 | Same as above |

INNER PERIPHERAL ZONES

| | | | | | | |
|----------------|---------------|---------------|---------------|---------------|----------------------|--|
| ZONE L | Same as above | Same as above | Same as above | Same as above | Mon-Sat 08:00-18:00 | 30 min £0.50 , 1 Hr £1.00 , 2 Hrs £2.00 , 3 Hrs (Maxi stay) £3.00 |
| ZONE M | Same as above | Same as above | Same as above | Same as above | Mon-Sat 08:00-18:00 | Same as above |
| ZONE RR | Same as above | Same as above | Same as above | Same as above | Mon- Fri 10:00-16:00 | Same as above |
| ZONE T | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:00-18:00 | Same as above |
| ZONE V | Same as above | Same as above | Same as above | Same as above | Mon-Fri 09:00-17:00 | Same as above |
| ZONE W | Same as above | Same as above | Same as above | Same as above | Mon-Sat 08:00-18:00 | Same as above |
| ZONE X | Same as above | Same as above | Same as above | Same as above | Mon-Fri 09:00-17:00 | Same as above |

CONTROLLED PARKING ZONES (VOUCHER)

| | | | | | | |
|---------------|---|--|--|---|---------------------|--|
| ZONE Y | £80 for 12 months £42 for 6 months £22 for 3 months | £120 for 12 months £63 for 6 months £36 for 3 months | £500 for 12 months £260 for 6 months £135 for 3 months | £550 for 12 months £260 for 6 months £150 for 3 months £50 for 1 month | Mon-Fri 10:00-16:00 | £1.50 for up to 2 hours £4.50 for a whole day |
| ZONE Z | £80 for 12 months £42 for 6 months £22 for 3 months | £120 for 12 months £63 for 6 months £36 for 3 months | £500 for 12 months £260 for 6 months £135 for 3 months | £550 for 12 months £260 for 6 months £150 for 3 months £50 for 1 month | Mon-Fri 10:00-16:00 | £1.50 for up to 2 hours £4.50 for a whole day |

DUNDEE CITY COUNCIL

| ZONE | Residents Permits | | Business Permits | Contractor Permits | Pay and Display | On-Street Pay & Display Parking |
|--|---|--|---|--------------------|--|--|
| | First Permit | Second Permit | | | | |
| City Centre | £70 for 12 months 0 - 4 months remaining - No refund. 4 - 8 months remaining - £17.50 8 months or more remaining - £42 | No restrictions at this moment, however it's going to be maximum of 2 shortly. | £81 for 12 months. Between 5 to 9 permits with 5% discount £77. Then increase in every 5 permits 2.5% discount applies. Only applicable in long stay car parks. | £18 per day | Mon-Sat 08:00-18:00 & Sun 13:00-18:00 | City Centre 20 min £0.80 40 min £1.40 1 Hr £2.00 Dudhope Street, Barrack Road, Hilltown, Dudhope Crescent/Road 2 Hrs £1.90 4 Hr £3.10 |
| Broughty Ferry (Off Street car parks only) | £50 for 12 months 0 - 4 months remaining - No refund. 4 - 8 months remaining - £12.50. 8 months or more remaining - £30 | Same as above | Same as above | Same as above | Mon-Sat 08:00-18:00 & Sun 13:00-16:00 | Same as above |
| Menziesshill (Ninewells Hospital – North-western area) | £5 for 12 months | Same as above | Same as above | Same as above | Residents' only- parking problems due to Ninewells Hospital. | Perth Road 2 Hrs £1.90 4 Hr £3.10 |

EDINBURGH CITY COUNCIL

CENTRAL ZONES

| ZONE | Residents Permits | | | | | | | | | | Business Permits | Pay and Display | Visitor's Permit | On-Street Pay & Display Parking |
|---------|----------------------------------|-----------------------------|-----------------------------|------------------------------|------------------------------|-----------------------------------|------------------------------|------------------------------|------------------------------|-------------------------------|------------------|---------------------|------------------|---|
| | First Permit (engine size in cc) | | | | | Second Permit (engine size in cc) | | | | | | | | |
| | 0-1 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | 0-1.0 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | | | | |
| ZONE | £57.50 for 12 months | £161.50 £86.50 £46.00 | £185.00 £98.00 £52.00 | £231.50 £121.50 £63.50 | £371.00 £191.50 £98.50 | £72.50 for 12 months | £202.50 £107.00 £56.00 | £231.00 £121.50 £63.00 | £290.00 £150.00 £78.00 | £463.00 £237.50 £121.50 | Not applicable | Mon-Sat 08:30-18:30 | Not Applicable | £2.40/hr |
| ZONE 1A | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Not applicable | Mon-Sat 08:30-18:30 | Not Applicable | £3.00/hr |
| ZONE 2 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Not applicable | Mon-Sat 08:30-18:30 | Not Applicable | £3.00/hr |
| ZONE 3 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Not applicable | Mon-Sat 08:30-18:30 | Not Applicable | £3.00/hr near Waverly Station and £2.40/hr rest of the area |
| ZONE 4 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Not applicable | Mon-Sat 08:30-18:30 | Not Applicable | £2.40/hr |

PERIPHERAL ZONES

| ZONE | Residents Permits | | | | | | | | | | Business Permits | Pay and Display | Visitor's Permit | On-Street Pay & Display Parking |
|---------|--------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---------------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------|---|---------------------|------------------|---|
| | First Permit engine size in cc | | | | | Second Permit engine size in cc | | | | | | | | |
| | 0-1 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | 0-1.0 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | | | | |
| ZONE 5 | £28.50 for 12 months | £81.00 £46.00 £25.50 | £92.50 £52.00 £29.00 | £115.5 £63.50 £35.00 | £185.5 £98.50 £52.00 | £36.00 for 12 months | £101.00 £56.00 £31.00 | £115.50 £63.50 £34.50 | £144.50 £78.00 £42.00 | £232.0 £121.5 £63.50 | Peripheral retailers' permit – 1 per retailers. £400 per year | Mon-Fri 08:30-17:30 | Not Applicable | £1.50/hr |
| ZONE 5A | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Not Applicable | £2.00/hr close to city centre and £1.50hr rest of this zone |
| ZONE 6 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Not Applicable | £2.00/hr close to city centre and £1.50hr rest of this zone |
| ZONE 7 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Not Applicable | £1.50/hr |
| ZONE 8 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Not Applicable | £1.50/hr |

EXTENDED ZONES

| ZONE | Residents Permits | | | | | | | | | | Business Permits | Pay and Display | Visitor's Permit | On-Street Pay & Display Parking |
|---------|--------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---------------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------|-----------------------------------|------------------------|---|---------------------------------|
| | First Permit engine size in cc | | | | | Second Permit engine size in cc | | | | | | | | |
| | 0-1 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | 0-1.0 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | | | | |
| ZONE N1 | £28.50 for 12 months | £81.00 £46.00 £25.50 | £92.50 £52.00 £29.00 | £115.5 £63.50 £35.00 | £185.5 £98.50 £52.00 | £36.00 for 12 months | £101.00 £56.00 £31.00 | £115.50 £63.50 £34.50 | £144.50 £78.00 £42.00 | £232.0 £121.5 £63.50 | 1 per retailers. £400 per year | Mon-Fri 08:30-17:30 | £0.60 for 90 minutes £0.30 for 90 minutes (disability) | £1.00/hr |
| ZONE N2 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Same as above | £1.00/hr |
| ZONE N3 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Same as above | £1.00/hr |
| ZONE N4 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Same as above | £1.00/hr |
| ZONE N5 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Same as above | £1.00/hr |

EXTENDED ZONES

| ZONE | Residents Permits | | | | | | | | | | Business Permits | Pay and Display | Visitor's Permit | On-Street Pay & Display Parking |
|---------|--------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---------------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------|---|---------------------|---|---------------------------------|
| | First Permit engine size in cc | | | | | Second Permit engine size in cc | | | | | | | | |
| | 0-1 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | 0-1.0 | 1.1-1.8 | 1.8-2.5 | 2.5-3.0 | 3.0+ | | | | |
| ZONE S1 | £28.50 for 12 months | £81.00 £46.00 £25.50 | £92.50 £52.00 £29.00 | £115.5 £63.50 £35.00 | £185.5 £98.50 £52.00 | £36.00 for 12 months | £101.00 £56.00 £31.00 | £115.50 £63.50 £34.50 | £144.50 £78.00 £42.00 | £232.0 £121.5 £63.50 | Extended retailers' permit – 1 per retailers. £400 per year | Mon-Fri 08:30-17:30 | £0.60 for 90 minutes £0.30 for 90 minutes who meet disability criteria | £1.00/hr |
| ZONE S2 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Same as above | £1.00/hr |
| ZONE S3 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Same as above | £1.00/hr |
| ZONE S4 | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Same as above | Mon-Fri 08:30-17:30 | Same as above | £1.00/hr |

GLASGOW CITY COUNCIL

| ZONE | Residents Permits | | Business Permits | Contractor Permits | Pay and Display | On-Street Pay & Display Parking |
|--------------------|--|---|--------------------|--------------------|---|---|
| | First Permit | Visitor Permit | | | | |
| CITY CENTRE | £250 for 12 months £65 for 3 months | N/A | N/A | N/A | Mon - Sat 8:00 - 6:00pm | 60p for 12mins 2 hour max stay |
| HILLHEAD | £135 for 12 months £72 for 6 months £36 for 3 months | N/A | N/A | N/A | Mon-Fri 8:45am-5:15pm | 10p for 20 mins 30p for 1 hour 4 hour max stay |
| GARNETHILL | Same as above | £2 for each 6 hour time period 8am - 2pm 12 noon - 6pm 4pm - 10am | N/A | N/A | Mon-Sun 8am-10pm | 50p for 30 mins 1 hour max stay |
| SCOTSTOUN | Free | £10 | £700 for 12 months | N/A | Zone timings vary according to the event | No Pay and Display bays |
| HAMPDEN | Free | £10 | £700 for 12 months | N/A | Zone timings vary according to the event | No Pay and Display bays |
| NAPIERSHALL | £50 for 12 months £15 for 3 months | £2 for each 6 hour time period 8am - 2pm 12 noon - 6pm 4pm - 10am | £700 for 12 months | N/A | Mon - Sun, 8am - 10pm | 10p for first 30 mins 10p for every 10 mins thereafter (max stay 3 hours) |

| | | | | | | |
|--|---------------------------------------|---------------|--------------------|-----|-----------------------|---------------|
| BELMONT AND HAMILTON DRIVE AREA | £50 for 12 months £15 for 3 months | Same as above | £700 for 12 months | N/A | Mon - Sun, 8am - 10pm | Same as above |
|--|---------------------------------------|---------------|--------------------|-----|-----------------------|---------------|

WEST OF GLASGOW CITY CENTRE

| ZONE | Residents Permits (No Limit) | | Business Permits | Contractor Permits | Pay and Display | On-Street Pay & Display Parking |
|---------------------|---------------------------------------|--|--------------------|--------------------|-----------------------|---|
| | First Permit | Visitor Permit | | | | |
| Belmont | £50 for 12 months £15 for 3 months | £2 for each 6 hour time period 8am - 2pm 12 noon - 6pm 4pm - 10am | £700 for 12 months | N/A | Mon - Sun, 8am - 10pm | 10p for first 30 mins 10p for every 10 mins thereafter (max stay 3 hours) |
| Cranstonhill | Same as above | Same as above | Same as above | N/A | Mon - Fri, 8am - 6pm | Same as above |
| Kelvingrove | Same as above | Same as above | Same as above | N/A | Mon - Fri, 8am - 6pm | Same as above |
| Park | Same as above | Same as above | Same as above | N/A | Mon - Fri, 8am - 6pm | 10p for first 30 mins 10p for every 10 mins thereafter (up to 3 hours) 10p for every 5 mins thereafter (Park Circus Only) |
| Sandyford | Same as above | Same as above | Same as above | N/A | Mon - Fri, 8am - 6pm | 10p for first 30 mins 10p for every 10 mins thereafter (max stay 3 hours) |
| Spiersgate | Same as above | Same as above | Same as above | N/A | Mon - Fri, 8am - 6pm | Same as above |

| | | | | | | |
|------------------|---------------|---------------|---------------|-----|-----------------------|---------------|
| Woodside | Same as above | Same as above | Same as above | N/A | Mon - Fri, 8am - 6pm | Same as above |
| Woodlands | Same as above | Same as above | Same as above | N/A | Mon - Sun, 8am - 10pm | Same as above |

NEWCASTLE CITY COUNCIL

| Zone | Resident Permit | | Visitor Permit | Seasonal Permit | | Business Permit | Charity Permit | Public Sector Permit |
|---|---|---|----------------|-----------------|----------------|---|--|---|
| | First | Second | | Zone 1 | Zone 2 | | | |
| Zone A Outer Areas (Retail and business centres) | £25.00 per annum * £12.50 discount for the first successful low emission application | £75.00 per annum * £37.50 discount for the second low emission application | £25 per annum | N/A | N/A | £92 (1-2 Permits) £184 (3-5 Permits) £276 (6-10 Permits) | FREE (1-2 Permits) £92 (3-5 Permits) £184 (6-10 Permits) | £82 per annum <i>City Council Agents,</i> <i>Primary Care Trust,</i> <i>Certain Local Authority Vehicles</i> |
| Zone B Peripheral city centre areas | Same as above | Same as above | Same as above | N/A | N/A | £175 (1-2 Permits) £350 (3-5 Permits) £525 (6-10 Permits) | FREE (1-2 Permits) £175 (3-5 Permits) £350 (6-10 Permits) | Same as above |
| Zone C City Centre | Same as above | Same as above | Same as above | £99 per annum | £131 per annum | £588 (1-2 Permits) £1176 (3-5 Permits) £1764 (6-10 Permits) | FREE (1-2 Permits) £588 (3-5 Permits) £1176 (6-10 Permits) | Same as above |

City Plans

Appendix 7

The information below is an extract from the Aberdeen City Council document "Application for Lock Ups, Garage sites and Parking Spaces" published August 2011.

ABERDEEN CITY COUNCIL

HOUSING AND ENVIRONMENT

APPLICANT PRIORITY FOR LOCK-UP GARAGES AND PARKING SPACES

Applicants must complete and submit this application form when they wish to be considered for a parking space, garage site or lock-up. They are then placed into one of twelve groups depending on their circumstances, details of which are given below :-

Group A

Aberdeen City Council (ACC) tenant living in a block/housing development (with specifically designated spaces, e.g. Denburn Court, Linksfield Court) with no other parking space or requiring a Transfer.

Group B

ACC tenant living in the area (with no other lock-up/parking space) or requiring a Transfer.

Group C

Applicant, who is not a current ACC Tenant, living in the area (with no other lock-up/parking space) or requiring a Transfer.

Group D

Motorbike owner living in the area.

Group E

Out of area applicant, ACC tenant (with no other lock-up/parking space) or requiring a transfer.

Group F

Out of area applicant, non-ACC tenant (with no other lock-up/parking space) and all out of area motorbike owners, or requiring a transfer.

Group G

Applicant who resides outwith Aberdeen City

Group H

ACC tenant living in the area but requires a second lock-up/parking space

Group I

Non-ACC tenant living in the area but requires a second lock-up/parking space

Group J

Out of area applicant, ACC tenant but requires a second lock-up/parking space

Group K

Out of area applicant, Non - ACC tenant but requires a second lock-up/parking space

Group L

Business Rental

Allocations are made from the groups with Group A having the greatest priority through to Group L with the lowest. Within the groups applicants are prioritised by date of application - oldest to newest.

Garage Sites - there is little demand for these and interested parties should contact the Selections Unit directly on direct dial 01224 523790 to discuss availability.

ABERDEEN CITY COUNCIL

| | |
|-----------------|---|
| COMMITTEE | Enterprise, Strategic Planning & Infrastructure |
| DATE | 12 November 2013 |
| DIRECTOR | Gordon McIntosh |
| TITLE OF REPORT | Internal Waste Implementation Plan |
| REPORT NUMBER | EPI/13/199 |

1. PURPOSE OF REPORT

The Council Internal Waste Minimisation Policy (IWMP) was approved by EP& I Committee in March 2013 and Corporate Policy and Performance Committee in April 2013.

The report included a recommendation to establish a plan of waste minimisation actions and thereafter report back to Committee with an annual review of corporate waste measures.

This report presents an Internal Waste Minimisation Plan (Appendix 1) outlining actions to meet the objectives of the policy document and highlighting waste actions currently underway in the Council.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- (i) Approve the actions to reduce Council waste set out in the Internal Waste Minimisation Plan.
- (ii) Refer the Internal Waste Minimisation Plan report to all other Service Committees to endorse.

3. FINANCIAL IMPLICATIONS

Landfill tax, is currently £72 per tonne (2013/ 14) rising to £80 per tonne (1 April 2014), this is to encourage waste producers to produce less waste and recover more value from waste. With increasing landfill charges, waste disposal costs will continue to rise.

The Scotland Act 2012 means that from 2015 the Scottish Parliament will have new financial powers over taxes on disposal to landfill and proposals for this are being developed. It is anticipated that the tax will align with the Scottish Government's Zero Waste Plan and will reflect the changes under the Waste (Scotland) Regulations 2012 which will ban from landfill separately collected recyclates (2014) and biodegradable municipal waste (2021).

The IWMP has an aim to develop a sustainable approach to managing council waste by preventing and reducing waste arising as well as the reuse of waste, as measures before recycling and disposal. This has economic benefits, with a reduction in wasted materials, as well as a reduction in waste collection and disposal costs.

This Council Internal Waste Minimisation Plan (herein referred to as plan), supports the policy, builds upon existing actions and highlights further opportunities to increase efficiencies and reduce waste. It is anticipated that actions will be met from existing budgets. Any instances where a cost implication is identified, will be reported separately to committee by the relevant service.

4. OTHER IMPLICATIONS

The plan supports the IWMP, outlining actions to ensure effective compliance with legislative requirements for waste. These include:

Environmental Protection (Duty of Care) Regulations 1991, which imposes a duty of care on any person who imports, produces, carries, keeps, treats or disposes of controlled waste. This requires the council to ensure there is no unauthorised or harmful deposit, treatment or disposal of the waste and that the escape of the waste is prevented. The transfer of waste must only be to an authorised person and a transfer note signed.

Data Protection Act 1998 under which the Council is responsible for making sure that confidential waste is kept secure and protected against loss and unauthorised access until final destruction.

Special Waste Amendment (Scotland) Regulations 2004, cover waste deemed hazardous under the European Hazardous Waste Directive, including: asbestos, lead acid batteries, electrical equipment containing hazardous components ie televisions, oily sludges, solvents, fluorescent light tubes, chemical wastes, pesticides.

This waste must be segregated, collected by an authorised waste carrier only and collections must be documented and recorded in consignment notes, which are used by the Scottish Environment Protection Agency (SEPA) to track the movement of waste in Scotland.

Waste Electrical and Electronic Equipment (WEEE) Regulations 2006 which require the council to dispose of waste electronic and electrical equipment responsibly. This is because it can contain mercury, lead and cadmium which can cause harm to human health and the environment.

Waste Batteries (Scotland) Regulations 2009. This legislation bans the landfill or incineration of automotive or industrial batteries in Scotland.

The Climate Change (Scotland) Act 2009 has set targets to reduce green house gas (GHG) emissions by 42% by 2020 and 80% by 2050 and includes specific provision for waste. Part 4 of the Act places duties on public bodies relating to climate change and requires the

Council to act in the way best calculated to contribute to the delivery of the Act's emission reduction targets.

The Animal By- Products (Enforcement) (Scotland) Regulations 2011, set out health rules for dealing with animal by-products not intended for human consumption and restricts what may be done with such products. These regulations refer to the composting of kitchen and canteen waste.

The Waste (Scotland) Regulations 2012 impose a range of obligations in relation to the collection, transport, treatment and disposal of key recyclable materials and have specific implications for business waste, which covers the Council's own internal waste operations. This requires statutory recycling of key waste streams.

5.0 BACKGROUND

- 5.1 To allow proper consideration to environmental management responsibilities, and to assist in the minimisation of waste to meet the objectives of the IWMP, actions to reduce waste have been set out in the plan (Appendix 1).

The plan includes practical actions, aligned to the principles of the waste hierarchy, to meet the objectives of the IWMP and to secure a reduction in waste from council buildings, services and operations.

A series of awareness actions are included in the plan to ensure information on waste minimisation, legislative requirements and existing good practice is disseminated to all staff.

- 5.2 The actions within this plan were developed through consultation with officers from relevant service areas and from internal waste workshops held with staff from key service areas which were held in August 2013. The workshops considered the key challenges and opportunities for waste. Challenges include:
- The amount of space and storage required for segregation for the reuse, recycling and disposal of waste.
 - Limited local markets for certain waste streams.
 - The time required to move waste up the hierarchy and resources to procure additional services.
 - Rising disposal costs.
 - Digital/ technology solutions must be fit for purpose.
 - Increasing understanding of the cost savings of waste minimisation and the need for change.
 - The need for more education on waste and solutions.
 - The amount of staff to reach at variety of locations.

Opportunities to minimise waste and ensure a consistent approach to waste were collated and developed into a series of practical actions; these are set out in section 3 of the plan. These actions consolidate work already in development by Services that will have an impact on waste, as well as highlight new opportunities for waste minimisation.

5.3 Council actions and activity to reduce waste are listed by waste stream in Appendix A of the plan.

6. IMPACT

The plan supports the strategic priority of the 5 year Business Plan to “manage our waste better and increase recycling”

Aberdeen – the Smarter City, the administration’s partnership statement includes priorities:

- We will manage waste effectively and in line with UK and European legislative requirements by maximising recycling and reducing waste to landfill, thereby reducing our costs and carbon footprint.
- We will design and construct all new infrastructure to be energy efficient by maximising the use of low carbon technology and materials. We will use recycled materials where appropriate.

7. MANAGEMENT OF RISK

The plan supports the IWMP in mitigating the risk of non compliance with legislative requirements for the recycling and disposal of waste.

8. BACKGROUND PAPERS

Aberdeen City Council Internal Waste Minimisation Policy 2013

Scotland’s Zero Waste Plan -

<http://www.scotland.gov.uk/Topics/Environment/waste-and-pollution/Waste-1/wastestrategy>

WRAP report, “Collecting food waste from small businesses and schools” -

<http://www.wrap.org.uk/sites/files/wrap/SME%20&%20Schools%20Food%20Waste%20-%20Final.pdf>

Strategic Overview of the Waste Prevention Planning Project within Scottish Local Authorities (2008) -

http://www2.wrap.org.uk/downloads/waste_prevention_within_local_authorities.968401af.9789.pdf

9. REPORT AUTHOR DETAILS

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Internal Waste Minimisation Plan

Aberdeen City Council

October 2013
Version 1.1

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3.0 Waste Actions

Appendix A Council waste by waste stream

Appendix B Internal waste communications

Appendix C Paper free challenge

1.0 Background

An Internal Waste Minimisation Policy (IWMP) was approved by Corporate Policy and Performance Committee in April 2013.

The Policy follows a sustainable approach to waste management as set out in the waste hierarchy (Figure 1), giving preference to preventing, reducing and reusing waste before recycling, as these are the most environmentally beneficial and cost effective solutions. Where these options are not possible, a responsible approach to disposal should be implemented.

This approach improves resource efficiency, making better use of resources to support environmental protection, enable carbon savings and helps to conserve resources. Improving resource efficiency is an important part of Scotland's Zero Waste Plan¹ and the transition to a Low Carbon Economy. Scottish Government has underlined this with the Safeguarding Scotland's Resources programme² which aims to prevent waste, increase resource efficiency and enable a shift towards a more circular economy.

1.1 About the Internal Waste Minimisation Plan

This Internal Waste Minimisation Plan sets out practical actions aligned to the principles of the waste hierarchy as a preferred approach to sustainable waste management – preventing, reducing, reusing and recycling waste before responsible disposal. It aims to meet the objectives of the IWMP and sets out actions to secure a reduction in waste from council buildings, services and operations going to landfill.

The plan includes a programme of awareness actions and activity to ensure information on waste minimisation, legislative requirements and existing good practice is disseminated to all staff.



Figure 1: Waste Hierarchy

¹ Scotland's Zero Waste Plan – <http://www.scotland.gov.uk/Publications/2010/06/08092645/0>

² Safeguarding Scotland's Resources programme - <http://www.scotland.gov.uk/Publications/2013/10/6262/2>

2.0 Summary of Waste Arising

2.1 Offices

| Office waste streams | | |
|----------------------------------|---|--|
| <i>Paper</i> | <i>Food waste</i> | <i>Confidential waste</i> |
| <i>Cardboard</i> | <i>Furniture</i> | <i>Paper towels</i> |
| <i>Plastic bottles</i> | <i>Fluorescent tubes</i> | <i>Hygiene waste</i> |
| <i>Printer/ toner cartridges</i> | <i>Waste Electronic & Electrical Equipment (WEEE)</i> | <i>Packaging – plastic & polystyrene</i> |
| <i>Cans</i> | <i>Stationery</i> | <i>Telephones</i> |
| <i>Glass</i> | <i>Batteries</i> | |

Paper and card is the main waste stream from council offices and can account for 75% of office waste. A move to online systems, such as YourHR, can enable a reduction in paper consumption and a more sustainable approach to Council paperwork. The use of multifunctional printing devices allows default settings for double sided and black and white printing to be put in place, to ensure the greatest efficiencies in printing.

A paper free challenge was run in 2013, to encourage staff to think about the amount of paper used during a day. This initiative included a survey to gather information on the challenges of becoming paper free in the Council (Appendix C).

In offices where recycling facilities for key recyclates³ are available, a green island system operates, where segregated waste bins are sited at suitable locations and desk waste bins removed to encourage recyclable materials to be separated from the general waste stream. Key operational staff are working to deliver a roll out of additional recycling facilities, in premises where these are not currently in place, to meet the requirements of the Waste (Scotland) Regulations 2012. In line with the IWMP, an increase in recycling collections should be aligned with a reduction in residual waste collections.

Confidential waste accounted for around 30% of office paper waste during 2011/12 and all staff have responsibility for ensuring safe destruction of data sensitive documents to meet the requirements of the Data Protection Act 1998.

Reuse initiatives such as Swap Station, established in Marischal College in 2013, enable staff to leave unwanted stationery items or look for items they need, saving unnecessary procurement.

Priorities for office waste

- Increase staff awareness of the IWMP and opportunities to prevent, reduce and reuse waste ahead of recycling and disposal. Link into national initiatives and disseminate information on good practice.
- Examine opportunities to move to online systems and review policy, to reduce paper consumption.
- Reduce the impact on the environment of paper use at the Council by giving consideration to unbleached and/ or recycled paper stock.
- Look for opportunities to roll out the reuse of stationery items and improve the measurement of existing reuse activity.
- Examine options to reduce and recycle the high volume of waste from packaging.

- Increase collections of key recyclates from offices, where these are not currently in place, as well as implement collections for food waste from offices with catering facilities that are producing over 5kg of food waste.

³ – Key recyclates - paper, cardboard, plastic, metal, and glass

2.2 Schools

| School waste streams | | |
|---|----------------------------------|---------------------------------------|
| <i>Paper</i> | <i>Food waste</i> | <i>Batteries</i> |
| <i>Cardboard</i> | <i>Furniture</i> | <i>Fluorescent tubes</i> |
| <i>Plastic bottles</i> | <i>Fluorescent tubes</i> | <i>Paper towels</i> |
| <i>Cans</i> | <i>Hygiene waste</i> | <i>Stationery</i> |
| <i>Waste Electronic & Electrical equipment (WEEE)</i> | <i>Printer/ toner cartridges</i> | <i>Chemicals – science, cleansing</i> |
| <i>Textiles</i> | <i>Sports equipment</i> | <i>Art equipment</i> |

Paper, cardboard and food waste are the main waste streams from primary and secondary schools. Research of food waste in schools has shown that production kitchens produce a higher volume of food waste than servery kitchens and primary schools are considered to produce more food waste than secondary schools.

City 3Rs⁴ schools have recycling for all the key waste streams in place and in August 2013 this was extended to include collections for food waste. In the remainder of schools in the city, recycling is only in place for one or two of the key waste streams. The expansion of recycling collections to schools is in development and this will reduce the volume of waste currently sent to landfill.

Education and awareness of opportunities for waste prevention, reduction and reuse in schools will further improve waste management in schools. This would allow a link with work already underway or already achieved by city schools under the Eco-Schools programme.

Priorities for school waste

- Increase awareness of the IWMP to schools and highlight opportunities to prevent, reduce and reuse waste ahead of recycling and disposal in line with the waste hierarchy.
- Link into work achieved or underway under the Eco-Schools Scotland Programme.
- Increase collections of key recyclates in schools, where these are not currently in place, as well as implement collections for food waste from school kitchens, producing over 5kg of food waste.
- Reduce the impact on the environment of paper use at the Council by giving consideration to unbleached and/ or recycled paper stock.
- Provide guidance on consistent waste practice across school premises.

⁴ - The 3Rs Project was the regeneration of Aberdeen City Council's school estate. It covered the replacement of 2 secondary schools; 7 new primary schools rebuilt and 1 refurbished. Waste collection for these premises is covered by separate contractual arrangements.

2.3 Social Care and Wellbeing Premises

| Social Care and Wellbeing waste streams | | |
|---|--|---------------------------------------|
| <i>Paper</i> | <i>Food waste</i> | <i>Batteries</i> |
| <i>Cardboard</i> | <i>Furniture</i> | <i>Fluorescent tubes</i> |
| <i>Plastic bottles</i> | <i>Fluorescent tubes</i> | <i>Paper towels</i> |
| <i>Waste Electronic & Electrical equipment (WEEE)</i> | <i>Clinical/ hygiene/ pharmaceutical waste</i> | <i>Occupational therapy equipment</i> |
| <i>Cans</i> | <i>Chemicals - cleansing</i> | <i>Batteries</i> |
| <i>Printer/ toner cartridges</i> | <i>Food waste</i> | <i>Textiles</i> |

Care homes and day care centres are included in Social Care and Wellbeing (SC & W) premises. Generally waste from these premises is similar in composition to domestic waste. Monitoring has indicated that SC& W premises produce under 50kg of food waste per week and will not require separate food waste collections until 1 January 2016.

Limited recycling is currently available in SC & W premises and the expansion of recycling collections to meet the Waste (Scotland) Regulations 2012, will reduce the volume of waste currently sent to landfill.

There is a high level of reuse of Occupational Therapy equipment, this is treated when returned so it can be reused and this equipment is only disposed of at end of life.

Procedures for clinical waste align with NHS procedures to ensure there is no risk to staff or clients.

Priorities for Social Care and Wellbeing waste

- Ensure effective mechanisms are put in place to monitor reuse.
- Increase collections of key recyclates in SC & W premises, where these are not currently in place, as well as implement collections for food waste from premises producing over 5kg of food waste.
- Increase awareness of opportunities for waste.
- Examine options to increase the reuse and recycling of further SC & W waste streams.
- Ensure procedures are in place to enable consistent approaches to waste across premises.

2.4 Community, culture & leisure facilities

| Community, culture & leisure waste streams | | |
|---|---|---------------------------|
| <i>Paper</i> | <i>Food waste</i> | <i>Confidential waste</i> |
| <i>Cardboard</i> | <i>Furniture</i> | <i>Paper towels</i> |
| <i>Plastic bottles</i> | <i>Fluorescent tubes</i> | <i>Hygiene waste</i> |
| <i>Cans</i> | <i>Printer/ toner cartridges</i> | <i>Batteries</i> |
| <i>Glass</i> | <i>Waste Electronic & Electrical Equipment (WEEE)</i> | |

This includes waste from libraries, community centres and cultural premises, such as museums and galleries. Paper constitutes a high volume of waste from these premises, as well as organic waste, where there is catering in place. There may also be a higher volume of glass waste in premises with catering.

Sales of library books, media and print take place regularly providing an income from surplus stock. Any remaining books are sent to charity and damaged books are recycled. The criteria for withdrawing items from stock is set out in the Council’s Stock Management Policy 2010 <http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=32246&SID=1541>

Priorities for waste from community, culture & leisure facilities

- Increase awareness of the IWMP to staff and users of these facilities, highlighting opportunities to prevent, reduce and reuse waste ahead of recycling and disposal, in line with the waste hierarchy.
- Increase collections of key recyclates in community, culture & leisure premises, where these are not currently in place, as well as ensure implementation of collections for food waste from premises producing over 5kg of food waste.
- Ensure procedures are in place to enable consistent approaches to waste across premises.
- Reduce the use of disposable catering/ kitchen items.

2.5 Fleet

| Fleet waste streams | | |
|-----------------------------|-------------------------|---|
| <i>End of life vehicles</i> | <i>Brake fluid</i> | <i>Bulbs</i> |
| <i>Car batteries</i> | <i>Antifreeze</i> | <i>Plastic bottles</i> |
| <i>Waste oil</i> | <i>Used oil filters</i> | <i>Aerosols</i> |
| <i>Tyres</i> | <i>Tools</i> | <i>Cans</i> |
| <i>Cardboard</i> | <i>Gloves</i> | <i>Waste Electronic & Electrical Equipment (WEEE)</i> |

In fleet, segregation is in place for special waste including; lead acid batteries, waste oil, brake fluid and antifreeze. Used oil filters are also segregated and recycled. End of life vehicles are auctioned for reuse or recycled for scrap and used tyres are dealt with during replacement by an external contractor, where they are re-treaded if good quality or sent for disposal.

