

Public Document Pack



To: All Members of the Council

Town House,
ABERDEEN, 30 September 2015

COUNCIL

The Members of the **COUNCIL** are requested to meet in Council Chamber - Town House on **THURSDAY, 8 OCTOBER 2015 at 10.30am.**

FRASER BELL
HEAD OF LEGAL AND DEMOCRATIC SERVICES

BUSINESS

- 1 Determination of Exempt Business
- 2 Requests for Deputations

MINUTES OF COUNCIL

- 3(a) Minute of Meeting of Council of 19 August 2015 - for approval (circulated separately)

BUSINESS STATEMENT, MOTIONS LIST AND OTHER MINUTES

- 4(a) Business Statement (Pages 5 - 10)
- 4(b) Motions List (Pages 11 - 12)
- 4(c) Minute of Meeting of Appointment Panel of 11 September 2015 - for approval (Pages 13 - 14)

REFERRALS FROM COMMITTEES IN TERMS OF STANDING ORDER 36(3)

5 None to date

GENERAL BUSINESS

6(a) By-election Results (to follow)

6(b) Committee Places (to follow)

6(c) Amendment to Scheme of Delegated Powers - Civic Licensing (Pages 15 - 18)

6(d) Accounts Commission Statutory Report (Pages 19 - 20)

6(e) Statutory Performance Indicators 2014/15 (Pages 21 - 72)

6(f) Treasury Management Policy and Strategy - referred by Finance, Policy and Resources Committee of 15 September 2015 (Pages 73 - 76)

6(g) Relaxation of Drinking in Public Byelaw for Aberdeen Christmas Village 2015 (Pages 77 - 80)

6(h) Introduction of a Communications Protocol (Pages 81 - 96)
Appendices to follow

6(i) Bon Accord Care Annual Report 2015 (Pages 97 - 120)

MOTIONS

7(a) Motion by Councillor Yuill

“That this Council instructs officers to report on the feasibility of locating a major item of public art at an appropriate point alongside the route of the Aberdeen Western Peripheral Route and that the potential sources of funding for such a project might be”

7(b) Motion by Councillor Yuill

“That this Council:

1. Notes the impact the branches of mature trees growing on Council property can have on neighbouring properties.
2. Notes that the Council accepts no responsibility for pruning such overhanging branches even when they are causing a loss of amenity to others.
3. Instructs officers to report on the feasibility and implications of amending the Council's policy so that the Council would accept responsibility for pruning Council-owned trees whose branches are overhanging neighbouring properties.”

7(c) Motion by Councillor Yuill

“That, noting the increasing concerns about the possible effects on public health of the use of glyphosate for controlling weeds, this Council instructs officers to report to the appropriate committee on:

- (1) The latest information on the health and environmental risks associated with the use of glyphosate and the mitigation measures put in place by this Council to address these risks in its use of glyphosate.
- (2) The options for, and feasibility and implications of, switching to a non-chemical method of weed control on Council property.”

BUSINESS THE COUNCIL MAY WISH TO CONSIDER IN PRIVATE

8(a) Strategic Mixed Tenure Housing for Aberdeen City: Procurement of a Development Partner (Pages 121 - 168)

Appendix 1 will be circulated at the meeting

Website Address: www.aberdeencity.gov.uk

Should you require any further information about this agenda, please contact Martyn Orchard on 01224 523097 or email morchard@aberdeencity.gov.uk

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**COUNCIL
BUSINESS STATEMENT
8 OCTOBER 2015**

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

Reports which are overdue are shaded

| <u>No.</u> | <u>Minute Reference</u> | <u>Council/Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> |
|------------|-----------------------------------|---|--|---|-------------------|
| 1. | Council 05.03.14 Article 21 | <u>Broad Street Civic Square Assessment</u> The Council, amongst other things, resolved (1) to agree that option C - full pedestrianisation of Broad Street between Upperkirkgate and Queen Street - best meets the objectives of the project and acknowledge that this option is reliant on additional traffic management measures; (2) to instruct officers to report back on the details of the draft Traffic Regulation Order within six months; and (3) to instruct officers to also report back within six months on the outcomes of the future year traffic and air quality model testing for 2023; and (4) to instruct officers to investigate the feasibility of reopening the Castlegate to traffic and opening Queen Street at the junction of West North Street and include their findings in the above report, and enter into discussions with Muse Developments with regard to maximising views of Provost Skene's House from Broad Street. | At its meeting of 8 October 2014, the Council approved the planning application for Marischal Square and noted that the proposal to pedestrianise Broad Street was not being considered as part of the determination of the application. Officers are continuing to investigate options, including appropriate traffic modelling, for creating a more user-friendly pedestrian environment to form a civic space on Broad Street in advance of the pedestrianisation of Union Street. That work is being carried out in tandem with the development of the city centre masterplan and development framework. At the Finance, Policy and Resources Committee on 15 September 2015 the Committee instructed officers to: <ul style="list-style-type: none"> to undertake transport modelling taking into account the transport implications associated with Broad Street and | Director of Communities, Housing and Infrastructure | 20.08.14 |

| <u>No.</u> | <u>Minute Reference</u> | <u>Council/Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> |
|------------|----------------------------------|--|--|--|-----------------------|
| | | | <p>Schoolhill/Upperkirkgate and to consider the implications on areas such as Castlegate, Schoolhill Pocket Park, Queen Street, Golden Square and Bon Accord Square and report its findings to the Council in December 2015; and</p> <ul style="list-style-type: none"> to report back to the Communities Housing and Infrastructure Committee in March 2016 with the results of the city centre wide traffic modelling and interventions <p>Officers have commenced modelling and testing of options for the various locations identified by the committee and are on track to meet the deadlines for reporting to the Council meeting in December as per the instruction.</p> | | |
| 2. | Council 21.08.13 Article 9 | <p><u>Establishment of Short-term Halting Sites for Gypsies/Travellers and Proposed Byelaw Regarding Camping in Designated Areas</u></p> <p>The Council instructed officers to commence without delay consultation with the Scottish Government on a potential byelaw to prohibit camping on sensitive areas such as public places.</p> <p>In addition, the Council (a) instructed officers to prepare a detailed design with cost estimates for construction and ongoing</p> | <p>At its meeting of 17 December 2014, the Council resolved:-</p> <p>(i) to note the letter dated 31 October 2014 from the Scottish Government confirming that Scottish Ministers have decided not to confirm the byelaws requested by the Council;</p> <p>(ii) to note the East Loch Lomond Camping Byelaws approved by Scottish Ministers on 10 March 2011 which comply with the general duty of the Equality Act 2010;</p> <p>(iii) to instruct the Chief Executive to work with all interested parties</p> | Chief Executive Director of Communities, Housing and Infrastructure Director of Corporate Governance | Every Council meeting |

| <u>No.</u> | <u>Minute Reference</u> | <u>Council/Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> |
|------------|-------------------------|---|--|------------------------|-------------------|
| | | <p>costs for a short-term halting site at Howes Road; (b) instructed officers to prepare a planning application including details of costings (capital and revenue) for establishing the site; (c) approved the process for consultation as set out in the report acknowledging that strong views and opinions were likely to be part of the process; and (d) instructed officers to continue to conduct property searches with a view to establishing a further site or a more suitable site within the city.</p> <p>The Council instructed officers to report back to every Council meeting on the progress or otherwise on the consultation with the Scottish Government on the potential byelaw and on the suitability or otherwise of other potential sites.</p> | <p>including those who objected to the byelaws and liaison with the Loch Lomond and the Trossachs National Park Authority to consider the issues experienced in Aberdeen and to report back to the Council at its meeting on 24 June 2015 with all available options to address those issues; and</p> <p>(iv) to instruct the Chief Executive to provide a report on the progress made on the implementation of the instruction contained in (iii) above to the Council meeting on 4 March 2015.</p> <p>The Council noted a progress report on 4 March 2015.</p> <p>A report was contained within the Information Bulletin for the Council meeting on 24 June 2015. This outlined the approach being developed at a national level through the Scottish Government.</p> <p>The Council has previously received reports which explained (a) the outcome of dialogue with the Scottish Government in relation to the establishment of a camping byelaw and; (b) the Council's approach to the provision of temporary halting sites via the local development plan and subsequent planning applications processes. Therefore it is</p> | | |

| <u>No.</u> | <u>Minute Reference</u> | <u>Council/Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> |
|------------|------------------------------------|--|--|--|-------------------|
| | | | <u>requested that this item be removed from the business statement.</u> | | |
| 3. | Licensing 30.06.15 Article 4 | <u>Scheme of Delegation - Licences for Street Traders (Hot Foods) New Sites</u> The Licensing Committee noted that a report would be submitted to Council regarding this matter. | A report is on the agenda. | Director of Corporate Governance | 08.10.15 |
| 4. | Council 08.10.14 Article 16 | <u>Bon Accord Care Annual Report</u> The Council noted the Bon Accord Care Annual Report for 1 August 2013 to 31 July 2014, and agreed to receive each annual report from Bon Accord Care Ltd. | A report is on the agenda. | Chief Officer - Aberdeen City Health and Social Care Partnership | 08.10.15 |
| 5. | Council 24.06.15 Article 21 | <u>Broadford Works</u> The Council noted the content of the report and agreed that officers report back to a future meeting on any further action that may be required. | | Director of Communities, Housing and Infrastructure | To be confirmed |
| 6. | Council 31.10.13 Article 17 | <u>Community Planning Aberdeen - Development Plan</u> The Council agreed to receive six monthly updates on progress with the implementation of the Development Plan. | The Council received the last six month progress report on 24 June 2015. | Director of Communities, Housing and Infrastructure | 16.12.15 |

| <u>No.</u> | <u>Minute Reference</u> | <u>Council/Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> |
|------------|---|--|--|---|-------------------|
| 7. | Finance and Resources 12.11.09 Article 22 | <p><u>Community Planning Partnership - Fairer Aberdeen Fund</u></p> <p>The Finance and Resources Committee instructed the Director of Corporate Governance to provide twice yearly updates in February and October to the Aberdeen City Alliance (now Community Planning Aberdeen) and the Corporate Policy and Performance Committee on the outcomes achieved through the investment of the Fairer Scotland Fund (now Fairer Aberdeen Fund).</p> | The Council received the last six month progress report on 24 June 2015. | Director of Communities, Housing and Infrastructure | 16.12.15 |
| 8. | Council 08.10.14 Article 13 | <p><u>Standing Orders on Contracts and Procurement</u></p> <p>The Council noted that legislation which would require to be reflected in revisions to the Standing Orders on Contracts and Procurement was expected during 2015 and that a report would be submitted thereafter.</p> | | Director of Corporate Governance | 02.03.16 |
| 9. | Council 19.08.15 Article 17 | <p><u>Corporate Parenting</u></p> <p>The Council instructed officers to report back on the implementation and review of the policy to Council in 2016.</p> | | Director of Education and Children's Services | 17.08.16 |

| <u>No.</u> | <u>Minute Reference</u> | <u>Council/Committee Decision</u> | <u>Update</u> | <u>Lead Officer(s)</u> | <u>Report Due</u> |
|------------|-----------------------------------|--|---|---|--|
| 10. | Council 24.06.15 Article 13 | <p><u>Local Authority Community Covenant</u></p> <p>The Council agreed to receive a report at a future meeting once the Scottish Government had reviewed the Scottish Veterans Commissioner's report <i>Transition in Scotland</i> and decided how it wishes to take its recommendations forward.</p> | | Chief Executive | Upon review by the Scottish Government |
| 11. | Council 06.03.13 Article 16 | <p><u>Welfare Reform</u></p> <p>The Council, amongst other things, approved the steps taken by officers to develop a policy and practice response and agreed to receive further reports in due course as measures were implemented.</p> | <p>The Scottish Welfare Fund has been successfully introduced and is operating well and meeting deadlines for decisions. Further changes to welfare reform are planned for later this year. The Hub joint project with the DWP is now open and being developed further over the coming weeks. Agreement has been reached with The Citizens Advice Bureau regarding the basis for a service level agreement. Claims for discretionary housing payments continue to be processed within the agreed scheme. The Financial Inclusion Manager has been appointed and took up his post on July 2013.</p> <p>A progress report was noted by the Council on 21 August 2013. A further report was contained within the Information Bulletin for the Council meeting on 14 May 2014.</p> <p>An update was expected to be provided at the end of the 2014/15 financial year.</p> | Director of Communities, Housing and Infrastructure | As and when required |

**COUNCIL
MOTIONS LIST
8 OCTOBER 2015**

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

Reports on motions which are overdue are shaded

| <u>No.</u> | <u>Motion</u> | <u>Date of Council Meeting</u> | <u>Decision of Council</u> | <u>Action taken/Proposed Future Action</u> | <u>Responsible Officer</u> | <u>Due Date</u> |
|------------|---|--------------------------------|-------------------------------------|---|---|--------------------|
| 1. | <p><u>Motion by Lord Provost George Adam</u></p> <p>“That Aberdeen City Council agrees to take forward approaches from associates of the local fishing industry to create an appropriate and lasting memorial to the men and women who lived, worked and died in it, in peace time and war, and to commemorate the major contribution which fishing has made to the city’s life and heritage. Officers are instructed to report on the establishment of a small working group, the scope of a commission and confirmation of a budget with a view to obtaining additional contributions to build on external funds already secured.”</p> | 17.12.14 | To approve the terms of the motion. | A report was on the agenda at the Council meeting of 13 May 2015 however it was withdrawn from the agenda at the meeting. | Director of Education and Children’s Services | 13 May 2015 |

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APPOINTMENT PANEL

ABERDEEN, 11 SEPTEMBER 2015. - Minute of Meeting of the APPOINTMENT PANEL. Present:- Councillor Young, Convener; and Councillors Boulton, Cameron, Dickson, Lawrence, Samarai and Thomson.

Officers in Attendance:- Angela Scott, Chief Executive and Interim Director of Corporate Governance; Mike Lawson and Lindsay MacInnes (part of the meeting), Human Resources and Customer Service; and Martyn Orchard (part of the meeting), Legal and Democratic Services.

Also in Attendance:- Jonathan Swain, Penna.

EXEMPT INFORMATION

The Panel resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the press and public from the meeting so as to avoid disclosure of exempt information of the class described in paragraph 1 of Schedule 7(A) to the Act.

MINUTE OF PREVIOUS MEETING

1. The Panel had before it the minute of its previous meeting of 31 August 2015.

The Panel resolved:-
to approve the minute.

POST OF DIRECTOR OF CORPORATE GOVERNANCE

2. With reference to the minute of its meeting of 31 August 2015, the Appointment Panel met to interview candidates for the post of Director of Corporate Governance.

The Panel interviewed the candidates that had been short-listed for the post, following which the outcomes of the full range of assessment information relevant to each applicant were considered.

The Panel resolved:-

- (i) to make no appointment; and
- (ii) to request the Chief Executive and Interim Director of Corporate Governance to assess the various options and report to the relevant committee.

- **WILLIAM YOUNG, Convener.**

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ABERDEEN CITY COUNCIL

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| COMMITTEE | COUNCIL |
| DATE | 8 OCTOBER 2015 |
| DIRECTOR | ANGELA SCOTT – CHIEF EXECUTIVE AND ACTING DIRECTOR OF CORPORATE GOVERNANCE |
| TITLE OF REPORT | AMENDMENT TO SCHEME OF DELEGATED POWERS – CIVIC LICENSING |
| REPORT NUMBER | CG/15/124 |
| CHECKLIST COMPLETED | Yes |

1. PURPOSE OF REPORT

This report proposes an amendment to the Scheme of Delegated Powers to enable civic licensing applications to be dealt with more expediently.

2. RECOMMENDATION(S)

That the Council approve the amendment to page 13 of the Scheme of Delegated Powers as appended hereto.

3. FINANCIAL IMPLICATIONS

There are no costs associated with the proposal.

4. OTHER IMPLICATIONS

The amended Scheme of Delegated Powers should enable more civic licensing applications to be dealt with by officers thereby reducing the pressure on the business of the Licensing Committee and ensuring applications can be dealt with efficiently.

5. BACKGROUND/MAIN ISSUES

Clause (8) at page 13 of the Council's Scheme of Delegated Powers presently gives authority to the Head of Legal and Democratic Services to grant licensing applications under the Civic Government (Scotland)

Act 1982 where (1) there are no objections or adverse observations or (2) where there are no special circumstances. There is however an exception in relation to applications for new street trader hot food sites which must be determined by the Licensing Committee.

It was previously thought that determination of these applications by the Committee would allow the Committee to monitor the placing of new hot food sites throughout the city and inform Members as to whether or not hot food vans are being given permission to trade within their wards for the first time. However as part of the application process, officers notify Members where new sites are being proposed in their ward which alerts them at an early stage in the process and gives them the opportunity to object if they wish to do so.

In addition officers publish notification of applications for new hot food sites in a local newspaper to alert any members of the public who may wish to comment.

Members of the Licensing Committee therefore consider it appropriate for applications for new hot food sites to be granted by officers where no objections or adverse observations are made. It is therefore requested that an amendment to the Scheme of Delegated Powers be approved to facilitate this. The appendix hereto gives details of the existing wording of Clause (8) as well as the proposed amendment.

The amendment will also enable civic licensing applications to be granted where licence conditions are proposed separate to the standard licence conditions and are agreed with the applicant. This will further reduce the pressure of business for the Licensing Committee and the Licensing Urgent Business Sub-Committee.

Finally the amendment will remove reference to the Licensing Act 2005 and the Gambling Act 2005, both of which fall under the remit of the Licensing Board which as a separate statutory body delegates powers to officers independently of the Council. Reference to the Game Act 1860 is also deleted as the Act is now repealed.

6. IMPACT

Corporate - The amendment to the Scheme of Delegated Powers will enable a higher quality service to be provided to civic licensing applicants by expediting the application process in the specified circumstances. This fits in with the Council's vision in the Community Plan to provide services of a high quality that meet the customer's needs.

Public – The report will likely be of interest to applicants for civic licences. The licensing authority will be able to process civic applications more expediently and fewer applicants will have to attend a meeting of the Licensing Committee thereby improving the service to the customer.

The recommendations will have a neutral impact on the protected characteristics therefore an Equalities and Human Rights Impact Assessment is not required.

7. MANAGEMENT OF RISK

The Licensing Committee will not be able to consider all applications for new hot food sites in Aberdeen if those that do not attract objections or representations are granted under delegated powers. However the process of notifying Members of applications pertaining to sites in their ward will ensure that they have the opportunity to consider and provide comment on any such application.

If the recommendations are approved officers will have the delegated power to impose conditions on licences where there is agreement with the applicant. Under the Civic Government (Scotland) Act 1982, there should be no prospect of an appeal against such a decision where there is consensus amongst all parties.

Finally officers will retain the authority to place applications before the Licensing Committee where they deem there to be special circumstances. This shall ensure that the Committee can determine applications which are not a habitual occurrence if officers deem it necessary.

8. BACKGROUND PAPERS

Aberdeen City Council's Scheme of Delegated Powers approved 8 October 2014 and updated as at 4 February 2015.

9. REPORT AUTHOR DETAILS

Ruth O'Hare
Solicitor
Legal and Democratic Services

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APPENDIX

Current wording of Clause (8) at page 13 of the Scheme of Delegated Powers approved on 8 October 2014 and updated at 5 February 2015

- 8) *To determine all applications for the grant, variation and renewal of licences, approvals, permits and registrations under (a) the Civic Government (Scotland) Act 1982 and its associated regulations but not in respect of applications for the grant of Street Traders (Hot Food) Licence, (b) the Theatres Act 1968, (c) the Cinema Act 1985, (d) the Gambling Act 2005, Licensing (Scotland) Act 2005, (e) the Game Act 1860, except where (1) an objection to the application is lodged or adverse observations on the application are submitted by an official of local or central government Department or Agency, or (2) the application involves special circumstances or unusual features*

Proposed amendment to Clause (8)

- 8) *To determine all applications for the grant, variation and renewal of licences, approvals, permits and registrations under (a) the Civic Government (Scotland) Act 1982 and its associated regulations, (b) the Theatres Act 1968 and (c) the Cinema Act 1985 except where (1) an objection to the application is lodged or adverse observations on the application are submitted or (2) the application involves special circumstances or unusual features, and to impose conditions on licences granted under the Civic Government (Scotland) Act 1982 and its associated regulations where such conditions are non-contentious and agreed by all parties.*

ABERDEEN CITY COUNCIL

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|---------------------|--------------------------------------|
| COMMITTEE | Council |
| DATE | 8 th October 2015 |
| LEAD OFFICER | Chief Executive |
| TITLE OF REPORT | Accounts Commission Statutory Report |
| REPORT NUMBER | OCE/15/038 |
| CHECKLIST COMPLETED | Yes |

1. PURPOSE OF REPORT

The report provides an update to the Council on the Accounts Commission Statutory Report following the meeting between the Group Leaders and representatives of the Accounts Commission on 28th August 2015.

2. RECOMMENDATION

That the Council notes the arrangements being put in place to ensure that the Controller of Audit receives updates on the Council's progress in addressing the Commission's findings.

3. FINANCIAL IMPLICATIONS

The report has no financial implications.

4. OTHER IMPLICATIONS

The report has no other specific implications.

5. BACKGROUND/MAIN ISSUES

At its meeting on 19th August 2015 the Council considered a report by the Chief Executive (OCE/15/028) on the Accounts Commission's report of July 2015 following the Best Value audit undertaken by Audit Scotland on the Council during the first half of 2015.

The Council considered the Commission's findings and agreed to receive update reports from the Chief Executive at future meetings of the Council as appropriate.

The Chief Executive's report informed the Council that it is the intention to ensure that the findings and the related areas for improvement noted in the Controller of Audit's report inform the work underway within the Council to refresh and improve service planning, performance management and reporting and employee engagement. All these strands of work will be reported as required at the appropriate time to elected members.

The Council was also informed at its meeting on 19th August 2015 that the Chair of the Accounts Commission was meeting the Group Leaders at the end of August and that it was hoped that the discussion then would establish the most appropriate way in which the Council can ensure that the Controller of Audit receives timeous and regular updates to reassure him of the progress being made in addressing the findings.

It has been agreed that the Chief Executive will meet with the Council's external auditor on a quarterly basis to discuss progress on the findings. In addition an annual update report will be taken to the Audit, Risk and Scrutiny Committee.

6. IMPACT

**Improving Customer Experience –
Improving Staff Experience –
Improving our use of Resources –
Corporate -
Public –**

The subject matter of the report relates to all aspects of the Council's delivery of its policies, strategies and plans. The report is likely to be of interest to the public.

7. MANAGEMENT OF RISK

Any risks that emerge through addressing the Accounts Commission's findings will be addressed through mitigation activity and will be reported as appropriate to future meetings of the Council.

8. BACKGROUND PAPERS

Aberdeen City Council Audit of Best Value and Community Planning, July 2015.

9. REPORT AUTHOR DETAILS

Ciaran Monaghan
Head of Service, Office of Chief Executive
cmonaghan@aberdeencity.gov.uk
01224 522293

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|---------------------|--|
| COMMITTEE | Council |
| DATE | 8 October 2015 |
| DIRECTOR | Angela Scott |
| TITLE OF REPORT | Statutory Performance Indicators 2014/15 |
| REPORT NUMBER | CG/15/104 |
| CHECKLIST COMPLETED | Yes |

1. PURPOSE OF REPORT

The report presents Council with the outturn performance for the Statutory Performance Indicators for the 2014/15 reporting year.

