

# Public Document Pack



To: Councillor Len Ironside CBE, Convener; Lesley Dunbar and Graham, Vice-Conveners, and Councillors Allan, Blackman, Cameron, Delaney, Donnelly, Greig, Kiddie, Jean Morrison MBE, Nathan Morrison, Samarai, Taylor and Townson.

Town House,  
ABERDEEN 8 January 2014

## **SOCIAL CARE, WELLBEING AND SAFETY COMMITTEE**

The Members of the **SOCIAL CARE, WELLBEING AND SAFETY COMMITTEE** are requested to meet in Committee Room 2 - Town House on **THURSDAY, 16 JANUARY 2014 at 2.00 pm.**

**WOULD MEMBERS PLEASE NOTE THAT THE SAFETY SECTION OF THE AGENDA WILL COMMENCE AT 4PM**

JANE G. MACEACHRAN  
HEAD OF LEGAL AND DEMOCRATIC SERVICES

### **B U S I N E S S**

#### **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 DEPUTATIONS**

- 2.1 None at this stage

#### **MINUTE OF PREVIOUS MEETING**

- 3.1 Minute of the Social Care, Wellbeing and Safety Committee of 7 November 2013 (Pages 1 - 8)

## **REFERRALS FROM OTHER COMMITTEES**

- 4.1 Internal Waste Implementation Plan - Referred from the Enterprise, Strategic Planning and Infrastructure Committee of 12 November 2013 (Pages 9 - 34)

## **FINANCE**

- 4.2 2013-14 Revenue Budget Monitoring (Pages 35 - 50)

## **SOCIAL CARE AND WELLBEING**

- 5.1 Social Care and Wellbeing Commissioning Strategy (Pages 51 - 80)
- \* 5.2 Joint Commissioning with Aberdeenshire Council (Pages 81 - 84)
- 5.3 Redesigning the Community Justice System (Pages 85 - 88)
- 5.4 Self-Directed Support Legislation Update (Pages 89 - 96)

## **SERVICE WIDE REPORTS**

- 6.1 Governance of Arms Length Organisations - to follow

## **COMMITTEE BUSINESS STATEMENT AND PERFORMANCE MANAGEMENT**

- 7.1 Committee Business Statement (Pages 97 - 104)
- 7.2 Social Care and Wellbeing Performance Report (Pages 105 - 128)

## **ITEMS NOT FOR PUBLICATION**

## **SOCIAL CARE AND WELLBEING**

- 8.1 Minute of the Social Work Complaints Review Committee of 12 December 2013 - to follow

## **SAFETY – COMMENCING AT 4PM**

- 9.1 Local Fire and Rescue Plan for Aberdeen City 2014-2017 (Pages 129 - 150)
- 9.2 Scottish Police Authority Consultation on the Use of Stop and Search by Police Scotland (Pages 151 - 158)

Please note that reports marked with an \* have implications for agreed Priority Based Budget (PBB) options.

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## **SOCIAL CARE, WELLBEING AND SAFETY COMMITTEE**

ABERDEEN, 7 November 2013. Minute of Meeting of the SOCIAL CARE, WELLBEING AND SAFETY COMMITTEE. Present:- Councillor Ironside CBE, Convener; Councillor Lesley Dunbar, Vice-Convener; Councillor Graham, Vice-Convener with responsibility for Safety; and Councillors Allan, Cameron, Cooney (as a substitute for Councillor Nathan Morrison), Cormie (as a substitute for Councillor Blackman), Delaney, Donnelly, Grant (as a substitute for Councillor Taylor from article 9 onwards) Greig, Kiddie, Jean Morrison MBE, Samarai, Taylor (for articles 1 to 8) and Townson.

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

**[HTTP://COMMITTEES.ABERDEENCITY.GOV.UK/IELISTDOCUMENTS.ASPX?CID=142&MID=2932&VER=4](http://committees.aberdeencity.gov.uk/ielistdocuments.aspx?CID=142&MID=2932&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 altered retrospectively.

### **ANNOUNCEMENT**

1. Vice Convener Graham advised that the Council had been awarded the Royal Society for the Prevention of Accidents (RoSPA) special Gold Medal Award for Occupational Health and Safety to mark its sustained achievement. To achieve the award, the City Council's occupational health and safety performance was assessed against set judging criteria and evidence of a proactive health and safety management system.

Vice Convener Graham went on to advise that the Scottish Centre for Healthy Working Lives, has awarded the council a Mental Health and Wellbeing Commendation Award, which recognised excellence in promoting mentally healthy workplaces. The award supported employers and employees to develop health promotion and safety themes in the workplace in a practical way to benefit everyone in the organisation. The accolade showed the Council was working hard to tackle stigma and discrimination and manage personal stress, has supportive management practices, and satisfies the legal requirements of the Equality Act 2010.

To achieve the award, the Council had to provide a portfolio of evidence that it was providing mental health awareness campaigns and activities for all staff and specific training for managers, conducting stress risk assessments and audits, producing an annual action plan to tackle issues, and implementing a workplace mental health and well-being policy. Benefits to the organisation included reduced levels of stress in the workforce, increased levels of productivity, reduction in incidents, lower sickness absence rates and improved staff morale.

Vice Convener Graham presented both awards to Mr Mike Middleton, Chair of the Corporate Health and Safety Committee, and congratulated employees and the Health

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10 September 2013

and Safety Committee on these achievements and their commitment to continually improving these areas and

Mr Mike Middleton advised that winning these awards was a very high achievement for the Council and explained that it had been very much a team effort, with the full support of our staff and elected members, but he paid particular credit to the Council's dedicated health and safety team who had done the Council proud by promoting workers' welfare right across the organisation.

Councillor Kiddie echoed the remarks of Vice Convener Graham and congratulated all across the organisation on these achievements.

**The Committee resolved:-**

to concur with the remarks of Vice Convener Graham.

**AGENDA ORDER**

2. The Convener advised that item 7.1 (Governance of Arms Length External Organisations) had been withdrawn from the agenda.

**DETERMINATION OF EXEMPT BUSINESS**

3. Prior to considering the matters before the Committee, the Convener proposed that the Committee consider item 11 identified on the agenda as being for determination in private, with the press and public excluded.

**The Committee resolved:-**

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 9.1 of the agenda (article 11 of this minute) so as to avoid disclosure of information of the class described in the following paragraph 1 of Schedule 7(A) to the Act.

**MINUTE OF PREVIOUS MEETING**

4. The Committee had before it the minute of its previous meeting of 10 September 2013.

**The Committee resolved:-**

to approve the minute as an accurate record.

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**CAPITAL MONITORING - SOCIAL CARE AND WELLBEING PROJECTS - SCW/13/155**

5. The Committee had before it a report by the Director of Enterprise, Planning and Infrastructure which advised of the capital spend to date for Social Care and Wellbeing 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.

**2013/2014 REVENUE BUDGET MONITORING - SCW/13/041**

6. With reference to article 5 of the minute of the meeting of its meeting of 10 September 2013, the Committee had before it a report by the Director of Social Care and Wellbeing and the Head of Finance which set out the current year revenue budget performance for the services which fell under the remit of the Social Care and Wellbeing Committee, and advised on any areas of risk or management action.

**The report recommended:-**

that the Committee -

- (a) note the report on the near actual figures on the revenue budget and the information on areas of risk and management action that was contained therein; and
- (b) instruct officers to continue to review budget performance and report on service strategies.

**The Committee resolved:-**

- (i) to approve the recommendations; and
- (ii) to note that the Convener had written to the Convener of Aberdeenshire Council's Social Work and Housing Committee regarding the possibility of jointly commissioning similar services received from the same provider and had received a favourable response which he would now take forward with officers to ensure that a report was brought back to the Committee.

**MATTER OF URGENCY**

**The Convener intimated that he had directed in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973, that the following item be considered as a matter of urgency to enable the Committee to consider the arrangements for health and social care integration.**

## **SOCIAL CARE, WELLBEING AND SAFETY COMMITTEE**

10 September 2013

### **INTEGRATION OF HEALTH AND SOCIAL CARE**

7. With reference to article 16 of the minute of the meeting of the meeting of Council of 21 August 2013, the Committee had before it a report by the Director of Social Care and Wellbeing which recommended arrangements to progress the implementation of health and social care integration, namely the establishment of a joint Transitional Leadership Group which would be responsible for the production of the Aberdeen Integration Plan and the arrangements for the appointment of the Chief Officer, according to the specification of the Public Bodies (Joint Working) (Scotland) Bill as introduced in the Scottish Parliament on 28 May 2013.

#### **The report recommended:-**

that the Committee -

- (a) accept the Body Corporate/Integration Joint Board model as the proposed model of integration for Aberdeen City;
- (b) approve the proposal for the establishment of a joint Transitional Leadership Group to progress the implementation of health and social care integration, including the production of the Aberdeen Integration Plan;
- (c) approve the nomination of six elected members to the Transitional Leadership Group;
- (d) agree that the Transitional Leadership Group ensure the preparation of a detailed scope of services and budgets to be included, in accordance with emerging financial guidelines;
- (e) agree that the Transitional Leadership Group make recommendations on the arrangements for the appointment to the post of Chief Officer and the appropriate salary level; and
- (f) agree that a future report on the proposed Integration Plan for Aberdeen be submitted to the Committee.

#### **The Committee resolved:-**

- (i) to approve recommendations (a), (b), (d), and (e);
- (ii) to approve the nomination of six elected members, those being each of the Group leaders and Vice Convener Dunbar, to the Transitional Leadership Group and that named substitutes be permitted;
- (iii) to agree that a report be submitted to Council on the proposed Integration Plan for Aberdeen;
- (iv) to request the Transitional Leadership Group to look into developing a weighting process for voting protocol; and
- (v) to request the Transitional Leadership Group to determine whether it was possible for all members of the Committee to attend its four weekly workshop sessions.



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**SCOTTISH FIRE AND RESCUE SERVICE – ABERDEEN CITY LOCAL FIRE AND RESCUE SERVICE PERFORMANCE REPORT- OCE/13/031**

8. The Committee had before it a report by the Chief Executive which presented the Local Fire and Rescue Plan performance report for the period 1 April to 31 August 2013, for consideration.

**The report recommended:-**

that the Committee -

- (a) consider the performance report and provide feedback to the Local Senior Officer on its content; and
- (b) request that the final performance report for 2013/2014 be brought to its meeting in May 2014.

Duncan Smith, Senior Officer for Aberdeen City, was in attendance to speak to the report.

**The Committee resolved:-**

- (i) to approve the recommendations;
- (ii) to note that the Convener was working with the Scottish Fire and Rescue Service to identify the performance indicators to be reported to Committee and that members should contact the Convener directly should they have any areas of performance they would wish to see included in future reports;
- (iii) to thank the Scottish Fire and Rescue Service for the tour of its headquarters for elected members last week;
- (iv) to commend the Scottish Fire and Rescue Service and all partners for the tremendous effort on 5 November at the incident at Royal Cornhill Hospital; and
- (v) to thank Local Senior Officer Duncan Smith for his report and attendance at the Committee.

**POLICE SCOTLAND – ABERDEEN CITY LOCAL POLICING PLAN PERFORMANCE REPORT – OCE/13/032**

9. The Committee had before it a report by the Chief Executive which presented the Local Policing Plan performance report for the period 1 April to 30 September 2013, for consideration.

**The report recommended:-**

that the Committee –

- (a) consider the performance report and provide feedback to the Local Police Commander on its content; and
- (b) request that the final performance report for 2013/2014 be brought to its meeting in May 2014.

Chief Superintendent Adrian Watson, Local Police Commander, was in attendance to speak to the report.

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### **The Committee resolved:-**

- (i) to approve the recommendations;
- (ii) to note that the Convener was working with Police Scotland to identify the performance indicators to be reported to Committee and that members should contact the Convener directly should they have any areas of performance they would wish to see included in future reports;
- (iii) to request Chief Superintendent Watson to advise Councillor Allan directly of any implications on Police Scotland of the transfer of remand prisoners to HMP Perth following the closure of HMP Aberdeen;
- (iv) to note that Chief Superintendent Watson would pass the Committee's comments in relation to the future of the analysts posts at the Hub, as well as the road safety education programme to the Police Scotland centre;
- (v) to note that Chief Superintendent Watson would clarify whether it would be possible for the performance statistics to be circulated to Community Councils;
- (vi) to thank Police Scotland for the tour of its headquarters for elected members last week; and
- (vii) to thank Chief Superintendent Watson for his report and attendance at the Committee.

### **COMMITTEE BUSINESS STATEMENT**

**10.** The Committee had before it a statement of committee business which had been prepared by the Head of Legal and Democratic Services.

The Convener, seconded by Councillor Jean Morrison MBE, moved as a procedural motion:

that item 5 (Respite Facilities for Children with Complex Needs – Charlie House), be transferred to the Education, Culture and Sport Committee Business Statement.

On a division, there voted: for the procedural motion (8) – the Convener; Vice Convener Dunbar; Vice Convener Graham; and Councillors Allan, Cooney, Forsyth, Grant and Jean Morrison MBE ; against the procedural motion (7) – Councillors Cameron, Cormie, Delaney, Greig, Kiddie, Samarai and Townson.

### **The Committee resolved:-**

to adopt the procedural motion.

**In terms of Standing Order 15(6), Councillor Delaney intimated his dissent from the foregoing decision and left the meeting.**

### **The Committee further resolved:-**

- (i) to note that a report on item 2 (Integration of Adult Health and Social Care) was considered earlier on today's agenda;

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- (ii) to note that reports on items 8 (Aberdeen City Local Policing Plan 2013-2014), and 9 (Local Fire and Rescue Plan 2013/2014) had been considered earlier on today's agenda and therefore to delete;
- (iii) in relation to item 3 (Joint Commissioning Strategy for Older People) to note that an information bulletin was available;
- (iv) in relation to item 10 (Arms Length External Organisations), to note that a report would be submitted to the next meeting of the Committee; and
- (v) to otherwise note the updates contained therein.

**EXEMPT INFORMATION**

**In terms of article 3 of this minute, the following item of business was considered with the press and public excluded.**

**CLOSURE OF HMP ABERDEEN - SCW/13/048**

11. The Committee had before it a report by the Director of Social Care and Wellbeing which advised of the implications of the closure of HMP Aberdeen from 16 January 2013.

**The report recommended:-**

that the Committee -

- (a) note the closure of HMP Aberdeen; and
- (b) agree to the deletion of the posts within Criminal Justice attached to HMP Aberdeen from 16 January 2014.

**The Committee resolved:-**

to approve the recommendations.

**COUNCILLOR LEN IRNSIDE CBE, Convener.**

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## ABERDEEN CITY COUNCIL

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

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### 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](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

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**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 Plan<sup>1</sup> and the transition to a Low Carbon Economy. Scottish Government has underlined this with the Safeguarding Scotland's Resources programme<sup>2</sup> 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

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

<sup>2</sup> 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 &amp; Electrical Equipment (WEEE)</i>	<i>Packaging – plastic &amp; 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 recyclates<sup>3</sup> 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.

<sup>3</sup> – Key recyclates - paper, cardboard, plastic, metal, and glass

## 2.2 Schools

<b>School waste streams</b>		
<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 &amp; 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 3Rs<sup>4</sup> 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.

<sup>4</sup> - 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

<b>Social Care and Wellbeing waste streams</b>		
<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 &amp; 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

<b>Community, culture &amp; leisure waste streams</b>		
<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 &amp; 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**

<b>Fleet waste streams</b>		
<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 &amp; 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 &amp; 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)<sup>5</sup> accreditations reduce the environmental impact if any new furniture is required.

<sup>5</sup> *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.

### 3.0 Waste 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	✓	✓	✓	✓	✓
<b>A</b>	<b>Waste Prevention</b> 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>B</b>	<b>Waste Reduction</b>		<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
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 &amp; S/ Events/ S,C &amp; W</i>	✓	✓	✓	✓	✓
B.5	Reduce the use of single use catering items, such as individual portions, sachets etc.	<i>Facilities/ E,C &amp; S/ Events/ S,C &amp; 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 &amp; W</i>	✓	✓	✓	✓	✓
B.8	Ensure, where possible, take back schemes for packaging are put in place through procurement agreements.	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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>		✓			
<b>C</b>	<b>Reuse</b>		<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
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"> <li>- Furniture</li> <li>- Plants</li> <li>- Occupational therapy equipment</li> </ul>	- <i>Facilities</i> - <i>Env Serv</i> - <i>SC&amp;W</i>	✓	✓	✓	✓	✓
C.3	Investigate opportunities to reuse additional waste streams, including working, where practical, with charities.	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG</i>		✓	✓		
C.4	Provide a central list of resources, such as display equipment. <ul style="list-style-type: none"> <li>- Investigate options for a pool of resources/ bookable system.</li> </ul>	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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"> <li>- Managers to ensure envelopes are segregated for reuse.</li> </ul>	<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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG</i>				✓	✓

<b>D</b>	<b>Recycling &amp; composting</b>		<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
D.1	Introduce recycling collections for key waste streams paper, cardboard, plastic, metal and glass.	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG</i>		✓			
D.2	Introduce food waste collection service for catering premises producing over 50 kg a week.	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG</i>		✓			
D.3	Introduce food waste collection service for catering premises producing under 50 kg a week and over 5kg.	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG - Procurement</i>		✓			
D.9	Make sure adequate space for segregating waste is built in new buildings.	<i>EP &amp; 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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG - Procurement</i>		✓			
<b>E</b>	<b>Disposal and management of waste</b>		<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
E.1	Remove desk bins in premises where recycling introduced.	<i>Facilities - EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG</i>	✓	✓			
E.2	Provide clear guidance and procedures for reducing, reuse and	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG - Trade Waste</i>	✓	✓				
E.4	Identify needs and ensure training on regulations and processes for waste, where appropriate.	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG- HR</i>		✓	✓	✓	✓	
E.5	Improve visibility of bin sites & facilities through labelling and signage.	<i>EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG - Procurement</i>		✓	✓	✓	✓	
<b>F</b>	<b>Measuring and monitoring waste</b>		<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	
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&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; W/ CG - Env Policy</i>	✓	✓	✓	✓	✓	
F.3	Share information with staff on levels of reuse, recycling and disposal.	<i>Env Policy - EP&amp; I/ E,C &amp; S/ H &amp; E/ SC&amp; 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				✓	
<b>G</b>	<b>Awareness and Education</b>		<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
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**

<b>Books</b>	Library book and media sales take place annually allowing income generation from the recycling of older stock.
<b>Cans</b>	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.
<b>Confidential waste</b>	Confidential waste is currently managed through the bag system and in some premises shredders are also in place.
<b>Construction Waste</b>	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.
<b>Envelopes</b>	Envelopes can be reused.
<b>Food Waste</b>	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.
<b>Furniture</b>	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.
<b>Glass</b>	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.
<b>Granite kerbstones &amp; setts</b>	Granite kerbstones from road operations are reused and granite setts are put into storage, for reuse where possible.
<b>Grounds Waste</b>	Shrub prunings, hedge trimmings and other green waste gathered from parks, open spaces and amenity areas during maintenance is shredded and made into mulch.
<b>Gully Waste</b>	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.

<b>Ink &amp; Toner Cartridges</b>	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.
<b>Paper</b>	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.
<b>Plants</b>	Environmental Services is moving away from annual planting to more sustainable planting – with plants being replanted between sites rather than sent to landfill.
<b>Plastic Bottles</b>	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.
<b>ICT equipment</b>	ICT WEEE (waste, electronic and electrical equipment) is recycled. Under WEEE regulations waste electronic and electrical equipment should not be sent to landfill.
<b>Road Planings</b>	Road planings are segregated for reuse.
<b>Street Lighting</b>	End of life aluminium street lighting columns are recycled. Lantern heads & lamps are segregated and sent for recycling.
<b>Traffic bollards</b>	Damaged traffic bollards are recycled.
<b>Tyres</b>	Used tyres are disposed of by a third party who arrange retread of the tyres or recycling and disposal.
<b>Used oil filters</b>	Used oil filters are segregated and collected for recycling.
<b>Vehicles</b>	Some vehicle components are retained for reuse. Functional end of life vehicles are sold at auction for reuse.
<b>Vehicle oil</b>	Vehicle oil is segregated for separate collection.
<b>Wood Waste</b>	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
<b>Elected Members</b>	Raise awareness & inform on internal waste management measures. Decision making capacity.	<ul style="list-style-type: none"> <li>• Committee reports to coincide with key decision points.</li> <li>• Bulletin reports to keep members informed.</li> </ul>	As required
<b>Directors</b>	Engage and keep informed	<ul style="list-style-type: none"> <li>• Reports</li> <li>• Managers update</li> <li>• Briefings</li> <li>• Emails</li> </ul>	As required
<b>Heads of Service</b>	Raise awareness and keep informed.	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Meetings</li> <li>• Reports</li> <li>• Briefings</li> </ul>	As required
<b>Head teachers</b>	Engage and keep informed. Need support and buy in for school measures.	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Meetings</li> <li>• Presentations</li> </ul>	As required
<b>Pupils &amp; teachers</b>	Encourage participation in school waste measures.	<ul style="list-style-type: none"> <li>• GLOW</li> <li>• Publications</li> <li>• Presentations</li> <li>• Posters</li> <li>• Signage</li> </ul>	As required
<b>Facilities Management</b>	Liaise. Keep informed.	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Meetings</li> <li>• Reports</li> </ul>	Quarterly updates
<b>Internal waste contacts</b>	Disseminate information	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Meetings</li> </ul>	As required
<b>Trade waste team</b>	Liaise.	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Meetings</li> </ul>	As required
<b>All Staff</b>	Engage and raise awareness  Inform of appropriate waste facilities & methods	<ul style="list-style-type: none"> <li>• Regular updates on the zone</li> <li>• Information at corporate induction</li> <li>• Directorate magazines</li> </ul>	To mark milestones and correspond with recycling roll outs and new waste

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

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COMMITTEE	Social Care and Wellbeing
DATE	16 January 2014
DIRECTOR	Liz Taylor and Head of Finance
TITLE OF REPORT	2013/14 REVENUE BUDGET MONITORING
REPORT NUMBER:	SCW/13/051

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### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to
- i) bring to Committee members attention the current year revenue budget performance 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) Note this report on the forecast outturn on the revenue budget and the information on areas of risk and management action that is contained herein;
  - ii) Instruct that officers continue to review budget performance and report on service strategies;

### 3. FINANCIAL IMPLICATIONS

- 3.1. The revised total Social Care and Wellbeing revenue budget amounts to around £121.1M net expenditure.
- 3.2. The actual expenditure figures to Period 8 include the back-payment of the 1% staff pay award. Directorate budgets and forecast outturns have not yet been updated to reflect the pay award, but they will be amended in Period 9. There will be no overall impact on the financial position for the Directorate.
- 3.3. Based upon present forecasts it is anticipated that the financial performance of the Directorate will result in a budget underspend of £390K.

#### 4. OTHER IMPLICATIONS

- 4.1 Every organisation has to manage the risks inherent in the operation of large and complex budgets. These risks are minimised by the regular review of financial information by services and corporately by Members. This report is part of that framework and has been produced to provide an overview of the current operating position.

#### 5. BACKGROUND/MAIN ISSUES

- 5.1 This report informs Members of the current year SC&W revenue budget performance to date, and provides a high level summary for the consideration of Members, to period 8 (to end of November 2013). It also outlines whether or not there are any cost pressures that are immediately identifiable from the expenditure incurred to date and actions being undertaken to manage these.
- 5.2 The Directorate's revenue budget report and associated notes are attached at Appendices A to F.

##### **Financial Position**

- 5.3 In overall terms, as set out in Appendix A, the position at 30th November reflects a current underspend of £1.4M, and a forecast underspend of £390K for the year.
- 5.3.1 The year to date position shows net expenditure to be £1.4M below budget. The net underspend is due to variances in the areas outlined below:
- Underspend on other running expenses £1.1M. This mainly reflects anticipated savings set out under the forecast below, and the extent to which change fund and re-investment monies have not yet been committed.
  - Income £670K above budget (underspend). This favourable variance reflects an improved income position as forecast below.
  - Overspend on staffing costs £390K, which mainly reflects the back payment of 1% pay award.
  - Overspend on commissioned services £20K, reflecting over commitment in Children's Services £1.1M and Older People's Services £30K and an underspend in Adult Services £1.1M.
- 5.3.2 The forecast outturn is for a favourable variance of £390K. That represents a favourable movement of £370K for the Directorate since the November Committee report. The significant changes in the forecast are as follows:-



- Favourable movement in overspend on Adults & Older People's needs led budgets £600K, largely reflecting the local difficulties in the care at home market around staff recruitment and retention.
- Increase in Children's commissioning costs £240K.
- Additional staffing costs of £120K in Children's services are matched by reductions in Adults services £80K and Older People's services £40K.

### 5.3.3 Comparing the revised budget to the updated forecast the main variances then anticipated are in the following areas:

- Overspend on commissioned services £1.4M. A significant proportion of the Directorate's PBB savings are from within commissioned services. There remains significant pressure on those budgets, and this has also been reflected with growth provisions included in the budget to cover price and demand pressures. It is anticipated that Adult and Older People's needs led budgets will be £690K over committed, offset by underspends on other commissioned services £810K. It is anticipated that Children's Services out of authority placements will overspend by £1.7M. Again this is partially offset by anticipated underspends on other commissioned services £240K.
- Underspend on other running costs £1M. This includes not utilising the remainder of the additional provision made to support Older People's Change Fund £420K. Children's services are expected to underspend on re-investment monies £410K, Early Years Change Fund £250K, Throughcare Payments £120K and other supplies and services budgets £180K, these savings being partially offset by overspends on transport services £210K. Underspends are anticipated in Older People's services on training £90K and other supplies and services budgets £130K, partially offset by overspends on property costs £80K. Business Management budgets for property and other services are expected to underspend by £230K. An overspend of £130K is anticipated on transport for service users in Adult Services. A saving of £500K (PBB option SCW13) is not anticipated to be achieved this year. An underspend of £200K is anticipated in Adult Services as additional telecare/responder services for SDS project is not yet implemented. An additional cost of £80K has been incurred in payment of penalty notice to ICO.
- Additional income £740K. Grants and contributions are expected to be £260K above budget, client contributions £620K above budget, and other income £140K below budget.

## 6. IMPACT

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

## 7. RISK MANAGEMENT

### **Risk Assessment and Management Action**

- 7.1 Key underlying assumptions and risks concerning the forecast outturn figures are as follows:

- At this stage there is increasing evidence that actual expenditure on Adult and Older People's needs led services is significantly below the Carefirst commitment values, indicating that there could potentially be an underspend against these budgets. The value of actual invoices paid at this stage of the year is in the region of £1.7M below the equivalent value in the previous year. The forecast has not been adjusted to reflect this potential underspend as work continues to reach a definitive conclusion. Management action is required to address this issue so as to be able to confirm an accurate forecast.
- The forecasts assume that management action will be taken to mitigate current spending pressures and achieve a final spend close to the approved budget. In particular to mitigate any additional spending pressures arising from demand led commitments, and to ensure that vacancy management targets are fully achieved.
- It is assumed that there will be a shortfall of £1M on PBB savings as identified during budget preparation and recognised in the risk register. At this stage it is assumed that these shortfalls will be met from within the Directorate's current budgets.
- Commissioned Services is a very significant element of the SC&W budget at £110.8M (71%) and also arguably the highest risk element of the budget. The needs led element of the budget can be a problem and it is in this area across both Adults and Children's Services that major variances have occurred in previous years. There can be major fluctuations in the level of commitment from month to month due to demand pressures. A 1% increase in Adult & Older People's care packages costs approx. £750K; whilst a 10% increase in Children's out of authority placements would cost £900K.
- The forecasts assume that further savings will be made due to under delivery of home care following the introduction of CM2000. There is a risk that Carefirst variations for CM2000 vary significantly from previous pattern +/- £500K.