Priorities for fleet waste

- Examine options to increase the reuse and recycling of fleet waste streams to reduce skip waste.
- Look for opportunities to improve measurement of waste streams.

2.6 Environmental Services

| Environmental Services Waste Streams | | |
|--------------------------------------|------------------------------------|-------------------------------|
| <i>Green waste</i> | <i>Pesticides</i> | <i>Tools</i> |
| <i>Plants</i> | <i>Equipment</i> | <i>Urine (mobile toilets)</i> |
| <i>Trees</i> | <i>Waste from street cleansing</i> | <i>Landscaping materials</i> |

Shrubs, hedge trimmings and other green waste gathered from parks, open spaces and amenity areas during maintenance is shredded for mulch. Sustainable planting is being demonstrated through the reuse of plants, replanting between sites, where practical. Waste wood from council woodland management and street trees in Aberdeen is reused for firewood timber and furniture and any residual wood waste is chipped for paths and similar. Waste from street cleansing is the highest volume of waste for Environmental Services.

Priorities for Environmental Services waste

- Examine opportunities to reduce waste from street cleansing.
- Consider opportunities to further reduce green waste and enhance sustainability.
- More information on potential markets for reuse and recycling of further Environmental Services waste streams.

2.7 Building Services

| Building Services waste streams | | |
|--|---------------------------------------|--|
| <i>Metal</i> | <i>Plasterboard</i> | <i>Packaging</i> |
| <i>Wood</i> | <i>WEEE</i> | <i>Soil and stone</i> |
| <i>Woodchippings</i> | <i>Batteries</i> | <i>Personal Protective Equipment (PPE)</i> |
| <i>Mixed construction and demolition waste</i> | <i>Clearance from void properties</i> | <i>Special waste: including asbestos</i> |
| <i>Glass</i> | <i>Plastic</i> | <i>Paint</i> |
| <i>Concrete, bricks and tiles</i> | <i>Tools</i> | <i>Aquapanel</i> |
| <i>MDF</i> | | |

Waste wood and metals from building services is currently segregated and recycled, although no monitoring and recording of the volume of this waste currently takes place. Batteries are also segregated for separate collection. Any further segregation is carried out by the skip operative under contractual arrangements.

There is limited space for segregating the waste from Building Services and to assist this, a roller crusher is used to break down large waste items to reduce voids in skips.

Wood chippings from the joiners workshop are recycled to be made into pellets for biomass. Permanent skips are located at Kittybrewster, Hilton, Kincorth & Seaton. Additional skips may be placed at location sites depending on the available space at the job location.

Priorities for Building Services waste

- Examine opportunities to increase segregation of waste from Building Services, where space permits.
- More information on potential markets for reuse and recycling of construction waste.
- Look for opportunities to improve measurement of waste streams.
- Examine construction waste resources, tools and support from Zero Waste Scotland.

2.8 Roads

| Roads waste streams | | |
|---------------------------------|----------------------------------|--|
| <i>Road planings</i> | <i>Hardcore</i> | <i>Slabs</i> |
| <i>End of life street signs</i> | <i>Waste from gully emptying</i> | <i>Granite</i> |
| <i>Bollards</i> | <i>Waste from oil spills</i> | <i>Cardboard (packaging)</i> |
| <i>Traffic cones</i> | <i>Street signs</i> | <i>Personal Protective Equipment (PPE)</i> |

Road planings from excavations during city council road resurfacing operations are segregated for reuse. As part of road operations, granite kerbstones are also reused and granite setts are put into storage, for reuse where possible.

Damaged bollards are segregated and sent to a third party who carries out refurbishment. Slabs are reused if they are not broken.

A reed bed filters out the high water content of waste from cleaning roadside gullies. This reduces the weight of gully waste and leaves only a residual solid waste for disposal. The filtered water can then be reused.

Priorities for roads waste

- Examine options to reduce and recycle the high volume of cardboard from packaging.
- New style road signs have no scrap value and end of life options for disposal should be examined.
- Examine opportunities for cones, bitumen barrels and residual gully waste.
- Provide information on potential markets for reuse and recycling of roads waste.

2.9 Street Lighting

| Street Lighting Waste Streams | | |
|-----------------------------------|---------------------------------|------------------------------|
| <i>End of Life street columns</i> | <i>Bitumen & slabs</i> | <i>Cables</i> |
| <i>Lantern Head</i> | <i>End of life control gear</i> | <i>Concrete</i> |
| <i>Lamps</i> | <i>Metal ballast</i> | <i>Cardboard (packaging)</i> |

All lamps and lantern heads from end of life street lighting are segregated and sent for recycling, to ensure compliance with the WEEE (Waste Electronic and Electrical Regulations). End of life aluminium street lighting columns are recycled.

Priorities for street lighting waste

- Examine options to reduce and recycle the high volume of cardboard from packaging.

- Examine opportunities for metal ballast and construction type waste from street lighting operations.

2.10 Furniture

Making best use of resources, the redistribution and reuse of surplus furniture takes place corporately. Facilities Management store and reuse furniture across council premises as required. Furniture, fittings and equipment are reused internally within council properties and operations wherever possible reducing the unnecessary purchase of new furniture.

During the relocation of Council premises from St Nicholas House to Marischal College in 2011, a “Disposal of Furniture, Fittings and Equipment Protocol” was produced to ensure items were disposed of in the most cost effective and sustainable way. This looked to reuse items internally; then make sales of any surplus items; before the remainder was offered to charities.

Safeguarding resources, Forest Stewardship Council (FSC)⁵ accreditations reduce the environmental impact if any new furniture is required.

⁵ *The Forest Stewardship Council is an international, non-governmental organisation dedicated to promoting responsible management of the world’s forests. The FSC certification system allows consumers to identify, purchase and use timber and forest products produced from well-managed forests.*

Priorities for furniture

- Record the reuse of furniture across the Council.
- Explore further reuse and recycling opportunities for furniture, through partnership working.

2.11 Waste Electronic and Electrical Equipment (WEEE)

Under the WEEE Regulations, care needs to be taken when disposing of waste electronic and electrical equipment. This waste should be separately collected and recycled. Customer Service and Performance currently reuses surplus information and communications technology (ICT) equipment where possible and removes parts such as memory chips in older equipment, the remainder is recycled.

Priorities for WEEE

- Guidance on safe and effective practices for WEEE should be developed to ensure consistency across premises.
- Examine options for the reuse of any non ICT WEEE.

3.0Waste Actions

This plan sets out actions to minimise waste and improve resource efficiency in the Council and meet the objectives of the IWMP. The plan aims to follow the waste hierarchy and look at ways to prevent, reduce and reuse waste, before recycling and responsible disposal. The plan also looks at actions for education and awareness.

| No | Action | Responsibility | ✓ | ✓ | ✓ | ✓ | ✓ |
|----------|--|---|-------------|-------------|-------------|-------------|-------------|
| A | Waste Prevention in line with the Sustainable Building Standards for Council Buildings | <i>Procurement</i> | | | | | |
| A.1 | Develop the Hybrid Mail project for cost and resource | <i>Facilities</i> | | | | | |
| A.6 | Efficient opportunities to lease products rather than buy. This would be on a pay by use basis. | <i>Services/ Procurement</i> | | ✓ | ✓ | ✓ | ✓ |
| B | Waste Reduction | | 2013 | 2014 | 2015 | 2016 | 2017 |
| B.1 | Make greater use of online systems to reduce paper consumption, as demonstrated through Your HR. | <i>ICT/ All staff</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| A.3 | Make greater use of online surveys and digital communications in external and internal communications | <i>Managers/ All staff</i> | | | | | |
| B.2 | Ensure effective use of building space and resources through the Smarter Working Programme. | <i>Smarter Working Programme</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| A.4 | Investigate opportunities to reduce paper, through use of mobile devices and on site WiFi in more and mobile locations - consider the short term impact on waste of any changes. | <i>ICT</i> | | | | | |
| B.3 | Ensure printers are set to default settings - double sided, black & white as default and banner sheets are switched off. - ensure defaults remain during system upgrades. | <i>Managers/ All staff/ ICT</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| B.4 | Reduce the use of disposable catering/ kitchen items such as, cups, trays etc. | <i>Facilities/ E,C & S/ Events/ S,C & W</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| B.5 | Reduce the use of single use catering items, such as individual portions, sachets etc. | <i>Facilities/ E,C & S/ Events/ S,C & W</i> | ✓ | ✓ | | | |

| | | | | | | | |
|----------|---|---|-------------|-------------|-------------|-------------|-------------|
| B.6 | Where possible, remove battery operated clocks. | <i>Facilities</i> | ✓ | ✓ | | | |
| B.7 | Reduce food wasted in production from kitchens and catering. | <i>Facilities/ S,C & W</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| B.8 | Ensure, where possible, take back schemes for packaging are put in place through procurement agreements. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG - Procurement</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| B.9 | Review the Council Sustainable Printing Policy. | <i>Env Policy</i> | | ✓ | | | |
| B.10 | Investigate participation in the Waste Standard scheme. | <i>Env Policy</i> | | ✓ | | | |
| C | Reuse | | 2013 | 2014 | 2015 | 2016 | 2017 |
| C.1 | Encourage the reuse of paper as scrap, for printing drafts or as message pads. | <i>Managers/ All staff</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| C.2 | Maintain current reuse systems for waste streams including: <ul style="list-style-type: none"> - Furniture - Plants - Occupational therapy equipment | - <i>Facilities</i> - <i>Env Serv</i> - <i>SC&W</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| C.3 | Investigate opportunities to reuse additional waste streams, including working, where practical, with charities. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | ✓ | ✓ | | |
| C.4 | Provide a central list of resources, such as display equipment. <ul style="list-style-type: none"> - Investigate options for a pool of resources/ bookable system. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | ✓ | ✓ | | |
| C.5 | Where items cannot be reused elsewhere in the Council, investigate options for the auction of unwanted goods and materials. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | ✓ | ✓ | ✓ | ✓ |
| C.6 | Examine options to establish an online internal resource distribution network to encourage the reuse of corporate resources. | <i>Env Policy/ ICT</i> | | ✓ | ✓ | | |
| C.7 | Reuse envelopes. <ul style="list-style-type: none"> - Managers to ensure envelopes are segregated for reuse. | <i>Managers/ All staff</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| C.8 | Examine opportunities to roll out the Council stationery reuse scheme, Swap Station, at other Council premises. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| C.9 | Develop a Green Marketing Policy to minimise waste from council communications and events. | <i>Env Policy/ Marketing/ Events</i> | | ✓ | | | |
| C.10 | Examine opportunities to share infrequently used items with other organisations. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | | | ✓ | ✓ |

| D | Recycling & composting | | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------|---|---|-------------|-------------|-------------|-------------|-------------|
| D.1 | Introduce recycling collections for key waste streams paper, cardboard, plastic, metal and glass. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | ✓ | | | |
| D.2 | Introduce food waste collection service for catering premises producing over 50 kg a week. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | ✓ | | | |
| D.3 | Introduce food waste collection service for catering premises producing under 50 kg a week and over 5kg. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | | | ✓ | |
| D.4 | Investigate opportunities to reduce the volume of food waste arising, including: - examine options for composting at premises. - increasing food waste education. | <i>Facilities</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| D.5 | Investigate opportunities for composting the residual gully waste, following reed bed treatment. | <i>Roads</i> | | ✓ | | | |
| D.6 | Establish a take back collection for portable batteries. | <i>Facilities</i> | | ✓ | | | |
| D.7 | Compost green waste from Council cemeteries. | <i>Environmental services</i> | | ✓ | | | |
| D.8 | Encourage procurement of products with reusable, recyclable or biodegradable packaging. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG - Procurement</i> | | ✓ | | | |
| D.9 | Make sure adequate space for segregating waste is built in new buildings. | <i>EP & I/ Procurement</i> | ✓ | ✓ | ✓ | ✓ | ✓ |
| D.10 | Recycle cardboard packaging from depots, where this waste cannot be reduced through take back initiatives with suppliers. | <i>Roads/ Building Services</i> | ✓ | ✓ | | | |
| D.11 | Raise awareness of toner cartridge return system and ink cartridges recycling procedure. | <i>Env Policy/ Procurement</i> | | ✓ | | | |
| D.12 | Encourage use of recycled and/ or unbleached copier paper, for council printing. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG - Procurement</i> | | ✓ | | | |
| E | Disposal and management of waste | | 2013 | 2014 | 2015 | 2016 | 2017 |
| E.1 | Remove desk bins in premises where recycling introduced. | <i>Facilities - EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | ✓ | ✓ | | | |
| E.2 | Provide clear guidance and procedures for reducing, reuse and | <i>EP& I/ E,C & S/ H & E/ SC& W/</i> | | ✓ | ✓ | ✓ | |

| | | | | | | | | |
|----------|--|--|-------------|-------------|-------------|-------------|-------------|--|
| | recycling waste streams, including: - WEEE - Special waste, including fluorescent tubes | <i>CG - Env Policy</i> | | | | | | |
| E.3 | Investigate the opportunity for the use of a permit system, so commercial waste in outlying small offices/ depots could be taken to a household recycling point. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG - Trade Waste</i> | ✓ | ✓ | | | | |
| E.4 | Identify needs and ensure training on regulations and processes for waste, where appropriate. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG- HR</i> | | ✓ | ✓ | ✓ | ✓ | |
| E.5 | Improve visibility of bin sites & facilities through labelling and signage. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | | ✓ | ✓ | ✓ | ✓ | |
| E.6 | Where multiple contracts exist for a waste stream, such as chemical and hygiene waste, investigate opportunities to consolidate arrangements. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG - Procurement</i> | | ✓ | ✓ | ✓ | ✓ | |
| F | Measuring and monitoring waste | | 2013 | 2014 | 2015 | 2016 | 2017 | |
| F.1 | Monitor consumption/ reuse/ recycle / disposal for all internal waste streams. | <i>Services</i> | ✓ | ✓ | ✓ | ✓ | ✓ | |
| F.2 | Collate waste data annually and report to Committee. | <i>EP& I/ E,C & S/ H & E/ SC& W/ CG - Env Policy</i> | ✓ | ✓ | ✓ | ✓ | ✓ | |
| F.3 | Share information with staff on levels of reuse, recycling and disposal. | <i>Env Policy - EP& I/ E,C & S/ H & E/ SC& W/ CG</i> | ✓ | ✓ | ✓ | ✓ | ✓ | |
| F.4 | Specify the requirement for data provision in waste contracts. | <i>Services/ Procurement</i> | ✓ | ✓ | ✓ | ✓ | ✓ | |
| F.5 | Put in place a system to record furniture reuse. | <i>Facilities</i> | ✓ | ✓ | | | | |
| F.6 | Provide adequate signposting to ensure relevant service areas are realising opportunities to reduce, reuse and recycle waste. | <i>Env Policy</i> | ✓ | ✓ | ✓ | ✓ | ✓ | |
| F.7 | Investigate opportunities for external support on waste minimisation from Resource Efficient Scotland and Zero Waste Scotland. | <i>Env Policy</i> | ✓ | ✓ | ✓ | ✓ | ✓ | |
| F.8 | Develop a glossary for the Zone on waste terminology, to assist with specifications. | <i>Env Policy/ Procurement/ Services</i> | ✓ | ✓ | | | | |

| | | | | | | | |
|----------|---|--|-------------|-------------|-------------|-------------|-------------|
| F.9 | Consider options for the storage arrangements of materials to mitigate loss from weather. | Roads | | | ✓ | ✓ | |
| F.10 | Where possible compare supply levels with disposal levels, as a means to monitor – special waste. | EP& I/ E,C & S/ H & E/ SC& W/ CG | | | | ✓ | |
| G | Awareness and Education | | 2013 | 2014 | 2015 | 2016 | 2017 |
| G.1 | Develop and implement a staff waste minimisation campaign. - Link into EU & national waste and environmental campaigns including Green Office Week, Recycling Week and European Week for Waste Reduction. - Provide consistent and ongoing waste minimisation messages and use visual examples to reinforce messages. - Build awareness of responsibilities for resource efficiency and the waste hierarchy. - Build awareness of efficiencies from procurement, to reduce waste at source and ensure the whole life cycle is considered in purchasing decisions. | Env Policy/ Corporate Comms | ✓ | ✓ | ✓ | ✓ | ✓ |
| G.2 | Roll out the Paper Free Challenge Day – to highlight paper dependency. | Env Policy/ Corporate Comms | | ✓ | | | |
| G.3 | Develop “friendly bin guidance”, information on what should be in recycling bins and best way this should be presented. - Disseminate through the Zone, Carbon Champions, GLOW etc | Env Policy/ Contractors | ✓ | | | | |
| G.4 | Raise awareness of any new waste collection facilities. | EP& I/ E,C & S/ H & E/ SC& W/ CG | ✓ | ✓ | | | |
| G.5 | Link into existing work in city schools participating in the Eco-Schools Programme: - Encourage Eco-Schools in Aberdeen to undertake Waste Audits to provide further information on waste streams and enable actions specific to school to be developed. - Link recycling in schools to waste in education. | E, C & S - schools | ✓ | ✓ | | | |
| G.6 | Develop a waste minimisation awareness campaign for schools, to link into Curriculum for Excellence. | Env Policy | ✓ | ✓ | ✓ | ✓ | ✓ |
| G.7 | Add reminders on email signatures to discourage printing. | Managers/ All staff | ✓ | ✓ | ✓ | ✓ | ✓ |

| | | | | | | | |
|------|---|--|---|---|--|--|--|
| G.8 | Provide information on materials which can be recycled, with pictures. | <i>Env Policy/ Corporate Comms</i> | ✓ | ✓ | | | |
| G.9 | Provide information on market opportunities for waste streams from services, including Roads and Building Services. | <i>Env Policy</i> | ✓ | ✓ | | | |
| G.10 | Update corporate induction information in line with the Internal Waste Minimisation Policy. | <i>Env Policy/ HR</i> | ✓ | ✓ | | | |
| G.11 | Roll out the Empower online efficiency tool for staff. This learning tool includes waste, as well as energy efficiency information. | <i>Env Policy/ HR</i> | | ✓ | | | |

Council waste by waste stream

| | |
|---------------------------------------|--|
| Books | Library book and media sales take place annually allowing income generation from the recycling of older stock. |
| Cans | Can recycling collections are in place at several main office premises including Marischal College and Balgownie One. Corporate discussions are taking place to expand these facilities to other council premises to meet the Waste (Scotland) Regulations 2012. |
| Confidential waste | Confidential waste is currently managed through the bag system and in some premises shredders are also in place. |
| Construction Waste | The Sustainable Building Standards for Council Buildings ensure contractors on new council buildings produce site waste management plans. In Building Services, where space and activity permit, waste is segregated for separate collection. Otherwise any potential segregation is carried out by the waste operative under contractual arrangement. |
| Envelopes | Envelopes can be reused. |
| Food Waste | Short pilot food waste collections have taken place at 2 city schools. Corporate discussions are taking place to introduce food waste collections at premises where catering takes place, to meet the Waste (Scotland) Regulations. |
| Furniture | Making best use of resources; surplus office furniture, fittings and equipment is redistributed and reused internally, within council properties and operations, to reduce the unnecessary purchase of new furniture. |
| Glass | Glass recycling is only available in a few Council premises. Corporate discussions are taking place to expand these recycling facilities to other council premises to meet the Waste (Scotland) Regulations. |
| Granite kerbstones & setts | Granite kerbstones from road operations are reused and granite setts are put into storage, for reuse where possible. |
| Grounds Waste | Shrub prunings, hedge trimmings and other green waste gathered from parks, open spaces and amenity areas during maintenance is shredded and made into mulch. |
| Gully Waste | A reed bed system has been established to treat waste from gully tankers, filtering out water from this waste to reduce volume and weight. The water can then be reused and the resultant, much reduced, residue waste solids are then sent for disposal. |

| | |
|-----------------------------------|---|
| Ink & Toner Cartridges | A free recycling service is provided by the contractor for multifunctional devices. Ink and toner cartridges can be recycled through the Cartridge Recycling Service, which is part of the cartridge procurement contract. |
| Paper | Paper is the largest waste stream from Council offices and schools. Recycling facilities for paper are in place at most council premises and where this is not available, corporate discussions are taking place to introduce further paper recycling facilities to meet the Waste (Scotland) Regulations 2012. |
| Plants | Environmental Services is moving away from annual planting to more sustainable planting – with plants being replanted between sites rather than sent to landfill. |
| Plastic Bottles | Plastic bottle recycling collections are in place at several main office premises including Marischal College and Balgownie One. Corporate discussions are taking place to expand these recycling facilities to other council premises to meet the Waste (Scotland) Regulations 2012. |
| ICT equipment | ICT WEEE (waste, electronic and electrical equipment) is recycled. Under WEEE regulations waste electronic and electrical equipment should not be sent to landfill. |
| Road Planings | Road planings are segregated for reuse. |
| Street Lighting | End of life aluminium street lighting columns are recycled. Lantern heads & lamps are segregated and sent for recycling. |
| Traffic bollards | Damaged traffic bollards are recycled. |
| Tyres | Used tyres are disposed of by a third party who arrange retread of the tyres or recycling and disposal. |
| Used oil filters | Used oil filters are segregated and collected for recycling. |
| Vehicles | Some vehicle components are retained for reuse. Functional end of life vehicles are sold at auction for reuse. |
| Vehicle oil | Vehicle oil is segregated for separate collection. |
| Wood Waste | Waste wood from council woodland management and street trees is reused for firewood timber and furniture, with residual wood waste chipped for paths and similar. |

Internal Waste Communications

| Target Audience | Purpose of Communication | Method of Communication | Frequency of Communication |
|--------------------------------|---|---|--|
| Elected Members | Raise awareness & inform on internal waste management measures. Decision making capacity. | <ul style="list-style-type: none"> • Committee reports to coincide with key decision points. • Bulletin reports to keep members informed. | As required |
| Directors | Engage and keep informed | <ul style="list-style-type: none"> • Reports • Managers update • Briefings • Emails | As required |
| Heads of Service | Raise awareness and keep informed. | <ul style="list-style-type: none"> • Emails • Meetings • Reports • Briefings | As required |
| Head teachers | Engage and keep informed. Need support and buy in for school measures. | <ul style="list-style-type: none"> • Emails • Meetings • Presentations | As required |
| Pupils & teachers | Encourage participation in school waste measures. | <ul style="list-style-type: none"> • GLOW • Publications • Presentations • Posters • Signage | As required |
| Facilities Management | Liaise. Keep informed. | <ul style="list-style-type: none"> • Emails • Meetings • Reports | Quarterly updates |
| Internal waste contacts | Disseminate information | <ul style="list-style-type: none"> • Emails • Meetings | As required |
| Trade waste team | Liaise. | <ul style="list-style-type: none"> • Emails • Meetings | As required |
| All Staff | Engage and raise awareness Inform of appropriate waste facilities & methods | <ul style="list-style-type: none"> • Regular updates on the zone • Information at corporate induction • Directorate magazines | To mark milestones and correspond with recycling roll outs and new waste |

| | | | |
|-----------------------------------|--|--|--|
| | of disposal | <ul style="list-style-type: none"> • Emails • Posters • Displays • Signage | minimisation measures |
| Contractors | Liaise | <ul style="list-style-type: none"> • Meetings • Emails | As required |
| Carbon Management team | Keep informed on progress and milestones. | <ul style="list-style-type: none"> • Emails • Reports | As required by Carbon Management Programme |
| Carbon Reduction Champions | Keep informed on any measures that impact on staff | <ul style="list-style-type: none"> • Meetings • Emails • Invites to events | As required |

Paper Free Challenge

The first Council paper free challenge was held during Green Office Week in May 2013 and staff participating were encouraged to avoid printing and photocopying throughout the day, send out information electronically and consider ways to cut down on paper use.

Ways to have a paper free day were highlighted including:

- Scanning documents rather than printing.
- Reading digital versions of documents instead of printed copies.
- Sending out information by email.
- Taking a laptop to meetings or using interactive whiteboard & projector facilities in meeting rooms, where available.
- Considering documents that could be placed online or on shared drives.
- Reducing or cancelling any unnecessary subscriptions to publications and newsletters.
- Making use of digital communications such as the Council intranet, intranet and social media sites to share information.

Findings

Staff taking part were also encouraged to complete a survey to provide feedback on the day. There was a relatively low response rate to the survey, although out of those that did respond, 62% stated that the challenge had made them think a little differently about the way they worked and 25% considered it to be a lot.

Comments ranged from: “We actually found it quite easy, thinking about doing it on a weekly basis” to “It was much harder than I thought it would be”. This feedback depended on the requirements of individual jobs.

Participants were asked for ideas on ways paper consumption could be reduced and suggestions included:

- Staff should be encouraged to be paper free and the cost savings highlighted.
- Many online forms are only available as PDFs which need to be printed to be filled in. If these were available as a word document, the form could be completed and sent as an attachment.

Issues highlighted during the challenge were:

- It can be hard to read long documents online.
- There is not sufficient mobile and ICT equipment currently available to enable paper-free working.
- A lack of wireless connections currently in offices means it can be difficult to download documents to mobile devices.
- Others considered the nature of their job made it difficult to be paper free.

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ABERDEEN CITY COUNCIL

| | |
|-----------------|--|
| COMMITTEE | Housing and Environment |
| DATE | 14 January 2014 |
| DIRECTOR | Pete Leonard |
| TITLE OF REPORT | Housing and Environment Business Plan Performance and Actions |
| REPORT NUMBER: | H&E/14/012 |

1. PURPOSE OF REPORT

The purpose of this report is to present committee with key performance measures and progress of key improvement work within the Housing and Environment Directorate.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- a) Provide comments and observations on the performance information contained in the report.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report, although a number of comments are made on the use of resources.

4. OTHER IMPLICATIONS

There are no other direct implications arising out of this report regarding legal, resource, personnel, property, equipment, sustainability and environmental, health and safety; although a number of comments are made on the use of resources.

5. BACKGROUND/MAIN ISSUES

This report presents members with key performance measures and progress of key improvement work within the Housing and Environment Directorate.





This report also comprises of a progress report from the Director.

Performance information and Actions progress are input and updated through Covalent, the corporate performance reporting system, by the relevant lead officers. The data is reviewed and managed within the Directorate by the Director and Senior Management Team.

Within the report the following symbols are used:

Performance Measures

Traffic Light Icon

-  On target or within 5% of target
-  Within 5% and 20 % of target and being monitored
-  Below 20% of target and being actively pursued
-  Data only PI as there is no target set

6. IMPACT

The performance reporting framework is integrated with the Council's ambition of being a top performing Council which delivers on the Community Plan and the Administration's Policy Statement.

7. MANAGEMENT OF RISK

N/A

8. BACKGROUND PAPERS

N/A

9. REPORT AUTHOR DETAILS

David Leslie
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Director's Progress Report
Housing and Environment
29/10/13 – 13/01/14

Tenant Participation Advisory Service (TPAS) Award – ACC tenant Rita Buchan has been presented with the TPAS Tenant of the year award at the TPAS conference. This is the first time an ACC tenant has received this award and it is certainly an indication of how well Rita has worked with ACC and our tenants and residents. Despite recent ill health, Rita has continued to work with ACC to design and collate feedback forms, audit tenant/resident group accounts, comment on documents as well as attend meetings and events when she can. Rita is a credit to Tenant Participation and to ACC.

NETRALT - North East Tenants Residents and Landlords Together NETRALT were presented with the runner up prize for Tenant Participation of the Year at the Tenant Participation Advisory Service (TPAS) Annual Conference on 15 Nov 2013. Aberdeen City Council, Aberdeenshire Council and The Moray Council as well as all the local Housing Associations are members of this group. The group started in 2011 and work together to improve tenant & community engagement in the North East. They have held a number of very successful joint events and their recent Housing Café hosted by ACC was seen as an innovative way to our involve tenants and residents.

National Housing Trust - Through the National Housing Trust Initiative 9 mid market rent units have been completed at Charleston, Cove. The mid market rent units were handed over by Stewart Milne Homes on 29 November 2013. This brings the total number of units delivered through the initiative to 25 at Cove and 16 in Kingswells. A further 44 units have been agreed and should be delivered in 2015. A further round of procurement is taking place which could deliver up to 79 additional units.

Victoria House - A sod cutting ceremony on 11 November marked the start of the construction phase of the new £5 million homelessness accommodation and support unit at West North Street. Aberdeen City Council are working with Keir Construction on the development of the new homeless accommodation which will comprise of a three storey block providing 20 bedsits with en suite shower facilities, communal facilities such as kitchen, laundry, lounge and staff accommodation. A six storey block will provide 20 flats ranging from one to four bedroom properties for independent living for homeless people. Construction work is due to finish late August 2104.

Apprenticeship Awards – Stephanie Wright, Apprentice Painter has won the Outstanding Personal Achievement Scotland Award at the Construction Industry Training Board (CITB) Managing Apprenticeship Awards 2013. CITB is the national training organisation for construction in the UK and The Managing Agency Awards were launched to celebrate the achievements of apprentices across the UK and to recognise the organisations and employers who support them during their apprenticeship and into employment. ACC was also highly commended in the apprentice employer of the year category. The Awards Ceremony took place on 6 November at the Indig02 in London.

Purple Flag accreditation - Aberdeen city centre has been the first area in Scotland to be awarded Association of Town and City Centre Management (ATCM) Purple Flag accreditation. Purple Flag is the accreditation scheme that recognises excellence in the management of town and city centres at night. Entertainment areas that achieve the standard will be those that offer a better night out to visitors. Purple Flag aims to raise standards and improve the quality of our towns and cities at night. The application for Purple Flag has been led by Aberdeen Inspired and recognises the priority and impact that the services delivered to improve community safety in the city centre delivered over the past six years have achieved. Council officers along with partner representatives received the award at a ceremony on 29 November.

In Bloom Campaign 2014 - After the success of this year's Beautiful Scotland campaign, Aberdeen accepted the nomination from Keep Scotland Beautiful to represent Scotland in Britain In Bloom 2014. This is a very prestigious honour for the city and one that the service looks forward to being successful in.

Its your Neighbourhood Awards - Your Neighbourhood Awards administered by Keep Scotland Beautiful were held in Stirling on Wednesday 30 October 2013. Slopefield Allotments a Council allotment site, in partnership with the Slopefield Allotment Association received an outstanding award for their endeavours. Judges commented 'the site was managed to a very high standard and variety of produce is evident throughout the allotment site'.

Allotments - RGU have entered into a partnership with Environment Services to provide a Community/Learning allotment at Garthdee Field allotments. Already £4000 of Funding has been raised by the School of Health Sciences at RGU to develop the community allotment and Dr Dolan from RGU commented that the University was delighted to be in partnership with the Council to foster links between the University and the community.

RSPB Nature of Scotland Awards 2013 - The Gramps Project which aims to reduce the number of wilful fires on Kincorth Hill, Tullos Hill and around the Bucksburn Valley areas of the City was a finalist in this years RSPB Nature of Scotland Awards in the Innovation category. The Gramps Project continues to show success with another drop in the number of fires with just two in 2013, one of which was a bench that was set on fire on Kincorth Hill.

Awards - Loo Of The Year - Since its introduction in 1987, the annual Loo of the Year Awards competition has helped focus the spotlight on 'away from home' toilets throughout the UK. The Awards are run independently and promoted by the British Toilet Association and have the objective to encourage the highest possible standards in all types of 'away from home' or public toilets. All competition entries receive a grading following an unannounced visit by an authorised Loo of the Year Awards Inspector. Aberdeen's toilets were recognised as being very well managed and maintained and Footdee and Chapel Street were awarded Gold awards. All staff involved will be presented with their awards and their achievement will be highlighted in the local press.

| | |
|-------------------------|--|
| COMMITTEE: | Housing and Environment |
| DATE: | 14 January 2014 |
| REPORT BY: | Director of Housing & Environment and Head of Finance |
| TITLE OF REPORT: | 2013/14 Housing Capital Programme |
| REPORT NUMBER: | H&E/14/011 |

1. PURPOSE OF REPORT

The purpose of this report is to provide elected members with a status report for the 2013/14 Housing Capital Programme as at 31 October 2013 summarising both income and expenditure.

2. RECOMMENDATION(S)

It is recommended that the Committee:-

- a) Notes the financial information contained within this report and
- b) Instructs that the Head of Finance continues to update the Committee in consultation with the Director for Housing and Environment on the actual outturn position for 2013/14 following completion of the year end statutory accounts; and
- c) Approves the virements outlined in Appendix 2.

3. FINANCIAL IMPLICATIONS

The monies required to fund the housing capital programme can be achieved through external borrowing, capital receipts, capital grants and a revenue contribution. There are adequate resources available to finance the projected capital spend in 2013/14, as required by the Prudential Code.

4. OTHER IMPLICATIONS

Failure to adequately maintain and improve the Council's housing stock may lead to the Council breaching health and safety regulations, poorer housing conditions in Aberdeen and result in lower demand.

The Council's Scottish Housing Quality Standard (SHQS) Standard Delivery Plan was approved by the former Communities Scotland in August 2006. This outlines the Council's strategy for meeting SHQS by 2015. If the Council cannot achieve the targets set within the Delivery Plan, within reasonable rent increases, then the Scottish Housing Regulator could intervene.

5. BACKGROUND/MAIN ISSUES

BACKGROUND

- 5.1 The Council is required to manage its capital programme within the regulations set out in Part 7 of the Local Government in Scotland Act 2003. This allows Councils to set their own borrowing limits, provided that they comply with the Prudential Code.
- 5.2 The Prudential Code requires Councils to set a capital programme that is affordable, prudent and sustainable. The main test of affordability is whether the capital financing costs can be contained within revenue budgets.
- 5.3 Council on the 19 December 2012 approved a funded Housing Capital Programme for 2013/14 of £41.5M.