2. RECOMMENDATION(S)

Council is asked to:

- i. Note the outturn performance and analysis of the 2014/15 Statutory Performance Indicators (SPIs);
- ii. Note that further information and analysis on specific SPIs is available on request and that service committees will receive in-depth analysis of SPIs as part of the regular service performance reporting process;
- iii. Agree that the SPI outturn performance for 2014/15 be published as part of our Public Performance Reporting arrangements.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from the report although some reported measures are aligned with our priority to improve the use of resources.

4. OTHER IMPLICATIONS

There are no other implications specifically arising from this report although some measures are aligned to the improvement in staff and customer experience.

5. BACKGROUND/MAIN ISSUES

5.1 Councils are required to publish a range of performance information sufficient to demonstrate that Best Value across a defined range of services and criteria. These requirements are shown below.

SPI 1 a range of information “sufficient to demonstrate that the council is securing Best Value in relation to:-

- Responsiveness to communities
- Revenues and service costs
- Employees
- Assets
- Procurement
- Sustainable development
- Equalities and diversity

SPI 2 a range of information sufficient to demonstrate that the Council is securing Best Value in providing the following services:-

- Benefits administration
- Community care
- Criminal justice social work
- Cultural & community services covering at least sport & leisure, museums, the arts and libraries
- Planning (both environmental and development management)
- The education of children
- Child protection and children’s social work
- Housing & homelessness
- Protective services including environmental health and trading standards
- Roads and lighting
- Waste management services

SPI 3 a fixed suite of indicators to support benchmarking through the Local Government Benchmarking Framework (LGBF) covering:-

- Children’s Services
- Corporate Services
- Social Work Services
- Culture and Leisure Services
- Environmental Services
- Housing Services
- Corporate Asset Management
- Economic Development

Some of the LGBF activity takes the form of ‘Family Group’ benchmarking. This a ‘deep dive’ process where we compare our practices with the aim of deriving best practice solutions. We will continue to participate in these exercises and use the output to inform service improvements where possible.





Although the LGBF indicators are not due to be reported until late 2015 at the earliest, a small number of those indicators are provided directly to the Improvement Service by Aberdeen City Council. These indicators are reported along with the local indicators in this report. The indicators are:

- Number of days lost through sickness absence per employee
- Percentage of women employees in the top 5% of employees by earnings
- Cost per dwelling of collecting council tax
- Percentage of income from council tax due for the year that was received
- Percentage of invoices paid within 30 days
- Percentage of operational buildings suitable for their current use
- Percentage of gross floor area of operational buildings that is in a satisfactory condition
- Domestic Noise Complaints – average time in hours between complaint received and attendance on site.

In addition, the Council provides the Improvement Service with data to support the calculation of other unit cost indicators:

- Libraries
- Museum visits
- Refuse collection

5.2 The attached performance scorecard uses traffic light symbols to aid the better understanding of direction of travel, where possible:

-  denotes an indicator which is not meeting target performance;
-  denotes an indicator which is at risk of falling significantly below target performance;
-  denotes an indicator which is meeting target performance;
-  denotes an indicator which is based on data collection only and no performance target is appropriate or where a target has yet to be established.

6. IMPACT

Improving Customer Experience –

Many of the indicators in the attached report reflect our responsiveness to our customers. In general terms, we report the effectiveness of complaints handling and processing Freedom of Information requests. At a more specific level, detail around responsiveness to trading standards complaints and requests, waste collection complaints, pest control and food hygiene inspections and domestic noise complaints is provided. We also report on the activity undertaken by our citizens' panel. The outturn reported against these indicators, including performance against targets and trend analysis, assists with the establishment of improvement actions and targets through which we can work to improve the customer experience.

Improving Staff Experience –

How confident our staff are in the mechanisms and processes for service delivery and the structures in place within the Council is extremely important to our success. For the first time as a statutory performance indicator, we report on the attributes of our employees including the age, gender and disability profiles of the workforce. Additionally, an evaluation of the level of

engagement our employees experience with the Council has been carried out and is reported along with details of further plans to improve those levels of engagement.

Improving our use of Resources –

Some of the indicators in the report identify specific financial performance or 'unit costs' such as cost of the accountancy and human resources functions and repairs, maintenance and management costs for council houses. Many other unit cost indicators will be reported later in the year through the Local Government Benchmarking Framework.

In other areas of the report, information is provided on issues with particular importance for the future of service provision within an environment of increasing resource constraints, including expenditure with local suppliers and investment in areas of new technology in the roads and lighting section.

Corporate -

Some of the indicators reported in our suite of SPIs are also reported in our performance management web page: *Aberdeen Performs* which is structured around the 5 themes of the Council's vision; "Aberdeen – the Smarter City." For example;

The Smarter Living priority: 'Residents have a dry, warm home in a safe and enjoyable environment' is supported by the indicator for tenancy sustainment. The Smarter Environment priority 'The city has a clean, safe and attractive streetscape' is supported by the indicators on domestic noise and anti-social behaviour.

The Smarter Economy priority; 'Citizens have access to affordable housing' is supported by our number of affordable houses built indicator.

There are many other indicators used to support the Smarter Aberdeen priorities, often sourced from the wider city region and reflecting demographic, environmental and economic factors.

Public –

The report is designed for information purposes and no Equalities and Human Rights Impact Assessment has been prepared.

All reports which detail performance of the Council's key functions and services form a part of our public performance reporting requirement (PPR), which is subject to annual assessment by Audit Scotland and which we continue to work to improve.

These reports impact more widely than the internal management of performance. Our performance and improvement frameworks support delivery of outcomes at the council-wide level and in the Single Outcome Agreement. Our performance frameworks also impact on our requirement for good governance and assurance frameworks across the Council Group, including Arms-Length External Organisations.

This report therefore supports our commitment to:

- The delivery of Best Value;
- Improved Public Performance Reporting.

7. MANAGEMENT OF RISK

The Council is at risk of failing to meet Audit Scotland requirements in our Public Performance Reporting arrangements which may lead to poor public perceptions of our activities and unfavourable assessment when compared with our peer authorities.

Audit Scotland requires that we report our performance against a range of public service and internal management categories. In some categories, we do not currently fully meet those requirements and they have been identified as areas for improvement.

To mitigate this risk, we are developing additional performance indicators and encouraging services to continue to develop methods of reporting more meaningful information into the public domain. This includes case studies on areas of particular interest such as public-facing projects, as well as new initiatives and the output of our engagement activity with customers and citizens. We are also canvassing public opinion on the nature of the performance information we provide as well as the communication channels our citizens prefer.

8. BACKGROUND PAPERS

None

9. REPORT AUTHOR DETAILS

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10. REPORT

10.1 **2014/15 Performance**

This report provides performance information against 66 indicators; 19 of which are categorised as SPI 1, 39, SPI 2 and 8 SPI 3. Most indicators are based on numerical data outturn but in 5 instances, the indicators reflect a purely qualitative assessment of performance over the year. These indicators all fall within SPI 1 (Corporate Management) and are:

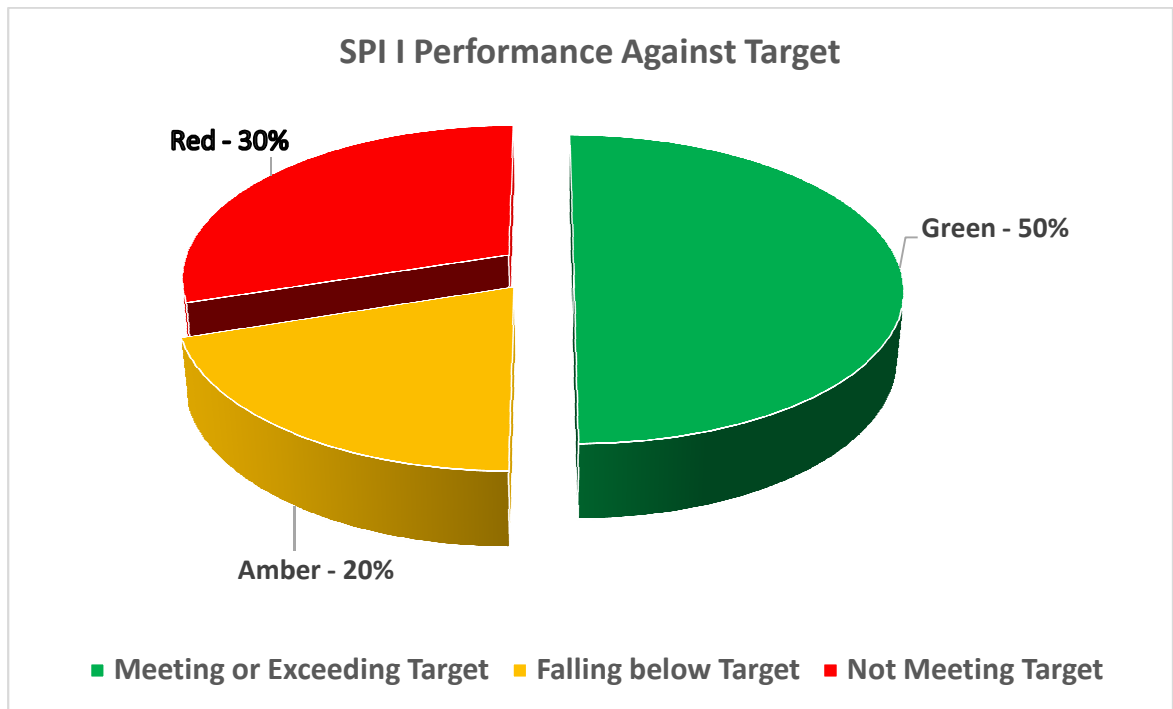
- The Citizens Panel
- Work done to support and encourage sustainable development
- Sustainable Energy
- Work done to support and encourage community engagement
- Work done to support and encourage equalities and diversity.

10.2 **Performance against targets**

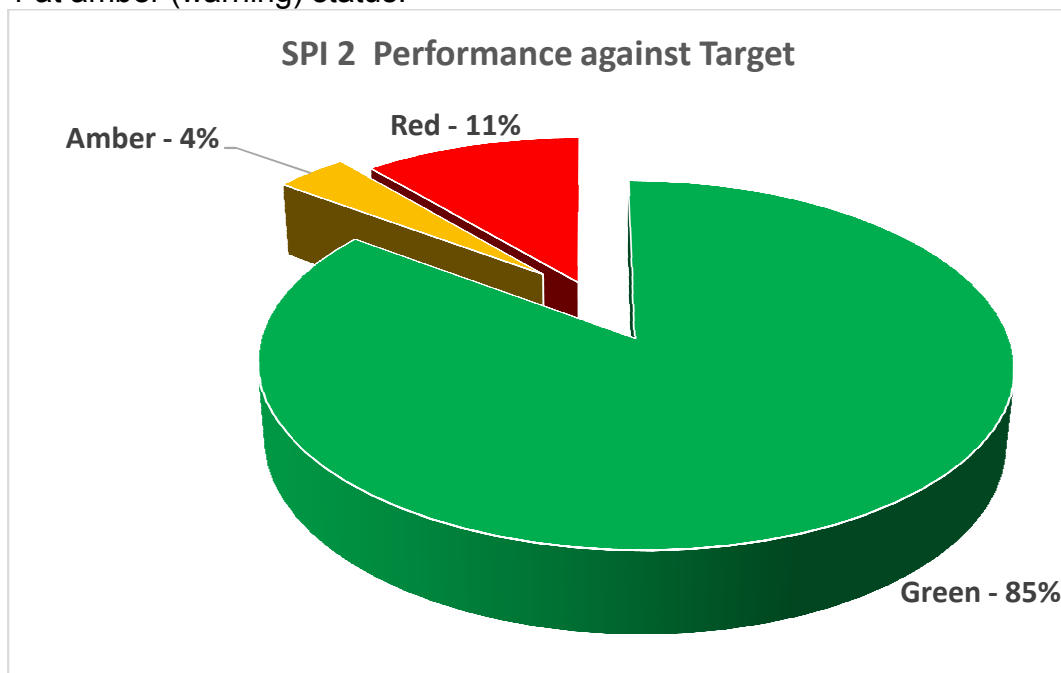
The indicators detailed in the report are supported by a range of performance metrics. In some cases only one metric is involved whilst in others, such as the 'employees' indicator, a number of metrics detail the characteristics of the Council's workforce. In many cases it is not appropriate to set targets for

metrics such as these but wherever possible, services are encouraged to establish meaningful targets which provide context for performance.

For SPI 1, 10 metrics have targets. 3 are performing below target and are classified as red. 2 are at amber (warning) status and 5 are meeting or exceeding target.



For SPI 2 all indicators are numerical and are supported by 80 metrics. 27 have targets of which 23 are performing at or above target, 3 below target and 1 at amber (warning) status.



SPI 3 indicators: 8 of the indicators included in the report are reported to the Improvement Service (which works with Scottish councils and their partners to improve the efficiency, quality and accountability of local public services by providing advice, consultancy and programme support) each year as part of

the Local Government Benchmarking Framework, which includes a total of 54 indicators published nationally later in the year. Most of these indicators can meanwhile be benchmarked against the Scottish average for 2013/14.

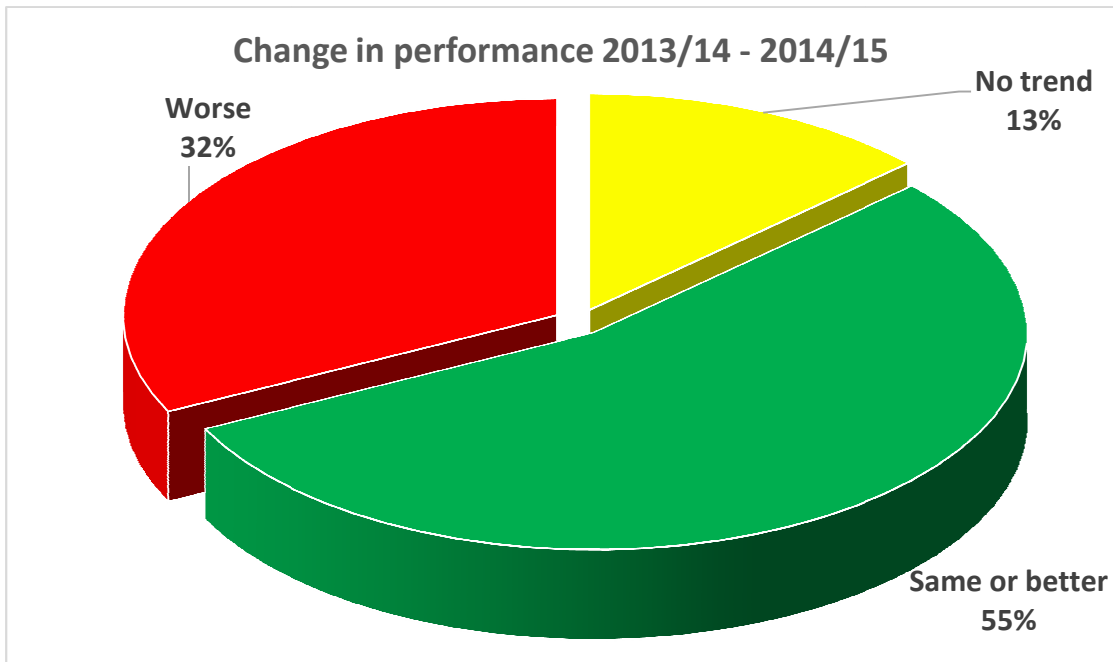
| Indicator | 2014/15 outturn | 2013/14 Scot average |
|---|------------------------|-----------------------------|
| Average number of working days lost to sickness absence (Teachers) | 5.57 | N/A |
| Average number of working days lost to sickness absence (Other local authority employees) | 11.22 | N/A |
| % council employees in top 5% of earners who are women | 48.45% | 50.70% |
| Cost of collecting council tax per dwelling | £9.06 | £12.13 |
| % council tax due which is collected | 94.5% | 95.16% |
| % invoices paid within 30 days | 99.09% | 91.93% |
| % internal floor area of operational accommodation in a satisfactory condition | 92.6% | 80.92% |
| % of operational accommodation that is suitable for its current use | 75.6% | 78.21% |
| Domestic noise average attendance time (hours) | 1.87 | 80.73 |

10.3 Trend Analysis

Of the 120 numerical metrics detailed in the attached scorecard, 86 can be subject to trend analysis. In the remainder of cases, either the metric is new to the current reporting year or else is of a nature where trend analysis would not be meaningful (for example where the metric reflects the rent rebate caseload).

In more than half of the metrics where trend analysis has been possible (55%), performance is either the same or better than for 2013/14. In 32% of cases, performance has deteriorated over the same period. .

The 'direction of travel' illustrated through the 3 year trend should be considered alongside the narrative provided where possible by services, to establish the context around performance improvements or deterioration.



10.4 Areas of significant performance

Complaints Handling

This indicator is reported in 2014/15 for the first time. Despite this, data is available to provide for trend analysis from 2012/13. Targets also exist for the three metrics included in the assessment which reflect the required completion timescales embodied by the Scottish Model Complaints Handling Procedure. Performance remains below target and work continues across services to drive improvement. This work is framed by the actions identified in the internal audit of complaints handling which was carried out in 2014.

Benefits Administration

There is improvement in all four metrics where targets are in place. This improved performance has resulted in revised targets being established for the 2015/16 reporting year which will assist in encouraging continuous improvement across the main benefits processing workstreams.

Street Light Repairs

Performance for this indicator has deteriorated for the second year with 67.24% of repairs completed within 7 days against a target of 92%. The emphasis is now on the use of new lighting technology to minimise failures in the longer term and thereby deliver greater efficiency in this operation.

Sickness Absence

The scorecard report itemises two indicators which are provided to the Improvement Service as part of the Local Government Benchmarking Framework, namely the average number of days lost for teachers and average number of days lost for other local authority employees. The LGBF reports a combined assessment performance indicator for all employees.

Latest benchmarking data will be available when the LGBF publishes later in 2015/16.


Statutory Performance Indicators 2014/15



SPI 1 – Corporate Management


Responsiveness to communities

| | | | | | | | | |
|--|--------------|--------|--------------|--------|--------------|--------|---------------|--|
| The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints (new indicator) | Value | | Value | | Value | | Target | |
| | 2012/13 | 76.87% | 2013/14 | 79.34% | 2014/15 | 72.87% | | |
| The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints (new indicator) | Value | | Value | | Value | | Target | |
| | 2012/13 | 60.44% | 2013/14 | 59.66% | 2014/15 | 51.47% | | |
| % complaints resolved within time (Corporate) (new indicator) | Value | | Value | | Value | | Target | |
| | 2012/13 | 67.6% | 2013/14 | 65.75% | 2014/15 | 59.54% | | |
| <p>There was a reduction in the volume of complaints in 2014/2015 but also a similar reduction in performance. A review of the current complaints handling process within the council is being undertaken and the reasons for the reduction of complaints closed within target will be explored and addressed with services. An improvement programme has been developed, which specifically includes the implementation of the 2014 audit recommendations. The proposed improvements should result in an increase in the volume of complaints closed within target.</p> | | | | | | | | |

| | | | | | |
|---|--------------|--------------|--------------|---------------|---|
| Percentage of Freedom of Information Requests responded within timescale (new indicator) | Value | Value | Value | Target |  |
| | 2012/13 | 2013/14 | 2014/15 | 95% 85% | |
| <p>The reporting breakdown used by the Information Compliance team and provided to Services has now been mirrored in the Corporate Performance Management System. This will allow for more robust and consistent reporting and analysis, corporately and by Directorate/Service.</p> <p>The target performance for this SPI is 85%, whilst the actual performance for 2014/15 is 98%, an increase over the 2013/14 figure of 93%. This can be attributed to a more focused and extensive training programme delivered by the FOI team to Directorates.</p> <p>The total number of FOI requests received decreased slightly from last year's figure of 1486 to 1441.</p> | | | | | |

| |
|--|
| Citizens Panel (new indicator) |
| <p>The City Voice is an important tool for Aberdeen City Council. It allows the different services to get a feeling for and an understanding of what the public thinks about different policies and services. It shows them the people's satisfaction with different services; but also where there might be room for improvement. The City Voice is well received by panellists and question providers alike. The response rate is generally very high – between 65%–75%. Additional feedback about a particular question/ questionnaire or about City Voice is generally very positive. We take any suggestions and comments seriously and try to address suggestions for improvement where possible, and actively encourage our panellists to provide feedback.</p> <p>An indicator to measure the satisfaction of question providers with the City Voice is the questionnaire we asked them to fill in after having used City Voice. This allows us to measure our performance and to make improvements where necessary. The feedback is overwhelmingly positive. And finally, the long running history of the City Voice is proof of its success. The City Voice was first founded in 2003 and we are currently working on the 35th edition of the questionnaire.</p> |


Revenues and service costs

| | | | | | |
|---|--------------|--------------|--------------|---------------------|---|
| Council-wide efficiencies as a percentage of revenue budget | Value | Value | Value | Target |  |
| | 2012/13 | 2013/14 | 2014/15 | 4.6% 4.25% 3.33% 3% | |
| <p>In recent years the Governments national 3% efficiency target has been achieved, and this continued 20 2014/15 with savings of just under £15 million representing over 3%</p> | | | | | |

of the net budget.

This was in line with the previous year, as the full effect of the efficiency savings driven out through the Priority Based Budgeting process started to flow through. Again staff/vacancy management savings and service delivery changes featured, along with procurement savings and savings involving a complete redesign of the learning disability service within social work. The council continues to have a plan for cost reductions and savings as part of its 5 year rolling budget.


The target has been reached each year by the Council and will strive to meet its funding constraints and efficiency targets in the future.

| | | | | | | | |
|--|----------------|--------------|----------------|--------------|---------------------|--------------------|---|
| Cost of overall accountancy function per £1,000 of net expenditure | Value | | Value | | Value Target | |  |
| | 2012/13 | £5.62 | 2013/14 | £6.14 | 2014/15 | £5.88 £6.36 | |

Costs for the Accountancy Service decreased during the year, and the reasons for these decreased costs are:

1. Reduced reliance on agency staff following the embedding of the new accounting structure;
2. Reduction in use of consultants to support year end and process improvements. This follows changes to staff structures and successful recruitment;
3. Costs of technology incurred in 2011/12 were one-off and did not have to be borne in 2012/13.