- Other significant risks that may lead to overspends include the further impact of additional risk register items £1.25-£1.5M, impacts of welfare reform which are unknown at this stage and cannot be quantified, and any further increase in level of over commitment on demand led budgets.
- Other significant risks that may lead to underspends include Early Years Change Fund spend not achieved up to £250K and slippage on spending of LD telecare re-investment money and support for SDS, up to £600K.

## 8. BACKGROUND PAPERS

Financial ledger data extracted for the period .

## 9. REPORT AUTHOR DETAILS

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Additional contributions to analysis of risks and management action by  
Director & Heads of Service – Social Care & Wellbeing.

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ABERDEEN CITY COUNCIL  
REVENUE MONITORING 2013/2014

APPENDIX A

DIRECTORATE : SOCIAL CARE AND WELLBEING

As at end of November 2013		Year to Date			Forecast to Year End		
Accounting Period 8	Full Year Revised Budget £'000	Revised Budget £'000	Actual Expenditure £'000	Variance Amount £'000	Outturn £'000	Variance Amount £'000	Variance Percent %
Director	(94)	(63)	340	403	506	600	(638.3%)
Head of Adult Services	26,109	17,424	16,152	(1,272)	25,291	(818)	(3.1%)
Head of Children's Services	33,575	22,447	23,052	605	34,631	1,056	3.1%
Head of Older People & Rehabilitation Services	59,733	39,842	38,953	(889)	58,732	(1,001)	(1.7%)
Business Support Manager	1,748	1,201	983	(218)	1,524	(224)	(12.8%)
<b>TOTAL</b>	<b>121,071</b>	<b>80,851</b>	<b>79,480</b>	<b>(1,371)</b>	<b>120,684</b>	<b>(387)</b>	<b>(0.3%)</b>

DIRECTORATE : SOCIAL CARE AND WELLBEING  
HEAD OF SERVICE : DIRECTOR

As at end of November 2013	Year to Date				Forecast to Year End			CHANGE FROM LAST REPORT £'000
	Accounting Period 8	Full Year Revised Budget	Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	
	£'000	£'000	£'000	£'000	£'000	£'000	%	£'000
STAFF COSTS	232	155	155	0	231	(1)	(0.4%)	4
ADMINISTRATION COSTS	12	7	5	(2)	12	0	0.0%	0
TRANSPORT COSTS	1	1	2	1	1	0	0.0%	0
SUPPLIES & SERVICES	(500)	(333)	84	417	80	580	(116.0%)	0
COMMISSIONING SERVICES	191	127	94	(33)	182	(9)	(4.7%)	0
<b>GROSS EXPENDITURE</b>	<b>(64)</b>	<b>(43)</b>	<b>340</b>	<b>383</b>	<b>506</b>	<b>570</b>	<b>(890.6%)</b>	<b>4</b>
LESS: INCOME								
OTHER INCOME	(30)	(20)	0	20	0	30	(100.0%)	0
<b>TOTAL INCOME</b>	<b>(30)</b>	<b>(20)</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>30</b>	<b>(100.0%)</b>	<b>0</b>
<b>NET EXPENDITURE</b>	<b>(94)</b>	<b>(63)</b>	<b>340</b>	<b>403</b>	<b>506</b>	<b>600</b>	<b>(638.3%)</b>	<b>4</b>

VIREMENT PROPOSALS

None this cycle

REVENUE MONITORING VARIANCE NOTES

**Staff Costs**

P8 actuals includes 1% pay award backdated to 1/4/13. Budget and forecast outturn to be updated in P9.

**Administration Costs**

**Transport Costs**

**Supplies and Services**

The adverse variance on forecast reflects the likely non-achievement of PBB saving (SCW13) and penalty notice from ICO £80k.

**Commissioning Services**

**Income**

PBB saving not achieved.

	PROJECTED VARIANCE £'000	CHANGE £'000
	(1)	4
	0	0
	0	0
	580	0
	(9)	0
	30	0
	<u>600</u>	<u>4</u>



## VIREMENT PROPOSALS

None this cycle

	PROJECTED VARIANCE £'000	CHANGE £'000
<b>REVENUE MONITORING VARIANCE NOTES</b>		
<b>Staff Costs</b>	(338)	(78)
The favourable variance reflects anticipated underspends in Mental Health £140k, Learning Disabilities £100k, Criminal Justice £70k and contracts and commissioning £30k. The variance results from additional staff vacancies and assumes that the current level of vacancies will be maintained for the next month and that Craiginches Prison will shut at the end of December. P8 actuals includes 1% pay award backdated to 1/4/13. Budget and forecast outturn to be updated in P9. The favourable variance since P6 reflects the ongoing additional vacancies.		
<b>Property Costs</b>	(27)	0
The favourable variance arises from savings from the buy out of the lease on 8 Alford Place £60k, partially offset by repairs at Stocket Parade £10k and Rosehill Gas £20k.		
<b>Administration Costs</b>	(26)	0
The favourable variance reflects an anticipated underspend on telephones and courses.		
<b>Transport Costs</b>	131	11
The adverse variance is due to hire of taxis for LD clients £170k, to be met from the commissioning costs budget, and partially offset by savings on staff travel costs £40k.		
<b>Supplies and Services</b>	(143)	0
The favourable variance is due to delayed implementation of the telecare/responder service for the Self Directed Support (SDS) project £200k, partially offset by £50k purchase of software to support SDS, and funded by additional grant as reported in Income below.		
<b>Commissioning Services</b>	(723)	(134)
The favourable variance reflects anticipated underspends on block funded services for mental health £550k, learning disabilities £200k, criminal justice £120k and additions £50k, partially offset by overspends on needs led services £190k. This assumes a transfer of £850k of packages from adult services to elderly care and an additional £150k from Childrens Services. The favourable movement since P6 reflects the reduction in commitments for needs led services.		
<b>Transfer payments</b>	3	0
<b>Income</b>	305	0
The adverse variance reflects reduction in client contribution to spot purchased care £250k, decrease in rent income £140k, decrease in CJ grant received £130k, and decrease in recharge to prison service £60k. These are partially offset by additional NHS funding £170k and Self Directed Support funding £50k and contribution from Aberdeenshire £50k.		
	(818)	(201)





	PROJECTED VARIANCE £'000	CHANGE £'000
<b>REVENUE MONITORING VARIANCE NOTES</b>		
<b>Staff Costs</b>	180	125
The adverse variance reflects anticipated overspends in Children in Need North £250k, Children in Need South £180k and Reception & Protection £140k are offset by underspends on Family & Community Support £220k, Planning & Development £130k and Head of Service £40k. P8 actuals includes 1% pay award backdated to 1/4/13. Budget and forecast outturn to be updated in P9.		
<b>Property Costs</b>	(42)	2
The favourable variance reflects anticipated underspend in "other property" costs.		
<b>Administration Costs</b>	91	(1)
The adverse variance is due to anticipated overspend on legal expenses £70k and communication costs £20k.		
<b>Transport Costs</b>	210	13
The adverse variance is due to anticipated overspend on staff travel £90k, parking permits £30k, childrens transport £60k, and other transport costs £20k.		
<b>Supplies and Services</b>	(839)	4
The favourable variance is due to anticipated underspends on re-investment monies £660k, furniture and equipment £80k, services £40k, catering £30k and childrens expenses £20k.		
<b>Commissioning Services</b>	1,479	241
The adverse variance is due to anticipated overspends on out of authority placements £1.7m, children with disabilities £180k, youth justice £180k and throughcare £70k, partially offset by anticipated underspends on adoption and fostering £290k, home from home scheme £140k, kinship care £80k and intensive support service £120k. The adverse movement since P6 reflects increases in other commissioning costs.		
<b>Transfer Payments</b>	(125)	0
The favourable variance is mainly due to anticipated underspend in section 22 payments £70k and throughcare payments £50k.		
<b>Income</b>	102	0
The adverse variance is due to NESPC funding being not fully spent and is also reflected within the expenditure figures.		
	1,056	384



## VIREMENT PROPOSALS

None this cycle

	PROJECTED VARIANCE £'000	CHANGE £'000
<b>REVENUE MONITORING VARIANCE NOTES</b>	160	(44)
<b>Staff Costs</b>		
The adverse variance reflects anticipated overspends in services now transferred to Bon Accord Care £200k and Older People change fund £90k (to be funded from OP Change Fund income) and partially offset by underspend in Care Management £140k. The forecast assumes that the current level of vacancies will be maintained for the next month. P8 actuals includes 1% pay award backdated to 1/4/13. Budget and forecast outturn to be updated in P9.		
<b>Property Costs</b>	77	9
The adverse variance is due to anticipated overspends on repairs and maintenance costs £50k (to be funded from OP Change Fund income), additional rents £40k and water rates £20k, partially offset by recovery of costs related to Phoenix Day Centre £30k.		
<b>Administration Costs</b>	(62)	0
The favourable variance is due to anticipated underspends on courses £90k, offset by overspends on printing/photocopying £20k.		
<b>Transport Costs</b>	(16)	0
The favourable variance is due to anticipated underspends on internal fleet charges £50k and staff travel £10k, partially offset by overspend on hire of taxis £10k and car parking permits £40k.		
<b>Supplies and Services</b>	(555)	0
The favourable variance is due to anticipated underspends on Older People change fund £420k, CM2000 costs £50k, disability aids & adaptations £40k and events £40k.		
<b>Commissioning Services</b>	607	(461)
The adverse variance reflects anticipated overspend on needs led services £500k and LATC contract payments £200k, partially offset by underspend on other commissioned services £90k. This assumes a transfer of £850k of packages from adult services to elderly care. The favourable movement since P6 reflects the reduction in commitments for needs led services.		
<b>Transfer Payments</b>	(29)	0
The favourable variance is due to anticipated underspend on section 12 payments.		
<b>Income</b>	(1,183)	(9)
The favourable variance reflects anticipated additional income from client contributions £900k, nhs funding £170k, meals and other charges £70k and Telecare development grant £40k.		
	<u>(1,001)</u>	<u>(505)</u>

DIRECTORATE : SOCIAL CARE AND WELLBEING  
HEAD OF SERVICE : BUSINESS MANAGER

As at end of November 2013	Year to Date				Forecast to Year End			CHANGE FROM LAST REPORT £'000
Accounting Period 8	Full Year Revised Budget	Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	Variance Percent	
	£'000	£'000	£'000	£'000	£'000	£'000	%	
STAFF COSTS	957	644	642	(2)	955	(2)	(0.2%)	(9)
PROPERTY COSTS	417	307	208	(99)	302	(115)	(27.6%)	(42)
ADMINISTRATION COSTS	133	87	50	(37)	93	(40)	(30.1%)	0
TRANSPORT COSTS	11	7	3	(4)	7	(4)	(36.4%)	0
SUPPLIES & SERVICES	281	190	110	(80)	209	(72)	(25.6%)	0
COMMISSIONING SERVICES	22	15	18	3	27	5	22.7%	0
<b>GROSS EXPENDITURE</b>	<b>1,821</b>	<b>1,250</b>	<b>1,031</b>	<b>(219)</b>	<b>1,593</b>	<b>(228)</b>	<b>(12.5%)</b>	<b>(51)</b>
LESS: INCOME								
OTHER GRANTS & CONTRIBUTIONS	(73)	(49)	(48)	1	(69)	4	(5.5%)	0
<b>TOTAL INCOME</b>	<b>(73)</b>	<b>(49)</b>	<b>(48)</b>	<b>1</b>	<b>(69)</b>	<b>4</b>	<b>(5.5%)</b>	<b>0</b>
<b>NET EXPENDITURE</b>	<b>1,748</b>	<b>1,201</b>	<b>983</b>	<b>(218)</b>	<b>1,524</b>	<b>(224)</b>	<b>(12.8%)</b>	<b>(51)</b>

VIREMENT PROPOSALS

None this cycle

REVENUE MONITORING VARIANCE NOTES

	PROJECTED VARIANCE £'000	CHANGE £'000
<b>Staff Costs</b> P8 actuals includes 1% pay award backdated to 1/4/13. Budget and forecast outturn to be updated in P9.	(2)	(9)
<b>Property Costs</b> The favourable variance is due to anticipated underspends on vacant properties for rent £10k, energy costs £60k and other buildings costs £40k. The favourable movement since P6 reflects additional underspend on energy costs.	(115)	(42)
<b>Administration Costs</b> The favourable variance is due to anticipated underspends on telephones £20k and stationary £20k.	(40)	0
<b>Transport Costs</b>	(4)	0
<b>Supplies and Services</b> The favourable variance is due to anticipated underspends on service charges £30k and miscellaneous expenses £80k, partially offset by anticipated overspends on Carefirst annual charges £40k.	(72)	0
<b>Commissioning Services</b>	5	0
<b>Income</b>	0	0
	<u>(228)</u>	<u>(51)</u>

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Social Care, Wellbeing and Safety
DATE	16 January 2014
DIRECTOR	Liz Taylor
TITLE OF REPORT	SCWB Commissioning Strategy
REPORT NUMBER:	SCW/13/062

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### 1. PURPOSE OF REPORT

The purpose of this report is to provide Members with an update on the the re-development of the Social Care and Wellbeing Commissioning Strategy for Adults and Children's Services in Aberdeen. (Attached at Appendix 1)

### 2. RECOMMENDATION(S)

Members are asked to note the ongoing work to develop the draft strategy and to agree to receive the full consultation draft for comment in March 2014

### 3. FINANCIAL IMPLICATIONS

There are no direct financial implications relating to this report.

### 4. OTHER IMPLICATIONS

The Commissioning Strategy will take into account changes that are proposed to any future revisions of the Single Outcome Agreement.

### 5. BACKGROUND/MAIN ISSUES

- 5.1 The Aberdeen City Council Scrutiny Report prepared by the Care Inspectorate and published in December 2012 recommended that:

*"The social work services, in conjunction with health service partners, should agree a timetable for completing joint commissioning strategies for all care groups, including a financial framework for supporting these strategies and their implementation"*

- 5.2 Acknowledging that a number of Service specific strategies exist within Social Care and Wellbeing it is the intention of the Service to bring

together all Service specific strategies that exist in Adults and Children's Services under one overarching Commissioning Strategy.

- 5.3 As previously reported to members in August 2013 the methodology employed in the delivery of the Commissioning Strategy for Older People was to be replicated across the Directorate. This was due to positive feedback on the approach used. Particularly the step by step approach employed whereby a consultation document is initially published that then leads to a final strategy document.
- 5.4 The attached document outlines work that has already taken place to populate the consultation draft for:
  - Children's Services
  - Learning Disability Services
  - Mental Health Services
  - Substance Misuse Services
- 5.5 Work is in progress to complete the consultation draft which will include further sections for:
  - Youth and Criminal Justice Criminal Justice Services
  - Physical and Sensory Services
- 5.6 The final consultation document which will be available to members in March 2014 will also outline the Council's vision for both support to Carers and Advocacy Services
- 5.7 In line with the approach taken by Older People's Services the consultation draft shall also include a glossary, links to further information and strategies of key stakeholders and a questionnaire to encourage structured feedback.
- 5.8 Further to the receipt of feedback on the consultation draft from partners and the public work will continue with our partners in health to create a joint commissioning strategy for Children, Young People and Adults.
- 5.9 Key to the success of the strategy will be the ongoing development of the Implementation Plan. This plan will assist in communicating ongoing re-commissioning work in Social Care and Wellbeing. It will also outline plans for market development, taking into account the actions required to shift the balance of care while achieving best value.
- 5.10 Both the development of the final strategy and implementation plan will maximise opportunities to commission with our partners in health and other key stakeholders including partner Authorities and Scotland Excel
- 5.11 Many initiatives within Social Care and Wellbeing have been implementing innovative approaches to providing care and support for



some time. This suite of documentation once finished will help to improve communication of these developments to all key stakeholders while providing a sound platform for continual feedback on the plans and initiatives employed by Adults and Children's Services in Social Care & Wellbeing.

## 6. IMPACT

### 6.1 The proposal supports the following strategic priorities of the Council's Five Year Business Plan:

- Provide for the needs of the most vulnerable people;
- Ensure efficient and effective delivery of services by the council and its partners;

### 6.2 And the plan for delivery:

- Make best use of the financial resources available to us, ensuring best value for the public purse.
- Have a flexible, skilled and motivated workforce; and listen to, and be responsive to, our customers, shaping our services around their needs and focusing our resources where they are most needed.

## 7. BACKGROUND PAPERS

None

## 8. REPORT AUTHOR DETAILS

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**Joint Commissioning in Aberdeen City**

“Commissioning” is central to making effective support available for the people of Aberdeen. It is the process the Council uses to decide how to make the best use of available funding to meet, and in some cases exceed, the needs of local people.

“Joint Commissioning” means finding out what local people need, and then planning and delivering the best range and quality of health and social care services to meet those needs. Joint Commissioning is only effective if it is carried out in partnership with citizens, communities and all other stakeholders that have an interest in the health and wellbeing of local people. It involves planning with all partners, not just looking at services that the Council provides but looking a wide range of services and supports that are available to local people.

Elected Members, Council Staff at all levels, service users and carers, statutory agencies and service providers all have positive a contribution to make to the commissioning process.

**Why do we need a Joint Commissioning Strategy?**

A commissioning strategy is required so that the Council can plan the future delivery of service to ensure that responsive, high quality services can be delivered to those who require support. The joint commissioning strategy aims to look at what services are currently provided while using information collected locally and nationally regarding the changing needs of local people. By doing this in partnership with health and other stakeholders, and, by taking into account National strategies, we can ensure that the needs of local people can continue to be met now and in the future. The strategy also aims to provide stability for services that are currently provided, and, identify what works well and what could be working better. Where it is identified that services need to change the strategy will help ensure that changes can take place in a planned way.

Once the consultation stage is complete, the Council will put together a new plan that details how services will be commissioned over the next 10 years. This won't just be about how the Council will purchase or provide services, the strategy will also detail what supports will be in place to help people maximise their own independence and what existing supports within the community can be used to help local people improve their health and wellbeing.

## **Our Vision:**

***Link to community plan & NEW (SOA), and to ensure that:***

Local People:

- are supported to live as independently as possible and in their own home or in accommodation appropriate to their needs for as long as this is possible
- feel safe in their own home and community and be protected from abuse, neglect and harm
- are enabled and supported to find and put in place the right solutions for their care and support
- have access to the facilities of Aberdeen that will support them to maintain their health and wellbeing; and
- are able to take a full and active role in their community as citizens of Aberdeen

In line with the Social Care (Self-Directed Support) (Scotland) Act, there is also an overarching aim to ensure that local people can have increased choice and control over the level and type of support they receive. This means that people will increasingly have an option to choose more non-traditional methods of support to meet their needs and aspirations.

It is recognised that a great deal of flexibility and creativity is required to ensure that the Council and providers of services in Aberdeen can be even more responsive to the needs of local people.

## **Who does this strategy include?**

This strategy relates to both Children and Young People and Adults who may require support or access health and social care services in Aberdeen.

**Children and Young People** who may access health and social care services might:

- be at risk of harm
- require child protection services
- be looked after or previously been looked after
- need permanent families
- have a disability and;
- have offended or are at risk of offending

**Adults** who may access health and social care services might:

- be at risk of harm and abuse
- have mental health difficulties
- have substance misuse problems
- have a learning disability and;
- have offended or are at risk of offending

A separate Joint Commissioning Strategy has been developed for Older People, the Strategy is called “Ageing wi’ Opportunity” and it details how the Council intends to plan and deliver health and social care services to people aged 65 and over for the next 10 years. If you would like more information on the Joint Commissioning Strategy for Older People please contact us at the address provided at the end of this document.

### **How is this strategy presented?**

To make this strategy easier to follow, and so that people can find a particular part that might be important to them, the strategy is split into the following 7 sections:

- Children’s Services
- Learning Disability Services
- Mental Health Services
- Substance Misuse Services
- Youth and Criminal Justice Services
- Physical and Sensory Services
- Carer Support Services

The health and wellbeing of local people is determined by a wide range of personal, social, economic and environmental factors. Taking these into account and so that continuity can be maintained across most sections of the strategy, the following outcome headings have been applied to the majority of sections of the strategy:

- Included and Enabled
- Safer and Healthier
- Supported

# CHILDRENS SERVICES

## What underpins social care delivery? What are the commissioning drivers?

Nationally the main focus of the strategy for Children's Services is to ensure that every child and young person can be fully supported as they grow up and develop into successful learners, confident individuals, effective contributors and responsible citizens. This National approach is called "Getting it Right For Every Child" and in practice the approach is underpinned by 8 different outcome areas. These outcome indicators require that in the delivery of care and support to children and young people the Council will ensure that that they are:

### **Safe**

Protected from abuse, neglect or harm.

### **Healthy**

Experiencing the highest standards of physical and mental health

### **Achieving**

Receiving support and guidance in their learning – boosting their skills, confidence and self-esteem

### **Nurtured**

Having a nurturing and stimulating place to live and grow

### **Active**

Having opportunities to take part in a wide range of activities – helping them to build a fulfilling and happy future

### **Respected**

To be given a voice and involved in the decisions that affect their wellbeing

### **Responsible**

Taking an active role within their schools and communities

### **Included**

Getting help and guidance to overcome social, educational, physical and economic inequalities; accepted as full members of the communities in which they live and learn

Locally these National outcomes are further outlined by the "Aberdeen 21 Framework". This framework is used to measure outcomes for children and young people in Aberdeen and helps to ensure that they:

- are safe from immediate harm
- live in safe homes or service environments
- have their health needs met
- have their developmental needs understood & met by carers/professionals
- lead healthy lifestyles
- are in an appropriate educational placement
- have any additional educational needs met
- have appropriate employment, further education or training opportunities
- have their personal and social development needs met
- have positive family relationships
- live in a stable and secure family environment

- live with alternative and appropriate carers when they are unable to live with their own families
- have access to positive activities/opportunities in the community
- have positive peer relationships
- views & opinions are expressed and considered
- are aware of their own rights and those of others
- assume age appropriate responsibilities
- achieve a positive transition to adulthood
- live within their own community
- have a positive identity
- have living arrangements that meet their needs

### **What do we currently commission in this area?**

The Council provides a range of services for children and young people across Aberdeen City.

Children's Services are delivered across five priority themes:

- family and community support
- reception and protection
- children and family area teams
- alternative family care
- young peoples care and accommodation

Service delivery is split into 3 tiers dependent on the level of need and the type of intervention provided to the child or young person. The three tiers are:

- early intervention services
- specialist services
- acute services

A number of third party providers in Aberdeen City and further afield complement the already existing range of supports provided by the Council locally.

## **INCLUDED AND ENABLED**

To be included means that that every child and young person is accepted as part of the community in which they live and learn, and has a positive identity and living arrangements that meet their needs. We want to ensure that all children and young people and their carers have the opportunity to be involved in decisions that affect them. Children and young people should also have the opportunity to play and have an active and responsible role in their school and community.

Every child and young person should have a nurturing place to live in a family setting and receive additional help where necessary to continue to live in a family setting. Where it is not possible for a child or young person to remain with their family they should have a nurturing place to live in a suitable care setting.

Every child and young person must be supported and guided in their learning and in the development of their skills, confidence and self-esteem at home, in school and in the community.

### **What do we know and what have people told us?**

Children and their families have told children want to:

- stay with their families
- stay in their own communities
- feel better about themselves and feel positive about the future
- live in an environment that meets their needs
- be able to express their views and opinions and be heard
- be more aware of their own rights and the rights of other in their lives
- be able to be responsible and trusted to make decisions have more positive relationships with their families
- have more positive relationships with their peers in the community
- live in a loving and stable family environment
- live with carers who can provide a loving and stable family environment when their parents are no longer able to manage

### **How could this be achieved?**

We will continue to support children and young people to live within their own families or with friends and relatives in their own communities, providing additional support where this is required.

We will continue to ensure that all children and young people referred to the service undergo a comprehensive assessment to help establish their immediate and long term needs

We will promote positive parenting by ensuring access to family support services and high quality child care.

For those children and young people who experience disabilities we will aim to robustly assess their physical, emotion and social needs to ensure they are placed appropriately and supported to communicate and express their views.

Where appropriate we will support families to access social and welfare services to better understand their parenting responsibilities, personal finances, secure benefit entitlements and achieve stable housing through a secure housing tenancy.

We will continue to ensure that children, young people and their families are included in decisions that affect them, enabling families to contribute to planning and decision making.

We will promote the use of accessible and responsive independent Advocacy services for children and their families, ensuring that children, young people and their families are aware of their own rights.



In delivering support to children and families we will promote evidence based practice and strength based approaches to improve resilience, build on strengths and enable a more positive identity by achieving changes in individual behaviours and the family dynamic.

We will ensure that children and young people are responsible by continuing to work in partnership with education, police, health and the third sector to deliver early and effective intervention.

We will ensure that children get the best start in life by investing in evidence based early years and early intervention services.

We will ensure that young people are supported to achieve successful transitions to adulthood, can achieve independent living and are supported to secure appropriate housing, access further or higher education and training or employment to achieve their aspirations.

We will ensure children and young people achieve their potential by continuing to develop additional support services in schools, communities and promoting existing intensive community based support and learning services.

We will ensure a systemic family focused approach to the support of children and families in need and at risk.

We will ensure a suitable range of alternative family placements in the community or further afield are available including secure and residential child care, therapeutic provision and where necessary, commission specialist services to meet the individual needs of a child or young person.

Children and young people who are looked after by the local authority will be placed in an appropriate educational placement to meet their specific learning need.

Young people leaving care will also have supported access to appropriate employment, further education or training opportunities.

We will ensure that where a child or young person is in receipt of social work services, living in alternative family placement or another care setting, they will have their personal and social development needs met.

We will continue to ensure that where it has been identified that it may not be safe or in the child's best interest to remain with their family alternative living environments are secured through the fostering service.

We will ensure that where a child or young person is placed in foster care we continue to support families to stay in touch through arranged and supervised contact, including with siblings who may be placed in another care placement.