POSITION TO DATE

- 5.4 The summary financial statement at Appendix 1 outlines the original budget for the current year and expenditure and income as at 31 October 2013.
- 5.5 Appendix 2 details the range of projects expected to be undertaken within the overall budget and spend to date.
- 5.6 The under spend remains at £5.5M from the funded budget of £41.5M. This is a result of potential under spends within the following projects Multi Storey structural repairs (item 2.1), Structural repairs (item 2.1.2) and Modernisation Programme (item 4.1).

EXPENDITURE

- 5.7 As at 31 October 2013 £13.1M of the approved budget has been spent to date.

SUMMARY

- 5.8 It is currently forecast, based on figures to date, that the Housing Capital programme outturn will be managed within the framework as set out in the Prudential Code.

6. IMPACT

- 6.1 Corporate – the housing capital programme encompasses projects which will link in one or several ways to the Community Plan, Single Outcome Agreement, Corporate and Individual Service Plans and Aberdeen – the Smarter City.
- 6.2 Public – this report will be of interest to the public as it demonstrates financial performance.

7. MANAGEMENT OF RISK

There are many factors that can lead to project delays such as consultation with tenants, decanting of tenants and access to properties. Such delays would result in the opportunity to advance other projects. There is a need for the capital programme slippage to be kept to a minimum to allow the Council to achieve the SHQS by 2015.

8. BACKGROUND PAPERS

19 December 2012 Draft Housing Revenue Account (HRA) and Housing Capital Budget 2013/14 to 2015/16

9.. REPORT AUTHOR DETAILS

Helen Sherrit,
Finance Partner,
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(34)6353

2013/14

| | Approved Budget £'000 | Actual at 31/10/13 £'000 | Estimated Out-turn £'000 | Notes |
|---------------------------------|-----------------------------|--------------------------------|--------------------------------|-------|
| Expenditure | 46,930 | 13,154 | 36,033 | 1 |
| Slippage | (5,397) | | | 2 |
| <u>Total Expenditure</u> | <u>41,533</u> | <u>13,154</u> | <u>36,033</u> | |
| <u>Funded by:</u> | | | | |
| Borrowing | 17,917 | 0 | 12,417 | 3 |
| CFCR | 22,116 | 11,654 | 22,116 | 4 |
| Grant Income | 1,500 | 1,500 | 1,500 | |
| <u>Total Income</u> | <u>41,533</u> | <u>13,154</u> | <u>36,033</u> | |

(Note 1) Expenditure

As at 31 October 2013 the Council has paid £13.1M of the budgeted £41.5M.

(Note 2) Slippage

The total available budgeted programme for capital expenditure of £46.9M is set to allow for slippage. (contract price variations, projects starting later than anticipated, projects being amended etc)

(Note 3) Borrowing

This is the level of borrowing the Council has approved to undertake in 2013/14.

(Note 4) Capital From Current Revenue (CFCR)

At present it is anticipated that £22M for the revenue contribution to capital will be made.

The overall level of the revenue contribution will be subject to variation dependent on the final position of the Housing Revenue Account and the Capital programme.

Appendix 2

Housing Capital 2013/14

| Project | Original Approved Programme £'000 | Actual As at 31 October £'000 | |
|---|--|--|---|
| SCOTTISH HOUSING QUALITY STANDARDS | | | |
| 1 Compliant with the tolerable standard | | | |
| 1.1 Major Repairs | 1,250 | 91 | |
| Roofs Renewal/Gutters/RWP/Roughcast | | | |
| Undertaking large scale repairs to Roofs/Gutters/RWP/Roughcast | | | |
| | <hr/> | <hr/> | |
| | 1,250 | 91 | |
| 2 Free from Serious Disrepair | | | |
| 2.1 <u>Primary Building Elements</u> | 6,112 | 2,595 | 1 |
| Structural Repairs Multi Storey | | | |
| Multi Storey blocks are surveyed on a 5-7 year cycle to identify any works required to the Structure of the buildings in order to keep the buildings safe and prolong their life. | | | |
| Structural Repairs General Housing | 1,170 | 13 | |
| Structural works carried out in order to keep the building stable and structurally sound | | | |
| <u>Secondary Building Elements</u> | | | |
| 2.2 Upgrading Of Flat Roofs General | 350 | 1 | |
| Replacement of existing roof covering and upgrading of insulation to meet current building Regulations. | | | |
| 2.3 Upgrade Flat Roofs Multi Storey | 1,000 | 429 | |
| Full replacement of the flat roofs and also checking the replacement of roof ventilation as required | | | |
| 2.5 Mono Pitched Types | 530 | 189 | |
| Replacement of the external render of the building, replacement of gutters and downpipes and environmental works | | | |
| 2.6 Window Replace General | 600 | 108 | |
| A rolling programme of double glazing where previously single glazing, or replacing Double glazing to meet current standards. This is based on a cyclical programme. | | | |
| 2.7 Window Replace Multi Storey | 0 | 0 | |
| A rolling programme to replace existing double glazing to meet current standards. This is on a cyclical programme. | | | |
| 2.8 Balcony Storm Doors | 60 | 0 | |
| Replacement of existing doors with more secure, solid doors | | | |
| 2.9 Balcony Glass Renewal - Multi Storey | 1,165 | 1,381 | 2 |
| Replacement of existing balcony glazing on a cyclical basis | | | |
| | <hr/> | <hr/> | |
| | 10,987 | 4,717 | |
| 3 Energy Efficient | | | |
| <u>Effective insulation</u> | | | |
| 3.1 General Houses Loft Insulation | 50 | 6 | |
| Installation of loft insulation where there is none previously or the topping up of existing Insulation to comply with current building regulations. | | | |
| <u>Efficient Heating</u> | | | |
| 3.3 Heating Systems Replacement | 4,950 | 1,954 | |
| Replacement of boiler/whole system as deemed necessary. | | | |
| 3.4 Medical Need Heating | 50 | 0 | |
| Installation of gas/electric heating depending on the medical assessment. | | | |
| This can be installing a completely new system, modifying or extending an existing system. | | | |
| 3.5 Energy Efficiency Multi Blocks | 1,720 | 61 | |
| Contribution to Aberdeen Heat & Power for the creation of Combined Heat & Power Plants | | | |
| 3.6 Energy Efficiency Sheltered | 250 | 109 | |
| Introduction of energy efficiency measures in sheltered housing such as new or upgraded Systems. | | | |

| Project | Original Approved Programme £'000 | Actual As at 31 October £'000 | |
|---|--|--|----------|
| <u>Additional Energy Efficiency measures</u> | | | |
| 3.7 S.C.A.R.F. Payment to SCARF for work carried out by them under the Energy Efficiency programme to Individual council properties. The work carried out includes the installation of loft insulation, Draught proofing and compact fluorescent bulbs. Also, providing tenants with energy efficiency Advice and information. | 35 | 0 | |
| 3.8 Solid Wall Insulation Installation of solid wall insulation where there was none previously. | 250 | 1 | |
| 3.9 Vestibule Doors Installation of new doors where there were none before. | 0 | 0 | |
| | 7,305 | 2,132 | |
| 4 Modern Facilities & Services | | | |
| <u>Bathroom and Kitchen Condition</u> | | | |
| 4.1 Modernisation Programme Replacement of bathrooms and kitchens. | 13,894 | 3,067 | |
| | 13,894 | 3,067 | |
| 5 Healthy, Safe & Secure | | | |
| Healthy | | | |
| 5.1 Condensation Measures Installation of heating systems and ventilation measures to combat condensation. | 50 | 19 | |
| Safe | | | |
| 5.3 Rewiring Replacement of cabling, fittings and distribution boards as necessary. This work is carried out in every property on a cyclical basis | 1,100 | 395 | |
| 5.4 Lift Replacement Multi Storey/Major Blocks Replacement of lifts where they are beyond economical repair. This can be full replacement replacement of specific parts of the lift. | 1,000 | 302 | |
| 5.5 Smoke Detectors | 150 | 35 | |
| 5.6 Services Cyclical maintenance/replacement of the following services Ventilation Systems, Water Tanks/Pipework, Refuse Chutes/Chamber Dry Riser Systems, Standby Generators | 50 | 0 | |
| 5.7 Entrance Halls/Concierge Provision of security service | 50 | 0 | |
| 5.8 Laundry Facilities Replacement of laundry equipment | 113 | 185 | 3 |
| 5.9 Upgrading of Lighting Installation of lighting controlled by photo cell i.e. switches on and off automatically depending on the level of natural light. Installation of lighting in areas where there was none before. | 36 | 78 | |
| Secure | | | |
| 5.11 Door Entry Systems Installation of door entry and replacement of existing doors where required | 40 | 0 | |
| 5.12 Replace Door Entry Systems - Major Blocks Installation of door entry and replacement of existing doors where required | 200 | 0 | |
| 5.13 Other Initiatives Upgrading of stairs and installation of security doors and door entry systems | 750 | 0 | |
| 5.14 Crime Prevention /Safety Measures | 3,539 | 1,014 | |

Original Actual
Approved As at 31
Programme October
£'000 £'000

Project

NON SCOTTISH HOUSING QUALITY STANDARDS

| | | | |
|---|--------|--------|---|
| 6 Community Plan & Single Outcome Agreement | | | |
| 6.1 Housing For Varying Needs New build including extra care housing. | 300 | 376 | 4 |
| 6.2 S.U.R.E. Refurbishment of properties or environmental improvements in designated areas. | 300 | 89 | |
| 6.4 Regeneration/Affordable Housing Early Action projects linked to Regeneration and Master planning Briefs for Regeneration & provision of consultation events. | 0 | 0 | |
| 6.5 Acquisition of Land/Houses Acquisition of land for new build programme | 300 | 55 | |
| 6.6 CCTV – Concierge Provision of CCTV for the new Concierge service | 150 | 34 | |
| 6.7 Adaptations Disabled Installation of level access showers, ramps, stair lifts and kitchen adaptations | 1,250 | 594 | |
| 6.8 Special Initiatives/Barrier Free Housing Provision of specialist facilities or housing for tenants with particular needs i.e. extensions | 650 | 3 | |
| 6.9 Housing For Varying Needs- Amenity/Adaptations Conversion of properties to Amenity Level standard | 200 | 101 | |
| 6.10 Housing For Varying Needs- Extra Care/Adaptations Adaptations required to ensure existing sheltered housing stock meets current standards | 150 | -10 | |
| 6.11/ Roads/Paths | 100 | 0 | |
| 6.12 Upgrade of Roads to an adoptable standard and the Formation or upgrading of paths | 100 | 0 | |
| 6.13 Garages Upgrade of Garages | 0 | -5 | |
| 6.14 New Affordable Housing | 600 | 461 | |
| | 4,100 | 1,699 | |
| 7 Service Development | | | |
| 7.1 Conditions Surveys Surveying of Council houses to identify failures against Scottish Housing Quality Standard | 50 | 0 | |
| 7.2 Property Database Various items of IT equipment including hardware and software | 100 | 6 | |
| 7.3 Integrated Housing System Various purchase of PC's and software packages | 100 | 56 | |
| | 250 | 62 | |
| 8 Service Expenditure | | | |
| Corporate Fees | 5,605 | 372 | |
| | 5,605 | 372 | |
| Total Budget | 46,930 | 13,154 | |

SUBTRACTIONS

Note 1 - 2.1.1 Multi Storey Structural Repairs

Sum to be vired £495,000

As work under this heading have been delayed there is scope to vire budget for the shortfall in the projects listed below.

ADDITIONS

Note 2 - 2.9 Balcony Glass Replacement

Sum to be vired £220,000

Additional funding is required due to the inclusion of structural repairs to blocks which were identified during balcony glass replacement.

Note 3 - 5.8 Laundry Equipment

Sum to be vired £75,000

The increase in budget requirements is due to the costs for replacing existing cash card system with Accord Card system.

Note 4 - 6.1 Housing for Varying Needs

Sum to be vired £200,000

Additional funding required to cover initial under estimate in expenditure for Clashieknowe refurbishment when Housing Capital budget was proposed.

ABERDEEN CITY COUNCIL

COMMITTEE: Housing and Environment
DATE: 14 January 2014
REPORT BY: Director and Head of Finance
TITLE OF REPORT: 2013/14 REVENUE BUDGET MONITORING
REPORT NUMBER: H&E/14/010

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to
- i) bring to Committee members notice the current year revenue budget performance to date for the Services which relate to this Committee; and
 - ii) advise on any areas of risk and management action.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee:
- i) consider and note this report and the information on management action and risks that is contained herein; and
 - ii) instruct that officers report the year end position to the appropriate committee.

3. FINANCIAL IMPLICATIONS

Housing Revenue Account (HRA)

- 3.1. The HRA which has gross expenditure budget of £80M is ring-fenced and is funded mainly from housing rents.
- 3.2. The forecast position on the HRA, as outlined, indicates that there will be a working balance of £5.5M after taking account of the 2013/14 outturn and other agreed commitments. This is in excess of the recommended minimum level of £5.2M.

General Fund

- 3.3. The total Housing and Environment budget amounts to £36.4M net expenditure, excluding the HRA budget.
- 3.4. The forecast position indicates an under spend of £2.1M.
- 3.5. Further details of the financial implications are set out in section 5 and appendix A attached.

4. OTHER IMPLICATIONS

- 4.1 None

5. BACKGROUND/MAIN ISSUES

- 5.1 The Service revenue monitoring reports and associated notes are attached at Appendix A

Financial Position and Risks Assessment

Housing Revenue Account

The projected net saving for the year is forecast at £23M. It is anticipated this will be used to provide a CFCR contribution to fund the capital programme and increase the working balance. The principal movements within this total relate to an increase in dwelling house income and voids, a reduction in management & admin & capital financing. The impact of Welfare Reform on the HRA is being closely monitoring, there was also a provision made in the 2012/13 accounts to mitigate some of the potential impacts.

General Fund

In overall terms the position forecasts an under spend of £2.1M on the total Housing and Environment Budget (excluding the HRA).

- 5.2 The areas contributing to this movement are as follows

| | £'000 |
|------------------------------------|--------------|
| Homeless | (1,120) |
| Supporting People | (170) |
| Other Housing | (130) |
| Grounds Maintenance | (30) |
| Trading Standards & Env Protection | 10 |
| Recycling & Waste Disposal | (620) |
| Environmental | (50) |
| Community Safety | (10) |
| Emergency Planning | (10) |
| | <hr/> |
| | (2,130) |

- Homeless is forecast to be £1.1M lower than budget. This is due mainly to a reduction in the use of bed & breakfast as a result of private sector leased flats now being used, changes in contracts to outside agencies, reduction in forecasts for admin & management charges and lower than anticipated spend on furniture services and tenancy set up fund. The forecast is based on current activity.
- Supporting People are forecast to be £170K below budget due to staff vacancies and reduced forecasts for courses, office supplies and software support as a result of historical budgets.
- Other Housing is forecast to be £130K under budget due to the anticipated reductions in administration costs.
- Recycling & Waste Disposal is forecast to be £620K under budget. This is due to an under spend on staff costs and Internal Fleet charges based on 12/13 costs, however this has partly been offset by a reduction in Commercial Waste income & the higher costs of Landfill tax based on tonnages to date.

6. IMPACT

As a recognised top priority the Council must take the necessary measures to balance its budget. Therefore Committees and Services are required to work within a financial constraint. Every effort is being focused on delivering services more efficiently and effectively.

7. MANAGEMENT OF RISK

To ensure the anticipated forecast outturn is maintained the service has been -

- Managing controllable costs for example staff vacancies and overtime
- Maximising the potential income streams of the service.

8. BACKGROUND PAPERS

Financial ledger data extracted for the period.

9. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL
REVENUE MONITORING 2013/14

DIRECTORATE : Housing and Environment

| As at | 31 October 2013 | Full year Revised Budget | YEAR TO DATE | | | FORECAST TO YEAR END | | | Change from last report |
|---|-----------------|--------------------------|----------------|--------------------|-----------------|----------------------|-----------------|------------------|-------------------------|
| | | | Revised Budget | Actual Expenditure | Variance Amount | Outturn | Variance Amount | Variance Percent | |
| ACCOUNTING PERIOD 7 | | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | % | £'000 |
| HEAD OF HOUSING AND COMMUNITY SAFETY | | 6,608 | 3,855 | 2,443 | (1,412) | 5,175 | (1,433) | (22)% | (311) |
| HEAD OF REGENERATION AND HOUSING INVESTMENT | | (1,921) | (1,121) | (1,121) | (0) | (1,920) | 1 | (0)% | 0 |
| HEAD OF ENVIRONMENT SERVICES | | 30,642 | 17,875 | 17,777 | (98) | 29,942 | (700) | (2)% | (344) |
| OPERATIONAL SUPPORT MANAGER | | 1,071 | 625 | 513 | (112) | 1,069 | (2) | 0% | 0 |
| TOTAL BUDGET | | 36,400 | 21,233 | 19,612 | (1,621) | 34,266 | (2,134) | (6) | (655) |
| HOUSING REVENUE ACCOUNT | | (23,034) | (22,125) | (23,673) | (1,548) | (23,060) | (26) | 0% | (148) |

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2013 / 2014: HEAD OF HOUSING & COMMUNITY SAFETY

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

| As at | 31 October 2013 | Full year Revised Budget | YEAR TO DATE | | | FORECAST TO YEAR END | | | Change from last report |
|--------------------------|-----------------|--------------------------|----------------|--------------------|-----------------|----------------------|-----------------|------------------|-------------------------|
| | | | Revised Budget | Actual Expenditure | Variance Amount | Outturn | Variance Amount | Variance Percent | |
| ACCOUNTING PERIOD 7 | | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | % | £'000 |
| STAFF COSTS | | 3,258 | 1,901 | 1,637 | (264) | 3,172 | (86) | -3% | 4 |
| PROPERTY COSTS | | 2,326 | 1,357 | 1,441 | 84 | 2,467 | 141 | 6% | (23) |
| ADMINISTRATION COSTS | | 1,197 | 698 | 396 | (302) | 799 | (398) | -33% | (8) |
| TRANSPORT COSTS | | 65 | 38 | 27 | (11) | 55 | (10) | -15% | 0 |
| SUPPLIES & SERVICES | | 1,161 | 677 | 327 | (350) | 683 | (478) | -41% | (120) |
| TRANSFER PAYMENTS | | 6,870 | 4,008 | 3,289 | (719) | 6,048 | (822) | -12% | (263) |
| CAPITAL FINANCING | | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 |
| GROSS EXPENDITURE | | 14,877 | 8,678 | 7,117 | (1,561) | 13,224 | (1,653) | -11% | (410) |
| LESS: | | | | | | | | | |
| INCOME | | (8,269) | (4,824) | (4,674) | 150 | (8,049) | 220 | -3% | 99 |
| TOTAL INCOME | | (8,269) | (4,824) | (4,674) | 150 | (8,049) | 220 | -3% | 99 |
| NET EXPENDITURE | | 6,608 | 3,855 | 2,443 | (1,412) | 5,175 | (1,433) | -22% | (311) |

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

Employee Costs

| FORECAST VARIANCE | CHANGE |
|-------------------|--------|
| £'000 | £'000 |
| (86) | 4 |

This principally relates to an underspend of £54K within Supporting People as a result of current vacancies.

Property Costs

141 (23)

The over spend mainly relates to an anticipated increase in repairs, rent & Council tax in Homelessness of £144K.

Administration Costs

(398) (8)

The under spend principally relates to a forecast under spend of £278K in Homeless & £95K within Other Housing.

Transport Costs

(10) 0

This budget is for travelling expenses and outturns have been reviewed based on spend to date.

Supplies and Services

(478) (120)

The underspend relates mainly to a reduced outturn of £467K due to an anticipated lower spend on furniture purchases & Bed & Breakfast in Homelessness.

Transfer Payments

(822) (263)

Principally the anticipated underspend is from £400K in Homeless from the reduction in the usage of bed and breakfast.

Capital Financing Costs

0 0

Capital Financing Costs have now been removed from the budgets and will be treated corporately.

Income

220 99

The reduction in income is linked to transfer payments as there has been a fall of £200K income from housing benefit as a result of the reduced usage of bed and breakfast.

| | |
|---------|-------|
| (1,433) | (311) |
|---------|-------|

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2013 / 2014 :HEAD OF REGENERATION & HOUSING INVESTMENT

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

| As at | 31 October 2013 | Full year Revised Budget | YEAR TO DATE | | | FORECAST TO YEAR END | | | Change from last report |
|--------------------------|-----------------|--------------------------|----------------|--------------------|-----------------|----------------------|-----------------|------------------|-------------------------|
| | | | Revised Budget | Actual Expenditure | Variance Amount | Outturn | Variance Amount | Variance Percent | |
| ACCOUNTING PERIOD 7 | | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | % | £'000 |
| STAFF COSTS | | 3,169 | 1,849 | 1,598 | (251) | 2,697 | (472) | -15% | (220) |
| ADMINISTRATION COSTS | | 56 | 33 | 11 | (22) | 53 | (3) | -5% | 2 |
| TRANSPORT COSTS | | 92 | 54 | 29 | (25) | 53 | (39) | -42% | (36) |
| SUPPLIES & SERVICES | | 489 | 285 | 373 | 88 | 646 | 157 | 32% | 1 |
| TRANSFER PAYMENTS | | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 |
| CAPITAL FINANCING COSTS | | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 |
| GROSS EXPENDITURE | | 3,806 | 2,220 | 2,011 | (209) | 3,449 | (357) | -9% | (253) |
| LESS | | | | | | | | | |
| INCOME | | (5,727) | (3,341) | (3,132) | 209 | (5,369) | 358 | -6% | 253 |
| TOTAL INCOME | | (5,727) | (3,341) | (3,132) | 209 | (5,369) | 358 | -6% | 253 |
| NET EXPENDITURE | | (1,921) | (1,121) | (1,121) | (0) | (1,920) | 1 | 0% | 0 |

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

Employee Costs

The anticipated outturn is based on the current level of staffing and the underspend is £348K for Construction Consultancy & £124K from Housing Repairs.

(472) (220)

Administration Costs

The outturn is based on actual to date and previous years spend.

(3) 2

Transport Costs

This budget is for travelling expenses and outturns have been reviewed based on spend to date.

(39) (36)

Supplies and Services

The overspend of £156K is as a result of a increase in projected expenditure on Consultants Fees due to the nature of the activities in Construction Consultancy and the Victoria House new build.

157 1

Capital Financing Costs

Capital Financing Costs have now been removed from the budgets and will be treated corporately.

0 0

Income

The budgeted fee income from Housing capital in Construction Consultancy is forecast to be below budget based on current activity.

358 253

| | |
|---|---|
| 1 | 0 |
|---|---|

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2013 / 2014 : HEAD OF ENVIRONMENT SERVICES

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

| As at 31 October 2013 | Full year Revised Budget | YEAR TO DATE | | | FORECAST TO YEAR END | | | Change from last report |
|--------------------------|--------------------------|----------------|--------------------|-----------------|----------------------|-----------------|------------------|-------------------------|
| | | Revised Budget | Actual Expenditure | Variance Amount | Outturn | Variance Amount | Variance Percent | |
| ACCOUNTING PERIOD 7 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | % | £'000 |
| STAFF COSTS | 18,350 | 10,704 | 9,943 | (761) | 17,576 | (774) | -4% | 49 |
| PROPERTY COSTS | 806 | 470 | 457 | (13) | 957 | 151 | 19% | (47) |
| ADMINISTRATION COSTS | 418 | 244 | 128 | (116) | 411 | (7) | -2% | 7 |
| TRANSPORT COSTS | 1,942 | 1,133 | 1,076 | (57) | 1,858 | (84) | -4% | (34) |
| SUPPLIES & SERVICES | 10,023 | 5,847 | 6,107 | 260 | 10,310 | 287 | 3% | (67) |
| TRANSFER PAYMENTS | 8,226 | 4,799 | 5,996 | 1,198 | 8,226 | 0 | 0% | (176) |
| CAPITAL FINANCING COSTS | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 |
| GROSS EXPENDITURE | 39,765 | 23,196 | 23,707 | 511 | 39,338 | (427) | -1% | (268) |
| LESS: INCOME | | | | | | | | |
| INCOME | (9,123) | (5,322) | (5,930) | (608) | (9,396) | (273) | 3% | (76) |
| TOTAL INCOME | (9,123) | (5,322) | (5,930) | (608) | (9,396) | (273) | 3% | (76) |
| NET EXPENDITURE | 30,642 | 17,875 | 17,777 | (98) | 29,942 | (700) | -2% | (344) |

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

Employee Costs

Staff costs are to date below budget, an underspend of £774K is being anticipated this is split over a very wide variety of services including Grounds Maintenance & Waste.

| FORECAST VARIANCE | CHANGE |
|-------------------|--------|
| £'000 | £'000 |
| (774) | 49 |

Property Costs

The main reason for the forecast over spend is £142K in the Winter Gardens due to increased fuel costs.

151 (47)

Administration Costs

The main underspend is £10K for Trainee Health Officers with the difference from a wide variety of services..

(7) 7

Transport Costs

This budget is for travelling expenses and outturns have been reviewed based on spend to date.

(84) (34)

Supplies and Services

The predicted over spend relates to an increase in Waste of £194K, Tree Squad of £43K and £36K in Commercial.

287 (67)

Capital Financing Costs

Capital Financing Costs have now been removed from the budgets and will be treated corporately.

0 0

Income

The forecast over spend relates to income £143K incorrectly budgeted within Street Sweeping this will be corrected for 2014/15, a forecast reduction of £151K in Commercial Waste which is netted off with potential increases in income from Tree Squad £52K, Grounds Maintenance £50K, Other Collection £288K, Crematorium £114K & ASSL £41K.

(273) (76)

(700) (344)

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2013 / 2014 : OPERATIONAL SUPPORT MANAGER

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

| As at 31 October 2013 | Full year Revised Budget | YEAR TO DATE | | | FORECAST TO YEAR END | | | Change from last report £'000 |
|--------------------------|--------------------------|----------------|--------------------|-----------------|----------------------|-----------------|------------------|----------------------------------|
| | | Revised Budget | Actual Expenditure | Variance Amount | Outturn | Variance Amount | Variance Percent | |
| ACCOUNTING PERIOD 7 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | % | £'000 |
| STAFF COSTS | 1,075 | 627 | 625 | (2) | 1,075 | 0 | 0% | 0 |
| PROPERTY COSTS | 301 | 176 | 184 | 8 | 299 | (2) | -1% | 0 |
| ADMINISTRATION COSTS | 72 | 42 | 31 | (11) | 72 | 0 | 0% | 0 |
| TRANSPORT COSTS | 16 | 9 | 3 | (6) | 16 | 0 | 0% | 0 |
| SUPPLIES & SERVICES | 348 | 203 | 8 | (195) | 348 | 0 | 0% | 0 |
| TRANSFER PAYMENTS | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 |
| CAPITAL FINANCING COSTS | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 |
| GROSS EXPENDITURE | 1,812 | 1,057 | 851 | (206) | 1,810 | (2) | 0% | 0 |
| LESS: INCOME | | | | | | | | |
| INCOME | (741) | (432) | (338) | 94 | (741) | 0 | 0% | 0 |
| TOTAL INCOME | (741) | (432) | (338) | 94 | (741) | 0 | 0% | 0 |
| NET EXPENDITURE | 1,071 | 625 | 513 | (112) | 1,069 | (2) | 0% | 0 |

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

Overall Note

A review has been completed on the recharges to other heads. The forecast will be updated in future reports.

FORECAST
VARIANCE
£'000

CHANGE
£'000

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2013 / 2014 - HOUSING REVENUE ACCOUNT

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

| As at | 31 October 2013 | YEAR TO DATE | | | FORECAST TO YEAR END | | | Change from last report |
|------------------------------|-----------------|--------------------------|-----------------|--------------------|----------------------|--------------|-----------------|-------------------------|
| | | Full year Revised Budget | Revised Budget | Actual Expenditure | Variance Amount | Outturn | Variance Amount | |
| ACCOUNTING PERIOD 5 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | % | £'000 |
| PROPERTY COSTS | 30,212 | 17,624 | 17,051 | (573) | 30,235 | 23 | 0% | 17 |
| ADMINISTRATION COSTS | 10,985 | 6,408 | 5,677 | (731) | 10,888 | (97) | -1% | 0 |
| SUPPLIES & SERVICES | 542 | 316 | 210 | (106) | 510 | (32) | -6% | 1 |
| TRANSFER PAYMENTS TOTAL | 2,034 | 296 | 1,504 | 1,208 | 2,644 | 610 | 30% | 58 |
| CAPITAL FINANCING COSTS | 13,593 | 131 | 117 | (14) | 13,338 | (255) | -2% | (224) |
| GROSS EXPENDITURE | 57,366 | 24,775 | 24,559 | (216) | 57,615 | 249 | 0% | (148) |
| LESS: INCOME | | | | | | | | |
| OTHER GRANTS & CONTRIBUTIONS | (234) | (137) | (117) | 20 | (234) | 0 | 0% | 0 |
| INTEREST | (148) | (86) | 0 | 86 | (138) | 10 | -7% | 0 |
| OTHER INCOME | (80,018) | (46,677) | (48,115) | (1,438) | (80,303) | (285) | 0% | 0 |
| TOTAL INCOME | (80,400) | (46,900) | (48,232) | (1,332) | (80,675) | (275) | 0% | 0 |
| NET EXPENDITURE | (23,034) | (22,125) | (23,673) | (1,548) | (23,060) | (26) | 0% | (148) |

VIREMENT PROPOSALS

REVENUE MONITORING VARIANCE NOTES

Property Costs

The forecast over spend is principally made up of a number of services including Council Tax £80K & Cleaning Sheltered Housing £50K which is offset by under spends in Security £70K & cleaning of the Multi Storey Blocks £40K.

FORECAST VARIANCE £'000 CHANGE £'000

23 17

Administration Costs

The projected variance is principally due to a decrease in management & admin of £490K which is based on a detailed analysis of current vacancies and potential central support charges. In addition there is also a increase of £420K in former tenants arrears based on the outturn for 2012-13.

(97) 0

Supplies and Services

The Provision of meals outturn has been increased by £20K to reflect the actual costs for 2012/13 & there is a an under spend anticipated of £40K on equipment purchases.

(32) 1

Transfer Payments

The main reason for the over spend is the loss of rent for Council Houses which is high as result of properties moving from the capped rent and delays in gas checks and OT property reviews, this has improved as an OT has been appointed.

610 58

Capital Financing Costs

Capital Financing Costs are posted at the end of the financial year. It is forecast that capital financing costs are £220K under budget these are the latest forecasts from Corporate Accounting based on capital expenditure for 2012/13 and Outturn for 2013/14.

(255) (224)

Income

The forecasts for Dwelling House Rent Income and various other rents are based on current forecast level of income. Principally as a result of properties moving from the capped rent when the property becomes void.

(275) 0

(26) (148)

ABERDEEN CITY COUNCIL

| | |
|-----------------|---|
| COMMITTEE | Housing & Environment |
| DATE | 14 January 2014 |
| DIRECTOR | Gordon McIntosh |
| TITLE OF REPORT | Capital Monitoring – Housing & Environment Projects |
| REPORT NUMBER: | EPI/13/152 |

1. PURPOSE OF REPORT

To advise the Committee of the capital spend to date for the Housing & Environment projects included within the Non-Housing Capital Programme.

2. RECOMMENDATION(S)

The Committee note the current position.

3. FINANCIAL IMPLICATIONS

The monies required to fund these projects are achieved through external borrowing, capital receipts and grant income. These projects are all accommodated within the Non-Housing Capital Programme. Any underspend, carry forward or overspend will have implications for the programme. There are no issues at present that would result in such implications. As part of the Council's five year business plan, capital expenditure is now monitored within a five year timescale where appropriate. This has given budget holders the ability to profile across the full five years. In year monitoring will continue, alongside monitoring the complete Capital Programme.

Some projects are now profiled for little or indeed no expenditure in the current financial year. In these instances, budget holders have profiled the intended expenditure in the appropriate financial year. Budget holders who are profiling slippage on a legally committed project into the next financial year(s) are also profiling this expenditure into the appropriate year.

4. OTHER IMPLICATIONS

There are no other implications at this time but as projects progress or indeed fail to progress then other implications may arise and will be reported at an appropriate Committee.

5. BACKGROUND / MAIN ISSUES

As reported at the Finance & Resources Committee in June 2012 the overall responsibility for the monitoring / management of the Capital Programme lies with the Head of Asset Management & Operations. The Planning & Monitoring Officer within Asset Management & Operations is in regular contact with the Service Representative and the Capital Accountant, reporting in the first instance to the Corporate Asset Group. This ensures that the spend figures are always up to date and accurate.

Housing & Environment has a total of 4 projects, totaling £14.742 million allocated to it from the 2013/14 Non-Housing Capital Programme. The projects and total budget committed to each project included in the programme are:-

- 1) Duthie Park & Winter Gardens – Cost Net of HLF
£158,000
- 2) Private Sector Housing Grant
£1.094 million
- 3) Victoria House
£2.452 million
- 4) Waste: Implement Waste Strategy
£11.038 million

Spend for all projects to the end of November is £1.546 million. Spend profiles provided by budget holders show it is anticipated that underspend this financial year will be picked up in the following financial year(s).

Appendix A provides a breakdown of expenditure to date.