The combined impact of these factors was to decrease the cost per £'000 of net expenditure for Accounting Services. The Accounting Service has been through a period of change and continues to re-evaluate its resource requirements. In 2012/13 progress to deliver services using permanent staff rather than agency or consultants support has been delivered, and Accounting will continue to review the demands of the financial environment to seek further improvement.


| | | | | | | | |
|--|----------------|--------------|----------------|--------------|---------------------|--------------|---|
| Cost of overall human resources function per £1,000 of net expenditure | Value | | Value | | Value Target | |  |
| | 2012/13 | £5.24 | 2013/14 | £5.84 | 2014/15 | £6.14 | |

The cost of the overall human resources function per £1000 of net expenditure in 2014/15 was £6.14 compared to £5.84 in 2013/14. This is an increase of £0.30 (per £1000 of net expenditure) between the two years. The main reason for the increase was due to the extra resource requirement in the human resources function to support the organisation through a period of change.

| | | | | | | | |
|--|--------------|--|--------------|--|---------------------|--|---|
| The required maintenance cost of operational assets per square metre | Value | | Value | | Value Target | |  |
| | | | | | | | |


| | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--|
| | 2012/13 | £117.28 | 2013/14 | £116.65 | 2014/15 | £106.03 | £117.00 | |
| <p>The figure has improved from £117 per sqm to £106 per sqm, with a target of £117 per sqm. The overall cost has come down from £64.6m to £58.7m. The overall floor area has remained very similar with some assets coming into operational use and some assets ceasing to be operational. This included closing some poor condition assets such as Hazlehead Park Public Convenience and the depot at Union Terrace Gardens. These changes resulted in a reduction in required maintenance.</p> <p>Further reductions have been made by C&S investment in buildings such as Bridge of Don Academy, Fernielea Primary School, St Machar Academy and Woodside Primary School. Revenue spend has also contributed to improvements in other buildings. These improvements have been partially offset by the deterioration in condition identified in the third condition survey programme and the addition of operational assets with maintenance requirements.</p> <p>The C&S Programme will continue to allow for targeted priority capital spend. This will result in improvements to specific assets but assets not included in the programme may decline. The resurvey of assets during the third cycle of the condition survey programme will continue to pick up such decline in condition. Taking this into account a target of £102 sqm has been set for next year.</p> | | | | | | | | |


| | | | | | | | | |
|--|----------------|-------------|----------------|---------------|----------------|--------------|---------------|---|
| Average repairs and maintenance expenditure per house per year | Value | | Value | | Value | | Target |  |
| | 2012/13 | £969 | 2013/14 | £1,009 | 2014/15 | £1143 | | |


| | | | | | | | | |
|---|----------------|-------------|----------------|-------------|----------------|-------------|---------------|---|
| Average supervision and management expenditure per house | Value | | Value | | Value | | Target |  |
| | 2012/13 | £664 | 2013/14 | £706 | 2014/15 | £716 | £727 | |
| <p>The target figure for 2014/15 for this SPI is £727.38 per house this is based on the budgets for each heading contained within the definition. The actual figure for 2014/15 for this SPI is £715.91 per house this compares favourably to the target figure. This is as a result of lower than budgeted staff costs for managing the staff costs. Analysis of the actuals in 2013/14 and 2014/15 is contained in Appendix 3, showing an increase of £140K principally as a result of additional costs of admin & management & staff costs for repairs & management & reduction in fly tipping & IT purchases.</p> | | | | | | | | |


Employees (new indicator)

| | | | | | |
|----------------------------------|--------------|--------------|--------------|---------------|---|
| Percentage of disabled employees | Value | Value | Value | Target |  |
| | 2012/13 | 2013/14 | 2014/15 | 2.9% | |

| | | | | | |
|--|--------------|--------------|--------------|---------------|---|
| Percentage of full-time female employees | Value | Value | Value | Target |  |
| | 2012/13 | 2013/14 | 2014/15 | 36.2% | |


| | | | | | |
|--|--------------|--------------|--------------|---------------|---|
| Percentage of part-time male employees | Value | Value | Value | Target |  |
| | 2012/13 | 2013/14 | 2014/15 | 3.4% | |


| | | | | | |
|--|--------------|--------------|--------------|---------------|---|
| Percentage of full-time male employees | Value | Value | Value | Target |  |
| | 2012/13 | 2013/14 | 2014/15 | 27.4% | |


| | | | | | |
|--|--------------|--------------|--------------|---------------|---|
| Percentage of employees under 20 years | Value | Value | Value | Target |  |
| | 2012/13 | 2013/14 | 2014/15 | 0.4% | |


| | | | | | |
|--------------------------------------|--------------|--------------|--------------|---------------|---|
| Percentage of employees aged 20 - 29 | Value | Value | Value | Target |  |
| | | | | | |


| | | | | | | | |
|--|---------|--|---------|--|---------|-------|--|
| | 2012/13 | | 2013/14 | | 2014/15 | 13.9% | |
|--|---------|--|---------|--|---------|-------|--|


| | | | | | |
|--------------------------------------|---------|-------|---------|--------|---|
| Percentage of employees aged 30 - 39 | Value | Value | Value | Target |  |
| | 2012/13 | | 2013/14 | | |


| | | | | | |
|--------------------------------------|---------|-------|---------|--------|---|
| Percentage of employees aged 40 - 49 | Value | Value | Value | Target |  |
| | 2012/13 | | 2013/14 | | |

| | | | | | |
|--------------------------------------|---------|-------|---------|--------|---|
| Percentage of employees aged 50 - 59 | Value | Value | Value | Target |  |
| | 2012/13 | | 2013/14 | | |

| | | | | | |
|--------------------------------------|---------|-------|---------|--------|---|
| Percentage of employees aged 60 - 64 | Value | Value | Value | Target |  |
| | 2012/13 | | 2013/14 | | |

| | | | | | |
|--------------------------------------|---------|-------|---------|--------|---|
| Percentage of employees aged over 65 | Value | Value | Value | Target |  |
| | 2012/13 | | 2013/14 | | |

| | | | | | | | |
|--|---------|--|---------|--|--------------|-----|---|
| Percentage of part-time female employees | Value | | Value | | Value Target | |  |
| | 2012/13 | | 2013/14 | | 2014/15 | 33% | |


| | | | | | | | |
|---------------------------------|---------|--|---------|--|--------------|-----|---|
| Percentage of engaged employees | Value | | Value | | Value Target | |  |
| | 2012/13 | | 2013/14 | | 2014/15 | 42% | |

Overall commentary for Employees Indicators. ACC has a key role to play in ensuring the city's sustainable prospects for the future. In order to deliver on our ambitious plans and transform the way we deliver our day to day services (in light of projected funding shortfalls) we need staff who are actively engaged and committed to delivering on these plans. Research shows that employee engagement leads to more innovation, increased productivity, better customer service as well as reduced absence and turnover. ACC measured the level of engagement in November 2014 via a survey which concluded that: overall, two in five of our workforce are defined as engaged (42%), whilst 13% are disengaged. The remaining 45% are partially engaged. These figures compare favourably to an external benchmark of 39% engaged and 6% disengaged (BMC: 2014). Engagement levels are also above other national benchmarks (CIPD: 38%).

ACC conducted a range of engagement activities in 2014/15 including, an awards ceremony to recognise staff, events where staff could contribute to shaping the organisational structure and an employee suggestion scheme where staff could put forward ideas to improve services.

We aim to improve and increase employee engagement through a corporate plan specifically designed to improve the experience of staff working in ACC along with targeted Directorate action plans. Underpinning this will be a robust development programme for both managers and employees. The level of employee engagement will be measured again in 2016.


Assets


| | | | | | | | |
|--|---------|--------|---------|--------|--------------|------------|---|
| Percentage of council buildings in which all public areas are suitable for and accessible to disabled people | Value | | Value | | Value Target | |  |
| | 2012/13 | 81.63% | 2013/14 | 82.43% | 2014/15 | 84.03% 84% | |

This year sees a slight improvement from 82.4% to a new figure of 84%, which meets target. This small improvement has been achieved by improving access at 82 Spring Garden.


The new survey programme has seen some assets being reassessed as accessible with some being highlighted as not accessible. Four buildings were removed from the list two were accessible and two were not accessible. These factors have essentially had a neutral affect on the overall position. It is not anticipated that any significant improvements will be made in the next 12 months, so a target of 84% has been set. This is essentially maintaining the current position for the forthcoming year.

Procurement

| | | | | | | | |
|---|---------|--|---------|--|--------------|---------|---|
| Percentage of council expenditure with local suppliers (new indicator) | Value | | Value | | Value Target | |  |
| | 2012/13 | | 2013/14 | | 2014/15 | 35% 40% | |

| | | | | | | | |
|--|---------|--|---------|--|--------------|-----|---|
| Annual procurement capability (new indicator) | Value | | Value | | Value Target | |  |
| | 2012/13 | | 2013/14 | | 2014/15 | 72% | |
| The Procurement Capability Assessment will be replaced by the Procurement and Commercial Improvement Programme from January 2016. This will radically change the scoring methodology and so will not be directly comparable with previous years. | | | | | | | |

Sustainable Development

| | | | | | | | |
|--|---------|--|---------|--|--------------|---------------|---|
| Building and Street lighting Carbon Emissions (new indicator) | Value | | Value | | Value Target | |  |
| | 2012/13 | | 2013/14 | | 2014/15 | 40,056 tonnes | |
| The aim for the Council is to reduce energy consumption and carbon emissions. There are targets set by the Scottish Government for the reduction of the overall carbon emissions as well as the Council's own 2.5% year- on- year energy reduction target. Energy consumption can be reduced through operational management and asset improvement. The Energy Management Team delivers energy efficiency projects, energy billing management and energy audit surveys to ensure that the targets are met. This | | | | | | | |

demonstrates that the Council is actively managing energy for all public buildings, social housing and street lighting.

Work done to encourage and support sustainable development

In 2014–15 progress has been made in encouraging and supporting sustainable development and embedding sustainability in Aberdeen City, with this activity outlined in Appendix 1. Council work has included a programme of embedding sustainability to make sure the environment, people and finance are effectively considered in Council actions and decision making. Several awards for best practice were achieved in this period, in addition, the Council presented the Aberdeen EcoCity Awards in 2014, recognising environmental achievement across the city.

Work to address climate change included the production of a Weather Impacts Report, as well as work to develop a Sustainable Energy Action Plan and an Adaptation Plan, enhanced by Council participation in the Adaptation Learning Exchange programme. Completion of a Climate Change Assessment Tool workshop has allowed the council to understand progress with meeting Public Bodies Duties under the Climate Change (Scotland) Act 2009. A range of low carbon initiatives took place including the successful launch of Europe's largest fleet of hydrogen buses and a hydrogen production and refuelling station also took place in this period alongside a Hydrogen strategy for the region.

Renewal of Aberdeen's Fairtrade City status took place in 2014, with a 2 year Fairtrade Action Plan and renewal of the Council Fairtrade Resolution in 2015. Completion of the East Tullos Burn Environmental Improvement project has improved biodiversity in an area of the city, as well as providing a valuable space for the local community. A programme of core path work has enhanced the path network improving accessibility and future proofing against weather impacts. Training for Council staff as BREEAM Assessors took place and this will help enhance sustainability in new development.

Sustainable Energy (new indicator)

Aberdeen City Council (ACC) has taken the decision to provide resource to the development of a Sustainable Energy Action Plan (SEAP) for the entire city, through stakeholder collaboration and project implementation. The resources initially dedicated to undertaking the internal Carbon Management Plan (CMP) have been allocated to this project, therefore progress of the CMP has ceased.

There is no data available on ACC owned assets relating to carbon emissions that has been collated in such a document. However some data is available under our Carbon Reduction Commitment (CRC) returns and information filed for the Scottish Climate Change Declaration (SCCD) (soon to change to Public Bodies Duties required reporting).

Emissions data is therefore presently being reported at a city wide level as opposed to a local authority level for the purposes of the SEAP. The SEAP starts by establishing what our current city wide emissions are and then involves working with stakeholders to identify projects that can be implemented to help reduce such emissions. The SEAP covers many topics from transport to energy generation, covering all operations within the city and not just those from council activity.

Equalities and diversity

Work done to encourage and support community engagement within the city

This submission identifies some of the work carried out across Council services and with community planning partners to encourage, support and provide opportunities for citizens to be involved in the development and decision making regarding services that address their needs.

Examples have been drawn from the Council's Community Learning and Development, Community Planning and Equalities and Housing services teams and demonstrate how the Council is engaging with communities, providing information about services and involving residents in our most disadvantaged communities in making direct decisions about funding via our Fairer Aberdeen Fund and developing local Learning Plans through Learning Partnerships.

Most Council services engage with citizens using a wide range of methods on a day to day basis. These examples are drawn from service that have a direct role to engage and encourage community involvement.

Work done to encourage and support equalities and diversity within the city


The work undertaken to promote equality and diversity in the city from 2014-15 evidences how the council is meeting its statutory general equality duty to reduce harassment and discrimination, to advance equality of opportunity and to foster good relations.


Our activity programme throughout the year marking national days locally and engaging with local communities has produced outcomes, which include raising awareness, breaking down cultural and other barriers to participation, and giving a voice to the most marginalised communities. We have been reviewing the Aberdeen Disability Advisory Group DAG over the last year to make it more accessible and welcoming and representative of a wide range of people with disabilities including younger people and people from ethnic minority backgrounds.

Our work has been mainstreamed through the development, implementation and review of the Council's Equality Outcomes (2013-17) and reported in the Equality Outcomes and Mainstreaming Progress Report 2015. In December 2014, the council's first Equalities Newsletter was produced in accessible format and BSL to raise awareness of the Equality Outcomes and the progress we are making.

SPI 2 – Service Performance


Benefits administration


| | | | | | | | | |
|--|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| Average Number of Days to Process New Benefit Claims | Value | | Value | | Value | | Target |  |
| | 2012/13 | 27.07 | 2013/14 | 38.12 | 2014/15 | 20.02 | 25 | |


| | | | | | | | | |
|---|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| Right Time Indicator – Average number of time taken in calendar days to process all new claims and change events in Housing Benefit/Council Tax Benefit | Value | | Value | | Value | | Target |  |
| | 2012/13 | 17.69 | 2013/14 | 25.66 | 2014/15 | 12.95 | 16 | |


The improved performance is a results of redesigning processes alongside the Department for Works and Pensions Performance team, changes to work allocation methods and the introduction of individual and team performance management.


The target for change of circumstances was 14 days, 26 days for new claims and 12 days for right time indicator in 2013/14. It is hoped improvement will continue and new targets for 2015/16 have been set as 9 days for change of circumstances. 20 days for new claims and 12 days for right time indicator.


| | | | | | | | | |
|---|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| Average Number of Days to Process Change of Circumstances | Value | | Value | | Value | | Target |  |
| | 2012/13 | 15.28 | 2013/14 | 22.41 | 2014/15 | 11.71 | 14 | |

| | | | | | | | | |
|-------------------------------|----------------|---------------|----------------|---------------|----------------|---------------|---------------|---|
| Weighted rent rebate caseload | Value | | Value | | Value | | Target |  |
| | 2012/13 | 17,273 | 2013/14 | 16,455 | 2014/15 | 15,791 | | |

| | | | | | | | | |
|---|---------|--------------|---------|--------------|---------|--------------|---------------|---|
| Weighted private rented sector caseload | | Value | | Value | | Value | Target |  |
| | 2012/13 | 3,070 | 2013/14 | 2,899 | 2014/15 | 2,864 | | |

| | | | | | | | | |
|--|---------|--------------|---------|--------------|---------|--------------|---------------|---|
| Weighted registered social landlord caseload | | Value | | Value | | Value | Target |  |
| | 2012/13 | 4,292 | 2013/14 | 4,122 | 2014/15 | 4,101 | | |

| | | | | | | | | |
|---|---------|--------------|---------|--------------|---------|--------------|---------------|---|
| Weighted Council Tax Reduction caseload | | Value | | Value | | Value | Target |  |
| | 2012/13 | 23,486 | 2013/14 | 21,591 | 2014/15 | 20,593 | | |

| | | | | | | | | |
|--|---------|--------------|---------|--------------|---------|--------------|---------------|---|
| Gross administration cost per benefit case | | Value | | Value | | Value | Target |  |
| | 2012/13 | £39.47 | 2013/14 | £42.45 | 2014/15 | £41.96 | £42.00 | |

Overall commentary on benefit administration. The cost per Benefits case has decreased from £42.45 in 2013/14 to £41.96 in 2014/15. A target of £42.00 was set in 204/15. A performance target for £41.90 has been set for 2015/16.


Although weighted caseload has decreased from 45,068.81 in 2013/14 to 43,350.96 in 2014/15, the improvement can be attributed to the reduced costs from central recharges.


Community Care


| | | | | | | | | |
|---|--|--------------|--|--------------|--|--------------|---------------|---|
| The Number of people aged 65+ receiving a service who | | Value | | Value | | Value | Target |  |
| | | | | | | | | |


| | | | | | | | |
|-------------------------------|----------------|-------------|----------------|-------------|----------------|-------------|--|
| are supported to stay at home | 2012/13 | 1599 | 2013/14 | 1581 | 2014/15 | 1496 | |
|-------------------------------|----------------|-------------|----------------|-------------|----------------|-------------|--|


There continues to be a shortfall in the availability of an appropriately qualified and experienced local social care workforce to meet the assessed demand for social care in Aberdeen. This largely accounts for the 5% reduction in older citizens who receive a service compared to last year and the 6% reduction in those who receive a service at weekends. The 33% increase on those who receive a service in the evening is due to those who receive a service having greater and more complex needs but reflects a relative success in that we have been able to increase support for these vulnerable citizens.

| | | | | | |
|--|----------------|-----------------|----------------|-----------------|---|
| The total number of homecare hours provided to people aged 65+ | Value | Value | Value | Target |  |
| | 2012/13 | 11607.08 | 2013/14 | 11607.08 | |

| | | | | | |
|--|----------------|--------------|----------------|---------------|---|
| The % of homecare clients aged 65+ receiving personal care | Value | Value | Value | Target |  |
| | 2012/13 | 100% | 2013/14 | 100% | |

| | | | | | |
|--|----------------|---------------|----------------|---------------|---|
| The % of homecare clients aged 65+receiving a service during the evening / overnight | Value | Value | Value | Target |  |
| | 2012/13 | 28.71% | 2013/14 | 28.71% | |


| | | | | | |
|--|----------------|---------------|----------------|---------------|--|
| The % of homecare clients aged 65% receiving a service at weekends | Value | Value | Value | Target |  |
| | 2012/13 | 77.61% | 2013/14 | 77.61% | |

| | | | | | |
|--|----------------|--------------|----------------|---------------|---|
| Number of delayed discharges outwith the four week delayed discharge planning period | Value | Value | Value | Target |  |
| | 2012/13 | | 2013/14 | 161 | |


Delayed Discharges which breach the four week target in Aberdeen City have increased over the course of 2014-15. Numbers peaked in January 2015, and have then dropped back.

Primary reasons for the delays are not social work assessment or health care practice, rather it is lack of availability of appropriate care home and care at home capacity.

Criminal justice social work


| Percentage of Criminal Justice Social Work reports submitted to courts by the due date | Value | | Value | | Value Target | |  |
|--|---------|--------|---------|--------|--------------|--------|---|
| | 2012/13 | 99.35% | 2013/14 | 99.49% | 2014/15 | 99.85% | |

This SPI has maintained the general good level of performance. It has exceeded the last available Audit Scotland (2008/09) Scottish average, and has fulfilled management expectation for 2014–15. The objective is to maintain current performance. It should be acknowledged that a target of 100% would not be meaningful due to unavoidable reasons for late reports. There are rare occasions where it is not possible to submit a report until the day of the court appearance, in these circumstances it is preferable to submit a report on the day of the court appearance despite this being late within the definitions of this indicator. The current performance shows that it is only one report in over six hundred where this is happening.

| Proportion of offenders with supervision seen within 5 working days | Value | | Value | | Value Target | |  |
|---|---------|--------|---------|--------|--------------|--------------|---|
| | 2012/13 | 65.44% | 2013/14 | 80.65% | 2014/15 | 78.45% 74.5% | |

The results for this year continue to show the positive performance of 2013/14 with only a minor drop in performance which is in line with a settling of the trend from 2008/09 to 2011/12 toward above average performance (based on the last available, 2008/09, audited Scottish average of 74.5%). This shows that the issues that caused a fall in the performance in 2012/13 have been addressed.


Please note that a majority of our clients will have met a member of Criminal Justice staff before an induction takes place and this will also apply for those who did not meet with the timelines for this indicator.


| Percentage of offenders with Unpaid Work who attended their first work placement within 7 working days of date of order | Value | | Value | | Value Target | |  |
|---|---------|-------|---------|-------|--------------|-------|---|
| | 2012/13 | 22.08 | 2013/14 | 42.38 | 2014/15 | 41.94 | |


The performance in this financial year of 41.9% marks a slight fall in the on the previous financial year in which 42.38% of service users attended a placement within 7 working days. However this is still an improvement over all other years that this indicator has been recorded. It should also be noted that there has been an almost 10% increase in the number of orders with unpaid work this year as compared to last year. The Criminal Justice service aims to build upon the improvement of the last two financial years to continue to provide service users with placements as soon as is possible following the imposition of an order from court. One of the ways in which this goal will be realised is through looking at additional community based facilities to increase placement capacity.

It should be noted that there are many factors that determine the possibility of providing a service user with a placement following the imposition of an order and as a consequence it is not possible to achieve this goal in all instances. This means that the setting of a target of 100% success in this indicator would not be achievable or helpful in the interpretation of success.


Cultural and community services

| Number of community participations generated by Library and Information Service Promotions and Extensions activity | Value | | Value | | Value Target | |  |
|--|---------|--------|---------|--------|--------------|--------|---|
| | 2012/13 | 25,945 | 2013/14 | 23,803 | 2014/15 | 28,301 | |
| <p>There were a total of 28,031 attendances/participations recorded during 2014–15, an increase of 4,228 (+17.7%) with a wide and enhanced variety of activities and events throughout the year reflecting engagement with both children and adults. Underlying this overall increase, school visits formed a large proportion of the rise in participations with just over 11,200 children (+13.1%) involved and the offering for pre–school aged children also being significantly enhanced with over 400 participations in Storytime events (+7.4%) and nearly 5,800 adults and children (+737 individuals, or 14.7%, more) attending Book Bug activities.</p> <p>As a counterbalance to this, the number of educational visits to libraries by nursery schools fell by 7.6%, (although the numbers attending as a whole were only marginally reduced by 1.2%) and the in–venue School Holiday programme experienced a fall in both the numbers of events and participants, arising from a greater emphasis on external event engagement. Both the number of, and participations in, established reading groups and CPD based events showed material increases with rises in the latter figures of 28.2% and 74.1% respectively generating a combined additional 250 attendances. Whilst those attending PC taster sessions and organised group visits fell, participations involved in Talks/Workshops and Other Events rose by just under 300 (+12.1%) with + 8.9% more events and the level of engagement at external community events rose to 2,456 individuals, approximately double that recorded in 2013–14.</p> | | | | | | | |

| | | | | | | | |
|---|----------------|----------------|----------------|----------------|---------------------|----------------|---|
| Number of times that PC terminals in Library Learning Centres are used | Value | | Value | | Value Target | |  |
| | 2012/13 | 191,946 | 2013/14 | 200,627 | 2014/15 | 183,260 | |
| <p>At a national level, the numbers of uses of PC equipment based within library venues is experiencing a material downwards trend as the extent of computer ownership and the accessibility to the range of library information services is enhanced through mobile technology. In this regard, the figures across Scotland, derived from CIPFA Public Library data, suggest a decline of around 8.2% in the past three years which is significantly above the 4.5% experienced within the City over the same timeframe</p> <p>The number of terminals accessed over the year decreased from 200,627 in 2013/14 to 183,260 in 2014-15 (-8.6%) although the number of learning centre users has increased with a rise of 1.1% on 2013-14 to 17.7% of the City's population. It is judged that the decrease in PC use, in the context of increasing users, can be explained by a number of factors: (a) the increasing popularity of Wi-fi with the number of Wi-Fi logins continuing to rise, from 20,677 in 2013-14 to 21,580 in 2014-15, an increase of 4.4%, (b) problems with network reliability, particularly at Bucksburn and Kaimhill, which affected both Wi-fi and general network access for a significant proportion of the year and (c) extended periods of maintenance and refurbishment resulting in service closure at two venues. At the same time, it is anticipated that moving the wired PC estate on to the new network, along with a new Netloan server, will make the service infrastructure, which supports PC use, more robust and the longer term trend in declining use might either be slowed, or even reversed, over the course of the next two years.</p> | | | | | | | |

| | | | | | | | |
|---|----------------|--------------|----------------|--------------|---------------------|--------------|---|
| Number of users of PC terminals within Library Learning Centres and Learning Access Points as percentage of resident population | Value | | Value | | Value Target | |  |
| | 2012/13 | 17.4% | 2013/14 | 16.6% | 2014/15 | 17.7% | |


Planning


| | | | | | | | |
|---|----------------|-------------|----------------|-------------|---------------------|-------------|---|
| Average Time (Weeks) to deal with Planning Applications – Major Developments | Value | | Value | | Value Target | |  |
| | 2012/13 | 64.7 | 2013/14 | 75.9 | 2014/15 | 47.6 | |
| <p>The focus of effort in the last year has been to prioritise improvements to the speed and efficiency of dealing with major development applications in response to average determination times that were below the Scottish average in 2013-14 and the consequent identification of this as being in the “red” category in the Scottish Government’s Annual Planning Performance Report. Determination times have improved from 88.6 weeks in 2013-14 to 47.6 weeks in 2014-15 – a figure that, whilst still very much a focus for further attention, is now better than the Scottish average for 2013-14. The recruitment of additional senior level staff (including two experienced Senior Planners) and more of a focus on project management by case officers, systematically monitored by Team Leaders, has had a significant bearing on this improvement which is expected to</p> | | | | | | | |

continue as recently recruited staff gain workload and experience.


