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To: Councillor Lumsden, Convener; Councillor Graham, Vice Convener; and Councillors Allard, Cameron, Councillor Alan Donnelly, the Depute Provost, Jackie Dunbar, Flynn, Houghton, John, Laing, Macdonald, Catriona MacKenzie, Nicoll, Reynolds, Sellar, Townson and Yuill.

Town House,
ABERDEEN 12 September 2017

FINANCE, POLICY AND RESOURCES COMMITTEE

The Members of the **FINANCE, POLICY AND RESOURCES COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **WEDNESDAY, 20 SEPTEMBER 2017 at 2.00 pm.**

FRASER BELL
HEAD OF LEGAL AND DEMOCRATIC SERVICES

BUSINESS

DETERMINATION OF URGENT BUSINESS

- 1.1 Members are requested to determine whether any urgent business be considered

DETERMINATION OF EXEMPT BUSINESS

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

DECLARATIONS OF INTEREST

- 3.1 Declarations of Interest (Pages 7 - 8)

REQUESTS FOR DEPUTATION

- 4.1 Requests for Deputation

MINUTES OF PREVIOUS MEETINGS

- 5.1 Minute of Previous Meeting of 29 June 2017 - For Approval (Pages 9 - 30)

COMMITTEE BUSINESS STATEMENT, MOTIONS LIST AND TRACKER

- 6.1 Committee Business Statement (Pages 31 - 50)

- 6.2 Motions List (Pages 51 - 52)

- 6.3 Tracker (Pages 53 - 62)

NOTICES OF MOTION

- 7.1 Notices of Motion

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 8.1 Statutory Performance Indicators 2016/17 - CG/17/104 (Pages 63 - 114)

- 8.2 Corporate Governance Financial Performance - Quarter 1, 2017/18 - CG/17/100 (Pages 115 - 122)

- 8.3 Corporate Governance Service Outcome Improvement Report - CG/17/097 (Pages 123 - 164)

GENERAL BUSINESS

- 9.1 Living Wage Accreditation - Progress Report - CG/17/105 (Pages 165 - 168)

- 9.2 Corporate Information & ICT Acceptable Use Policy - CG/17/101 (Pages 169 - 196)

- 9.3 ACC Communications Policy 2017 - OCE/17/018 (Pages 197 - 212)

- 9.4 Tall Ships - CHI/17/128 (Pages 213 - 216)

- 9.5 Twining and International Partnerships - CHI/17/217 (Pages 217 - 226)
- 9.6 Crowdfund Aberdeen - CHI/17/213 (Pages 227 - 234)
- 9.7 Policy Prohibiting Balloon and Lantern Releases - CHI/17/173 (Pages 235 - 244)
- 9.8 Wallace Tower, Tillydrone Road - CHI/17/220 (Pages 245 - 250)
- 9.9 Towards A Fairer Aberdeen That Prospers For All 2017 - 2020 (Health and Wellbeing) - CHI/17/098 (Pages 251 - 288)
- 9.10 Public Bodies Duties Climate Change Report 2016/2017 - CHI/17/144 (Pages 289 - 340)
- 9.11 Middlefield/Northfield Place-Making (2nd Report) - CHI/17/008 (Pages 341 - 348)
- 9.12 Enforcement of the Private Rented Housing Sector (Report to Follow)
- 9.13 Unrecoverable Debt - CG/17/098 (Pages 349 - 356)
Please note that there is an exempt appendix in the Exempt/Confidential Business Section of the agenda
- 9.14 Management of Gaps in the Public Transport Network - CHI/17/171 (Pages 357 - 368)
Please note that there is an exempt appendix in the Exempt/Confidential Business Section of the agenda
- 9.15 School and Social Work Transport Framework Agreement Extension - CHI/17/175 (Pages 369 - 374)
Please note that there is an exempt appendix in the Exempt/Confidential Business Section of the agenda
- 9.16 Condition & Suitability 3 Year Programme - CHI/17/227 (Pages 375 - 400)
Please note that there are exempt appendices in the Exempt/Confidential Business Section of the agenda

- 9.17 Proposed Purchase - Ground Wellington Road - CHI/17/216 (Pages 401 - 406)

Please note that there is an exempt appendix in the Exempt/Confidential Business Section of the agenda

EXEMPT / CONFIDENTIAL BUSINESS

GENERAL BUSINESS

- 10.1 Unrecoverable Debt - Confidential Appendix 4 (Pages 407 - 408)
- 10.2 Management of Gaps in the Public Transport Network - Exempt Appendix 2 (Pages 409 - 414)
- 10.3 School and Social Work Transport Framework Agreement Extension - Exempt Appendix 1 (Pages 415 - 416)
- 10.4 Condition & Suitability 3 Year Programme - CHI/17/227 - Exempt Appendices (Pages 417 - 426)
- 10.5 Proposed Purchase - Ground Wellington Road - Exempt Appendix (Pages 427 - 428)
- 10.6 Development of Service Level Agreements (Equalities) - CHI/17/215 (Pages 429 - 432)
- 10.7 Request for Approval of Expenditure for Wines, Beers and Spirits Tender - Beach Ballroom - ECS/17/052 (Pages 433 - 436)
- 10.8 Elections Services Tender - OCE/17/020 (Pages 437 - 440)
- 10.9 Hillhead of Pitfodels - Proposed Sale of Farm House -Redevelopment of Derelict Farm Building - CHI/17/229 (Pages 441 - 446)
- 10.10 Lands of Skene, Surplus Houses - CHI/17/231 (Pages 447 - 452)
- 10.11 Jessiefield Farm - CHI/17/230 (Pages 453 - 458)
- 10.12 Request for Rates Relief (Hardship) - CG/17/106 (Pages 459 - 464)

- 10.13 Aberdeen Exhibition & Conference Centre - Financial Update and Anaerobic Digestion Gas to Grid Plant Construction Contractor Procurement. (Pages 465 - 476)
- 10.14 Disposal of Nelson Street Pavilion and Playing Fields - CHI/17/223 (Report to Follow)
- 10.15 Mitigation of Risks for New Domestic Gas Servicing and Maintenance Contract - CHI/17/232 (Pages 477 - 484)
- 10.16 Pinewood Hazledene Sale Update - CHI.17.101 (Pages 485 - 494)
- 10.17 Hydrogen and Electro Mobility in European Regions (HyER) Loan - CHI.17.233 (Pages 495 - 546)

EHRIA's related to reports on this agenda can be viewed at
[Equality and Human Rights Impact Assessments](#)

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Agenda Item 3.1

You must consider at the earliest stage possible whether you have an interest to declare in relation to any matter which is to be considered. You should consider whether reports for meetings raise any issue of declaration of interest. Your declaration of interest must be made under the standing item on the agenda, however if you do identify the need for a declaration of interest only when a particular matter is being discussed then you must declare the interest as soon as you realise it is necessary. The following wording may be helpful for you in making your declaration.

I declare an interest in item (x) for the following reasons

For example, I know the applicant / I am a member of the Board of X / I am employed by...
and I will therefore withdraw from the meeting room during any discussion and voting on that item.

OR

I have considered whether I require to declare an interest in item (x) for the following reasons however, having applied the objective test, I consider that my interest is so remote / insignificant that it does not require me to remove myself from consideration of the item.

OR

I declare an interest in item (x) for the following reasons however I consider that a specific exclusion applies as my interest is as a member of xxxx, which is

- (a) a devolved public body as defined in Schedule 3 to the Act;
- (b) a public body established by enactment or in pursuance of statutory powers or by the authority of statute or a statutory scheme;
- (c) a body with whom there is in force an agreement which has been made in pursuance of Section 19 of the Enterprise and New Towns (Scotland) Act 1990 by Scottish Enterprise or Highlands and Islands Enterprise for the discharge by that body of any of the functions of Scottish Enterprise or, as the case may be, Highlands and Islands Enterprise; or
- (d) a body being a company:-
 - i. established wholly or mainly for the purpose of providing services to the Councillor's local authority; and
 - ii. which has entered into a contractual arrangement with that local authority for the supply of goods and/or services to that local authority.

OR

I declare an interest in item (x) for the following reasons.....and although the body is covered by a specific exclusion, the matter before the Committee is one that is quasi-judicial / regulatory in nature where the body I am a member of:

- is applying for a licence, a consent or an approval
- is making an objection or representation
- has a material interest concerning a licence consent or approval
- is the subject of a statutory order of a regulatory nature made or proposed to be made by the local authority.... and I will therefore withdraw from the meeting room during any discussion and voting on that item.

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FINANCE, POLICY AND RESOURCES COMMITTEE
29 June 2017

ABERDEEN, 29 June 2017. Minute of Meeting of the FINANCE, POLICY AND RESOURCES COMMITTEE. Present:- Councillor Lumsden, Convener; Councillor Graham, Vice-Convener; and Councillors Allard, Bell (as substitute for Councillor Reynolds), Copland (as substitute for Councillor Cameron from the start to article 15), Delaney (as substitute for Councillor Yuill from start until article 20), Donnelly (from start to article 10), Jackie Dunbar, Flynn, Houghton, Hutchison (as substitute for Councillor Cameron from article 16 onwards), John, Laing, Macdonald, Catriona MacKenzie, Nicoll, Sellar, Townson and Wheeler (as substitute for Councillor Donnelly from article 11 onwards).

The agenda and reports associated with this minute can be found at:-
<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=146&MId=5755&Ver=4>

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

ANNOUNCEMENT

1. The Convener, on behalf of the Committee congratulated the Council's Finance Team who had recently received the United Kingdom Local Government sector Innovation in Finance award at the MJ Awards.

DETERMINATION OF EXEMPT BUSINESS

2. The Committee was requested to determine that the following items of business be considered as matters of urgency in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973:-

- Item 9.4 – Erasmus+ Key Action 1 School Education – Staff Mobility Project;
- Item 9.5 – Non-Domestic Rates Relief Options; and
- Item 10.11 – Site 16 Lang Stracht – Demolition of Buildings.

In relation to Item 9.5, Non-Domestic Rates Relief Options, Councillor Nicoll expressed his concern regarding the explanation provided within the late docquet, which in his opinion, did not correspond with the content of the report which was submitted to the Committee.

The Committee resolved:-

to accept the above items as matters of urgency.

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DETERMINATION OF EXEMPT BUSINESS

3. The Convener proposed that the Committee consider items 10.1 (Condition and Suitability Programme – Approved Changes Appendix), 10.2 (Scotland Excel Framework Agreement for Outdoor Play Equipment and Safer Surfaces), 10.3 (Joint Venture Proposal with Hunchbuzz Ltd), 10.4 (Union Terrace Gardens – Contract Extension to Undertake Detailed Site Investigation), 10.5 (Berryden Corridor – Procurement and Expenditure Authority), 10.6 (Station House Community Centre – Update, Contract Additions and Lease Terms), 10.7 (Property Sales), 10.8 (Gospel Hall, New Pier Road, Footdee – Proposed Community Asset Transfer) and 10.11 (Site 16 Lang Stracht – Demolition of Buildings) with the press and public excluded.

Councillor Nicoll, seconded by Councillor Jackie Dunbar moved as a procedural motion:-

that the exempt information contained in the following items be redacted so that the reports can be considered in the public domain:- Items 10.2 (Scotland Excel Framework Agreement for Outdoor Play Equipment and Safer Surfaces), 10.4 (Union Terrace Gardens – Contract Extension to Undertake Detailed Site Investigation), and 10.8 (Gospel Hall, New Pier Road, Footdee – Proposed Community Asset Transfer).

In relation to Item 10.2 (Scotland Excel Framework Agreement for Outdoor Play Equipment and Safer Surfaces) -

On a division, there voted:- for the procedural motion (8) – Councillors Allard, Copland, Delaney, Jackie Dunbar, Flynn, Catriona MacKenzie, Nicoll and Townson; against the procedural motion (9) – the Convener, the Vice Convener and Councillors Bell, Donnelly, Houghton, John, Laing, Macdonald and Sellar.

In relation to Item 10.4 (Union Terrace Gardens – Contract Extension to Undertake Detailed Site Investigation) -

On a division, there voted:- for the procedural motion (8) – Councillors Allard, Copland, Delaney, Jackie Dunbar, Flynn, Catriona MacKenzie, Nicoll and Townson; against the procedural motion (9) – the Convener, the Vice Convener and Councillors Bell, Donnelly, Houghton, John, Laing, Macdonald and Sellar.

In relation to Item 10.8 (Gospel Hall, New Pier Road, Footdee – Proposed Community Asset Transfer) -

On a division, there voted:- for the procedural motion (8) – Councillors Allard, Copland, Delaney, Jackie Dunbar, Flynn, Catriona MacKenzie, Nicoll and Townson; against the procedural motion (9) – the Convener, the Vice Convener and Councillors Bell, Donnelly, Houghton, John, Laing, Macdonald and Sellar.