An update on the capital position will be reported to this Committee on 11 March 2014.

6. IMPACT

Corporate - The capital programme encompasses projects which link to the Community Plan, Single Outcome Agreement, Corporate and Individual Service Plans and Vibrant, Dynamic & Forward Looking.

Public - This report will be of interest to the public as it outlines the Council's capital spending to date on Housing & Environment projects.

7. MANAGEMENT OF RISK

There are specific risks with each of the projects which are managed by the budget holders and the project teams. The Corporate Asset Group have responsibility for managing and delivering the overall capital programme.

8. BACKGROUND PAPERS

Non-Housing Capital Programme 2012/13 – Capital Monitoring Report approved at Finance & Resources Committee on 19 June 2012

9. REPORT AUTHOR DETAILS

David Marshall
Planning & Monitoring Officer
 damarshall@aberdeencity.gov.uk
 01224 523191

**Appendix A:
Capital Monitoring – Housing & Environment projects 2013-14 to 2017-18**

| Project Description | Revised Budget 2013/14 £'000 | Spend to November 2013 £'000 | Five year budget '13-'18 £'000 | Legal Commitments £'000 | Profiled out-turn 2013-18 £'000 |
|--|---|---|---|------------------------------------|--|
| Duthie Park & Winter Gardens - Cost Net of HLF | 158 | 131 | 158 | 18 | 158 |
| Private Sector Housing Grant | 1,094 | 350 | 6,206 | 80 | 4,540 |
| Victoria House | 2,452 | 343 | 2,452 | 2,175 | 2,518 |
| Waste: Implement Waste Strategy | 11,038 | 721 | 26,363 | 0 | 26,363 |
| Totals | 14,742 | 1,545 | 35,179 | 2,273 | 33,579 |

*Revised budget includes carry forward / adjustments approved by Finance & Resources Committee.

- Victoria House is working to programme, estimated to conclude in August 2014. Budget holder is working with the Design Team in Enterprise, Planning & Infrastructure to identify savings from the contract that will put the project back on budget. This will be concluded as soon as possible.
- Discussions have taken place with the Waste Strategy budget holder regarding expenditure on this project. The current spend profile is on budget, following a detailed breakdown of each element of the project being provided to Asset Management. The budget holder is holding discussions with SITA Recycling and Resource Management in February who will advise on the current proposals. A detailed summary of works will be provided to this Committee following these discussions.

ABERDEEN CITY COUNCIL

| | |
|-----------------|---|
| COMMITTEE | Housing and Environment |
| DATE | 14 January 2014 |
| DIRECTOR | Pete Leonard |
| TITLE OF REPORT | Rent Arrears – Background information and update on current actions |
| REPORT NUMBER: | H&E/14/005 |

1. PURPOSE OF REPORT

The purpose of this report is to provide Committee members with an update on the current level of rent arrears and actions being taken to overcome difficulties with rent management. The report also provides background to legislative changes that impact on the management of rent arrears, including welfare reform, as well as an indication of the impact of these changes on tenant's household budgets. The report also provides details on the work being undertaken by officers in order to minimise the level of overall debt and ensure that tenants continue to sustain their tenancy.

2. RECOMMENDATIONS

It is recommended that Committee

- Note the report.
- Note the changes in legislation that have taken place regarding legal action for recovery of properties.
- Note the changes and evolving picture around welfare reform.
- Agree to continue to support the principle of helping tenants to sustain their tenancies.
- Acknowledge the need however to ensure that tenants pay their due rent.
- Agree the action plan emerging to control rent arrears with a focus on earlier intervention and those tenants owing more than 13 weeks rent.
- Note that the Current SPI target for Rent Arrears is 10% of the net amount due
- Note the current and future actions being taken to address and minimise rent arrears.
- Continue to receive reports on rent management at each cycle as part of the performance report.
- Receive a further report on progress with this issue in 6 months.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. OTHER IMPLICATIONS

N/A

5. BACKGROUND / MAIN ISSUES

Members will be aware from previous reports that rent arrears have increased over the last three years with this trend continuing this financial year.

The rent arrears position reported is the latest position available for November 2013 as at the 22nd. This is very early in the month which means that the rent arrears in this report will be overstated. The figure at 27th September 2013 is included for comparison purposes.

During the past year, in addition to the changes brought about by welfare reform, changes have also taken place with regard to the requirements placed on the City Council when seeking to take legal action for non-payment of rent which has necessitated a change to our operating procedures as well as staff roles.

Changes in Legislation

In August 2012 legislation was amended to include the requirement for landlords to carry out seven pre notice requirements prior to issuing a Notice of Proceedings.

These requirements are:

- To provide easy to understand information about the tenancy agreement and the outstanding rent or other outstanding financial commitment of the tenancy;
- To have made reasonable efforts to provide the tenant with advice and assistance on whether the tenant may be able to get help by way of Housing Benefit or other financial help;
- To provide the tenant with information on where to get independent debt advice and assistance;
- To make reasonable efforts to agree a manageable repayment plan which includes consideration to future rent payments at the same time as outstanding payments in relation to the tenancy;
- To assist with Housing Benefit applications and consider the likely impact any award of benefit will have on the money due;
- To consider whether the tenant is taking any other steps to pay the money due; and;
- To consider whether the tenant is keeping to an agreed plan for paying the outstanding balance as well as continuing to pay the ongoing weekly rent.

Previously our procedures were automated with little or no contact from Housing Officers. Arrears letters were issued automatically by mail. Any contact with the tenant was usually at a much later stage in the arrears process. In seeking to obtain decree the onus is firmly with the City Council to demonstrate to the Sheriff that we have met the above requirements.

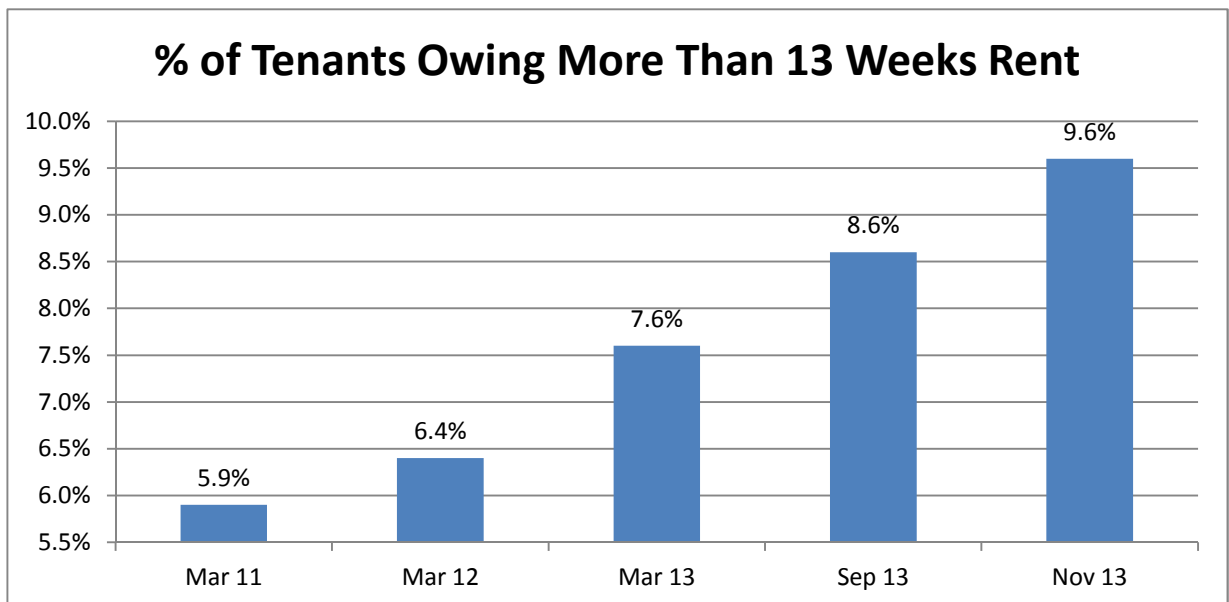
These requirements have resulted in us making necessary changes to how we engage with our tenants.

The Role of the Housing Officer

With the development of the generic Housing Officer role, Housing Officers have responsibility for most tenant contact matters including the early stages for rent management.

Since July 2012, Housing Officers have had responsibility for managing arrears up to the first formal legal stage - the issue of the Notice of Proceedings. This was introduced to facilitate a more contact led service in order to allow closer working with tenants. Housing Officers now endeavour to make contact with tenants at a much earlier stage of the rent arrears process in order to try and make appropriate and sustainable arrangements for repayment. To assist them with this and to support better targeting of resources weekly performance information is provided to Senior Housing Officers detailing the rent management position for their area. Whilst there are undoubted successes with this approach it is still dependent on tenant contact and tenants keeping to arrangements to manage and clear any debt.

Ensuring that we help tenants to sustain their tenancy is a key objective and regulatory requirement that we seek to achieve. One difficulty however with this has been that, particularly with new tenants with no payment history, contact has often been difficult to achieve. Housing officers endeavour to make contact with new tenants within 4 weeks to ensure they have settled in their new accommodation and are keeping to any agreed actions with regard to rent payments, housing benefit applications etc As a result this has contributed to a significant increase in the number of tenants owing more than 13 weeks rent. The chart below highlights the growth in the percentage of tenants owing more than 13 weeks rent.



Source – In house records note November figure as at 22nd November

Arrears escalation policy.

There is no reluctance to pursue a tenant through the Courts for decree in the event of them not paying rent or keeping to an agreement to pay. A decision to do so will however result in costs being awarded against a tenant which will add to their debt and difficulties. In some cases enrolled in court the costs incurred have been higher

(circa £360) than their actual arrears balance. This was unhelpful given the need to support tenants and encourage them to reduce their debt.

A failure to follow what is considered good practice often results in an increase in homeless presentations where, due to vulnerability or the presence of children, temporary accommodation or re-housing needed to be considered to avoid homelessness or indeed children being taken into care. Homeless accommodation is an expensive and limited resource and this together with other resultant costs, such as those resulting from voids and repair costs, were considered prior to developing this approach.

When a tenant is evicted outstanding rent becomes a former tenant arrear which although pursued is more difficult to recover. By focussing on ensuring the tenancy is successful and continues there is an increased chance of recovery of any arrears.

Arrears Recovery Team

There is no doubt that a number of factors have had a significant impact on outstanding rent arrears within the City. Aberdeen is not alone in experiencing this with every Local authority and Housing Associations experiencing difficulties. Whilst we are committed to supporting our tenants in financial difficulties we also have a responsibility to ensure that whilst we will give tenants in need every support we must ensure that tenants who can pay their rent do so in order that firstly they continue to keep their tenancy but that also the Housing Revenue Account continues to have sufficient funds to deliver our investment program and manage our houses professionally and efficiently.

The Arrears Recovery Team takes responsibility for the case from the Housing Officer once formal legal steps have begun and a Notice of Proceedings has been served. Where necessary we will seek to recover repossession of the tenancy where no agreement has been made for payment or reasonable agreements to pay have not been adhered to.

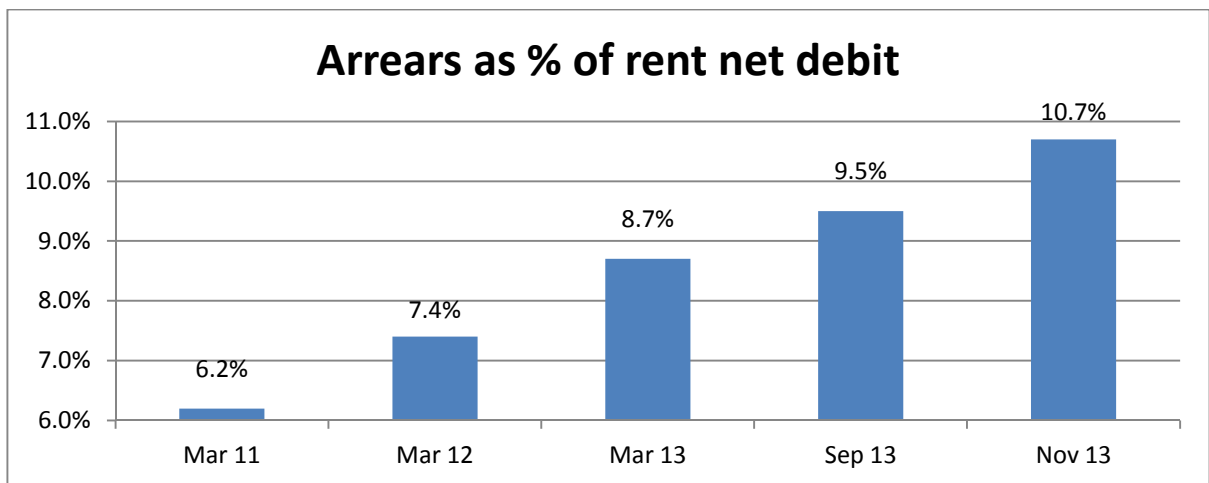
The change to our escalation policy has reduced the number of legal repossessions as we endeavour to help keep tenants in their homes whilst meeting the pre-notice requirements. Whilst this is helping us to achieve our regulatory requirement, there is no doubt that, in some cases, it would have been more appropriate to begin legal proceedings at an earlier stage.

Rent Arrears Current Position

Nevertheless in spite of the actions taken to date and the considerable efforts made by staff to reduce rent arrears and support tenants the position continues to deteriorate. The chart below shows the rise in the outstanding debt as a percentage of the net rent debit since March 2011. Net debit is the rent due to be collected after Housing Benefit and rent loss for empty properties have been removed from the gross debit; in effect the actual rent to be collected from tenants. Discussions with other local authorities indicate that they are also seeing similar rises in rent arrears.

Our current SPI target is 10% of the net amount due. At the end of September the percentage of the net outstanding rent stood at 9.5%. However in November this

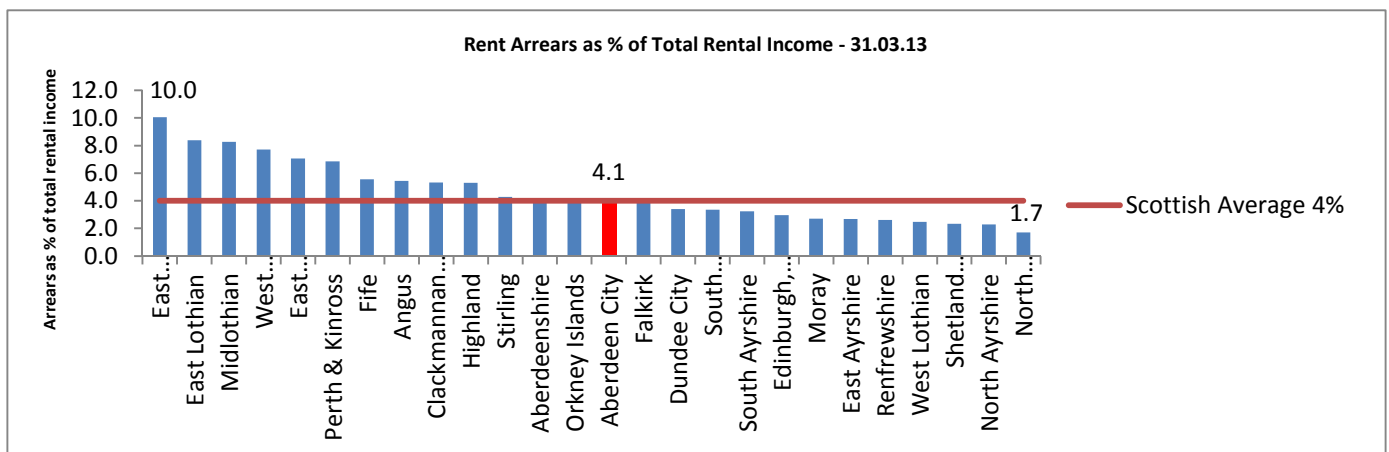
percentage rose to 10.7%. Again, this is reflected by the fact that the rental period closed on the 22 November 2013. We will be able to update committee verbally as to what the outstanding percentage of rent due is at the end of December to see whether the target has been met.



Source – In house records

The Scottish Government publishes annual information on rent arrears which allows us to compare our performance against other local authorities.

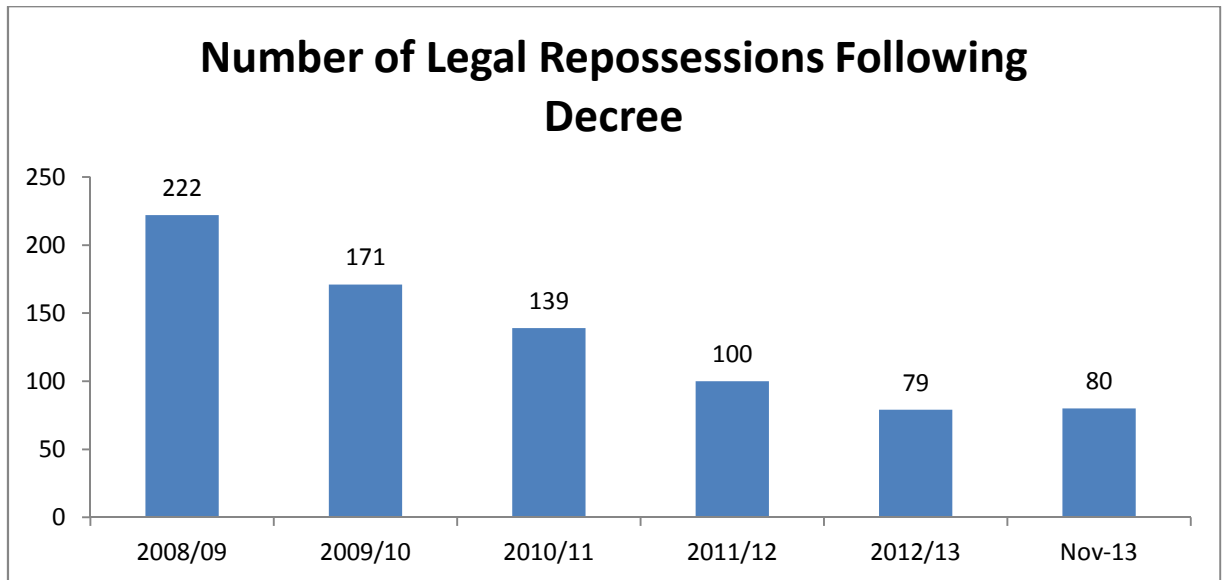
At 31st March 2013 Aberdeen’s rent arrears was 4.1 % of the gross annual debit. This level is only marginally above the Scottish average of 4.0%.



Source: Scottish Government

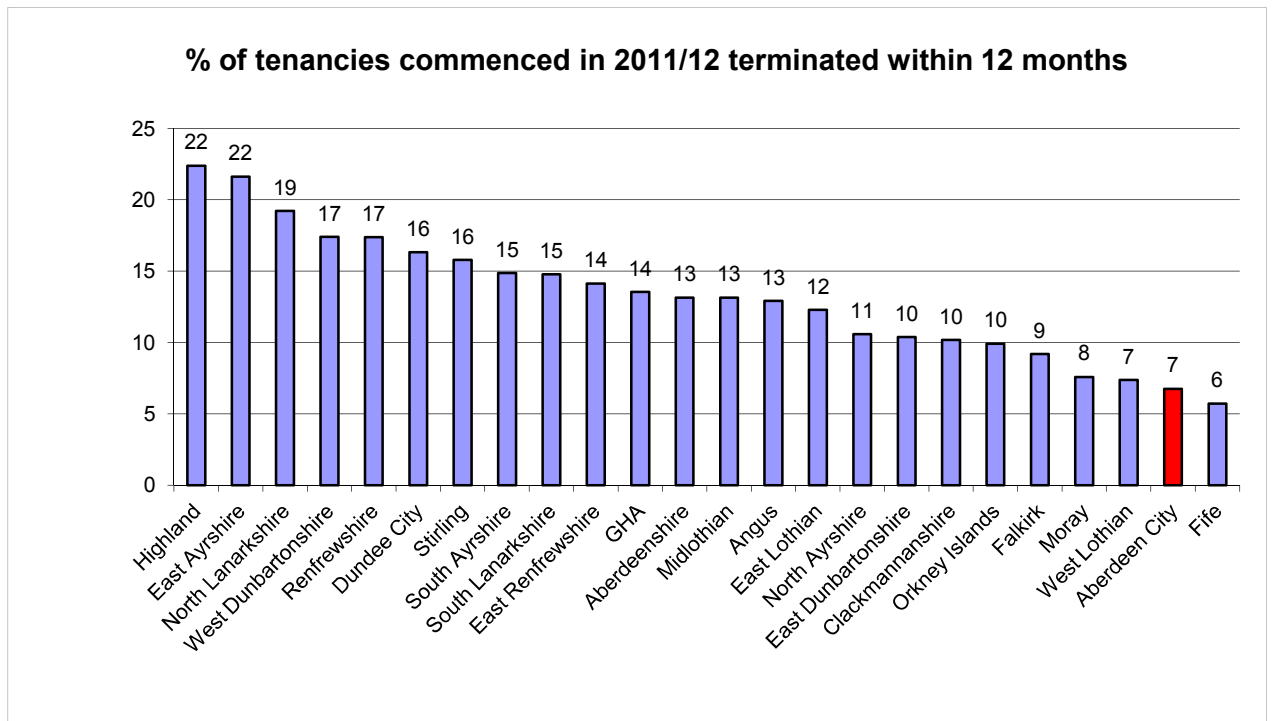
Tenancy Sustainment

Over the past 5 years as the focus has shifted to support tenants to sustain their tenancy the number of legal repossessions has reduced significantly. The following chart provides details. There has been an increase this year as we have pursued more tenants for non-payment.



Source – In house records

The City Council can evidence that we have improved our tenancy sustainment performance which is a regulatory requirement. Only 7% of tenancies that commenced during 2011/12 terminated within 12 months. This performance is the 2nd best performance in Scotland with the other urban authorities having a far higher termination rate for new tenants. Details are given below of our relative performance compared to other local authorities. Nevertheless the dilemma and potential conflict between tenancy sustainment and rent management is obvious.

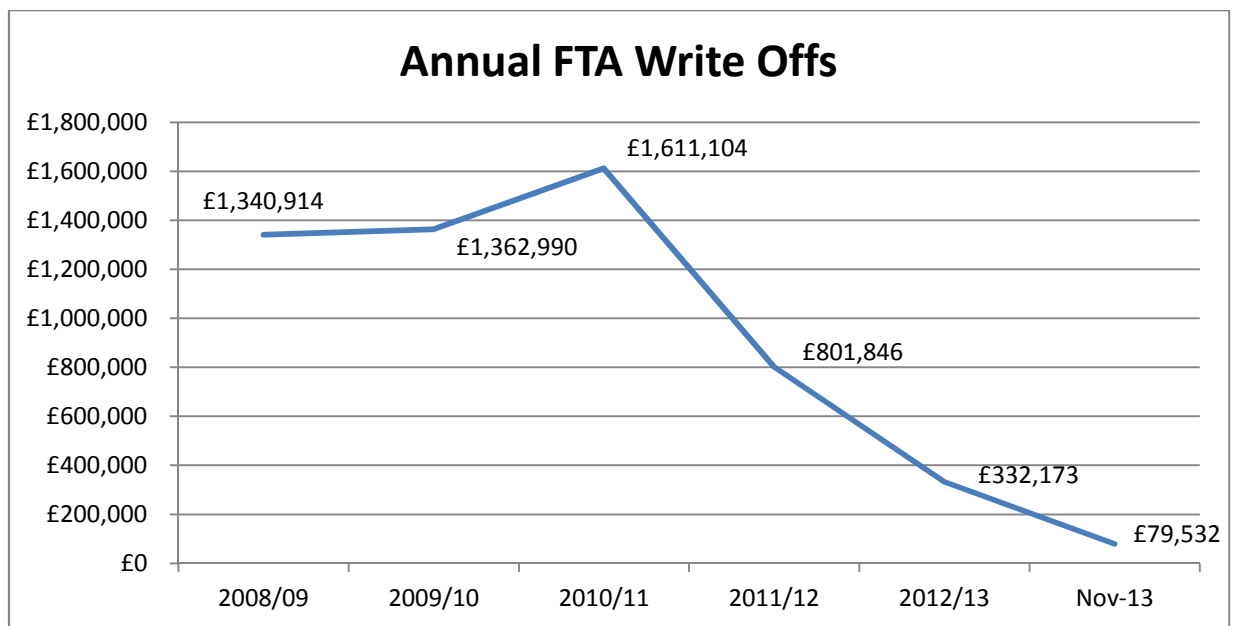


Source - Scottish Housing Best Value Network (SHBVN)

Former Tenants Arrears

When considering our performance regarding rent management in addition to current tenants we need to consider the impact of former tenant's arrears and the sums written off. Whilst an arrear written off remains due and could ultimately be collected it is less likely to be so once a tenant leaves their home.

The value of Former Tenancy Arrears written off has reduced considerably over the last few years, accounting largely for the increase in the outstanding balance. The level of debts collected has remained fairly static over the last three years.

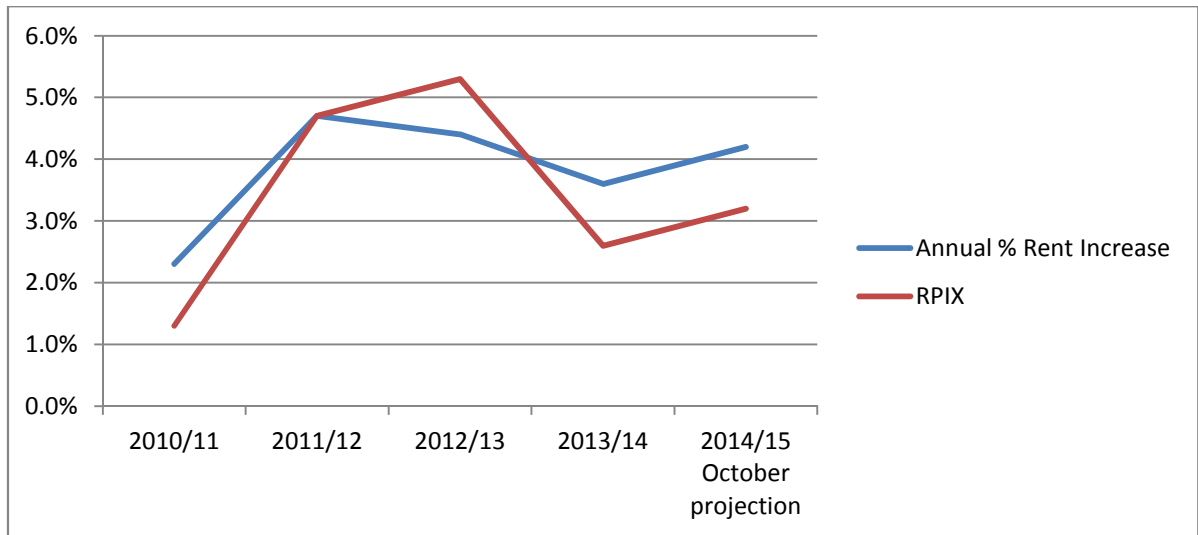


Source – In house records and Office National Statistics

Household Expenditure, Budgets and Rent Setting

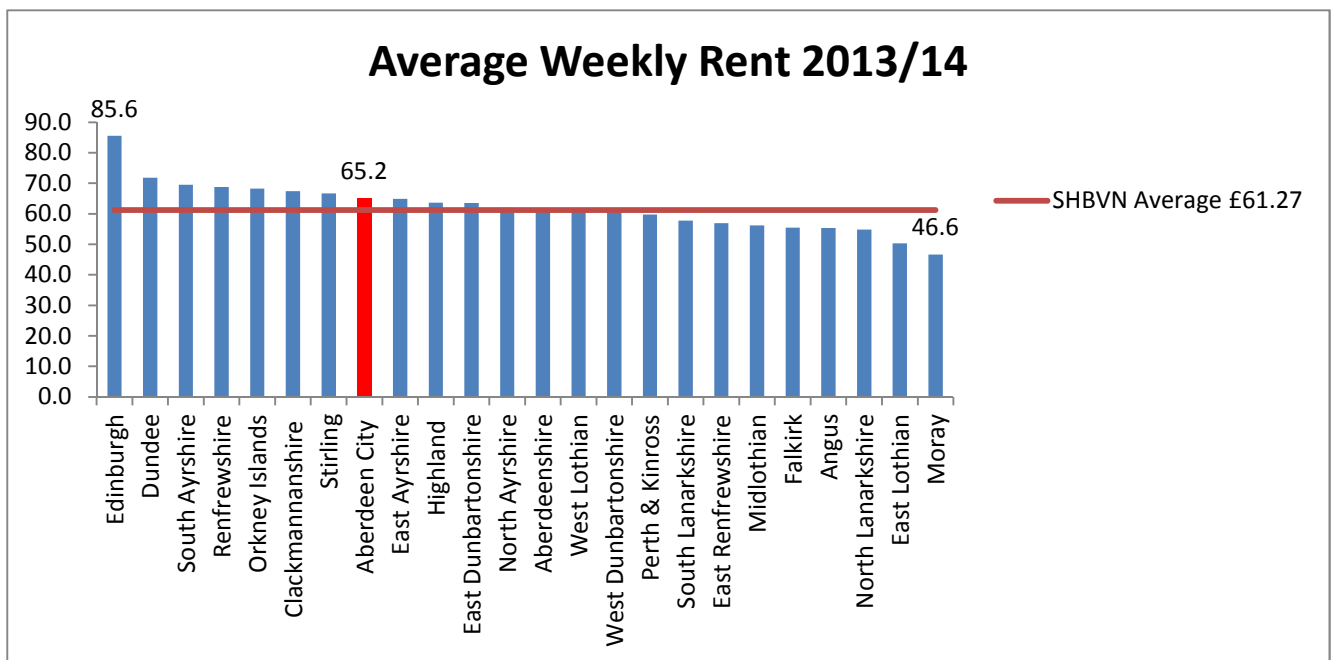
Rent payments are not the only bills of course that families are required to pay regularly. We are conscious that many household are finding it increasingly difficult to manage their household budgets. Each year the City Council is required to set a rent level to ensure that the HRA business plan is sustainable and that there are sufficient resources to maintain and invest in the housing stock.

The annual rent increase also has an impact on the level of outstanding arrears. The graph below shows the annual increases since 2010/11. Any increase in rent may affect a tenant's ability to pay, particularly during a period when incomes are not keeping up with the cost of living.



Source – In house records

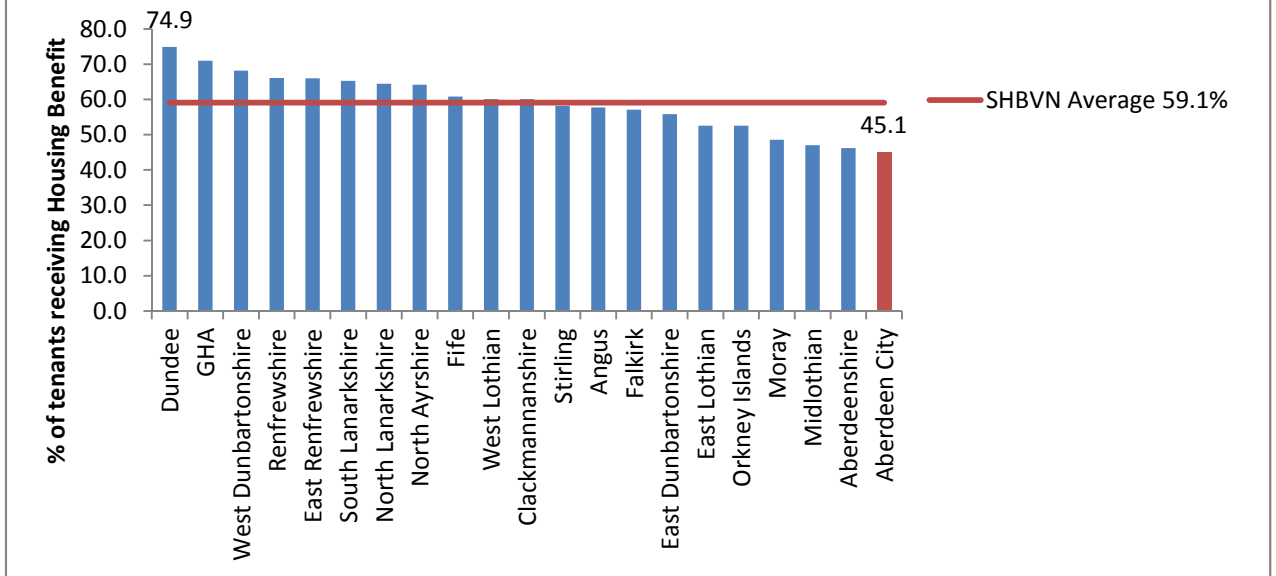
The graph below outlines where we sit in relation to average weekly rent with our benchmarking authorities. Our rents, at £65.20, are slightly above the Scottish average of £61.27 rent per week, but are still below other cities.