Conversely, there has been a small increase in the average determination time for local and householder development applications. Factors that contributed to this decline in performance include:


- clearing of legacy cases – 48 in the year
- a period of unprecedented turnover of staff in the Application Support Team which has significantly slowed down the validation process (see supporting information)
- a very significant increase in the number of Local Review Body cases (from 7 to 25), combined with the introduction of pre-application forum meetings (27 proposals considered in the year) in line with a Scottish Government requirement/best practice: both of which have demanded considerable staff resource
- planning officer level vacancies in the applications team which have only recently been filled (including maternity leave)
- in common with previous years, the time taken to determine the legal agreements, whilst improving, had a significant impact on the figures and is a factor over which the planning service has limited control. It should be noted, however, that the average time from “willingness to approve” to decision on an application subject to a legal agreement has halved from 53.94 weeks (2013-14) to 26.75 weeks (2014-15).


| | | | | | | | | |
|---|----------------|-------------|----------------|-------------|----------------|-------------|---------------|---|
| Average Time (Weeks) to deal with Planning Applications - Local Developments (Non-householder) | Value | | Value | | Value | | Target |  |
| | 2012/13 | 16.2 | 2013/14 | 15.9 | 2014/15 | 16.6 | | |


| | | | | | | | | |
|---|----------------|------------|----------------|-------------|----------------|-------------|---------------|---|
| Average Time (Weeks) to deal with Planning Applications - Householder Developments | Value | | Value | | Value | | Target |  |
| | 2012/13 | 9.8 | 2013/14 | 10.0 | 2014/15 | 12.8 | | |


The education of children


| % of local authority primary schools receiving positive Education Scotland inspection reports per financial year | Value | | Value | | Value Target | |  |
|---|---------|------|---------|-----|--------------|-----|---|
| | 2012/13 | 100% | 2013/14 | 83% | 2014/15 | 50% | |
| <p>Education Scotland inspections performance is analysed in line with the National Performance Framework Indicator with comparative performance being evaluated by the Directorate and used to inform both School Improvement Plans and discussions linked to KIT visits and targeted support measures for individual schools. During 2014, Aberdeen City was subject to a Care Inspectorate Joint Inspection of Services for Children and Young People in Aberdeen, including evaluation of the quality of formal education provision in the City, with publication of final report in March 2015. This resulted in positive assessments being awarded against each of the core criteria. In terms of taking forwards the Report's recommendations around areas for improvement, these are now being delivered, by the Directorate and CPP partners, through a defined Action Plan spanning the short, intermediate and long term.</p> <p>50% or 1 out of 2 school inspections conducted in 2014/15 were positive, a reduction against the previous year figure of 83.3%, as the result of a single negative inspection and a much reduced inspection sample size. The Service has put in place a series of measures which are designed to assist this school to meet the recommendations arising from this inspection report both to improve the outcomes for pupils and in preparedness for any follow-up inspection by Education Scotland. Extracting the impact of this particular report, and reflecting on the wider outcomes from the remaining inspection undertaken, the proportion of Core indicators that were rated 'Good' or above, which serves as a benchmark stretch target, was recorded at 100%, well above the aggregated inspection outcome at this level of 63.3%, noted in 2013-14.</p> <p>66.7% or 10 out of 15 Quality Indicator areas evaluated during Education Scotland school inspections conducted in 2014/15, combining secondary and primary schools, were positive, a reduction against the previous year's figure of 83.3%, the result of the single negative inspection and a 50% reduction in sample size from 6 to 3 schools.</p> | | | | | | | |


| % of local authority secondary schools receiving positive Education Scotland inspection reports per financial year | Value | | Value | | Value Target | |  |
|--|---------|------|---------|----------------|--------------|------|--|
| | 2012/13 | 100% | 2013/14 | No inspections | 2014/15 | 100% | |
| | | | | | | | |


| | | | | | | | |
|--|----------------|-----------------------|----------------|-----------------------|----------------|-----------------------|---|
| % of local authority special schools receiving positive Education Scotland inspection reports per financial year | Value | | Value | | Value | |  |
| | 2012/13 | No inspections | 2013/14 | No inspections | 2014/15 | No inspections | |


| | | | | | | | |
|--|----------------|-------------|----------------|-------------|---------------------|--|---|
| % school leavers from publicly funded schools in positive and sustained destinations | Value | | Value | | Value Target | |  |
| | 2012/13 | 91.0 | 2013/14 | 91.9 | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |


| | | | | | | | |
|--|----------------|------------|----------------|------------|---------------------|--|---|
| SQA Performance – % attaining 1+ awards at SCQF level 6 or better by end of S5 | Value | | Value | | Value Target | |  |
| | 2012/13 | 43% | 2013/14 | 45% | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |


| | | | | | | | |
|--|----------------|------------|----------------|------------|---------------------|--|---|
| SQA Performance – % attaining 3+ awards at SCQF level 6 or better by end of S5 | Value | | Value | | Value Target | |  |
| | 2012/13 | 27% | 2013/14 | 29% | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |


| | | | | | | | |
|--|----------------|------------|----------------|------------|---------------------|--|---|
| SQA Performance – % attaining 5+ awards at SCQF level 5 or better by end of S5 | Value | | Value | | Value Target | |  |
| | 2012/13 | 49% | 2013/14 | 51% | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |

| | | | | | | | |
|--|----------------|------------|----------------|------------|---------------------|--|---|
| SQA Performance – % attaining 1+ awards at SCQF level 6 or better by end of S6 | Value | | Value | | Value Target | |  |
| | 2012/13 | 48% | 2013/14 | 49% | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |

| | | | | | | | |
|--|----------------|------------|----------------|------------|---------------------|--|---|
| SQA Performance – % attaining 1+ awards at SCQF level 7 or better by end of S6 | Value | | Value | | Value Target | |  |
| | 2012/13 | 18% | 2013/14 | 17% | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |

| | | | | | | | |
|--|----------------|------------|----------------|------------|---------------------|--|---|
| SQA Performance – % attaining 3+ awards at SCQF level 6 or better by end of S6 | Value | | Value | | Value Target | |  |
| | 2012/13 | 36% | 2013/14 | 36% | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |


| | | | | | | | |
|--|----------------|------------|----------------|------------|---------------------|--|---|
| SQA Performance – % attaining 5+ awards at SCQF level 6 or better by end of S6 | Value | | Value | | Value Target | |  |
| | 2012/13 | 24% | 2013/14 | 24% | 2014/15 | | |
| 2014/15 data available late 2015 | | | | | | | |


| | | | | | | | |
|--|----------------|---------------|----------------|---------------|---------------------|--------------|---|
| % of local authority pre-school education centres receiving positive Care Inspectorate reports per financial year | Value | | Value | | Value Target | |  |
| | 2012/13 | 100.0% | 2013/14 | 100.0% | 2014/15 | 90.9% | |
| During 2014, Aberdeen City was subject to a Care Inspectorate Joint Inspection of Services for Children and Young People in Aberdeen, a report against which was published in March 2015. This resulted in positive assessments being awarded against each of the core criteria and encompassed evaluations of the quality of pre-school education offered in the City through partnership working. In terms of taking forwards the Report's recommendations around areas for improvement, these are now being delivered, by the | | | | | | | |

Council and CPP partners, through a defined Action Plan spanning the short, intermediate and longer term

The total number of Care Inspectorate inspections undertaken for the period was 11 with 10 (90.9%) of these inspections being positive overall, a reduction of 9.1% on the previous year as a result of this single negative inspection. However, the 2014–15 outcome against each inspection Quality Indicator was marginally better as all the positive inspections were graded 4+ (Good) against each core Indicator. A further drill–down of the data on Quality Themes indicates that, of the assessed positive criteria, 59% were graded at level 5, (Very Good) demonstrating progress on the 2013–14 where only 50% of the gradings were assessed at this high level.

The Council, therefore, continues to deliver a high level of performance in Care Inspectorate inspections and, taking cognisance of the comments above, has been able to both effectively address identified areas for potential improvement against individual Indicator criteria outcomes from previous year's inspections and deliver progress against each core area of inspection.

| | | | | | | | | |
|---|----------------|-------------|----------------|-------------|----------------|------------|---------------|---|
| % of local authority pre–school education centres receiving positive Education Scotland inspection reports per financial year | Value | | Value | | Value | | Target |  |
| | 2012/13 | 100% | 2013/14 | 100% | 2014/15 | 50% | | |


| | | | | | | | | |
|--|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| % of partner provider pre–school education centres receiving positive Care Inspectorate reports per financial year | Value | | Value | | Value | | Target |  |
| | 2012/13 | 93.1% | 2013/14 | 83.3% | 2014/15 | 95.5% | | |


As has been the case over the past two years, the private and voluntary sectors have faced a significant challenge recruiting and retaining experienced managers. The Scottish Social Services Council's expectation that managers be qualified to degree or SCQF (Scottish Credit and Qualification Framework) level 9 has resulted in managers leaving the sector. In addition, the buoyant local economy, has had an impact against these organisation's capacity to retain younger and more junior employees who, having gained initial experience, are more able and willing to consider employment options outwith the childcare service

There has been an increase in positive outcomes for Care Inspectorate inspections of partner centres over the last year with the % of positive inspections rising from 83.3% to 95.5 %. Evaluation of the percentage of Quality Indicators which were positively assessed at Level 3 was at a slightly higher level still at 97.7%, an increase of 6.1% on 2013–14. One partner organisations failed to meet the criteria for a positive outcome at Care Inspectorate inspection. The Early Years Team is working closely with the organisation that operates this nursery to improve on (i) the relevant inspection outcomes for follow–through Care Inspectorate inspections that may be undertaken as a result of these findings and (ii) more immediately, the current standard of provision to improve the outcomes for children presently attending these centres.

When considering the pattern of performance against the individual inspection indicators from both regimes, the proportion of outcomes rated at the higher ends of each


assessment scale has risen against both 2013/14 and 2012/13, demonstrating an overall qualitative improvement across the range of partner provider centres in the past three years.

| | | | | | | | | |
|--|----------------|------------|----------------|-------------|----------------|-------------|---------------|---|
| % of partner provider pre-school education centres receiving positive Education Scotland inspection reports per financial year | Value | | Value | | Value | | Target |  |
| | 2012/13 | 83% | 2013/14 | 100% | 2014/15 | 100% | | |


| | | | | | | | | |
|---|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| % of eligible ante pre-school child population allocated part time nursery provision within local authority and partner provider settings | Value | | Value | | Value | | Target |  |
| | 2012/13 | 78.1% | 2013/14 | 80.1% | 2014/15 | 76.3% | | |


There has been a deterioration against this indicator over the last year by 3.8%, from 80.1% to 76.3% of the eligible population being allocated ante pre-school places. This is effectively due to the loss of partner provider places, the increase in the number of eligible children (+106 or 4.3%) and a relatively unique APS population fall experienced in 2013-14. On this basis the Council, as in previous years, and in common with a number of other local authorities, remains in a position where it is not fully meeting the requirements of the present legislative frameworks although, arising from the work of the Early Years team over the past number of years, the number of available places for ante pre-school and pre-school which are being allocated by the Council against local authority provision has materially improved with a 2.4% increase in places in 2014-15 and with a planned increase of 8.6% on the 2014-15 figures for places in 2015-16.

Whilst the Council has materially increased the number of nursery places available in its own centres from 2,994 to 3,030 and, in 2014-15, met 99.0% of those applications received for nursery places in a local authority setting, a similar level to that recorded in 2013-14, at the same time, it should be borne in mind that (a) this data refers to the allocation of part-time places as opposed to the proportion of eligible children in receipt of the current statutory 600 hours of early learning and childcare which would offer lower percentages against secured Ante Pre-school provision in particular and (b) 2013 mid year population estimates (excluding any increase arising from the impact of inwards migration and the above extension of entitlement) for the eligible age band are predicting that the numbers requiring secured places will remain stable over the 2015-16 academic year.


| | | | | | | | | |
|--|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| % of eligible pre-school child population allocated part time nursery provision within local authority and partner provider settings | Value | | Value | | Value | | Target |  |
| | 2012/13 | 88.8% | 2013/14 | 94.7% | 2014/15 | 90.7% | | |

Child protection and children's social work

| | | | | | | | | |
|--|----------------|------------------------|----------------|------------------------|----------------|------------------------|----------------------|---|
| 01.11a: % of looked after young people and families at risk supported to stay together or in their own communities | 2012/13 | Value 54.97% | 2013/14 | Value 52.45% | 2014/15 | Value 48.64% | Target 66% |  |
| <p>The joint inspection in 2014 of services for children and young people in Aberdeen City found that the impact of services on family well-being was good. It also noted that partners in the city were committed to improving outcomes and that there were a wide range of initiatives to improve services that better met children and young people's needs, including a recognition of the need to improve partners ability to collectively analyse, monitor and report on their performance.</p> <p>Implementation of Reclaiming Social Work, which is a whole system redesign of services for families in need, is underway within children's social work services. Bi-annual caseload audits have been undertaken ahead of the model's introduction. These have identified both the number of children and the number of families being supported by social work services.</p> <p>Two thirds of children and young people whose families meet the threshold for receipt of targeted services from social work as vulnerable and in need, are supported to live at home within in their own communities without becoming looked after. Of those children and young people who are looked after, the proportion who are looked after at home, or with friends or relatives, has fallen for the second year running. This is also reflected in a similar trend both within comparator authorities and across Scotland as demonstrated by the 2014 Scottish Government CLAS return.</p> | | | | | | | | |

| | | | | | | | | |
|---|----------------|---------------------|----------------|---------------------|----------------|---------------------|---------------|--|
| Number of children on child protection register | 2012/13 | Value 223 | 2013/14 | Value 260 | 2014/15 | Value 257 | Target |  |
| <p>In 2014/15, there were a total of 260 registrations involving 257 children. This total highlights a similar number to the previous year which saw 266 registrations involving 260 children. Drug misuse has increased to being the most cited risk factor in registrations over the past 12 months. The increased prevalence of use of new psychoactive substances, probably unhelpfully referred to as 'legal highs' is likely to be a significant factor here. Almost as often cited as a risk factor is domestic violence, then followed by alcohol misuse and neglect. The highest noted registration category however is emotional abuse, perhaps in the light of the fact that it can be the observed result for children of the impact of the other categories.</p> <p>After a clear spike in registration numbers towards the end of 2013 and early 2014, when numbers reached 121 children, the figures have now fallen again, with March 2015 seeing 99 children's names placed on the register. This equates to 2.9 children per 1000 population of 1-16 year olds, which sits exactly in line with the national average conversion rate in Scotland over the same period. Scotland however continues to have the lowest level by population of children's names placed on the child protection</p> | | | | | | | | |


register.

| The number of children re-registering on the Children Protection Register within two years of being taken off the register | Value | | Value | | Value Target | |  |
|--|---------|----|---------|----|--------------|-------|---|
| | 2012/13 | 24 | 2013/14 | 22 | 2014/15 | 30 32 | |

The figures for 2014/2015 show that 23% of those registered on 31st March 2015 in Aberdeen city had previous registration history. This is similar to our neighbouring authorities; Aberdeenshire showing a 22% re-registration rate and Moray with a 19% rate. These conversion rates are higher than the National average which sees those with previous registration sitting at 13% of all registrations. In Aberdeen, there were 30 children re-registered within a 2 year period amounting to approximately 11% of all registrations. This shows a slight increase on last year's figures at 8%.

Given that drug and alcohol misuse is cited as a risk factor in over 50% of registrations in Aberdeen City, it is likely that re-registration numbers will continue to be a significant trend, given both are conditions prone to relapse. However, in order to understand more fully the higher proportion of children in Aberdeen who require more than one period of time on the child protection register, an audit exploring in more detail a sample of such case files has been set up under the 2015/2016 Child Protection Programme. Initially, focus will be on a target group of children who have required more than one registration, within a two year period of having their name removed from the register. Whilst scrutiny of any multiple registration might identify interesting and useful data, it is felt that focussing on those who have required a second (or more) registration within the shorter timeframe of 2 years, may highlight issues for practice relating to how robust the Child's Plans are for children at the time their name is removed from the child protection register.

This work may then serve as a pre-cursor to considering in more detail Aberdeen's registration duration as a means of learning more about risk to children in Aberdeen City. It is known that this latter statistic has continued to fall, with children registered at an earlier age, but for a shorter period than had been the case prior to 2008. This may well evidence that in Aberdeen, professionals are responding at an earlier stage to children in need of protection and that the supports in place reduce the risks within a shorter time-frame.

| The percentage of looked after and accommodated children with 3 or more placements in the past year | Value | | Value | | Value Target | |  |
|---|---------|--|---------|--|--------------|----|---|
| | 2012/13 | | 2013/14 | | 2014/15 | 6% | |

Research has clearly evidenced that the more placement moves children experience and resulting changes in their primary care gives the poorer their outcomes generally are. It is the aim of Aberdeen City Council to minimise the number of care placements children have.


The implementation of the Reclaiming Social Work model is intended to support more children to remain within their families and to enable families to find solutions to their own problems. There will continue to be instances when children will need to be accommodated but hopefully as staff become more familiar with this model there will be a reduction in the overall numbers of looked after children.

34 children over the past year have experienced 3 or more placements over the past year.

The challenge of having a sufficient supply of foster carers to enable children, when they are accommodated, to be placed in a placement best suited to their needs is a local as well as national priority. The fostering service is further developing its recruitment strategy to make better use of modern media as well as the Councils website to attract new carers. Of particular challenge is the recruitment of foster carers able to care for larger sibling groups; teenagers and children on a permanent basis. These will continue to be a focus for the service over the coming year.

Our children homes care for some of the City's most vulnerable young people. Managing a group living environment of 5/6 young people each with their own individual and competing needs is a complex and challenging task. The Council has been undertaking a review of its residential services which is nearing completion. This review will set out the role and remit of each of our children's homes to ensure they best placed to meet the future needs of our young people over the coming years. The review will also set out a workforce development plan to support the staff within the residential service to be best placed to meet the needs of the young people in their care thus minimising the number of moves young people experience


Housing & homelessness


| House Sales completed within 26 weeks - % | Value | | Value | | Value Target | |  |
|---|---------|-------|---------|-------|--------------|-----------|---|
| | 2012/13 | 86.3% | 2013/14 | 86.8% | 2014/15 | 97.8% 97% | |

Staffing levels have reflected the increase in applications under Right to Buy following the announcement of the abolition of RTB in 2016. The additional staffing is required to deal with the feu disposition plans. Capability to increase administration staff remains and will be introduced when necessary.

Sales completed in less than 26 weeks has significantly increased both in actual numbers and percentage with performance now above target notwithstanding the increase in applications.

The pending abolition of Right to Buy has resulted in an increase of applications and it is anticipated that there will be continuing increases until abolition on 01 August 2016.

| | | | | | | | |
|--------------------------------------|---------|------|---------|------|--------------|-----------|---|
| Average time for house sales (weeks) | Value | | Value | | Value Target | |  |
| | 2012/13 | 22.9 | 2013/14 | 23.6 | 2014/15 | 21.5 21.6 | |

| | | | | | | | |
|--|---------|-------|---------|-------|--------------|-------|---|
| Council duty to secure permanent accommodation for household – % of decision notifications issued within 28 days of date of initial presentation | Value | | Value | | Value Target | |  |
| | 2012/13 | 70.8% | 2013/14 | 53.1% | 2014/15 | 57.5% | |

Overall commentary on homelessness

The new Housing Access Service, comprising housing advice, prevention, statutory homeless assessment and allocation functions was launched and commenced operations on 7th April 2014. Any person/s now wishing to apply for housing must first undergo a housing options assessment that is designed to help customers explore and understand the full range of the options available to them so that they can in turn, identify the best solution to meet their needs.


During the first year of operations the Housing Access Service received 1510 homeless applications', a 14.2% increase upon the 1322 applications received the previous year and the first recorded increase since 2010/11. Despite the increase in applications this year the service still managed to achieve improved levels of performance against most of the established indicator. Two primary areas of improvement this year were:


1. A 4.4% increase in number of decision notifications issued within 28 days where a total of 57.5% of applicants' received their decision within target, ending a downturn trend recorded in the previous 2 years. An earlier initiative by the service to close off long standing cases impacted upon higher levels of performance being achieved. With the service now making better use of available monitoring mechanisms, performance levels are expected to further improve next year.


2. 608 statutory homeless households were permanently rehoused, 18% more than the 514 housed the previous year. For 2014/15 the Council retained its target to provide 50% of its own general need let's to statutory homeless households. While performance for the year fell below this level at 45.2%, this does in fact mark a big improvement upon the 32.1% achieved the previous year. Better case management with more applications being shortlisted and made live this year has helped drive improvements in this area. A change to the quota of allocations where all available properties are now offered out to the Urgent List in the first instance has also had a positive impact on this indicator.


While improvement was evident across many areas this year the homeless tenancy sustainment rates fell for the 3rd consecutive year to 89.6% and the first time it's fallen below the 90% local target since 2010/11. Support Services restructuring was completed this year where realignment of service standards, aims, duties, processes and roles took time to conclude. A new model of support has now been introduced to ensure households receive the same quality of support in their permanent home as they do in


temporary accommodation.


| | | | | | | | | |
|--|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| Council duty to secure permanent accommodation for household – iii. the % who are housed | Value | | Value | | Value | | Target |  |
| | 2012/13 | 78.4% | 2013/14 | 77.3% | 2014/15 | 82.9% | | |

| | | | | | | | | |
|---|----------------|-------------|----------------|-----------|----------------|-------------|---------------|---|
| Council duty to secure permanent accommodation for household – iv. % of cases reassessed within 12 months of completion of duty | Value | | Value | | Value | | Target |  |
| | 2012/13 | 4.6% | 2013/14 | 3% | 2014/15 | 2.4% | | |

| | | | | | | | | |
|---|----------------|--------------|----------------|--------------|----------------|--------------|---------------|---|
| Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation – ii. % of decision notifications issued within 28 days of date of initial presentation | Value | | Value | | Value | | Target |  |
| | 2012/13 | 74.3% | 2013/14 | 41.9% | 2014/15 | 43.7% | | |

| | | | | | | | | |
|--|----------------|-------------|----------------|-------------|----------------|-------------|---------------|---|
| Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation – iv. % of cases reassessed within 12 months of completion of duty | Value | | Value | | Value | | Target |  |
| | 2012/13 | 3.2% | 2013/14 | 1.2% | 2014/15 | 2.6% | | |


| | | | | | | | | |
|--|----------------|-------|----------------|-------|----------------|-------|---------------|---|
| Homelessness – The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months. | Value | | Value | | Value | | Target |  |
| | 2012/13 | 91.8% | 2013/14 | 90.2% | 2014/15 | 89.6% | | |

| | | | | | | | | |
|------------------------------------|----------------|-----|----------------|-----|----------------|----|---------------|---|
| No. of affordable houses developed | Value | | Value | | Value | | Target |  |
| | 2012/13 | 157 | 2013/14 | 266 | 2014/15 | 22 | | |


The Housing Need and Demand Assessment (HNDA) provides the evidence base upon which housing supply targets are defined in local housing strategies and suitable available land is allocated through development plans to meet these targets. HNDAs are cross boundary studies that local authorities are required to undertake to inform the development of planning and housing policy. A HNDA is expected to explore the characteristics of the local housing system, establish how key factors work together, and to determine the probable scale of change in housing need and demand in the years ahead. The HNDA update report prepared in 2010–11 identified an annual requirement of 415 affordable houses in Aberdeen over a 10 year period.