## **How will we know we've been successful?**

By regularly reviewing care and support that is put in place for children and young people, and by measuring progress of each child and young person we will seek to ensure that:

- children are supported to live in their own communities
- children and young people are aware of their rights and express their views in personal planning and multi-agency meetings
- children with disabilities are able to communicate
- children living in foster placements are placed with culturally appropriate carers
- children contribute to planning and decisions that affect them
- children are able to contribute to age appropriate tasks
- children participate in the community in which they live and feel part of it
- children placed away from home have positive contact with their birth families
- children experience a reduction in family conflict
- children have access to alternative educational provision
- children remain in/return to mainstream education
- children have improved behaviour in school
- families and carers understand their personal finances
- families have access to community support services
- families have access to high quality childcare
- parents and carers are active in working with services
- parents take responsibility for their children's welfare
- families have access to information on housing, health, benefits, rights and support needs
- young people achieve accredited qualifications
- young people have access to work experience and placements
- children and young people are able to develop healthy/trusting relationships
- fewer children are reported missing from home/care
- more children are provided with appropriate stable care settings

## **SAFER AND HEALTHIER**

Every child and young person must be protected from abuse, neglect and harm in the home, at school and in their communities. Every child and young person should have the highest attainable standards of physical and mental health and access to suitable healthcare. We want to ensure that children and their families receive support in learning to make healthy and safe choices and ultimately lead a balanced healthy lifestyle.

## **What do we know and what have people told us?**

In Aberdeen recent audit figures show that in 2011, there were 96 children on the Child Protection Register equivalent to rate of 2.8 per 1,000, a reduction of 39.6%. In the same year, child protection referrals in Aberdeen resulted in 173 Child Protection Case

Conferences (CPCC) and 159 child protection registrations, 92% of CPCC which is higher than the national average of 74%. Of those referred the most prevalent risk factors included; emotional abuse 49%, domestic abuse 43%, neglect 38%, non-engaged family 30% parental drug misuse 25%, parental alcohol misuse 25% physical abuse 21%, sexual abuse 8%, parental mental health 6% and other factors 8%. Over half the children registered lived in the most deprived neighborhoods.

In 2011/12, there were 2,507 incidents of domestic abuse reported to Grampian Police.

Children and young people who were Looked After as at 31 July 2011, a total of 9% lived in residential accommodation to ensure their safety or the safety of others; 3% lived in a local authority residential children's home, 4% were placed outwith the local authority area in a residential school, and 2% were placed in other accommodation including secure units outwith the local authority.

There has been 24.4% increase in birth rates since 2001, this was the highest increase nationally and more than double the national average of 11.5%. Of the 7,062 live singleton births in 2009-2011, 162 babies were born weighing under 2500g and classified as low birth weight. Between 2007 and 2010, there were 167 maternities where drug misuse was recorded, a rate of 22.4 per 1,000 maternities which is double the Scottish rate and the second highest of the comparator authorities. Of the neonatal discharges during 2007-2010 drug misuse was recorded at a rate of 19.0 per 1,000 the highest national rate and more than 3 times the national average.

In 2008-10, there were 76 pregnancies in the under 16 age group, equivalent to a rate of 8.5 per 1,000 of the population and 1.1% higher than the national rate of 7.4. Between January 2009 and December 2011, 162 low-birth-weight babies were born to mother's resident in the Aberdeen area, 2.3% of all the live singleton births and higher than the national average of 2.0%.

In 2011 there were 1,031 referrals from health, education and social work professionals in Aberdeen to the Child and Adolescent Mental Health Services.

### **How could this be achieved?**

All agencies, professional bodies and services that deliver adult and/or child services and work with children and their families have a responsibility to recognise and actively consider potential risks to a child, irrespective of whether the child is the main focus of their involvement.

We will continue to work in partnership with education, health and the police to jointly assess, investigate and intervene to keep children safe.

We will promote the availability and understanding of information, advice and training to make staff aware of the risks to children and understand their responsibilities in keeping children safe.

We will promote the sharing of information and concerns with all appropriate agencies to improve outcomes for the child and help identify risks that may exist in relation to the safety of any child.

We will continue to ensure that all professionals are trained to identify and assess risk factors that may be present both within and outside a child or young person's home environment, including the circumstances where a child may be placing themselves at risk.

We will ensure that all services working with children and families will assess health needs as part of a complete assessment based on the Getting it Right Wellbeing Indicators. Staff will be aware of the age and stage of child development and appropriately measure progress and put in place additional support or intervene where there is identified development delay.

We will ensure that additional specialist services are put in place to ensure the physical, mental and emotional wellbeing of children and young people who have experienced development delay, neglect and/or trauma.

We will promote healthy living and safe sexual relationships in residential child care settings working in partnership with health providers.

### **How will we know we've been successful?**

By regularly reviewing care and support that is put in place for children and young people, and by measuring progress of each child and young person we will seek to ensure that:

- children experience reduced levels or risk or harm
- children and communities are able to report safety concerns
- carers and professionals are aware of safety strategies
- children experience a reduction in family conflict and feel safe in their environment
- less children are re-registered following de-registration from the Child Protection Register
- children receive necessary health care
- children are registered with a dentist and receive dental care
- children experience improved attachment to carers
- children experience increased exercise/physical activities
- parents have knowledge of parenting/caring

# LEARNING DISABILITY SERVICES

## What underpins social care delivery? What are the commissioning drivers?

The main focus of the strategy for Learning Disability Services is to support adults with a learning disability to be full and equal citizens. To do this we need to think differently about how we plan to meet the needs of people in the future. We need to look at how we can creatively include support from each person's own support networks and communities and about how support enables people to become more active citizens within their community with the associated rights and responsibilities. Simply increasing the levels of funding on professional services, does not ensure citizenship for all or make identifiable positive differences to people lives (outcomes).

This Commissioning Strategy seeks not just to describe the approach to purchasing support services it needs to influence the local market in terms of how support is provided, it must also enable active citizenship, family life and vibrant and innovative local communities.

Therefore the overarching commissioning priorities are to encourage more services that:

- encourage people to develop their own skills, strengths and gifts
- enable people to take more control of resources
- make communities more accessible and inclusive
- respect and support the value of families and friendships
- support greater development of capacities of people with learning disabilities and those
- that love and care for them to design solutions that are relevant for their needs and
- preferences.

In practice this will mean:

- **Investing** in Self-Directed Support – giving people with disabilities control over how available funding is used. This involves informing individuals of the amount of money that they have available to spend on support “their indicative budget” and helping the individual with support planning that helps complement their own gifts and natural supports they have available, helping them to make support arrangements that make sense to them
- **Encouraging** the development of more supported living providing greater housing rights, increases in disposable income, and greater flexibility in support for people with learning disabilities. This will see a move away from the current levels of residential care to a situation where more people with disabilities have housing rights
- **Providing** greater access to information available both from providers of specific learning disability focussed services as well as information on wider community supports we all contribute and use.

- **Encouraging** the development of more peer support initiatives

### **What do we currently commission in this service area?**

The Council provides a range of services for people with learning disabilities across Aberdeen City. This includes but is not limited to:

- Residential Care
- Housing with Support
- Domiciliary Support
- Day Opportunities
- Employment Support
- Bespoke Packages of support

The vast majority of these services are provided within the Aberdeen city area although some people with a learning disability are supported out-with Aberdeen.

## **INCLUDED AND ENABLED**

The underpinning purpose of this strategy is to see adults with a learning disability become equal citizens. We will seek to greatly reduce the inequalities experienced by adults with a learning disability by offering more choice and control over the type and amount of support that local people can receive.

As exemplified by Scottish Government data the number of adults with learning disabilities in care homes has fallen by nearly a third in the last 10 years. Living in your own accommodation has not only benefits in general independence but results in a higher disposable income for the individual which in turn helps to take part in the wider community.

### **What do we know and what have people told us?**

- People with learning disabilities feel that a multitude of barriers exist that can prevent them from becoming equal citizens.
- People want to have greater choice and control over their living and support arrangements
- The number of residential care homes for people with a learning disability has reduced and there are steps in place to see this reduce further.
- People want to have an equal opportunity to make use of the facilities and open spaces in Aberdeen
- Public transport services, especially bus services, are important to enable people to access work, training opportunities and college, as well as the friendship networks which are connected to these

- Those that need support can find the lack of staff support a barrier to get out and about and even when staff are available, some staff are reluctant to use buses preferring to use taxi or private cars.
- The condition of some footpaths and kerbs are such that when using a wheelchair some locations in the city are difficult to access.
- There is some limited access to support to learn how to travel independently but this support is not always easy to find.
- Creation of environments that encourage people to be more physically active contributes to improved health and wellbeing, reduced demand on resources and more inclusive communities.
- A minority of people with learning disabilities currently have a paid job. Although no direct comparable figures for Scotland are available in England only 6.6% of adults with learning disabilities were reported to be in some form of paid employment yet estimated that 65% of people with learning disabilities would like a paid job.
- The Welfare Reform measures which will impact on most people reliant on state benefit may see reductions in disposable income for many who have a learning disability.
- Supported employment has been shown to increase the chances of successful employment for people with learning disabilities and to be cost effective. Beyer (2008) evaluated the outcomes of supported employment in North Lanarkshire and found that on average people with learning disabilities who used the supported employment service were working for 24 hours a week and were 87% better off after tax.
- Local people with a learning disability have expressed a desire for paid employment, however consultation with local people has shown that people with learning disabilities have concerns about taking up employment because of:
  - concerns about the effect on eligibility for benefits
  - low expectations among people with learning disabilities, their families and service providers
  - a lack of confidence
  - discrimination and lack of awareness by employers
  - poor co-ordination of employment services
  - lack of funding and resources for supported employment services
- Lifelong learning opportunities have improved although in the last three years the number of specific opportunities has not increased and access college for those with profound and multiple disabilities remains poor.
- Some college courses are not offering people with learning disabilities the range or level of opportunities which they are looking for, particularly in preparing them for independent living or developing employment skills.

- There is a need to further develop meaningful opportunities for learners with higher support needs.
- In 2011, 82 people with learning disabilities in Aberdeen who had previously attended specialist day centres were allocated an individual budget to access learning and leisure opportunities of their choice. Many have chosen to undertake opportunities in arts based activities, which promote self expression as well as more general learning and leisure opportunities.

### **How could this be achieved?**

- Active steps are currently underway to see the number of care home places for people with a learning disability in Aberdeen reduce further. This does not usually involve individuals to moving from their current residence but for accommodation to be deregistered as residential care being replaced with individuals being offered a tenancy in these settings.
- We will work closely with colleagues particularly in Housing & Environment to produce easy read information about how people with learning disabilities can report their concerns about the built environment including footpaths and kerbs.
- We will work closely with colleagues particularly in Housing & Environment to produce easy read information about how people with learning disabilities can report their concerns about the built environment including footpaths and kerbs. By providing improved information about access, and how to report problems with access to getting around this will be an indicator of progress.
- We will continue to invest in co production initiatives particularly in relation to the promotion of SDS. In this context a growth in the number of self help groups will give a indicator of progress.
- In Aberdeen initiatives based in local Community Centres have seen a growth in the number of educational and vocational opportunities increase at the time as making these opportunities more accessible.
- We will continue to develop accessible services that offer information and advice on Self Directed Support as well as broader information about opportunities and community presence including employment and training
- We will continue to develop online information services that are relevant, accessible and informative.
- We will continue to develop self help groups and will seek to make accessible venues available in the City to provide groups the opportunity to meet and share experiences.
- We will seek to ensure that a changing place for those with profound and multiple disabilities is available in the city centre.



- We will continue to invest in schemes which support people with a learning disability into paid employment in Aberdeen
- We will continue to work closely with further and higher education institutions to develop a broader range of opportunities and to promote greater access for students with profound and multiple disabilities. Doing this in terms of access directly to college buildings as well as other community facilities acting as a base for courses

## **SAFER AND HEALTHIER**

The overarching aim of this strategy is to support people with a learning disability to become more active citizens within their community. People with learning disabilities like any other member of the community need to feel safe.

### **What do we know and what have people told us?**

- People with learning disabilities are at risk of becoming victims of hate crime<sup>1</sup>
- People with learning disabilities are more at risk of crime in general including being victims of assault, robbery, theft, sexual offences and mugging<sup>2</sup>
- Research recently conducted in Aberdeen shows that almost one quarter of people with a learning disability who completed a survey reported having been picked on or bullied in the past. Going out at night can also be a problem for some local people. Most people who completed a survey were either unable or unwilling to go out at night.<sup>3</sup>
- Telecare has helped people with a learning disability who live independently to feel safer in their own home
- People who have a learning disability do not normally have as long a life expectancy as those who do not
- People who have Down's Syndrome are more likely than people in general to develop dementia
- There has been considerable progress in last 3 years in local health and social work services commissioning appropriate local support to improve outcomes for people with learning disabilities whose behaviour leads to a reputation of challenging services. The number of people residing in the NHS Elmwood unit on a long term basis from the city has reduced although there remain a small number of individuals still requiring more appropriate community settings.

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<sup>1</sup> Hidden in Plain Sight (Equality and Human Rights Commission) (2011)

<sup>2</sup> The People First (Scotland) Grand Jury (People First (Scotland), 2011a)

<sup>3</sup> Same As You Evaluation Report (Aberdeen City Council) 2012

- The most recent NHS Quality Improvement Scotland assessment of how well NHS Grampian is meeting the health needs of children and adults with learning disabilities was in 2009. The findings were that although none of the 17 Quality Indicators were being met comprehensively 12 were being substantially developed and were assessed as being met, whilst the remaining 5 Quality indicators were only partially developed and deemed as not met. The indicators which were not being met related to generic NHS staff needing to know more about learning disabilities and the need for improved written guidance on learning disability to enable staff to pay attention to specific detailed learning disability needs. These findings were similar other NHS areas. Since this assessment was undertaken steps have been taken to improve including the recruitment of a Learning Disability nurse consultant post
- Local people who have a learning disability experience some barriers to leading healthier lives. These include relying on reheated ready meals and not having enough opportunities for exercise
- People who have a reputation to challenge services have indicated a desire to be supported in less restricted support arrangements and to have greater equality of opportunity.

#### **How could this be achieved?**

- Association of Chief Police Officers in Scotland (ACPOS) and People First (Scotland) should work together to make sure that police training prepares officers to work supportively with people with learning disabilities in the community<sup>4</sup>
- Being well connected to the community is an important way to ensure safety. Having someone to speak to about concerns or having an emergency contact was particularly helpful to someone with a learning disability this can either be a member of family or a support worker.
- We will work closely with NHS Grampian to develop a more comprehensive approach to gathering and understanding local data in relation to the health care and the specific needs of people with learning disabilities
- We will seek to ensure that people with learning disabilities have fair and equal access to primary and secondary healthcare.
- We will continue to develop more community based support arrangements for those who have a reputation to challenge services. It has been demonstrated that individualised, person-centred support can successfully support people in the community who might otherwise be at risk of admission to a more restrictive setting<sup>5</sup>

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<sup>4</sup> The People First (Scotland) Grand Jury (People First (Scotland), 2011a)

<sup>5</sup> If the support's right, she's right: An evaluation of Partners for Inclusion (Gillian MacIntyre)

- Legislation has recently been introduced<sup>6</sup> to offer protection to adults who may be at risk of harm. The Act places duties upon public authorities (local authorities, health boards, the Mental Welfare Commission, the Care Inspectorate, the Public Guardian and the relevant police forces) to co-operate with one another in the area of adult protection, where harm is suspected or is known to be taking place. It places duties on local authorities to investigate a given situation if they suspect harm is taking place and provides powers to local authorities to apply to take an adult at risk out of their environment and also to ban a perpetrator from a specific location.
- We will ensure that support workers, people with learning disabilities and the wider community are aware of Adult Support and Protection, and how to recognise and report concerns relating to abuse, neglect or harm.
- We will ensure that where it is alleged that an adult may be at risk of harm allegations are investigated. While conducting investigations we will balance respect for each individuals right to a private and family life against the risk that any allegation of harm may present to the individual concerned.
- We will work closely with NHS Grampian to ensure that support is available for people with a learning disability in Aberdeen who may suffer from Dementia

## **MENTAL HEALTH SERVICES**

### **What underpins social care delivery? What are the commissioning drivers?**

The Joint Mental Health and Wellbeing Strategy for Aberdeen City has identified the following commissioning priorities:

- to work in partnership with people with mental ill health in realising their full potential and working towards positive objectives and recovery
- to promote wellbeing, self management and keeping mentally well
- to support early intervention to help reduce the incidence of common mental health problems
- to enhance existing services for those with mental illness
- to ensure that mental health services are person centered, safe and effective

In addition to these key objectives a major focus of the strategy is to tackle any stigma associated with mental ill health.

The strategy also supports outcomes identified in Scotland's Mental Health Strategy 2012-15 and links to 5 of the Scottish Government's 16 outcomes:

- We live longer healthier lives
- We have tackled the significant inequalities in Scottish society
- We have improved the life chances for children, young people and families at risk

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<sup>6</sup> Adult Support and Protection (Scotland) Act 2007

- Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it
- Our public services are high quality, continually improving, efficient and responsive to local people's needs

### **What do we currently commission in this service area?**

A range of services are currently commissioned from the voluntary sector in Aberdeen

These can broadly be divided into the following categories:

- Residential
- Supported Living
- Care at home and Housing support
- Support services
- Respite and emergency respite
- Community Learning
- Employment services
- Suicide Prevention services
- Services to mentally disordered offenders

Services are often commissioned in partnership with NHS Grampian.

The Mental Health Strategy for Scotland can be found by visiting:

<http://www.scotland.gov.uk/Publications/2012/08/9714>

Further information on the Scottish Government's 16 National Outcomes can be found by visiting <http://www.scotland.gov.uk/About/Performance/scotPerforms/outcome>

### **INCLUDED & ENABLED**

People with mental illness often feel stigmatized and marginalised. They may have difficulty being active citizens and participating in universal services as they often fear they will be excluded and discriminated against.

In commissioning services we want to actively support people to integrate into their communities and promote self worth.

Support should be targeted at those most in need and there should be an increasing emphasis on self management and self help approaches. Early intervention and prevention is important to reduce the requirement for longer term support, hospital admission and dependency on services. Support should be balanced against creating dependency.

### **What do we know and what have people told us?**

- discrimination due to mental ill health is often worse than coping with the illness.
- local people want services that allow them to build their confidence to enable them to become active citizens and access the same opportunities as everyone else.

- local people want to be included in making decisions about their care and support.
- some local people can experience difficulty in accessing mental health services to meet their needs.
- Some groups of local people are less likely to access services due to stigma that may be attached to mental ill health or because there are gaps or lack of capacity in some services.
- Local people want to work in partnership with professionals and be involved in decisions about their support.
- local people want to feel in control and be able to make informed choices although they may need support to do this.
- some people would prefer to select their own support to meet their individual outcomes and to have the funds to do this.
- local people want to be given hope for the future and receive services that work on their strengths and believe that they can recover.
- services need to be responsive when people are becoming unwell and intervene when appropriate.

#### **How could this be achieved and what else do we need to do in future?**

- We will continue to commission services which are person centered, recovery focused, motivational and that enable community integration
- We will continue to enable people to develop their own skills and maximise their income and opportunities for employment
- We will continue to offer people more choice and control and the opportunity to direct their own support

### **SAFER AND HEALTHIER**

Mental health problems affect one in four people over their lifetimes. Some people are more likely to experience poor mental wellbeing and therefore be at more risk of developing mental health problems or illness. People experiencing poor mental wellbeing should feel safe and secure and have the opportunity to access support when needed.

#### **What do we know and what have people told us?**

- local people want to feel safe and secure and live in their own homes

- most people with mental illness would prefer to be supported in their own homes rather than in hospital or in residential services
- local people want services that are reliable and responsive and also wish for continuity in the provider of service
- local people want to be free of stigma and discrimination
- carers want to be able to seek help when the person they care for is unwell
- most people with mental illness would prefer to have something meaningful to do during the day or have a job
- most people feel they benefit from sharing experiences with other people who have mental illness
- individuals with mental illness want to live normal lives and have the same aspirations as other people

**How could this be achieved and what else do we need to do in future?**

- We will continue to make services available that are accessible 24/7
- We will promote mentally healthy communities, the use of local facilities and self help groups
- We will encourage and maximise the use of existing crisis services
- We will continue to enable people to remain in their own homes where possible and support them where appropriate to maintain their tenancies
- We will continue to involve and engage carers of those people with mental ill health
- We will continue to build on both individual and community resilience
- We will continue to promote early intervention and prevention
- We will provide targeted approaches to accessing specialist mental health services
- We will ensure that mental health services can demonstrate that individuals are enabled to access general health care services e.g. GP, dentist
- We will continue to monitor and review mental health services in Aberdeen City to ensure they offer a high quality and responsive service
- We will continue to monitor support arrangements that are in place for individuals including risk management plans ensuring a person centred approach to service delivery

# SUBSTANCE MISUSE SERVICES

## What underpins social care delivery? What are the commissioning drivers?

Aberdeen City Council is a key member of the Aberdeen City Alcohol & Drugs Partnership (ADP). The ADP is a multi-agency partnership which was formed in 2009 following the publication of the Scottish Government Framework for Local Partnerships on Alcohol and Drugs. This national framework aims to:

“ensure that all bodies involved in tackling alcohol and drugs problems are clear about their responsibilities and their relationships with each other; and to focus activity on the identification, pursuit and achievement of agreed, shared outcomes”

Further information on the Scottish Government’s Framework is available by visiting:

['A Framework For Local Partnerships On Alcohol And Drugs'](#)

The overall aim of the ADP is to “To deliver measurable improvements in the quality of life for the people of Aberdeen, particularly their health and well-being in relation to alcohol and drugs.”

The vision of the (ADP) is that:

- Every person, family and community in Aberdeen is free from the harmful effects of substances and able to achieve their full potential
- There is a safer, healthier & more responsible attitude to alcohol in Aberdeen

**The ADP Drug Strategy** (2011-2021) sets out three main strategic priorities: Educating and Preventing; Supporting Positive Change and Making Communities Safer and Stronger.

Further information on the Aberdeen City ADP Drug Strategy is available by visiting:  
<http://www.communityplanningaberdeen.org.uk/nmsruntime/saveasdialog.asp?IID=5099&sID=1607>

**The ADP Alcohol Strategy** (2009-2019) aims to ensure Aberdeen is a city that promotes a healthy and responsible attitude to alcohol. The strategy aims to achieve this by ensuring people are Safer, Healthier, Responsible

Further information on the Aberdeen City ADP Alcohol Strategy is available by visiting:  
<http://www.communityplanningaberdeen.org.uk/nmsruntime/saveasdialog.asp?IID=5984&sID=1607>

## **What do we currently commission in this service area?**

Locally a broad range of services are available to those who require support in relation to Substance Misuse. These services include:

### **Drugs Action Direct Access Service**

A Harm Reduction focused service provision aimed at engaging hard to reach and at risk drug users.

### **Drugs Action ARC Service**

A Recovery focused service integrated into specialist health and social care provision aiming to assist people to move on and out of treatment and care services.

### **Addaction Direct Access Alcohol Service**

Harm Reduction focused service provision aimed at engaging alcohol users on a whole population approach

### **Addaction Structured Counselling**

A recovery focused service integrated into specialist health and social care provision aiming to assist people with underlying psychosocial issue relating to their alcohol consumption.

### **Addaction Community Support**

A Recovery focused service integrated into specialist health and social care provision aiming to assist people to move on and out of treatment and care services.

### **Alcohol Support Limited Designated Place of Safety**

A service provided in partnership with NHS Grampian and Scottish Police Aberdeen. The Designated Place provides a temporary place of safety for people who are drunk and incapable in Aberdeen City

## **INCLUDED AND ENABLED**

We believe that every substance user has the ability to make and sustain positive Changes in his or her life. Recovery from substance misuse is not easy and relapse can be a normal and important part of the process. Therefore, it is important that the right services and other supports are there for people when they need them.

## **What do we know and what have people told us?**

- We need to provide a range of easily accessible generic and specialist interventions and services
- Services need to be outcome focused, and able to demonstrate the difference they make to those who use them
- We need to ensure that service user feedback and evaluation contributes to future development of services



- We need to ensure that service users are fully involved in assessments and planning their own recovery strategy
- We need to ensure that services are integrated and work together to help the individual
- We need to use workshops, community activities and media to get across how we can all be involved in supporting recovery.

### **How could this be achieved?**

- We will continue to support and promote the principle of collaborative working as evidenced by the successful operation of the Integrated Alcohol and Drug Services.
- We will ensure that service users are fully involved in assessments and planning their own recovery strategy
- We will ensure that service user feedback and evaluation contributes to future development of services
- We will ensure that services are integrated and work together to support and help the individual
- We will promote better prevention of substance misuse problems, with improved life chances for children and young people, especially those at particular risk of developing a substance problem, allowing them to realise their full potential in all areas of life
- We will ensure support is available to help people recover from problem substance use so that they can live longer, healthier lives, realise their potential and make a positive contribution to society and the economy
- We will challenge the stigma which many alcohol dependant drinkers and their families experience, wherever it arises.
- We will ensure that more young people and families at risk are supported to stay together
- We will ensure support is available to ensure more drugs users assisted to stabilise chaotic drug use
- We will ensure support is available to ensure More drug users assisted to move on from drug use and to develop skills to avoid relapse
- We will ensure support is available to ensure More drug users assisted to move out of treatment and rehabilitation to sustained community based recovery.

## **SAFER AND HEALTHIER**

### **What do we know and what have people told us?**

The overall impact and consequence of local drug activity is acutely felt by individuals, families and communities within Aberdeen City. This particularly applies to the most vulnerable and marginalised members of our society, where in many cases inequalities are further exacerbated by drug use

It is recognised that Aberdeen has a vibrant and prosperous economy which attracts a number of people to live and work in the City. Although the City is generally felt to be a safe environment in which to live, work and socialise, there remain issues regarding alcohol related crime, including serious and violent crime, antisocial behaviour, prejudice/hate crimes and domestic abuse.

Research demonstrates that a high number of young people across Scotland are affected by parental alcohol misuse. Much of this is 'hidden' and does not always necessarily result in harm. However, parents who are having problems with alcohol should be encouraged to take up services which will support them to manage their dependency in a way that means they can continue to look after their children.

### **How could this be achieved?**

- We will ensure that local delivery of services and activities to tackle alcohol misuse is effective, efficient and accountable, and reflects both national and local priorities
- We will ensure that services are timely, effective, accountable and recovery orientated
- We will aim to reduce consumption and reduce the prevalence of hazardous and harmful drinking across the adult population
- We will aim to reduce crime, disorder and danger related to substance use and ensure that communities are stronger and safer places to live and work
- We will Increase availability of screening, brief interventions and enable earlier access to services
- We will aim to reduce alcohol related crime, drug related criminal activity, antisocial behaviour, preventable accidents and harms
- We will continue to work with health and industry partners to promote awareness and understanding of alcohol misuse and responsible drinking.
- We will promote the development of workplace alcohol policies.
- We will aim to Improve identification and assessment of those affected by parental substance misuse and sharing of appropriate information amongst agencies; and building capacity, availability and quality of support services.

- We will ensure that children affected by parental substance use problems are safer and more able to achieve their potential and provide on-going support to families affected by substance use.
- We will aim to ensure that more young people and families at risk are supported to stay together
- We will work with our partners at national and local level to improve substance misuse education in Schools.
- We will aim to decrease consumption and harms associated with young people's drinking (and under-age drinking)
- We will aim to reduce the prevalence of drug use through information and communication, education and prevention

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Social Care, Wellbeing and Safety
DATE	16 January 2014
DIRECTOR	Liz Taylor
TITLE OF REPORT	Joint Commissioning with Aberdeenshire Council
REPORT NUMBER:	SCW/13/063

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### 1. PURPOSE OF REPORT

The Report updates Committee on the action taken to explore the potential for joint commissioning of care services with Aberdeenshire Council and the result of this.