Source - SHBVN

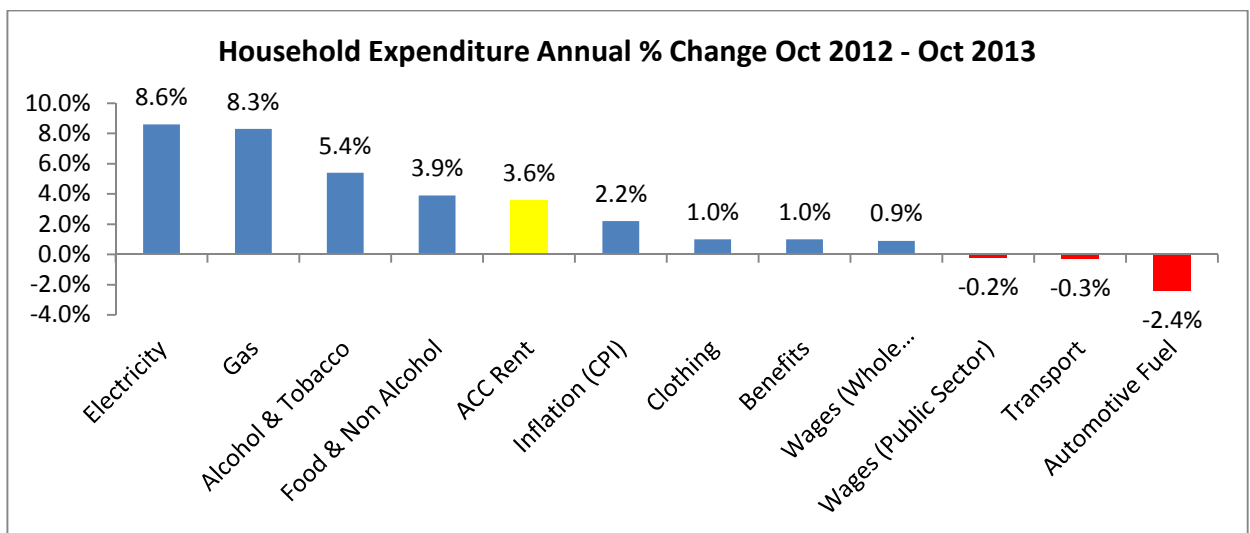
The impact of any rent increase is greater for those tenants who are not in receipt of full or partial housing benefit. Within the City only 45% of our tenants are in receipt of either full or partial housing benefit, the lowest in the country. This is a product of the relative strength of the local economy where fewer people are unemployed but may be on part-time or low incomes. The chart below gives an indication of the housing benefit levels across the country. A significant number of our tenants who are in receipt of benefit are only entitled to partial housing benefit. This means that we have to collect a far higher % of our rent than other Councils.

SHBVN % of Tenants Receiving Housing Benefit 31.03.2013



Source – SHBVN

When considering the issues around payment of rent we have also looked at the impact of inflationary price increases across a range of expenditure headings. The chart below gives an indication of the pressures placed on household budgets in the last year. In reality an examination of inflationary pressures on households in the past few years has shown a similar position. A number of these inflationary elements have applied now over a number of years, most noticeably rises in the cost of household electricity and gas.



Source – Office National Statistics

Welfare Reform

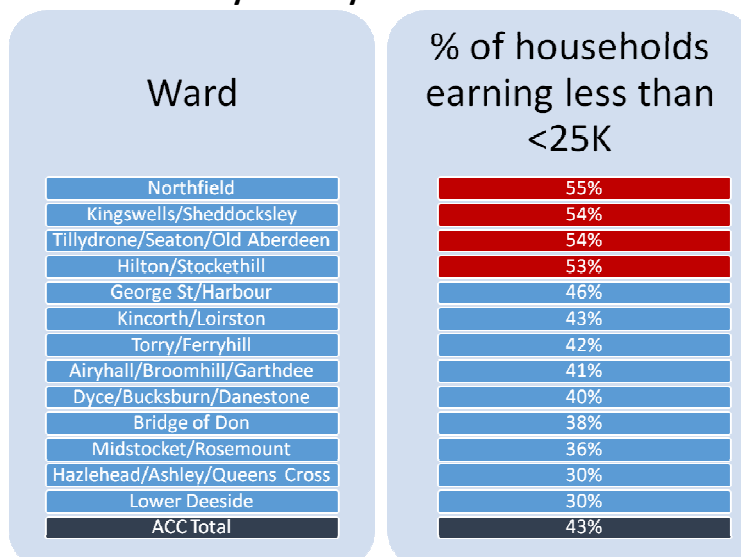
Members are well aware of the changes which have taken place as a result of welfare reform. Whilst the changes themselves are known the impact of these changes on households will only become clear as all of the changes take effect including any cumulative impact on households. There is however a picture emerging. In particular given the positive economic position of Aberdeen and the North east it is possible that changes to some benefits may be having a disproportionate effect on our citizens, particularly those working on low or modest incomes. Again however the full impact of all of the changes, some of which will have a collective impact on some families will not be known for some time.

Changes to Working Tax Credits

To date much of the focus on Welfare Reform has been on the unemployed. However, changes to other benefits, such as working tax credits, has also impacted negatively on families in low paid, including part time employment. The full impact of changes to working tax credits is difficult to quantify or understand and officers are currently attempting to establish further information from the Department of Works and Pensions. What is becoming clear is that a reduction in income for some on relatively low incomes is becoming evident. What we do however know regarding a change to the rules around WTC at present is that for example, since April 2012 couples with children working 16 hours a week who qualified for working tax credits will no longer do so unless they increase their hours to at least a minimum of 24 hours between them to qualify for working tax credits. This change could potentially remove £3,870 per annum from a low income household.

Work previously carried out within the Housing and Environment Directorate for another purpose is helping us to understand more about the income levels within our communities. Below is a chart which highlights which wards within the city have been identified as having an earned income of less than £25k per annum.

CACI 2012 Paycheck by Ward



Source – CACI 2012

You can see from the chart that the majority of our tenants live within the neighbourhoods where the earned income is less than £25k per annum. Members will wish to note that almost certainly Torry would be included were it not for its inclusion alongside Ferryhill. There is growing concern across the UK regarding an emerging issue of ‘the working poor’ and how best to support them.

Changes involving Incapacity Benefit

The DWP is continuing to review previous Incapacity Benefit claims and will continue to do so until 2014. When the review is completed (and any appeal heard), claimants move from Incapacity Benefit to either Employment Support Allowance (ESA), or Jobseekers Allowance (JSA). JSA has a significantly lower value than either the former incapacity benefit or ESA.

If claimants are assessed as “fit for work”, but fail to meet the conditions attached to JSA, then they will not qualify for any benefit.

Disability Living Allowance

Since April 2013 DLA was replaced with Personal Independent Payments. This too means that cases are being reviewed and claimants may lose their entitlement to PIP payments and receive JSA payments instead.

Reduction in Spare Room Subsidy

The reduction in payment of Housing Benefit due to under occupation is currently affecting around 1,664 of our tenants. At the end of March there were 1888 tenants affected by a reduction in benefit and, at that time, 1,156 of those tenants had no arrears. In November, 1,664 tenants were affected by the reduction, the number of these tenants with no arrears was 580.

There have been improvements made to our recording and reporting of those tenants affected by the reduction; this is being monitored on an ongoing basis.

We are currently conducting an exercise to ensure that as many of our tenants as possible affected by the reduction are being contacted by Housing staff and supported in their application for Discretionary Housing Payments.

There are a number of non priority claims awaiting assessment, or clarification of details, and our colleagues in Corporate Governance are working hard to get the assessments carried out and awards made if the tenant qualifies. Those who qualify are awarded DHP from April 2013 to April 2014. A stream lined process is being developed in order to ensure that claims for next year are received in advance of their due date in order to ensure continuous payment for 2014.

It is important to note that DHP is a finite resource and is used to assist homeless tenants, private rented housing tenants (including registered social landlords) and council tenants. This money is committed on a first come first serve basis (dependent on need).

In addition Committee also agreed to give priority for transfers to smaller accommodation to those tenants most severely affected. There has been an increase in the number of tenants seeking to downsize but a successful transfer is dependent on the availability of a smaller home suitable for a families needs. In the first 3 years of the scheme from April 2010 to March 2013, 27 tenants were able to downsize. So far this financial year 28 tenants have moved with a further 25 waiting on a suitable offer being made.

Housing Benefit Clawbacks

The reduction in Housing Benefit due to overpayments has a significant impact on the rent arrears. Since April until the beginning of November this year, the amount of Housing Benefit received by tenants has been reduced by £200k due to clawbacks. A similar amount was recovered from ongoing benefit entitlements for the same period last year. Where the tenant fails to immediately meet this shortfall rent arrears accrue on the account.

Heat with Rent

Currently there are 3,304 tenants who benefit from the Heat with Rent Scheme. Of those 3,304 tenants, 1,795 tenants are in arrears with a total arrears value of £352k. Although there are separate charges for rent and heating these are combined in the rent account. The £352k arrears is therefore not solely for rent arrears but includes an element of heating arrears. As the heating arrears cannot be separately identified this means that the rent arrears are over stated. In order to support families in fuel poverty the Council will continue with its expansion of the scheme and the issue of unpaid debt may become a more significant element to be managed.

Debt Counselling Service

Our money advice team has noticed an increase in requests for assistance with Debt. Attached to this report are three case studies which highlight the type of problems that the debt counselling team are dealing with and the work that the team is doing in order to assist our clients resolve their money problems including their rent arrears. These are included as Appendix 1.

6. ACTIONS

Detailed below are actions which are currently being taken or in preparation to tackle rent arrears.

Immediate Actions

Rent Statements

6,500 rent statements were issued to tenants with arrears greater than £10 at the end of November. This was targeted to coincide with monthly pay dates. The statements requested that tenants contact their local Housing Team to clear the debt or make a suitable arrangement.

This type of proactive approach attempts to maximise contact with our tenants in arrears, offers assistance in helping sustain their tenancies while at the same time providing an opportunity to verify household compositions and contact details for future arrears work.

The plan moving forward is for a further city wide statement, due late February 2014, to target further improvement prior to year end.

This is complementary to the on going work of Housing Officers in addressing arrears.

Work To Tackle Small Balances

There is specific work underway to target particular groups of tenants. For example those with small balances, this will include more pro-active work in dealing with arrears where heating charges are included, changes to direct debits etc.

Tenants owing more than 13 weeks rent

More worrying however is the number of tenants, often new tenants, who owe more than 13 weeks rent. Particular focus will be given to this area This is important not only to reduce the level of arrears outstanding in total but just as fundamentally to ensure that we follow our objective of early intervention to ensure tenants debt does not become unmanageable and they lose their tenancy.

Housing Benefit

Meetings are on-going with our colleagues in Revenues & Benefits to see how we can together best reduce delays in Housing Benefit new claims and changes in circumstances being processed. We are looking to identify and fast-track the most urgent claims with the most serious arrears. We are also investigating how we can take some of the existing pressures we place on the team for detailed information away in order to free up their staff time to do more processing.

Housing Benefit Overpayments

As described earlier Housing Benefit Overpayment claw-backs appear on rent accounts as a charge, levied by Revenues & Benefits, at a rate of approximately £28,000 per month. A clawback procedure is to be introduced imminently to immediately identify a new claw-back charge hitting a rent account and to prompt the relevant Housing Team to intervene. This contact will ensure the tenant understands their increased rent charge and assist them in making a revised repayment plan or make an application to Revenues & Benefits to get the charge reduced. Staff will also consider if an application for Rent Arrears Direct payments from DWP may help cover the charge. In a similar vein housing staff will require early notice from the DWP where sanctions are applied to benefits resulting in a reduction in payments to claimants.

Discretionary Housing Payments

An exercise is already underway across the City with Housing Teams taking all steps available to them to ensure as many tenants as possible who are eligible for Discretionary Housing Payments have a valid claim in to ensure their best chance of receiving on-going Housing Benefit shortfall 'top-ups' plus a backdated award from April 2013 where appropriate.

Short Term Actions

Repayment Arrangements

Work is currently being progressed around a revised approach to establishing better guidance for staff regarding minimum repayments which are sustainable and take account of household income levels. There is no value in seeking to enforce a repayment plan which is either unsustainable or directs tenants to expensive loan facilities such as pay-day loans. Where vulnerable or exceptional cases are identified lower repayment instalments will be considered, but will require an Income and Assessment form to be completed and the need for this evidenced.

Introduction of Quality Checks

Quality checks will be introduced to ensure compliance across all arrears accounts. This will involve Senior Housing Officers carrying out weekly checks on housing officers decisions regarding the escalation of legal action to ensure that decisions regarding legal action are appropriate and following agreed protocols.

Review of Rent Arrears Direct Cases

Rent Arrears Direct (RAD) are payments we can receive direct from a tenant's DWP benefits which can be used to 'top up' repayment plans already in place between the tenant and Housing.

Reports are being requested, matching tenants in rent arrears against those showing on Academy (Housing Benefit System) to be in receipt of qualifying benefits i.e. JSA(IB); IS; ESA (IR); GC. These reports will be regularly requested and actioned to ensure the maximum value of RAD available is being received. RAD can also cover service charges such as our Heating Charge. Again matching reports can be focussed to ease the burden of Heat with Rent.

Review of the Escalation to Include Abandonment Proceedings

A new process is being developed to allow abandonment action to be integrated into the Current Secure escalation procedures. This will improve our performance around the early identification of tenants who may have abandoned as well as end the arrears that accrue as a result. A new letter and system code are to be introduced and training rolled out to staff across the City.

Longer Term Actions

Training

Training forms a large and continuous part of the newly created Development Officer's (Rent Management) role in the coming months.

Following meetings with Housing Managers and senior staff across the city a training programme is being developed which will, offer group and 1-2-1 training across an array of arrears topics and technical knowledge to enable better performance.

The long term plan is to have bespoke arrears courses available on-line as part of ACC's OIL website for both new staff and refreshers.

We are examining the potential of utilising external specialist training teams in to develop arrears based telephone and doorstep techniques to get the most out of any contacts we have with tenants.

Payment Processing

Both the current automated payment line and on line facilities for rent are viewed as far from ideal and tenant email feedback suggests they have little or no confidence in these methods of payment. A project is currently underway to get plastic barcode rent cards into circulation in time for rent increase letters in February. This will provide a much more robust system for tenants who wish to pay in cash or locally at paypoint shops or at the Post Office.

Working with other Services and Agencies

We will ensure we are working with the growing number of tenants in arrears who go through the process of personal bankruptcy to get all their Household debts written-off to ensure they do not return into serious rent arrears. These cases need to be carefully monitored and managed in order to ensure that arrears do not accrue in the future. We are currently developing a joint approach with our colleagues in Debt Counselling/Money Advice to intervene early on post-sequestration to try and change future behaviour. Currently the Chief Executive is considering a business case to increase the number of money/debt advice staff within our in-house team. This will be a critical element of our approach to both support citizens but also to improve training and knowledge of our front line staff.

Review of Reporting Mechanisms

We are currently reviewing all our arrears reports to identify what is most used and what brings the best arrears results. This will also identify any new reports that could be introduced to produce positive results.

We are currently reviewing all of our arrears procedures with particular emphasis on the Current Pre-Court escalation to identify gaps where a different path including earlier intervention is needed to bring about a more positive result. Initially this will be focussing on the high number of small balances outstanding.

We have identified several escalation 'sticking points' and these issues are being addressed urgently. One particular area of concern is where a tenant has multiple debts including other debts to the City Council such as Council tax. We will be holding discussions with colleagues in the City to develop a 'Corporate Debt' approach to ensure that no single debt recovery action hinders the repayment of other Council debt.

Benchmarking with Other Authorities

We will continue to participate in the benchmarking arena of the Scottish Local Authority Rent Forum – sharing ideas; comparing performance; success stories etc.

Future Planning

The introduction of Universal Credit and how Aberdeen City Council will deal with the associated issues will require a significant amount of planning.

There will be significant issues around the collection of rents and the costs associated with this given our tenants preference to pay in cash despite make alternatives available to them.

More work will need to be done with Credit Unions to help facilitate specific groups of our tenants in budgeting and paying their bills as due. Credit Unions are beginning to assist tenants with setting up of 'Jam Jar' accounts, which are basic accounts where money is put into different pots to allow for separate bills to be paid as well as giving a spending account. The separation of money for rent in these accounts will assist us with the collection of rent.

More emphasis will be required on budgeting advice and Money Advice, presumably far beyond what we are currently placed to provide as a Service.

7. IMPACT

Corporate

This report relates to Aberdeen – The Smarter City

- We will challenge inequalities wherever they exist and bring our communities closer together
- We will use early intervention to help people sustain their tenancies
- The report meets the National Outcome Measure 15
- Our public services are high quality, continually improving, efficient and responsive to local people's needs

Public

This report is likely to have significant interest within the public arena due to the increasing levels of debt and the likely reasons for this. The public are also likely to be interested in the case studies presented as well the actions being taken by the Council to deal with the outstanding rent arrears

8. MANAGEMENT OF RISK

N/A

9. BACKGROUND PAPERS

N/A

10. REPORT AUTHOR DETAILS

Wendy Carle, Housing Manager

Tel 01224 489526

Email: wcarle@aberdeencity.gov.uk

Appendix 1. Case Studies Provided by Debt Counselling Team

Case Study 1

Single male aged 51 approached the Debt Advice Service after getting into financial difficulties with debts of £15k including rent arrears of £1.5k and was facing eviction.

Client succeeded to a 2 bed tenancy after his parents died. He struggled to cope with all the household bills and gradually fell into rent and council tax arrears.

A reduction of hours in his employment from 30 hours per week to 20 ended his entitlement to Working Tax Credit.

As a result of his failure to pay Council Tax the Council requested an arrestment of his wages. In order to cover his bills the client began to take out pay day loans which only exasperated his situation.

We helped him with his application for Housing and Council Tax benefit and successfully applied for Discretionary Housing Payment which was backdated and reduced his rent arrears to £500.

We also successfully negotiated the write off of the majority of the balances of his pay day loans due to irresponsible lending.

The client still had substantial debts and we assisted him in applying for bankruptcy.

This recalled his wage arrestment and wrote off all debts and allowed him to get back in control of his finances.

The client has now set up a credit union jam jar account to ensure all his on going bills are paid. We are working with the client to ensure that there is a change of behaviour in order to help him manage his financial affairs and avoid getting into difficulty in the future.

Case Study 2.

Single male aged 54 who was referred to the Debt Advice Service by their Housing Officer with £1.4k of rent arrears, £2k of Council Tax arrears, a wage arrestment in place for Council Tax arrears and other debts of £6.6k.

The client had lost his job and although he had been successful in seeking alternative employment his wages had reduced significantly (around £700 per month). This caused him to fall into both rent and council tax arrears. The client took out pay day loans to help pay his bills.

The debt counselling service assisted him to return his hire purchase car without paying any penalties and helped him to apply for a Scottish Government Debt Arrangement Scheme. This scheme allows him to repay his debts in full at an amount he can afford each month. The service freezes interest payments and charges and recalls the wage arrestment. He also benefits from legal protection from creditors taking any further legal action whilst he makes payments.

Case Study 3

Single male aged 42 was referred to the Debt Advisory Service by his Housing Officer with £1k of rent arrears and £4k of council tax arrears.

The client suffers from mental health issues and suicidal ideations and was identified by the Housing Officer who was looking to serve a notice of abandonment on his property.

Client had failed to attend his medical for ESA in March 2013 and had his benefits stopped and had been living off food parcels and staying with family as could not afford to heat his property or feed himself.

Although he did reapply for ESA the DWP cannot award any money until he had attended another medical and this was arranged for 9 October 2013. He attended this medical and was found fit for work on the 28 October. This meant he would need to ask for a mandatory reconsideration before he could appeal the decision and would have to claim JSA to receive any benefit entitlement.

The debt counselling service assisted him to apply for a back date of HB which helped reduce his rent arrears from £1k down to £550. We then referred him to Welfare Rights to help him complete his mandatory reconsideration form and to assist him with his application for JSA. The Welfare Rights team also requested a Disability Adviser to ensure that his mental health issues were taken into consideration when drawing up his work agreement.

The Debt Counselling Service assisted him to set up an arrangement for his rent arrears and his Community Psychiatric Nurse helped complete a Council Tax exemption form. The exemption is being backdated and should clear almost all of his Council Tax arrears.

ABERDEEN CITY COUNCIL

| | |
|------------------|---------------------------------------|
| COMMITTEE: | Housing and Environment |
| DATE : | 14th January 2014 |
| DIRECTOR: | Pete Leonard |
| TITLE OF REPORT: | Affordable Housing – Grant Assistance |
| REPORT NUMBER: | H&E/14/003 |

1. PURPOSE OF REPORT

This report seeks agreement from Committee on the provision of grant assistance to Grampian Housing Association to help deliver a housing development at Froghall Terrace.

2. RECOMMENDATION(S)

It is recommended that Committee:-

- Agree a grant of up to £121,360 to enable the provision of 20 social rent units, and
- The grant to be paid from developer contributions received from Section 75 obligations.

3. FINANCIAL IMPLICATIONS

Any grant funding to a Registered Social Landlord (RSL) for such a project falls within the scope of State Aid. The Council has determined that the Grant comes within the ambit of the Services of General Economic Interest block exemption which permits unlimited funding (in accordance with the framework) to Registered Social Landlords in the area of social housing, however the Service routinely consults with Legal Services on a case by case basis.

4. OTHER IMPLICATIONS

The increased provision of good quality affordable housing will make a significant contribution towards tackling the housing need identified in Aberdeen and in particular increase provision of housing for homeless households.

5. BACKGROUND/MAIN ISSUES

Aberdeen City and Aberdeenshire Councils in conjunction with the Aberdeen City & Shire Strategic Development Planning Authority undertook a Housing Need and Demand Assessment in 2011. The assessment identified a need for 415 new affordable houses per annum for the next ten years. This information has been used to inform the Strategic Development Plan, the Local Development Plan and in turn informed the Local Housing Strategy 2012-17.

Strategic Local Programme (SLP)

The SLP agreed at Committee in May 2013 does not include Froghall nor was it included in the Strategic Housing Investment Programme (SHIP) submitted to the Scottish government in August 2013, which was based on the SLP. However discussions with the Scottish Government in November 2013 reached agreement we could include this site in the SHIP and the project would therefore be eligible for Scottish Government grant.

Grampian Housing Association has submitted an application for grant assistance for purchasing affordable housing units from Barratt's site at Froghall Terrace, these are 20 social rent units. There is no affordable housing requirement for this site and Barratts intend that these units be provided in lieu of their affordable housing obligation at Urquhart Road, which is for 16 affordable housing units and an equivalent commuted payment for 9 units. Barratts are offering 20 units affordable housing units at Froghall plus a commuted payment for 9 units at Urquhart Road. The units at Froghall Terrace would be 19 at 1 bedroom flats and 1 at 2 bedroom flat. Taking into consideration recent changes in housing benefits the 1 bedroom flats would help to meet the housing needs identified in the HNDA for smaller affordable housing units and to some extent help those who wish to downsize from the properties they are currently living in. As this proposal is a change from the Section 75 Agreement for Urquhart Road Barratts intend to apply for a Section 75A Agreement to vary the original Section 75 Agreement with the Council. Likely completion date May 2015. The site at Urquhart Road has been included in the SLP for completion in the period 2012- 2015. The provision of off- site affordable housing provision at Froghall will increase the number of affordable houses that would have been due if onsite provision had been provided at Urquhart Road. The site at Froghall is now part of the Aberdeen Strategic Housing Investment Programme agreed with the Scottish Government. One of key goals of the Aberdeen Strategic Infrastructure Plan (SIP) is to achieve a "Step change in the supply of housing", with a target to provide 2,030 new affordable houses by 2017, the site at Froghall would contribute to this overall Council target in the SIP for new affordable housing supply.

Aberdeen City Council (ACC) has been allocated new funding by the Resource Planning Assumption (RPA) of £10.06 million by the Scottish

Government for the three year period to March 2015. Current commitments against the RPA for developments at Copper Beech, Old Church Road and Cattofield amounts to £3.446million, which results in £6.615 million still to be committed to projects from RPA. The Froghall project would require Scottish Government grant of £1,048,640.

Aberdeen City Council Grant Assistance

Although there has been an increase in the subsidy level (8th July 2013) from the Scottish Government the current grant available for social rented housing is still significantly below that they previously provided. The costs of development locally (land and construction costs) together with the rental income generated to service private borrowing can not cover the development costs for projects in Aberdeen without the City Council providing additional grant support. This grant funding can come from two different sources:

a. Section 75 Negotiations

Section 75 agreements negotiated through the planning process with Housing Developers may, on occasion, require that the developer makes a financial contribution toward affordable housing rather than delivering affordable housing on the specific site to which the planning permission applies.

Agreements to date have provided an income detailed below.

| Section 75 | £ |
|--------------------------------|----------------|
| Income received | 2,641,888 |
| Interest received (to 31.3.12) | 149,774 |
| Grants paid to RSLs | 1,777,081 |
| Commitments to RSLs | 100,510 |
| Available Balance | 914,071 |

The funding comes with a requirement to be spent within 5 years of receipt, with the money held in an interest bearing account. The oldest payment the Council has received is from August 2011.

Agreements are in place to provide a further income of £806,250 with agreements currently being negotiated to provide a further £906,250. All other forms of affordable housing delivery are explored before accepting a financial contribution.

b. Council Tax Discount on Second Homes and Long-term Empty Properties

The Council used its powers to reduce the Council Tax Discount to 10% for these properties from 2005/06. The extra income raised from

this can be used by local authorities for the direct provision of affordable council housing as well as grant funding for RSLs.

Income received and commitments to date are shown below.

| | |
|--------------------------|------------------|
| | £ |
| Income | 9,604,445 |
| Paid | 4,519,930 |
| Commitment | 2,079,141 |
| Available Balance | 3,005,374 |

The Council Tax Discount provided an income of £1,371,444 for 2012/13. Based on current void rates in both the private and public sector, projected annual income is assumed to be around this figure but shall be closely monitored every year and assumptions adjusted accordingly.

Froghall Terrace – Grampian Housing Association

20 social rented flats, 19 x 1 bed and 1 x 2 bed.

Discussions have been held with Grampian to identify the additional grant funding support which would be required to see the delivery of the Froghall Terrace site.

Without this additional grant from the Council Grampian HA could not provide the number of social rented housing units proposed based on the development costs, levels of Scottish Government grant and the rental income available to service private borrowing.

The total grant requirement and shortfall is given in the table below:

| Total Grant requirement | Scottish Government Grant from RPA | Grant Shortfall to be provided by ACC | Private Finance (RSL contribution) | Total cost of development |
|-------------------------|------------------------------------|---------------------------------------|------------------------------------|---------------------------|
| £1,170,000 | £1,048,640 | £121,360 | £871,233 | £2,041,233 |

This report seeks agreement to provide grant of up to £121,360 to allow the development of the Froghall Terrace site subject to a Minute of Agreement and Standard Security with Grampian HA . The grant figures shown for Aberdeen City Council are the maximum value. We are reviewing the position and may offer a lower level of grant.

6. IMPACT

Corporate

SOA, National Outcome 10, “We live in well-designed, sustainable places where we are able to access the amenities and services we need”.

- Work with Registered Social Landlords to develop affordable housing including 2,000 new affordable houses

The 5 Year Corporate Business Plan and Housing and Environment Business Plan housing priorities:

- We will build new houses to increase provision of affordable houses for the council
- We will play our part in partnership working on community safety, protecting vulnerable people , health and well being and other community planning priorities

Public

The public would be interested in this report as it shows the Council’s commitment to work with partners in the provision of new affordable housing to meet the identified housing needs in the City.

An Equality and Human Rights Impact Assessment has been carried out in relation to this report.

7. MANAGEMENT OF RISK

A positive decision on this report would result in increasing the provision of affordable housing in Aberdeen City. A negative decision would result in people who having a housing need not having that need met.

8. BACKGROUND PAPERS

Strategic Infrastructure Plan..

9. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

| | |
|-----------------|-----------------------------|
| COMMITTEE | Housing and Environment |
| DATE | 14 January 2014 |
| DIRECTOR | Pete Leonard |
| TITLE OF REPORT | Voids – Review of Processes |
| REPORT NUMBER: | H&E/14/001 |

1. PURPOSE OF REPORT

This report provides members with information on the revised practices for the management of void properties.

2. RECOMMENDATION(S)

It is recommended that committee note the contents of the report and the changes to the void processes.

3. FINANCIAL IMPLICATIONS

There are no additional financial implications arising from the amendments to working practices detailed within the report which will continue to be funded from current budget. A reduction in costs may be achieved.

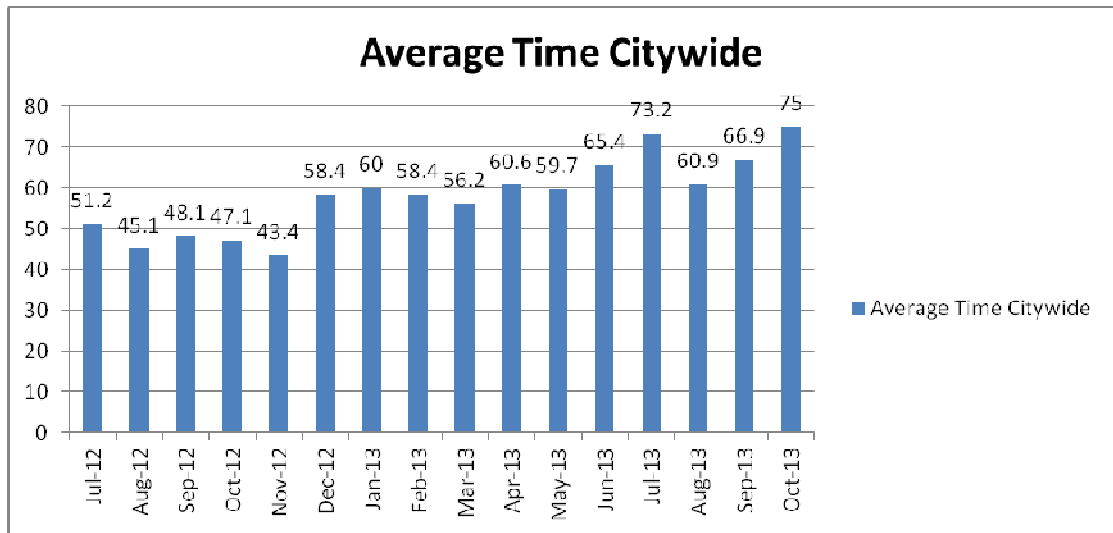
4. OTHER IMPLICATIONS

There are no other implications arising from this report.

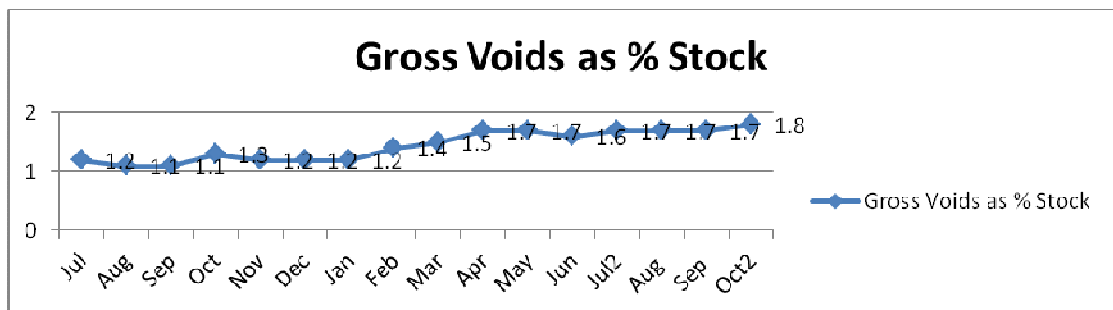
5. BACKGROUND/MAIN ISSUES

The performance of the service appears to be deteriorating in terms of void turnover periods. Existing processes do not easily identify areas for improvement.

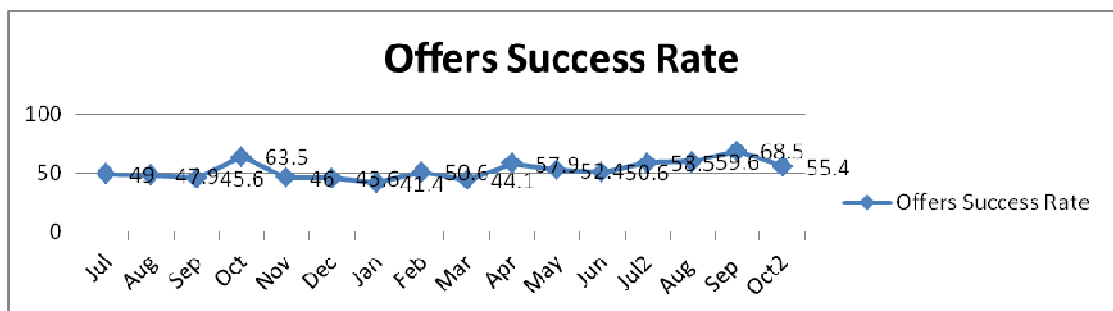
The average void turnover period:



The above chart demonstrates that our average relet period is increasing whereas the level of voids (below) has remained consistent.



The introduction of a one offer policy prior to deferment has seen a continual increase in the acceptance rate of offers with the exception of October 2013.



It would be reasonable to assume that an improved acceptance rate would result in fewer voids and reduced turnover periods. This is not the case and demonstrates the disproportionate impact of a relatively small number of voids has on our recorded performance. Although acceptance rates are improving, they are still below the level expected. One of the reasons for this is that our relet process takes no account of the financial capabilities of prospective tenants to furnish a property.