2014/15 completions were 22 against a target of 415. Completions by housing developers and RSLs are outwith the direct control of the Council. Planning consents have taken longer for a number of sites to be delivered. Once planning consents are received developers build out sites with a number of factors impacting on the timeframes including weather, market performance, site conditions etc. The 1st April to 30th June 2015 period has seen 140 completions so 2015/16 delivery will be significantly higher with 622 potential completions over the period 1st July 2015 to 31st March 2017. 2014/15 can be seen as a blip in the delivery of affordable housing with the first three months of 2015/16 already showing a six fold increase.

Protective Services

| | | | | | | | | |
|---|----------------|-------|----------------|-------|----------------|-------|---------------|---|
| High Priority Pest Control % responded to within 2 days | Value | | Value | | Value | | Target |  |
| | 2012/13 | 99.2% | 2013/14 | 99.3% | 2014/15 | 98.5% | | |


High Priority pest control complaints relate to issues such as rats, mice, fleas, cockroaches and bed bugs. These complaints require a response within 2 days. 98.5% of these complaints in 2014/15 were responded to within this timescale. At busy times it is not always operationally possible to fully meet this target. In these circumstances priority is given to the most urgent infestations. However, a high level of service continues to be delivered.


| | | | | | | | | |
|---|--------------|-------|--------------|-------|--------------|-------|---------------|---|
| High Priority Pest Control – % completed within 30 days | Value | | Value | | Value | | Target |  |
| | 2012/13 | 93.9% | 2013/14 | 93.8% | 2014/15 | 92.8% | 100% | |

| | | | | | | | | |
|--|--------------|-------|--------------|-------|--------------|-------|---------------|---|
| Low Priority Pest Control – % responded to within 5 days | Value | | Value | | Value | | Target |  |
| | 2012/13 | 99.8% | 2013/14 | 97.5% | 2014/15 | 96.8% | 100% | |

Low Priority pest control complaints relate to issues such as wasps, ants and seagulls. 96.8% of complaints in 2014/15 were responded to within 5 days. During the wasp season there is a high volume of complaints and it is not always operationally possible to respond within the target time. Likewise, there is a large number of calls during the seagull breeding period. Complaints are therefore further prioritised at these times.


Resolution of these complaints generally requires one spray treatment which can be readily achieved within 30 days. In some cases repeat treatments are required which results in the 30 day target not being met. However, a high level of performance is being maintained.


| | | | | | | | | |
|--|--------------|-------|--------------|-------|--------------|-----|---------------|---|
| Low priority Pest Control % completed within 30 days | Value | | Value | | Value | | Target |  |
| | 2012/13 | 97.9% | 2013/14 | 98.1% | 2014/15 | 98% | 100% | |

| | | | | | | | | |
|--|--------------|-------|--------------|-------|--------------|-------|---------------|--|
| High Priority Public Health % responded to within 2 days | Value | | Value | | Value | | Target |  |
| | 2012/13 | 90.9% | 2013/14 | 93.9% | 2014/15 | 96.4% | 100% | |

789 complaints were received in the year, 90.9% were responded to within 2 days. The reason for the small number of complaints not being responded to within 5 days may be due to staff holidays, illness or error. In March a member of the team retired and this may have contributed to the lower percentage of complaints responded to within 2 days. Last year 891 complaints were received and 92.8% were responded to within 2 days. In comparison it is shown that a high level of customer service is still being delivered.


91.5% complaints were completed within 30 days. The nature of complaints and legal constraints can directly affect the completion time. Complaints can relate to communal repairs which involve multiple owners which are lengthy and complicated to resolve Timescales are also lengthened when a Statutory Notice is required to be served. Performance has steadily improved over the last 5 years and a high level of service is being delivered.


| | | | | | | | |
|--|----------------|--------------|----------------|--------------|---------------------|-------------------|---|
| High Priority Public Health – % completed within 30 days | Value | | Value | | Value Target | |  |
| | 2012/13 | 89.6% | 2013/14 | 88.4% | 2014/15 | 91.5% 100% | |

| | | | | | | | |
|---|----------------|--------------|----------------|--------------|---------------------|-------------------|---|
| Low Priority Public Health – % responded to within 5 days | Value | | Value | | Value Target | |  |
| | 2012/13 | 96.7% | 2013/14 | 95.7% | 2014/15 | 98.6% 100% | |

In 2014/15 98.6% of Low Priority public health complaints were responded to within the 5 day target. Low priority public health complaints relate to issues such as house inspections, dampness and condensation. Delays in response are generally caused by allocation issues or communication difficulties. Any administration errors are continuously addressed showing an improvement in performance in relation to the previous year. A high level of service is continuing to be delivered.


95.7% of complaints were completed within the 30 day target which is a markedly improved performance from previous years. This can be partly attributed to a higher staffing level. The majority of complaints which took more than 30 days to resolve relate to requests for House Inspections. There are often delays in the tenant responding to the officer to arrange a suitable time for inspection. In spite of this a high level of service is being delivered.


| | | | | | | | |
|--|----------------|--------------|----------------|--------------|---------------------|-------------------|---|
| Low Priority Public Health –% completed within 30 days | Value | | Value | | Value Target | |  |
| | 2012/13 | 84.5% | 2013/14 | 83.8% | 2014/15 | 95.7% 100% | |


| | | | | | | | |
|--|----------------|-------------|----------------|---------------|---------------------|--------------------|---|
| Food Safety Hygiene Inspections % premises inspected 6 monthly | Value | | Value | | Value Target | |  |
| | 2012/13 | 100% | 2013/14 | 96.88% | 2014/15 | 94.12% 100% | |


Performance on the inspection of high premises has been good with the majority of businesses being inspected on or before their due date. With regard to medium risk premises inspections these businesses were removed from the inspection programme in line with guidance issued by The Scottish Food Enforcement Liaison Committee and resources were allocated accordingly with a focus on controlling cross contamination risks.

Inspection targets are still being met despite two officers being seconded to work full time on a food fraud investigation and a longstanding staffing shortfall. In order to address these issues four new Environmental Health Officers and one trainee Authorised officer have been recruited during the last year.

| | | | | | | | |
|--|----------------|---------------|----------------|---------------|---------------------|--------------------|---|
| Food Safety Hygiene Inspections % premises inspected 12 monthly | Value | | Value | | Value Target | |  |
| | 2012/13 | 98.75% | 2013/14 | 99.44% | 2014/15 | 97.08% 100% | |


| | | | | | | | |
|--|----------------|---------------|----------------|---------------|---------------------|--------------------|---|
| Food Safety Hygiene Inspections % premises inspected more than 12 monthly | Value | | Value | | Value Target | |  |
| | 2012/13 | 95.38% | 2013/14 | 89.36% | 2014/15 | 93.44% 100% | |


| | | | | | | | |
|--|----------------|---------------|----------------|---------------|---------------------|--------------------|---|
| Trading Standards Inspections – % visits to high risk premises achieved | Value | | Value | | Value Target | |  |
| | 2012/13 | 94.51% | 2013/14 | 96.19% | 2014/15 | 75.49% 100% | |

| | | | | | | | |
|---|----------------|---------------|----------------|---------------|---------------------|---------------|---|
| % of trading standards consumer complaints that were dealt with in 14 days | Value | | Value | | Value Target | |  |
| | 2012/13 | 79.19% | 2013/14 | 85.76% | 2014/15 | 86.95% | |

| | | | | |
|--|--------------|--------------|---------------------|---|
| % of trading standards business advice requests that | Value | Value | Value Target |  |
| | | | | |


| | | | | | | | | |
|---|----------------|---------------|----------------|---------------|----------------|---------------|-------------|--|
| were dealt with in 14 days | 2012/13 | 89.91% | 2013/14 | 91.18% | 2014/15 | 93.66% | 100% | |
| <p>Consumer complaint work is becoming more complex and some complaints take longer to resolve, which may explain the decline in performance. Business advice complaint response time has declined slightly. Performance is suffering due to a number of unfilled posts within the Service.</p> | | | | | | | | |

| | | | | | | | | |
|---|----------------|-------------|----------------|--------------|----------------|--------------|---------------|---|
| For domestic noise complaints received during the year requiring attendance on site, the average time (hours) between the time of the complaint and attendance on site. | Value | | Value | | Value | | Target |  |
| | 2012/13 | 31.6 | 2013/14 | 28.17 | 2014/15 | 26.77 | 48 | |
| <p>There were 325 domestic noise complaints (not antisocial behaviour) in 2014/15. A majority of the complaints related to dog barking noise. There are 2 dog wardens in the Service and the average response time to visit was 26.77 hours. The 2014/15 average response time is well below the target of 48 hours indicating the service being provided is better than the target and slightly better than 2013/14. Management is satisfied that a high level of service is being achieved. Systems are reviewed annually to identify potential improvements. The Service is currently in the process of implementing mobile working of the dog wardens to enable the updating of records without a need to visit the office, thereby improving service efficiency.</p> | | | | | | | | |

| | | | | | | | | |
|--|----------------|-------------|----------------|------------|----------------|-------------|---------------|---|
| For domestic noise complaints received during the year dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004, the average time (hours) between the time of the complaint and attendance on site | Value | | Value | | Value | | Target |  |
| | 2012/13 | 0.32 | 2013/14 | 0.5 | 2014/15 | 0.36 | | |
| <p>The Antisocial Behaviour Investigation Team consists of 8 Investigation Officers and 1 Team Leader. The service is operational 7 days per week between 9am and 4am and there is at least 2 Investigation Officers on shift at any one time who can respond to ASB calls.</p> <p>A total of 2660 ASB complaints were received by the team for the year 2014–15. Of the 2660 calls, 54.8% (1458) resulted in attendance. The nature of our business commands a swift response and it reassuring to see that 1420 or 97% of the calls that required a response were attended to within the hour.</p> <p>145 Warning Notices and 5 Fixed Penalty Notices were served in 2014/15 in comparison to 174 Warning Notices and 5 Fixed Penalty Notices in 2013/14. Early intervention methods introduced by the introduction of the Community Safety Hub in 2013 as well as more robust case management have undoubtedly contributed to this reduction.</p> | | | | | | | | |

The Quality Assurance and Performance Management Team carry out a monthly telephone questionnaire on our behalf and it is encouraging to see that 86% of our customers contacted said that they were satisfied with the service received from the ASBIT Team.


Roads and Lighting


| Percentage of all traffic light repairs completed within 48 hours | Value | | Value | | Value Target | |  |
|---|---------|--------|---------|--------|--------------|-----------|---|
| | 2012/13 | 94.36% | 2013/14 | 96.82% | 2014/15 | 98.2% 95% | |


The PREFECT fault management system was replaced in October 2014 with the InView fault management system. This new system allows officers to keep a record of traffic monitoring and control equipment and to track the status of that equipment, including maintenance issues, running costs and equipment reliability. It also provides the facility to report faults to the Council's traffic signal maintenance contractor automatically. In the longer term it is intended to use the system as an asset management tool to allow the automated scheduling of periodic inspections and the storage of a wide range of documentation from site drawings and photographs to maintenance and accident reports.


The target performance for this SPI is 95%, whilst the actual performance figure for 2014/15 is 98.2% and represents an increase in performance over the 2013/14 figure of 96.8%. The total number of faults recorded by the indicator increased from last year's figure of 859, to 888. In the first 6 months of the year there were 342 faults recorded which is an increase of 116 faults in comparison to the first 6 months of the previous year's figure. In the second 6 months of the year there were 546 faults recorded which is an increase of 145 faults over the same period last year. The number of lamp faults increased significantly from last year's figure of 394 to 545 and represents a 38% increase. The reason for this is currently being investigated, however it is felt that this increase is due in part to the automated fault reporting system referred to above identifying intermittent faults affecting LED lanterns and reporting them for repair. Faults attributable to detectors have decreased by 43% from 138 in 2013/14 to 78 in 2014/15. This decrease in faults is considered to be attributable to the reduction in the number of older detectors on street due to the ongoing traffic signal refurbishment programme and the increased reliability of the newer units. There has also been a 12.5% decrease in faults attributable to damage caused following road traffic collisions (RTC's) from 88 in 2013/14 to 77 in 2014/15.

It was pleasing to note that the performance target of 95% was surpassed, despite there being an increase in the number of faults over the last 12 months. Analysis has shown that of the 16 faults that were not repaired within the 48 hour timescale, 4 were related to lamp faults, only 1 of which can be attributed to issues with spare parts, either not being available at the local depot or delays in obtaining them from the manufacturers of third party equipment. This represents a significant improvement over the situation in 2012/13 and illustrates that additional monitoring by officers and regular reviews by the maintenance contractor to ensure that they possess sufficient levels of appropriate stock to adequately service the maintenance contract has paid dividends.


| Percentage of all street light repairs completed within 7 days | Value | | Value | | Value Target | |  |
|--|---------|--------|---------|--------|--------------|------------|---|
| | 2012/13 | 85.86% | 2013/14 | 70.77% | 2014/15 | 67.24% 92% | |
| <p>The number of street light repairs completed decreased in 2014/15, to 6,712, a decrease of 25% from the 2013/14 figure. Performance for repairs completed within the specified timescale decreased from 71.19% in 2013-14 to 67.24%, a decrease of 5.5%.</p> <p>The monthly trend show that performance dipped dramatically during three months in particular, as low as 50% repaired within timescale, and overall there were no months where the target was met. New technologies, including LEDs are now being used and it is hoped that lamp life can be extended, in order that in the future, failures will reduce.</p> | | | | | | | |


| Percentage of street lighting columns that are over 30 years old | Value | | Value | | Value Target | |  |
|--|---------|--------|---------|--------|--------------|-------------|---|
| | 2012/13 | 31.09% | 2013/14 | 30.11% | 2014/15 | 28.8% 28.7% | |
| <p>At the current rate of spend, by the end of 2016, 10,500 columns will have exceeded their expected service life and the five year Capital programme does not provide sufficient funding to make a significant impact on reducing this figure.</p> <p>The number of columns over 30 years old decreased from 9,282 in 2013/14 to 8,886 in 2014/15, a decrease of 4.3%. Additional funding has been allocated to this work for 2015/16 to help reduce this figure.</p> <p>This additional funding will be prioritised to ensure those columns replaced are the ones in most need. This will be achieved by a combination of column identification, by means of a visual survey, and also carrying out non-destructive column testing to the units themselves.</p> | | | | | | | |

| Percentage of council and private bridges assessed that failed to meet the EU standard of 40 tonnes | Value | | Value | | Value Target | |  |
|---|---------|-------|---------|-------|--------------|------------|---|
| | 2012/13 | 3.09% | 2013/14 | 3.09% | 2014/15 | 3.09% 4.6% | |
| <p>Currently there is no change from 2013/14, although detailed design work and advanced utility diversions have completed on the Rob Roy Bridge. The project is delayed awaiting the processing of a compulsory land purchase to accommodate construction works.</p> <p>The programme of work regarding weak bridges is dependent upon budget and priority. None of the 6 bridges can be regarded as a serious restriction to the public road network.</p> | | | | | | | |

| Percentage of Pothole repairs carried out within target time (Category 1 and 2) | Value | | Value | | Value Target | |  |
|--|---------|-------|---------|-------|--------------|-----------|---|
| | 2012/13 | 86.5% | 2013/14 | 79.2% | 2014/15 | 92.5% 92% | |
| <p>The number and severity of pothole repairs vary dramatically with the weather and time of year. The highest volume of repairs occurs during the winter period.</p> <p>The number of Priority pothole repairs completed decreased from 11,189 in 2013/14 to 8,663 in 2014/15, a decrease of 22.5%. For Category 1 defects, the most serious failures, 1,282 were repaired in the period and, for category 2 repairs, 7,381 were completed. Overall performance for Category 1 & 2 repairs was 92.5% completed within the specified timescale.</p> <p>Squads are instructed to initially repair the defect shown on the paperwork then check the immediate vicinity repairing any additional potholes on a find and fix basis. This process has definitely assisted in repairing “non safety” defects and stopping future deterioration of specific areas of road. These additional repaired potholes do not form part of the SPI as they are not Category 1 or 2 defects. The total number of find and fix potholes repaired during 2014/15 was 5,108.</p> | | | | | | | |


Waste management services


| Refuse Complaints received per 1000 households | Value | | Value | | Value Target | |  |
|---|---------|-------|---------|-------|--------------|-------|---|
| | 2012/13 | 28.49 | 2013/14 | 24.69 | 2014/15 | 25.34 | |
| <p>The complaints received for the reporting period show an increase of 89 from the previous year’s figure of 2,796. Whilst any increase is disappointing this represents a 3% increase in the number of complaints (and a 2.63 percentage increase on the SPI) and this is not considered to be significant for a service of this size that services such a large number of properties as some small variation is likely and expected on a year on year basis, however the level of complaints is closely monitored.</p> <p>Factors such as the continued roll-out of communal food waste collection services to an additional 8000 properties and communal mixed recycling to approximately 600 properties are likely to have had some impact on the numbers and types of complaints the service has received.</p> <p>Winter complaints followed historic trends, however the monthly breakdown of complaints in table 1 below shows an increase in August, September and October. Analysis of data for those months indicate that complaints for missed collections increased over the same months in the previous reporting period. Further analysis shows that a shortage of drivers over that period may be a contributory factor in the increase as drivers were unfamiliar with the route assigned to them.</p> | | | | | | | |

| | | | | | | | | |
|---|----------------|---------------|----------------|---------------|----------------|---------------|---------------|---|
| The number of abandoned vehicles that require to be removed by the council – removed within 14 days | Value | | Value | | Value | | Target |  |
| | 2012/13 | 83.12% | 2013/14 | 84.34% | 2014/15 | 96.77% | | |
| <p>The performance of removal of abandoned vehicles in the period 2014–15 has shown a marked improvement from 84.34% last year to 96.77% an increase of 14.74% this year with only two minor fails. However this must be balanced by the fact that 21 less cars were reported this year in comparison to last year.</p> | | | | | | | | |


SPI 3 – Local Government Benchmarking Framework (The indicators below are those provided by ACC to the LGBF and will be published nationally in late 2015 or early 2016 along with the remainder of the LGBF indicators).

Sickness Absence


| | | | | | | | | |
|--|---------|------|---------|-----|---------|------|--------|---|
| The average number of working days per employee lost through sickness absence for teachers | Value | | Value | | Value | | Target |  |
| | 2012/13 | 6.69 | 2013/14 | 6.7 | 2014/15 | 5.57 | | |

| | | | | | | | | |
|--|---------|-------|---------|-------|---------|-------|--------|---|
| The average number of working days per employee lost through sickness absence for other local government employees | Value | | Value | | Value | | Target |  |
| | 2012/13 | 13.37 | 2013/14 | 12.69 | 2014/15 | 11.22 | | |

Equal Opportunities Policy


| | | | | | | | | |
|---|---------|--------|---------|--------|---------|--------|--------|---|
| The percentage of council employees in the top 5% of earners that are women | Value | | Value | | Value | | Target |  |
| | 2012/13 | 49.69% | 2013/14 | 47.06% | 2014/15 | 48.45% | | |


Council Tax Collection

| | | | | | | | | |
|---|---------|-------|---------|-------|---------|-------|--------|---|
| Cost of collecting council tax per dwelling | Value | | Value | | Value | | Target |  |
| | 2012/13 | £9.90 | 2013/14 | £9.70 | 2014/15 | £9.06 | | |

The cost per dwelling has decreased from £9.69 in 2013/14 to £9.06 in 2014/15. The target for 2014/15 was £9.65. A performance target of £9.00 has been set for 2015/16. The reduction has been achieved through costs remaining in line with previous years, the commission received from Scottish Water increasing and an increased number of properties within the city.


Council Tax Income

| Income due from council tax for the year net reliefs and rebates | Value | | Value | | Value Target | |  |
|--|---------|---------|---------|---------|--------------|---------|---|
| | 2012/13 | 102,898 | 2013/14 | 105,003 | 2014/15 | 106,916 | |

| Percentage of income due from council tax for the year that was received by the end of the year | Value | | Value | | Value Target | |  |
|---|---------|--------|---------|--------|--------------|-----------|---|
| | 2012/13 | 94.19% | 2013/14 | 93.67% | 2014/15 | 94.5% 94% | |


The collection rate has increased by 0.8%. This has been achieved through reviewing working practices and procedures, work allocation methods and filling vacant posts timeously. It is hoped improvement will continue and a target of 95% has been set for 2015/16.

Payment of Invoices

| Percentage of invoices sampled and paid within 30 days | Value | | Value | | Value Target | |  |
|--|---------|--------|---------|--------|--------------|------------|---|
| | 2012/13 | 98.82% | 2013/14 | 99.13% | 2014/15 | 99.09% 96% | |


It was extremely pleasing to see that performance in 2014/15 remained around that of the previous year, and for the first time placed Aberdeen City Council at the top of the SPI table. Work has continued to automate our processes as much as possible via Optical Character recognition software (OCR) which reduces manual intervention for the processing of invoices has been in place for over a year. There is more compliance across the Council in the ordering process for goods and services, with requisitioners being more aware to goods receipt orders quickly. This has had a significant impact on improving our performance. Work continues to improve the service we provide, with a Customer Self Service Portal installed in July 2014, and cloud based software going live in April 2015 giving a full e-invoicing solution for suppliers. This will allow invoice data to be sent directly to the Council and fed in to our efinancial system directly without the need for an actual invoice. We are looking eventually to have 75% of our invoice data provided via this method by start of 2015/16 financial year.

Asset Management

| Percentage of internal floor area of operational accommodation that is in a satisfactory condition. | Value | | Value | | Value Target | |  |
|---|---------|-------|---------|-------|--------------|-----------|---|
| | 2012/13 | 91.7% | 2013/14 | 92.7% | 2014/15 | 92.6% 93% | |

Condition - This year's satisfactory condition figure of 92.6% falls slightly short of the 93% target, with the percentage remaining the same as last year. A number of depots


have seen their grades move from unsatisfactory to satisfactory following investment through the C&S programme. However, deterioration in the condition of Braeside (former school), Stoneywood Primary and St Peters RC School has seen them become unsatisfactory overall. This has essentially cancelled out any improvements made elsewhere. Taking this into account a target for next year of 93 % has been set, which is essentially maintaining the current position.

| The proportion of operational accommodation that is suitable for its current use. | Value | | Value | | Value Target | |  |
|---|---------|-------|---------|-------|--------------|-----------|---|
| | 2012/13 | 80.9% | 2013/14 | 79.6% | 2014/15 | 75.6% 81% | |

Suitability – The figure has dropped from 79.6% to 75.6%, which is below the target of 81%. A large number of assets have been resurveyed over the last 12 months, with many of these now moving from satisfactory to unsatisfactory. This shift in grades is the main reason for the reduced figure. That being said two depots moved into a satisfactory position following C&S investment. Ashley Road School also improved following C&S investment. Riverbank Primary improved after completion of the refurbishment/extension which was a combination of the main Capital Programme and C&S. The resurveys appear to suggest a general trend towards a reduction in satisfactory assets. Taking this into account a target for next year of 76% has been set, which is essentially maintaining the current position.