### 2. RECOMMENDATION(S)

It is recommended that Committee

- (i) note the content of the report and actions taken;
- (ii) agree that opportunities for joint commissioning should be explored and pursued in relation to the areas mutually identified;
- (iii) agree that the limitations of opportunity for joint commissioning at this time are such that the associated PBB saving may not be realised by this method alone.

### 3. FINANCIAL IMPLICATIONS

This report relates to PBB Option SCW13 for savings on care services through joint commissioning with Aberdeenshire Council of £500,000 per annum.

This figure was proposed by consultants in 2010 and was based on an earlier pilot study of the potential for savings on the price of commissioned care services in Aberdeen. Even at this time, with some analysis of commissioning in the two Councils, it is not possible to state the actual saving that could be made through joint commissioning. The £500,000 remains a target to aim for. Until a clearer picture emerges of how the expected PBB saving could be achieved through joint commissioning, the service will continue to meet the savings target from the service budget, by a range of means which may include commissioning.

#### 4. OTHER IMPLICATIONS

Any opportunities identified for joint commissioning will be considered in the context of Aberdeen City Council policies and procedures on procurement, relevant Standing Orders, the potential impact of Equality and Human Rights Impact Assessments that may apply, and achievement of best value.

#### 5. BACKGROUND/MAIN ISSUES

- 5.1 As a result of discussion on the Report on Revenue Budget Monitoring 2013-14 and queries in relation to this PBB saving, Committee of 10 September 2013 resolved to note that the “Convener would write to the Convener of Aberdeenshire Council’s Social Work and Housing Committee regarding the possibility of jointly commissioning similar services received from the same provider as per one of the Directorate’s current Priority Based Budget savings”.
- 5.2 At Committee on 7 November 2013, it was noted that the Convener had written to the Convener of Aberdeenshire Council’s Social Work and Housing Committee on this matter and had received a favourable response which he would now take forward.
- 5.3 The service Director met with the Director of Housing and Social Work for Aberdeenshire, together with the joint Head of Procurement, on 3 December 2013. A discussion on the possibilities for joint commissioning took place, based on an analysis by the Director of the situation with commissioning in Aberdeen City, and consideration of the comparable situation in Aberdeenshire.
- 5.4 Some of the factors that influence the opportunities for joint commissioning were identified: the different approaches to service delivery and the balance of in-house to commissioned services, current patterns of provision and provider profile, commissioning practices and contractual cycles, adherence to national contractual frameworks, different requirements of the population, impact of geography, and pressures within the care system.
- 5.5 In relation to **adult services**, it was agreed that the respective Heads of Service would consider the possibilities for joint commissioning of learning disability services in particular, though Aberdeen City already has a framework contract in place. It should be noted that the service is already making significant savings through redesign of learning disability services and robust commissioning and that further savings through joint commissioning are not guaranteed.

- 5.6 The different arrangements in current provision and in commissioning were noted for other adult services. In Aberdeen a full review and recommissioning of services is already underway in mental health and the implementation plan has been shared with Aberdeenshire. In substance misuse it is thought that the location and nature of services mean that joint commissioning is unlikely to yield benefits, and recommissioning is underway in Aberdeen in any case. The possibilities for joint commissioning are negligible at this time.
- 5.7 In relation to **older people's services** it was agreed that, at this time, there were no identified possibilities for joint commissioning that would bring savings for several reasons. Both Councils adhere to the national contract for care home services which sets the fees. For care at home services, Aberdeenshire Council is the main provider of service whilst Aberdeen City services are outsourced, under contract to Bon Accord Care with an agreed budget, or to care providers under an existing framework contract with agreed rates for fees on a city-wide basis. There is no joint basis for changing these arrangements at present.
- 5.8 In relation to **children's services**, the merits of adopting new national contracts for family placements and residential school services are being considered, in which case there is no need for or benefit in joint commissioning. For other services, Aberdeen is one of the few Councils that have contracts in place with children's providers. However, it was agreed that the respective Heads of Service should keep the options for joint commissioning under review in their meetings.
- 5.9 For all areas of service, as circumstances change and current contractual arrangements come towards an end, it was agreed that the possibilities for joint commissioning should be considered, working through the joint Head of Procurement. This would not be bound by the expectation of PBB savings.

## 6. IMPACT

This report relates to the Council's Priority Based Budget process and achievement of savings targets. By jointly commissioning services it is expected that savings can be made or better value achieved through economies of scale or leverage of purchasing power by collaborating Councils. The principle of joint commissioning is consistent with government policy on shared services and the local shared services strategy of public sector agencies in the north east. The post of joint Head of Procurement between Aberdeen City and Aberdeenshire Councils ensures a resource to support shared agendas in relation to joint commissioning.

At this stage there is no requirement for an Equality and Human Rights Impact Assessment. This will be considered in relation to individual proposals for joint commissioning as they are developed.

## 7. MANAGEMENT OF RISK

Any risks that may arise in relation to joint commissioning as a procurement process will be managed with the advice and support of the joint Head of Procurement.

The cost-benefit of any proposed joint commissioning arrangements will be considered to ensure that procurement costs do not exceed expected savings.

The service will continue to make the £500,000 saving from the current service budget through a range of means, including commissioning practice.

The potential impact on outcomes for service users and carers will be considered through Equality and Human Rights Impact Assessment, to avoid detriment.

## 8. BACKGROUND PAPERS

Not applicable

## 9. REPORT AUTHOR DETAILS

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Social Care, Wellbeing and Safety
DATE	16 January 2014
DIRECTOR	Liz Taylor
TITLE OF REPORT	Redesigning the Community Justice System
REPORT NUMBER:	SCW/13/030

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### 1. PURPOSE OF REPORT

The purpose of this report is to inform Members of the Scottish Government's proposals, recommendations and their implications following its consultation on redesigning the community justice system.

### 2. RECOMMENDATION(S)

Members are asked to note the contents of the report.

### 3. FINANCIAL IMPLICATIONS

There are no immediate financial implications.

### 4. OTHER IMPLICATIONS

These remain to be defined. However, it is likely that consideration will need to be given as to the best fit for Criminal Justice Social Work in terms of the Community Planning Partnership.

## 5. BACKGROUND/MAIN ISSUES

- 5.1 In December 2012, the Scottish Government launched a consultation on “Redesigning the Community Justice system: A consultation on proposals”. The consultation followed the publication of two reports, one by the Commission on Women Offenders and another by Audit Scotland, both of which recommended that the current delivery of community justice, specifically in relation to Criminal Justice Social Work and the role of the Community Justice Authorities, should be reviewed.

The consultation ran until 30 April 2013 and put forward three options for respondents to consider. A total of 13 stakeholder events were held around Scotland and 112 written responses were received. On 16 December 2013 the Scottish Government published “Redesigning the Community Justice System – A Consultation on Proposals”, a summary of its response to the key points made by respondents to the consultation.

- 5.2 The consultation asked respondents to consider three possible models for future service delivery:

Option A: Enhanced CJA model;  
Option B: Local authority model;  
Option C: Single service model.

However, it was apparent that none of the three models would meet the requirements of a successful Community Justice system. There was however a clear preference for a model with local delivery, partnerships and collaboration at its heart while still incorporating some form of national arrangements to provide the profile, leadership and strategic direction felt to be missing from the present set-up.

This then led to the development of an Option D, summarised below.

- 5.3 The main features of the new model, Option D, will be:
- Local strategic planning and delivery of Community Justice services through Community Planning Partnerships (CPPs);
  - The creation of a national body to provide assurance and recommendations to Scottish Ministers and Local Government elected members as well as professional strategic leadership for the sector;
  - A focus on collaboration, including the opportunity to commission, manage or deliver services nationally where appropriate;
  - A mechanism, reflecting the national and local democratic responsibilities, to afford discussion and agreements as necessary, on aspects of mutual concern.

- 5.4 The national body will be a statutory body. It will support a Board for Community Justice consisting of individuals with relevant professional experience reflecting the Community Justice landscape in Scotland. This will include people with experience in non-justice areas such as health (and housing), as well as those with academic and Third Sector experience.

The national body will be responsible for:

- Providing national, professional and strategic leadership for Community Justice in Scotland;
- Offering expert advice to Scottish Ministers and COSLA leaders as required;
- Providing oversight of the delivery of a new national performance, improvement and outcomes framework for Community Justice in Scotland;
- Identifying and advising on how justice and non-justice resources can be aligned to improve outcomes for Community Justice;
- Management of any services which have been identified and agreed as being best delivered on a national basis.

The Scottish Government will consult on the detail of this model in early 2014.

Primary legislation will be required to implement the new structure for Community Justice. The Scottish Government will announce further details of the timing of this legislation in due course.

## 6. IMPACT

The primary impact will be to the Community Planning Partnership. There will be no change in how criminal justice social work services are delivered locally.

## 7. MANAGEMENT OF RISK

No risks have been identified

## 8. BACKGROUND PAPERS

Scottish Government: 16.12.13: "Redesigning the Community Justice System – A Consultation on Proposals",

## 9. REPORT AUTHOR DETAILS

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Social Care, Wellbeing and Safety Committee
DATE	16/01/2014
DIRECTOR	Liz Taylor
TITLE OF REPORT	Self-Directed Support Legislation Update
REPORT NUMBER:	SCW/14/059

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### 1. PURPOSE OF REPORT

This report is to inform Members of the progress towards implementing the Social Care (Self-Directed Support) (Scotland) Act 2013.

### 2. RECOMMENDATION(S)

It is recommended that the Committee note the development of the national strategy and local progress towards implementation of the Social Care (Self-Directed Support) (Scotland) Act 2013 on 1 April 2014.

### 3. FINANCIAL IMPLICATIONS

There are no specific financial implications, as whilst SDS is a vehicle for new ways of service delivery, it is delivered within existing resources.

### 4. OTHER IMPLICATIONS

Giving individuals genuine choice and control over how their support is designed and delivered is entirely consistent with the strategic objectives expressed within 'Aberdeen – The SMARTER City':

#### **Smarter Living (Quality of Life)**

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.

#### **Smarter People (Social and Human Capital)**

We will create a city of learning which will empower individuals to fulfil their potential and to contribute to the economic, social and cultural wellbeing of our communities

We will encourage citizens to participate in the development, design and decision making of services to promote civic pride, active citizenship and resilience

Moreover, the Social Care and Wellbeing Service Business Plan outlined our *Strategic Priorities*:

- Shifting the balance of care
- Managing the workforce
- Personalisation of Services
- Implementing our Commissioning Strategy
- Improving the use of our resources

Therefore, the approach intended by the delivery of Self-Direct Support is entirely consistent with the principles of shifting the balance of care, personalisation of services and, arguably, improving the use of our increasingly scarce resources.

## 5. BACKGROUND/MAIN ISSUES

### **Background**

In November 2010 the Scottish Government produced its 10 year Strategy for Self Directed Support (SDS) with the aim that SDS will become the mainstream route to care and support for all who are assessed as eligible.

The Social Care (Self-Directed Support) (Scotland) Act 2013 was launched into the Parliamentary process on 1 March 2012. The SDS Bill was given Royal Assent earlier this year, with enactment set as 1 April 2014. This is one of the most significant pieces of social care legislation of the past 20 years, in terms of being both transformational and aspirational in shifting the balance of care and working collaboratively with service users and their families to support people take more control of their care provision.

SDS is about ensuring that people with social care needs are helped to find support to live the way they wish to lead their lives. People can make informed choices about when and who provides their support and will have control over the way the money is spent. It gives individuals control over their Individual Budget to meet their own care and support needs. The assessment and support plan is person centred rather than service led and provides personalised support which is tailored to assist the individual to achieve their identified outcomes.

The fundamental principles of SDS are 'choice' and 'control'. 'Choice' is about the person choosing how they live their life, where they live and what they do with their life. 'Control' is about the individual determining and executing how they wish their support to be delivered, when it should be provided, how and where the support will take place.

There are four SDS options contained within the legislation:

**Option 1** – the Individual Budget is paid in the form of a Direct Payment. The money is paid directly to the service user or service user's representative. They can use this budget to purchase services from agencies and organisations or can arrange to employ their own personal assistant. This option is seen as the one that provides the service user with the maximum choice, control and flexibility;

**Option 2** – the Individual Budget is monitored by the Local Authority or a third party organisation eg a Brokerage Service. The service user directs the Authority or third party to purchase support as per their choices.

**Option 3** – the Individual Budget is agreed and through discussion and agreement with the service user, the support service will be decided on and arranged by the Local Authority. This option is similar to the traditional model of providing support services.

**Option 4** – the final option is where the service user decides to use a mixture of Options 1, 2 and 3 to meet different parts of their support plan.

The Scottish Government is clear within the National Strategy that while SDS should be made available to everyone assessed as being eligible for support, this concept should not be imposed on anyone.

### **Implementation of the Legislation**

The statutory requirements outlined in the Act present the Council with both significant challenges and opportunities. Whilst best practice already promotes the active involvement of service users and carers in the assessment and care management process, Adults, Older People's and Children's Services will all need to further amend and adapt their assessment and care management practice to incorporate full discussion of the four SDS options and to ensure that people have

enough information, advice and support, from an independent source if appropriate, to make an informed option choice.

The introduction of the Act provides an opportunity to further develop the outcomes-focused assessment and care management work already undertaken and to build on achievements in promoting independent and community based living options for service users.

Self-Directed Support provides a framework mechanism for the delivery of support to those who are eligible but the underpinning principles informing this process are those of a person-centred, outcomes-focused approach. In Aberdeen City, therefore, it is the intention to implement SDS within a context of personalisation and outcomes-focused support.

The Scottish Government has provided additional funding to local authorities over the period 2012/13 to 2014/15 to support the development and implementation of SDS. Additional funding has also been provided to the voluntary sector to assist community capacity building. Work towards implementation has been and continues to be undertaken in a number of areas:

**Adult and Community Care Personalisation** action includes the review and redesign of community care service delivery in line with the requirements of the Act and the move to more personalised, outcomes-focused assessment and support planning and the development of appropriate information and advice services.

Social Care and Wellbeing has utilised some of the additional funding provided by Scottish Government to appoint a Social Worker (SDS) for a 12 month period to explore development of SDS in Mental Health services. The Mental Health service are co-ordinating the development of a focus group for mental health providers and NHS staff representatives from Royal Cornhill Hospital, with invites also extended to service users and carers. In addition to this, work is currently underway to undertake a small pilot within the Mental Health service, which will both test and inform the development of SDS across the theme.

**Finance and Resource Allocation Systems** action includes the identification of all Social Care and Wellbeing budgets which will form the basis for the development of appropriate resource allocation and Individual Budget systems. Adult Learning Disability have been the front-runners of SDS within the Council and following extensive testing of the resource allocation system service users have now been notified of their indicative budget allocation. The resource allocation system is currently being evaluated for use across all service user groups.



**Children and Families** action includes the development and implementation of SDS and the four framework options within children and families' assessment and care management processes and ensuring that processes are compatible with the delivery of the GIRFEC agenda. A pilot took place during summer 2013, which provided families with a £200 'test' budget. A further pilot period will be undertaken between January – March 2014. Both pilots have also utilised the additional funding provided by Scottish Government.

**Commissioning and Legal** action includes ensuring that the development and delivery of SDS in Aberdeen City is compliant with all relevant legislation and regulations and to consider the impact of SDS on future contracting, commissioning and service provision. This will be covered within the revised Commission Strategy.

**IT and Technical** action remit includes identifying and developing appropriate IT infrastructure for SDS implementation and appropriate IT programmes, particularly in relation to resource allocation and Individual Budget management systems.

**Workforce Development** action includes identifying and developing training programmes for operational and other relevant staff and delivering this training, in partnership with key stakeholders, across Social Care. This is currently on-going, with person centred Support Planning training being roll out within Adult Learning Disability and Children with Disability services, and staff briefings being provided across all key services.

**Communication** action required includes the development of a Communication Strategy underpinning SDS implementation and the development of engagement proposals to effectively inform, consult and involve service users, carers and relevant stakeholders in the local development and delivery of SDS.

SDS cannot be delivered in isolation but must take account of the wider public services landscape, including building community capacity and working in partnership to maximise the use of available resources. In approaching SDS implementation within a wider context, Social Care and Wellbeing acknowledges the complexity of the processes ahead to achieve this but believes this approach will ultimately lay effective foundations for the future delivery of care and support across our services within a climate of economic constraint.

## 6. IMPACT

The Scottish Government are not due to complete the Statutory SDS Regulations and Guidance until the end of January 2014, however early indications are that the Guidance document will not provide extensive detail and local authorities will therefore need to interpret the Guidance. Whilst this enables more flexibility of approach to meet local

demands, needs and innovation, further work will be required to consider future impact once the Regulations and Guidance have been produced.

As a Local Authority our Priority Based Budgeting (PBB) is reliant on the effective implementation of SDS. As noted, whilst partly driven by the PBB, and will result in more efficient and effective ways of distributing our budget, as well as better outcome for individuals who require care and support.

The introduction of the Social Care (Self-Directed Support) (Scotland) Act 2013 does fit with a number of current national policy agendas and developments, including SDS: A National Strategy for Scotland 2010; independent living and shifting the balance of care; personalised, outcomes-focused assessment and care planning and the proposed Bill on the integration of adult health and social care in Scotland, which has as one of its four key principles that health and social care services should be firmly integrated around the needs of individuals, their carers and other family members.

SDS implementation offers the opportunity to promote and deliver greater partnership working with key partners and stakeholders.

## 7. MANAGEMENT OF RISK

The risk of not properly investing in the development of SDS services is that we will fail to prepare for the legislative entitlement that comes with the Act. The implementation of this legislation requires significant transformation in the way that support from Social Care and Wellbeing will be arranged and delivered. Regardless of the approach to the implementation of the legislation, there are risks in relation to seeking a different pattern of supports as the new arrangements for choice using the four options are implemented.


Currently budgets are allocated in particular areas and as implementation is progressed there is increasing likelihood for the need to free up resources from within existing budgets and services in order to allocate those resources elsewhere based on supported people's choices.

## 8. BACKGROUND PAPERS

- Social Care (Self-Directed Support) (Scotland) Act 2013
- Social Care (Self-Directed Support) (Scotland) Act 2013: Draft Regulations and Statutory Guidance – Analysis of Consultation Responses
- Self-directed Support: Implementation of the SDS Strategy and Bill: “Stock take” questionnaire to local authorities August 2012 (Aberdeen City Council response)
- Self-Directed Support: A National Strategy for Scotland

9. REPORT AUTHOR DETAILS

Peter McDonnell  
Planning and Development Manager (Social Care and Wellbeing)

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Committee Business -

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.

**SOCIAL CARE, WELLBEING AND SAFETY COMMITTEE - COMMITTEE BUSINESS STATEMENT  
16 JANUARY 2014**

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u> (bold means overdue item)	<u>Report Expected</u> (if known)
1.	Social Care and Wellbeing 09 September 2012 (Article 4)	<p><u>Appropriate Adult Scheme</u></p> <p>It was agreed to request officers to report on the progress made in relation to the Grampian Police review of the Appropriate Adult Scheme to this Committee by March 2013.</p>	<p>At its meeting on 14 March, the Committee resolved, in view of the arrangements for implementation not having been finalised, including any financial implications for the Council, to request a further report once these issues were clarified.</p> <p>A bulletin report was available for the Committee's meeting on 10 September 2013.</p> <p><b>Regular updates will be contained in the information bulletin.</b></p>	Tom Cowan	<b>10.09.13</b>	
2.	Social Care and Wellbeing 09 September 2012 (Article 9)	<p><u>Response to Consultation on Proposed Integration of Adult Health and Social Care</u></p> <p>It was agreed, amongst other things:- (i) to request officers to arrange a presentation on the proposed integration of Adult Health and Social Care, in particular the impact on the Council and NHS Grampian,</p>	<p>At its meeting on 17 January 2013 the Committee considered a report on this matter and agreed, amongst other things, to instruct officers to provide regular updates to the Committee on the implementation process and measures taken to mitigate any risks to the Council.</p> <p>At its meeting on 14 March 2013,</p>	Liz Taylor	25.03.14	Agenda Item 7.1

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u> (bold means overdue item)	<u>Report Expected</u> (if known)
		<p>for all elected members; and to agree to receive further reports on this matter as proposals were further developed.</p> <p>(ii)</p>	<p>the Committee resolved to: (a) note that an information bulletin report was available; (b) further note that officers had held a joint meeting with NHS Grampian and further to that meeting were producing a report mapping the proposed structure; and (c) request officers to arrange a presentation for members on this matter following the production of the aforementioned report.</p> <p>A report on this matter was considered by Council on 21 August 2013.</p> <p>At its meeting on 7 November 2013, the Committee agreed: (a) arrangements to progress the implementation of health and social care integration, namely the establishment of a joint Transitional Leadership Group and (b) that a report be submitted to Council on the proposed Integration Plan for Aberdeen.</p>			
3.	Social Care and Wellbeing 09 September 2012 (Article 10)	<p><u>Joint Commissioning Strategy for Older People</u></p> <p>It was agreed, amongst other things, to agree to receive the consultation draft for comment in October 2012.</p>	<p>At its meeting on 17 January 2013 the Committee considered a report on this matter and agreed, amongst other things:</p> <p>(i) to request officers to seek the Committee's approval for the</p>	Liz Taylor	<b>16.05.13</b>	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u> (bold means overdue item)	<u>Report Expected</u> (if known)
			<p>allocation of monies within the service's budget to projects contained in the strategy;</p> <p><b>It has been clarified that approval by Committee relates to the allocation of the service's budget to the Joint Commissioning Strategy for Older People, as part of the integrated budget with NHS Grampian, whose contribution is to be confirmed and reported to Committee, to aid its decision making on the service's allocation to the JCS budget. On this basis, this item is recommended for removal.</b></p> <p>(ii) to instruct officers to provide regular reports on the implementation of the strategy; and</p> <p><b>An information bulletin report was available for the Committee's meeting on 7 November 2013. This item is recommended for removal.</b></p>			
4.	Social Care and Wellbeing 1 November 2012 (Article 10)	<u>Review of Social Care Non-Residential Charging Policy</u>  The Committee agreed, amongst other things, to instruct officers to report the outcome of the consultation process, the finalised proposals and an implementation plan to the Committee at	At its meeting on 10 September 2013, the Committee agreed, amongst other things to: (i) agree, in principle, that the Council should have one non-residential charging policy, to be titled "Contributing to Your Care	Kate Mackay	<b>16.01.14</b>	25.3.14

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u> (bold means overdue item)	<u>Report Expected</u> (if known)
		its meeting on 16 May 2013.	<p>and Support”, and to be based on the information contained in Appendix A and therefore to request officers to develop and present the final policy to the Committee on 16 January 2014, for final approval, with a view to the new policy being implemented from 1 April 2014; and</p> <p>(ii) instruct officers to bring information regarding the financial impact of the revised policy on the income of the Social Care and Wellbeing Service in Autumn 2014.</p> <p><b>A report will be submitted to the meeting on 25 March 2014.</b></p>			
5.	Social Care and Wellbeing 14 March 2013 (Article 10)	<u>Community Justice System Redesign</u> The Committee resolved, amongst other things, to request a further report, once the outcome of the Scottish Government’s consultation was known.	<u>Community Justice System Redesign</u> The Committee resolved, amongst other things, to request a further report, once the outcome of the Scottish Government’s consultation was known.	Tom Cowan	<b>10.09.13</b>	16.01.14
6.	Social Care and Wellbeing 16 May 2013 (Article 7)	<u>Residential Children’s Services Review And Redesign Programme</u> The Committee resolved, amongst other things, request a final report of recommendations be presented to Committee in September 2013.	<b>Further consultation on this report is required; a report will be submitted to the Committee’s meeting on 25 March 2014.</b>	Susan Devlin	<b>10.09.13</b>	25.03.14



<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u> (bold means overdue item)	<u>Report Expected</u> (if known)
7.	Council 21.6.13 (Article)	<u>Arms Length External Organisations</u> Council agreed that officers report to the relevant committees on timetables for scrutiny of arms length external organisations.	A report on the timetable for operational monitoring of Bon Accord Care will be submitted to this Committee by the relevant governance team. A report on the timetable for scrutiny will be reported to Audit and Risk.  <b>A report is on the agenda.</b>	Jonathan Belford/ Martin Murchie /Liz Taylor/ Jane MacEachran	<b>07.11.13</b>	16.01.14
8.	Social Care, Wellbeing and Safety Committee 10 September 2013 (Article 8)	<u>Social Care and Wellbeing Commissioning Strategy</u> The Committee agreed to note the ongoing work to develop the draft strategy and to agree to receive the consultation draft for comment in October 2013.	<b>A report is on the agenda.</b>	Tom Cowan	16.01.14	16.01.14
9.	Social Care, Wellbeing and Safety Committee 10 September 2013 (Article 10)	<u>Children's Services - Reclaiming Social Work</u> The Committee agreed amongst other things to agree that the presentation of a detailed implementation plan and progress be reported to a future meeting of the Committee.		Susan Devlin	25.03.14	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u> (bold means overdue item)	<u>Report Expected</u> (if known)
10.	Social Care, Wellbeing and Safety Committee 7 November 2013 (Article 8)	<u>Scottish Fire And Rescue Service – Aberdeen City Local Fire And Rescue Service Performance Report</u>  The Committee agreed, amongst other things, to request that the final performance report for 2013/2014 be brought to its meeting in May 2014.		Ciaran Monaghan/Duncan Smith	22.05.14	
11.	Social Care, Wellbeing and Safety Committee 7 November 2013 (Article 9)	<u>Police Scotland – Aberdeen City Local Policing Plan Performance Report</u>  The Committee agreed, amongst other things, to request that the final performance report for 2013/2014 be brought to its meeting in May 2014.		Ciaran Monaghan/Arian Watson	22.05.14	
12.	Social Care, Wellbeing and Safety Committee 7 November 2013 (Article 6)	<u>Joint Commissioning</u>  The Committee agreed, amongst other things, to note that the Convener had written to the Convener of Aberdeenshire Council's Social Work and Housing Committee regarding the possibility of jointly commissioning similar services received from the same provider and had received a favourable response which he would now take forward with officers to ensure that a report was brought back to the Committee.		Liz Taylor	16.01.14	16.01.14

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u> (bold means overdue item)	<u>Report Expected</u> (if known)
13.	Finance, Policy and Resources Committee 5 December 2013 (Article 21)	<u>Young Women's Service</u> The Committee resolved, amongst other things, to instruct officers to submit a report to the Social Care, Wellbeing and Safety Committee within 12 months to advise on the progress of the project and to determine if further resources were required.		Susan Devlin	December 2014	

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Social Care, Wellbeing and Safety Committee
DATE	16 January 2014
DIRECTOR	Liz Taylor
TITLE OF REPORT	Social Care and Wellbeing Performance Report
REPORT NUMBER:	SCW/13/047

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### **1. PURPOSE OF REPORT**

The purpose of the report is to provide the Committee with information on the performance of Social Care and Wellbeing against the Key Performance Indicators, as defined by the service. The timeframe for the report will be determined by the individual indicator and will be indicated in the analysis, as contained in Appendix A. Annual SPI's 1 & 2 are included in Appendix B

### **2. RECOMMENDATION(S)**

Members of the Committee are asked to:

- i Approve the SCW performance report; and
- ii Note that work is ongoing to develop a new suite of performance indicators, aligned to the outcomes in the Service Business Plan 2013-16. Both the Service Business Plan and the Performance Indicator Suite will be presented to a future meeting of this Committee.