Project teams consisting of officers from housing management and housing investment have reviewed the void/relet process including:

- Termination policy and procedure
- Recharge policy
- Relet standard
- Information provided to existing and prospective tenants
- Policy on clearing void property of all items
- Existing void paths
- The role of staff
- Support needs and financial inclusion factors for tenants and prospective tenants
- Impact of strategic reviews

Efforts to make best use of the pre-termination period has been unsuccessful to date. Tenants have seen little benefit for them in providing access during the notice period even though it is included in their tenancy agreement. Enforcement would undoubtedly extend beyond the notice period. A revised process would provide for a home visit as a fundamental part of the process to allow appropriate advice and assistance to be provided to the outgoing tenant. This will include agreement on appropriate items which the tenant is prepared to leave in the property for any prospective new tenant. Such items would include:

Carpets

Carpet gripper and underlay

Curtains and/or blinds

Curtain tracks or poles

Laminate flooring

Sheds and Greenhouses

Decking and Patios

Fire Surrounds

Satellite dishes

White goods

Built in appliances

Advice will also be given on items that are unsuitable to be left and details of appropriate charitable organisations provided or advice on appropriate disposal.

Assistance will be offered to relatives who are responsible for ending the tenancy of a person who is deceased. Again, the normal advice to clear the property of all items may be relaxed in a way that will reduce the responsibilities of the relatives and benefit the incoming tenant.

This will ensure that outgoing tenants are fully aware of their responsibilities in terminating their tenancy including any items that would be liable to be recharged to them prior to moving out.

The lettable standard will also be enhanced through minimising unnecessary works which often result in damage to decoration or generate further repairs, such as plaster patching to walls which is

unsightly and leaves prospective new tenants with little alternative than to decorate.

Providing a clean property including communal areas and gardens is essential in maintaining an attractive product and providing new tenants with a reasonable start to their tenancy.

The Aberdeen Housing Service Review Group has endorsed the amended processes as a common sense approach that has substantial benefits for all parties concerned.

Void paths are the recording system to enable the management and tracking of a void property. Previous reviews have recommended a reduction in the number of void paths which was appropriate at those times. The result is that there are now two main paths (Routine and Death). Extracting quality information is difficult and requires significant manual interventions to identify weaknesses in the current processes.

This has resulted in a significant downturn in the average turnover periods which is largely due to the disproportionate impact of a minority of void properties. For example, the Housing for Varying Needs (HFVN) review identified a number of sheltered blocks that were in low or no demand which resulted in a build up of voids. Implementation of the HFVN review re-designated some of these blocks as amenity and resulted in many long term voids now being occupied and the council obtaining rental income. However, these properties also impacted negatively on the turnover performance. There are other pressures facing the housing service that either require or are best to be undertaken during the void period. These would all relate to actions that would take longer than 4 weeks to achieve and in many cases substantially longer, all of which would have a detrimental impact on turnover and void rent loss performance.

The introduction of new and revised void paths will allow more accurate information to be readily obtained to ensure that specific processes are in place to best manage voids. It would be our intention to provide a detailed performance report on voids broken down into each of the paths contributing to the overall position.

The paths are as follows:

HFVN – Sheltered properties involved in the implementation of the review which are being re-designated as mainstream, amenity or very sheltered.

SHQS – All outstanding works required to meet the SHQS requirements.

E&A – Properties that require equipment and adaptations as agreed with the Occupational Therapist.

MAJW – any other major works that are outwith SHQS requirements and do not meet the “off-charge” criteria.

DETH – for all terminations due to the death of the tenant where no successor exists. This path provides for the current policy allowing

family or next of kin a rent free 2-week period to clear and vacate the property.

FAST – a fast track path where access has been obtained during the pre-termination period; the property requires minimal work and the property will be in significant demand.

ROUT – all other void properties.

The Council will benefit through:

- Better information to identify areas of concern and to consider appropriate interventions, resources or other measures to achieve the desired performance outcomes.
- Early commencement of letting process
- Void rent loss would be minimised
- Potentially a reduction in void repair costs.
- Reduction in former tenant arrears
- Enhanced public image.
- Reduction in staff time dealing with enquiries/complaints regarding recharges.
- Improved tenancy sustainment
- Improved recycling

Tenants and Prospective Tenants will benefit through:

- Savings in time and costs for unnecessary removal of items.
- Improved advice on moving home (see Appendix 1)
- A better start for new tenants, particularly those on benefits or low income.

6. IMPACT

The community plan sets out our vision for the future of the City – an even better place to live and work, where people can expect high quality services to meet their needs.

This project meets the following objectives:

- Homes challenge – improve the quality of housing and environment for individuals and the community.
- Adopt and implement strategies to support independent living for people with special needs.

It also meets the objectives in the policy document “Aberdeen – the Smarter City”:

- Smarter living – we will enhance the physical and emotional wellbeing of all our citizens by offering support and activities which promote independence, resilience, confidence and self esteem.

Aberdeen City Waste Strategy 2010 – 2015

- Reduce, re-use and recycle – the proposed changes to the clearance of empty property will assist this council to achieve its targets by recycling items to the next tenant.

The contents of this report will treat citizens equally in terms of race, gender, LGBT, older people and people with disabilities.

7. MANAGEMENT OF RISK

None

8. BACKGROUND PAPERS

None

9. REPORT AUTHOR DETAILS

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ADVICE ON MOVING OUT OF YOUR PROPERTY:

The following information is provided to assist you when you are preparing to move out of your property.

Once we have received your notice of termination, a housing officer will call round and complete a pre-termination visit. At this visit, your property, garden and common areas (if applicable) will be inspected and you will be advised if there are any changes required to the tenancy prior to your termination date. If you wish to leave items in the house which may benefit a new tenant, these must be agreed with your Housing Officer during the visit. You will not be charged for the subsequent removal of these items if necessary.

Before leaving the property, you must do the following:

- Leave the house in a clean and tidy condition and in good decorative order.
- Remove all of your belongings from the property; unless we have reached a mutual agreement for you to leave certain items for the incoming tenant and these items are included in a disclaimer form.
- Clear the loft, basement and garden area (if applicable).
- Make sure that lodgers or sub tenants leave with you.
- Provide the council with a forwarding address.
- Allow access to the house, at reasonable times, to show new tenants round.
- Remove any fixtures and fittings which you have installed without written permission and put right any damage.
- Carry out repairs which were highlighted to you at the pre termination visit.
- Ensure that all payments for rent and council tax are up to date.
- If you have completed authorised alterations or improvements, you may be entitled to claim compensation. You must apply for this during the notice period. *
- If the property has been let to you furnished, you must ensure that all items in the furniture pack are left in good condition.
- Re-direct your mail to your new address
- Take final meter readings and notify your gas and electric provider that your tenancy will be ending.
- Television Licence – update the TV licence authority
- Customer satisfaction questionnaire – please take a few moments to provide feedback to us.
- Gas and Electricity – please leave cards or keys in the property.
- Bank – please ensure you cancel any direct debit or standing order which is associated to payments for the property, e.g. rent, council tax.

* If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements. We also have the power, even if you do not qualify under these regulations, to make a discretionary payment.

Once you have left the property for the final time you must:

- Return the keys and door entry fobs to the housing office before 12 noon on the day following the termination date – this should include those for access doors, cellars, bin rooms and out buildings. (Please leave window lock keys in the property)
- Return the laundry card if one was issued to you.
- Customer satisfaction questionnaire – please take a few moments to provide feedback to us.
- Please be aware that if your property is not left in an acceptable condition, we will send you an invoice for the following:
 - Repairs highlighted at the pre termination visit
 - Repairs due to deliberate damage or neglect
 - Unauthorised alterations

Keys – at the start of your tenancy we recorded the number and type of keys and door entry fobs which were issued to you. If you fail to return all that was issued, you will be charged for replacement fobs and the cost of the lock change. Changing the locks is our way of maximising the security of the new tenant.

General Advice:

Housing Clearance – if you need assistance with the removal of items from the property, the Council's Customer Service Advisors can advise on the options available. They can be contacted between 8 a.m. – 6 p.m. (week days) on 08456 08 09 19. Residents who are in receipt of certain benefits are given a reduced rate for collections. Council tenants can arrange to have up to four items collected free of charge during a year running from April to April. Items which can be collected include: beds, mattresses, furniture, cookers and electrical items. The cost of a house clearance starts from £175. Other items such as carpets, sheds and greenhouses will be charged separately.

Please contact 0845 08 09 19 to discuss the options available.

Donate Furniture – there are two main charitable organisations in Aberdeen City who will be happy to receive donations of suitable household items.

Somebody Cares Warehouse
80 Summerhill Road
Aberdeen
AB15 6EE
Tel 01224 200 197

If you have furniture, food or other useful items you could donate, please drop them in to the warehouse or call 01224 200 197 to arrange collection.

Opening times: Monday, Wednesday, Thursday, Friday – 8.30 a.m. – 4.00 p.m. for drop offs (Closed Tuesday)

Instant Neighbour
Instant neighbour House
5 St Machar Drive
Aberdeen
Tel 01224 489 955
Please help them by donating:

Double Beds

Single Beds

Single Wardrobes

Chest of Drawers

Bedside Cabinets

Bedding

Suites & Armchairs

Coffee Tables

Curtains

Kitchen Tables and Chairs

Dishes, Cutlery and Pans

Please note that all items of soft furniture must have the BS 7177 dated 1996 or beyond safety label attached. We are unable to accept any soft furniture without that label attached. This includes mattresses, sofas, chairs (including the padded seats of dining chairs), and suites.

They do not accept:

Large wardrobes

Display cabinets

Large Dining Room Tables and Chairs

TV and Video Units

Televisions

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ABERDEEN CITY COUNCIL

Committee: Housing and Environment

DATE 14 January 2014

DIRECTOR Pete Leonard

TITLE OF REPORT Ethnic Minority Housing Outreach Worker Funding
2014/17

REPORT NUMBER: H&E/14/002

1. PURPOSE OF REPORT

The purpose of this report is to provide an update to the Committee Report of 26 October 2010. Elected members agreed at this Committee not to provide funding for the above post and that in-house training be provided to Housing Services frontline staff. In November 2013 the Council received an invitation to rejoin the project. Details of the project, the role of the Ethnic Minority Outreach Worker and the budget for the next three years are given in the appendices to this report.

2. RECOMMENDATION

That Committee agree an HRA contribution of £12,397 towards the funding of this project/ post for 2014/15, £12,812 for 2015/16 and £13,117 for 2016/17.

3. FINANCIAL IMPLICATIONS

The HRA in contributing £38,326 towards the funding of this project/ post would allow the joint funding to continue until 2017. By joint funding of this post the housing and related services provided by this project would be extended to Aberdeen City for three years.

4. OTHER IMPLICATIONS

The post was created as a result of the recommendations of the "Improving the understanding of the housing circumstances of minority ethnic communities in Aberdeen City" report which highlighted the need to provide a direct housing advice and information and support service to the ethnic minority community in the North East of Scotland. This has been a successful project and shows that social housing providers are committed to ensuring equality of access to housing services if the

post continues. Failure to continue to fund this post could raise criticism of the Council in relation to indirect racial discrimination because we know there is a need for this service but are not providing it.

5. BACKGROUND/MAIN ISSUES

Research was undertaken by Heriot Watt University who produced the report “Improving the understanding of the housing circumstances of the Minority Ethnic Communities in Aberdeen City” and an action plan in 2004. Part of the action plan recommendations was to consider the provision of a dedicated Ethnic Minority Housing Outreach Worker, to provide housing support, information and advice to the ethnic minority communities in Aberdeen City and Shire. It was agreed by the Council at a meeting of the Community Services and Registered Social Landlord Forum in March 2007 that officers of the Council would work in partnership with Aberdeenshire and the RSLs to develop and implement this post. The project has been running since 2007.

The Ethnic Minority Housing Outreach Worker worked 25 hours per week and the post received funding of £30,000 per annum from the three partners. The breakdown of funding since 2007 has been as follows per annum:

Aberdeen City, £10,000
Aberdeenshire, £10,000
RSLs, £10,000 (through the Lintel Trust, an RSL charity)
Total, £30,000

The City Council’s funding ran to March 2011. The Council decided at a meeting of the Housing and Environment Committee on the 26th October 2010 to discontinue funding for this project from financial year 2011/12 onwards.

The project has continued successfully to operate in Aberdeenshire, with funding from that Council and RSLs, on reduced hours. The work of the Ethnic Minority Outreach Worker has continue to be effective in addressing the housing needs of the ethnic minority community and migrant workers (see appendix 1).

An approach has been made requesting Aberdeen City to rejoin the project (see appendix 2 for budget details). Aberdeenshire Council considered future funding for this project at its Housing Managers Team meeting on the 16th December 2013 and decided to provide funding for this project.

Recent information from the Census 2011 shows there has been a significant increase of the ethnic minority community in the City, from 2.9% to 8.2% of the population. According to the Census 2011, 15.3% of the current population of Aberdeen were not born in the UK or Ireland (only limited place of birth information is available from the

Census 2001). These figures show that there has been a sizable increase in the ethnic population and the number of those born outside the UK and Ireland and is a sizable proportion of the population. It can be assumed that the issues which were highlighted in the above report have increased in the intervening years, therefore there is a need to give serious consideration to becoming involved again in funding this project. As a benchmark we usually look at the percentage of ethnic minority and migrant workers in the population in the city and compare this with the percentage on our housing application's waiting list. These in the past when we were part of the project could be compared and roughly be the same percentage was being achieved, we could say we had equality in housing allocations. Taking into consideration the increases in recent population figures for these communities, we now have a situation where only 3.3% of housing applicants are from the ethnic minority community and 18.5% of applicants are from the migrant worker community. It would appear that since we have not been involved in the project there has not been the same amount of information and advice being given to the ethnic minority community about their entitlement to local authority housing.

From 1 January 2014 the transitional controls on free movement included in the accession treaties and adopted by the UK and seven other Member States when Bulgaria and Romania joined the EU in 2007, will end. From that date Bulgarians and Romanians will have the freedom to live and work in those eight Member States. There has been a lively debate in the UK about how many Bulgarians and Romanians will come to the UK after 1 January 2014 and the British Government has announced it is looking at the rules governing social security claims as a consequence of this and future EU enlargements. It is not possible to provide any accurate estimate of how many Bulgarian and Romanian nations (known as "A2" nationals) would be likely to come to Britain from 2014, however it can be assumed some will come to Aberdeen. The key factor that will influence whether A2 nationals seek work in the UK from the beginning of 2014 and beyond will be the likelihood of finding work in Britain compared to other countries to which they will have access. Unlike in 2004, the A2 migrants will have a wide choice of European countries to travel to in search of work as all EU Member States have already opened their borders or will do so on 1 January 2014.

In the absence of the ethnic minority housing outreach worker, training and awareness raising on the Prejudice Incidence Reporting Forms (PIRF) has taken place with housing teams. The number of PIRFs raised tend to focus around housing and neighbourhood disputes.

A dedicated Ethnic Minority Outreach Worker would add value by increasing the efficiency of our response to these communities and free up capacity and resources within mainstream housing front-line teams. This is a good example of partnership working between this Council,

Aberdeenshire Council and local RSLs in making best use of scarce resources.

If it is decided to joint fund this project, officers from this Council would be part of the management committee with officers from the Shire and RSLs. It is proposed the day to day management of the project would be undertaken by Langstane Housing Association (see appendix1). The Project Management Group would receive regular updates and reports on the project from the Ethnic Minority Outreach Worker highlighting any issues which the members of the group can help to resolve.

The work of the project would provide direct support to these communities to ensure they have equal access to housing. They would know their rights and obligations and help to meet their housing needs through the social rented sector and the private sector. There is a perception that these communities are often subject to exploitation in the private rented sector, however work by the project helps to resolve issues for these tenants. The project also plays an important role in ensuring people from these communities have access to welfare benefits they are entitled to and help to address poverty issues for these communities. The main role of the project is to ensure the ethnic minority and migrant worker communities have equal access to housing and related services as the general population.

6. IMPACT

- Corporate - Aberdeen City residents have access to quality, affordable housing. (SOA)
- We live in well designed, sustainable places where we are able to access the amenities and services we need (SOA).

Public – This report is likely to be of interest to the public, especially the ethnic minority and migrant worker communities in the City. An Equality and Human Rights Impact Assessment (EHRIA), has been completed during completion of this report. This report will enhance the Council's commitment to its general equality duty.

7. MANAGEMENT OF RISK

Approval of the recommendations in this report has the capacity to make a positive contribution to the success and effective management of Aberdeen City Council and through its general equality duty and complies with the Equality Act 2010.

8. BACKGROUND PAPERS

Housing and Committee Report 26 October 2010.

9. REPORT AUTHOR DETAILS

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Ethnic Minority Housing Project

1. Introduction and Background to the Report

The Ethnic Minority Housing Project has been running since November 2007. The original funders were Aberdeen City Council, Aberdeenshire Council and the Lintel Trust. In 2010, at the end of the original 3 year funded period, Aberdeen City Council withdrew from the project. Between then and now the funding partners have been Aberdeenshire Council, Castlehill Housing Association, Grampian Housing Association, Langstane Housing Association and Tenants First Housing Co-operative.

Project outcomes are:

- Minority ethnic communities are better informed about what their housing options are and how to access them
- There is increased partnership working between housing providers, minority ethnic minority communities, support organisations and other agencies
- There is an increase in the uptake of housing services and a subsequent reduction in homelessness by minority ethnic communities
- Minority ethnic communities are better able to articulate their housing needs and these are better represented in the strategic housing plans of Aberdeen City and Aberdeenshire Councils.

The project helps and advises any person from a minority ethnic background who meets the project criteria:

- Client has a housing related enquiry or problem
- Client lives in Aberdeenshire or wishes to move into Aberdeenshire
- Client is an Aberdeenshire Council tenant or tenant of the 4 funding partner RSLs
- Client lives in Aberdeen but needs help and advice about RSLs, or needs help with a homelessness application (since this affects their priority with RSLs)

At present the project cannot provide assistance to tenants of Aberdeen City Council or anyone who needs advice, information or assistance specifically about Aberdeen City Council. The project partners would like to invite Aberdeen City Council to rejoin the project to enable a full service to be provided across both Aberdeen City and Aberdeenshire.

2. Project Highlights

- The project identified a lack of knowledge and understanding among people from ethnic minority communities about RSLs and the services they provide. Working with the RSL Housing Equalities Working Group, the project has produced a range of information leaflets, posters, banners and other promotional materials.
- The project has been in a position to identify areas of policy and practice which have had a negative impact on people from ethnic minority communities. This has resulted in changes being made by project partners on a number of occasions.
- The project has provided advice, information, support and advocacy to a significant number of clients since it began. During 2012-13 it assisted 91 clients with a wide range of issues including:
 - Overcrowding
 - Unaffordable rent
 - Poor quality accommodation in the private sector
 - Homelessness or threat of homelessness
 - Relationship breakdown and/or domestic violence
 - Lack of understanding of tenancy rights and responsibilities
 - Neighbour problems and harassment
 - Medical problems
 - Rent and Council Tax arrears
 - Poor English or fear of poor English being a barrier to effective communication
 - Lack of knowledge of translation and interpretation services available
 - Entitlement to benefits
 - Lack of understanding of allocation schemes and how they work
- The project has been extremely effective at forming effective working partnership with a wide range of organisations. This has allowed a multi agency approach to be used to great effect, particularly when dealing with very complex cases. Partners the project works with include:
 - All the support groups for ethnic minority communities in the area – GREC, MEAL, the International Centre

- Police Scotland, particularly Diversity Liaison Officers
- Housing and Homelessness Teams in Aberdeen City and Shire councils, and RSLs
- Housing Benefit Teams
- Disabled Persons Housing Service in Aberdeen and Houseability in Aberdeenshire
- SACRO
- Grampian Women's Aid
- English as a Foreign Language centres
- DWP and Jobs Centres
- Social Work Teams in Aberdeen City and Shire councils
- Scottish Legal Aid Board
- Ethnic Minority Law Centre
- The Project has its own website which acts as an information point and signpost for housing related issues. It contains a wide range of information on topics including housing to rent and to buy; housing and other benefits; accessing furniture; links and contacts for a wide range of organisations and agencies. It aims to present a realistic picture of the issues which might face someone moving to Aberdeen from other areas and countries. The website has a steady stream of visitors including people from other countries.
- The project has operated information and advice surgeries and drop-in sessions in a range of venues throughout Aberdeen City and Shire including libraries, community centres, CAB offices and workplaces. This has made the project more accessible to people throughout the area, and has raised the profile of the project and the assistance and support it can provide.

3. Value of the Project

- The project is in a very strong position to help individual ME individuals and families with housing issues. There is no other targeted service in either City or Shire which presently offers this expertise.
- The project worker sits on a variety of committees in both Aberdeen City and Shire and helps to inform and influence policy with regard to ethnic minority communities and housing, for example the Ethnic Minority Forum.
- The project worker supports the work of housing officers and relieves pressure in very busy departments by dealing with

cases which are often complex and time consuming, for example homeless cases.

- The range of cases the project has supported demonstrates that there is a genuine and on-going need for a knowledgeable qualified and experienced specialist worker to support ethnic minority communities in both Aberdeen City and Shire. A range of case studies is available to confirm this.
- The project has a separate identity which means it is seen as being separate to the partner housing providers. This allows the project to be objective and provide effective advocacy on behalf of project clients. This in turn gives ethnic minority communities confidence in the project to offer reliable advice and help. The project is held in high regard by ethnic minority communities. Word of mouth and building trusting relationships over the past five years has been key in achieving this.
- The project has built up a wealth of experience and expertise about the kind of issues facing ethnic minority communities. This means it is extremely effective in dealing with the kind of highly complex cases which commonly present to the project.
- Being involved in the project can help council partners to meet their statutory obligations under the Equality Act 2010 and also support all partners in achieving their objectives regarding equality and diversity.

4. Project Proposal

It is proposed to extend the project for a further three years from 1 April 2014 – 31 March 2017. It is hoped that Aberdeen City Council will re-join the project and the project will then provide a full service in Aberdeen City.

It is clear that there remains a demand for the project and the services it is delivering to people from ethnic minority communities. Whilst the number of migrants arriving in the UK is dropping, the buoyant economic conditions in the north east of Scotland mean that there are still good employment opportunities in this part of the country. People from ethnic minority communities who move into the area are a vulnerable group due to barriers, including communication, lack of knowledge and low income. This means they are vulnerable to being exploited in housing situations.

Other areas where it has been identified that the project can support clients and partner organisations include:

- Ensuring project partners are complying with the requirements of the Scottish Housing Charter;

- Supporting clients through changes in the Welfare System and the introduction of Universal Credit. People from ethnic minority communities have been identified as being particularly vulnerable to these changes and are likely to be disproportionately disadvantaged by them.

To take account of Aberdeen City Council rejoining the project, and also the increase in the scope of the project as outlined above, it is proposed that the post should be increased to a full time one. A draft budget has been prepared on this basis. In the event of Aberdeen City Council not rejoining the project, it is proposed that the post continues on a part time basis, working 18.5 hours per week.

It is proposed that from 1st April 2013 Langstane Housing Association take over the hosting of the project. The project fits into their Support Services Team which has been extended to incorporate compliance with the Scottish Housing Charter and Customer Insight. Langstane also intend to create a short term post to ensure that the equalities and diversity obligations of the Charter are scoped and compliance thereto process mapped. Siting the project within this Team will enable the partnership to have access to Langstane's work in this area and will also provide mentoring support for the Project Worker.

The overall responsibility for the delivery of the project rests with the Project Management Group. The Group meets quarterly and team members include representatives from project partners, the Project Worker and the Project Worker's Line Manager. Issues raised by the Project Worker or any of the partners are discussed and actions agreed. The meetings are recorded. The Project Worker provides a detailed quarterly report in advance of each Project Team meeting, with a selection of recent case histories chosen for their interest and variety, and outcomes (where known) of previous client cases. These arrangements for the management of the project will continue.

Appendix 2

Draft Project Budget:

Ethnic Minority Housing Project - Aberdeen City and Shire Councils and RSLs Project Budget 2014-17

| Costs | 2014/15 | 2015/16 | 2016/17 |
|--|---------|---------|---------|
| Salary Grade 7 (based on 35 hours per week) | | | |
| Salary | 23115 | 23808 | 24284 |
| NI | 1536 | 1582 | 1629 |
| Pension | 2219 | 2286 | 2355 |
| Essential Car Users Allowance | 822 | 847 | 872 |
| Mileage, travel and subsistence (based on 1500 miles at £0.45) | 900 | 927 | 955 |
| Overhead and management costs | 6479 | 6802 | 7006 |
| Other Costs | | | |
| Mobile phone | 120 | 124 | 128 |
| Translation/interpretation | 1000 | 1030 | 1061 |
| Training | 1000 | 1030 | 1061 |

| | | | |
|--------------|--------------|--------------|--------------|
| Total | 37191 | 38436 | 39351 |
|--------------|--------------|--------------|--------------|

Income

| | | | |
|------------------------------------|--------------|--------------|--------------|
| Aberdeen City Council | 12397 | 12812 | 13117 |
| Aberdeenshire Council | 12397 | 12812 | 13117 |
| Castlehill Housing Association | 3099 | 3203 | 3279 |
| Grampian Housing Association | 3099 | 3203 | 3279 |
| Langstane Housing Association | 3099 | 3203 | 3279 |
| Tenants First Housing Co-operative | 3099 | 3203 | 3279 |
| Total | 37190 | 38436 | 39350 |

Notes

3% uplift applied to years 2 and 3

ABERDEEN CITY COUNCIL

| | |
|-----------------|--|
| COMMITTEE | Housing & Environment |
| DATE | 14 January 2014 |
| DIRECTOR | Pete Leonard |
| TITLE OF REPORT | Enforcement of Landlord Registration & HMO Licensing |
| REPORT NUMBER: | H&E/14/013 |

1. PURPOSE OF REPORT

The Housing & Environment Committee, at its meeting on 27 August 2013, considered the H & E Business Performance Plans & Actions report on key performance measures as it related to Landlord Registration (LR) and Licensing of Houses in Multiple Occupation (HMO), and resolved to instruct officers to report on the number of unregistered landlords and unlicensed HMOs which had been referred to the Procurator Fiscal during the last 12 months. This report answers this particular question and provides an overview of enforcement of these 2 activities.

2. RECOMMENDATION(S)

That the Committee notes the content of the report.

3. FINANCIAL IMPLICATIONS

Effective enforcement will increase the number of Landlord Registration and HMO licence applications, together with the appropriate application fees being submitted to the Council. These fees fully fund the work of the Private Sector Housing Unit in administering these activities.

4. OTHER IMPLICATIONS

None.

5. BACKGROUND/MAIN ISSUES

5.1 **Landlord Registration**

5.1.1 The 2 aspects of Landlord Registration (LR) are 1) processing online and paper applications for Registration, and 2) enforcing against unregistered landlords.

5.1.2 The latest Scottish Government statistic shows that, as at 30 November 2013, a total of 16,004 landlords together with their 18,773 rental properties, were registered with Aberdeen City Council.

The Scottish Government statistics vary from month to month as new Registrations are approved and existing Registrations expire, as a result of private rental properties coming and going from the market on a daily basis.

Whilst we pursue landlords whose Registrations have expired to establish whether they are still operating, unfortunately it is impossible to establish the exact amount of landlords of rental properties in the Aberdeen City Council area who have never registered. Reference is however made to the 2011 Census, and the following extract for privately rented housing in the Aberdeen City Council area:

| | |
|--|---------------|
| Private rented houses & flats | 17,582 |
| – Private rented: Private landlord or letting agency | 15,630 |
| – Private rented: Employer of a household member | 210 |
| – Private rented: Relative or friend of a household member | 1,548 * |
| – Private rented: Other | 194 |

(*It should be noted that the Landlord Registration legislation exempts certain categories from registration, including lets to family members. The above Census figure of 1,548 is in respect of lets to relatives, ie. family members, or friends, therefore the 1,548 figure may be reduced when lets to relatives are ignored.)

The conclusion is that the 2011 Census figures (17,582), albeit 2 years out of date, are fairly similar to the current Scottish Government LR statistics (18,773), which suggests that most landlords in the Aberdeen City Council area are registered with the Council.

5.1.3 The Landlord Registration legislation provides local authorities with a range of enforcement 'tools'. Where we have advised a landlord of the requirement to register, and the landlord continues to operate unregistered, we can:

- 1) apply a Late Registration Fee of £110, to be paid in addition to the relevant Registration fee,

- 2) serve a Rent Penalty Notice, the effect of which is to stop the landlord from receiving rent from the tenant/s, and
- 3) report the case to the Procurator Fiscal.

Each of the 32 local authorities in Scotland supplies monthly LR enforcement statistics to the Scottish Government, detailing how many 1) Late Registration Fees have been applied, 2) Rent Penalty Notices have been served, and 3) referrals to the Procurator Fiscal have been made. The SG collate these statistics and issue a '6-month enforcement' spreadsheet to the local authorities for information, but they do not publish the statistics.

The most recent spreadsheet is for the period January 2013 – June 2013, during which time:

- 1) 24 local authorities applied a total of 2,730 Late Registration Fees. 8 local authorities did not apply any.
- 2) 17 local authorities served a total of 865 Rent Penalty Notices (of which 224 took effect). 15 local authorities did not serve any.
- 3) No local authority referred any case to the Procurator Fiscal.

Aberdeen City Council applied a total of 14 Late Application Fees over the 6 month period, but did not serve any Rent Penalty Notices, nor referred any cases to the Procurator Fiscal. In fact, to date, we have never referred any unregistered landlords to the Procurator Fiscal, although we retain the right to do so.

- 5.1.4 The Committee will be aware Landlord Registrations have a life of 3 years, following which time, landlords must renew their registrations if they are continuing to operate. We advised the Committee in October 2012 that as at 31 August 2012, a total of 4,093 registrations had expired and had not been renewed. We began an exercise to investigate whether or not these landlords were continuing to operate, or had sold their properties or were no longer operating as landlords. The latest Scottish Government statistic shows that, as at 30 November 2013, a total of 197 registrations remain expired and not renewed, although this figure includes ALL expired registrations, ie. Just expired in the last few days, to expired for years.

In addition to these 'expired' registrations, we are currently investigating 48 complaints of unregistered landlords, some of whom have submitted a Registration application but not completed it, and the remainder have not applied.

We will be serving Rent Penalty Notices on these 'expired' landlords, who we believe are continuing to operate, and on those landlords who have never registered and who are refusing to co-operate with us.

5.2 Licensing of Houses in Multiple Occupation (HMO)

- 5.2.1 Similar to Landlord Registration, the 2 aspects of HMO licensing are 1)

processing HMO licence applications, and 2) enforcing against landlords of unlicensed HMOs.

- 5.2.2 Other than an annual 'end of financial year' return to the Scottish Government on HMO licensing, the Government does not collect statistics in the same way that it does for Landlord Registration. All HMO activity in Aberdeen City Council is recorded using the Civica APP database which shows that, at the date of this report, a total of 991 HMO licences are in force.

Similar to Landlord Registration, it is impossible to establish the amount of unlicensed HMOs in the Aberdeen City Council area. The 2011 Census data does not identify private rental properties where 3 or more unrelated persons are resident, which is the definition of an HMO. It is likely that there are many unlicensed HMOs, given the student population in Aberdeen, but this helps us inasmuch as students can claim Council Tax exemption, and we can obtain and investigate the specific addresses of the students who do so.

The HMO legislation provides local authorities with a range of enforcement 'tools'. Where a landlord is found to be operating unlicensed HMO, we can

- 1) make a Rent Suspension Order, the effect of which is to stop the landlord from receiving rent from the tenants,
- 2) serve an HMO Amenity Notice, the effect of which is to make the HMO fit for occupation by the tenants,
- 3) report the case to the Procurator Fiscal.

In practice, we investigate complaints of unlicensed HMOs by firstly identifying the landlords, then contacting them to request an inspection of their properties. The inspection will establish whether or not the property is an unlicensed HMO, and if it is, the landlord will be advised to either apply for an HMO licence or take steps to reduce occupancy such that an HMO licence is not required. We work closely with the Scottish Fire & Rescue Service, and can call in their Officers who have powers to immediately close properties by service of Prohibition Notices under their Fire (Scotland) Act legislation.

During 2013, we received 40 complaints about alleged unlicensed HMOs. 27 of these complaints were investigated and either found to be false/malicious, or resulted in a licence application being submitted. 13 complaints are still under investigation.

To date, we have not reported any landlord of an unlicensed HMO to the Procurator Fiscal, although we retain the right to do so.

5.3 **Reports to the Procurator Fiscal**

- 5.3.1 The Scottish Government statistic above shows that no local authority reported any unregistered landlord to the Procurator Fiscal (PF) during the first 6 months of 2013. On the face of it, this might seem surprising, however anecdotal evidence from other local authorities who have reported cases to the PF since Landlord Registration was introduced

suggests that it is not a very effective sanction for the following reasons:

- 1) Gathering all the necessary evidence for submission to the PF in the prescribed manner is extremely time-consuming.
- 2) Only the PF decides which cases will go forward to Court.
- 3) Those cases which go to Court often fail for the reason that a witness (usually the private tenant) is unwilling or refuses to attend Court and give evidence against his/her landlord.
- 4) If a landlord is found guilty, the fine tends to be a relatively small amount in comparison to the landlord's rental income.