General – Out with the C&S programme there are approved capital projects for a new school for children with complex needs, the Art Gallery project, extension to Greenbrae Primary, a new secondary school to the South, a replacement Stoneywood Primary and a replacement school for Milltimber Primary. The completion of these projects will not have any impact on next year’s figures but will result in improvements in subsequent years provided there is sufficient ongoing C&S funding.

Sport and Leisure Management


| Total number of attendances at other indoor sports and leisure facilities excluding pools in a combined complex (sports facilities; schools and community education establishments) | Value | | Value | | Value Target | |  |
|---|---------|-----------|---------|-----------|--------------|-----------|---|
| | 2012/13 | 1,610,804 | 2013/14 | 1,735,968 | 2014/15 | 1,834,213 | |

Overall trend
Citywide Indoor Sports attendances for 2014–15 show an increase of 5.7% (+98,245 admissions) compared to 2013–14 with a total of 1,834,213 attendances, more than 506,000 (38.1%) greater than in 2010–11, which is the earliest of the directly comparable years for this particular indicator suite, and reflects a continuous seven year trend of increasing outcomes.

Arms Length External Organisation Managed Centres

Across the 'stand-alone' ALEO managed sports facilities, the Linx Ice Arena, Beacon Centre, Westburn Pavilion and Aberdeen Sports Village all reflected significant increases (+5% or greater) in attendance levels. Of the remaining 8 sites, Alex Collie, Torry and Sheddocksley and attained increased attendances of between 0.2 %-1.4 %, with five sites, the Beach Leisure, Jesmond, Westburn Tennis, Peterculter and Kincorth centres all reflecting varying degrees of attendances reduction.


Cumulatively, this reflects a 2014-15 outcome of 1,448,170 attendances, an increase of 2.5% (+ 35,000) in comparison with 2013-14.

| | | | | | | | |
|--|----------------|----------------|----------------|----------------|---------------------|----------------|---|
| Total number of attendances for pool sports facilities; schools and community education establishments | Value | | Value | | Value Target | |  |
| | 2012/13 | 552,952 | 2013/14 | 486,620 | 2014/15 | 652,925 | |

Overall commentary for attendances at sports and pool facilities

There were a total of 2,487,138 indoor dry and pool sports facility attendances over the course of 2014-15, an increase of 264,550 admissions (+11.9%) in comparison with 2013-14. This reflects a combined position with dry facility attendances improving by a margin of 5.7% to 1,834,213 with both Community and Schools use and Aberdeen Sports Village noting rising attendances of 19.1% and 5.7% respectively, although Sport Aberdeen noted a marginal reduction in footfall (-1.1%) across its core managed facilities (excluding data from the Cults campus). Admissions to pool facilities, with the introduction of attendances generated by the new 50m pool at the Aberdeen Sports Village, showed a significant overall rise of 166,305 (+34.2%), albeit that a proportion of this influence was counterbalanced by falls in visits to both Sport Aberdeen managed premises and School and Community pools of around 46,000.


Museum Services

| | | | | | | | |
|--|----------------|----------------|----------------|------------------|---------------------|------------------|---|
| Number of visits to/usages of council funded or part funded museums – person; enquiries; outreach; virtual | Value | | Value | | Value Target | |  |
| | 2012/13 | 801,684 | 2013/14 | 1,114,535 | 2014/15 | 1,075,225 | |


In total, the Museums and Galleries Service recorded 1,075,225 visits across the four contributory categories noted in detail below. Whilst this represents a year-on-year reduction of just over 3.5%, this is only the second year of this measure, introduced in 2008/09, in which a figure of more than 1 million visits has been noted.

This also needs to be taken in the context of the closure of Provost Skene's House in early 2013 and the commencement of works linked to the redevelopment of the Aberdeen Art Gallery and Museum which have, in the case of the latter, impacted on attendances generated in both February and March 2015. On this basis, the outcome for 2014/15 can be regarded as materially positive and sustaining the underlying three year growth trend displayed since 2013/13.


Use of Libraries

| Total number of library visits – person; virtual | Value | | Value | | Value Target | |  |
|---|---------|-----------|---------|-----------|--------------|-----------|---|
| | 2012/13 | 1,478,728 | 2013/14 | 1,647,002 | 2014/15 | 1,525,986 | |
| <p>In the context of the national (UK) picture around visits to libraries, there has been a 7.9% decrease in the numbers recorded over the course of the most recent three year period and a year-on-year decline of just under 2%. Total visitor figures have decreased from 1,647,002 in 2013–14 to 1,525,986 in 2014–15, a 7.35% drop, although this represents a 3.2% rise in the three year trend pattern with 47,258 more visits than were recorded in 2012–13.</p> <p>Against a national background of declining visits to library facilities (around –8.1% over the past three years in Scotland) and a number of extended site closures for refurbishment and repairs in 2014–15, physical visitors increased slightly from 987,435 to 996,285 (by 0.9%) . Of the additional 8,850 visits, the majority of these were noted against the four libraries housed within the Central Library, but with 606,511 visits being recorded through the community library network, which maintains levels recorded in the previous year in spite of the maintenance issues identified above.</p> <p>The fall in virtual visitors, from 659,567 to 529,701 (a 19.69% decrease) is chiefly due to a drop in hits to the webpages, which reflects the wider picture as the trend towards accessing the Internet via downloadable apps on mobile devices continues to change how people interact with services and also a number of factors which relate to the functionality of parts of the ICT infrastructure across community libraries. At the same time, this level of use is still the second highest annual figure recorded against this Indicator over the five years of this particular measure.</p> | | | | | | | |

Domestic Noise Complaints

| Domestic noise average attendance time | Value | | Value | | Value Target | |  |
|--|---------|--|---------|-----|--------------|------|--|
| | 2012/13 | | 2013/14 | 3.1 | 2014/15 | 2.77 | |
| | | | | | | | |

Refuse Collection

| Number of premises for refuse collection (combined domestic, commercial, and domestic bulky uplift) | Value | | Value | | Value Target | |  |
|---|---------|---------|---------|---------|--------------|---------|---|
| | 2012/13 | 114,255 | 2013/14 | 114,939 | 2014/15 | 115,501 | |
| | | | | | | | |

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ABERDEEN CITY COUNCIL

| | |
|---------------------|---|
| COMMITTEE | Finance, Policy and Resources |
| DATE | 15 September 2015 |
| INTERIM DIRECTOR | Angela Scott |
| TITLE OF REPORT | Treasury Management Policy and Strategy |
| REPORT NUMBER | CG/15/107 |
| CHECKLIST COMPLETED | Yes |

1. PURPOSE OF REPORT

To seek Committee approval for a proposed revision to the Council's Counterparty list - the list of financial institutions with which it can undertake short-term investments.

2. RECOMMENDATION(S)

The Committee is asked to consider the report and make recommendations to Council for approval as follows:-

- a) Approves the revised Counterparty list as detailed at Appendix 1.

3. FINANCIAL IMPLICATIONS

Treasury Management activities influence the loans pool interest rates and aims to minimise the cost of borrowing. This directly impacts on costs chargeable to the Council's revenue budgets through the interest rates that are applied to capital financing costs. Whilst the level of borrowing a Council can undertake is now devolved from the Scottish Government to individual Councils, it will still be constrained by the requirement for capital investment to be affordable, sustainable and prudent. The main test of affordability will be whether the capital financing costs can be contained within the revenue budgets.

4. OTHER IMPLICATIONS

None

5. BACKGROUND/MAIN ISSUES

The Council, as part of its Treasury Policy, has an approved listing of banks and other financial institutions (the Counterparty list) with which it can undertake short-term money investments.

The Council's Counterparty list is compiled using credit rating information supplied by the major credit rating agencies to Capita Asset Services, the Council's appointed Treasury Management advisors.

There have been a number of recent changes of significance that warrant seeking approval to revise the Council's Counterparty list. These proposed changes to the Counterparty list in Appendix 1 are all in line with current guidance from Capita Asset Services.

6. IMPACT

Corporate - If an active Treasury Management policy is not undertaken and implemented there may be future budgetary implications for the Council through greater than budgeted capital financing costs.

7. MANAGEMENT OF RISK

The CIPFA Code of Practice states that in the use of financial instruments for the prudent management of risk, priority must be given to security and liquidity, when investing funds.

8. BACKGROUND PAPERS

CIPFA "Code of Practice for Treasury Management in the Public Services",
Capita Asset Services "Treasury Management Annual Investment Strategy",
Scottish Government "The Investment of Money by Scottish Local Authorities".

9. REPORT AUTHOR DETAILS

Neil Stewart, Treasury Officer, nstewart@aberdeencity.gov.uk,
01224 522696

**ABERDEEN CITY COUNCIL
COUNTERPARTY LIST**

Changes are required to the current counterparty list as follows:

1. Remove Lloyds Banking Group from the 'UK Part Nationalised Banks' category and add to 'UK Banks - £30m limit' with a reduced maximum lending period of 'up to 6 months'
2. Close Brothers, Coventry Building Society and Leeds Building Society – Increase maximum lending period from 'up to 3 months' to 'up to 6 months'
3. Add Yorkshire Building Society with a £10m limit and a maximum lending period of 'up to 3 months'
4. 'Money Market Funds' - Amend name of Ignis Liquidity Fund to Standard Life Investments (Ignis)

Deposits up to 12 months

UK Part Nationalised Banks - £30m limit

The Royal Bank of Scotland Group plc
(includes Royal Bank of Scotland plc, National Westminster Bank plc)

UK Banks - £20m limit

HSBC Bank plc

Other Banks - £10m limit

Handelsbanken

UK Local Authorities, including Police Authorities - £10m limit

Deposits up to 6 months

UK Banks - £30m limit

Lloyds Banking Group (includes Lloyds TSB Bank plc, Bank of Scotland)

UK Banks - £10m limit

Barclays Bank plc

Close Brothers

Deposits up to 6 months

UK Banks - £10m limit (continued)

Santander UK plc (includes Cater Allen)

Standard Chartered Bank

UK Building Societies - £10m limit

Coventry Building Society

Leeds Building Society

Nationwide Building Society

Deposits up to 3 months

Council's Bankers - £20m limit

Clydesdale Bank plc

UK Building Societies - £10m limit

Yorkshire Building Society

Collective Investment Schemes - £70m total limit

Money Market Funds - £10m limit

Aberdeen Liquidity Fund - Sterling

Deutsche Managed Sterling Fund

Federated Short Term Sterling Prime Fund

Goldman Sachs Sterling Liquid Reserve Fund

Morgan Stanley Sterling Liquidity Fund

Standard Life Investments (Ignis)

State Street Global Advisors GBP Liquidity Fund

ABERDEEN CITY COUNCIL

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|----------------------|---|
| COMMITTEE | Council (see Standing Order 38 (iv)) |
| DATE | 8 October 2015 |
| DIRECTOR | Angela Scott, Chief Executive |
| TITLE OF REPORT | Relaxation of drinking in public Byelaw for Aberdeen Christmas Village 2015 |
| REPORT NUMBER: | OCE/15/039 |
| CHECKLIST COMPLETED: | YES |

1. PURPOSE OF REPORT

To seek permission to approach the Scottish Government to confirm the suspension of the operation of the Aberdeen City Council Drinking in Public Places Byelaw 2009, to permit the responsible consumption of alcohol within the boundaries of the main street area of Union Terrace for Aberdeen Christmas Village 25th November 2015 to 3rd January 2016.

2. RECOMMENDATION(S)

Members are asked to:

- i) Instruct the Head of Legal and Democratic Services to carry out the necessary advertising of the proposed suspension.
- ii) Instruct the Head of Legal and Democratic Services to carry out the necessary steps to request confirmation from the Scottish Government that the Aberdeen City Council Drinking in Public Places Byelaw 2009 be suspended within the boundaries of Union Terrace between 25th November 2015 and 3rd January 2016

3. FINANCIAL IMPLICATIONS

There are advertising costs associated with the publicising of the temporary suspension. Two notices will need to be published in the local press with a notice advising of the intention to temporarily suspend the byelaw and (assuming the Scottish Ministers confirm the temporary suspension), a second notice advising of the confirmation of the temporary suspension. The anticipated cost for this is £578.00, dependent on the advertising rate at time of publication.

4. OTHER IMPLICATIONS

Health and Safety

Relevant health and safety audits and associated risk assessments will be carried out prior to the staging of this event.

Environmental

Efforts will be made to recycle the waste accumulated at this event.

Economic

This event creates a positive attitude in the city, assisting with the promotion of the city as a vibrant place in which to invest, live and visit.

5. BACKGROUND/MAIN ISSUES

The Winter Festival is the biggest Aberdeen has ever had, and the Christmas Village, which is spearheaded by business organisation Aberdeen Inspired and working in partnership with Aberdeen City Council is an integral part of the Festival. Thousands of people from around the North-east, Scotland and Scandinavia are expected to shop in Aberdeen during the Christmas period, and the Christmas Village is partly aimed at attracting them to, and keeping them in, the city centre. As part of the Christmas Village, Aberdeen-based family amusement firm Codona's is providing an outdoor ice-rink, several fairground attractions, entertainment marquee and German market stalls. This will be the first year for this event in Aberdeen. Within the entertainment and a number of the market stalls catering will be provided and seasonal alcohol will be on sale. Event stewards, medical provision and welfare services such as a toilet service and event bins will be provided within the Aberdeen Christmas Village.

The Aberdeen Christmas Village concept is:

1. to introduce a focal point event into Aberdeen's Winter Festival programme
2. introducing a new and expanded festival after more major events were asked for by residents and the business community during the Masterplan consultations
3. give people an opportunity to experience a winter wonderland in the heart of the city in the form of a Christmas Village with an open-air ice rink and festive fairground rides.
4. Provide festive experiences for people of all ages

The existing Aberdeen City Council Drinking in Public Places Byelaw 2009 will require to be suspended to allow the consumption of alcohol at this event. This will involve the creation of a new byelaw which enacts a temporary suspension of the existing byelaw. The new byelaw must be advertised for a minimum of 28 days to allow members of the public an opportunity to comment on the proposed suspension.

Following the completion of the consultation period, the new byelaw will then require the approval of the Scottish Government.

6. IMPACT

Corporate
Aberdeen – the Smarter City

- We will promote Aberdeen as a great place to live, bring up a family, do business and visit.

Smarter Living (Quality of Life)

- We aspire to be recognised as a City of Culture, a place of excellence for culture and arts by promoting Aberdeen as a cultural centre hosting high quality diverse cultural events for the whole community and beyond.

Smarter Economy (Competitiveness)

- We will work with partners to promote the city as a place to invest, live, work and export from.

Community Plan

- Work with other organisations, agencies and groups, including Visit Scotland and Visit Aberdeen, to encourage tourism and the provision of facilities for tourists.

7. MANAGEMENT OF RISK

Appropriate control measures will be put in place. Audience members will be asked to drink in a responsible manner and event stewards from an approved Security Industry Authority (SIA) contractor will be in attendance.

8. BACKGROUND PAPERS

None.

9. REPORT AUTHOR DETAILS

Daniel Parrott
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01224 523842

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ABERDEEN CITY COUNCIL

| | |
|----------------------|---|
| COMMITTEE | Council |
| DATE | 8 October 2015 |
| DIRECTOR | Angela Scott, Chief Executive |
| TITLE OF REPORT | Introduction of a Communications Protocol |
| REPORT NUMBER: | OCE/15/040 |
| CHECKLIST COMPLETED: | YES |

1. PURPOSE OF REPORT

To introduce a Communications Protocol for Aberdeen City Council.

2. RECOMMENDATION(S)

- 2.1 That Council approves the implementation of the attached Aberdeen City Council Communications Protocol (including Appendices A – D thereto) with immediate effect.
- 2.2 That Council instructs officers to report to the Finance, Policy and Resources Committee for approval of Appendix E (once drafted) and for approval whenever amendment to any of the said Appendices A – E is considered necessary or desirable.

3. FINANCIAL IMPLICATIONS

No direct financial implications.

4. OTHER IMPLICATIONS

Health and Safety

Environmental

Economic

An effective and integrated approach to communications can help promote Aberdeen as an excellent place to live, work and invest.

Legal

Implementation of this protocol should assist the Council to comply with relevant legal obligations, guidance and codes of practice.

5. BACKGROUND/MAIN ISSUES

Councils provide a vast array of services and have a vital role to play in the economic, social and cultural fabric of the communities they seek to serve. There are expectations about how councils conduct their business and how they develop and promote services. This requires the use of clear and strong communication channels some of which are traditionally directly provided by specific services and some of which are provided corporately.

The attached protocol sets out the purpose, methods and extent of all external Council communications activity. Whilst it does not cover the political communications of councillors, it sets out a clear guide as to when and how councillors are quoted in communications and publicity material.

It is a guide intended for implementation in the main by Council officers and utilises the relevant legislation, guidance, the Council's standing orders and best practice examples.

The decision of full Council in August 2014 (OCE/14/034) to establish a corporate communications function provides an opportunity to establish a clear, transparent and accountable system of communications and engagement that will help raise awareness of the services people need to use and of what Aberdeen has to offer as a destination for business and leisure tourists, investors and the workforce of the future.

This protocol will supersede previous Aberdeen City Council policies and practice on this matter, though it does incorporate relevant and appropriate elements from the following documents:-

- *Social Media and Online Policy and Guidelines* (EPI/11/275 22.09.11)
- *Roles and Responsibilities* (CG/13/027 06.03.13)

This protocol also includes Appendices A – E as follows;

Appendix A – Overview of communications activity and operational guidance for staff

Appendix B – Editorial and Advertising guidelines for Council publications

Appendix C – Photography and Video Policy

Appendix D – Social Media, App and web guidelines for staff

Appendix E – Brand guidelines (expected March 2016)

It is recommended that officers should be required to report to the Finance, Policy and Resources Committee for approval of Appendix E (once drafted) and for approval whenever amendment to any of the said Appendices is considered necessary or desirable.

6. IMPACT

Corporate

Aberdeen – the Smarter City

- We will promote Aberdeen as a great place to live, bring up a family, do business and visit.

Smarter Living (Quality of Life)

- We aspire to be recognised as a City of Culture, a place of excellence for culture and arts by promoting Aberdeen as a cultural centre hosting high quality diverse cultural events for the whole community and beyond.

Smarter Economy (Competitiveness)

- We will work with partners to promote the city as a place to invest, live, work and export from.

Community Plan

- Work with other organisations, agencies and groups, including Visit Scotland and Visit Aberdeen, to encourage tourism and the provision of facilities for tourists.

7. MANAGEMENT OF RISK

Implementation of this protocol should reduce the risk of non-compliance with relevant legal obligations, guidance and codes of practice and consequent reputational damage to the Council.

8. BACKGROUND PAPERS

- Social Media and Online Policy and Guidelines (EPI/11/275 22.09.11)
- Roles and Responsibilities (CG/13/027 06.03.13)

9. REPORT AUTHOR DETAILS

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Aberdeen City Council Communications Protocol

Version 1.0 September 2015

A Protocol guiding Communications best practice for Aberdeen City Council

1. Introduction

- 1.1 Councils provide a vast array of services and have a vital role to play in the economic, social and cultural fabric of the communities they seek to serve. There are expectations about how Councils conduct their business and how they develop and promote services. This requires the use of clear and strong communication channels some of which are traditionally directly provided by specific services and some of which are provided corporately.
- 1.2 This protocol sets out the purpose, methods and extent of all external Council communications activity. Whilst it does not cover the political communications of Councillors it sets out a clear guide as to when and how Councillors are quoted in communications and publicity material.
- 1.3 It is a guide intended for implementation in the main by Council officers and utilises the relevant legislation, guidance, the Council's standing orders and best practice examples.
- 1.4 The decision of full Council in August 2014 (OCE/14/034) to establish a corporate communications function provides an opportunity to establish a clear, transparent and accountable system of communications and engagement that will help raise awareness of the services people need to use and of what Aberdeen has to offer as a destination for business and leisure tourists, investors and the workforce of the future.
- 1.5 This document will supersede previous Aberdeen City Council policies and practice on this matter, though it does incorporate relevant and appropriate elements from the following documents:-
- *Social Media and Online Policy and Guidelines* (EPI/11/275 22.09.11)
 - *Roles and Responsibilities* (CG/13/027 06.03.13)

2. Legal and regulatory framework

- 2.1 One of the principal drivers of communications practice is the 1988 *Code of Recommended Practice on Local Authority Publicity* produced as statutory guidance using section 4 powers from the Local Government Act 1986 as amended by section 27 of the Local Government Act 1988.
- 2.2 Section 4 provides for the issuing of codes of recommended practice as regards the content, style, distribution and cost of local authority publicity. That section as amended requires that local authorities shall have regard to the provisions of any such code in coming to any decision on publicity.

2.3 In addition all of Aberdeen City Council's Communications and Promotion activity must pay particular regard to the following legislation and codes of relevant bodies:

- *Local Government (Scotland) Act 1973*;
- *Data Protection Act 1998*;
- *Human Rights Act 1998*;
- Section 125 of the Political Parties, Elections and Referendums Act 2000
- Section 2 of the Local Government Act 1986 (prohibition of political publicity)
- Part 3 of the Communications Act 2003
- Advertising Standards Authority's Advertising Codes
- Copyright legislation
- The IPSO Editors' Code of Practice or that of any subsequent approved press regulatory body
- Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs);
- Defamation legislation;
- The Local Government in Scotland Act 2003; and
- Equality Act 2010.

2.4 Key elements of the 1988 Code of Recommended Practice on Local Authority Publicity are reproduced below.

2.4.1 "Local authorities are accountable to their electorate. Local accountability requires local understanding. This will be promoted by local authorities explaining their objectives and policies to their electors and ratepayers. In recent years authorities have increasingly used publicity to keep the public informed, and to encourage greater participation. Local authorities also need to tell the public about the services which they provide. Increasingly, local authorities see the task of making the public aware of the services available as an essential part of providing all kinds of services. Good, effective publicity, aimed at improved public awareness of a Council's activities, is to be welcomed. This Code is not intended to discourage such publicity". (*Code of Recommended Practice, introduction, paragraph 2.*)

2.4.2 "Any publicity describing the Council's policies and aims should be as objective as possible, concentrating on facts or explanation or both". (*Code of Recommended Practice, paragraph 12.*)

2.4.3 "Publicity relating to the provision of a service should concentrate on providing factual information about the service". (*Code of Recommended Practice, paragraph 14.*)

2.4.4 "Publicity campaigns by local authorities are appropriate in some circumstances: for example, to promote the effective and efficient use of

local services and facilities, or to attract tourists or investment. Publicity campaigns may also be an appropriate means of influencing public behaviour or attitudes on such matters as health, safety, crime prevention or race relations". (*Code of Recommended Practice, paragraph 18.*)

2.5 Councillors and officers will be mindful of the obligations set out in the Councillor's Code of Conduct (3rd edition – December 2010) published by the Standards Commission for Scotland. In particular section 3.16 details restrictions on the use of Council resources.

2.6 Guidance is produced on behalf of the Returning Officer which details how Council activity should be adjusted during the defined pre-election period (also known as the purdah period). In essence activity perceived to offer support to a political group should be avoided and what this means in practice is set out in section 4.11.

2.7 More generally, section 2 of the Local Government Act 1986 provides that "A local authority shall not publish, or arrange for the publication of, any material which, in whole or in part, appears to be designed to affect public support for a political party".

3. Definition of Communications activity

3.1 Communications is defined as activity involving communication in whatever form, addressed to the public at large, a section of the public, the Council at large or a group within the Council.