### **3. FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report.

### **4. OTHER IMPLICATIONS**

There are no direct implications arising from this report, however, the purpose of performance management and reporting is to manage improvement to the services provided to the citizens of Aberdeen. Improvements in the services provided by the Social Care and Wellbeing Directorate impact positively on communities across the City.

## **5. BACKGROUND/MAIN ISSUES**

### **5.1 Background**

The Corporate Policy and Performance Committee on 29 April 2010 approved recommendations regarding Financial and Performance Monitoring and Reporting to Committee. This report complies with that resolution.

Following requests at previous meetings of the Social Care and Wellbeing Committee, the Performance Report has been much reduced, to focus on key indicators. This is the third report to be provided to the Committee in this format.

On 1 August 2013, Occupational Therapy services transferred to Bon Accord Care. A number of indicators specifically relating to Occupational Therapy have been removed from the performance report as this will be reported to council through the contractual monitoring arrangements for Bon Accord Care.

Where available, benchmarking data has been included in this report. Establishing benchmarking information has proved difficult as there is only one national Statutory Performance indicator for Social Work, which is for Home Care. Where additional returns are made, such as the Community Care Quarterly Return, there are concerns regarding consistency of recording and reporting.

**5.2** The performance report attached at Appendix A has been created in Covalent and is structured according to the priority themes contained within the Service Business Plan, namely:

- Shifting the Balance of Care
- Managing the Workforce
- Improving the use of Resources
- Personalization of Services
- Improving our Commissioning

**5.3** Annual Social Care and Wellbeing Statutory Performance Indicators (SPI) Appendix B are included for information.

## **6. IMPACT**

Performance measurement and reporting should be viewed as a means to managing improvement in the services that we provide to the most vulnerable members of our community.

## **7. BACKGROUND PAPERS**

Appendix A: Performance Report  
Appendix B: Annual SPI Indicators

## 8. REPORT AUTHOR DETAILS

Co-ordinated by Trevor Gillespie,  
Team Manager (Performance Management)

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## Social Care and Wellbeing Performance Report

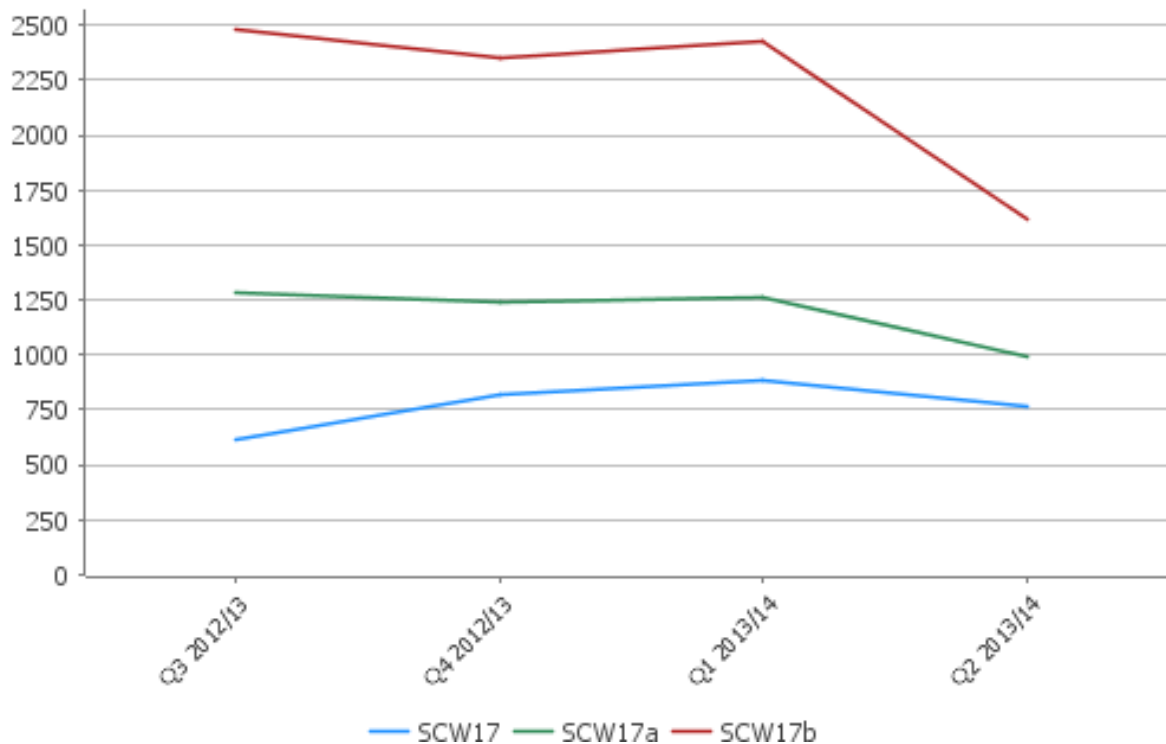
*Summary for selected non SPI performance indicators*

Generated on: 16 December 2013

Traffic Light	
Red	6
Amber	0
Green	1
Data Only	24

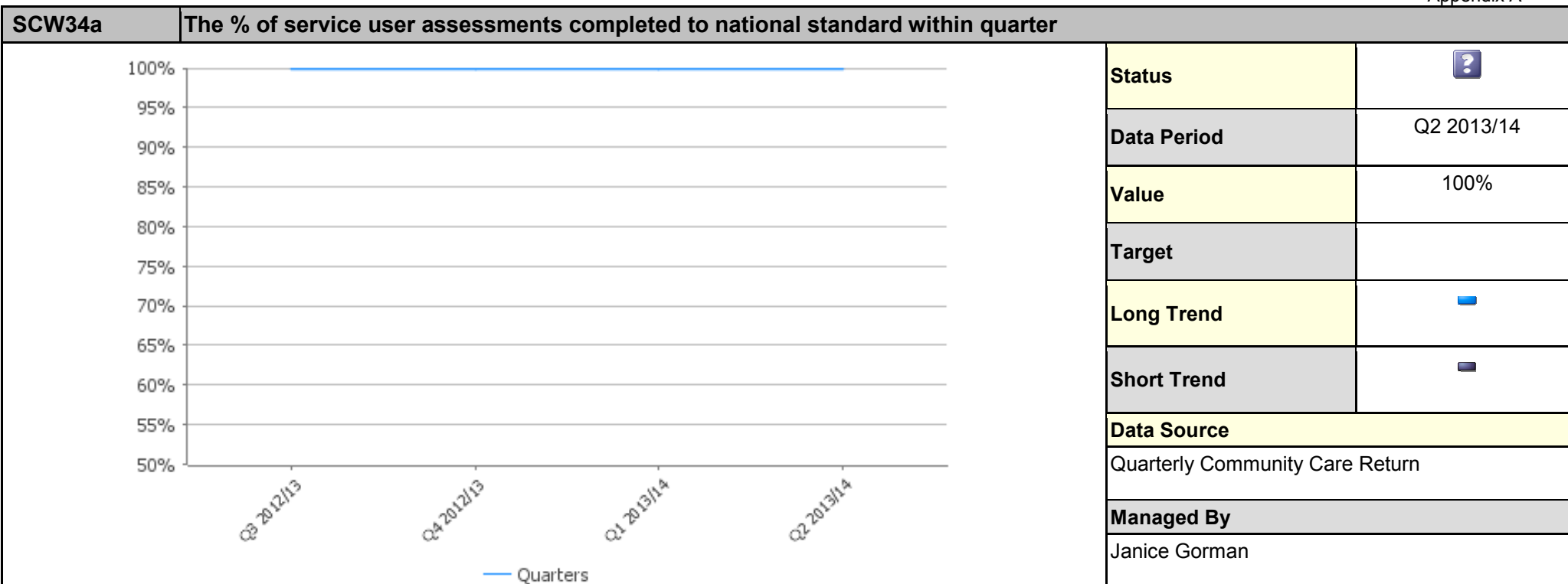


<b>SCW17</b>	<b>Number of referrals of children's cases</b>
<b>SCW17a</b>	<b>Number of referrals of adults (18-64) cases</b>
<b>SCW17b</b>	<b>Number of referrals of adults (65+) cases</b>



<b>Status</b>		
<b>Data Period</b>	Q2 2013/14	
<b>Value</b>	SCW17	767
	SCW17a	994
	SCW17b	1622
<b>Target</b>		
<b>Long Trend</b>	SCW17	
	SCW17a	
	SCW17b	
<b>Short Trend</b>		
<b>Data Source</b>	CareFirst (Alastair Condie)	
<b>Managed By</b>	SCW17	Susan Devlin
	SCW17a	Tom Cowan; Janice Gorman
	SCW17b	Janice Gorman

<b>Narrative and Analysis</b>		
SCW17	No Target can be set. This is the Quarterly figure taken from careFirst for July to September 2013	July = 269 August = 240 September = 258
SCW17a	No Target can be set. Figures taken from careFirst for July to September 2013 This figure does not vary greatly between quarters and is at the expected level	July = 432 August = 300 September = 262
SCW17b	No Target can be set. Figures taken from careFirst for July to September 2013 The decrease in referrals is due to Occupational Therapy moving to Bon Accord Care in August 2013, as OT referrals made up a large proportion of the 65+ referrals. It is expected that this figure will level off again over the next few quarters.	July = 787 August = 398 September = 437

**Narrative and Analysis**

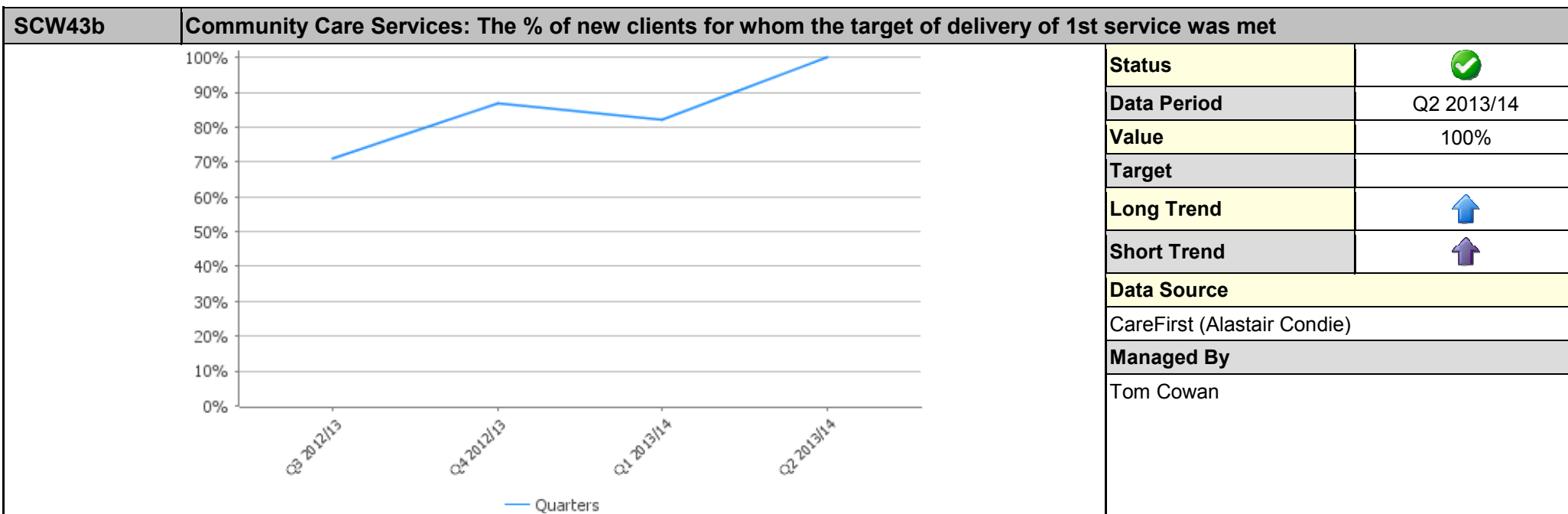
Information from the Community Care Quarterly returns relating to New clients 65+ only. 2013-2014, Quarter 2 July to September = 67. This figure remains consistent each quarter.

**BENCHMARK DATA**

	Aberdeen City	Aberdeenshire	Dundee	Glasgow	National
<b>Q3 2012/13</b>	100%	100%	100%	100%	100%
<b>Q4 2012/13</b>	100%	100%	100%	100%	100%
<b>Q1 2013/14</b>	100%	100%	100%	100%	100%
<b>Q2 2013/14</b>	100%	100%	100%	100%	100%

**Latest Note**

Benchmark data provided by Alistair Condie

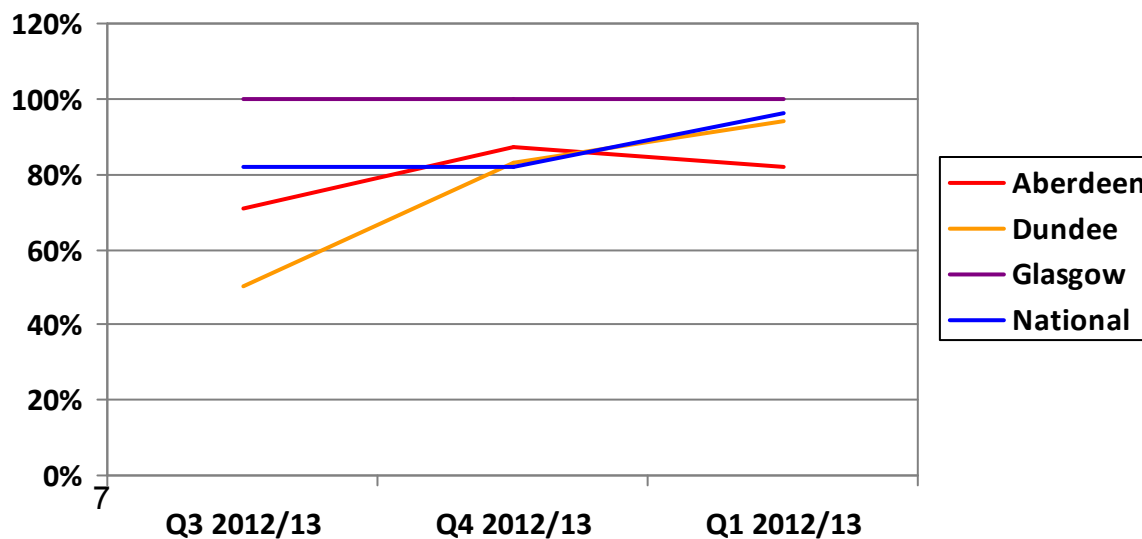


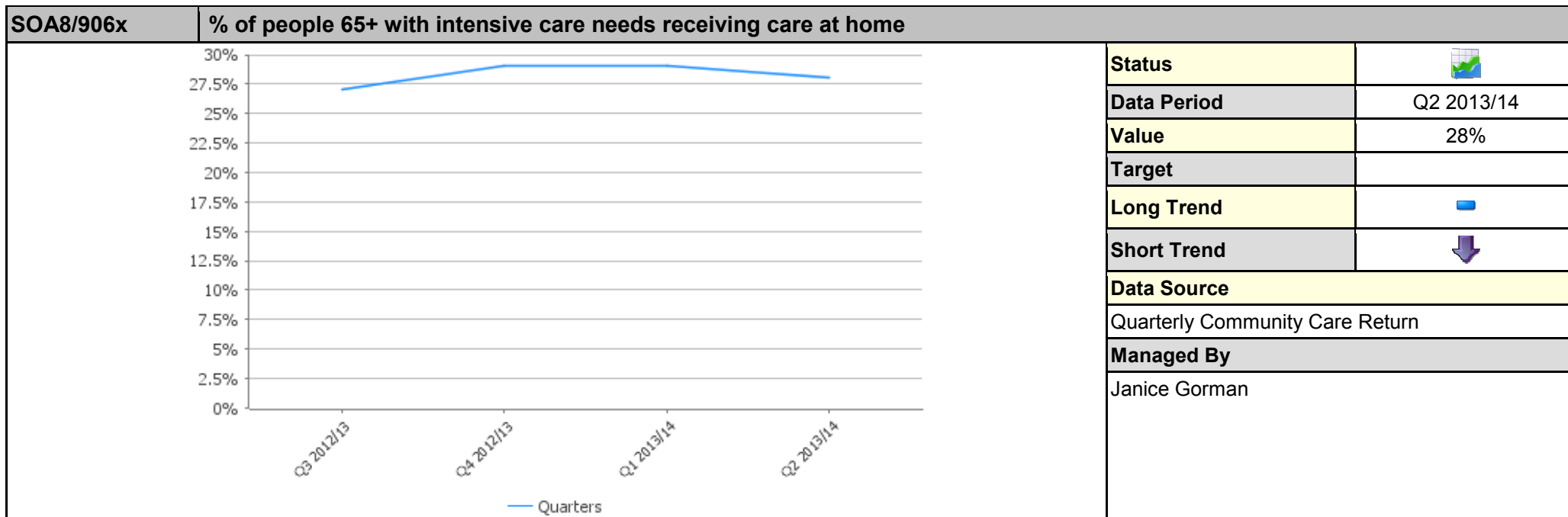
**Narrative and Analysis**

Source: Table 3 - Q2 Quarterly Community Care There were 18 New Clients aged 65+ and for all of those the target of delivery of 1st service was met (i.e. <= 6 weeks). Resources in the community for people living at home are still difficult to access due to the known recruitment and retention issues, 7 care homes under embargo in Q1&2, 2013/14 to new admissions although this is improving to 4 as at 1 December 2013.

**BENCHMARK DATA**

	Aberdeen City	Dundee	Glasgow	National
<b>Q3 2012/13</b>	71%	50%	100%	82%
<b>Q4 2012/13</b>	87%	83%	100%	82%
<b>Q1 2013/14</b>	82%	94%	100%	96%
<b>Latest note</b>	Benchmark data provided by Alastair Condie. Q2 2013/14 not yet available			



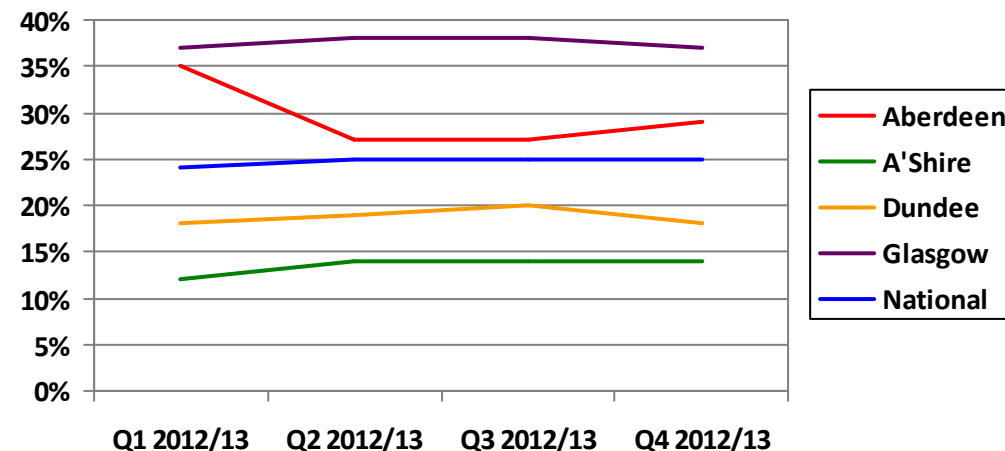


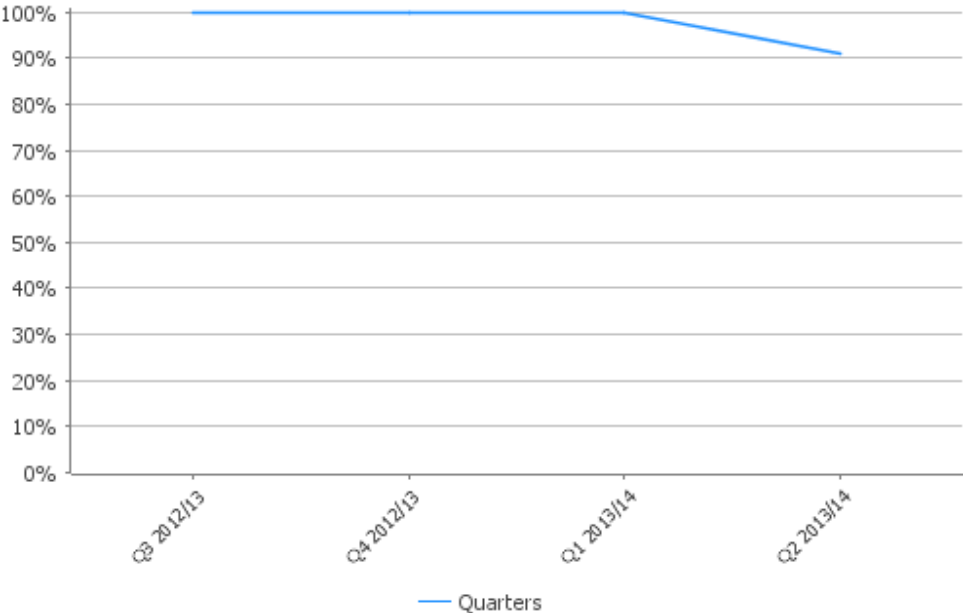
**Narrative and Analysis**

No Target can be set. Information taken from the Quarterly Community Care Return. This figure relates July to September 2013:-  
 Age 65+ receiving care at home = 1566    Age 65+ receiving intensive care (10+hours) = 445    = 28%  
 There is currently a shortage of Care at Home. This is needs led provision and the challenge to meet all assessed needs continues with the shortage of care. Nonetheless we are outperforming named Councils on benchmark data

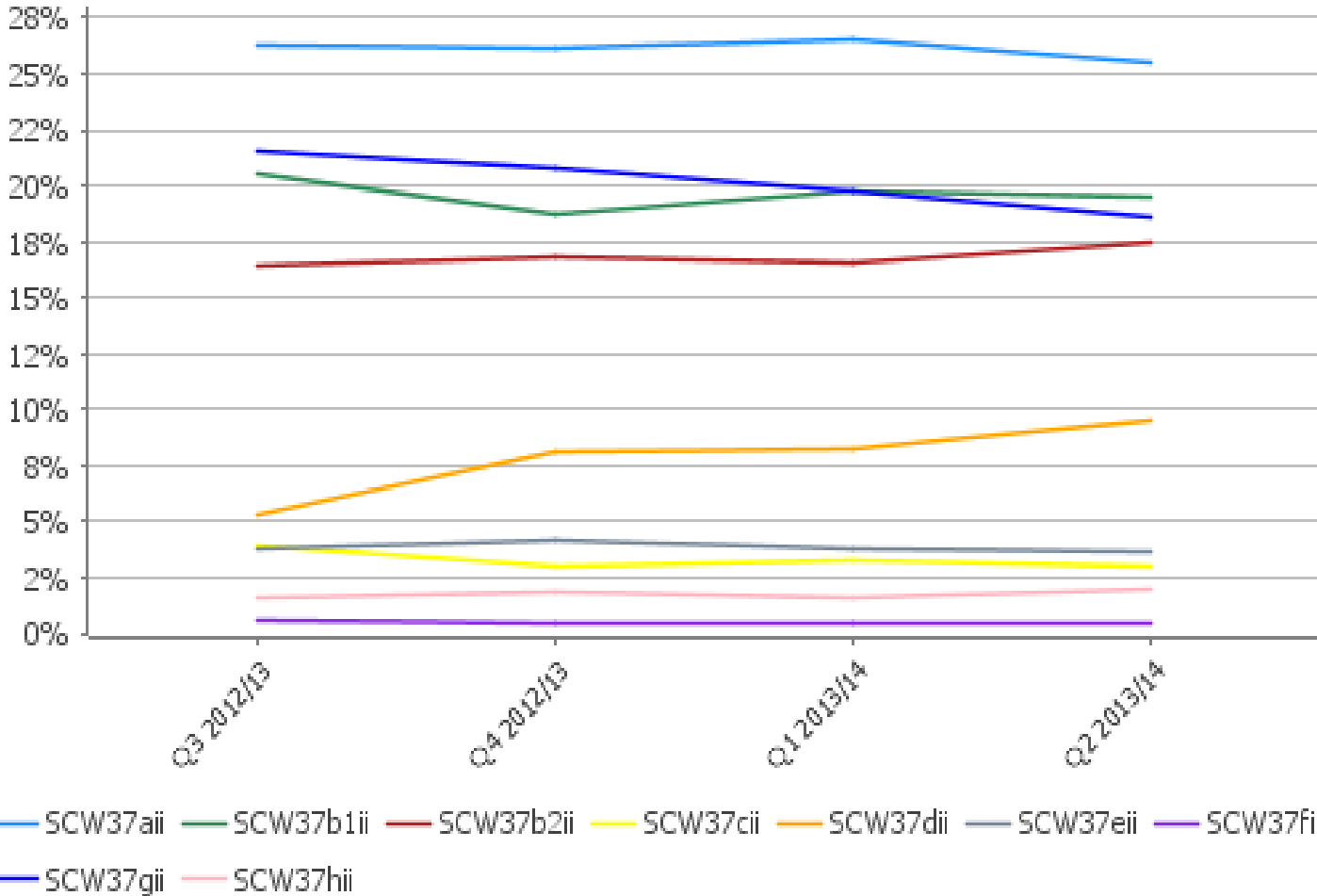
**BENCHMARK DATA**

	Aberdeen City	Dundee	Glasgow	National
<b>Q1 2012/13</b>	89%	70%	100%	85%
<b>Q2 2012/13</b>	77%	33%	100%	83%
<b>Q3 2012/13</b>	71%	50%	100%	82%
<b>Q4 2012/13</b>	87%	83%	100%	82%
<b>Latest note</b>	Benchmark data taken from Scottish Government Quarterly Key Monitoring Information. Data shows the % people 65+ with intensive care needs out of the total number of clients receiving Care At Home. <b>2013/14 data has not yet been published.</b>			



SCW47	% of persons under the guardianship of the local authority who have a supervising officer											
 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2012/13</td> <td>100%</td> </tr> <tr> <td>Q4 2012/13</td> <td>100%</td> </tr> <tr> <td>Q1 2013/14</td> <td>100%</td> </tr> <tr> <td>Q2 2013/14</td> <td>91%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2012/13	100%	Q4 2012/13	100%	Q1 2013/14	100%	Q2 2013/14	91%	<b>Status</b>	?
	Quarter	Percentage										
	Q3 2012/13	100%										
	Q4 2012/13	100%										
	Q1 2013/14	100%										
	Q2 2013/14	91%										
	<b>Data Period</b>	Q2 2013/14										
	<b>Value</b>	91%										
	<b>Target</b>											
<b>Long Trend</b>	↓											
<b>Short Trend</b>	↓											
<b>Data Source</b>												
<b>Managed By</b>												
Tom Cowan												
<b>Narrative and Analysis</b>												
<p>67 Cases where the CSWO is Welfare Guardian of these 7 are unallocated - therefore 89.6% have a nominated officer.</p> <p>203 Cases where there are Private Guardians 18 are unallocated - therefore 91.14% have a supervising officer.</p> <p>It is a legal requirement to have a supervising officer. However, how this figure is provided may have to be looked at in the future, as it only concerns people with a supervising officer, not whether they are actually receiving supervision.</p> <p>In previous quarters this figure has not been reported on accurately. The decrease in Q2 2013/14 is due to more robust reporting procedures now being in place, and the figure now reflects a more accurate picture of what is happening.</p>												