5.4 Awareness of Landlord Registration and HMO licensing

- 5.4.1 As mentioned above, all landlords operating in Scotland are obliged by law to register with their local authority, and landlords who wish to operate HMOs must by law obtain an HMO licence from their local authority. We take the view that landlords are 'running' a business and should therefore be aware of the 'rules' affecting their business, although we are very aware that the vast majority of landlords have only one rental property, and many of these landlords are referred to as 'accidental landlords', ie. They never had any intention of becoming landlords but have been forced to do so because they cannot sell their properties, their job takes them elsewhere, etc. These 'accidental landlords' tend to require a lot more help and support to understand their obligations, especially if they are operating without a letting agent.
- 5.4.2 During 2013, we ran a campaign consisting of radio adverts on Northsound 1 & 2, posters on local buses and advertising in the property pages of the Press & Journal and Evening Express. The campaign highlighted the requirement for landlords to register and obtain HMO licences, and was largely targeted at private tenants, especially the student population who are the main users of HMO accommodation.
- 5.4.3 The Private Sector Housing Unit provides advice and assistance to private landlords, and private tenants, in terms of Landlord Registration and HMO licensing requirements. Such advice is provided in person, over the phone, by e-mail and internet, by home visits, etc.

6. IMPACT

Corporate – None arising from this report.

Public - This report may be of interest to private landlords and private tenants in Aberdeen, but especially of interest to unregistered landlords and landlords of unlicensed HMOs, given the subject matter.

7. MANAGEMENT OF RISK

None arising from this report.

8. BACKGROUND PAPERS

Scottish Government Landlord Registration statistics

2011 Census information

9. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

| | |
|-----------------|---|
| COMMITTEE | Housing and Environment |
| DATE | 14 January 2014 |
| DIRECTOR | Pete Leonard |
| TITLE OF REPORT | Countryside Ranger Service Annual Report 2013 |
| REPORT NUMBER: | H&E/14/004 |

1. PURPOSE OF REPORT

To advise members on the achievements of the Aberdeen City Council Countryside Ranger Service over 2013.

2. RECOMMENDATION(S)

That the Committee:

- (i) approves and notes the report,
- (ii) recognises the achievements of the Countryside Ranger Service,
- (iii) instructs officers to continue the development of the Service for 2014/15 and
- (iv) requests a Countryside Ranger Service Annual Report to the January 2015 Housing and Environment Committee.

3. FINANCIAL IMPLICATIONS

There are no financial implications as a result of this report.

The Countryside Ranger Service is continuing to develop additional external funding to deliver this valued service to the people and countryside of Aberdeen.

4. OTHER IMPLICATIONS

This report is to feedback the achievement of the Countryside Ranger Service over the last year and as such, does not have any legal, resource, personnel, property, equipment, sustainability and environmental, health and safety and/or policy implications.

This report demonstrates the achievements of the service and current level of funding and in-kind support achieved from external sources in 2013.

5. BACKGROUND/MAIN ISSUES

The Aberdeen City Council Countryside Ranger Service is a well established team which has evolved and developed over at least the last 15 or more years. It has, and will continue to develop and respond to the changes in Aberdeen City Council. It is currently a City wide service delivered through Housing and Environment's Environmental Services. The Countryside Ranger Service is based at the Lochinch Countryside Interpretation Centre adjacent to Loirston Loch.

The Service consists of a Countryside Officer who manages the team of 2.0 FTE Countryside Rangers and one Woodlands Community Ranger. One of the part time Rangers (0.4 FTE) left the service at the end of January 2013. This post was filled in October 2013.

Since October 2009, the provision of a variety and changing funding from sources such as the Heritage Lottery Fund, Forestry Commission, Criminal Justice Service, Scottish Rural Development Programme etc has facilitated the employment the full-time Woodlands Community Ranger.

The Countryside Ranger Service manages 30 countryside sites within the City to promote nature conservation, recreation and education. This includes a wide range of functions such as ensuring that the sites are managed appropriately; site specific management plans devised by the team including, where possible, actions to deliver objectives which fit with the NE Scotland Local Biodiversity Action Plans; and keeping the sites in a fit for purpose and safe condition for all users and to encourage people to use them in an appropriate manner. The Service also holds public events to highlight the special features, history and species of the sites and provides outdoor learning opportunities for all ages through formal and informal means. The Service has to attract significant levels of external funding to deliver projects on the ground.

5.1 National Recognition

The Countryside Ranger Service was a finalist in the Royal Society for the Protection of Birds (RSPB) Nature of Scotland Awards 2013 in the Innovation category for the Gramps Project which has continued to reduce the levels of wilful fire raising on Kincorth and Tullos Hills and around the Bucksburn Valley area. This project was up against the Cairngorm Wildcat Project which won the category, the Scottish Beaver

Trial which was Highly Commended. To be a finalist along with such projects around these iconic species demonstrates the value that such a local community based project is seen to have at a national level.

The Tullos Hill site in the Granite City Forest Project was selected as one of the 60 new woodlands of 60 acres or more planted in the UK as a part of the Woodland Trust celebration for the Queens Diamond Jubilee. These 60 woods are all publically accessible and branded as Diamond Woods. There are 20 in total in Scotland, most of which are on private estates. All 60 Diamond Woods were recognized at reception in the presence of HRH Princess Anne at Buckingham Palace in March. The Countryside Officer attended this event to represent Aberdeen City Council.

The work of the Countryside Ranger Service was a key part of the Aberdeen City entry in the 2013 Beautiful Scotland In Bloom competition which achieved a Silver Gilt medal. The Countryside Ranger's extensive community involvement, environmental management and outdoor learning work was demonstrated to the judges along with information relating to Aberdeen's wildlife highlights such as dolphins, red squirrels, peregrines nesting in the city centre, and otters being seen more frequently.

The project to develop and manage the Tullos Hill Volunteer Rangers has been recognised by the awarding of a COSLA Bronze Excellence Award in the 'Local Outcomes' category of the 2014 COSLA Excellence Awards. (see section 5.5 for more details of this project)

5.2 Media coverage

Many of the Countryside Ranger projects have attracted good and positive media coverage both locally and nationally. Most of the public events were advertised in the local papers prior and successfully attracted increased numbers from members of the public. Some of the practical volunteer days also attracted media coverage on the day with photographers attending some of the events. (See Appendix 1)

For the first time the BBC Springwatch programme filmed in Aberdeen highlighting the dolphin population around the harbour. This was broadcast over several evenings on BBC2 TV.

The Countryside Ranger Service also worked in partnership with the RSPB to promote their Nature on the Doorstep Dolphin Watch Project based at Torry Battery. This was launched in May 2013 and attracted coverage on BBC TV, BBC Radio Scotland, STV, local radio stations and local papers. The project continued throughout the summer with RSPB staff on site each week Thursday to Sunday and attracted regular media interest as well as substantial interest from visitors to the area, both Aberdeen residents and visitors from across the UK and abroad. This project was also supported by Visit Aberdeen.

Aberdeen's input to the Saving Scotland's Red Squirrel Project has received some good and extensive coverage in the local papers with several full page spreads on the project. These have highlighted the successful management of some of our woodlands to promote and enhance red squirrel habitat and the return of red squirrels to Hazlehead Park and other areas around the City including Cults, Milltimber, Stoneywood and Bridge of Don.

Many projects have been promoted on SHMU FM through the show that the Woodlands Community Ranger has on the radio station. He has been able to invite community representatives and young people involved with projects to go on the show and talk about their work. This has been a good way to communicate with some of the harder to reach elements of the local community and given opportunities for local people to experience first hand how radio programmes work.

The work of the Woodlands Community Ranger was recognised within the Council with him winning a Star Award for the project he led at the Rosewell House, to improve the garden area for both the residents and for wildlife.

5.2.1 Social Media

The Countryside Ranger Service has started making use of Social Media to raise awareness of the work of the team and points of interest relating to Aberdeen's rich natural environment. The Countryside Ranger Service has its own Flickr account where photographs of the City's countryside areas and wildlife can be posted by anyone and a Facebook page where information about the sites, their wildlife and the work the Countryside Rangers are doing is posted regularly. Members of the public can also post items on the Facebook page. These posts have included information about damage to the sites, asking about Countryside Ranger involvement with school group and enquiries about what the service does. The Countryside Ranger Service has found this a very useful and efficient means of communicating with service users.

5.3 Granite City Forest

Following the completion of the Tree for Every Citizen tree planting in 2012 work has been on going to ensure that the trees establish well and develop into valuable woodlands. This is largely funded through the Scottish Rural Development Programme grant funding.

Part of the work to raise the profile of all the Aberdeen City Council woodland and forest areas in the City a new logo and strapline has been developed to promote the "Granite City Forest". This was developed out of a design competition open to schools in the City. Elements from the best designs were used to create the new logo. This is now being used on site signage and written materials relating to the woodlands and forest areas.

5.4 Management of wildlife

The Wildlife and Natural Environment (Scotland) Act 2011 was enacted in January 2012 along with an associated Code of Practice. This makes landowners responsible for the management of wildlife on their land.

The programme of work to ensure various wildlife populations on ACC land is sustainable and healthy is continuing as required by the above legislation.

5.5 Woodland Community Ranger

The Woodland Community Ranger has been working two days a week to promote and encourage community involvement with the new Diamond Wood planted on Tullos Hill. During 2013 he has established a core group of volunteers who are working one day a week on projects on Tullos Hill and in the local schools and nurseries. This is to encourage them to make more use of the outdoors in their day to day work leading to using Tullos Hill on a regular basis. With some of these groups, it is necessary to support the staff and build their confidence to work outdoors with the children so using their own grounds where possible as a first step to the outdoors has worked well. The volunteers have helped develop some of the outdoor spaces to make them more interesting and useable for the children by bringing in logs, clearing undergrowth, creating woodchip paths etc. The Woodlands Community Ranger has run continuing professional development sessions to help the staff with this.

The project to develop and manage the Tullos Hill Volunteer Rangers has been recognised by the awarding of a **COSLA Bronze Excellence Award** in the 'Local Outcomes' category of the 2014 COSLA Excellence Awards.

The Woodland Community Ranger has been working with the "Unpaid Work Team" averaging two days a week offering placements to up to 5 clients a day with real worthwhile work with an element of training to add value to the process. This has enabled the Countryside Ranger Service to achieve work on some of the sites that otherwise would not have been possible. Unfortunately this role was stopped in July as there were issues surrounding the management of these teams.

Since the ending of the work with the Unpaid Work Team the Woodland Community Ranger has been working with some of the Tullos Hill Volunteer Rangers to complete some of the projects that had originally been taken on to deliver with the Unpaid Work Team. This has included work to improve outdoor areas at other schools, nurseries and community centres etc for outdoor learning as well as other site maintenance work.

Additional funding, to replace the Criminal Justice Service funding, has been allocated from the Scottish Rural Development Programme funding for the other new woodland sites planted as a part of the Tree

for Every Citizen Project. This funding is to promote and support increased levels of community engagement and use at these new woodlands.

The Woodland Community Ranger has maintained his links with the Station House Media Unit and SHMU FM. He has continued his weekly “A Round with the Ranger” programme on a Wednesday morning to promote environmental projects. This gives an opportunity for those involved with the projects to go live “on air” to talk about what they are doing around the city.

5.6 Core Path works

Over the last year less funding has been available from NESTRANS to deliver core path improvements. This is largely due to much of the funds being allocated to the repair and restoration of the Formartine and Buchan Way bridge over the River Don at Dyce. This was a joint project with Aberdeenshire Council as half the bridge falls within each local authority. The bridge was in need of urgent works to maintain its safety.

Some core path improvement work has been funded for the Coastal Path south of Nigg Bay which has been completed with NESTRANS and Aberdeen Greenspace Trust funding.

Aberdeen Greenspace Trust Volunteers have continued work to waymark core path routes in the Hazlehead and Torry areas to bring these up to the Core Path standard.



Coastal Path before and after upgrade works

NESTRANS and Aberdeen Greenspace Trust funding has been secured to upgrade a section of the path along the south bank of the River Don from the Woodside pitches to Persley Castle. This will be completed by the end of March 2014.

Planning gain funding is also now being secured to assist with the improvement of core paths in areas close to new development areas across the City. This funding is likely to increase in coming years and will potentially fund works on routes NESTRANS funding would not be considered appropriate. NESTRANS are increasingly only willing to support projects that contribute significantly to the strategic green transport network.

5.7 The North East Biological Records Centre and Local Biodiversity Action Plans

Aberdeen City Council supports the North East Biological Records Centre (NESBReC) financially and through a service level agreement, submitting biological records and funding specific projects delivered by NESBReC.

The Countryside Ranger Service is involved in the development implementation and review of local biodiversity action plans covering the north-east of Scotland as a partner in the North East Scotland Local Biodiversity Partnership.

These plans target work to help species and habitats under threat both locally and nationally. Current plans in development concern rivers and burns, lochs and burns and a variety of marine and coastal habitats.

The Urban and Communities Biodiversity Action Plan has been developed to promote, enhance and protect valuable biodiversity that relies on the urban environment. A major part of this will be to encourage greater involvement of local communities in delivering projects that will raise awareness of the urban natural environment and make habitat improvements including making cemeteries more wildlife friendly and using plants in more formal areas that are good for insects or other species.

5.8 Partnership working with local businesses.

Over the last year, several local and national companies have approached the Countryside Ranger Service for projects that their staff could volunteer for as a part of their Corporate Social Responsibility programmes. The Countryside Ranger Service has been able to offer projects including beach cleans and gorse clearing. This has helped to raise the profile of the Service within the business community, raise the profile of some of the countryside sites and attracted positive media interest.

5.9 Other Partnership working

The Countryside Ranger Service has found that partnership working is a key to success. By bringing together a range of partners the knowledge and skills base is dramatically increased, it can pool financial resources which individually cannot deliver a project but by working together it can be delivered. Partners are not always ones with can offer finances. The ground breaking work the Service has done to reduce wilful fire raising brought together agencies and the local community to address a serious safety and environmental problem at minimal cost to any organisation but has generated large savings in time and resources particularly for the Fire Service.

The Saving Scotland's Red Squirrel Project in Aberdeen has been working successfully with the Countryside Rangers Service and other Housing and Environment staff identifying locations for grey squirrel trapping in the Council owned woods and other greenspaces. The trapping work is starting to show results with red squirrels returning to Hazlehead Woods in increasing numbers as well as being sighted in Bielside, Cults and Torry where they have not been seen for 30 or more years. The Countryside Rangers have also been assisting the project by undertaking survey transects in Hazlehead Woods and submitting records of red and grey squirrels from across the City. The Countryside Rangers held a joint public event with the Saving Scotland's Red Squirrel project during Red Squirrel Week in October at Hazlehead Woods. At least three different red squirrels were observed

the group.



A red squirrel photographed at St Fitticks Community Woodland, Torry.



Camera trap photographs of red squirrels in Hazlehead Woods

The Countryside Officer is a member of the Executive Committee of the Lowland Deer Network Scotland group as one of three local authority representatives. He has played an active role in this group and has developed links with a number of other local authorities in the north and east of Scotland to highlight the work of the Network and the shared knowledge across the country. This has included giving a presentation at the Scottish Countryside Ranger Association Ranger Managers Workshop on land manager's responsibilities for deer management in lowland areas under the Wildlife and Natural Environment (Scotland) Act 2011. The Countryside Officer was also due to give a presentation about deer management in the urban environment to a Scottish Natural Heritage Sharing Good Practice event but unfortunately the event had to be cancelled. It is likely to be run again in the future.

The Countryside Ranger Service has helped Scottish Natural Heritage deliver a workshop for commercial dog walkers in Aberdeen. This workshop aimed to raise awareness of the commercial dog walkers responsibilities under the Land Reform Act and the Scottish Outdoor Access Code of Practice as well as highlighting issues that they should be aware of in terms of veterinary advice, first aid for dogs, best practice for commercial dog walking etc.

The Countryside Ranger Service has had involvement with the Friends of Hazlehead, Friends of Seaton Park, Friends of Union Terrace Gardens, Friends of Allan Park and Friends of Victoria and Westburn Park. This has included assistance with ideas to make the respective areas more wildlife friendly.

Other partnerships where the Countryside Ranger Service has been representing the Council include work with Aberdeen Greenspace, and the Dee Catchment Partnership. Many of these are regional partnerships including inputs from Aberdeenshire and Moray Council areas and the Cairngorms National Park. These open up a wealth of contacts, opportunities and experience in the environmental field that can offer invaluable help with projects in Aberdeen.

A number of small projects have been delivered with community groups and schools by highlighting opportunities to use countryside sites for activities or introducing other organisations with particular skills.

5.10 Some key statistics for 2013

(Please note that the reporting period for this changed from the financial year to the calendar year in 2011 to reflect the timing of the report to committee, so may not be entirely comparable with previous years' data).

School Groups and events

In 2013 the service worked with more school groups and held more public events than it did in 2012 despite the 0.4FTE Countryside Ranger post being unfilled from the 1st February – 3rd October, Fewer volunteer events were organized again due to staffing levels but the amount of volunteer hours overall as only slightly down. This was mainly due to the work of the Woodlands Community Ranger working on a weekly basis with a group of volunteers for much of the year.

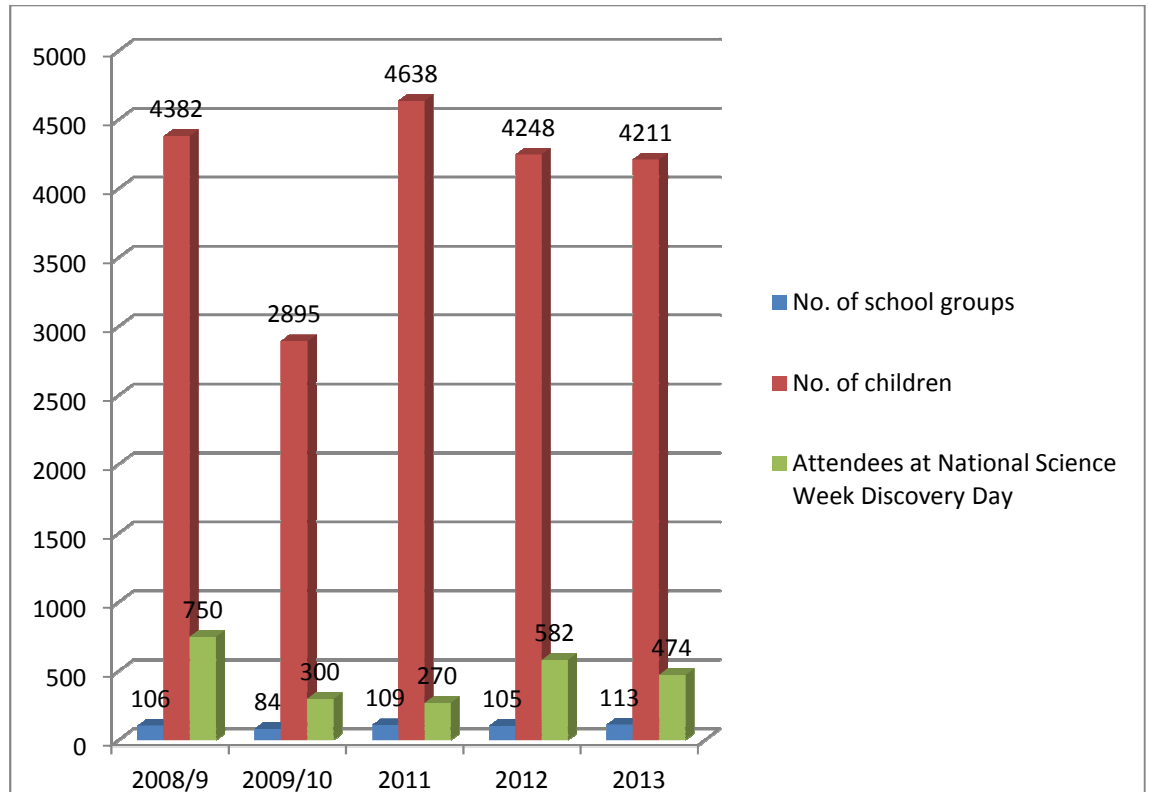


Fig. 1 Ranger Led Educational Visits



Fig. 2 Ranger led public event attendances

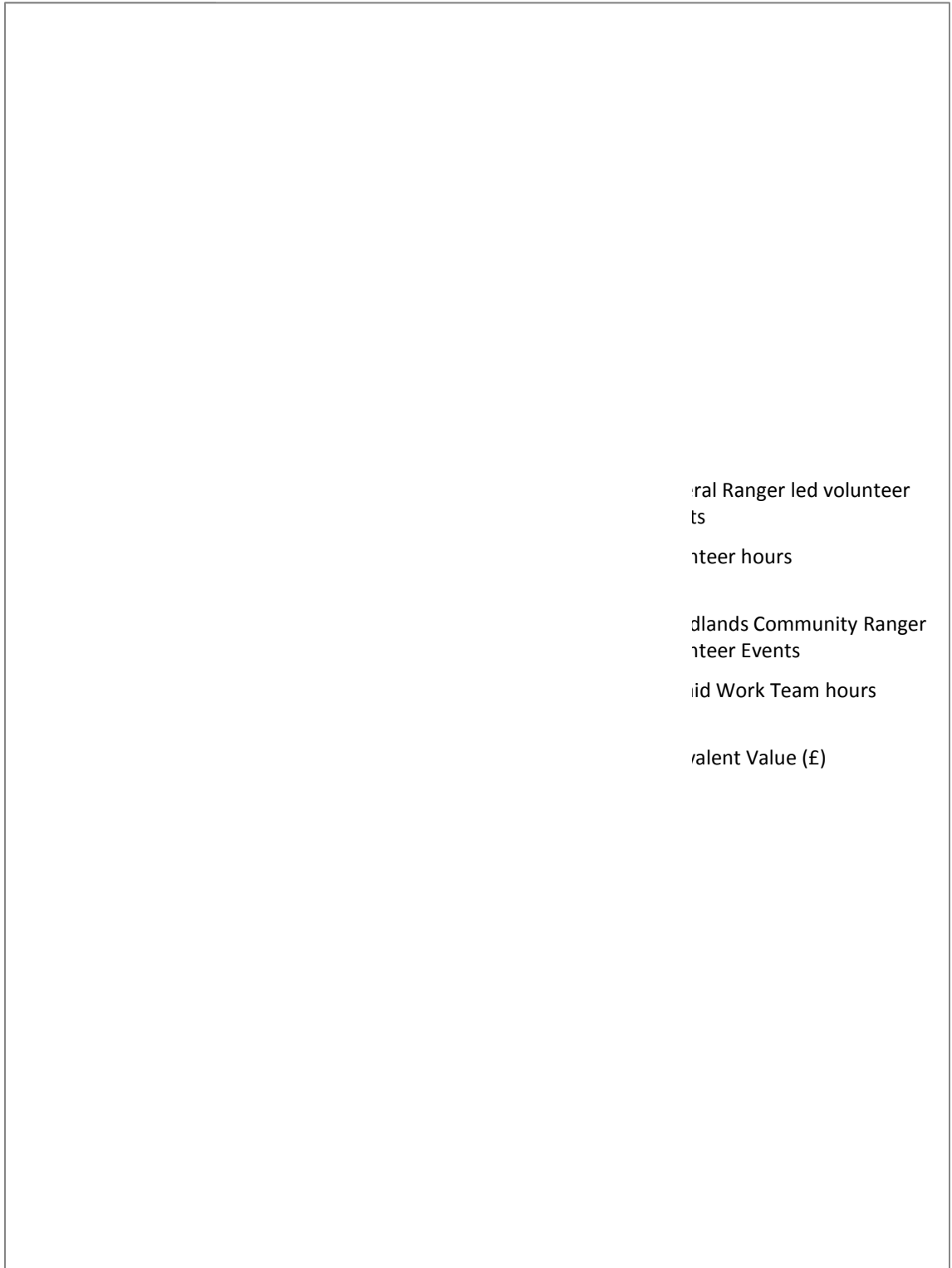


Fig 3. Volunteering statistics

Volunteers have undertaken a wide variety of habitat management tasks including gorse clearing at Scotstown Moor and Kincorth Hill, opening up wetland areas at Scotstown Moor, creating and developing outdoor learning areas on Tullos Hill and in school and nursery

grounds, removal of tree shelters at Seaton, woodland management for red squirrels at Hazlehead Woods and site monitoring.



Volunteers gorse clearing at Scotstown Moor

5.11 Countryside Ranger Service income 2013

The Countryside Ranger Service continues to generate good levels of income. Some items relate to funding of specific projects which would have otherwise been funded from Council budgets.

| Countryside Ranger Service Income 2013 | 2012 | 2013 | |
|--|---------|--------|---|
| Contribution to Woodland Community Ranger costs from Criminal Justice Service | £18,883 | £7603 | Income to cover staff costs etc |
| Tullos Hill Landfill Restoration Project Contribution to Woodland Community Ranger costs | £7070 | £7070 | Income to cover staff costs etc each year to 2017 |
| Contribution to Woodland Community Ranger costs from Scottish Rural Development Programme (SRDP) | £6250 | £10275 | Income to cover staff costs etc each year to 2017 |
| SRDP Funding for red squirrel conservation work in Hazlehead Woods | | £5550 | To cover grey squirrel control |

| | | | costs |
|---|-----------------|------------------|------------------------------|
| SURF Project Contribution to Woodland Community Ranger costs | £8490 | Project complete | |
| SURF Project contribution to staff time for public event. | £2830 | Project complete | |
| Contribution from Wilful Fire Task Group for staff time for Kincorth and Auchmill projects | £800 | £800 | Income to cover staff costs |
| Staff time for Core Path improvement works from NESTRANS funding & project development | Estimated £5000 | Est £5000 | Income to cover staff costs |
| NESTRANS funding for core path improvements (Coastal Path & River Don Path Woodside) | | £21,711 | To cover cost of works |
| Aberdeen Greenspace funding for core path improvements (Coastal Path & River Don Path Woodside) | | £21,711 | To cover cost of works |
| ACC Family Learning Centre hire of Lochinch Centre & staff time | £1,743 | £1,743 | Income from hire of facility |
| Payments for community groups using Ranger Services/facilities for events etc | £206 | £537 | Income from events |
| Use of Lochinch Farm Interpretation Centre for external training/events | £354 | £309 | Income from events |
| Donations from public events | £190 to Nov | £229 to Nov | Income from events |
| Donation from company for Family Fun Day at Lochinch Farm and staff input | £3,753 | £3,753 | Income from event |
| Grounds Maintenance funding for Ranger Service. | £45,000 | £45,000 | |
| Value of volunteering input to service based on value of £50/day | £17950 | £17,786 | In kind contribution |
| Total | £118,519 | £149,077 | |

The funding from the Criminal Justice Service is reduced in 2013 as the decision was taken to stop the arrangement whereby the Woodlands Community Ranger would supervise Unpaid Work Team clients two days a week funded by Criminal Justice team. This was due to issues surrounding the management of these teams.

Alternative funding for the Woodlands Community Ranger has been identified through the Scottish Rural Development Programme funding for the new woodlands planted under the Tree for Every Citizen Project. Part of the ongoing funding for the establishment of the woodland was for developing community involvement at these sites which is being delivered the Woodlands Community Ranger.

Projected Funding / Income to the Countryside Ranger Service for 2014 and beyond.

| Source | Value | Top up funds/savings |
|--|-------------------------------|--|
| Scottish Rural Development Programme funding for Woodland Community Ranger post | £10275 (each year to 2017) | External funding to deliver project |
| Contribution to dedicated Ranger time and site infrastructure improvements for Tullos Hill from Tullos Hill/Ness Farm Landfill Restoration project | £7070 (each year to 2017) | Partnership working/funding to deliver common aims |
| Donations for public events etc | £200 | Top up funding |
| Staff time recharged to Core Path improvement works | £3000 | External top up funding from project budget |
| Grounds Maintenance budget allocated to Ranger Service | £45,000 | |
| Contribution from SRDP towards infrastructure improvements to Tullos Hill | £42,000 (over 5 years) | For path improvements, interpretation panels, leaflets etc |
| Contribution from Ness Farm Landfill Restoration project towards infrastructure improvements to Tullos Hill | £94,500 (over 5 years) | For path improvements, interpretation panels, leaflets etc |
| Staff time for Core Path improvement works from NESTRANS funding | £5000 | Income to cover staff costs |
| Scottish Rural Development Programme funding for grey squirrel control, | £5550 | Additional external funding to deliver project |
| AWPR Offset Mitigation red squirrel conservation project | £163,000 (Over 10 years) | To mitigate impact of AWPR on red squirrels |

Number of fires on Kincorth and Tullos Hill

As can be seen from the figures below the number of wilful fires have significantly fallen again. No fires were reported after early May 2012 at Kincorth Hill, Tullos Hill or Auchmill/Bucksburn Valley area. This was first time this had been achieved since records have been kept.

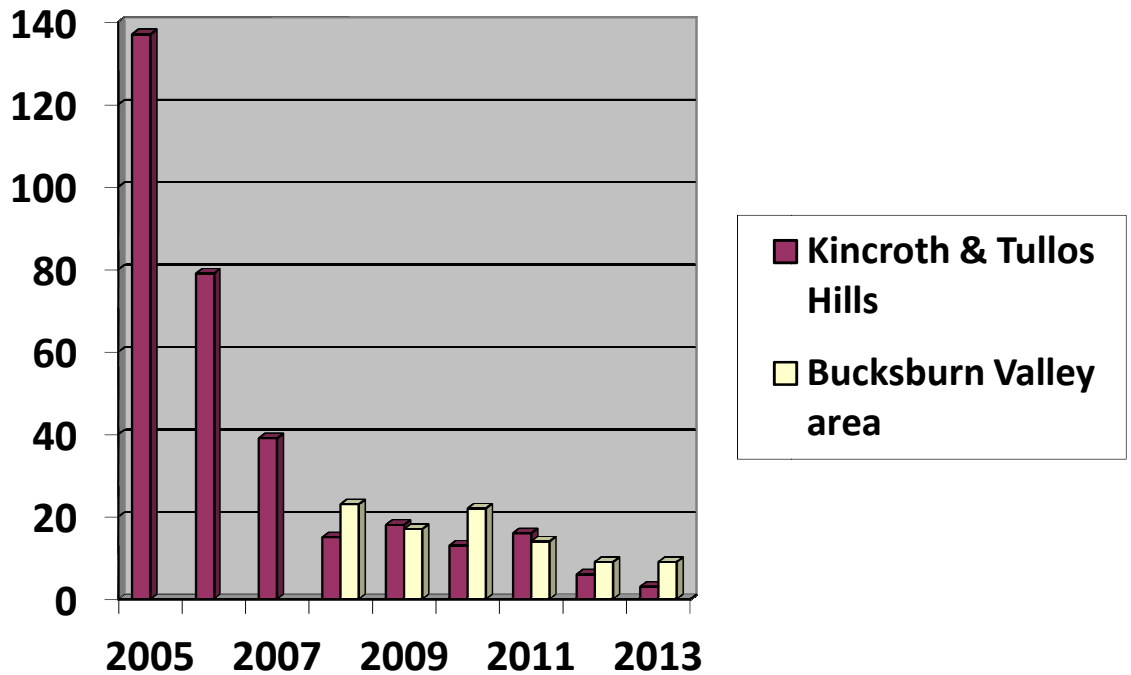


Fig 4. Wilful fire statistics

This data is provided by Grampian Fire and Rescue Service.

The work to achieve this has been largely as a result of The Gramps Project. The Gramps Project was a finalist in the RSPB Nature of Scotland 2013 Awards.

As a part of this a schools photographic competition is being run to encourage school children to visit the site either as a part of their school work or out of school time.

5.12 Challenges for 2013 onwards

There are a number of significant challenges facing the Service for in the coming years which include:-

- Attracting additional external funding.
- Achieving ongoing budgets.
- The continued protection of Aberdeen's greenspace for conservation, recreation and education including the implementation of the Local Biodiversity Action Plans.
- Identify potential new location for Countryside Ranger Service base facilities due to the potential redevelopment of the existing site at Lochinch Farm within the proposed Loirston Development Framework, along with funding to deliver an appropriate new facility through the developer contributions from the development of the existing site.
- Supporting the implementation of the ACC Nature Conservation Strategy 2010.
- Supporting the implementation of the ACC Core Path Plan

- Supporting the implementation of the ACC Greenspace Strategy
- Development of funding bid, in conjunction with ACC Arboriculture Officer for more woodland management works in our existing woodlands.
- Increase the level of marketing of the Service both internally and externally to raise the profile of the Countryside Ranger Service.
- Continued community involvement in the development and management of the ACC countryside sites.
- Supporting the development of the Curriculum for Excellence through provision of outdoor learning opportunities.
- Support for schools to be able to deliver the Scottish Government recommendation that “Every learner should have the opportunity for contact with nature in their school grounds on a daily basis and throughout the seasons through the provision of thoughtfully developed green space for outdoor learning and play”

6. IMPACT

Corporate

The Countryside Ranger Service links to many of the outcomes of the Community Plan, the draft 5year Business Plan “Aberdeen-The Smarter City” and Single Outcome Agreement.

The principal links to Aberdeen – The Smarter City are with the following Strategic Priorities

Smarter Governance – Participation
 Smarter Living – Quality of Life
 Smarter People – Social and Human Capital
 Smarter Environment – Natural Resources

The principal links to the Single Outcome Agreement and Community Plan are the following:-

“4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens.”

(SOA) through helping to deliver the Curriculum for Excellence and offering a wide range of outdoor learning opportunities and educational support on sites and with facilities that schools and children can make use of as direct support and training and development support for teaching staff.

“5. Our children have the best start in life and are ready to succeed” (SOA) and Improve the healthy development of young children and their families, particularly those children most at risk (National Priority for Health Improvement).

Through enhancing access to countryside sites, waymarking, direct contact and support are all available from the Ranger Service helping to ensure children have a good start in life. The mental and physical health benefits of life long activity in the outdoors are well documented.