3.2 "Section 6 of the 1986 Act [i.e. the Local Government Act 1986] defines publicity as:-

"any communication, in whatever form, addressed to the public at large or to a section of the public". The Code will therefore be relevant across the whole range of local authorities' work. It covers all decisions by a local authority on publicity and most public relations activities, such as paid advertising and leaflet campaigns, and local authority sponsorship of exhibitions and conferences, as well as assistance to others to issue publicity." (*Code of Recommended Practice, introduction, paragraph 6*)

3.3 For Aberdeen City Council communications and publicity activity is often expressed through, but not limited to, the following channels and tools used by the Council:-

- The Council website, resident newsletters (i.e. Newsbite), the intranet (The Zone) and cross Council email messages including management briefings
- Social media channels
- Externally hosted but Council utilised and procured websites, portals, extranets, text messaging services and apps
- Consultation tools (including Survey Monkey)
- Bespoke leaflets and posters
- Reports requiring design, printing and distribution support
- Advert - design and booking
- Campaigns regarding services and local issues
- Working with the media (local, trade, regional, national and international print and broadcast)

- 3.4 All of the above activity must be channelled through the Communications and Promotion service. It is the responsibility of all managers to ensure this is adhered to so that the Council can ensure communications activity is compliant with all relevant laws and policies. Some communications channels – such as the schools text messaging service – are devolved to the service but they are still subject to the same rules on the use of publicity. In all cases the simplest method to ensure compliance is to ensure that desired communications channels and particular communication campaigns are added to the various operational directorate communications planners at regular intervals. Each directorate and some service areas will be assigned a member of the Communications and Promotion service to support this activity.
- 3.5 All communications activity will be compliant with the ‘Code of Recommended Practice on Local Authority Publicity’ (1988) (‘the Publicity Code’). The Council’s Communications and Promotion service will assess all proposed activity in advance to ensure compliance. If there is doubt as to whether proposed activity is compliant then the Communications and Promotion service will seek internal (or external) legal advice as required.
- 3.6 A communications handbook (to be produced) and this shorter protocol are intended for practical use by Council officers and elected members and will be made available publicly on the Council’s website.
- 3.7 Where the Publicity Code does not specifically mention particularly aspects of ‘regular’ communications activity (website, social media) then the Council will develop specific protocols for their management based on best practice and existing guidance from inspection bodies.

4. Putting statute, guidance and regulation into practice

4.1 Working with the print and broadcast media

- 4.1.1 In general terms quotes used in media releases or statements will be from the following:
- Council Leader or Deputy Leader
 - The Lord Provost or Depute Lord Provost
 - Conveners or Vice Conveners
- 4.1.2 In the event of civic emergencies, extremely short media deadlines where a lack of response would be detrimental to the Council's reputation, matters of fact or matters of technical interpretation, a Council spokesperson may be quoted. This competency will be held by the Head of Communications and Promotion and by communications and promotion staff members nominated by him/her (or, in his/her absence, nominated by the Chief Executive or the Director of Corporate Governance) in specific circumstances. However where possible the use of an officer or spokesperson quote will be discussed in advance with all or some of the following:-
- the Council Leader;
 - the relevant Convener;
 - the Chief Executive;
 - Corporate Directors.
- 4.1.3 Exceptions to the above include the use of employee quotes in case studies for recruitment advertising.
- 4.1.4 In most circumstances the Communications and Promotion service will be unable to support the media requirements of ward Councillors although the service may be able to offer general advice on the approach to be taken.
- 4.1.5 Where a media enquiry is about a particular Councillor the Communications and Promotion service will in most circumstances inform that Councillor, and where groups act as parties, the relevant group leader.
- 4.1.6 Roles and Responsibilities in relation to media handling are set out below. All staff are expected to contact the Communications and Promotion service when contacted by the media and are not authorised to issue statements or comments directly unless identified in the specific circumstances below.

The Council Leader

- The Council Leader will be quoted in media releases or statements where the matter is of Council-wide significance or crosses several portfolio areas. The Council Leader will also be quoted when another Portfolio Holder is unavailable.
- If the Council Leader is unavailable, the Deputy Leader will assume the responsibilities as described for the Council Leader, if available.

- In the event of the Council Leader and the Deputy Leader both being unavailable, another member of the Administration will be quoted.
- The Council Leader will keep the Chief Executive informed of significant media activities concerning the Council.

The Lord Provost

- The Lord Provost leads on all civic matters and approves all media activity on behalf of the Civic Office. The Lord Provost may appoint a representative as appropriate.

Conveners

- If the Council receives a media enquiry about service delivery, the Communications and Promotion service will discuss the issue with the relevant Portfolio Holder and Head of Service (or a Service representative) and work with the Convener and/or Vice Convener as appropriate to agree a statement or quote.
- Conveners are quoted in relation to activity and decisions in their portfolio areas. They are supported in their portfolio role and not in their role as a member of a political party.
- In the absence of the Convener, another member of the Administration can be quoted or take part in media activity.

Chairs of Committees, Boards, Panels and Steering Groups

- Conveners and chairs of Committees, Boards, Panels and Steering Groups may be supported by the Communications and Promotion service in these roles.

Chief Executive

- On some occasions, it may be appropriate for the Chief Executive or another senior officer to take part in media activity, for example, issuing a statement on reputational, disciplinary or operational matters.
- The Chief Executive is responsible for alerting the Communications and Promotion service and Council Leader promptly to any issues that may be of media interest.

The Communications and Promotion service

- The Communications and Promotion service handles all media enquiries and issues all media releases and statements on behalf of the Council.
- Quotes are generally attributed to the Leader, Deputy Leader, Lord Provost, relevant Convener, Vice Convener or the Chair of a Committee, Board, Panel or Steering Group on a particular issue.
- In certain circumstances it may be necessary to attribute quotes to a Council Spokesperson.

Approvals Process

- Media activities will be decided by the Head of Communications and Promotion on behalf of the Council. In most circumstances this will be

done in consultation with the Council Leader or relevant Convener and senior officers.

- All media activity requires Councillor and officer sign-off before issue. This will involve the relevant Convener, Vice Convener or another member of the Administration, or the Chair of a Committee, Board, Panel or Steering Group, as well as the Head of Service (or a Service representative).
- Invitations to take part in media photo opportunities will be agreed by the Convener or Council Leader and issued by the Communications and Promotion service.
- When deadlines are pressing, media activity for the Council can be signed off by the Head of Communications and Promotion or other nominated persons as per section 4.1.2.
- Media activity dealing with controversial or legal matters, including court cases, will also be reviewed and approved by the Council's Legal Services in addition to the relevant Convener and officer.
- Media activity in Aberdeen schools is undertaken with the agreement of the Headteacher and following consultation with the Convener and or Vice Convener for Education, the Head of Service or Service representative and the Communications and Promotion service.

4.2 Committee reports and publicity

- 4.2.1 In many cases publicity will be timed to coincide with the conclusion of a formal committee or Council decision.
- 4.2.2 In some cases it may be more appropriate to promote a particular committee report. This is exclusively reserved for reports that contain a clear officer recommendation or range of recommendations.
- 4.2.3 In such circumstances of publicity prior to a formal committee decision Council publicity is restricted to explaining the content of the report and will frame the text in such a way as to make clear that this is simply a recommendation to committee and that no decision has been made.

4.3 Campaigns and Advertising

- 4.3.1 The Code sets out that it may be appropriate for local authorities to embark upon campaigns and advertising for a range of reasons. Please see sections 2.4.4 above.
- 4.3.2 Ultimately the decision to proceed will be based on an assessment of the appropriate use of resources balanced against the intended positive impact of such publicity. Council staff must approach the Communications and Promotion service before embarking upon publicity campaigns and the service will advise on any relevant matters including the appropriate use of resources, timing and the channels to be used.
- 4.3.3 From 2015-16 the Communications and Promotion Service will log decisions made on whether to embark on major campaigns.

4.3.4 Consideration of the channel to be used is imperative for instance Ofcom via the Broadcasting Code have a very strict interpretation of the rule forbidding the promotion of political matters and generally do not allow the use of politicians in broadcast adverts.

4.4 Public Engagement, consultation and surveys

- 4.4.1 Complaints, Freedom of Information requests and customer service feedback may directly inform communications activity in order to promote public understanding of a particular matter of public concern.
- 4.4.2 Surveys and research reports may be used as a means of informing the policy and service design of services provided by the Council.
- 4.4.3 Council staff are expected to work with colleagues in the Communications and Promotion service and the Research and Information team on the most effective and value for money route to identifying the required information. This does not impact upon statutory consultation mechanisms though it is expected that all such consultations will be added to the directorate communication planning grids to identify the best time to consult the public.

4.5 Publications and Brand Guidelines

- 4.5.1 The Communications and Promotion service will produce 'Brand Guidelines' as Appendix E to this document during the course of 2015-16. All Council staff will be expected to adhere to the guidelines and seek advice from the service about the most appropriate and cost effective use of publicity.

4.6 Use of social media, Apps and websites

- 4.6.1 As set out in paragraph 3.7 above the Publicity Code was written prior to the advent of website, App and social media channels. The Code does however provide a clear framework for the approach to decision making on who to quote.
- 4.6.2 For instance paragraphs 39 to 42 of the Code give clear guidance that leading members can be quoted in committee. The Code states:-

"In the interests of public accountability, however, it may be appropriate to give publicity to the views or activities of individual members when they are representing the Council as a whole: for example, when the chairman of a Council speaks or acts as the first citizen of the whole community, or when a chairman of a committee opens a new scheme or launches a policy approved by the Council or by his committee on the Council's behalf". (Paragraph 40)

"For the same reason a local authority may justifiably in certain circumstances issue press releases reporting statements made by

individual members. Examples of cases where such press releases may be appropriate are as reports of the discussion at the meetings of the Council or committees, or quotations of comments made by leading members of the Council in response to particular events which call for a particularly speedy reaction from the Council". (Paragraph 41)

4.7 For this reason key postholders such as the Leader of the Council will be supported in maintaining a blog presence as part of their official capacities

4.8 Social media, App and website channels used by Council staff will be coordinated by the Communications and Promotion service who will maintain all passwords and usernames and where possible utilise a corporate framework for managing multiple social media accounts.

4.9 Further details and guidance are set out at Appendix D but it is important that staff contact a member of the Communications and Promotion service prior to using or procuring any new social media, App or website channel. This is because using existing corporate accounts may prove the most effective and in addition it aids the coordination and integration of council communications activity.

4.10 Social media guidelines for Councillors is being prepared at a national level and are expected to be available by March 2016.

4.11 Communications activity during elections and formal pre-election periods (purdah periods)

4.11.1 In general terms proactive publicity that can be delayed until after the pre-election period should be delayed. That said the normal business of the authority can continue but it might do so without a quote from leading Councillors. (See paragraph 43 of the Publicity Code)

4.11.2 Precise decisions about publicity activity during pre-election periods are determined by the level of election and scale of election. For instance where elections are held for all wards in a local election use of leading Councillor quotes will be limited to civic emergencies. Where however there are local by-elections, authority wide publicity can continue but care should be taken to avoid the appearance of support for a particular political party or candidate. Specific ward level publicity in wards where there are due to be elections will be avoided.

4.11.3 Electoral practice allows for corrections in matters of fact to be published by the authority but this will be used under advisement.

4.11.4 Additional guidance will be sought from the Monitoring Officer, the Returning Officer (or Depute Returning Officers) and Electoral Commission as and when required.

4.12 Development of a communications handbook

4.12.1 A guide for staff will be produced in an easy to access format.

4.13 Use of photographs and videos

Photographs and videos are Council resources and cannot be used for party political purposes. For this reason photographs and videos taken during official Council business will only be made available directly to members on the understanding that they are not be used for party political purposes. Permission to use images of leading Councillors is implicit when such Councillors take part in Council activity and publicity events.





Our Purpose

We deliver adult social care services to the citizens of Aberdeen, providing support and encouragement to enable them to live as independently as possible, today and in the future. We have an important role to play in enhancing lives and wellbeing; what we do matters.

Our mission

Working together for your five star service.

Our Core Values

Our values define us and all that we do:

Service - We effectively communicate and listen to our customers in order to deliver the highest standard of service.

Quality - We ensure that the services we offer are the best they can be.

Value - We provide value for money services and work efficiently.

Delivered with

Integrity - We respect the dignity and diversity of all of our customers and staff and always uphold people's rights.

Pride - Our people are proud of working for Bon Accord Care and take pride in everything they do

Innovation - We are open to new ideas and are at the forefront of innovation in delivering care and reablement services.

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Chairman's Comments

“ We believe that Bon Accord Care, by focusing on our key strategic priorities, can positively contribute to this agenda within Aberdeen City. ”



Welcome to the Annual Report of Bon Accord Support Services and Bon Accord Care.

We hope that you enjoy reading this report and will be appropriately informed of the continued progress in our performance this past year.

The hard work and commitment of the Team has elicited proven results and progress on which we will continue to build.

I wish to record my personal appreciation for the huge amount of work and sound leadership that Sandra and Alistair have delivered in conjunction with the Senior Management Team. Our Non-Executive Directors have continued to give their skills and experience in their enthusiastic support of the organisation.

The landscape within Social Care is dominated by the understanding and acknowledgment that there will be an ever increasing need for services across the range of Health and Social Care provision, and that new and innovative ways of delivery will be required. Public funding is under pressure which reduces financial, human and skills resources. The integration agenda will lead us towards maximising the available resources in all sectors, encouraging us to work collaboratively.

We believe that Bon Accord Care, by focusing on our key strategic priorities, can positively contribute to this agenda within Aberdeen City.

A handwritten signature in black ink, appearing to read 'G Parker', with a long horizontal line extending to the right.

Graham Parker
Chairman

Managing Director's Welcome

“
As a team we ensure that service users are at the heart of everything we do.”



I am pleased to present this 2nd annual report of Bon Accord Care.

This report reflects the continued commitment and focus our Bon Accord team has on delivering quality services across Aberdeen City.

As a team we ensure that service users are at the heart of everything we do. In this way outcomes for service users remain positive with a significant increase in the volume of positive feedback.

It has been an encouraging year for us with positive performance across the areas of finance, quality and service.

There has been a significant amount of work undertaken across Bon Accord at all levels within the company to achieve this, something our whole team should feel proud of.

Actions which have been taken to maximise efficiency have proved productive while continuing to meet contractual targets.

Staff vacancies and agency usage have reduced while headcount and service delivery have increased.

Our mission remains simple, ***‘working together for your five star service’***.

This is underpinned by strong core values delivering ***Service, Quality, and Value with Integrity, Pride and Innovation.***

We strongly believe that as a team, we are delivering on our values and mission and will continue to do so in the future.

A handwritten signature in black ink that reads "Sandra Ross". The signature is fluid and cursive.

Sandra Ross
Managing Director

Finance Director's Welcome

“ The company will continually aim to secure every business efficiency possible to maximise the service volume and quality of all our services delivered to the citizens of Aberdeen. ”



I am delighted to report that 2014/15 has been a successful business year for Bon Accord Care. The company recorded a trading surplus of £47,000 for 2014/15. This is a significant turn-around from the first 8 months of trading that reported a trading deficit of £384,000.

2015/16 will see the company begin to look outside our core business with Aberdeen City Council to develop new commercial opportunities with the aim of generating profit that can be re-invested in delivering more care for no additional cost to the public purse.

2014/15 has been a successful year both operationally and financially. The company will continually aim to secure every business efficiency possible to maximise the service volume and quality of all our services delivered to the citizens of Aberdeen. In doing so we will honour our commitment to deliver value for money for our business partner, Aberdeen City Council.

A handwritten signature in black ink, appearing to read 'Alistair MacLean'. The signature is written in a cursive style and extends horizontally across the page.

Alistair MacLean
Finance Director



Here's to The Carers!

**I hope you remain among the fittest of the race.
Able for the daily round, never losing the place.
But if, like me, you find yourself ailing
Lacking energy, generally failing,
There IS help along the last stretches of the way.
Help at night, during the night and right through the day.
These carers are superior beings!
Of a worth beyond all our foreseeing.
They are experts in the whole realm of personal care.
Quick to assess the depth of our need, full of dash, flair.
In the morning they have you up, dressed, put to right,
Ready for the challenge of that day, full of fight!
At the end of the day, weary, tired, quite worn out,
They've got you ready for bed before you can shout!
They are remarkably kind, thoughtful, caring.
To keep your spirits up, far from despairing.
Here's to those superior beings!
Of a worth beyond all our foreseeing.**

By Walter Beattie

Above: poem is courtesy of Walter Beattie, one of our service users

Operational Summary

- We are a Local Authority Trading Company comprising of two companies which commenced operating on 1st August 2013; this document reports on the financial (1st April 2014 – 31st March 2015) and operating (1st August 2014 – 31st July 2015) performance.
- Bon Accord Support Services Ltd (BASS) and Bon Accord Care Ltd (BAC) operate within a contractual framework to deliver services for Older People, Rehabilitation and Enablement for Aberdeen City Council (ACC), the only shareholder.
- We are a values based company within the Health and Social Care arena, focused predominately on Older Peoples Services; we are an organisation which aligns a public sector ethos with a private sector discipline.
- The services we provide cover Care at Home, Housing Support, Residential Care Homes, Rehabilitation in diverse service sites, Enablement, Occupational Therapy, Learning and Development, SVQ, Community Equipment, Telecare, Day Care, Respite and Community Meals.
- Having delivered on all service targets the company recorded a trading surplus of £47,000. This is a significant turn-around from the first 8 months of trading which showed a trading deficit of £384,000. BAC has reduced the 2015/16 contract cost to ACC by re-shaping provision facilitating the maintenance of the overall service with £700,000 recurring savings delivered.
- Services such as finance, human resources, payroll and maintenance are all supplied and supported by ACC. These partnerships have enabled the context, basis and future development of the business to be progressed positively.
- Internal governance of BAC is through our Board which meets eight days per year and consists of the Chairman, 4 Non-Executive Directors, Managing Director and Finance Director. The Board remains consistent with no changes to membership since trading commenced.
- External governance is through ACC; weekly and monthly reports reflecting key performance indicators are submitted and in addition attendance and reporting at the Arm's Length External Organisations (ALEO) governance hub.
- Our internal governance is supported by the role of Regulation & Compliance Officer. Their role monitors the Company's adherence to statutory and regulatory body requirements through collation and analysis of data for e.g. ensuring complaints are acknowledged and responded to timeously. The regulatory bodies include but are not limited to the Care Inspectorate, Scottish Social Service Council.

Throughout the past year our team have focused on 3 strategic priorities:

1. **Delivering our core business;**
2. **Maximising efficiency and quality of service delivery;**
3. **Commencing innovative services at an early intervention stage to reduce demand on more complex services.**

In an operational context this has been delivered through changes in working practice and staff engagement. We have provided a strong focus on moving the internal culture to be more flexible, motivated and committed to delivering on our core values, Service, Quality and Value with Integrity, Innovation and Pride. In this way we believe we will continue to progress and build a successful trading company.

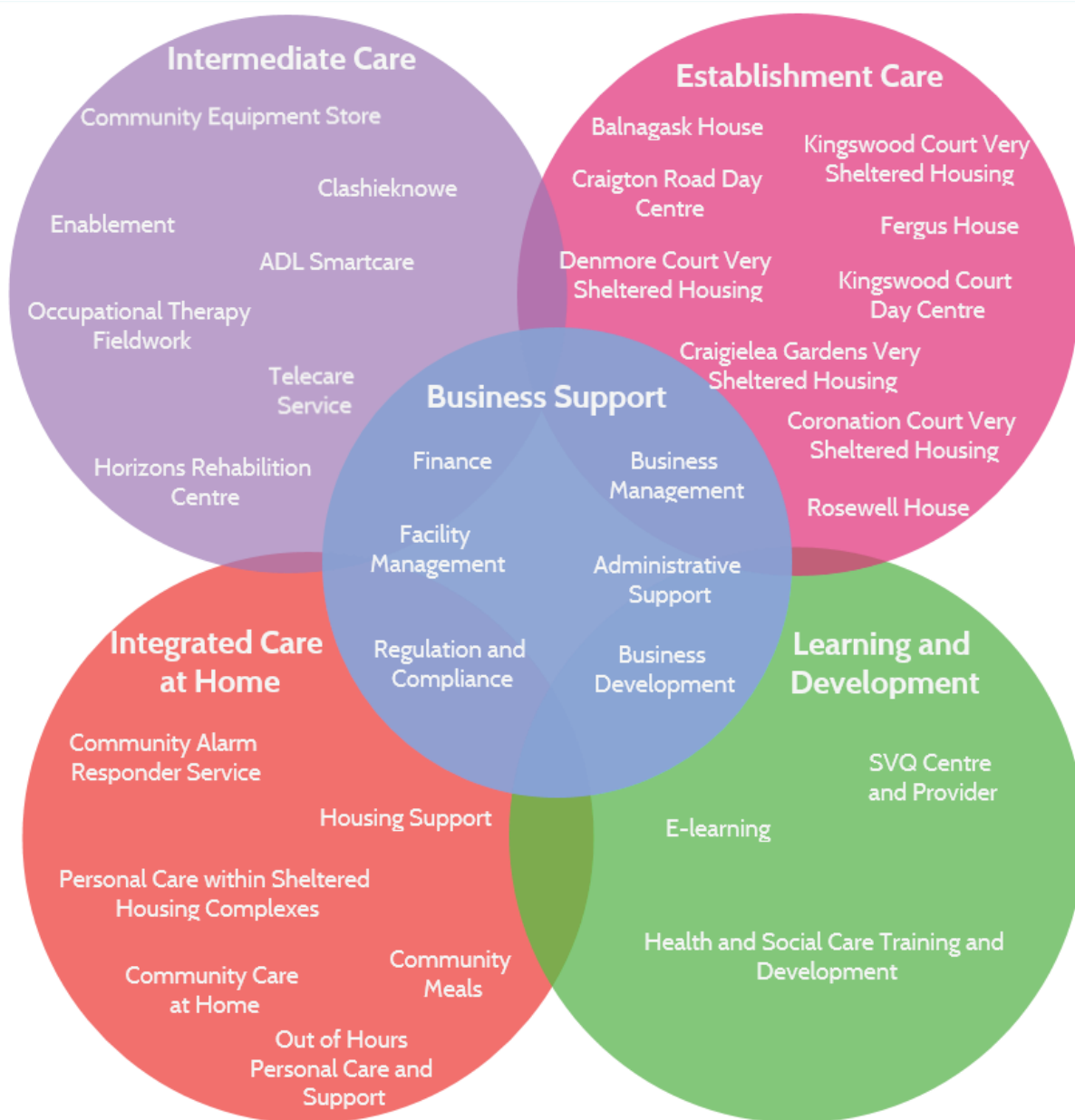
“The staff are really very caring and supportive, especially during difficult changes in circumstances. They certainly go the extra mile to make things as smooth and comfortable, as possible.”



Core Business Delivery

BAC provides services in accordance with service specifications agreed with ACC, these are delivered through 4 core areas Intermediate Care, Establishment Care, Integrated Care at Home and Learning and Development. These 4 service areas are supported by Business Support Services.

Core Services



Each service delivery area has a range of Key Performance Indicators in relation to volume, quality and outcome measures. In all cases these have been met.

Establishment Care

This service provides care in Residential, Very Sheltered, Day Care and Short Stay capacity for Older People at various locations across the City.

Rosewell House provides Respite, Rehabilitation and limited long stay availability. This service supports service users being discharged from hospital through an intense Rehabilitation programme to equip them to be ready to progress to home or homely environment. The Respite availability impacts significantly on people being able to stay within their homes longer by offering a much needed break for main carers, evidenced through the volume of admissions.