The Committee resolved:-

- (i) not to adopt the procedural motion, therefore in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting for items 10.2, 10.4 and 10.8 so as to avoid disclosure of information of

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- (ii) the classes described in the following paragraphs of Schedule 7(A) to the Act:- articles 22 and 24 (paragraph 8) and article 28 (paragraphs 6 and 9); and in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting from item 10.1 of the agenda (article 21 of this minute onwards) so as to avoid disclosure of information of the classes described in the following paragraphs of Schedule 7(A) to the Act:- articles 21 and 25 (paragraph 8), article 23 (paragraphs 8 and 9) and articles 26, 27 and 30 (paragraphs 6 and 9).

DECLARATIONS OF INTEREST

4. Members were requested to intimate any declarations of interest in respect of the items on today's agenda, thereafter, the following declarations of interest were intimated:-

- (1) the Convener declared an interest in relation to item 9.2 (NHS Grampian Continuous Service) by virtue of his position as a Council appointed Director to the Board of NHS Grampian but chose to remain in the meeting as NHS Grampian was a devolved public body as defined in Schedule 3 to the Act, as set out in paragraph 5.18(2)(a) of the Councillors' Code of Conduct; and
- (2) Councillor Donnelly declared an interest in relation to 9.2 (NHS Grampian Continuous Service) by virtue of his position as a Council appointed member of the Aberdeen City Health and Social Care Partnership, Councillor Donnelly considered that the nature of his interest did not require him to leave the meeting.

MINUTE OF PREVIOUS MEETING OF 9 MARCH 2017

5. The Committee had before it the minute of its previous meeting of 9 March 2017, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS STATEMENT

6. The Committee had before it a statement of pending and outstanding committee business as prepared by the Head of Legal and Democratic Services.

The Convener, seconded by the Vice Convener moved:-

that in relation to item 17 (Purchase of Ground at Wellington Road), that the Committee consider a report at the next meeting on 20 September 2017.

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Councillor Nicoll, seconded by Councillor Catriona MacKenzie moved as an amendment:-

that the Committee:-

- (1) notes the Committee's decision of 7 December 2016;
- (2) notes the £8 Million investment by the Scottish Government in the £21 Million development by Sanctuary Scotland to provide 124 homes for key workers at the Craiginches site, the £430,000 developer obligations committed to local community assets and that the purchase price was previously established by an independent valuation process;
- (3) notes the response from the Scottish Government to the purchase negotiations to date; and
- (4) instructs officers to take the appropriate steps to purchase the land at the independent valuation of £230,000 as previously budgeted in the strategic land acquisitions budget.

On a division, there voted:- for the motion (9) – the Convener, the Vice Convener and Councillors Bell, Donnelly, Houghton, John, Laing, Macdonald and Sellar; for the amendment (8) - Councillors Allard, Copland, Delaney, Jackie Dunbar, Flynn, Catriona MacKenzie, Nicoll and Townson.

The Committee resolved:-

- (i) to adopt the motion, and therefore receive a report at the next meeting in relation to item 17 (Purchase of Ground at Wellington Road);
- (ii) in relation to item 10 (Art Gallery Redevelopment Fundraising), officers were requested to circulate additional details to the Committee in terms of the timescales for fundraising;
- (iii) in relation to item 14 (Review of Bookings and Lettings Procedures in Schools and Learning Centres), officers were requested to circulate details of when a report would be submitted to the Committee;
- (iv) in relation to item 15 (City Centre Living Study), officers were requested to circulate details on the progress of the study to all members of the Committee by 7th July 2017;
- (v) in relation to item 20(3) (Towards a Fairer Aberdeen that Prospers for all 2017-2020), officers were requested to circulate details of when the report was to be submitted to Committee regarding ongoing engagement with individuals and groups who were experiencing poverty;
- (vi) in relation to item 21 (Enforcement within the Private Rented Housing Sector), officers were requested to circulate to members of the Committee a progress update in this regard; and
- (vii) to otherwise note the updates provided within the statement.

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MOTIONS LIST

7. The Committee had before it the Motions List as prepared by the Head of Legal and democratic Services.

The Committee resolved:-

- (i) to remove motion 2 (Reducing the Level of Agency Usage) by previous Councillor Young from the Motions List; and
- (ii) to otherwise note the Motions List.

REPORT TRACKER

8. The Committee had before it a tracker of future committee business.

The Committee resolved:-

to note the information contained in the committee report tracker.

APPOINTMENT OF MEMBERS TO SUB-COMMITTEES AND WORKING GROUPS - CG/17/070

9. The Committee had before it a report by the Head of Legal and Democratic Services which sought the re-establishment of and appointment to sub committees, working groups and a project board under the Committee's remit.

The report recommended:-

that the Committee –

- (a) note the compositions for the sub committees and working groups detailed at section 3.2 of the report as approved by Council on 17 May 2017;
- (b) agree to re-establish and appoint members to the sub-committee and working groups listed at section 3.1 of the report in accordance with the agreed compositions; and
- (c) agree to appoint two members from the Committee (one from the administration and one from the opposition) to the Union Street Conservation Area Regeneration Scheme Project Board as detailed at section 3.8 of the report.

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The Committee resolved:-

- (i) to approve recommendation (a);
(ii) to agree to re-establish and appoint members to the sub-committee and working groups with the exception of the Aberdeen Winter Festival Group as follows:-

Sub Committee / Working Group	Members
Business Rates Appeals Sub Committee	Councillor Cooke Councillor Graham Councillor Yuill Con TBC Councillor Reynolds Subs:- Councillor Nicoll Con TBC LibDem TBC Councillor Laing Councillor Boulton
Electoral Boundaries Working Group	Councillor Flynn Councillor Hutchison Councillor Donnelly Councillor Sellar Councillor MacDonald Councillor Yuill Councillor Reynolds
Governance Reference Group	Councillor Flynn Councillor Jackie Dunbar Councillor Lumsden Councillor Wheeler Councillor Laing Councillor Yuill Councillor Reynolds
Local Government Employees Joint Consultative Committee	Councillor Flynn Councillor Jackie Dunbar Councillor Nicoll Councillor Donnelly Councillor John Councillor Sellar Councillor MacDonald Councillor Yuill Councillor Reynolds

; and

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- (iii) to agree to appoint Councillors Boulton and Hutchison to the Union Street Conservation Area Regeneration Scheme Project Board as detailed at section 3.8 of the report.

2016-17 FINANCIAL MONITORING - CORPORATE GOVERNANCE - CG/17/056

10. The Committee had before it a report by the Head of Finance which outlined the revenue and capital budget's financial performance for the year to 31 March 2017 for the services within Corporate Governance.

The report recommended:-

that the Committee note the financial performance of Corporate Governance in the year to 31 March 2017.

The Committee resolved:-

- (i) to approve the recommendation; and
- (ii) that officers provide information to Councillor Allard in relation to the reasons why Health and Safety Training Programme for Managers was not required.

DECLARATION OF INTEREST

Councillor Donnelly declared an interest in relation to the following item of business by virtue of him being a member of the AECC Board. He considered that the nature of his interest required him to leave the meeting and he took no part in the Committee's deliberations thereon. Councillor Wheeler substituted for Councillor Donnelly.

COUNCIL YEAR END MONITORING 2016/17 - CG/17/065

11. The Committee had before it a report by the Head of Finance which (1) outlined the financial position of the Council for the financial year 2016/17 and its impact on the Council's balance sheet for the Council's General Fund and Housing Revenue Account; (2) outlined the financial position of the Common Good Fund for the financial year 2016/17 and its impact on its balance sheet; and (3) provided information on future financial reporting, faster closedown and production of the annual accounts and a change to the Council's group structure.

The report recommended:-

that the Committee –

- (a) note the current final outturn position for the various Council accounts for the financial year 2016/17;
- (b) note the various transfers, as included in the unaudited Annual Accounts for 2016/17, between Council accounts and earmarked sums for the General Fund,

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Common Good and Housing Revenue Account as at 31 March 2017 as shown in Appendix B of the report;

- (c) note the working balances of the General Fund, Housing Revenue Account and Common Good, as included in the unaudited Annual Accounts for 2016/17;
- (d) approve that in accordance with the relevant strategies to maintain revenue balances, the Council's objective of retaining recommended levels of uncommitted balances has been achieved;
- (e) note that the unaudited Annual Accounts for 2016/17 were presented to the Audit, Risk & Scrutiny Committee, along with the Annual Governance Statement and Remuneration Report, at its meeting on 27 June 2017;
- (f) approve the dates for future Finance, Policy and Resources Committees as specified in Paragraph 3.8 of the report;
- (g) approve the procurement of, and expenditure for the purchase of a system to enhance the efficiency of the production of the Council's annual accounts as specified in Paragraph 3.9 of the report; and
- (h) note that, following the appointment of SMG Europe as operator of Aberdeen Exhibition and Conference Centre from 1 April 2017, AECC Ltd, a wholly owned subsidiary of the Council becomes dormant as detailed in paragraph 3.34 of the report and delegate authority to the Head of Finance following consultation with the Head of Legal and Democratic Services to make all necessary arrangements in conjunction with the Board of AECC Ltd to wind up the company.

The Convener, seconded by the Vice Convener moved:-
that the Committee –

- (1) agree recommendations (a) to (e) and (g);
- (2) agree recommendation (f) except for the 27 July 2017 date, with that date to be amended to a suitable date in August 2017 if required, having taken account of the summer recess; and
- (3) agree that the Council will take all actions necessary to ensure the continuing solvency of AECC Ltd until such time as it has been wound up, including guaranteeing to meet all creditors falling legally due and by confirming that it will not seek the repayment of any share capital.

Councillor Nicoll, seconded by Councillor Jackie Dunbar moved as an amendment:-
that the Committee –

- (1) agree recommendations (a) to (e) and (g);
- (2) agree recommendation (f) except for the 27 July 2017 date, with that date to be amended to a suitable date in August 2017 if required, having taken account of the summer recess;
- (3) agree that the Council will take all actions necessary to ensure the continuing solvency of AECC Ltd until such time as it has been wound up, including guaranteeing to meet all creditors falling legally due and by confirming that it will not seek the repayment of any share capital;
- (4) note the recent funding agreement between the Conservative led Westminster Government and the Democratic Unionist Party of Northern Ireland that will secure an additional £1Billion of funding towards the Northern Ireland economy over the next two years and the potential

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- impact on the Westminster Government's austerity policy for the remainder of Scotland, England and Wales;
- (5) note the already high levels of funding received by the Northern Ireland executive;
 - (6) note that if the Westminster Government implemented the Barnett Formula Consequentials the total benefit to the Scottish economy could amount to £2.9 Billion and for the City of Aberdeen could amount to £112 Million over the period;
 - (7) note the comments of the Scottish Secretary David Mundell MP that he would not support funding which "deliberately sought to subvert the Barnett rules" and that he would block any "back door funding" for Northern Ireland if it meant other devolved nations missing out; and
 - (8) instruct the Chief Executive to write to the Scottish Secretary and local Members of Parliament expressing its disappointment at the agreement and seeking they condemn the actions of the Westminster Tory Government and seek their support to ensure similar funding would be secured that would relieve the Tory austerity being imposed on the remainder of Scotland, England and Wales.

On a division, there voted:- for the motion (9) – the Convener, the Vice Convener and Councillors Bell, Houghton, John, Laing, Macdonald, Sellar and Wheeler; for the amendment (8) – Councillors Allard, Copland, Delaney, Jackie Dunbar, Flynn, Catriona MacKenzie, Nicoll and Townson.

The Committee resolved:-
to adopt the motion.

2016-17 COMMON GOOD FUND - MONITORING REPORT UPDATE - CG/17/058

12. The Committee had before it a report by the Head of Finance which provided details of the income and expenditure position of the Common Good Fund for the year ended 31 March 2017 and the cash balances as at 31 March 2017.

The report recommended:-
that the Committee –

- (a) note the income and expenditure position for the year ended 31 March 2017;
- (b) note the cash balances as at 31 March 2017 of £17.36m, which is within the recommended levels indicated by the Head of Finance; and
- (c) agree to carry forward £280k of the 2016/17 budget underspends in earmarked reserves to allow the completion of park and property maintenance and development projects in future years.

The Committee resolved:-
to approve the recommendations.

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SMALL FINANCIAL ASSISTANCE GRANTS AND GALA FUNDING 2017/18 - CG/17/057

13. The Committee had before it a report by the Head of Finance which presented recent application(s) for financial assistance and/or community gala grants.

The report recommended:-

that the Committee consider the application received and agree that no grant be awarded to Heathryburn PTA for their PTA Summer Fayre.

The Committee resolved:-

to approve the recommendation.

TREASURY MANAGEMENT POLICY AND STRATEGY - CG/17/047

14. The Committee had before it a report by the Head of Finance which provided an update on Treasury Management activities undertaken during financial year 2016/17.

The report recommended:-

that the Committee –

- (a) consider and note the Treasury Management activities undertaken in the 2016/17 financial year as detailed in this report; and
- (b) refer this report to Council with a recommendation to note the Treasury Management activities undertaken in the 2016/17 financial year.

The Committee resolved:-

to approve the recommendation.