SCW37a11	% of LAC looked after at home	SCW37b111	% of LAC looked after in foster care in Aberdeen City
SCW37b211	% of LAC looked after in foster care outwith Aberdeen City	SCW37c11	% of LAC with prospective adopters
SCW37d11	% of LAC in residential units	SCW37e11	% of LAC in residential schools
SCW37f11	% of LAC in secure accommodation	SCW37g11	% of LAC in a Kinship Care Arrangement
SCW37h11	% of LAC in another placement		

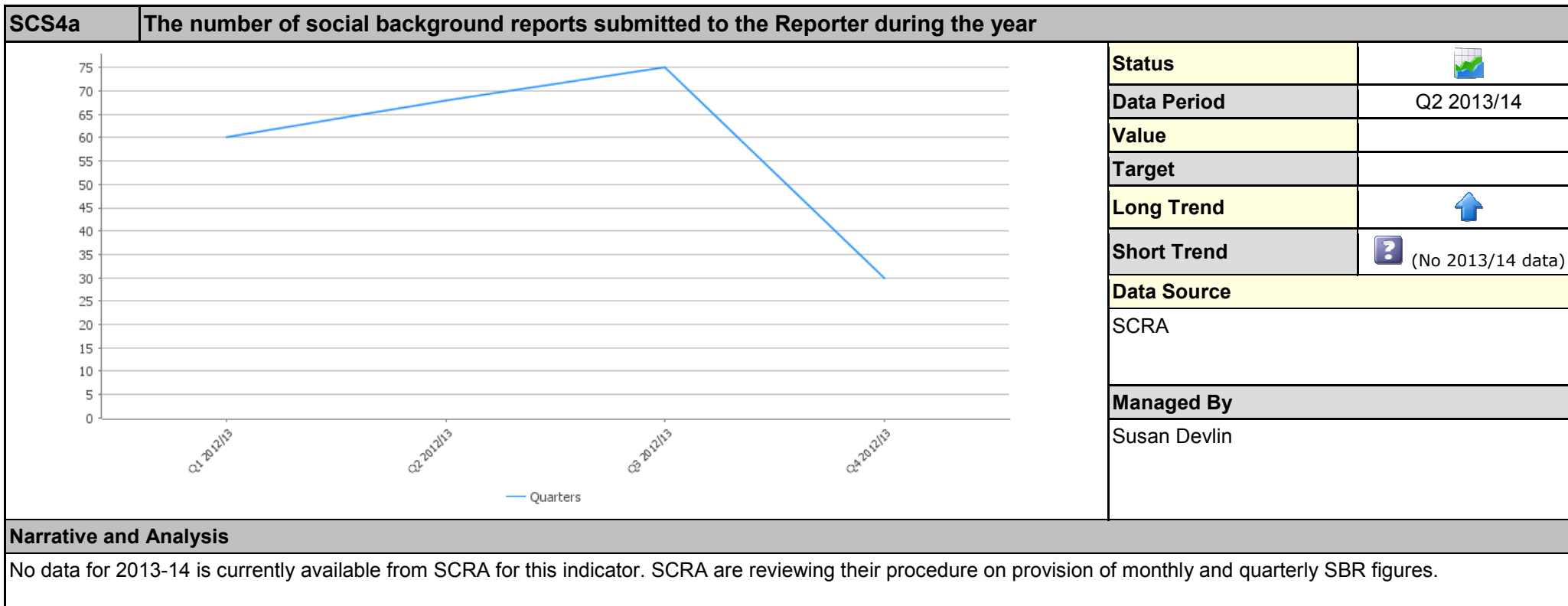


<b>Status</b>				
<b>Data Period</b>	Q2 2013/14			
<b>Value</b>	SCW37a11	26%	SCW37b111	20%
	SCW37b211	17%	SCW37c11	3%
	SCW37d11	10%	SCW37e11	4%
	SCW37f11	0.41%	SCW37g11	19%
	SCW37h11	2.05%		
<b>Target</b>				
<b>Long Trend</b>	SCW37a11		SCW37b111	
	SCW37b211		SCW37c11	
	SCW37d11		SCW37e11	
	SCW37f11		SCW37g11	
	SCW37h11			
<b>Short Trend</b>	SCW37a11		SCW37b111	
	SCW37b211		SCW37c11	
	SCW37d11		SCW37e11	
	SCW37f11		SCW37g11	
	SCW37h11			
<b>Data Source</b>	Carefirst Alastair Condie Monthly Sheets			
<b>Managed By</b>	Susan Devlin			

Narrative and Analysis	
SCW37aii	This is the largest group of looked after children and is an area that we would like to increase where appropriate and safe for children. There are many other children being worked with in children's services at home and in the community who are not looked after. The legislation is clear that a minimum intervention approach is taken to working with children and families.
SCW37b1ii	This is an area expected to continue to increase as we continue to recruit to city council resources. The demand for placements has increased.
SCW37b2ii	The long term trend is that this placement type is reducing as we develop more in-house resources and we have continued to recruit more carers locally. However this area has been impacted by the closure of one of the residential units during the preceding 18 months.
SCW37cii	
SCW37dii	One of the residential units was closed for much of 2012 to the present time meaning there were significantly fewer places available in units in the city. It would be expected that over the medium term this figure increase as the home reopens and the new children's home comes on stream.
SCW37eii	This relates to a very small number of children with very complex needs. In particular there have been placements made to safeguard young girls at high risk of sexual exploitation and at risk to themselves or others.
SCW37fii	There can be no target set for this area, the CSWO makes a decision in regard to placing a child in secure accommodation, this will always relate to a very small number of children where there are at such high levels of risk that removing their liberty is the only option. The criteria for secure accommodation is set out in statute. Total 681 children in 733 placements    Secure Accommodation = less than 5 = 0.4%
SCW37gii	
SCW37hii	The trend in Aberdeen reflects the national trend of increase in looked after children, we are currently at the highest number ever. Total 681 children in 733 placements    Other Residential = 15

### BENCHMARK DATA

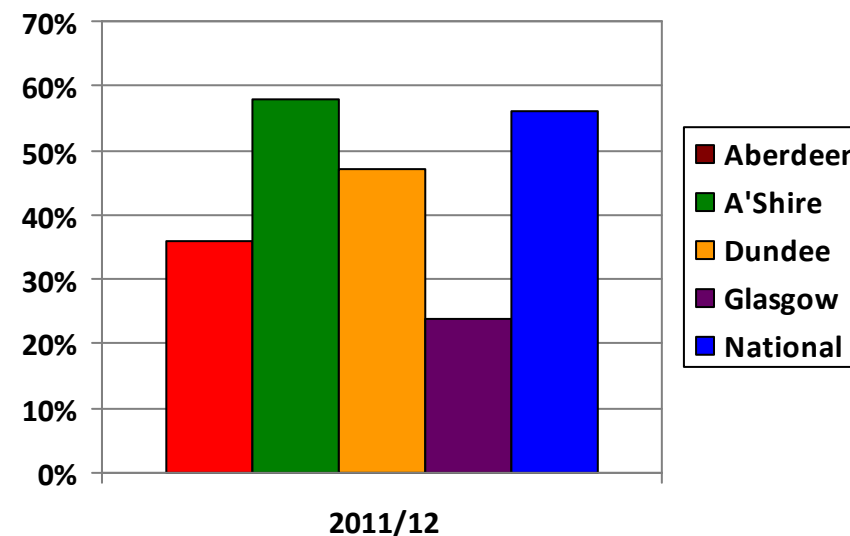
	At home with parents	With friends/relatives	With foster carers provided by LA	With foster carers purchased by LA	In Other Community (incl. prospective adopters)	In local authority home/voluntary home	In other residential care (incl. Secure Accom.)
<b>Aberdeen City</b>	27%	21%	22%	16%	4%	4%	5%
<b>Aberdeenshire</b>	32%	20%	27%	5%	4%	5%	8%
<b>Dundee</b>	29%	28%	23%	11%	3%	3%	3%
<b>Glasgow</b>	26%	34%	24%	8%	0%	3%	4%
<b>Note</b>	Benchmark data provided does not fall into the exact same categories as what is recorded in Covalent, i.e. Residential School/Secure Accommodation are not separated from Other Placements. <b>Benchmark figures correct as at 31 July 2012.</b> July 2013 CLAS stats are not yet available. Figures provided by Alastair Condie						



**BENCHMARK DATA**

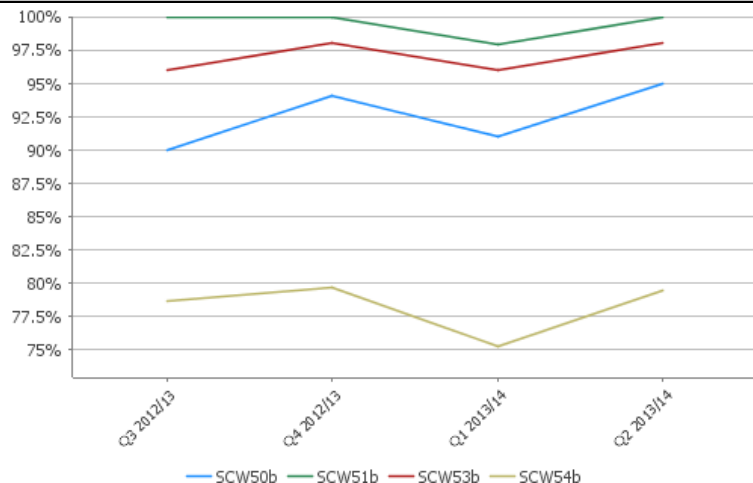
**Percentage** of Social Background Reports submitted to the Reporter within 20 working days

	Aberdeen City	Aberdeenshire	Dundee	Glasgow	National
<b>2011/12</b>	36%	58%	47%	24%	56%
<b>Note</b>	Benchmark data is provided differently to how the PI is recorded and is recorded as a percentage over the year rather than a quarterly figure. <b>No 2012/13 or 2013/14 data is available for benchmarking</b> and SCRA are reviewing how they will provide data for 2013-14 onwards.				





SCW50b	Percentage (%) of children with an allocated social worker
SCW51b	Percentage (%) of children on the Child Protection Register with an allocated social worker
SCW53b	Percentage (%) of children who are Looked After & Accommodated Children with an allocated social worker
SCW54b	Percentage (%) of children who are Looked After Children with an allocated social worker



Status	?	
Data Period	Q2 2013/14	
Value	SCW50b	95%
	SCW51b	100%
	SCW53b	98%
	SCW54b	79%
Target		
Long Trend	↑	
Short Trend	↑	
Data Source	CareFirst (Alastair Condie)	
Managed By	Susan Devlin	

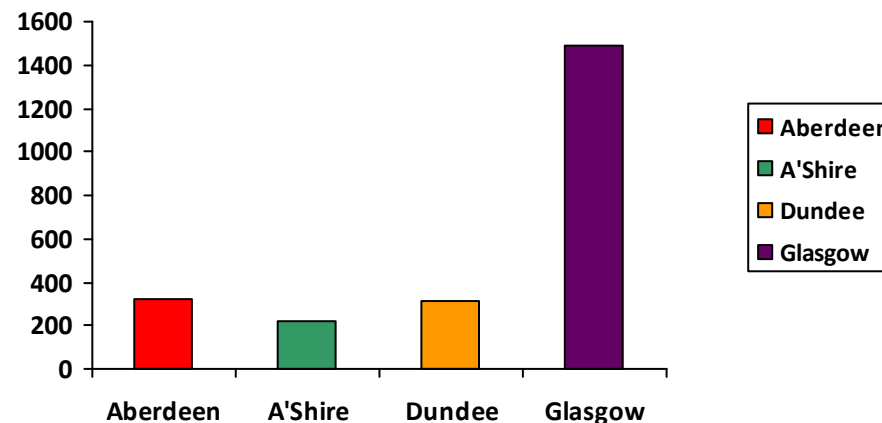
**Narrative and Analysis**

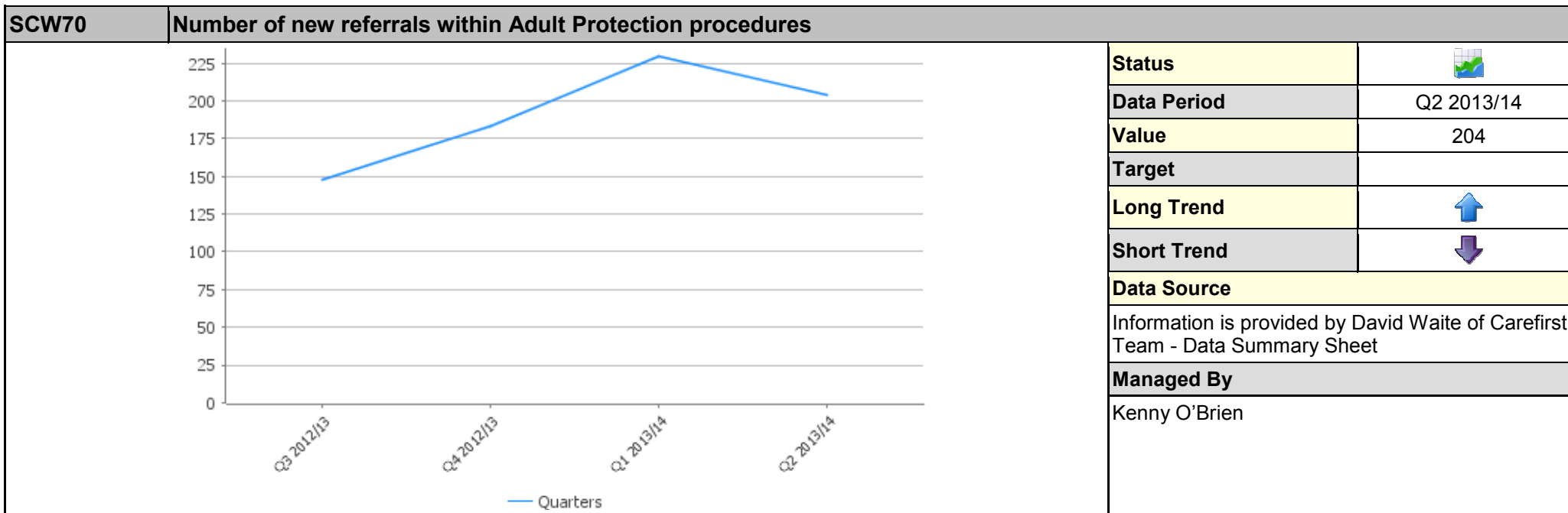
SCW50b	Information from careFirst at 30-09-2013. Total All Children 1988, Total allocated 1891 = 95%
SCW51b	Information from careFirst at 30-09-2013 Total On Reg 94. Total allocated 94 = 100% This figure is generally 100% but the way the figures are reported i.e. a snapshot at the end of the month may have coincided with a case being de-allocated for 1 day then reallocated the next
SCW53b	Information from careFirst, Total LAAC allocated (including Friends and Relatives). <b>NOTE: the figure is higher than previous quarters as it now includes With Friends and Relatives.</b> July to September 2013 = 507 children, 499 allocated.
SCW54b	Information at 30-09-2013. Looked after children are a priority for allocation however there have been significant staffing issues within the service so there have been times when not all cases were allocated

**BENCHMARK DATA**

Total Number of children who are Looked After & Accommodated Children

	Aberdeen City	Aberdeenshire	Dundee	Glasgow	National
2012/13	320	218	311	1486	7019
Note	Benchmark data is solely for SCW53. Benchmark figures provided by Alastair Condie. Figures as at 31 July 2012 – no 2013/14 data available.				





**Narrative and Analysis**

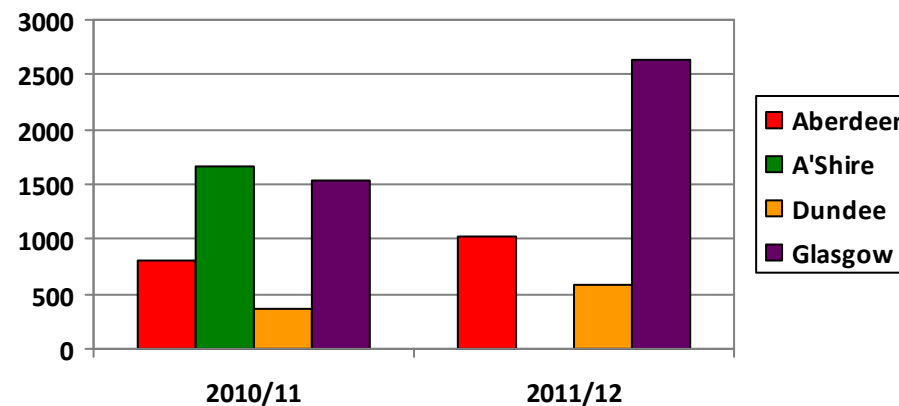
204 Referrals July = 84 referrals August = 57 referrals September = 63 referrals

There was a drop in ASP reporting forms received from Police Scotland in August and September which accounts for the drop in overall number of referrals received by the Adult Protection Unit. This can partly be attributed to on going close working between the APU and Police Scotland where potential inappropriate referrals are highlighted and addressed informally and put through an alternative process (such as standard social work referral) before becoming a formal ASP report.

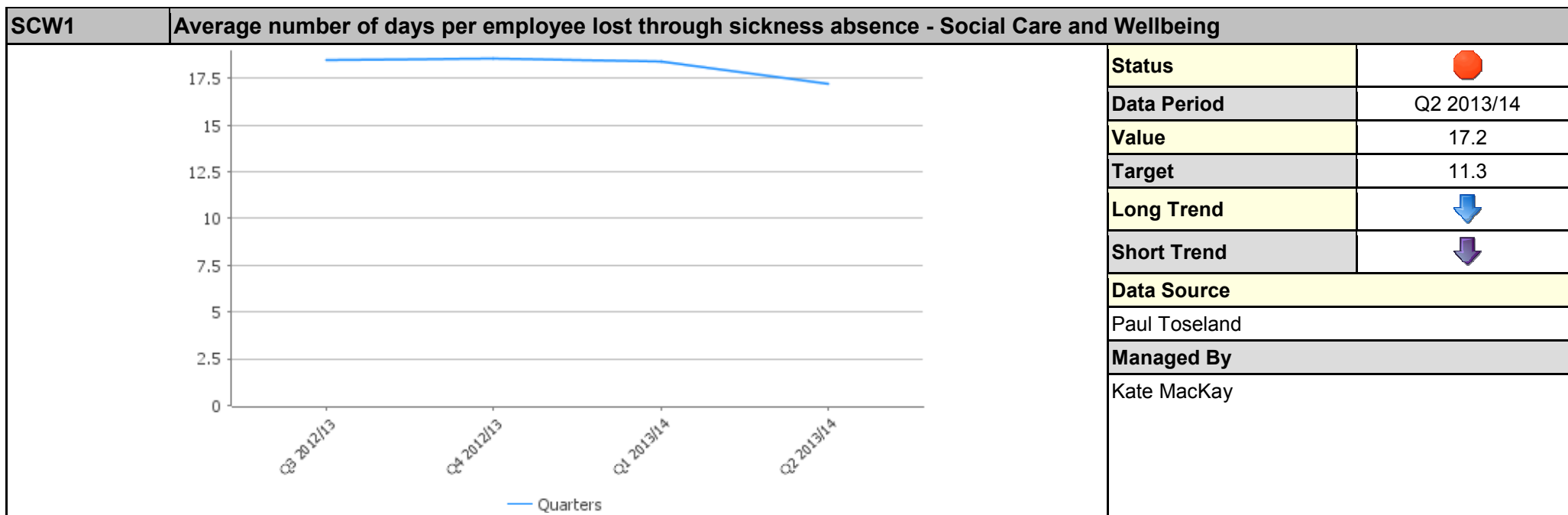
**BENCHMARK DATA**

	Aberdeen City	Aberdeenshire	Dundee	Glasgow
2010/11	804	1,667	368	1,538
2011/12	1,022		585	2,633

**Note** Benchmark data is taken from Scottish Government APU Biennial Report 2010-2012. This report is split by Council and no overall national figure is available. Aberdeenshire only provided figures for 2010/11 in this report. David Waite advised that not all Councils necessarily have the same definition of a "referral" and this may affect figures.



SCW71	Number of New Referrals Progressing to Initial Investigation Under Adult Protection Procedures											
<table border="1"> <caption>Data for Line Chart: Number of New Referrals Progressing to Initial Investigation Under Adult Protection Procedures</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2012/13</td> <td>75</td> </tr> <tr> <td>Q4 2012/13</td> <td>72</td> </tr> <tr> <td>Q1 2013/14</td> <td>85</td> </tr> <tr> <td>Q2 2013/14</td> <td>73</td> </tr> </tbody> </table>	Quarter	Value	Q3 2012/13	75	Q4 2012/13	72	Q1 2013/14	85	Q2 2013/14	73	<b>Status</b>	
	Quarter	Value										
	Q3 2012/13	75										
	Q4 2012/13	72										
	Q1 2013/14	85										
	Q2 2013/14	73										
	<b>Data Period</b>	Q2 2013/14										
	<b>Value</b>	73										
<b>Target</b>												
<b>Long Trend</b>												
<b>Short Trend</b>												
<b>Data Source</b>												
Information provided by David Waite - Carefirst Team - Data Summary Sheet												
<b>Managed By</b>												
Kenny O'Brien												
Narrative and Analysis												
<p>204 Referrals, 73 progressed to Initial Investigations.</p> <p>July = 30 enquiries              August = 20 enquiries              September = 23 enquiries</p> <p>The small decline in number of inquiries being initiated in recent months may be partially linked to multiple ASP reports being received for care facilities subject to Large Scale adult protection procedures. In those circumstances, the ASP report is not progressed as an INDIVIDUAL initial inquiry – but is incorporated into the wider ASP process being undertaken for the care facility as a whole</p>												



**Narrative and Analysis**

Average of monthly sickness absence figures for July to September 2013:

- July = 17.7
- August = 17.1
- September = 16.8

Sickness absence is calculated on an annual rolling basis, and is based on the average number of days absent per employee over the course of that year. Overall number of days lost per employee has not fluctuated much during last few months.

Managers require to closely monitor and manage the situation to continue to improve the statistics and overall absence levels in the Council.

The Council's SPI figure is the 'average days lost per employee'. Within Social Care and Wellbeing 'average days lost per employee' has not fluctuated a great deal over the last year but has remained slightly under 19 days per employee which is a slight reduction on the previous year when it averaged between 19 to 20 days. These figures are still above the Council's average.

SCW27	The number of Agency staff											
<table border="1"> <caption>Agency Staff Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Staff</th> </tr> </thead> <tbody> <tr> <td>Q3 2012/13</td> <td>85</td> </tr> <tr> <td>Q4 2012/13</td> <td>60</td> </tr> <tr> <td>Q1 2013/14</td> <td>48</td> </tr> <tr> <td>Q2 2013/14</td> <td>12</td> </tr> </tbody> </table>	Quarter	Number of Staff	Q3 2012/13	85	Q4 2012/13	60	Q1 2013/14	48	Q2 2013/14	12	<b>Status</b>	
	Quarter	Number of Staff										
	Q3 2012/13	85										
	Q4 2012/13	60										
	Q1 2013/14	48										
	Q2 2013/14	12										
	<b>Data Period</b>	Q2 2013/14										
	<b>Value</b>	11.88										
<b>Target</b>												
<b>Long Trend</b>												
<b>Short Trend</b>												
<b>Data Source</b>	Paul Toseland											
<b>Managed By</b>	Paul Toseland											
<b>Narrative and Analysis</b>												
<p>Analysis: The number of agency staff employed in September 2013 was 10.96 fte (Care 1.85fte, Janitorial 0.04fte, Admin/ Clerical 6.35fte, other Support Worker 1.72 fte, other Task Supervisor 1 fte).</p>												
<p>In July 2013 there were 59.76 fte and in August 2013 11.88 fte.</p>												
<p>This compares with: April 2013 59.35 fte, May 2013 54.25 fte, and June 2013 48.64 fte.</p>												
<p>The reason numbers are significantly down is due to the fact from August 2013 Bon Accord Care was established as a separate Employer. The number of former ACC employees who transferred to Bon Accord Care on 01/08/2013 by TUPE was 780. Prior to this the majority of agency staff ordered was for the care category.</p>												
<p>All requests for the need to employ agency staff are required to be submitted to a Head of Service for consideration by the Social Care and Wellbeing Management Team.</p>												

<b>SCW20</b>	<b>% of formal complaints acknowledged within 5 day timescale</b>																																																	
<b>SCW21</b>	<b>% of formal complaints responded to within 28 day timescale</b>																																																	
<table border="1"> <caption>Line Graph Data</caption> <thead> <tr> <th>Quarter</th> <th>SCW20 (%)</th> <th>SCW21 (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2012/13</td> <td>90</td> <td>75</td> </tr> <tr> <td>Q4 2012/13</td> <td>90</td> <td>76</td> </tr> <tr> <td>Q1 2013/14</td> <td>60</td> <td>68</td> </tr> <tr> <td>Q2 2013/14</td> <td>50</td> <td>25</td> </tr> </tbody> </table>	Quarter	SCW20 (%)	SCW21 (%)	Q3 2012/13	90	75	Q4 2012/13	90	76	Q1 2013/14	60	68	Q2 2013/14	50	25	<table border="1"> <tr> <td rowspan="2"><b>Status</b></td> <td>SCW20</td> <td>Q1 ● Q2 ●</td> </tr> <tr> <td>SCW21</td> <td>Q1 ▲ Q2 ●</td> </tr> <tr> <td><b>Data Period</b></td> <td colspan="2">Q1 &amp; Q2 2013/14</td> </tr> <tr> <td rowspan="2"><b>Value</b></td> <td>SCW20</td> <td>Q1 58% Q2 51%</td> </tr> <tr> <td>SCW21</td> <td>Q1 68% Q2 24%</td> </tr> <tr> <td rowspan="2"><b>Target</b></td> <td>SCW20</td> <td>100%</td> </tr> <tr> <td>SCW21</td> <td>75%</td> </tr> <tr> <td rowspan="2"><b>Long Trend</b></td> <td>SCW20</td> <td>↓</td> </tr> <tr> <td>SCW21</td> <td>↓</td> </tr> <tr> <td rowspan="2"><b>Short Trend</b></td> <td>SCW20</td> <td>↓</td> </tr> <tr> <td>SCW21</td> <td>↓</td> </tr> <tr> <td><b>Data Source</b></td> <td colspan="2">Complaints Rights &amp; Enquiries Team</td> </tr> <tr> <td><b>Managed By</b></td> <td colspan="2">Kate MacKay</td> </tr> </table>	<b>Status</b>	SCW20	Q1 ● Q2 ●	SCW21	Q1 ▲ Q2 ●	<b>Data Period</b>	Q1 & Q2 2013/14		<b>Value</b>	SCW20	Q1 58% Q2 51%	SCW21	Q1 68% Q2 24%	<b>Target</b>	SCW20	100%	SCW21	75%	<b>Long Trend</b>	SCW20	↓	SCW21	↓	<b>Short Trend</b>	SCW20	↓	SCW21	↓	<b>Data Source</b>	Complaints Rights & Enquiries Team		<b>Managed By</b>	Kate MacKay	
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**Narrative and Analysis**

This indicator monitors the acknowledgement and response times for complaints, over a quarter. Long trend information is given quarterly over the last 12 months. Short trend information shows quarter on quarter movement. These figures cover the period 1<sup>st</sup> April 2013 to 30<sup>th</sup> September 2013

**In period 1**, 22 complaints were received, 20 of which were statutory and 2 of which were dealt with under the Corporate Complaints process. Of these complaints, 59% were acknowledged within the statutory 5 day timescale, 36% of complaints were acknowledged outwith the timescale and 1 complaint was not acknowledged. Of the 8 complaints which were not acknowledged within timescales, 2 responses were 1 day late, 5 were 3 days late and 1 was acknowledged 5 days late. During this period, the Senior Complaints Rights and Enquiries Officer was seconded to another post and her duties were split between two other managers, this adversely affected the speed with which complaints were screened and acknowledged. Of the complaints responded to, 68% were responded to within the required timescale and 32% of complaints were late. Of the complaints which were responded to outwith timescales, the timescales varied from 7 to 52 days late. In no instance had the extension to timescales been agreed with the complainant.