Balnagask House and Fergus House are Care Homes which provide Residential Care. Predominantly long stay; we have worked with our colleagues at ACC to ensure maximum efficiency of the available resources and adjusted pathways to facilitate support for discharges from hospital.

Kingswood Court Day Centre and Craigton Road Day Centre jointly provide seven day support to Older People, the attendance rates are high and both services are constantly reviewing to maximise efficiency of delivery.

Very Sheltered Housing Services continue to be in high demand. The increased complexity and level of need for tenants within the complexes has seen these services develop over the past year. We are working closely with our Housing and Care Management colleagues to support further availability of services.

Case Study – Establishment Care – Interim Beds

Collating, monitoring and sharing information on key performance indicators has facilitated a partnership approach to ensuring maximum efficiency within services. An example of this is evidenced through the changing of a total of 16 beds across Clashieknowe, Balnagask House and Fergus House to interim beds. In this way BAC is able to support the delayed discharges and the integration agenda.

Key Highlights

Rosewell Respite Admissions

938

* Compared to 877 in 2014

Very Sheltered Housing Weekly Hours

910

* Compared to 849 in 2014

Integrated Care at Home

This service provides Housing Support, Care at Home, Community Meals, Responder Service and Out of Hours Care at Home Support across Aberdeen. These services are aimed at supporting individuals within their own homes to maintain and maximise independence.

Housing Support is provided within Sheltered Housing complexes and this is supported by Care at Home provision, we continue to work closely with ACC Housing colleagues towards the housing for varying needs (HVNR) review agenda.

BAC provides Care at Home throughout the day and night, demand continues to be high for these services; we have increased delivery by 639 hours a week on average.

The high usage of Telecare has seen an increase in demand for the Responder and Out of Hours service. It is anticipated that if these areas continue to grow then further development work will be required to address this increasing demand.

Case Study – Integrated Care at Home – Testimony from Care Manager

“I spoke with the client’s husband today and he asked that I pass on my thanks to you and your carers, for managing to provide a great standard of care at such short notice. The client’s last wish is to remain at home and without care this would not have been appropriate.

I think it is a great example of integration and how things are a lot more effective with good communication and when we all work together.”

Key Highlights

Care in the
Community
Weekly Hours

6,089

*Compared to 5450
in 2014

Housing Support

2,100

* Average number of
Service users per week

Intermediate Care

This service provides a focus on Rehabilitation and Enablement of individuals across all age ranges. Primarily Occupational Therapy services which are delivered in a diverse range across the City.

Clashieknowe is a Residential based Rehabilitation service directly linked to individuals coming primarily from hospital discharge that require a period of rehabilitation prior to going home. Referrals and occupancy levels have remained positive. As this is one of the few services that can support people who are under 65 with complex social care needs it is seen as a valuable resource by Care Management. The staff have been complimented by Care Managers, Service Users and family members regarding how flexible and client centred they are.

Occupational Therapy services are embedded within GP practices across the city providing a linked and accessible service for Service Users and other professionals. A key development for the Occupational Therapists attached to practices is working with practice based colleagues on anticipatory care plans, which try and improve pathways for patients into and out of hospital. The increase in referral numbers and complexity has resulted in the service running at capacity and the waiting list for low level need increasing. ADL Smartcare and other initiatives within the service are looking at innovative ways to address this. Hillylands Independent Living Centre provides both a drop in centre and a triaging service which supports the Occupational Therapy teams.

The Enablement service has been redesigned to be a truly 'embedded model'; the progress being made is having a significant impact on both staff and Service Users.

The Community Equipment Store, which supports the Telecare and Community Alarm installations as well as a vast array of assessed equipment provision, has shown significant increases in delivery across the year. These services play a vital role in maintaining people at home, safely for longer. The home from hospital provision has also had an impact on making discharges safer. Service User feedback has highlighted that this is an appreciated service.

Horizons Rehabilitation Centre provides for people under 65 with neurological and long term conditions. Referrals continue to be high and feedback is consistently positive. As a consequence of feedback from Service Users regarding the difficulty of maintaining fitness once discharged from physiotherapy, there has been a new initiative using techno gym equipment at Horizons for recently discharged Service Users.

Key Highlights

Telecare & Community Alarm

2,499

* Average number of service users per week

Occupational Therapy Store

15,520

* Average number of service users per week

Occupational Therapy Annual referrals

7,206

* Compared to 5950 in 2014

Case Study – Intermediate Care – Enablement Service

The BAC Enablement service was redesigned in May 2015 to deliver a concept approach to enablement, where the model of enablement is embedded within services rather than a specific stand-alone team.

Four Occupational Therapists have been working within Sheltered Housing complexes with Senior Personal Carers, Personal Carers and Service Users to change the way care is delivered. There have been four areas of activity which the Occupational Therapists have implemented to ensure enablement is embedded as a cultural norm:

1. **Development of a practical workbook** – Senior Personal Carers and Personal Carers report these are very helpful and also provide support with SVQs.
2. **Hands on training with Senior Personal Carers** – Occupational Therapists report that there have been lots of ‘light bulb moments’ where Senior Personal Carers have said that they are now getting Personal Carers to think about being more person-centred and asking the clients what they want done rather than just doing everything ‘whilst they are there’.
3. **Hands on training with Personal Carers** – Occupational Therapists report that Personal Carers are now engaged and proactive about Service Users they are supporting.
4. **Hands on support with Service Users** – Somebody to call on when Service Users have specific mobility or functional difficulties.

Case Study – Intermediate Care – Technology Enabled Care Programme - Aberdeen Partnership

The BAC Community Equipment Store is the only provider of Technology Enabled Care (Telecare) within Aberdeen City. As the over 75 year old population living at home has increased, there has been an identified need to use technology to support their safety. This client group is more susceptible to falls and acute illness and therefore is often admitted to hospital. Safe discharge is key to avoid a failed discharge or recurrence of the problems that took the person into hospital. After putting in a bid to the Scottish Government, £200,000 was awarded for an innovative Technology Enabled Care Programme.

Learning and Development

BAC Learning is the service which provides Learning and Development training to Bon Accord Care and Aberdeen City Council Health and Social Care staff.

BAC Learning delivers bespoke training courses to meet the individual needs of learners within the Social Services field. Our experienced team delivers a wide range of subjects across the Health and Social Care arena. We understand the challenges in supporting staff to achieve development goals while carrying out their day to day roles and our flexible delivery approach has accomplished significant results with all KPI targets met.

As a SQA approved centre we provide a range of SVQ's through our experienced team, which are highly skilled and achieve over 89% success rates. Delivering across adult, children and business sectors this diversity and flexibility allows candidates to be supported in meaningful ways to achieve their qualification.

This year has seen the development of SVQ in Business Administration to expand our portfolio and offer another professional qualification for the whole social care remit; be it delivery of care or business support. We also expanded upon the courses that we can roll out as part of our core training programme, including Moving and Handling and First Aid, by having our in-house qualified advisors deliver these to remove the need for external providers.

Case Study – Learning and Development SVQ Staff Awards

The annual awards ceremony aims to celebrate the achievement of staff and to recognise and acknowledge their commitment. While completing these courses staff balance study with the demands of their job and try to maintain a work life balance. The dedication and hard work this takes is significant and the awards ceremony is the Learning & Development team's method of communicating this and saying 'well done!'

One of the award winners stated, "This was a very proud day for me to have the recognition for all the hard work over the years working on my SVQ and PDA courses. These courses have given me the skills and knowledge to be put into practice to support the service users and staff."

Key Highlights

Total number of courses offered

367

* Compared to 208 in 2014

Total number of delegate hours

14,952

* Compared to 12,582 in 2014

Business Support

Business Support within the company reflects a range of services which support the company to provide quality, service and value. The Business Manager and their immediate team provide support to the organisation by ensuring there are admin procedures in place which reflect the needs of the service, by tying in with policy, reporting requirements and the needs of both staff and Service Users. It is also the role of this team to ensure that reporting methods are continually improved and that data produced accurately reflects the provision of services and staff activity.

Admin Support is provided by a large team of staff across the organisation who sits within the Business Management structure at head office and within the individual teams and establishments. They provide support to the management teams and are responsible for the processing of head office functions which support the policies and procedures put in place by the Business Manager and their team.

Financial support is provided by a small team and they have facilitated the Extended Management Team to drive forward with achieving budget targets.

The wider operations are supported through Business Development. This function engages with the staff team to identify opportunities to grow the company in the commercial arena while taking cognisance of the core business and building on the skills and experience of the team.

Risk is managed through robust support by Facility Management and Regulation and Compliance ensuring the organisation adheres to legislative and regulatory requirements. This is evidenced through internal and external governance. Management information on the key areas of risk for the company - Health and Safety, Care Inspectorate, Fire, Complaints, EHO and Risk Management is collated, analysed and shared with the Senior Management Team on a monthly basis. This provides clear information to allow strategic planning to ensure the company continues to comply with its obligations.

Case Study – Events and Wellbeing Committee

The Events and Wellbeing Committee was formed in Aug 2014; the main purpose of which is to lead on social events; fundraising; and the Healthy Working Lives (Bronze Award) for the company. Since forming, the team have organised events, such as staff disco, bake sales and pub quiz, which have raised over £4,000 for various nominated charities.

Since January 2015 the group have led the organisation through a series of wellbeing campaigns including smoking cessation, healthy eating, physical exercise and mental health. These provided all staff with information and activities that were aimed at helping to support them to be as well as they can be and contribute to the organisation working towards achieving the Bronze Award for Healthy Working Lives, which is awarded by the NHS.

The group in its promoting of campaigns and activities about healthy living, social events and fundraising have introduced a newsletter, called BAC to Life – “Fit Like!”, which is published bi-monthly. This has received positive feedback from both staff and external partners. It is hoped that the Bronze Award will be achieved by the end of 2015. The team are then looking forward to leading the organisation through achievement of the Silver Award next year.

Driving Performance and Quality

A continued emphasis of the company is increased efficiency and quality; particular areas which we have focused our attention on have been Care Inspectorate grades, staff roster, annual leave, absence and agency reduction. Together these areas not only influence efficiency and cost but also impact significantly on the service we can deliver.

In addition we have reviewed staff working rosters which has allowed a degree of consistency across services with the majority of shift pattern staff having two days off together and every 2nd weekend. In addition we now provide an increased length of service within the Sheltered Housing complexes providing an improved quality of service.

We firmly believe that our success relies on our staff team and we aim to engage and communicate widely. We have a staff newsletter 'BAC Chat' and a monthly briefing 'Chat BAC'. In addition, we have quarterly staff forums led by the Managing Director, local monthly staff meetings, staff engagement surveys and our website has a specific staff forum area.

Engagement with Service Users has also increased and this is evident through the complaints, concerns and compliments received. We are confident that Service Users are able to engage with the processes we have in place to feedback and improve our services.

Case Study – Positive Feedback

Complaints, compliments and concerns are a regular feature of Social Care services and these are to be encouraged; a service receiving each of these is a service with which its stakeholders are engaged, vocal and have a clear access and understanding of how to make their views known within and to the organisation.

The volume of complaints, concerns and compliments has increased, which is testament to our fully integrated processes. From a recent Care Inspection Report (09/06/15), one of our service users stated: "Yes, I know how to make a complaint if I need to. The information is on the notice board". This is further evidenced in the report by the following feedback: "At the last inspection (29/07/14) we recommended that further work could be undertaken to promote the complaints procedure. It was pleasing that during the inspection most people we spoke with could tell us how to make a complaint. We saw copies of the complaints procedure within sheltered housing complexes along with contact details for the management team. This helps to ensure service users have easy access to a manager if they wish to share a concern".

The experiences of those we support



“I can’t praise the staff enough for all the hard work they do to help people like myself get back on their feet and become independent.

Their encouragement has meant that I am now doing things I never thought I would be able to do again.”

“We as a family are very grateful to you for the way you reinstated my husband’s care so quickly and efficiently. You removed real concerns and the transition from hospital to home was made worry free. Your staff are truly excellent; they are not only professional but they also have the knack of seeing the person and not the disability; making life easier for him, both comfortable and relaxed”.

I was very concerned when my mum became ill as I didn’t know what to do. What a difference the OT made to my sanity and my mum’s quality of life.”



Organisational key facts at a glance

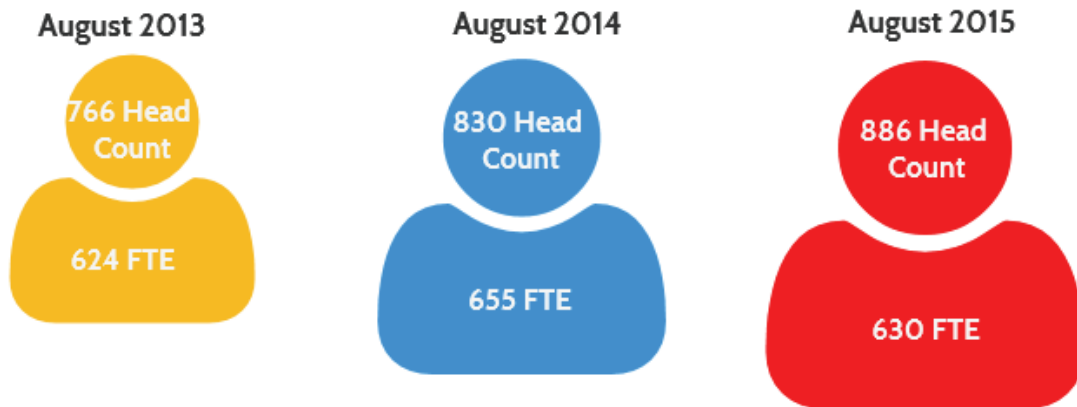


Figure 1: This shows the increase in headcount since inception of Bon Accord Care in August 2013.

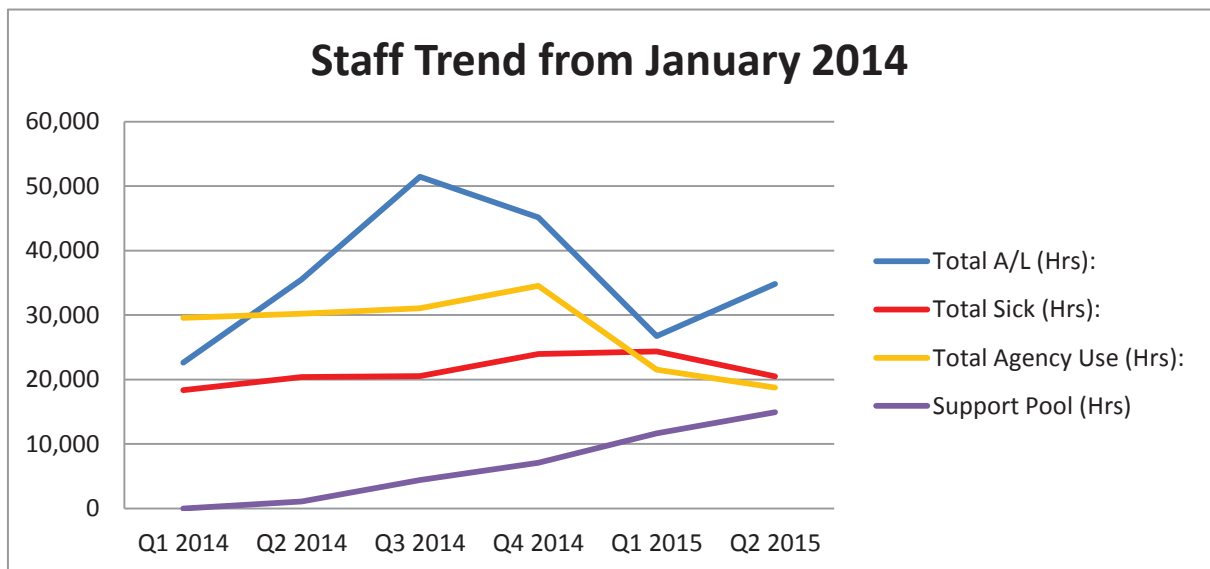


Figure 2: This shows the staff trend from January 2014.

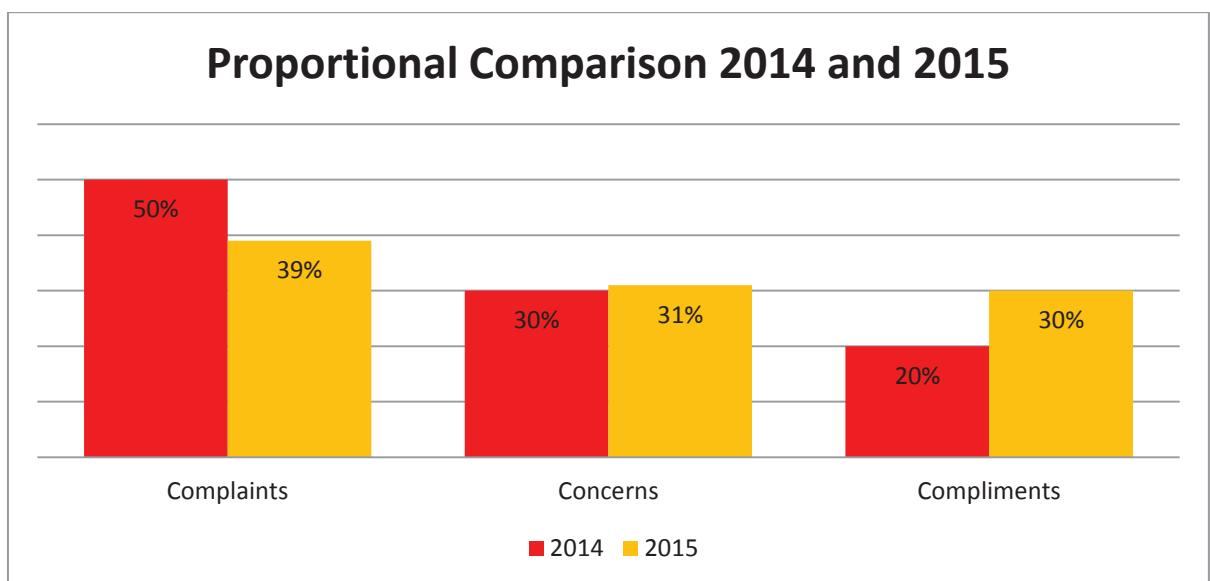


Figure 3: The volume of feedback, which shows that the complaints/concerns/compliments we have received has increased from last year and when looked at proportionately reflects a positive shift in complaints and compliments.

Innovative Services

At Bon Accord Care we continually strive to impact positively on service delivery by working to enhance current models of delivery or promote new ways of working. The last year has seen a focus on one such service area.

The Support Pool commenced in March 2014 and delivered its first 'service' in May 2014. The purpose of the Support Pool was to reduce the reliance on agency across Bon Accord Care to impact positively on quality and service delivery. We also believed that by reducing the volume of agency usage that this would be released to provide additional care services within the city.

We were careful not to focus on existing staff within care agencies as this would only 'shift' staff around but not create any additional workforce; we have kept to this focus. To date we have 256 staff employed within the Support Pool, delivering in excess of 1,200 hours per week which equates to an estimated saving in staff costs of £200,000 in the past year.

We have reduced our reliance on agency by 50% and this has meant around 4,000 hours of staff hours are now available elsewhere in the city to provide care.

Our Support Pool continues to attract staff looking for flexible working arrangements that suit their own work life balance issues, and we now have over 7 roles employed ranging across care, administration and catering.

We believe this initiative has impacted positively on service users, staff employment and the wider care arena within Aberdeen.

Key Highlights – Support Pool

Total number of staff employed

256

* Compared to 208 in 2014

Number of hours delivered

39,913

* YTD 2015, compared to 12,571 hours delivered in 2014

Number of available staff hours for 'care delivery'

4,000

* Due to 50% reduction in agency usage

Over 38%

* Of staff employed by Support Pool work solely for the Pool

Finance Report

2014/15 has been a successful business year for Bon Accord Care. In 2014/15 the company recorded a trading surplus of £47,000. This is a significant turn-around from the first 8 months of trading which showed a trading deficit of £384,000. However, once we reflect the increase in actuarially assessed pension fund liability associated with staff who are members of the North East of Scotland Pension Fund, a defined benefit arrangement, our trading profit is reduced by £2,057,000 to record a £2,010,000 deficit for 2014/15.

To support this financial position the Board has requested and has received a written assurance from Aberdeen City Council (ACC) of their continuing financial support. Given this assurance our auditors, Johnston Carmichael are satisfied of the company's ability to continue to operate on a going concern basis.

The company's financial performance in 2014/15 can be summarised as follows:

| | 2014/15 |
|---|-----------------|
| | £000s |
| ACC Contract Income | 26,026 |
| Other Income | 566 |
| Total Turnover | 26,592 |
| Staff Costs | (20,610) |
| Supplies and Services | (4,574) |
| Licensed Property | (871) |
| Rental | (180) |
| Support Services | (293) |
| Total Operating Cost | (26,528) |
| Surplus before Interest and Depreciation | 64 |
| Depreciation | (30) |
| Interest Receivable | 13 |
| Trading Surplus | 47 |
| Increase in Pension Liability | (2,057) |
| Deficit Reported in Statutory Accounts | (2,010) |

In the previous annual report we outlined our aim of re-examining the contractual basis of our relationship with our business partners Aberdeen City Council. This process was concluded by December 2014. Our main contract is now reflective of the true costs of operating our business and the levels of service delivery requested. The company now has a realistic commercial basis upon which it can operate in the coming years and improve our services to the citizens of Aberdeen City.

The Board is mindful of the financial pressures that the public sector faces and the company must play its part and continually strive to develop efficiencies within our operations to ensure it continues to offer value for money. For example, 2014/15 saw the conclusion of a significant exercise across the company to re-examine our staff rota arrangements and configure them to match the needs of our service users and the needs of the business more closely. This exercise has increased the company's care provision capacity whilst maintaining existing staffing levels. We can see tangible financial and operational benefits in 2014/15 and beyond from this initiative.

The company has been able to reduce the total 2015/16 contract cost by re-configuring the way certain Occupational Therapy services were provided. The overall service has been maintained and £700,000 of recurring savings has been delivered. 2015/16 contracted value is £25,826,000, less than 2014/15 actual expenditure. At the time of writing the company remains confident it will achieve its financial targets in 2015/16. The financial and operational pressures on the company to deliver increased activity and reduced unit costs will continue.

In addition to seeking more efficient practices within the company we are entering a phase of looking outside our core contract to develop new business opportunities. New business should yield profit that can be re-invested within the business to provide additional care or services or to reduce the net cost of the overall business. Without saying too much specific about the business initiatives, we are hopeful of getting some new ideas off the ground during 2015/16. All going well, future years will see the benefits of this new strategic direction.

The financial impact of continuing to provide a defined benefit pension (open to all staff) looks to increase year on year. Despite stock market returns improving in 2014/15 the companies actuarially assessed overall pension liability increased by £2M to a total of over £10M. This has a profound and dramatic effect on the company Balance Sheets – they show a significant negative net worth. Given the scale of the liability – equivalent to £15,000 per full time equivalent it is unlikely that this position will be reversed in the foreseeable future. The pension funds contribution rate has been re-assessed and with effect from 1 April 2015 has increased from 15.2% to 17.3% of pensionable pay. The increase is aimed at reversing the assessed liability in the long term.

To summarise, 2014/15 has been a successful year both operationally and financially, 2015/16 will begin the transition to a more commercially diversified organisation but challenges remain so we will continually aim to search every business efficiency possible to maximise the service, quality and care delivered to the citizens of Aberdeen and to continue to provide value for money to our business partner Aberdeen City Council.



WORKING TOGETHER FOR YOUR FIVE STAR SERVICE

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