At this juncture, the Committee were advised that in terms of Standing order 37.2 (Length of Meetings), a meeting will last no longer than four hours. The Committee agreed unanimously to suspend standing order 37.2 and continue with the meeting.

CORPORATE GOVERNANCE AND OFFICE OF CHIEF EXECUTIVE SERVICE IMPROVEMENT PLANS 2017/2018 - CG/17/064

15. The Committee had before it a report by the Head of Finance which outlined the Service Improvement Plans for Corporate Governance and the Office of Chief Executive for 2017-2018.

The report recommended:-

that the Committee note the content of the Service Improvement Plans for 2017-2018.

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The Committee resolved:-

- (i) to approve the recommendation;
- (ii) to note the decision of Council on 2 March 2016, which stated;
“Council notes the Conservative Government is proposing a Trade Union Bill that will restrict the ability of this Council to engage in good industrial relations practices with our workforce and their representatives.

Council believes the collection of union dues through the check-off arrangement, from which the Council receives income, is part of the Council’s collective and contractual arrangements with the trades unions, which the Council will defend and support.

Council commits not to use agency staff to break or weaken industrial action and to continue to support arrangements that afford trade union representatives sufficient resources to enable them to carry out their functions to ensure the continuation of good industrial relations.

Council instructs the Chief Executive to write to the Secretary of State for Business, Innovation and Skills stating the Council’s opposition to this Bill, any attacks on facility time or check off and to demand that the income which will be lost to the Council, should this draconian Bill be passed, is reimbursed.”

- (iii) to note the critical issues highlighted in the HR and Customer Service, Service Plan, Appendix 2, PESTLE analysis that will influence the plan together with the significance and potential impact on employment legislation of the Trade Union Act 2016 and its impact on industrial relations with employee representative bodies; and
- (iv) to reaffirm the opposition of elected members to this legislation.

CONDITION AND SUITABILITY PROGRAMME - APPROVED CHANGES - CHI/17/145

16. The Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which provided details of the changes made to the three year Condition and Suitability Programme.

The report recommended:-

that the Committee note the changes made to the Condition and Suitability Programme.

The Committee resolved:-

to approve the recommendation.

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NHS GRAMPYAN CONTINUOUS SERVICE - CG/17/055

17. The Committee had before it a report by the Head of Finance which sought approval for all new appointments, the Council will recognise continuous service accrued with NHS Grampian for the purposes of calculating entitlement to occupational sick pay, maternity, adoption and paternity pay, shared paternal leave/pay and annual leave.

The report recommended:-

that the Committee approve the proposal that for all new appointments, the Council recognises continuous service accrued with NHS Grampian for the purposes of calculating entitlement to occupational sick pay, maternity, adoption and paternity pay, shared paternal leave /pay and annual leave only.

The Committee resolved:-

- (i) to approve the recommendation; and
- (ii) that officers be instructed to contact NHS Grampian advising them of the decision of the Committee and to agree a reciprocal arrangement whereby should the Council or NHS Grampian no longer wish to continue with this undertaking that each party lets the other know by way of formal written notification.

TILLYDRONE COMMUNITY HUB UPDATE - CHI/17/150

18. The Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which provided an update on (1) proposals for the development of the new community hub in Tillydrone and sought approval for a construction tendering exercise to take place; and (2) the bid to the Scottish Government Regeneration Capital Grant Fund.

The report recommended:-

that the Committee –

- (a) delegate authority to the Head of Communities & Housing, following consultation with the Head of Commercial and Procurement Services, to undertake a tender process for the procurement or competitive quotes procedures (as appropriate) in accordance with the Council's Procurement Regulations, and the awarding of contracts that follow thereon, all in relation to the construction of the Tillydrone Community Hub;
- (b) delegate authority to the Head of Commercial and Procurement Services, to conclude contracts with the successful bidder(s) in respect of recommendation (a);
- (c) approve the total aggregated estimated expenditure of £6million on the construction project as detailed in this report.
- (d) Note the gross funding for the project identified in the body of the report.

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The Committee resolved:-

to approve the recommendations contained within the report, subject to adding 'following consultation with the Convener and Vice-Convener of the Committee' at recommendation (a).

MATTER OF URGENCY

The Convener intimated that he had directed in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973, that the following item be considered as a matter of urgency as the National UK Agency has informed the Council that the signed copies of the agreement must be returned to them within 30 days from the date of communication on 8 June 2017. If not returned by this deadline, their offer of a grant may be withdrawn.

ERASMUS+ KEY ACTION 1 SCHOOL EDUCATION - STAFF MOBILITY PROJECT - ECS/17/038

19. The Committee had before it a report by the Director of Education and Children's Services which sought approval for the Council to accept a European grant for an Erasmus+ Key Action 1 School Education Staff Mobility project entitled 'Developing Modern Languages Opportunities for Aberdeen City Council Primary Teachers' and to spend the grant as detailed in the report.

The report recommended:-

that the Committee –

- (a) delegate authority to the Head of Legal and Democratic Services to accept a grant from the UK National Agency, British Council and enter into a Grant Agreement for the Erasmus+ Key Action 1 School Education Staff Mobility Project grant funding of €91,980 (c. £80 410); and
- (b) approve expenditure of the grant funding by the Council for participation by primary school teachers in a French immersion course.

The Committee resolved:-

to approve the recommendations.

MATTER OF URGENCY

The Convener intimated that he had directed in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973, that the following item be considered as a matter of urgency as an urgent response is required to a number of queries from local business requesting information on the outcome of the correspondence with the Scottish Government and the introduction of a local scheme.

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NON-DOMESTIC RATES RELIEF OPTIONS - CHI/17/157

20. With reference to article 20 of the minute of the previous meeting of 9 March 2017, the Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which provided an update on the response of the Scottish Government to the Chief Executive's written request calling upon the Scottish Government to further use its legislative powers to introduce a rate relief scheme which would ensure that all businesses located within Aberdeen are paying business rates no higher than their current levels.

The report recommended:-

that the Committee note the letter from the Chief Executive and the response contained within the appendices to this report.

The Convener advised the Committee to note the impact of financing a Non Domestic Rates Local Transitional Scheme with respect to the Council's expenditure and income and the interests of persons liable to pay council tax set by the Council, as evidenced in terms of the funding required to implement the Scheme which funding he confirmed, was outlined in terms of his amendments (see below) to the recommendation.

The Committee resolved:-

- (i) to approve the recommendation;
- (ii) to note the scheme introduced by the Scottish Government regulations under section 153(3) of the Local Government etc. (Scotland) Act 1994 provides Aberdeen Businesses with business rate relief of £7.5m. Instructs the Chief Executive to write to the Cabinet Secretary asking him (1) to confirm his acceptance to allow Aberdeen City Council to receive any remaining balance of the £7.5m allocated by the Scottish Government for business Rates Relief taking into account current uptake in the scheme, and (2) to make reasonable effort to encourage take up of said business rate relief scheme;
- (iii) to note the Scottish Government set up the Barclay review group to make recommendations that seek to enhance and reform the business rates system in Scotland to better support business growth and long term investment and reflect changing marketplaces which is due to report to Ministers in July 2017 and to instruct the Chief Executive to bring forward that report once published thereafter to the first available Finance Policy and Resources Committee;
- (iv) to note that as part of the 2017/18 budget a sum of £3.1 million was set aside for a local non domestic rates relief scheme - That the committee notes that this sum was set aside within contingencies pending a response from the Scottish Government. The level of contingencies currently contained within the revenue budget is £5.1 million; and
- (v) to instruct the Head of Finance to set aside up to £4.2 million within the Council's 2017/18 budget (being met from contingency), to be utilised for a non-domestic rates local transitional scheme("scheme") and to implement such a scheme that meets the criteria and terms and conditions specified below -
The scheme would give relief for the period 01/04/2017 to 31/03/2018 on increases above 14.75% (in line with the Scottish Government increase) up to a

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maximum award per business property, as detailed below, and provided any such award complies with state aid rules, but the scheme would not apply respect of the following properties:

- (1) Properties whose RV is less than £15,000 who qualify for 100% relief;
- (2) Properties that are already eligible for relief in the existing Scottish Government Transitional Relief package introduced on 1 April 2017;
- (3) Empty unoccupied properties;
- (4) Aberdeen and Aberdeenshire Council Properties;
- (5) Other public sector properties;
- (6) Identified properties which are exempt due to other reliefs e.g. churches or those with charitable status; and
- (7) Properties that would qualify for any other relief or relief scheme.

The total level of award will be calculated as follows:-

- Any relief will only be applicable on the amount payable after applying an increase above 14.75% to the property's rateable value in 2016/17 as notified by Grampian Joint Assessors;
- Full relief on any real increase will be applied on rateable values below £60,001;
- Relief on rateable values above £60,000 will receive up to a maximum of £3,500 relief;
- All relief must be applied for by 30 September 2017 as it cannot be awarded automatically.

The Scheme will be subject to such standard terms and conditions as the Head of Finance may prescribe, following consultation with the Convener and Vice-Convener of Finance, Policy and Resources Committee.

In accordance with the decision recorded under article 3 of this minute, the following items were considered with the press and public excluded.

CONDITION & SUITABILITY PROGRAMME - APPROVED CHANGES - EXEMPT APPENDIX - CHI/17/145

21. The Committee had before it an appendix relating to the Condition and Suitability Programme report referred to at article 16 above.

The Committee resolved:-

- (i) to note the information contained within the appendix; and
- (ii) that officers circulate details to all members of the Committee in relation to visitor figures for Aberdeen Treasure Hub.

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SCOTLAND EXCEL FRAMEWORK AGREEMENT FOR OUTDOOR PLAY EQUIPMENT AND SAFER SURFACES - CG/17/042

22. The Committee had before it a report by the Head of Commercial and Procurement Services which sought approval to utilise the Scotland Excel Framework Agreement for Outdoor Play Equipment and Safer Surfaces, to conduct Call-Offs including those Call-Offs above £50,000 as long as the spend is within the estimated expenditure as detailed within the report.

The report recommended:-

that the Committee –

- (a) approve the undertaking of Call-Offs for Outdoor Play Equipment and Safer Surfaces, including Call-Offs above £50,000 as long as the expenditure is within the estimated expenditure as detailed in this report;
- (b) approve the estimated expenditure for the Call-Offs as detailed in the Financial Implications Section;
- (c) instruct the Head of the procuring Service to report to this committee on an annual basis with expenditure made within that year and cumulative expenditure against initial estimate (for the period of use of this iteration of the framework); and
- (d) instruct the Head of Education and Children's Services and the Director of Communities, Housing and Infrastructure to provide the necessary information on expenditure to comply with said reporting requirement.

The Committee resolved:-

to approve the recommendations.

JOINT VENTURE PROPOSAL WITH HUNCHBUZZ LTD - CG/17/049

23. The Committee had before it a report by the Head of IT and Transformation which sought approval to enter into a Joint Venture to develop, market and sell an education based ideas platform for use in primary, secondary and tertiary education and for associated mediums such as parent and/or teacher's groups on a world-wide basis.

The report recommended:-

that the Committee –

- (a) approve the formation of a Joint Venture Company between Aberdeen City Council and Hunchbuzz Limited and notes that the set up costs shall be met from the IT & Transformation Being Digital Budget (Ref: CG/16/020) under delegated authority to the Head of IT & Transformation;
- (b) note the proposed investment of £40,000 which shall be transferred to the JV company from the IT & Transformation Being Digital Budget (Ref: CG/16/020) under delegated authority to the Head of IT & Transformation;
- (c) delegate authority to the Head of IT & Transformation, following consultation with the Head of Commercial & Procurement Services, to agree terms & conditions of

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- the Joint Venture subject to legal review and to have a Proper Officer execute final documentation; and
- (d) delegate authority to the Head of Legal and Democratic Services to nominate suitable officers of the Council as directors of the Joint Venture Company.

The Committee resolved:-

- (i) to instruct the head of IT and Transformation to prepare a report on the IT transformation strategy for schools, highlighting how this project aligns with the overall IT strategy and timetable, reporting back to the next Finance Policy & Resources Committee on 20 September 2017; and
- (ii) that officers arrange a workshop for members to showcase the project one hour before the next meeting of the Committee on 20 September 2017.

UNION TERRACE GARDENS- CONTRACT EXTENSION TO UNDERTAKE DETAILED SITE INVESTIGATIONS - CHI/17/151

24. The Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which requested authority to release the funds required from the City Centre Masterplan Programme budget for the site investigations work required for the Union Terrace Gardens project.

The report recommended:-

that the Committee –

- (a) approve the proposed contract extension for the appointed consultants to the Union Terrace Garden's project to include the detailed site investigation work as outlined in the report; and
- (b) authorise expenditure as outlined within the report, for the contract extension, to be funded from the City Centre Masterplan budget approved by Council in February 2017.

The Committee resolved:-

to approve the recommendations.

BERRYDEN CORRIDOR - PROCUREMENT AND EXPENDITURE AUTHORITY - CHI/17/147

25. The Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which (1) presented the outcomes of a recent procurement governance review of the Berryden Corridor project; (2) sought approval of expenditure for future contracts; and (3) sought delegated authority to continue with and appoint new services and works contracts to allow the project to progress.