**In period 2**, 41 complaints were received, 31 of which were statutory and 10 of which were dealt with under the Corporate Complaints process. Of these complaints, 51% were acknowledged within the statutory 5 day timescale, 41% of complaints were acknowledged outwith the timescale and 3 complaints did not require an acknowledgement. Of the 17 complaints which were not acknowledged within timescales, the time by which the deadline was missed varied from 1 day to 39 days. During this period, the Senior Complaints Rights and Enquiries Officer was seconded to another post and her duties were split between two other managers, this adversely affected the speed with which complaints were screened and acknowledged. In the main the late acknowledgements were sent out up to 6 days late. Of the complaints responded to, 24% were responded to within the required timescale and 71% of complaints were late. 2 complaints

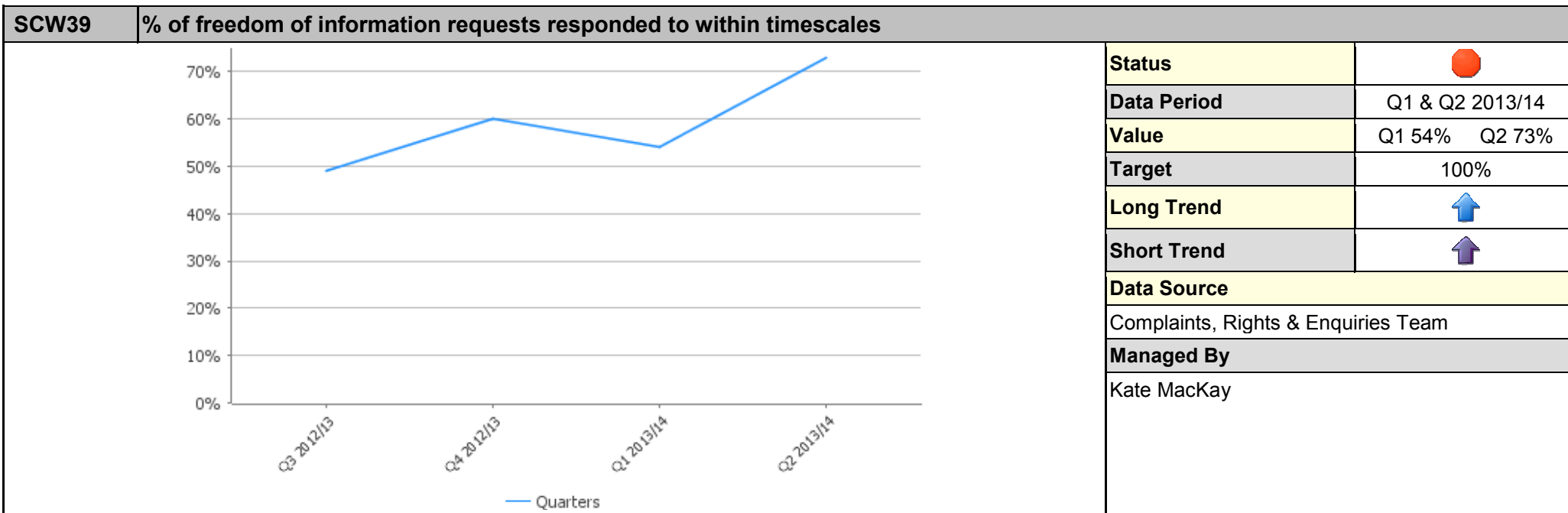
remain in investigation. Of the complaints which were responded to outwith timescales, the timescales varied from 7 to 100 days late (this includes those complaints still live). Of the 31 late responses, 7 had agreement from the complainant to extend the investigation period, with 2 being completed within the agreed extension.

Social Work complaints are complex and can require longer than the required timescales to screen and investigate. An additional step of meeting or telephoning the complainant at the outset, to clarify the areas of complaint and discuss how best to proceed, was introduced on 1<sup>st</sup> July 2014. Whilst this has had an obvious impact on the timescales for acknowledgement, we feel that this is in the best interests of the complainant and wish to continue with this as a process, despite its impact on our performance meeting the timescale. The Complaints Rights and Enquiries Team is reviewing its processes and the support it offers to investigating officers to improve response times. A fortnightly memo will also be sent to the Social Care and Wellbeing SMT showing outstanding complaints, to ensure prompt action is taken where complaints are beyond the required response time.

The volume, nature and complexity of complaints is outwith the control of the CRE team.

SCW23	% of enquiries acknowledged within 5 day timescale																																																	
SCW24	% of enquiries responded to within 15 day timescale																																																	
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<p>This indicator monitors the acknowledgement and response times for enquiries, over a quarter. Long trend information is given quarterly over the last 12 months. Short trend information shows quarter on quarter movement.</p> <p>These figures cover the period 1 April 2013 – 30 September 2013. During this time there were 97 enquiries. The number of enquiries rose from 27 in the first quarter of the year to 70 in the second quarter. The volume, nature and complexity of enquiries is outwith the control of the CRE team. Enquiries have a 15 day response deadline and it can be difficult to meet the deadline if the enquiry is complex, requires additional information from the enquirer or requires input from a third party to provide a response.</p> <p><b>In period 1</b>, 27 enquiries were received. 26% were acknowledged within the required timescale, 8 enquiries either did not require a response or had already been responded to by the Office of the Chief Executive. 5 enquiries were 1 day late being acknowledged. The maximum amount of time an acknowledgement was overdue was 14 days. 52% of enquiries were responded to within the required timescale. The maximum length of delay in responding was 105 days, although this was an isolated instance particular to the individual enquiry.</p> <p><b>In period 2</b>, 70 enquiries were received. 73% were acknowledged within the required timescale. 12 enquiries either did not require a response or had already been responded to by the Office of the Chief Executive. 5 enquiries were 1 day late being acknowledged. The maximum amount of time an acknowledgement was overdue was 4 days. 50% of enquiries were responded to within the required timescale. The maximum length of delay in responding was 100 days, although three enquiries remain outstanding.</p>																																																		





**Narrative and Analysis**

This indicator monitors the percentage of Freedom of Information requests which were responded to within the statutory timescale, over a quarter. Long trend information is given quarterly over the last 12 months. Short trend information shows quarter on quarter movement.

These figures cover the period 1 April 2012 – 30 September 2013. During this time there were 78 FOI requests.

**In period 1**, 54% of FOIs were responded to within the statutory timescale. 1 FOI was closed without the need for a response. The maximum length of delay in responding to an FOI request was 81 days. Only two FOI requests were responded to more than three weeks late.

**In period 2**, 73% of FOIs were responded to within the statutory timescale. The maximum length of delay in responding to an FOI request was 9 days,

Response time to Social care and wellbeing FOI requests is influence by the number and nature of the requests, both of which are outwith the control of the Service. Requests are generally complex and often require additional input from other Council Services.

## SPI 1: 2012/13

SAS4a	The Number of people aged 65+ receiving a service who are supported to stay at home	
	Value	1599
	Long Trend	↓
	Short Trend	↓

## Narrative and Analysis

The downward trend, in part, reflects the level of unmet need at the point of sample. We expect demand and numbers to continue to rise in line with demographic projections.

The positive impact of telecare will have reduced input and numbers of service users.

We continue to only commission care to meet needs assessed as high/urgent.

Work has begun with the Joint Improvement team and partners to develop a strategy to address the significant shortfall in the local workforce. Short and long term options are being explored with the support of investment from the Change Fund

SAS4bii	Total number of homecare hours provided as a rate per 1,000 population aged 65+	
	Value	358.77
	Long Trend	↓
	Short Trend	↓

## Narrative and Analysis

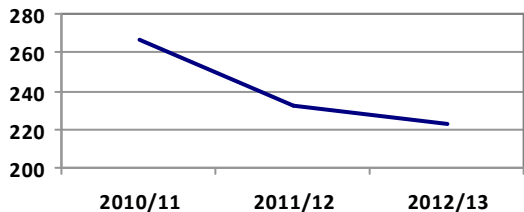
Though this number is reducing the demand for higher levels of input is increasing, e.g. double-up carers four or more times a day. We provide only personal care so we are targetting resources on those with the highest level of need. We are investing in rehabilitation, reablement, active ageing & wellbeing, & befriending to reduce the need for direct services such as home care.

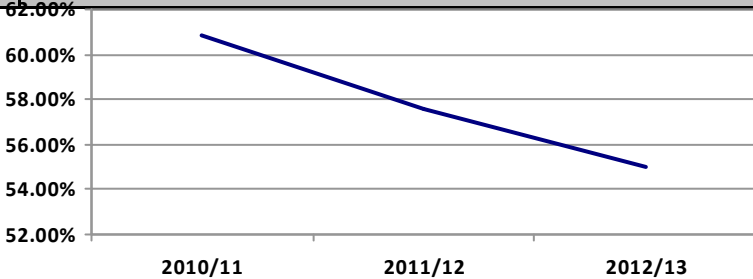
SAS4ci1	The % of homecare clients aged 65+ receiving personal care	
	Value	100%
	Long Trend	↑
	Short Trend	↑

SAS4cii2	The % of homecare clients aged 65+ receiving a service during evening/overnight	
	Value	28.71%
	Long Trend	↓
	Short Trend	↓

SAS4ciii2	The % of homecare clients aged 65+ receiving a service at weekends	
	Value	77.61%
	Long Trend	↓
	Short Trend	↓

**SPI 2: 2012/13**

SCW14	Number of children on child protection register	
	<b>Value</b>	223
	<b>Long Trend</b>	↓
	<b>Short Trend</b>	↓
<b>Narrative and Analysis</b>		
<p>In 2012/13, there were a total of 225 registrations involving 223 children. This is a slight decrease from the previous year which had 236 registrations involving 232 children. This decrease means Aberdeen no longer has disproportionately high figures for registration, as was the case in the past.</p> <p>The nature of registration means there may be slight fluctuations in numbers of children due to individual circumstances. There is no target set for the length of time a child's name should be on the register, nor for numbers on the register, and nor should this be the case. Each case should be taken on its merits and the test of significant harm and requirement of a multi-agency child protection plan applied and satisfied.</p>		

SOA08ia	% of looked after young people and families at risk supported to stay together or in their own communities	
	<b>Value</b>	54.97%
	<b>Target</b>	66%
	<b>Long Trend</b>	↓
	<b>Short Trend</b>	↓
<b>Narrative and Analysis</b>		
<p>It is worth noting that there are many more young people and families at risk supported to stay together or in their own communities who are not 'looked after' children. At 31 March 2013 there were another 1345 children who were receiving a social work service and were in their families or communities.</p> <p>To only consider the looked after population is to only consider part of the picture.</p> <p>While the percentage of looked after children in communities has reduced by 2.5% the actual number of looked after children has reduced by 27.</p> <p>Nationally the figure for looked after children has increased and is now at a record high, with over 16,000 children looked after.</p> <p>It is likely that over the next 3 years with the implementation of the Reclaiming Social Work model there will be an increase in the number of children and families at risk being supported in their families and communities. However this will apply to the whole population receiving a service from children's services and not only looked after children.</p> <p>There is the additional factor of the role of the Children's Hearing and their decision making powers in relation to where children live. There is a number of cases where the Children's hearing make decisions that are against the professional recommendation.</p>		

SOA08iia	Number of children re-registering on the Children Protection Register within two years of being taken off the register									
<table border="1"> <caption>Data for SOA08iia Line Graph</caption> <thead> <tr> <th>Year</th> <th>Number of children re-registering</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>34</td> </tr> <tr> <td>2011/12</td> <td>16</td> </tr> <tr> <td>2012/13</td> <td>24</td> </tr> </tbody> </table>	Year	Number of children re-registering	2010/11	34	2011/12	16	2012/13	24	<b>Value</b>	24
	Year	Number of children re-registering								
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	2011/12	16								
2012/13	24									
<b>Target</b>	32									
<b>Long Trend</b>	↓									
<b>Short Trend</b>	↑									
Narrative and Analysis										
<p>The figures for 2012/13 show that there were 24 children re-registered within a 2-year period. This is a slight increase from the previous year figure where 16 children were re-registered, perhaps reflecting that a high proportion of registrations in Aberdeen City contain concerns about parental drug and alcohol misuse, which are conditions which are prone to lapse and relapse over time.</p> <p>It would be more helpful to consider the categories of cause for concern as part of this measure to give a more accurate picture and analysis.</p>										

SOA08iib	The % of Looked After Accommodated Children with 3 or more placements in the current care episode									
<table border="1"> <caption>Data for SOA08iib Line Graph</caption> <thead> <tr> <th>Year</th> <th>% of Looked After Accommodated Children with 3 or more placements</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>13%</td> </tr> <tr> <td>2011/12</td> <td>10%</td> </tr> <tr> <td>2012/13</td> <td>29.7%</td> </tr> </tbody> </table>	Year	% of Looked After Accommodated Children with 3 or more placements	2010/11	13%	2011/12	10%	2012/13	29.7%	<b>Value</b>	29.7%
	Year	% of Looked After Accommodated Children with 3 or more placements								
	2010/11	13%								
2011/12	10%									
2012/13	29.7%									
<b>Long Trend</b>	↑									
<b>Short Trend</b>	↑									
Narrative and Analysis										
<p>This year's data looks at the full looked after care history of children. The full extent of children's care history was not included in previous years due to a reporting object in the previous Business Objects Report which was mapped to an incorrect data source. This error has now been identified and a different reporting process has been put in place to avoid use of this incorrect object.</p> <p>In view of the above it may be difficult to compare data with previous years submissions.</p> <p>Given the major change to the system used to calculate the figures it is not possible to comment on the overall trend. A fuller examination of the data will be necessary to determine its usefulness as a "management information" tool to monitor and minimise the number of moves looked after children experience.</p>										

## ABERDEEN CITY COUNCIL

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COMMITTEE	Social Care, Wellbeing and Safety
DATE	16 January 2014
LEAD OFFICER	Chief Executive
TITLE OF REPORT	Local Fire and Rescue Plan for Aberdeen City 2014 – 2017
REPORT NUMBER	OCE/14/001

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### 1. PURPOSE OF REPORT

The report brings before the Committee for its interest the consultation draft issued of the Local Fire and Rescue Plan for Aberdeen City issued by the Scottish Fire and Rescue Service.

### 2. RECOMMENDATIONS

That the Committee resolves:-

- i) to note the content of the draft Local Fire and Rescue Plan for Aberdeen City 2014 – 2017;
- ii) to agree that members of the Committee be invited to discuss the Plan with Scottish Fire and Rescue Service colleagues in a workshop to be held in late February/early March; and
- iii) to note that the final Local Fire and Rescue Plan for Aberdeen City 2014 – 2017 will be brought to the Committee for its consideration and approval at its meeting on 25 March 2014.

### 3. FINANCIAL IMPLICATIONS

The report has no immediate financial implications for the Council. The financial implications of discharging the Council's responsibilities under the Police and Fire Reform (Scotland) Act 2012 (the Act) are kept under review and reports will be to the appropriate Committee as required.

### 4. OTHER IMPLICATIONS

The discharging of the Council's responsibilities in relation to the Act is of direct relevance to the delivery of the Council's responsibilities in

relation to Community Planning, the Single Outcome Agreement and the Business Plan.

## 5. BACKGROUND/MAIN ISSUES

Attached at Appendix 1 to this report is the consultation draft of the Local Fire and Rescue Plan for Aberdeen City 2014 – 2017 issued by the Scottish Fire and Rescue Service on 20 December 2013. Responses to it are requested by 14 February 2014. The draft was issued to all elected members for their interest on Monday 23 December 2013.

The final Plan will be brought to the Committee's meeting in March 2014 for consideration and approval and it is suggested that members of the Committee be invited to discuss the content of the Plan with Scottish Fire and Rescue Service colleagues in a workshop to be held in late February/early March.

## 6. IMPACT

As noted above, the subject matter of this report is relevant to the Council's work in relation to Community Planning, the Single Outcome Agreement and the delivery of the Business Plan.

The subject matter of the report will be of interest to the public.

## 7. MANAGEMENT OF RISK

The report proposes a means by which members of the Committee may engage directly with the Scottish Fire and Rescue Service in establishing the Local Fire and Rescue Plan for Aberdeen City for the coming three years. Though ongoing review of the progress made in delivering the Plan, the opportunity is provided to the Committee both to augment any positives and mitigate any negatives which emerge.

## 8. BACKGROUND PAPERS

None

## 9. REPORT AUTHOR DETAILS

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**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

# LOCAL FIRE AND RESCUE PLAN FOR ABERDEEN CITY

2014-2017

Draft for Consultation

**Working together  
for a safer Scotland**



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## Foreword

Welcome to the Scottish Fire & Rescue Services (SFRS) Local Fire and Rescue Plan for the city of Aberdeen. This plan takes forward the SFRS's strategic vision, as defined within SFRS Strategic Plan 2013-16 and that of Aberdeen City's Single Outcome Agreement (SOA) vision of a "Team Aberdeen" approach to delivering improved outcomes for Aberdeen and its communities.

The Aberdeen City Local Fire and Rescue Plan sets out the local priorities, actions and outcomes for the SFRS to deliver within Aberdeen for the period 2014- 2017.

One of the key aims of The Police and Fire Reform (Scotland) Act 2012 is to strengthen the connection between the SFRS and local communities by new formal relationships thus providing greater opportunity for locally elected members to become involved and allowing improved integration with community planning partnerships.

Partnership and engagement are central to this relationship, as is local democratic scrutiny and as such the Aberdeen City Local Fire and Rescue Plan is approved and scrutinised via the Council's committee and governance structure.

The main purpose of the Scottish Fire and Rescue Service is to work in partnership with communities and with others in the public, private and third sectors on **prevention, protection** and **response** to improve the safety and wellbeing of people throughout Scotland.

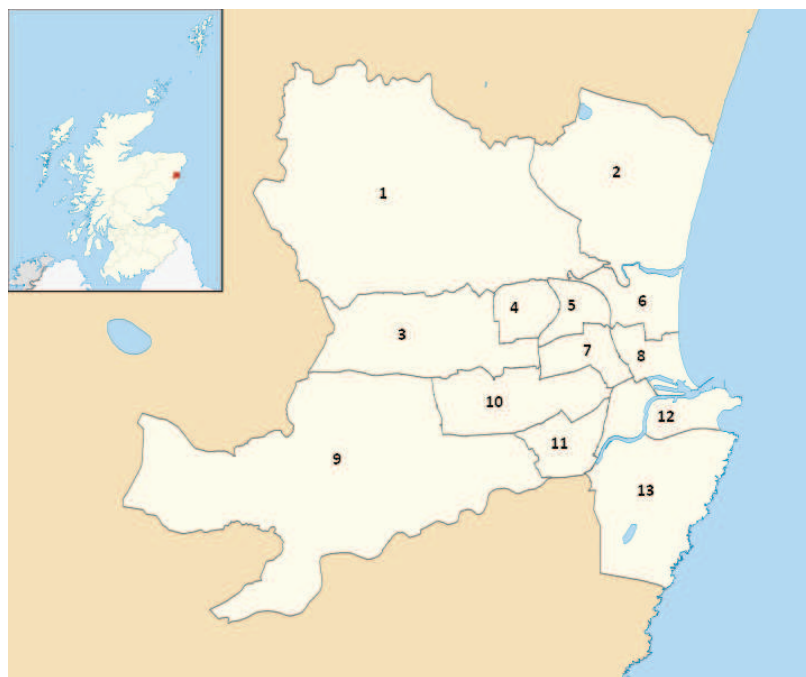
Local multi-agency partnerships in Aberdeen have made progress in achieving improved outcomes and the introduction of a single fire and rescue service provides enhanced opportunities to contribute further in shifting from reactive emergency response to the positive outcomes of prevention and protection.

A key aim is for us to continue to work together with communities and target our resources to deliver where the need is greatest. We will invest in preventing the problems of the future through a strong commitment to early intervention with a clear focus on "Place and People".

Developed in alignment with the Aberdeen Community Planning SOA, the Aberdeen City Local Fire and Rescue Plan sets out local solutions to local issues, linking to our national performance management framework and demonstrating how we contribute to national priorities and key performance targets.

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. While considering the strategic priorities of the SFRS we will develop local action plans to mitigate risk and ensure equitable access to Fire and Rescue resources.

Through our on-going involvement with local community safety groups in Aberdeen we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the service we deliver is driven by consultation, in line with public expectations and helps to build strong, safe and resilient communities.



**Wards**

- |                                      |                                  |
|--------------------------------------|----------------------------------|
| 1 Dyce/Bucksburn/Danestone           | 8 George Street/Harbour          |
| 2 Bridge of Don                      | 9 Lower Deeside                  |
| 3 Kingswells/Sheddocksley/Summerhill | 10 Hazlehead/Ashley/Queens Cross |
| 4 Northfield/Mastrick                | 11 Mannofield/Broomhill/Garthdee |
| 5 Hilton/Stockethill                 | 12 Torry/Ferryhill               |
| 6 Tillydrone/Seaton/Old Aberdeen     | 13 Kincorth/Loirston             |
| 7 Midstocket/Rosemount               |                                  |

***Aberdeen City Council Ward Map***

## Introduction

The Scottish Government provides an overarching vision for public services that focuses on the creation of a more successful country, with opportunities for all through a sustainable increase in economic growth.

This direction is supported by Strategic Objectives to make Scotland a wealthier & fairer, smarter, healthier, safer & stronger and greener place. Through a concordat between the Scottish Government and the Convention for Scottish Local Authorities (COSLA), these Strategic Objectives have been expanded into local Single Outcome Agreements which include indicators and targets that provide the framework for how Local Authorities and their Community Planning partners such as the SFRS will deliver services.

The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the SFRS to deliver a range of core services and functions that means while the service is ready to respond to fire and other emergencies, it also maintains a strong focus on prevention and protection arrangements to ensure the safety of our communities.

The associated Fire and Rescue Framework for Scotland 2013 sets the overarching strategic direction for the SFRS in the delivery of its services to the communities of Aberdeen City.

The Police and Fire Reform (Scotland) Act 2012 requires local plans to contain:

- Priorities and objectives for SFRS in connection with the carrying out duties in the local authority's area of SFRS's functions
- The reasons for selecting each of those priorities and objectives
- How SFRS proposes to deliver those priorities and objectives
- In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured
- How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning
- Such other matters relating to the carrying out of SFRS's functions in the local authority's area as SFRS thinks fit.

## Strategic Assessment

A strategic assessment for the SFRS's activities in Scotland established the type, frequency and impact of incidents that we attend. With this assessment in place the Local Senior Officer for Aberdeen City can effectively identify key priority areas for the SFRS to target its resources at a local level.

### ***National Assessment***

The Scottish Government within their National Performance Framework have identified 16 National Outcomes they wish to achieve. Through delivery of this Local Plan the SFRS in particular will contribute to the following Outcomes:

- **National Outcome 1:** We live in a Scotland that is the most attractive place for doing business in Europe
- **National Outcome 4:** Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- **National Outcome 6:** We live longer healthier lives.
- **National Outcome 8:** We have improved the life chances for children, young people and families at risk.
- **National Outcome 9:** We live our lives safe from crime disorder and danger.
- **National Outcome 12:** We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- **National Outcome 15:** Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it.

The priorities for the SFRS have been laid out in the Fire and Rescue Framework for Scotland 2013 with the following Strategic Aims defined within the Strategic Plan 2013-2016:

**Strategic Aim 1:** Improve safety of our communities and staff

**Strategic Aim 2:** More Equitable Access to Fire and Rescue Services

**Strategic Aim 3:** Improved outcomes through partnership

**Strategic Aim 4:** Develop a culture of continuous improvement

The Aberdeen Community Planning Partnership and the Scottish Government have identified cross-cutting priorities that, combined with an outcome-focussed approach, contribute to the full range of national outcomes, as contained within the Aberdeen City Single Outcome Agreement.

The delivery of fire and rescue prevention and protection activities and emergency response to the communities of Aberdeen will be achieved through the Aberdeen City Local Fire and Rescue Plan 2014-17.

### ***Equality Assessment***

On 30 April 2013, the Scottish Fire and Rescue Service published its Equality Outcomes, in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

The SFRS Equality Outcomes are;

**Outcome 1:** People from all Scotland's community groups feel confident in contacting the Fire and Rescue Service for advice and information on relevant non-emergency issues.

**Outcome 2:** Disabled, LGBT, BME, older people and people from minority faiths are aware of the services provided by the SFRS, particularly how these can be adapted to meet their own individual needs.

**Outcome 3:** People from all Scotland's community groups feel safer in their homes and on our roads.

**Outcome 4:** Establish the Scottish Fire and Rescue Service as an employer of choice for people across protected characteristics.

**Outcome 5:** Provide a positive and healthy workplace culture that welcomes embraces and develops people from across all protected characteristics.

**Outcome 6:** People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence.

**Outcome 7:** Gypsy Travellers and migrant workers are safer, better informed and confident in Scottish Fire and Rescue Service engagement.

Although fire statistics provide useful data to inform our priority outcomes understanding the profile of a community can be equally important. This assists us to identify the steps needed to achieve these outcomes ensuring everyone is able to access our services and has the opportunity to be supported to reduce their risk from fire and other injuries.

Aberdeen has a sizable and diverse community. Around 32,000 of the current population are over 65 and this is expected to increase to 51,000 over the next twenty years.

Although being older is not a specific risk in its own right, risk is increased when age is combined with other factors, such as living alone, living in poverty and in isolation. Physical and mental health issues also contribute to an increase in risk.

Isolation is not simply a matter of location, but also a matter of being engaged with the wider community. An individual can live surrounded by other people but still be isolated from others and services for any number of reasons. These people may be less likely to seek support from organisations and those around them.