Children who are involved in environment-based, instructional programmes score as well or better on standardized measures in reading maths, language, and spelling. The environment-based programmes also foster cooperative learning and civic responsibility, using the natural characteristics of the school grounds and local community as the framework for the curricula (Lieberman, GA et al, 2005).

6. “We live longer, healthier lives (SOA)”: Countryside Rangers manage and maintain 31 sites in Aberdeen where residents can take recreation and benefit from access opportunities. The Ranger Service also works over a wider area to encourage, facilitate and support access. Getting outdoors is a fundamental element of a healthier Scotland with a National Performance Indicator suggesting that one of the principle methods of delivering on this agenda is to increase the number of adults visiting the outdoors at least once a week. Rangers actively promote active lifestyles through guided walks, publicity, promotion and interpretation of these facilities they encourage people to become active in their green spaces and countryside.

10. “We live in well-designed, sustainable places where we are able to access the amenities and services we need.” The Countryside Ranger Service enhances green spaces throughout the City. The Countryside Ranger Service can ensure the long term sustainable care and enhancement of these facilities. We promote these sites to the wider public where they offer free access to all sectors of the community. Green space has proven beneficial effects of people’s quality of life and well being and these areas are accessible to all sectors of the community – they offer equal access and help meet social inclusion agendas.

“11. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.” (SOA). “Every citizen is enabled to be more active in his or her community regardless of their age, gender, sexual orientation, ethnic origin, where they live or disability to ensure everyone can contribute to 'active citizenship'” (Community Plan) by delivering a service which highlights the shared responsibility of all of Scotland’s residents to care for their environment. The Ranger Service offers opportunities for volunteering and getting involved in helping to sustainably manage our woodlands and get involved in their long-term care. The Countryside Rangers work with, and manage a number of local community groups who help manage these sites and form an important link into the communities including work with the Criminal Justice and Social Work Services.

“12. We value and enjoy our built and natural environment and protect it and enhance it for future generations.” (SOA) “Aberdeen’s natural and built environment is protected and the City play’s its part in protecting our planet” (Community Plan) The Countryside Ranger Service manage 31 sites, including several Local Nature

Reserves, Sites of Special Scientific Interest and a Special Area for Conservation, valuable locally, nationally and further a field for the biodiversity benefits they deliver. These sites offer an opportunity for residents to engage in green spaces and the natural environment and help protect and enhance these areas for future generations.

14. We reduce the local and global environmental impact of our consumption and production (SOA). Through all the work that the Countryside Ranger Service undertakes, be it direct contact with School groups, community groups, volunteers, land managers, fellow professionals and associated organizations, Rangers promote long term environmental sustainability and highlight issues surrounding consumerism and environmental concerns. By offering schools and community groups opportunities close to where they are live reduces the need for transport to more distant locations with associated increased carbon footprint.

Public –

This report demonstrates the wide range and quality of achievements that the Countryside Ranger Service has delivered in challenging financial conditions. It also highlights the national recognition of the work of the Service through being finalists in prestigious awards programmes.

An Equality and Human Rights Impact Assessment has not been required as it is reporting on the work achieved over the last year.

7. MANAGEMENT OF RISK

The work of the Countryside Ranger Service helps the authority to deliver its obligations under a variety of legislation including the Land Reform (Scotland) Act 2003, Nature Conservation (Scotland) Act 2004, Wildlife and Natural Environment (Scotland) Act 2011 and other high level strategic documents including the Scottish Biodiversity Strategy, Scottish Forestry Strategy and a range of new and up coming education initiatives requiring increased levels of learning in the outdoors.

As the authority is required to comply with these legislative requirements it could be at risk of challenge if it could not deliver these actions. The Countryside Ranger Service is well placed to do this.

8. BACKGROUND PAPERS

Countryside Ranger Service 5-year plan 2010-2015 report to Housing and Environment Committee 11th January 2010.

Countryside Ranger Service Annual Report to Housing and Environment Committee 11 Jan 2011

Countryside Ranger Service Annual Report to Housing and Environment Committee 24 Jan 2012

Tree for Every Citizen reports to Housing and Environment Committee on 11th January 2010, April 13th 2010, May 25th 2010; 11 January 2011, 1 March 2011, 28th August 2012

Tree for Every Citizen Bulletin reports to Housing and Environment Committee October 2010, August 2011, May 2012

Funding opportunities for the Countryside Ranger Service report to Resources Management Committee 16th June 2009

ACC Core Paths Plan July 2009, see http://www.aberdeencity.gov.uk/WalkingCycling/core_paths/pla_corepaths.asp

ACC Nature Conservation Strategy 2010 -2015, see http://www.aberdeencity.gov.uk/web/files/Natural_Heritage/NatConservationStrategy_2010_15.pdf

ACC Openspace Strategy 2011-2016 see www.aberdeencity.gov.uk/planning_environment/planning/local_development_plan/pla_open_space_audit.ap

Aberdeen -The Smarter City 2012 – 2017

Learning for Sustainability, The report of the One Planet Schools Working Group (Scottish Government)

Scottish Biodiversity Strategy 2013

9. REPORT AUTHOR DETAILS

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Press cuttings

Huge fall in number of Hill fires

THE number of wilful fires at a popular nature spot has been slashed.

Blazes on Kincorth and Tullos Hill in Aberdeen - home to deer and other wildlife - have fallen from 137 in 2005 to just six last year.

According to Grampian Fire and Rescue Service, no fires were reported after early May last year.

This was the first time this had been achieved since records have been kept.

Fire officers have been working with schools to raise awareness of the problem.

Evening Express
9/1/13

Appeal for help with tree work

COUNTRYSIDE Rangers need folk to lend a hand in looking after trees.

A special event was due to be held today for people to pitch in with tree maintenance.

Work start will at 10am at the Donmouth bird hide on the Esplanade in Aberdeen and finish around 3.30pm.

Countryside Ranger Rob Rowe, pictured, said: "The main work will be to prune some of the trees in this exposed location to help stabilise them and in turn encourage the trees to grow."

"This important work will improve conditions for the trees and wildlife in this popular nature reserve and the surrounding area. Other activities to be carried out include litter picking."

Booking is essential and volunteers are asked to bring a packed lunch, waterproofs and to wear sturdy footwear.



Evening Express
19/10/13

Take walk through history on city hill

WALKERS are being invited to trek across one of Aberdeen's most historic landscapes tomorrow.

City council historian Chris Croly, lead curator Judith Stones and Woodlands Community Ranger Stephen Bly will lead a walk across Tullos Hill.

The area features a huge variety of interesting sites and contains the best preserved Bronze Age cairn field in the North-east.

Chris said: "It was a real pleasure to be involved in planning this walk on Tullos Hill because it is one

of the outstanding features of Aberdeen.

"The hill has a remarkable breadth of archaeology, combined with some fantastic history, and it also has an interesting natural history and fine panoramic views across the city and the North Sea."

Walkers should meet at the entrance on Greenbank Crescent in East Tullos Industrial Estate, next to Stena Drilling.

The walk will follow part of the extensive network of paths.

Booking is essential on (01224) 897400.

Evening Express 11/10/13

Tullos trees get royal recognition

CONSERVATION

BY DAVID MCKAY

A tree-planting project run by Aberdeen City Council has been given a royal seal of approval.

Work by the local authority has been recognised at a Buckingham Palace reception hosted by the Princess Royal.

Princess Anne is the patron of the Woodland Trust's Jubilee Woods project.

In Aberdeen, an 80,000-tree scheme at Tullos Hill was hailed as a success by the council, despite being mired in controversy.

Princess Anne: patron

Councillors supported deer-control measures in the area, prompting a public outcry and a concerted effort from animal rights activists to prevent a widespread cull.

But the woodland at Tullos Hill, one of 20 "Diamond Woods" of more than 60 acres in Scotland, has



won praise on the national stage.

The Queen launched the UK-wide project by planting a tree at Sandringham last year, while Princess Anne planted the six millionth milestone tree at a school in south London yesterday.

Countryside officer Ian Talboys attended a reception in the Queen's Gallery at Buckingham Palace on behalf of the city council. He said: "This ambitious project - part of the council's award-winning Tree for Every Citizen scheme - has gone a long way to achieving that, and it is fantastic to see the hard work of everyone involved is now being recognised."

Councillor Neil Cooney, convener of the authority's

housing and environment committee, added: "Tullos Hill provides marvellous vantage points and the Diamond Wood has been designed so that the sweeping vistas across the city and the sea have been preserved."

"Tullos Hill provides marvellous vantage points"

Two million trees have been planted in Scotland as part of the Woodland Trust's Jubilee Woods project, creating 53 new woods totalling more than 3,700 acres.

Press & Journal 28/3/13

Nature lovers needed to aid gorse clear-out



VOLUNTEERS are being sought to help clear thick gorse growing at a nature reserve.

Aberdeen City Council's ranger service is appealing for help to clear the invasive shrub at Scotstown Moor nature reserve in the city's Bridge of Don.

The bushes are threatening to take over entire areas of valuable wet heathland.

The council has organised a work day this weekend to deal clear the gorse.

Volunteers will meet in the Scotstown Moor car park on Scotstown Road at 10am on Saturday.

Countryside ranger Ruth Bone said: "This is a follow on day to the successful workday we ran in November. Anyone can join us."

Tools, equipment and hot

drinks will be provided for the work, along with safety briefings.

Everyone is welcome but children under 16 years old must be supervised by an adult.

The work area will be signposted from the car park in Scotstown Road and the Dubford Road entrance for those who arrive after 10am.

Appeal Evening Express 10/1/13

ABERDEEN CITY COUNCIL

| | |
|-----------------|--|
| COMMITTEE | Housing and Environment |
| DATE | 14 th January 2014 |
| DIRECTOR | Pete Leonard |
| TITLE OF REPORT | Proposed Improvements in Service and Changes in the Charging Regime for Fish Health Export Certificates issued by the Environmental Health Service |
| REPORT NUMBER: | H&E/13/008 |

1. PURPOSE OF REPORT

This report proposes increases to the charges and an extension to the availability of the fish export certificate service provided by the Environmental Health Service. An earlier version of this report was presented to this Committee on 12th March 2013, and following a request to consult the Aberdeen fish processors the report has been amended.

2. RECOMMENDATION(S)

It is recommended that the Committee

- (i) approves the improvements in service provision and the revised charging regime as detailed in Appendix 1 following consultation with businesses utilising this service with effect from 1st April 2014 and that the charges are reviewed on an annual basis.

3. FINANCIAL IMPLICATIONS

The introduction of a new charging scheme will fully cover the cost of the provision of this service. The current charges do not cover costs and as such are a cost pressure on the Service.

4. OTHER IMPLICATIONS

If the current charging regime is continued, then the parameters of the service delivered will have to be reinforced. This will mean that two full working days notice will be required for export certificate requests and

the service would be limited between the hours of 9am-4pm on normal council working days to ensure that out of hours work is minimised.

5. BACKGROUND/MAIN ISSUES

Export of fish and fishery products ensures Scotland's presence in the global market and in so doing enhances the political and economic profile of Aberdeen.

The conditions permitting the export of fish and fishery products to non EU countries are set by the importing countries food health administrators. Exported products require to be accompanied by Export Health Certificates that attest to the fulfilment of these conditions.

There are no additional controls on businesses exporting food; they are simply required to comply with relevant food law, as is the case with all businesses in this sector. The issue of export certificates is not a statutory function, i.e. the Council is under no obligation to provide this service. It is without doubt, however, that business in the Aberdeen City area would be unable to export food products without an export certificate. The Aberdeen City Council's Environmental Health Service provides these documents to assist local businesses who wish to trade abroad.

A number of factors prompted the review of the export certificate charges. These are:

- a) The Service continues to see a steady rise in the demand for fish export health certificates.
- b) There is an increasing tendency for food businesses to expect the current "same day service" to mean a turnaround time of 2-3 hours from request to certificate issue. This is unrealistic, and places excessive pressure on both professional and administrative staff.
- c) Some food businesses frequently make last minute changes or additions to their exports, in some cases after a certificate has been prepared. This necessitates the generation of a new certificate and increases the workload and costs to the Service.
- d) In order to reduce the risk of food fraud and establish the authenticity and provenance of food to be exported, officers of the Service are spending more time at businesses checking consignments and relevant paperwork prior to export health certificate issue and product dispatch.
- e) There have been requests by fish processors for export certificates to be provided out with normal office hours. This would increase the costs to the Council of providing this service.

A total of 43 businesses were initially consulted on the changes in March 2013. The list of consultees is contained in Appendix 3. Listed are 42 companies because one has ceased trading.

One business did not support the changes, and suggested that the consultation process was not undertaken appropriately, in that they and some other businesses had not received copies of the proposed pricing structure. In order to ensure that all fish processors had been made aware of the proposals, a further consultation was undertaken in September 2013. This was achieved by staff from the Environmental Health Service visiting the businesses in Aberdeen with copies of the proposed changes and obtaining a receipt confirming that they had been duly received.

Discussions with the business that did not support the proposed changes to the charging regime have been on-going to alleviate their concerns and objections.

Another business has said they would welcome an “out of hours” service.

An analysis of the service between January and August 2013 showed that there were three companies exporting on a regular basis, and a total of 7 that had requested export certificates. During this period, 291 certificates had been issued with 149 being requested by one company; although, by weight, this company only accounts for 3.76% of product exported from Aberdeen.

Indication is that the fish export market is growing, and the service anticipates that requests for certificates will increase from the current seven businesses. It is unknown if the remaining 35 fish processing businesses will look to enter the export market.

The amended pricing structure is contained in Appendix 1, while Appendix 2 contains the current costs applied to businesses in order that a comparison can be made between what we are currently charging and propose to charge.

The revised scheme reflects the additional costs to the Service of requests for, and changes to, export certificates at short notice, effectively keeping costs down for those businesses that plan ahead.

It also improves and extends the service currently provided to meet the increasing demand, thereby providing a more responsive service to businesses. Officers will be available to inspect consignments and issue export health certificates on evenings, weekends and some public holidays, although this will inevitably mean an increased cost to the Service due to out of hours working, which is reflected in the fee.

There is an indication that the service provision proposed in Appendix 1), items c) to h) inclusive, would only be used by the industry in exceptional circumstances. There will be a need to review the proposed new service in terms of meeting customer demand and the

impact on the environmental health service, following a period of operation.

Due to increasing demand, maintenance of the current level of service with the existing charges is not sustainable, and if the proposed new charging scheme is not adopted, the Environmental Health Service will have to limit the service to between 9.00am - 16.00hrs Monday to Friday, and require two full working days' notice of the need for an export certificate in order to accommodate the request and prioritise workloads accordingly.

It is not intended to provide a fish export certification service on Christmas Day, Boxing Day, Hogmanay and New Year's Day or their equivalent week day holidays.

In summary, the new charging regime brings about the following improvements:

- The revised scheme improves and extends the service currently provided to meet the increasing demand.
- Officers will be available to inspect product and issue this documentation on evenings, weekends and some public holidays; thereby improving the service to local businesses.
- The Service will be able to meet the needs of the businesses by responding to requests at short notice.

While this report recommends an increase in the current charges, the results of a recent survey of health export certificate charges conducted by Shetland Council reveals that the proposed charges are not excessive compared to those charged by many other Local Authorities within the UK (Appendix 4)

6. IMPACT

Corporate –

1. **Business Plan.** The Service has a flexible, skilled and motivated workforce who makes best use of the financial resources available, delivering improvement in the most cost effective manner.
2. **Links to Community Planning Aberdeen Single Outcome Agreement 2013.** The work of the Environmental Health Service contributes to making Aberdeen a highly successful City which is a great place to live, work and visit.
3. **Links to Aberdeen- the Smarter City.** The Service Plan also has links with the visions contained within Aberdeen- the Smarter City. The Service assists with the promotion of Aberdeen as a great place to do business and visit and works with partners to promote the city as a place to export from.

4. **Public.** This report will be of interest to businesses in Aberdeen exporting fish.

7. MANAGEMENT OF RISK

Risks to the Council

Not providing this service would damage the reputation of the City as being a place that welcomes businesses and encourages export trade.

Risks to Businesses

Failure to offer this service would impact severely on businesses that wish to export their products to countries not in the European Union.

The number of staff employed in fish processing premises is to some extent reliant on the company's ability to fulfil export orders out with the European Union.

8. BACKGROUND PAPERS

Appendix 1 Proposed Fish Export Health Certificate Charges.

Appendix 2 Current Fish Export Health Certificate Charges.

Appendix 3 List of Consultees.

Appendix 4 Survey Results.

9. REPORT AUTHOR DETAILS

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APPENDIX 1

FISH EXPORT HEALTH CERTIFICATE CHARGES (as proposed)

| Certificate Issue Times | Charging Structure |
|--|--|
| <p>a) Monday to Friday 09:00-16:00hrs</p> <p>Where Environmental Health Service is given a <u>minimum of 24 hours notice</u>.</p> <p>(E.g. A call before 9:30hrs on a Tuesday would mean a certificate being issued the following morning (this would be on a Monday if the call is received on a Friday)).</p> | <p>Initial charge of £60.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum time of 1 hour.</p> <p>An additional charge of £30.00 per officer per hour or part thereof will be payable per officer after the first hour (two officers may be required depending on size of consignment).</p> |
| <p>b) Monday to Friday 09:00-16:00hrs</p> <p>Where Environmental Health Service is given <u>less than 24 hours notice</u>.</p> <p>(E.g. A call before 12:00hrs on a Tuesday would mean a certificate being issued that afternoon. A call after 12:00hrs would mean a certificate being issued the following morning (this would be on a Monday if the call is received on a Friday)).</p> | <p>Initial charge of £120.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum time of 1 hour.</p> <p>An additional charge of £30.00 per officer per hour or part thereof will be payable per officer after the first hour.</p> |
| <p>c) Monday to Friday after 16:00hrs</p> <p>Where Environmental Health Service is given a <u>minimum of 24 hours notice</u>.</p> <p>(E.g. A call before 16:00hrs on a Tuesday would mean a certificate being issued in the evening of Wednesday)</p> | <p>Initial charge of £150.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum of 1 hour.</p> <p>An additional charge of £45.00 per officer per hour or part thereof will be payable after the first hour of the visit.</p> |

| | |
|---|---|
| <p>d) Monday to Friday after 16:00hrs</p> <p>Where Environmental Health Service is given <u>less than 24 hours notice</u>. (E.g. A call before 12:00hrs on a Tuesday would mean a certificate being issued that evening).</p> | <p>Initial charge of £200.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum of 1 hour.</p> <p>An additional charge of £45.00 per officer per hour or part thereof will be payable after the first hour of the visit.</p> |
| <p>e) Weekend visits (Saturday and Sunday) 09:00-16:00hrs.</p> <p>Where the Environmental Health Service is given <u>at least 24 hours notice</u>. (e.g. a call received by the service before 16.00hrs on a Friday would mean a certificate being issued on a Saturday or Sunday)</p> | <p>Initial charge of £200.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum of 1 hour.</p> <p>An additional charge of £45.00 per officer per hour or part thereof will be payable after the first hour of the visit.</p> |
| <p>f) Weekend visits (Saturday and Sunday) 09:00-16:00hrs.</p> <p>Where Environmental Health Service is given <u>less than 24 hours notice</u>. (E.g. A call after 12:00hrs on a Friday would mean a certificate being issued on Saturday or a Sunday as agreed with the business). (This certificate would be issued by the Standby Duty Officer for Environmental Health)</p> | <p>Initial charge of £250.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum of 1 hour</p> <p>An additional charge of £45.00 per officer per hour or part thereof will be payable after the first hour of the visit.</p> |

| | |
|--|---|
| <p>g) Visits on Public Holidays 09:00-16:00hrs (excluding Christmas Day, Boxing Day and 1st & 2nd January 2014).</p> <p>Where the Environmental Health Service is given <u>at least 24 hours notice</u>.</p> <p>(E.g. A call, at the latest, before 12:00hrs on a normal working day preceding a public holiday would mean a certificate being issued on the arranged public holiday). (This certificate would be issued by the Standby Duty Officer for Environmental Health)</p> | <p>Initial charge of £200.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum of 1 hour.</p> <p>An additional charge of £60.00 per officer per hour or part thereof will be payable after the first hour of the visit.</p> |
| <p>h) Visits on Public Holidays 09:00-16:00hrs (excluding Christmas Day, Boxing Day and 1st & 2nd January).</p> <p>Where Environmental Health Service is given <u>less than 24 hours notice</u>.</p> <p>(E.g. A call after 12:00hrs on a normal working day preceding a public holiday would mean a certificate being issued on the arranged public holiday). (This certificate would be issued by the Standby Duty Officer for Environmental Health)</p> | <p>Initial charge of £250.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum of 1 hour.</p> <p>An additional charge of £60.00 per officer per hour or part thereof will be payable after the first hour of the visit.</p> |

| | |
|--|--|
| <p>i) Visits on 27th through to 31st December and on 2nd January 09:00-16:00hrs. (where these fall on a week day)</p> <p>Where Environmental Health Service is given <u>at least 24 hours notice</u>.</p> <p>(This certificate would be issued by the Standby Duty Officer for Environmental Health)</p> | <p>Initial charge of £150.00 (this includes travel time, administration and issue of 1st Certificate) up to a maximum of 1 hour.</p> <p>An additional charge of £60.00 per officer per hour or part thereof will be payable after the first hour of the visit.</p> |
| <p>j) Additional Certificates.</p> | <p>During normal working hours (9.00-16.00hrs Monday–Friday) where more than two export certificates (up to a maximum of seven) are being issued during the same visit the exporting company will be charged the discounted amount of two times the relevant certificate charge applicable at that time. (As long as the inspection and certification process can be carried out within the same working day.)</p> |

General Requirements relating to All Requests

Requests for export certificates will normally not be accepted out with normal office hours (09.00-16.00hrs).

Requests for weekend visits should be received by this Service no later than 14.00 hrs on the Friday before.

Additional Administrative Charges Which May Apply

Should a business require amendments to a certificate which has already been requested and generated, an administration fee of £20 will be payable.

If a certificate has already been issued to a business, and the business requires changes to the document resulting in it being reissued there will be an additional charge of £60, which will cover the administration costs and the cost of the revised certificate being delivered to the business.

Amended certificates are defined as alterations to the original information provided to the Environmental Health Service which will materially alter the information detailed on the certificate and therefore necessitate either changes to the initial information supplied or the generation of a new certificate.

In instances where an officer visits the premises with certificate to be informed that it is no longer required the £60.00 fee will still be charged.

APPENDIX 2**Current Fish Export Charges (2013/14)**

| | | |
|--|--|--|
| Fish Export Certificates [a] Per visit [week days] including cost of first certificate | £60.00 [For requests made before 9.30am Monday-Friday.] Requests made after 9.30am for same day service charge £120.00 + £25.00 per additional certificate | |
| [b] Per visit [Saturdays] including cost of certificate | £120 | Saturday charge reflects the staffing costs associated with standby costs and out of hours working |
| [c] Each additional certificate | £25 | |

APPENDIX 3 List of Consultees

| Name of Company | Address1 | Address 2 | Address 3 | Post Code |
|-----------------------------|-------------------------|----------------------|------------------|------------------|
| A G D Duff and Partners Ltd | 2 Stell Road | Torry | Aberdeen | AB11 5QR |
| A. Divers | 6 Russell Road | Aberdeen | | AB11 5RB |
| Anglo Nordic Trading Ltd | South Esplanade East | Torry | Aberdeen | AB11 9PB |
| Allan Dey Ltd | 45 Sinclair Road | Torry | Aberdeen | AB11 9BG |
| B Fraser | 26 Russell Road | Aberdeen | | AB11 5RB |
| Brian Strachan | 66 Sinclair Road | Aberdeen | | AB11 9PP |
| Colin Fraser Fish | 15 Raik Road | Aberdeen | | AB11 5QL |
| Coupers Ltd | 18 South Esplanade West | Aberdeen | | AB11 9AA |
| Coupers Seafoods | 20 Murrays Lane | South Esplanade West | Aberdeen | AB11 9AE |
| D H Clark | 17 Crombie Road | Torry | Aberdeen | AB11 9QQ |
| E Anderson | 29 South Esplanade West | Aberdeen | | AB11 9AA |
| G H Robertson Jnr | Poynernook Road | Aberdeen | | AB11 5QX |
| Gar Fish Ltd | Poynernook Road | Aberdeen | | AB11 5RU |
| Granite City Fish Ltd | Poynernook Road | Aberdeen | | AB11 5QX |
| H & H Fish | Poynernook Road | Aberdeen | | AB11 5QX |
| Highland Fish | 31 Sinclair Road | Torry | Aberdeen | AB11 9PL |
| J Charles | 19/UNIT 4 Crombie Road | Torry | Aberdeen | AB11 9QQ |
| J S Stephen t/a J S Fish | 4 Russell Road | Aberdeen | | AB11 5RB |
| John Ross Junior | 84 Sinclair Road | Aberdeen | | AB11 9PP |
| Joseph Robertson Ltd | 45-47 Sinclair Road | Torry | Aberdeen | AB11 9BG |
| Lunar Freezing | Craigshaw Street | West Tullos | Aberdeen | AB12 3AE |
| Mara Fish Company | 18 Cabels Lane | South Esplanade West | Aberdeen | AB11 9AD |

| | | | | |
|---------------------------------|----------------------|----------------------|-------------------------|-----------------------------|
| Merchant & Reid | 8 Russell Road | Aberdeen | | AB11 5RB |
| Morco | 9 Raik Road | Aberdeen | | AB11 5QL |
| Nolan Seafoods Ltd | Craigshaw Drive | West Tullos | Aberdeen | AB12 3AN |
| Nor Sea Foods | Broadfold Road | Bridge Of Don | Aberdeen | AB23 8EE |
| Pearsons Seafoods | 7 Cabels Lane | South Esplanade West | Aberdeen | AB11 9AD |
| Piper Seafoods Ltd | South Esplanade West | Aberdeen | | AB11 9AA |
| R McDonald | South Esplanade East | Aberdeen | | AB11 9PB |
| R W Henderson | 24 Russell Road Lane | Torry | Aberdeen | AB11 5RB |
| Raysalmon | Old Ford Road | Aberdeen | | AB11 5RL |
| Seatern Brand | 6A Cabels Lane | South Esplanade West | Aberdeen | AB11 9AD |
| Skateraw Fisheries | Old Ford Road | Torry | Aberdeen | AB11 5RL |
| Thistle Fish Exports Ltd | Poynernook Road | Aberdeen | | AB11 5QX |
| Topsail | 1 Russell Road | Torry | Aberdeen | AB11 5RB |
| Trawlpac Seafoods | Craigshaw Place | West Tullos | Aberdeen | AB12 3AH |
| D & G Nolan | Craigshaw Drive | West Tullos | Aberdeen | AB12 3AN |
| King Foods | 11/15 Crombie Road | Torry | Aberdeen | AB11 9QQ |
| Norwest Foods International Ltd | 3 Haig Court | Haig Road | Knutsford | WA16 8XZ |
| Salmac Seafood Ltd | 55 Carden Place | Aberdeen | | AB10 1UN |
| Sea Pac | 20 Donmouth Road | Bridge of Don | Aberdeen | AB23 8DR |
| Seafood Products | Meridan House | A1 Endeavor Place | Coxbridge Business Park | Farnham, Surrey GU10 5EH |

APPENDIX 4 Results of survey conducted by Shetland Council

| Scottish Authorities (Number of Certs issued) | Certificate cost |
|--|--|
| Edinburgh (33) | £40 +vat |
| Falkirk (6) | £30 |
| South Lanarkshire | £38 |
| South Ayrshire | £18.83 / £25.89 out with working hours |
| North Lanarkshire | £27.65 |
| Dumfries (120) | £63.50 (+ £27.50 where inspection required) |
| Western Isles (130) | £10 less than 5kg £19 greater than 5kg less than 5 tonnes £37 China +£11 less than 24hrs notice |
| Angus (60) | £30.80 (+£6.20 for additional certs signed the same day) |
| Highland | £17 |
| Argyll & Bute | £36.75 (first cert) £18.40 (2-4 certs) £9.20 (4+ certs) Annual agreement by negotiation |
| Scottish Borders (10-15) | £19.20 (+£56 if visit/inspect) |
| Glasgow (149) | £70 Recharge full amount if business makes a mistake |
| Aberdeenshire (600) | £37 per certificate/batch £77.75 Chinese visit + cert |
| Fife (581) | £56 |
| Orkney (100) | £32.40 Certificate issued if visited in last 6 weeks may increase to 3 months. |
| West Dunbartonshire (500) | £34.61 + VAT = £41.53 (under review) |
| West Lothian | £70.38 Copies at the time £6.21 /£12.42 if after original |
| Moray | £34 |
| East Lothian (70-80) | £68.99 |
| North Ayrshire | No charge – under review |
| Stirling | £99.56 £24.53 – subsequent certs |
| Shetland (973) | £65 per cert £20 copies/amendments £55 if inspection required £20 if less than 24hrs notice |

| English Authorities | |
|----------------------------|--|
| Liverpool | £66.50 for first 5 then £1 for each extra on same day for same batch |
| East Riding | £60 for 3 hours then £60 per hour thereafter |
| East Staffordshire | £51.50 |
| Wigan Council | £105 standard but can vary |
| Melton | £31.50 plus officer inspection time |
| Bassetlaw | £70 |
| York | £49.42 |
| Ealing | £69 |
| East Cambs | £95.00 |
| Peterborough | £162 |
| South Cambs | £120 |
| Huntingdonshire | £70.30 |
| Fenland | £68.30 |
| South Somerset | £52 |
| Rossendale | £46.29 |
| Charnwood | £69 |
| Basildon | £22 admin+ £40 officer per hour |
| Bradford | £78 - monthly cert 12 max per month £600 |
| Staffordshire Moorlands | £109 |
| Spelthorne | £130 if visit £65 if not |
| Cheshire East | £60 |
| Mid Suffolk | £81 |
| Bexley | £295 |
| High Peak | £109 |
| Bedford | £39.50 |
| Richmond | £46 |
| Arun | £250 |
| Torridge | £46.35 + £33/hour if inspected |
| Sunderland | £50 |
| Stoke | £10 |
| Woking | £57 |
| New Forest | £65 in working hours / £100 outside |
| Watford | £35 |
| Scarborough | £30 + £30 if visit |
| Stevenage | £83.50 |
| East Devon | £200 |
| Stroud | £33 more than 120 certs per year =£22 +inspection charge when required |
| Solihull | £49 |
| Elmbridge | £402 |
| | |

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ABERDEEN CITY COUNCIL

| | |
|-----------------|---|
| COMMITTEE | Housing and Environment |
| DATE | 14 January 2014 |
| DIRECTOR | Pete Leonard |
| TITLE OF REPORT | Provision of Paddle Boat, Canoe and Bike Hire for Duthie Park |
| REPORT NUMBER: | H&E/14/009 |

1. PURPOSE OF REPORT

This report advises Committee of the requirement for paddle boat hire to be available at Duthie Park and seeks authority to tender for the provision of paddle boat, canoe and bike hire at the Park for a period of up to five years.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- (i) in accordance with SO1(3) of the Council's Standing Orders relating to Contracts and Procurement (approved 30 June, 2010), approve the request to undertake a tender exercise for the provision of paddle boat, canoe and bike hire at Duthie Park.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. OTHER IMPLICATIONS

Health and Safety:

The implementation of a contract will follow appropriate Health and Safety Regulations and Policy.

5. BACKGROUND/MAIN ISSUES

It is a condition of the funding from the Heritage Lottery Fund that the Council provide paddle boats on the upper lake as part of the Duthie Park Restoration Project. A tender for the provision of paddle boat hire

was issued on 26 February, 2013, with a return date of 27 March, 2013, but despite notes of interest, no returns were received.

As a result, the companies that expressed a note of interest were approached in order to identify the reasons why they failed to respond to the tender. The capital cost of the boats, staffing requirements and the length of contract were the main factors for choosing not to respond.

In the early summer of 2013 Environmental Services was approached by Ocean Installer, an oil exploration company, with a view to their sponsoring the purchase of paddleboats. Subsequently, ten boats were purchased and gifted to the Council.

In order to comply with the conditions of funding, one of the companies who expressed a note of interest in the tender, was contacted with a view to them operating the boats for the initial first season. A short term contract was entered in to with this company and it provided paddle boats from 22 June, 2013, to 29 September, 2013.

Canoe and kayak hire was also available in the model boating pond, however the company who provided this service ceased operations at the end of this season.

The kayaks have been donated to the Friends group for future use.

If approved, the tender will seek the provision of paddle boat, canoe and bike hire.

Whilst the previous tender exercise was not as successful as anticipated, thorough market testing will be undertaken in order to improve the chance of success and to formulate a strategy that best meets the Council's requirements and the capabilities of the market.

6. IMPACT

The provision of paddle boat, canoe and bike hire will contribute to the delivery of the Duthie Park Restoration Project.

It will also assist the Council in delivering the following Single Outcome Agreement's National Outcomes:-

No. 12 – 'We value and enjoy our built and natural environment and enhance it for future generations' and contributes to other outcomes such as:

No. 6 – 'We live longer, healthier lives';and

No. 10 – 'We live in well-designed, sustainable places where we are able to access the amenities and services we need'.

7. MANAGEMENT OF RISK

The risk associated with this project is:

Not identifying a suitable provider which could lead to negative press coverage and loss of confidence in the Council.

In order to manage this risk, the tender document will be reviewed after consultation with the market place to increase chance of success.

8. BACKGROUND PAPERS

None

9. REPORT AUTHOR DETAILS

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