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The report recommended:-

that the Committee –

- (a) note the contents of the report providing an update on the Project;
- (b) delegate authority to the Head of Planning and Sustainable Development, following consultation with the Head of Commercial and Procurement Services, to procure services contracts as outlined in this report for the Berryden Corridor Project and award the relevant contracts, following a compliant procurement exercise;
- (c) delegate authority to the Head of Planning and Sustainable Development, following consultation with the Head of Commercial and Procurement Services, to procure works contracts as outlined in the report in order to undertake investigations and surveys, to enable the detailed design of the Berryden Corridor Project and award the relevant contracts, following a compliant procurement exercise;
- (d) note that the budgets for (b) and (c) are included in NHCP 806B: Berryden Corridor within the approved Non-Housing Capital Programme and that one report will be presented to a future Committee with details of all of the contracts awarded;
- (e) instruct officers to progress all necessary approvals, permissions, licenses, agreements and consents required to develop and implement the Project;
- (f) note that expenditure of up to the amount outlined in the report has been committed in support of external geometric design services; and
- (g) approve total expenditure of up to the amount outlined in the report on external legal advice necessary to progress the Project and to support the preparation of the associated Compulsory Purchase Order as approved by Council on 14 December 2016 and to note that expenditure of the amount outlined within the report has already been committed from the total sum.

The Committee resolved:-

to approve the recommendations, subject to adding ‘following consultation with the Convener and Vice-Convener of the Committee’ at recommendations (b) and (c).

STATION HOUSE COMMUNITY CENTRE - UPDATE, CONTRACT ADDITIONS AND LEASE TERMS - CHI/17/103

26. The Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which (1) provided an update on the progress of the Station House Community Centre extension project; and (2) sought approval to make additions to the construction contract as additional funding was obtained by Station House Media Unit (SHMU) and approve the draft lease terms of the building.

The report recommended:-

that the Committee –

- (a) delegate authority to the Head of Land & Property Assets in consultation with the Head of Procurement and Commercial Shared Services to approve additions to the construction contract up to the combined value as stated within the report;

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- (b) approve the outline heads of terms of a 25 year lease to SHMU of Station House Community Centre; and
- (c) remit it to the Head of Legal & Democratic Services to formalise the lease of Station House Community Centre, incorporating other clauses and conditions as are necessary to protect the Council's interest.

The Committee resolved:-

to approve the recommendations.

PROPERTY SALES - CHI/17/146

27. The Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which advised members of the outcomes of the marketing in relation to the following surplus properties and the offers subsequently received:-

- The Hollies, 43 Kings Gate, Aberdeen; and
- Nelson Street Pavilion and Playing Fields.

The report recommended:-

that the Committee –

- (a) agree that the offer submitted for The Hollies, 43 Kings Gate as outlined in the report be accepted;
- (b) agree that the offer submitted for The Nelson Street Pavilion & Playing Fields as outlined in the report be accepted; and
- (c) agree that the Head of Legal and Democratic Services be instructed to conclude missives for the sale of these properties incorporating various qualification as are necessary to protect the Council's interests.

The Committee resolved:-

- (i) to approve recommendation (a);
- (ii) to instruct the Head of Land and Property Assets to bring a further Report in relation to the property, Nelson Street Pavilion and Playing Fields, to the next meeting of the committee to include further analysis of the offers received, including a formal planning commentary on the site and potential uses; appropriate and deliverable on the site, the wider community benefits that could be delivered by the various offers and the likely scale of developers contributions based on the offers submitted. This should also include further commentary on the risk in delivery of each offer; and
- (iii) that the Head of Legal and Democratic Services be instructed to conclude the missives for the sale of The Hollies, 43 Kings Gate incorporating various qualifications as are necessary to protect the Council's interests.

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GOSPEL HALL, NEW PIER ROAD, FOOTDEE - PROPOSED COMMUNITY ASSET TRANSFER - CHI/17/106

28. The Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure which sought approval of the terms and conditions of sale of the property to Fittie Community Development Trust (FCDT) as part of a Community Asset Transfer.

The report recommended:-

that the Committee –

- (a) approve the sale of the property to Fittie Community Development Trust at the price outlined in the report;
- (b) remit it to the Head of Legal & Democratic Services to formally conclude the sale of the property, on terms and conditions as are necessary to protect the Council's interests;
- (c) rescind the previous decision of this Committee's meeting of 7th June, 2016 (Item 32, approved recommendation (c) in the Minutes) requiring the C.A.T. of the property to contain appropriate "clawback" provisions.
- (d) note the information in this report on the potential award of a grant from the Big Lottery Fund, to implement a development / improvement scheme, to turn the building into a Community Centre and if a grant is awarded, the potential timeline to complete the works; and
- (e) note that the process followed to date by FCDT and the recommendations of this report, whilst not formally within the legislation, are entirely consistent with the City Council's policy on Community Asset Transfers, as set at this Committee's meeting on 9th March, 2017 (see Item 30 on page 24 of the Minutes).

The Committee resolved:-

to approve the recommendations.

PINEWOOD - PROGRESS REPORT - CHI/17/170

29. The Committee were advised that this item had been withdrawn.

MATTER OF URGENCY

The Convener intimated that he had directed in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973, that the following item be considered as a matter of urgency as the outgoing tenant required to let a contract to fit-out their new premises in early July 2017. Without a decision on this issue, they would be unable to do this.

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SITE 16 LANG STRACHT - DEMOLITION OF BUILDINGS - CHI/17/171

30. With reference to article 13 of the minute of the minute of 7 December 2017, the Committee had before it a report by the Interim Director of Communities, Housing and Infrastructure on the progress with the surrender of a lease and negotiated sale of a site held on the Council's Common Good Account.

The report recommended:-

that the Committee –

- (a) approve that the responsibility for implementing the demolition of the existing buildings on site be transferred from the party potentially acquiring the site to the current tenant of the site;
- (b) approve that the Council funds the full amount for the demolition works up to a maximum value of as identified in the report; and
- (c) delegate authority to the Head of Land and Property Assets to agree the conditions of the funding solution proposed at recommendation (b), subject to agreement of satisfactory terms and following consultation with the Head of Legal and Democratic Services.

The Committee resolved:-

to approve the recommendations.

- **COUNCILLOR DOUGLAS LUMSDEN, Convener.**

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FINANCE, POLICY AND RESOURCES COMMITTEE

COMMITTEE BUSINESS STATEMENT

20 September 2017

Please note that this statement contains a note of every report which has been instructed for submission to this Committee. All other actions which have been instructed by the Committee are not included, as they are deemed to be operational matters after the point of committee decision. Where a report instructed requires no decision to be made this will be reported in the Committee's information bulletin. Reports which are overdue are shaded.

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
1.	Finance, Policy and Resources 3/12/15 Article 11	<p><u>Suzunoya Project</u></p> <p>The Committee agreed to award grant funding of £1,500 to support the development of the Aberdeen Pilot of the Suzunoya project, to create an open house that offers residents with dementia the opportunity to socially interact and enjoy healthy eating, by covering the cost of bringing experts on Suzunoya from Japan to Aberdeen; and to report back to the Committee on the progress of the Suzunoya Project on Dementia.</p>	<p>We have two Japanese colleagues and collaborators visiting from the 5th-8th October 2017 Mr Katsuyuki Goto a Healthcare Journalist at Chubu-nippon Broadcasting Co, Ltd and Dementia specialist Yusuke Suzuki, Associate Professor Nagoya University Graduate School of Medicine Vice Director Centre for Community Liaison and Patient Consultation Nagoya University Hospital. In this initial phase we plan to start the discussions and then to use this as a springboard to a larger grant from DAIWA foundation.</p> <p>(Request Removal from the Statement)</p>	None (No Service Involvement)		
2.	Finance, Policy and Resources 19/04/16 article 23	<p><u>Participatory Budgeting</u></p> <p>The Committee resolved to request officers to develop a</p>	<p>A report was approved by the Communities, Housing and Infrastructure committee on 29 August 2017 for Participatory</p>	Neil Carnegie – CH&I		01/02/17

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		Corporate Policy for participatory budgeting and report this to the Committee.	Budgeting during 2017/18 relating to communities and housing service budgets. Work is on-going through Community Planning Aberdeen to develop our PB approach. Further, the outcome of the current Scottish Government consultation on socio-economic duty will need to be considered in our policy development. The 2017/18 PB process, work being done through community planning and the outcome of the socio-economic duty will assist to determine a Council policy for PB.			
3.	Finance, Policy and Resources 19/04/16 article 29	<p><u>FCHJU Fuel Cell Bus Commercialisation Project</u></p> <p>The Committee resolved, amongst other things,</p> <ol style="list-style-type: none"> 1) to instruct the Director of Communities, Housing and Infrastructure to report back to Finance, Policy and Resource Committee with confirmation that external match funding was secured for the project; and 2) to instruct the Director of Communities, 	The Committee considered a report at its meeting on 9 March 2017 and agreed an extension to timescale to allow for confirmation of status of external match funding. Expected close is now 31st October 2017.	Andrew Win/Laura Paterson/Emma Watt – CH&I		30/11/17

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
	Communities Housing and Infrastructure 20/01/16 Article 22	<p>Housing and Infrastructure to explore the possibility of increasing the number of buses if match funding could be secured and to report back to the next meeting of the Committee on 7 June 2016 in this regard.</p> <p>At its meeting of 20 January 2016, the Committee agreed amongst other things to instruct officers to present a detailed business case for Aberdeen City Council's participation in the commercialisation project under the proviso that European and external funding sources are secured.</p>				
4.	Finance, Policy and Resources 19/04/16 article 39	<p><u>Report on Lease Issues with ALEOs - His Majesty's Theatre Roof Repair</u></p> <p>The Committee resolved, amongst other things, to request the Director of Communities, Housing and Infrastructure to submit a report regarding the policy in respect of repairs of all</p>	<p>A wider Report is to be incorporated into work on ALEO review and reported in November 2017.</p> <p>(Request Removal from the Statement)</p>	Stephen Booth – CH&I	20/09/16	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		leased properties.				
5.	Property Sub Committee 02/09/15 article 5	<u>Former Bon Accord Baths Disposal</u> It was agreed to instruct the Head of Land and Property Assets to enter into dialogue with Bon Accord Heritage and report back to this Sub Committee at a future meeting, by 24 May 2016 at the latest, with further detail in relation to their proposals, delivery strategy and timing.	A report on outcome of survey was provided to Council officers on 11 August with presentation by contractor to Council officers and members of Bon Accord Heritage on 17 August 2017. Bon Accord Heritage to review findings of report, prepare they own cost estimates for their proposed development and provide costed business plan and project plan to the Council. Current timescale from Bon Accord Heritage is the end of the year to provide this to the Council. A Report will be brought back to the Committee as soon as this is provided. If anything significant happens in the interim Committee will be advised.	Neil Strachan – CH&I	By 24/05/16	01/02/18
6.	Property Sub Committee 02/09/15 article 9	<u>Ferryhill Engine Shed – Lease</u> It was agreed to note that the Head of Land and Property Assets will report to the Property Sub Committee on 29 March 2016, with details of what the Trust has provided and a recommendation on a way forward.	Heads of Terms have been issued to the group for a long term lease. Awaiting confirmation of agreement to the Heads of Terms. Once agreement is reached a report will be brought back to Committee.	Louisa Ratana-Arporn – CH&I	29/03/16	01/02/18
7.	Property Sub Committee -	<u>Denburn Car Park Site</u>	A joint valuation instruction has been instructed and received. The	Neil Strachan – CH&I	24/05/16	01/02/18

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
	17/11/15 (Article 5)	The Sub Committee agreed to instruct the Head of Land and Property Assets to open discussions with NHS Grampian (The Scottish Ministers) over the future of the Denburn car park site and report back to a future meeting of this Committee.	<p>level of value is being discussed with NHS Grampian and they need to decide how they wish to take the transaction forward.</p> <p>NHS Grampian remain in the process of relocating their services from the property.</p> <p>A Report will be brought to Committee at the first available opportunity once agreement has been reached with NHS Grampian on an appropriate course of action.</p>			
8.	Property Sub Committee - 17/11/15 (Article 10)	<p><u>Wallace Tower, Tillydrone</u></p> <p>The Sub Committee agreed to (a) investigate how the potential provision of Community Facilities at and around a redeveloped Wallace Tower will fit into the overall provision of Community Facilities in the Tillydrone area, as envisaged by the CH&I Committee and approved at their meeting on 27 August 2015 (see paragraph 5.12 of the report); and (b) report back to the meeting of this Sub-Committee on 24 May 2016</p>	A report is included within the agenda.	Jim Argo – CH&I	24/05/16	20/09/17