In 2014, European Borders will open for workers from Romania and Bulgaria and it is possible that significant numbers may seek to come to live and work in Aberdeen. Many people of minority ethnic backgrounds can feel isolated within the communities due to a number of reasons, including language barriers and cultural differences.

Hate crime and harassment affects growing numbers of people around Scotland each year. Crime statistics show a rise in reported racist and homophobic crime and harassment, with 60,000 domestic abuse incidents reported across Scotland between 2011 and 2012.

A number of these incidents have been fire related, and the victims of hate crime and domestic abuse may be unlikely to report incidents until matters escalate to a point where they can no longer cope with the situation or the outcome of the incident has significant consequences. The possible impact of the reform of the welfare system is not yet known but this will be monitored closely to identify early any potential adverse consequences in relation to home fire safety.

By effectively working with partner agencies we can better promote services to all those who are vulnerable and help to reduce the impact of hate crime, domestic abuse and inequalities, particularly where fire has been used or is a risk factor in perpetrating these abuses.

## **Local Assessment**

The local assessment addresses issues relevant to the local area. Through analysis of data, partnership working and consultation, local improvement and demand reduction plans can be developed to ensure positive outcomes and results are achieved.

The key priority areas in Aberdeen City that are considered in the local assessment and those that action plans will be developed for are:

- Local Risk Management and Preparedness
- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non Domestic Property
- Reduction of Unwanted Fire Alarm Signals

## **Local Risk Profile**

Aberdeen City has a sizable and diverse community. It is estimated that 220,440 people now live in the city and this is projected to rise to almost 272,000 by 2035

In Aberdeen City, the number of lone adult households is projected to increase by 61 per cent with those households headed by 60-74 year olds projected to increase in number by 24 per cent, and those headed by the 75+ age group are projected to increase in number by 55 per cent between the years 2010 and 2035.

An increasing and ageing population provides unique challenges in delivering services, additional housing and the resulting demand in community facilities. The fire and rescue service locally has identified this as a key priority in focusing on those most vulnerable or at risk individuals within Aberdeen communities and target resources where they are most needed and this will be monitored closely to identify early any potential adverse consequences in relation to home fire safety.

Whilst the oil & gas sector is a significant economic contributor in Aberdeen City it is also vibrant across many business sectors e.g. electronics industry, agriculture, further education, research & development, etc.

Between 2009 and 2012, the number of Aberdeen data zones in the most deprived 15% of all Scottish data zones decreased from 28 to 22 the main decreases were in the income and employment domains.

So whilst Aberdeen remains a relatively wealthy area there are nevertheless pockets of deprivation and Aberdeen's most deprived data zones are mainly located in the priority neighbourhoods identified in the Community Regeneration Strategy.

In 2001, the disability rate was higher than the Scottish average in 15 of Aberdeen's 37 neighbourhoods with Ashgrove, Seaton and Stockethill having over a quarter of the population with a disability or limiting long-term illness

On average in 2009-11 there was a net inflow of 2,774 people into Aberdeen City per year, meaning that more people entered Aberdeen City (13,809 per year) than left (11,035 per year).

In 2012/13, there were 5,959 National Insurance Number (NINo) registrations to non-UK nationals in the Aberdeen City and Shire area. The main country of origin of overseas workers in 2012/13 was Poland, which accounted for 24.9% of all NINo registrations to non-UK nationals. Most overseas migrants who receive a NINo registration in Aberdeen live in and around the city centre or in one of the regeneration areas.

All our staff are trained ready to respond to a variety of emergencies and local risks including serious flooding, height, fires, road, rail and transport. The Service will maintain and assure the quality of service delivery by supporting all staff in their continuous professional development. The application, implementation and monitoring of nationally recognised operational standards will ensure an appropriate emergency response is available when required.

The response to, and recovery from, major emergencies as defined within the Civil Contingencies Act 2004 will continue through our participation in the Grampian Local Resilience Partnership. These arrangements include, the emergency plans and agency specific operational orders and procedures intended to facilitate an effective joint response to any emergency affecting Aberdeen or the North of Scotland. These emergency plans implement Scottish or UK Government guidance locally, address scenarios where there is no formal government guidance or are local plans written in response to identified hazards in the Community Risk Register.



The SFRS has a statutory duty to promote fire safety under Part 2 (section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings. It also has a duty under section 16 of the Local Government (Scotland) Act 2003 to participate in the community planning process, which is delegated to the Local Senior Officer to undertake in each local authority area.

The greatest fire risk to our communities comes from a fire in the home. Over the period 2010-2013 there were 855 accidental dwelling house fires. All fires occurring in Aberdeen over the last 3 years resulted in 200 casualties and 6 fatalities. The area's most likely to suffer a dwelling house fire were in the Torry, Seaton, Hilton, Northfield and George Street / Harbour areas.

Secondary fires are incidents involving grassland and refuse fires. The areas of the city most likely to have a secondary fire are: Northfield, Torry and George Street/Harbour areas. The economic cost of secondary fires comparable to dwelling house fires is relatively small however this cost is felt not only by the Service but our local partners as well e.g. over the three year period there has been 913 deliberate secondary refuse fires.

Over the last three years we have experienced a fluctuating number of structural wilful fires each year. The number of incidents in 2011-12 reached 42 and reduced to 26 in 2012-13. In 2012-13 the greatest number of structural wilful fires occurred in Northfield and Torry; with these two areas contributing to 50% of all incidents.

On average Aberdeen-based firefighters respond to 3100 emergency call outs per year. A high proportion of these calls, approximately 50%, turn out to be false alarms which require no action by the fire and rescue service. An Unwanted Fire Alarm Signal (UFAS) is defined as a signal transmitted by an Automatic Fire Detection (AFD) system reporting a fire where it is found that a fire has not occurred.

Other types of false alarm calls include malicious 999 calls and emergency calls made when a person genuinely believes that an emergency has occurred which requires the attendance of the SFRS, and that belief subsequently turns out to be unfounded.

# Priorities, Actions and Outcomes

## 1. Local Risk Management and Preparedness

The SFRS has a statutory duty to reduce the risks to our communities to make certain that they receive the best possible service. The management of risk within our community means:

- Identifying the risks to the community which fall within the scope of responsibility of the SFRS.
- Undertaking a process to prioritise & prepare for these risks.
- Ensuring that appropriate local and national resource capability and trained fire service personnel are in place to address them.

### Aligns to:

- Strategic Aim 1: Improve safety of our communities and staff
- Strategic Aim 2: More equitable access to Fire and Rescue Services
- Strategic Aim 3: Improved outcomes through partnership
- Strategic Aim 4: Develop a culture of continuous improvement
- Aberdeen CPP Single Outcome Agreement
- Aberdeen Community Safety Partnership Strategic Assessment 2013 – 2016

### We will achieve it by:

- Ensuring our training, staff development and equipment continue to be fit for purpose to meet our current risk profile and adaptable to changing circumstances.
- Ensure all known local risk information is obtained, communicated and tested.
- Working locally with partner organisations and agencies to ensure effective emergency response plans are developed for identified local risks including local business continuity plans.
- Fulfilling our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to Grampian Local Resilience Partnership and North of Scotland Regional Resilience Partnership.
- Working effectively with our community planning partners through our participation in Aberdeen Community Planning Partnership arrangements.

### In doing so we will add value by:

- Reduce the risk to our staff and members of the public should any incident occur
- Reducing the financial burden and disruption caused to our communities when emergencies occur
- Proactively helping the wider community by contributing to preventing emergencies and planning to mitigate their effects when they occur by adding value through focus on prevention and protection with a blue light response seen as a last resort

## 2. Reduction of Accidental Dwelling Fires

In Aberdeen, dwelling house fires occur within a wide variety of home types; this includes both private and rented sector. Data analysis reports reflect that over 60% start in the kitchen when the occupier was cooking in the home.

Accidental dwelling fires can have a significant negative impact upon both individuals and the wider community, are financially costly to householders and housing providers in terms of repair and the reinstatement of homes.

Key contributory risk factors include:

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

By the provision of free home fire safety advice and fitting smoke alarms, the SFRS can reduce the risk of fire and its associated human and financial costs as well as enhancing community safety.

**Aligns to:**

- Strategic Aim 1: Improve safety of our communities and staff
- Strategic Aim 2: More equitable access to Fire and Rescue Services
- Strategic Aim 3: Improved outcomes through partnership
- Strategic Aim 4: Develop a culture of continuous improvement
- Aberdeen CPP Single Outcome Agreement
- Aberdeen Community Safety Partnership Strategic Assessment 2013 – 2016

**We will achieve it by:**

- Improved information sharing processes between SFRS and local partners particularly in the Community Safety Hub
- A targeted approach to the delivery of Home Fire Safety Visits focused on our most at risk areas
- Conducting joint visits with our partners to support vulnerable members of our community
- Working with partners to deliver community safety initiatives influenced by evidence and shared partnership data
- Effective deployment of SFRS Post Domestic Incident Response procedures

***Our target is to deliver a long term continuous improvement in the outcomes from accidental dwelling fires***

**In doing so we will add value by:**

- Reducing the financial burden and disruption caused to all housing tenures
- Reducing risk, personal and social impact of fire on our communities through helping people to be safe in their homes
- Promoting the wider community safety message to the residents of Aberdeen

### 3. Reduction in Fire Casualties and Fatalities

The reduction of fire casualties is linked to Priority 2. The reduction of fire fatalities and casualties is at the core of preventative and early intervention activities carried out by SFRS in the Aberdeen area.

Significant contributory factors associated with the number of fire casualties and fatalities include:

- Lifestyle including smoking and consumption of alcohol and prescribed and non-prescribed drugs
- Individual capability and vulnerability
- Ageing demographics

#### Aligns to:

- Strategic Aim 1: Improve safety of our communities and staff
- Strategic Aim 2: More equitable access to Fire and Rescue Services
- Strategic Aim 3: Improved outcomes through partnership
- Strategic Aim 4: Develop a culture of continuous improvement
- Aberdeen CPP Single Outcome Agreement
- Aberdeen Community Safety Partnership Strategic Assessment 2013 – 2016

#### We will achieve it by:

- Further developing referral processes through the Aberdeen Community Safety Partnership Hub and other key partners with regards to those most vulnerable or at risk from fire
- Delivery of thematic risk reduction action plans tailored to meet local need
- Delivery of Home Fire Safety Visits through targeted referrals from our partners for those most vulnerable or at risk
- Through early intervention initiatives and case conferences we shall increase community fire safety education through a targeted approach in Aberdeen
- Effective deployment of SFRS Post Domestic Incident Response procedures

***Our target is to deliver a long term continuous improvement in the outcomes of fire casualties and fatalities***

#### In doing so we will add value by:

- Helping the residents of Aberdeen to be safe in their homes
- Reducing demand on the SFRS and partner services
- Assisting in referring vulnerable persons to other service providers
- Reducing the economic cost of casualty treatment on partner agencies

#### **4. Reduction of Deliberate Fires**

In Aberdeen, evidence reflects that deliberate fires are a problem in specific areas that can be closely linked to antisocial behaviour. Secondary fires (refuse, wheelie bins and grass) are on a downward trend in a number of areas of Aberdeen; however they still can have a significant impact upon our communities.

We also tend to experience a higher level of deliberate vehicle fires as a proportion of all these types of incidents.

Partnership working is the key and with the assistance of partners and our communities we have experienced reduced secondary fires in areas where historically we have seen the highest level of activity.

##### **Aligns to:**

- Strategic Aim 1: Improve safety of our communities and staff
- Strategic Aim 2: More equitable access to Fire and Rescue Services
- Strategic Aim 3: Improved outcomes through partnership
- Strategic Aim 4: Develop a culture of continuous improvement
- Aberdeen CPP Single Outcome Agreement
- Aberdeen Community Safety Partnership Strategic Assessment 2013 – 2016

##### **We will achieve it by:**

- Delivery of thematic and multi-agency action plans tailored to meet local need
- Increasing community fire safety education in targeted areas where the majority of deliberate fires occur
- Continuing work with our partners to develop joint risk reduction strategies to further mitigate the impact of deliberate fires and the economic and social cost to the community
- Continue to work in partnership through the Hub to develop and maintain current ASB diversionary campaigns e.g. the Gramps and Northfield Youth Action Group's Project Fit initiative.

***Our target is to deliver a long term continuous improvement in the outcomes from deliberate fires***

##### **In doing so we will add value by:**

- Through early intervention initiatives, allowing the SFRS to more effectively direct and use its resources to target other areas of operational activity
- Diverting young people away from anti-social behaviour by encouraging them to be good citizens
- Supporting the national focus towards early intervention and preventative spend
- Reducing demand and contributing to positive outcomes for Aberdeen's local communities

## 5. Reduction of Fires in Non Domestic Properties

The SFRS has a statutory duty to promote fire safety under Part 2 (section 8) of the Fire (Scotland) Act 2005 (as amended) to include provision of information and publicity aimed at preventing fire and reducing deaths and injuries, restricting fire spread and advising on means of escape from buildings.

All workplaces and business premises involved in fire are classed as Non Domestic Fires. Sleeping risks are seen as a particularly high fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable. Residential care homes, student accommodation, Houses in Multiple Occupation and self-contained sheltered housing make up the greatest proportion of these incidents within the Aberdeen area.

High fire risk properties are audited on a yearly basis by our staff to ensure that the fire precautions within the property are to a suitable standard.

### Aligns to:

- Strategic Aim 1: Improve safety of our communities and staff
- Strategic Aim 2: More equitable access to Fire and Rescue Services
- Strategic Aim 3: Improved outcomes through partnership
- Strategic Aim 4: Develop a culture of continuous improvement
- Aberdeen CPP Single Outcome Agreement
- Aberdeen Community Safety Partnership Strategic Assessment 2013 – 2016

### We will achieve it by:

- Continue the fire safety audit programme for high risk premises.
- Engagement and provide support to the business community to highlight their responsibilities for compliance with fire legislation.
- Identifying fire trends in particular building types and conducting thematic audits
- Utilise the support of our partners working within the Hub and operational personnel to identified derelict or vacated properties and make them secure.
- Support a targeted schools education programme to highlight to young people the risk to them and our communities from wilful fire-raising.

***Our target is to deliver a long term continuous improvement in the outcomes from fires in non-domestic properties***

### In doing so we will add value by:

- Assisting the business sector in understanding their legislative fire safety responsibilities
- Ensuring that buildings are safer, people feel protected and the opportunities for acts of deliberate or wilful fire raising are reduced
- Supporting and protecting business continuity and employment within Aberdeen
- Protecting our natural heritage and built environment.

## 6. Reduction of Unwanted Fire Alarm Signals

The SFRS's aim is to reduce the impact of unwanted fire alarm signals generated by automatic detection systems on service delivery, business and commerce and thus improve the safety of Aberdeen communities by ensuring that our service is more readily available for genuine emergencies.

### Aligns to:

- Strategic Aim 1: Improve safety of our communities and staff
- Strategic Aim 2: More equitable access to Fire and Rescue Services
- Strategic Aim 3: Improved outcomes through partnership
- Strategic Aim 4: Develop a culture of continuous improvement
- Aberdeen CPP Single Outcome Agreement
- Aberdeen Community Safety Partnership Strategic Assessment 2013 – 2016

### We will achieve it by:

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place.
- Engaging with owners and occupiers to provide necessary support, advice and guidance for developing suitable action plans for UFAS reduction.
- Call management and proactive monitoring of malicious calls, with engagement and educational programmes engaging with those identified as having made malicious calls.

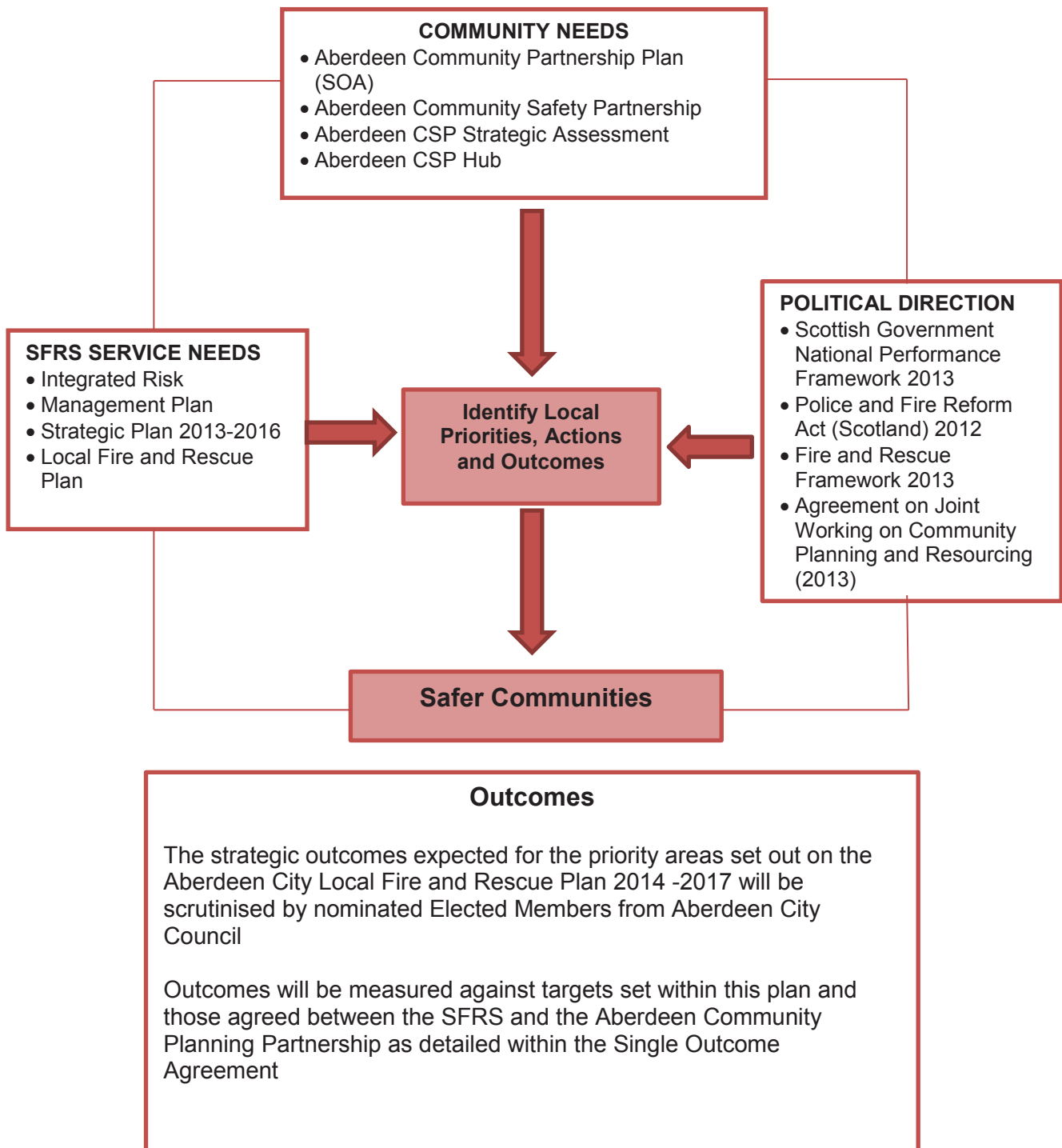
***Our target is to deliver a long term continuous improvement in the level of responses to Unwanted Fire Alarm signals***

### In doing so we will add value by:

- Reducing unnecessary demand and impact on the public and business sector through minimising business interruption
- Realising additional staff capacity to focus on our other risk reduction priorities thus supporting the delivery of Best Value
- Reducing road risk by lowering the level of 'blue light' responses by the Service
- Reducing risk to staff and wider community
- Reduce unnecessary cost of fire and rescue service response and to our business partners

## Achieving Local Outcomes

Following a process of identifying local risks within Aberdeen, priority actions to address them and expected outcomes have been set within this plan. Local risks were identified following considerations of political direction set by the Scottish Government, community needs identified through risk assessment & consultation and the operational resources and capacity of the SFRS.





## Review

To ensure the Aberdeen City Local Fire and Rescue Plan 2014-17 remains flexible to emerging local or national priorities, the SFRS may at any time review and revise the plan, a review may be carried out at any time and will be reviewed at least once in a 3 year cycle. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved or amended.

## Feedback

If you have something you'd like to share with us, you can get in touch in a number of ways:

- Use the feedback form on our website to send an email - [www.firescotland.gov.uk](http://www.firescotland.gov.uk)
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Write to us at the address at the bottom of this page.

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service.

We are proud to say that the majority of the feedback we receive is positive, and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of care that we strive to provide for the communities of Scotland.

In instances where our standards of service are questioned, we welcome the opportunity to investigate the circumstances, and are committed to correcting any lapses and using the learning outcomes to improve our future service delivery.

If you would like a copy of this document in a different format or a version in another language please contact:

- Scottish Fire and Rescue Service, Service Delivery North HQ, 19 North Anderson Drive, Aberdeen, AB15 6TP. Tel 01224 696666 Fax 01224 692224 or alternatively visit our website at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## Glossary of Terms

**Accidental:** Caused by accident or carelessness, includes fires which accidentally get out of control.

**Casualty:** consists of persons requiring medical treatment beyond first aid given at the scene of the incident, those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do). People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as 'precautionary check-ups'. Casualty figures do not include fatalities.

**Deliberate:** covers fires where deliberate ignition is suspected

**False Automatic Fire Alarm:** is defined as an event in which the Fire and Rescue Service believes they are called to a reportable fire and then find there is no such incident. These can be Malicious, of Good Intent or caused by Apparatus. The False Fire Alarms recorded for our indicator are those caused by Apparatus, as these constitute a significant majority of False Fire Alarm incidents.

**Fatality:** a casualty whose death is attributed to a fire is counted as a fatality even if the death occurred later. Fatalities associated with Other Incidents can include attendance to assist Police or Ambulance colleagues when a person has been found who has committed suicide, for example. Often there is little we can do as a Service to influence this particular figure.

**Primary Fires:** includes all fires in buildings, vehicles and most outdoor structures or any fire involving casualties, rescues or fire attended by five or more pumping appliances.

**Secondary Fires:** These cover the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

## ABERDEEN CITY COUNCIL

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COMMITTEE	Social Care, Wellbeing and Safety
DATE	16 January 2014
LEAD OFFICER	Chief Executive
TITLE OF REPORT	Scottish Police Authority consultation on the use of stop and search by Police Scotland
REPORT NUMBER	OCE/14/002

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### 1. PURPOSE OF REPORT

The report brings before the Committee for its interest the current consultation being undertaken by the Scottish Police Authority (SPA) on the use of stop and search by Police Scotland.

### 2. RECOMMENDATIONS

That the Committee resolves:-

- i) to agree that members of the Committee wishing to provide views on the matter do so at the meeting and/or to the Office of Chief Executive by Monday 10 February; and
- ii) to agree that the Chief Executive, in consultation with the Convener and the Vice-Convener with responsibility for Safety be instructed to respond to the SPA by the deadline of 14 February.

### 3. FINANCIAL IMPLICATIONS

The report has no immediate financial implications for the Council. The financial implications of discharging the Council's responsibilities under the Police and Fire Reform (Scotland) Act 2012 (the Act) are kept under review and reports will be to the appropriate Committee as required.

### 4. OTHER IMPLICATIONS

The discharging of the Council's responsibilities in relation to the Act is of direct relevance to the delivery of the Council's responsibilities in relation to Community Planning, the Single Outcome Agreement and the Business Plan.

## 5. BACKGROUND/MAIN ISSUES

Attached at Appendix 1 to this report is a letter received from the SPA on 20 December 2013 inviting views from the Committee on the use made by Police Scotland of stop and search. Views are sought as part of an initial scrutiny review in relation to the matter being undertaken by the SPA. A response is requested by Friday 14 February 2014.

It is suggested that views from the Committee on this matter should be captured at the meeting and/or subsequently through contact with the Office of Chief Executive by 10 February and that the Chief Executive in consultation with the Convener and Vice-Convener with responsibility for Safety be instructed to respond to the SPA by the deadline of 14 February.

As background, Committee is reminded that at its meeting in November 2013, Chief Superintendent Watson presented figures for Aberdeen City for the period April to September that showed a 45.1% increase in stop and searches conducted in 2013 as compared to 2012 (4,993 to 3,442). The following explanatory text was also provided

Significant emphasis is now placed on the positive use of Stop Search as an operational policing tactic. As can be seen there has been a marked rise in the number of searches conducted by officers within Aberdeen City Division. These are targeted at know offenders and areas which experience higher than average levels of violent crime, disorder and theft. As a consequence there is an increase in detection rates and an overall reduction in violent crime, as well as fewer reported incidents of antisocial behaviour.

## 6. IMPACT

As noted above, the subject matter of this report is relevant to the Council's work in relation to Community Planning, the Single Outcome Agreement and the delivery of the Business Plan.

The subject matter of the report will be of interest to the public.

## 7. MANAGEMENT OF RISK

Not applicable, the Committee is asked to respond to a request for views.

## 8. BACKGROUND PAPERS

None

9. REPORT AUTHOR DETAILS

Ciaran Monaghan  
Head of Service, Office of Chief Executive  
[cmonaghan@aberdeencity.gov.uk](mailto:cmonaghan@aberdeencity.gov.uk)  
01224 522293

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<b>Local Policing Committee:</b>	
<b>Date completed:</b>	

**SECTION ONE – EXPERIENCES OF STOP AND SEARCH**

**What type of data, reports, etc. have you received from Police Scotland regarding stop and search (please provide examples if at all possible)?**

**What feedback have you received from individuals, organisations, impacted groups etc. on the use of stop and search by Police Scotland?**

**Do you have any views on the use of stop and search by Police Scotland which you would like to share with the Scottish Police Authority?**

**SECTION TWO – HANDLING YOUR RESPONSE**

**Do you wish your organisation's response to be made public?**

**Yes**

**No**

**SECTION THREE – INTERNAL USE ONLY (to be completed by Scottish Police Authority Officers)**

**Date received:**

**Received by:**



**LETTER SENT BY E-MAIL**

20<sup>th</sup> December 2013

To: Local Policing Committees,

**CONSULTATION ON THE USE OF STOP AND SEARCH BY POLICE SCOTLAND**

We are inviting written responses to this consultation paper by Friday 14 February 2014.

**Responding to the Consultation**

Please send your response(s) to:

[paul.travers@spa.pnn.police.uk](mailto:paul.travers@spa.pnn.police.uk)

or

Scottish Police Authority  
Strategy and Governance Directorate  
Elphinstone House  
65 West Regent Street  
Glasgow  
G2 2AF

If you have any queries, please send an email to the address above.

**About this Consultation Process**

The Scottish Police Authority is currently carrying out an initial scrutiny review of the use of stop and search by Police Scotland. A short term task group has been established by the Authority to complete this work. As part of the review the task group would like to hear from local scrutiny committees about their views on the use of stop and search since 1<sup>st</sup> April 2013. With this in mind, we would be grateful if you would complete the attached form and return it to the Authority by the closing date provided.

**Handling Your Response**

We need to know how you wish your response to be handled and, in particular, whether you are happy for your response to be made public. On the consultation form please

indicate whether or not you wish your response to be published and we will treat your response accordingly.

A handwritten signature in black ink, appearing to read 'Paul Travers', with a long horizontal flourish extending to the right.

Paul Travers  
Policy and Performance Development Manager