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
9.	Finance, Policy & Resources Committee – 07/06/16 Article 25	<u>Service To Deliver Mobility Equipment Hire</u> The Committee resolved, amongst other things, to instruct officers to periodically update the Committee on the progress of Shopmobility in implementing the scheme.	Fleet management Services continue to work with Shopmobility who have selected a vehicle suitable for mobile equipment hire. A report with further detail will follow to Committee in November 2017.	Sandra Howard/Derek McGowan – CH&I	09/03/17	30/11/17
10.	Finance, Policy & Resources Committee – 07/06/16 Article 27	<u>Art Gallery Redevelopment Fundraising</u> The Committee resolved, amongst other things, to note that a further progress report on fundraising would be presented to the Finance, Policy and Resources Committee in November/ December 2016.	This is now included within the Council's quarterly monitoring report to FP&R. Recommended for removal.	Euan Couperwhite/Andrew Jones - ECS		
11.	Finance, Policy & Resources Committee – 20/09/16 Article 26	<u>Property Asset Management Policy and Framework</u> The Committee agreed that a report on the Property Asset Management Strategy be brought to this committee on 8 June 2017.	In light of some pending related work streams proposing transformation a fuller and more appropriate report will be brought to a future committee.	Alastair Reid – CH&I	08/06/17	30/11/17
12.	Finance, Policy & Resources Committee – 20/09/16 Article 28	<u>Review of Bookings and Lettings Procedures in Schools and Learning Centres</u>	This programme is now included within the Transformation programme which will be reported to the Strategic Transformation Committee. Recommended for	Andrew Jones – ECS and Kay Diack - CHI		

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		<p>The Committee agreed:-</p> <p>(1) to instruct officers, in partnership with Sport Aberdeen, to investigate the feasibility and implications of transferring responsibility for administering the bookings and lettings system from Sport Aberdeen to an appropriate team within Aberdeen City Council, and to report their findings and recommendations to Committee in September 2017;</p> <p>(2) to instruct officers, in partnership with Sport Aberdeen, to carry out a detailed analysis of the current charges for bookings and lettings of schools and learning centres, and to report to Committee in February 2017 (now March 2017) with recommendations on any required changes to the scale of charges, to ensure the financial viability of the bookings and lettings system.</p>	removal			
13.	Finance, Policy & Resources Committee (Reconvened)	<u>Strategic Infrastructure Plan – City Centre Living Study</u>	A programme for the study has been delayed due to data collection challenges and action needed to resolve (which has been managed	Scott Davidson – OCE	09/03/17	30/11/17 or 01/02/18

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
	– 07/12/16 Article 3	The Committee agreed to approve expenditure of up to £30k to award a contract to Consultants to prepare a City Centre Living study and report progress back to Finance, Policy and Resources Committee in February 2017 (Now March 2017)	through an officer working group). The outcomes of the City Living Study will not be reported to FP&R on 20 September, 2017. It is anticipated that the draft consultant's study will be submitted in September/October. Following review and consideration the outcomes with appropriate recommendations will be reported to FP&R Committee on 30 November 2017 or 1 February 2018 as appropriate.			
14.	Finance, Policy & Resources Committee (Reconvened) – 07/12/16 Article 9	<u>Current Gas Central Heating Maintenance Framework Contract</u> The Committee agreed amongst other things that an update report in relation to the contract be brought back to the Committee on <u>30 November 2017</u>		Colin MacIver – CH&I	30/11/17	30/11/17
15.	Finance, Policy & Resources Committee (Reconvened) – 07/12/16 Article 12	<u>Purchase of Ground at Wellington Road</u> The Committee agreed to:- (1) note the content of the report and agree to instruct officers to confirm to the Scottish Government that the Council no longer wishes to proceed with the purchase of	A report is included within the agenda	Neil Strachan – CH&I		20/09/17

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		<p>this land at a £230,000 valuation but would consider purchasing the land for £1 as an act of goodwill given our £75m contribution towards the AWPR; and</p> <p>(2) instruct officers to report back to the Committee on the Scottish Government's response to the request.</p>				
16.	Council 15/3/17	<p>–</p> <p><u>Economic Policy Panel</u></p> <p>The Council agreed -</p> <p>(1) to instruct the Chief Executive to undertake a national advertisement with a view to recruiting appropriately qualified members for the Panel, and thereafter to recommend proposed members to the first available Finance, Policy and Resources Committee for its approval; and</p> <p>(2) to agree that the Finance, Policy and Resources Committee shall have due regard to the reports and other work of the Panel</p>	<p>The Council is currently recruiting panel members through a UK-wide campaign. Interviews are slated for the beginning of July 2017, following which a report recommending the appointments will be presented to the Council's Finance, Policy & Resources Committee.</p> <p>A report was considered by full Council in August. Council resolved to approve the appointment of the three preferred candidates to the Panel as outlined in the report and note the immediate working priorities of the Panel; and to agree that the Panel's annual economic report be forwarded to the Scottish Government Council of Economic Advisors who advise Ministers on how best to position Scotland amongst the world's most competitive economies for</p>	Richard Sweetnam/Matthew Lockley – CH&I		

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
			<p>information.</p> <p>(Request Removal from the Statement)</p>			
17.	Council 15/3/17 –	<p><u>Union Terrace Gardens</u></p> <p>The Council agreed to instruct the Head of Economic Development to submit a report to the first available Finance, Policy and Resources Committee with recommendations on the preferred contractor from the procurement exercise and the final costs of the scheme.</p>	<p>The planning approval needs to be obtained prior to appointment of contractors authority. As planning approval is sought from PDMC on 7 December 2017 it's not possible for consideration at 30 November 2017 FP&R Committee to consider appointment of contractor, etc. Leaving this to the next FP&R meeting on 1 Feb 2018 introduces delay which could see on-site being delayed until May/June 2018. So, 11 Dec 2017 Council consideration allows the project to move forward efficiently.</p> <p>Officers have proposed that the Planning Development Management Committee will consider the application at its meeting on 7 December 2017, then Full Council on 11 December will consider contractor appointment, programme, etc. Following which they will commence on-site March 2018.</p> <p>(Propose transferring this item to Council Committee Business Statement)</p>	Richard Sweetnam/ Andrew Win/ Tara Gavan – CH&I		

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
18.	Finance, Policy and Resources Committee – 09/03/17 (Article 7)	<p><u>Towards a Fairer Aberdeen that Prospers for all 2017-2020</u></p> <p>The Committee agreed to:-</p> <p>(1) request officers to report back to a future Finance Policy and Resources Committee with a corporate framework linked to the Community Planning Partnerships Local Outcome Improvement Plan structure for overseeing the governance, performance and management for tackling poverty and inequalities;</p> <p>(2) request officers to have further discussion with Community Planning partners to identify further actions intended to address health inequalities and report back to Committee for the next cycle;</p> <p>(3) request officers to develop proposals and report back to Committee regarding how ongoing engagement with individuals and groups who are experiencing poverty would be progressed; and</p>	<p>A report is included within the agenda</p> <p>In relation to (1), this should remain on the statement and note that a report is being prepared for the November Committee.</p> <p>In relation to (2), if the report is agreed this action should be removed from the statement.</p> <p>In relation to (3) regarding “options on how ongoing engagement with individuals and groups experiencing poverty will be progressed” this is being incorporated as part of a report on the implementation of the Scottish Governments new Socio- Economic duty is enacted i.e expected report on this will be early 2018.</p> <p>In relation to (4), this will be reported to Committee in November.</p>	Dave Kilgour – CH&I		<p>Item 1 and 4 – 30/11/17</p> <p>Item 3 - 01/02/18</p>

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		(4) note the proposal to pilot school holiday meal provision in 3 primary schools was subject to confirmation that funding was available in the 2017/18 budgets and to evaluate and report back to Committee within 9 months.				
19.	Finance, Policy and Resources Committee – 09/03/17 (Article 15)	<p><u>Enforcement within the Private Rented Housing Sector</u></p> <p>The Committee agreed to instruct the Director of Communities, Housing and Infrastructure to bring a report to a future meeting of the Finance, Policy and Resources Committee outlining the options for enhancing the resources available for enforcement within the private rented housing sector and to draft a business case on how this could be done on a revenue-neutral basis.</p>	A report is included within the agenda	Derek McGowan - CH&I		20/09/17
20.	Finance, Policy and Resources Committee – 09/03/17 (Article 24)	<p><u>City Centre Lighting Strategy and Implementation Plan</u></p> <p>The Committee approved expenditure of up to £75,000 to award a contract to</p>	A creative lighting consultant is being appointed to prepare the City Centre Lighting Strategy and Implementation Plan. As at 31 August, contract being finalised. A provisional inception meeting has been identified for 12 September.	Scott Davidson - OCE		01/02/18

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		consultants to prepare a City Centre Lighting Strategy and Implementation Plan (Aberdeen In Colour) and report progress to Finance, Policy and Resources Committee following completion.	This suggests completion in early January 2018 which will allow a report to be submitted to the February FP&R Committee meeting.			
21.	Finance, Policy and Resources Committee – 09/03/17 (Article 27)	<p><u>Tall Ships Race</u></p> <p>The Committee agreed to</p> <p>(1) instruct officers to build £500,000 per annum into the base budget over the next four years to ensure Aberdeen City Council is in the best possible position to apply and hold the Tall Ships Race event in 2022;</p> <p>(2) instruct officers to work with the private sector and others to lever in private sector finance to meet at least 25% of any costs associated with the Tall Ship Race coming to Aberdeen in 2022;</p> <p>(3) take back a report to the Committee to include financial implications in six months' time.</p>	A report is included within the agenda.	Dawn Schultz - CHI	20/09/17	
22.	Finance, Policy and Resources Committee –	<p><u>Middlefield/Northfield – Travel Routes</u></p>	A report is included within the agenda	Bill Watson – CH&I		20/09/17

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
	09/03/17 (Article 40)	The Committee agreed that, if the application to Sustrans results in a provisional offer, then officers are instructed to report back to a future Committee on the next steps required to deliver the improved active travel routes across Heathryfold Park and the connections to Auchmill Road and Provost Rust Drive.				
23.	Finance, Policy and Resources Committee – 09/03/17 (Article 43)	<u>Furniture Storage and Removals and Domestic Furniture and Furnishings</u> The Committee agreed to instruct officers to report to Committee by December 2017 with an options appraisal for charging customers for the storage and removal of furniture.		Graeme Gardner – CH&I	30/11/17	
24.	Finance, Policy and Resources Committee – 09/03/17 (Article 47)	<u>Sports Provision Across the City</u> The Committee agreed to instruct the Head of Policy, Performance and Resources to undertake a review of sports provision across the city, taking cognisance of existing organisations providing sports facilities and present an integrated sports	Work continues to progress on the provision of sport across the city and is still on target to be reported to Committee in November.	Euan Couperwhite – E&CS	30/11/17	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		strategy to this committee later in the year.				
25.	Finance, Policy and Resources Committee – 09/03/17 (Article 51)	<p><u>87-93 Union Street and 1-6 Market Street</u></p> <p>The Committee agreed that the Head of Land and Property Assets is instructed to do the following -</p> <p>(1) advise the site owners that the investment ground lease model is one the Council are not prepared to take forward at this stage; and</p> <p>(2) continue dialogue with the owners to identify alternative mechanisms to allow a redevelopment of the site to be progressed, including a purchase by the Council, to meet the wider objectives of the city centre masterplan. The outcome of these discussions should be brought to a future meeting of this committee.</p>	Discussions continue on other options for the site.	Stephen Booth – CH&I		30/11/17
26.	Communities, Housing and Infrastructure Committee – 24/05/17	<p><u>Development of Service Level Agreements (Equalities)</u></p> <p>The CH&I Committee agreed to instruct officers to report to Finance Policy and</p>	A report is included within the agenda.	Sandra Howard – CH&I		

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		Resources Committee by March 2019 with an Equalities grant funding plan to assist the council in the delivery of its Equality Outcomes and in mainstreaming equality with new service specifications				
27.	Council 21/06/17 –	<p><u>Site at Beach Esplanade/King Street</u></p> <p>The Finance, Policy and Resources Committee agreed to approve the minute subject to amending Article 5(iii) to read 'that in relation to item 22 (Site at Beach Esplanade/King Street), to instruct officers to take forward the full Council resolution on 16 December 2015 with the founding trustees of the Aberdeen Islamic Charitable Trust and to report back to Council on progress at the meeting on 21 June 2017.</p> <p>The Council resolution of 16 December 2015 (Article 26) was as follows:-</p> <p>1) to confirm that it is still the intention of the Council to see the site developed as a</p>	<p>As a result of the decision at full Council of 16 December 2015, a subsequent meeting was held with the Aberdeen Islamic Charitable Trust (AICT) to discuss terms on the possible transfer and development of the site identified as OP85 on the Local Development Plan.</p> <p>Terms are in the process of being discussed to offer ACIT a development lease subject to a long stop date in order to appraise the feasibility of their project before a ground lease will be realised.</p> <p>The details of the final proposal will require further approval from the Finance, Policy and Resources Committee which will aim to be reported at its meeting on 30 November 2017.</p> <p>However this will be dependent on AICT responding to the Heads of Terms which have been issued for</p>	Stephen Booth - CH&I	30/11/17	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		<p>Mosque and Islamic Centre; and</p> <p>2) to instruct the Head of Land and Property Assets to continue the dialogue with the Muslim Community to progress the development of a Mosque and Islamic Centre, taking account of all previous correspondence and Council decisions and report to the Property Sub Committee in June 2016.</p> <p>Council agreed that item 4 (OP85 - King Street/Beach Esplanade), be transferred back to the Finance, Policy and Resources Committee Business Statement with a due date of 30 November 2017.</p>	the lease.			
28.	Council 21/06/17 –	<p><u>Bus Service Options</u></p> <p>The Council agreed to instruct the Interim Director of Communities, Housing and Infrastructure to report to the</p>	A report is included within the agenda.	Bernadette Marjoram – CH&I	20/09/17	20/09/17

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		Finance, Policy and Resources Committee in September 2017 with options for dealing with gaps in the public transport network, where a need has been identified and for a decision to be made;				
29.	Council – 21/06/17	<u>Aberdeen City – Residential Nursing Home Provision</u> (1) to agree in principle to purchase Kingsmead Nursing Home, subject to the Integration Joint Board agreeing to cover the capital financing costs and the running costs of the Nursing Home; and (2) to note that further updates would be provided to the Finance, Policy and Resources Committee as the options identified in Appendix 1 progressed.	This matter was dealt with by Council as part of the quarterly monitoring report. Recommended for removal.	Tom Cowan/Kay Dunn – H&SCP		
30.	Finance Policy and Resources Committee – 29/06/17 Article 20	<u>Non-Domestic Rates Relief Options</u> The Committee agreed to note the Scottish Government set up the Barclay review group to make recommendations that seek to enhance and reform the	The findings from the Barclay Review have now been published and this will be reported to FP&R in November.	Jamie Coventry – CH&I		30/11/17

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		business rates system in Scotland to better support business growth and long term investment and reflect changing marketplaces which is due to report to Ministers in July 2017 and to instruct the Chief Executive to bring forward that report once published thereafter to the first available Finance Policy and Resources Committee				
31.	Finance Policy and Resources Committee – 29/06/17 Article 23	<p><u>Joint Venture Proposal with Hunchbuzz</u></p> <p>The Committee agreed to (1) instruct the head of IT and Transformation to prepare a report on the IT transformation strategy for schools, highlighting how this project aligns with the overall IT strategy and timetable, reporting back to the next Finance Policy & Resource Committee on 20 September 2017; and (2) that officers arrange a workshop for members to showcase the project one hour before the next meeting of the Committee on 20 September 2017.</p>	This programme is now included within the Transformation programme which will be reported to the Strategic Transformation Committee. Recommended for removal	Zoe Evans – CG	20/09/17	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead officer(s)/ Service(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
32.	Finance Policy and Resources Committee – 29/06/17 Article 27	<p><u>Nelson Street Pavilion</u></p> <p>The Committee agreed to instruct the Head of Land and Property Assets to bring a further Report in relation to the property, Nelson Street Pavilion and Playing Fields, to the next meeting of the committee to include further analysis of the offers received, including a formal planning commentary on the site and potential uses; appropriate and deliverable on the site, the wider community benefits that could be delivered by the various offers and the likely scale of developers contributions based on the offers submitted. This should also include further commentary on the risk in delivery of each offer</p>	A report is included within the agenda.	Cate Armstrong/ Louisa Ratana- Arprom – CH&I	20/09/17	

FINANCE AND RESOURCES COMMITTEE

MOTIONS LIST

September 2017

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

<u>No.</u>	<u>Motion</u>	<u>Date of Council/ Committee Meeting</u>	<u>Committee Motion referred to / date/ decision of Committee</u>	<u>Action taken / Proposed Future Action</u>	<u>Responsible Head(s) of Service</u>	<u>Due Date</u>	<u>Is authority sought to remove motion from list?</u>
1.	<p><u>Motion by Councillor Stewart</u> To instruct the Director of, Communities, Housing and Infrastructure to bring a report to the next meeting of Communities, Housing and Infrastructure on the proposition that where there are unreasonable delays in Capital Programmes of Works attributed to the Contractor, that (i) Council tenants and other affected householders should receive an appropriate payment payable by the contractor (to be provided for in the contract between the council and the</p>	CH&I Committee 24.01.17		<p>At the CH&I meeting of 24 January 2017 the Committee agreed to the terms of the motion reporting to Finance Policy Resources Committee in June.</p> <p>The responses from Local Authorities have indicated to date that the only opportunity available for compensation of any kind is through ad hoc arrangements. Officers are looking for further information to finalise a report for the next cycle</p>	Head of Communities and Housing	08.06.17	No

<u>No.</u>	<u>Motion</u>	<u>Date of Council/ Committee Meeting</u>	<u>Committee Motion referred to / date/ decision of Committee</u>	<u>Action taken / Proposed Future Action</u>	<u>Responsible Head(s) of Service</u>	<u>Due Date</u>	<u>Is authority sought to remove motion from list?</u>
	contractor) to cover their reasonable losses and/or (ii) other methods of recompense should be made available. The report will also look at best practice adopted in this area by other Scottish local authorities						

CYCLE 3 - COMMITTEE STATISTICS**The Tracker Shows the Reports Which are Expected to be Submitted to Future Committee Meetings**

Report Title	Report author	Head of Service	Purpose of Report	Explanation if Delayed or Withdrawn
Tall Ships	Dawn Schultz	Richard Sweetnam	To instruct officers to work with the private sector and others to lever in private sector finance to meet at least 25% of any costs associated with the Tall Ship Race coming to Aberdeen in 2022; (vi) to take back a report to the Committee to include financial implications in six months' time	
Twinning & International Partnership grants	Dawn Schultz	Richard Sweetnam	Regular report to update council	
Strategic Infrastructure Plan – City Centre Living Study	David Lesley/Marc Cole	Angela Scott	09/03 Business statement - The Committee agreed to approve expenditure of up to £30k to award a contract to Consultants to prepare a City Centre Living study and report progress back to Finance, Policy and Resources Committee in February 2017 (Now March 2017)	

Towards A Fairer Aberdeen That Prospers For All 2017-20	Dave Kilgour	Derek McGowan	<p>Update - Decision sheet 09/0 - to request officers to report back to a future Finance Policy and Resources Committee with a corporate framework linked to the Community Planning Partnerships Local Outcome Improvement Plan structure for overseeing the governance, performance and management for tackling poverty and inequalities;</p> <p>(iii) to request officers to have further discussion with Community Planning partners to identify further actions intended to address health inequalities and report back to Committee for the next cycle;</p> <p>(iv) to request officers to develop proposals and report back to Committee regarding how ongoing engagement with individuals and groups who are experiencing poverty will be progressed</p>	
Participatory Budgeting	Neil Cairnegie	Derek McGowan	<p>Officers have concluded a number of PB projects during 2016/2017 (including HRA funded initiatives and Fairer Aberdeen Fund) with the three Locality PB events concluding at the end of March 2017 which has included the use of online tools to support the process. Through the conclusion of these projects and ongoing work with PB Partners, Officers will deliver a policy based on Scottish wide and global best practice coupled with lessons learnt from PB activities up to March 17</p>	<p>A report is being made to the Communities, Housing and Infrastructure committee on 29 August 2017 proposing a Participatory Budgeting process during 2017/18. Work is on-going through Community Planning Aberdeen to develop our PB approach. The 2017/18 PB process and work being done through community planning should help determine a Council policy for PB.</p>
Public Bodies Duties Climate Change Report 16/17	Amy Gray	Eric Owens	<p>The purpose of the report is to comply with the Climate Change (Scotland) Act 2009 requirement to publically report on our emissions performance</p>	

Corporate Governance Financial Report - Quarter 1, 2017/18	James Hashmi	Steven Whyte	For noting the financial performance of Corporate Governance, Revenue and Capital budgets and Earmarked Reserves and the provision of information on key variances contributing to the forecast outturn.	
Small Financial Assistance Grants and Gala Funding 2017/18	Karen Black	Steven Whyte	Subject to applications being received. Each application requires consideration and a decision on the award of funding.	
Pension Fund Guarantee Requests	Sandra Buthlay	Steven Whyte	Subject to requests being received. To consider requests received from North East Scotland Pension Fund admitted bodies for Aberdeen City Council to become a guarantor for their pension fund liabilities.	
Living Wage Accreditation	Karen Templeton	Morven Spalding		
Photovoltaic Panels	Stephen Booth	John Quinn	TBC	There is not any updates on the project to move forward a report at this time.
Middlefield/Northfield Place- Making	Bill Watson	John Quinn	This is a follow up to Middlefield/Northfield Place-Making and Active Travel Project & Environmental and Flood Prevention Works at Heathryfold Park, 2nd report	
Corporate Information & ICT Acceptable Use Policy	Helen Cannings	Simon Haston	The Information governance team has new and revised Information Governance Policies for committee approval	
Wallace Tower, Tillydrone	Jim Argo	John Quinn	This report gives an update on their progress and suggests options open to the City Council to potentially bring the property back into use.	
87-93 Union Street and 1-6 Market Street	Stephen Booth	John Quinn	Update	No change since last report was brought to committee, nothing to report

Policy Doc for Beer, Wines, Spirits Tender for Beach Ballroom	John Johnstone	Euan Couperwhite	The purpose of this report is seek the approval of committee to conduct a tender process for the provision of wines, beers and spirits to the Beach Ballroom for a maximum of four years and to seek approval of the estimated expenditure as detailed in this report.	
Management of gaps in the Public Transport Network	Chris Cormack	Eric Owens	To advise members on gaps in the public transport network and how they measure up against the Council's assessment criteria and to seek approval to address a number of gaps in the public transport network	
School/Social Work Transport – Framework Agreement Extension	Chris Cormack	Eric Owens	To seek approval to invoke the one year extension clause in the current Framework Agreement for the provision of school, college and social work transport	
Policy on Release of Balloons & Sky Lanterns	Sinclair Laing	Eric Owens	The purpose of this report is to highlight the costs of balloon/sky lantern releases and to seek approval for a policy be introduced limiting the practice.	
GRG paper: Communications Policy	Paul Smith	Angela Scott	To seek approval for a an updated Aberdeen City Council Communications Policy, which was first introduced in November 2015. Since the 2016 bond issue, the Council has been bound by associated regulatory requirements and these include stipulations around external communication in relation to subjects which may impact on the bond. The updated policy takes the implications of the bond into account, with specific clauses added. The policy includes refined approval processes to enhance operational efficiency within the External and Internal Communications team.	
Election Services Tender	Steven Dongworth	Ciaran Monaghan	To get approval to go to tender for the procurement of an electoral services contract, which provides printing, postal vote management, etc. needed for the running of electoral events.	

CG Service Outcome Improvement	Martin Allan		To present the Committee with the Corporate Governance Directorate Service Outcome Improvement Report which includes key performance information for the Service and how this relates to Strategic Priorities.	
Unrecoverable Debt	Wayne Connell	Steven Whyte	To seek Committee approval on Business Rates debts recommended as unrecoverable during 2015/16 and in excess of £25,000, as required in terms of Financial Regulations 5.3.4. To advise numbers and values of Council Tax, Business Rates and Housing Benefit Overpayments deemed to be unrecoverable during 2015/16 after all approved recovery procedures have been followed, as required in terms of Financial Regulations 5.3.4.	
Statutory Performance Indicators	Neil Buck		To present the Committee with the 2016/17 outturn for the Council's Statutory Performance Indicators (SPI)	
Request for Rates Relief (Hardship)	Wayne Connell	Steven Whyte	to request the Committee to consider an application for rates relief (hardship relief) received from ITCA Training Ltd, who occupy business premises at Howemoss Drive, Dyce, Aberdeen.	
Crowdfund Aberdeen	Agata Kowal	Richard Sweetnam	are looking for approval from Committee to commit £10,000 to Crowdfund Aberdeen from the existing Economic Development Service, Project Development budget and also to approve the process for pledging to enable Aberdeen City Council to support local projects.	
Purchase of Ground at Wellington Road	Neil Strachan	John Quinn	The Scottish Government's position is that the land will need to be purchased by the Council at its valuation. The Council is to confirm if it wishes to progress with the purchase or not. If the Council does not wish to progress with the purchase the Scottish Government will look at alternative disposal options.	

Development of Service Level Agreements (Equalities)	Sandra Howard	Derek McGowan	This report provides an update on progress since May 2017 on the development of Service level Agreement – Equalities	
Nelson Street Pavilion	Louisa Ratana Arporn	John Quinn	The Committee agreed to instruct the Head of Land and Property Assets to bring a further Report in relation to the property, Nelson Street Pavilion and Playing Fields, to the next meeting of the committee to include further analysis of the offers received, including a formal planning commentary on the site and potential uses; appropriate and deliverable on the site, the wider community benefits that could be delivered by the various offers and the likely scale of developers contributions based on the offers submitted	
Disposal of the former Victoria Road School	Neil Strachan	John Quinn	Update	
Condition & Suitability Updated 3 Year Programme	Alistair Reid	John Quinn	Update	
Response to Councillor Stewart	Neil Cairnegie/Arthur Barrie	John Quinn?derek McGoawn	The motion by Councillor Stewart was “ To instruct the Interim Director of Communities, Housing and Infrastructure to report on the proposition that where there are unreasonable delays in Capital Programmes of Works attributed to the Contractor, that (i) Council tenants and other affected householders should receive an appropriate payment payable by the contractor (to be provided for in the contract between the Council and the Contractor) to cover their reasonable losses and/or (ii) other methods of recompense should be made available. The report will also look at best practice adopted in this area by other Scottish Local Authorities”	Withdrawn -awaiting further information, officers will report for next cycle

Hillhead of Pitfodells - Proposed sale of farm house – redevelopment of derelict farm building	Jim Argo	John Quinn	This Committee’s meeting on 20th September, 2016 considered and approved the recommendations in a report on the above property (see Item 38 on page 24 of the Minutes). The report told Members that the cost of the repair and refurbishment of a semi-derelict house on site, for stable staff accommodation would be circa £180,000. Further investigation of the property’s condition and unforeseen problems in the scheme now leads to an upward revision in the estimated project costs to circa £245,000. Members are invited to approve the continuation of the scheme at the revised higher cost	
CHI/17/228	42998	Scott Ramsay	Richard Sweetnam	
Jessiefield Farm	Jim Argo	John Quinn	Jessiefield Farm, Hazlehead is owned by the City Council (Common Good) and leased to Mr. Douglas Strachan. He’s requested that he be permitted to renounce circa 12.45 acres of land from his lease, in favour of the City Council. Such a renunciation enables us, in turn, to grant a new lease of that land to Hayfield International to allow the construction of a new Equestrian Centre to replace the current Horse Riding School in Hazlehead Park. The report discusses the proposal and invites Members to approve a provisional agreement to give effect to these linked property transactions	

Lands of Skene, surplus houses	Jim Argo	John Quinn	The City Council own several farms outwith the City Boundary at Lands of Skene, Carnie – immediately to the south of Westhill. The farms are held on the Trust Funds Account. These farms are currently subject to rent review and as part of that provisional negotiation process, the farmers have offered to renounce two houses from their leases. The report discusses the offers and the financial consequences of same.	
Enforcement within the Private Rented Housing Sector	Ally Thain	Derek McGowan	The Committee agreed to instruct the Director of Communities, Housing and Infrastructure to bring a report to a future meeting of the Finance, Policy and Resources Committee outlining the options for enhancing the resources available for enforcement within the private rented housing sector and to draft a business case on how this could be done on a revenue-neutral basis.	
Mitigation of risks for new domestic gas servicing and maintenance contract	John Quinn	Bernadette Marjoram	1.1 This report relates to the proposed new contract for gas servicing and maintenance of domestic boilers, which is planned to be procured in time for 1st Nov 2107. The purpose of this report is to advise the committee of the risks, and the proposed mitigation options that may be implemented, in accordance with existing procurement regulations.	
Loan to HyER	Yasa Ratneyeke	Richard Sweetnam	To ask members to consider a request from HyER (Hydrogen and Electro mobility in European Regions), to provide a loan of £50,000 to be paid back over a period of five years, with repayment deferred until 2019	
Pinewood Hazledean	Stephen Booth	John Quinn	Negotiations with Dandara	

CYCLE 4 - COMMITTEE STATISTICS					
The Tracker Shows the Reports Which are Expected to be Submitted to Future Committee Meetings					
Report Title	Committee date	Report author	Head of Service	Purpose of Report	Explanation if Delayed or Withdrawn
Current Gas Central Heating Maintenance Framework Contract	30/11/2017	Colin MacIver	John Quinn	The Committee agreed amongst other things that an update report in relation to the contract be brought back to the Committee on 30 November 2017	
Towards A Fairer Aberdeen That Prospers For All 2017-20	30/11/2017	Dave Kilgour	Derek McGowan	Update - Business decision - 09/17 - to note the proposal to pilot school holiday meal provision in 3 primary schools is subject to confirmation that funding is available in the 2017/18 budgets and to evaluate and report back to Committee within 9 months.	
Furniture Storage and Removals and Domestic Furniture and Furnishings	30/11/2017	Graeme Gardener	Derek McGowan	09/03 - The Committee agreed to instruct officers to report to Committee by December 2017 with an options appraisal for charging customers for the storage and removal of furniture.	
Approval to extend self-service payment kiosk contract	30/11/2017	Craig Farquhar	Ewan Sutherland	To renew the contract for maintenance and support for the existing self-service payment kiosks (It may be that when IT goes to committee the team may look to procure additional kiosks, which would slightly alter the purpose, but purpose will be updated if that's the case)	
Corporate Governance Financial Report - Quarter 1, 2017/18	30/11/2017	James Hashmi	Steven Whyte	For noting the financial performance of Corporate Governance, Revenue and Capital budgets and Earmarked Reserves and the provision of information on key variances contributing to the forecast outturn.	
Small Financial Assistance Grants and Gala Funding 2017/18	30/11/2017	Karen Black	Steven Whyte	Subject to applications being received. Each application requires consideration and a decision on the award of funding.	

Pension Fund Guarantee Requests	30/11/2017	Sandra Buthlay	Steven Whyte	Subject to requests being received. To consider requests received from North East Scotland Pension Fund admitted bodies for Aberdeen City Council to become a guarantor for their pension fund liabilities.	
Treasury Management Policy and Strategy – Mid Year Review	30/11/2017	Neil Stewart	Steven Whyte		
Corporate Governance Performance Scorecard	30/11/2017	Martin Allan			
Strategic Infrastructure Plan	30/11/2017	David Leslie	Craig Innes		
Fairtrade	30/11/2017	Oluwatoyin Fatokun	Eric Owens	Update on Fair trade resolution	
FCHJU Fuel Cell Bus Commercialisation Project	30/11/2017	Andrew Win	Richard Sweetnam	At meeting on 9 March 2017 it was agreed an extension to timescale to allow for confirmation of status of external match funding. Expected close is now 31st October 2017.	
Unified Customer Communications & Collaboration	30/11/2017	Alexander Ryland	Ewan Sutherland	Request to procure a unified communications solution to replace existing telephony systems, hardware, maintenance, fixed line/mobile contracts, and contact centre systems. This is anticipated to achieve significant savings potential within IT & Transformation, and act as an enabling technology to savings elsewhere in the organisation.	
Site at Beach Esplanade/ King Street	30/11/2017	Louisa Ratana Arporn	John Quinn	Decision sheet 23.06, move fromm Full Council back to FPR	
Review of the Managing Substance Misuse Policy (tbc)	20/09/2017	Keith Tennant	Morven Spalding	This policy is concerned with further refining the processes involved when dealing with substance misuse cases. It also has the aim of updating the policy to reflect recent changes in legislation and support.	
Site at Beach Esplanade/ King Street	30/11/2017	Louisa Ratana Arporn	John Quinn	Decision sheet 23.06, move fromm Full Council back to FPR	
SUDS Section 7	30/11/2017	Mike Cheyne	Mark Reilly		
Twinning & International Partnership grants	30/11/2017	Dawn Schultz	Richard Sweetnam	Regular report to update council	
Service To Deliver Mobility Equipment Hire	30/11/2017	Sandra Howard	Derek McGowan	Update	

ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20 September 2017
REPORT TITLE	Statutory Performance Indicators 2016/17
REPORT NUMBER	CG/17/104
LEAD OFFICER	Steve Whyte
REPORT AUTHOR	Neil Buck

1. PURPOSE OF REPORT:-

- 1.1 To present the Committee with the 2016/17 outturn for the Council's Statutory Performance Indicators (SPI)

2. RECOMMENDATION(S)

- 2.1 The Committee are asked to:

- (a) Note the performance against the indicators identified in the report.
- (b) Agree that the SPI outturn performance for 2016/17 be published on the Council's website as part of our Public Performance Reporting (PPR) arrangements.

3. BACKGROUND

- 3.1 The Accounts Commission direction to local authorities on Statutory Performance Reporting requires alignment of SPI information with enhanced PPR activity within the Best Value audit process. Councils are also required to report the output of the Local Government Benchmarking Framework.

- 3.2 **SPI 1** directs us to report a range of information on our services and functions in order to demonstrate:

- Performance in improving public services (including with partners)
- Performance in improving local outcomes (including with partners)
- Performance in engaging with communities and service users and responding to their views and concerns
- Performance in achieving Best Value including performance benchmarking, options appraisal and use of resources.





- 3.3 **SPI 2** directs us to report a fixed suite of indicators 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

3.4 The SPI 2 (LGBF) indicators will not be reported by the Improvement Service until early 2018 but some of the indicators contained within that dataset are provided directly by the Council and are therefore included with the local indicators which are the basis of this report. These indicators cover:

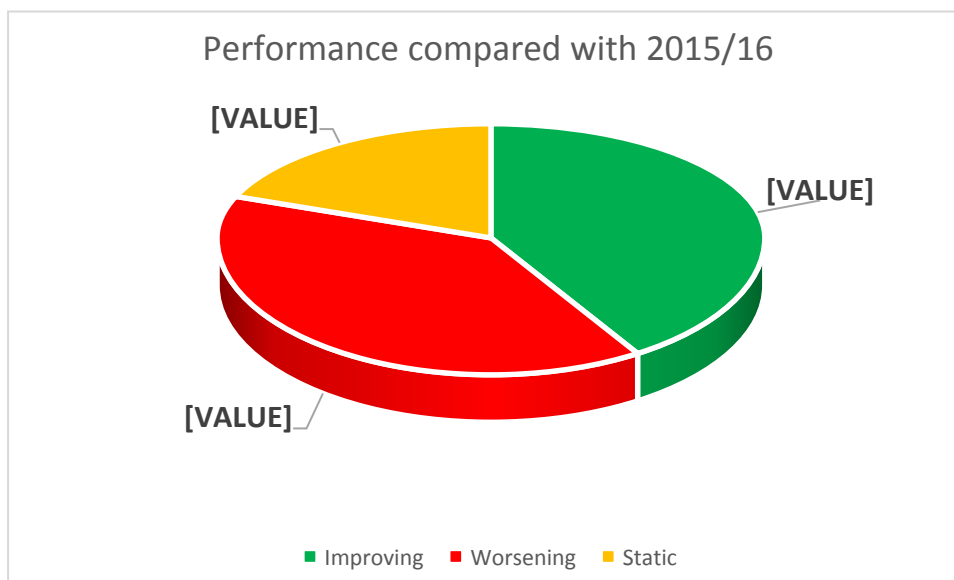
- Number of days lost through sickness absence per employee
- Percentage of women employees in the top 5% of employees by earnings
- Cost per dwelling of collecting council tax
- Percentage of income from council tax due for the year that was received
- Percentage of invoices paid within 30 days
- Percentage 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

3.5 The attached performance report uses traffic light symbols to aid the better understanding of direction of travel:

-  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 or exceeding target performance.
-  denotes an indicator where no target is identified or when one is not appropriate.

3.5.1 The first three symbols are seen wherever the indicator has a performance target in place. Services are encouraged to establish meaningful targets which illustrate the drive to achieve ‘best in class.’ Some indicators, through necessity, do not have performance targets. This will either be because to set a target is inappropriate, for example where the indicator reflects a demanded service such as child protection or personal care. or where the indicator reflects something which is reported for information only such as ‘Percentage of Disabled Employees.’

- 3.6 The report details, wherever possible, data against each indicator for the reporting year and two preceding years. This permits trends to be identified a picture of improving or deteriorating performance. Intelligence provides insight into performance and context around the most recently available data.
- 3.7 Where the picture presented is one of static or declining levels of performance, services have been asked to provide a line of sight to the relevant section of the Service Improvement Plan covering the service or function. These plans demonstrate each service's commitment to improvement within the context of the Council's strategic priorities and the Local Outcome Improvement Plan.
- 3.8 During the preparation of the Service Improvement Plans, the LGBF indicators were factored into the performance frameworks which support the improvement activities. This permits effective benchmarking of the Council's performance relative to our peer authorities.
- 3.9 When compared with the 2015/16 reporting year, 41% of the indicators have improved, 39% have worsened and 20% have remained static.



4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications arising directly from the report.

5. LEGAL IMPLICATIONS

- 5.1 The Council is required under the Local Government Act 1992 to publish performance information to support the Accounts Commission Direction.

6. MANAGEMENT OF RISK

- 6.1 The management of risk is an important tool in ensuring that outcomes and improvements in performance are achieved. In addition however, a risk

analysis of the subject of this report has been carried out and the output is detailed below:

Risk	Mitigation	Assessment
Finances	There is a risk that the Council is unable to demonstrate the efficient use of resources in delivery of our services and statutory functions. The report mitigates this risk by providing the Committee with evidence of performance so that where under-performance is identified, efforts can be made to address these areas.	Low
Employees	Some of the indicators reflect the management of the Council's workforce, notably the assessment of sickness absence and the workforce profile, including gender pay gap. This ensures the Council is able to address any areas of concerns and to monitor performance over time.	Low
Customers / Stakeholders	The risk of not providing our customers and citizens with information on the services they obtain from us and on the conduct of our business, is mitigated by the publication of this report. Similarly, our key stakeholders Audit Scotland and other agencies will require evidence of our compliance with statutory responsibilities.	Low
Environment (no risk identified)		
Legal	The publication of this report ensures compliance with our statutory duty with regard to performance information.	Low

7. IMPACT SECTION

7.1 People.

7.1.1 Many of the indicators in the report reflect the quality and effectiveness of our service delivery. Information on responsiveness to communities and encouraging community participation is also reported.

7.2 Place.

7.2.1 The report contains performance information about our environment and cityscape and includes measures which illustrate the performance of the

protective services, environmental health, waste and responding to anti-social behaviour. Information on sustainable development and management of carbon emissions is also reported.

7.3 Economy.

7.3.1 Information on the percentage of council expenditure with small and medium enterprises and local suppliers is reported, along with details of the positive procurement programme.

7.4 Technology.

7.4.1 No impact on technology has been identified through this report.

8. BACKGROUND PAPERS

Service Improvement Plans

9. APPENDICES

The Appendix to this report details the 2016/17 Statutory Performance Indicators.

10. REPORT AUTHOR DETAILS

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Appendix 1

2016/17 Statutory Performance Indicators

Corporate Governance


01. Accountancy Costs


Cost of overall accountancy function per £1,000 of net expenditure	Value		Value		Value		Target	
	2014/15	£5.88	2015/16	£5.95	2016/17	£6.86	£6.36	


The costs for accounting services have increased in 2016/17, with expenditure amounting to £2,968 million, compared to £2,620 million in 2015/16 as a result of the Fraud Team becoming part of the accountancy function, a 1% pay award, vacancies being filled and one off payments for project work.


Strategic Priority: Use of Resources
Aberdeen City Council Objective: We will modernise, innovate and transform service delivery


02. Benefit Administration Costs

Weighted rent rebate caseload	Value		Value		Value		Target	
	2014/15	15,791.58	2015/16	15,722.12	2016/17	15,808.19		


Weighted private rented sector caseload	Value		Value		Value		Target	
	2014/15	2,864.13	2015/16	3,037.38	2016/17	3,442.08		


Weighted registered social landlord caseload	Value		Value		Value		Target	
	2014/15	4,101.66	2015/16	4,242	2016/17	4,288		


Weighted Council Tax Benefit caseload	Value		Value		Value		Target	
	2014/15	20,593.6	2015/16	20,136.96	2016/17	20,685.68		

Gross administration cost per benefit case	Value		Value		Value		Target	
	2014/15	£41.96	2015/16	£44.34	2016/17	£41.85	£44.00	
<p>The cost per Benefits case has decreased from £44.34 in 2015/16 to £41.85 in 2016/17. A target of £44.00 was set for 2016/17. A performance target of £41.00 has been set for 2017/18. The cost of Central Service recharges has reduced whilst other costs have stayed static. This along with an increase in the weighted caseload has attributed to a decreased cost of service.</p>								


03. Benefits Claims and Changes

Average time taken in calendar days to process all new claims and change events in Housing Benefit	Value		Value		Value		Target	
	2014/15	12.95	2015/16	10	2016/17	8.81	10	


Average Number of Days to Process New Benefit Claims		Value		Value		Value	Target	
	2014/15	20.02	2015/16	18.41	2016/17	18.4	20	
Strategic Priority: Improving Customer Experience Aberdeen City Council Objective: We will improve our compliance to ensure investor approval of our financial position.								

Average Number of Days to Process Change of Circumstances		Value		Value		Value	Target	
	2014/15	11.71	2015/16	8.46	2016/17	7.24	9	
Our improved performance is a result of continuing to streamline processes and procedures along with additional training and individual/ team performance management. It is hoped these results will be consolidated and targets continue for 2016/17 at 9 days for change of circumstances, 20 days for new claims. The target for Right Time Indicator has been reduced to 10 days.								


04. Efficiencies Achieved

Council-wide efficiencies as a percentage of revenue budget		Value		Value		Value	Target	
	2014/15	3.33%	2015/16	3.85%	2016/17	5.82%	4.4%	
Previously a 3% efficiency saving target was built into the council funding settlement as is the minimum that had to be achieved. ACC has continued with this target and indeed has increased in 16/17, from 4% in 15/16 to 5.8% in 16/17. Again staff/vacancy management savings and service delivery changes featured, along with procurement. The council continues to have a plan for cost reductions and savings as part of its 5 year business plan, and will strive to meet its funding constraints and efficiency targets in the future.								

05. Human Resources Costs

Cost of overall human resources function per £1,000 of net expenditure	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
	£6.14	£6.15	£6.34		
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.					
Strategic Priority: Use of resources					
Aberdeen City Council Objective: Increased digitalised and self-service with reduced demand on HR staff					

06. Employee Engagement


Percentage of engaged employees	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
	42%		49%		
Employee engagement levels are measured bi-annually via the Employee Opinion Survey (EOS). The survey was carried out in 2014 and more recently in 2016. The results from the recent survey are as follows: 49% are engaged, 41% are partially engaged and 10% are disengaged. These results compare favourable to the 2014 results – they show a statistically significant increase in the levels of engagement in ACC – this has gone from 42% to 49%. This also compared favourably to the BMG benchmark of 43% engaged (based on 80+ public sector organisations and over 100,000 employees). Response rates also improved as a result of series of actions taken to make it easier to complete the survey along with encouragement from senior manager. As a result, response rates went from 21% in 2014 to 48% in 2016.					
The results from the survey has been used to inform improvement outcomes and actions at both a corporate level and service level. These are all positive moves in the right direction, at the same time we recognise that there is still significant work to be done to maintain and increase levels of engagement, particularly in light of the financial challenges the council is facing.					


07. Workforce Profile


Percentage of disabled employees	Value		Value		Value		Target	
	2014/15	2.9%	2015/16	2.8%	2016/17	2.9%		


We have a Strategic Workforce Plan which links to the Council's equalities agenda. This agenda is concerned with meeting the public sector general equality duty and the specific duties under the Equality Act 2010. Over the last year we have continued to work towards meeting its specific duties in relation to employment equality.

Although targets are not set for this particular SPI as they are not appropriate, by considering instead the positive actions it is interesting to note that there has been a shift in the composition of the workforce. In the last year there has been an increase in full time working for both male and females and also males working part time. This increase has been offset by a reduction in the number of part time females employed by the organisation.


Percentage of full-time female employees	Value		Value		Value		Target	
	2014/15	36.2%	2015/16	37.7%	2016/17	36.4%		


Percentage of part-time male employees	Value		Value		Value		Target	
	2014/15	3.4%	2015/16	3.7%	2016/17	3.8%		


Percentage of full-time male employees	Value		Value		Value		Target	
	2014/15	27.4%	2015/16	28%	2016/17	28.2%		


Percentage of employees under 20 years	Value		Value		Value		Target	
	2014/15	0.4%	2015/16	0.5%	2016/17	0.6%		


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Percentage of employees aged 20 - 29	Value		Value		Value		Target	
	2014/15	13.9%	2015/16	14.4%	2016/17	15.2%		


Percentage of employees aged 30 - 39	Value		Value		Value		Target	
	2014/15	20.5%	2015/16	21.6%	2016/17	22%		

Percentage of employees aged 40 - 49	Value		Value		Value		Target	
	2014/15	24.6%	2015/16	23.6%	2016/17	23.9%		


Percentage of employees aged 50 - 59	Value		Value		Value		Target	
	2014/15	29.5%	2015/16	28%	2016/17	27.8%		


Percentage of employees aged 60 - 64	Value		Value		Value		Target	
	2014/15	7.9%	2015/16	8.4%	2016/17	7.6%		

Percentage of employees aged over 65		Value		Value		Value	Target	
	2014/15	3.2%	2015/16	3.5%	2016/17	2.8%		

Percentage of part-time female employees		Value		Value		Value	Target	
	2014/15	33%	2015/16	30.5%	2016/17	31.5%		

08. Complaints


The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints		Value		Value		Value	Target	
	2014/15		2015/16	71.35%	2016/17	64.55%		
Strategic Priority: Improving Customer Experience Aberdeen City Council Objective: Improved customer experience through our customer feedback mechanisms								


The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints		Value		Value		Value	Target	
	2014/15		2015/16	53.42%	2016/17	47.86%		
Strategic Priority: Improving Customer Experience Aberdeen City Council Objective: Improved customer experience through our customer feedback mechanisms								

% complaints resolved within time (Corporate)		Value		Value		Value	Target	
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	2014/15	2015/16	65.78%	2016/17	61.75%	100%	
<p>The number of stage 1 complaints have increased in 2016/17 and the number of stage 2 complaints have fallen. The reason for this is because emphasis has been placed on the importance of applying the Complaints Handling Procedure (CHP) correctly and only dealing with complaints at Stage 2 where appropriate, as opposed to a means of extending the response time. A range of training exercises have been undertaken with officers across the organisation to reinforce the CHP requirements and the quality of responses. Performance has decreased slightly for both stages which may be a result of the increased number of complaints overall, which has grown by 33.46%. The reasons why delays still occur, especially in relation to Stage 2 complaints, will continue to be explored and addressed with the services, with the aim to further improve performance.</p> <p>The complaints function is currently being consolidated to a single corporate Customer Feedback Team. Once established, this change will provide a number of benefits including enhanced visibility of complaint handling. The team will perform a quality assurance function and ensure that complaints are handled consistently across the organisation.</p>							
<p>Strategic Priority: Improving Customer Experience</p> <p>Aberdeen City Council Objective: Improved customer experience through our customer feedback mechanisms.</p>							

09. Information Requests

Percentage of FOIs dealt within 20 working days – Corporate	Value		Value		Value		Target	
	2014/15		2015/16	94.31%	2016/17	90.96%	85%	
<p>The number of Information requests received increased. This could be because there was a backlog in publishing information to our disclosure log which has now been updated and also due to a number of high profile incidents in Aberdeen causing interest in information not currently published. A review of the current process is to be undertaken during 2017/18 and the reasons why delays occur will be explored and addressed with services. The Information Compliance Team will continue to provide a focused and extensive training programme to Directorates and the public.</p>								
<p>Strategic Priority: Improving Customer Experience</p> <p>Aberdeen City Council Objective: Improved customer experience through our customer feedback mechanisms</p>								

% of EIR Requests replied to within timescale (Corporate)	Value		Value		Value		Target	
	2014/15		2015/16	95.12%	2016/17	92.24%	85%	
<p>Strategic Priority: Improving Customer Experience</p>								


Aberdeen City Council Objective: Improved customer experience through our customer feedback mechanisms


Percentage of Corporate Requests dealt with within 20 working days (FOIs and EIRs combined)	Value		Value		Value		Target	
	2014/15		2015/16	94.55%	2016/17	91.31%	85%	

Strategic Priority: How we do business


Aberdeen City Council Objective: Improved customer experience through our customer feedback mechanisms

10. Council expenditure with local suppliers

Percentage of council expenditure with local suppliers	Value		Value		Value		Target	
	2014/15	34.9%	2015/16	30.1%	2016/17	24.6%		

Percentage of local suppliers	Value		Value		Value		Target	
	2014/15		2015/16	22.2%	2016/17	21.9%		

11. SME Expenditure


Percentage of council expenditure with Small and Medium Enterprises	Value		Value		Value		Target	
	2014/15		2015/16	55.6%	2016/17	71%		

12. Supplier Development Programme

Supplier Development Programme (Positive Procurement Programme)	
Our supplier development programme, the Positive Procurement Programme (PPP), facilitates engagement with the local business community. PPP is a joint initiative between Aberdeen City and Aberdeenshire Councils that brings C&PSS and Economic Development from Aberdeen City and Aberdeenshire Councils together. The purpose of PPP is to support local businesses of all sizes and across all business sectors (including 3rd sector) to develop their capacity and capability to bid successfully for public contracts. As well as market testing events for forthcoming contract opportunities, PPP offers an effective platform to fulfil obligations under the Suppliers' Charter to "increase stakeholder understanding of public sector procurement policy/legislation" in addition to delivering practical support in terms of (i) 1 to 1 procurement surgeries, (ii) training/ workshop/ networking events and (iii) supplier bulletins. 'Meet the Buyer' events also supplement the programme and the national Supplier Development Programme (SDP) is promoted by Economic Development colleagues. This allows local suppliers access to procurement related SDP events, materials and webinars.	
Strategic Priority:	Prosperous Economy
Aberdeen City Council Objective:	Investment in infrastructure & internalisation. We (Commercial & Procurement Service) will be involved in all major project related objectives

Communities, Housing and Infrastructure

01. Public Access


Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	Value		Value		Value		Target	
	2014/15	84.03%	2015/16	81.56%	2016/17	82.01%	83%	
The improvement is due to the closure of not accessible properties along with new accessible properties opening at Henry Rae Centre and Aberdeen Treasure Hub. No buildings have moved from not accessible to accessible.								
The buildings that are not accessible are generally inherently difficult to improve so unless they are replaced/closed then they will continue to negatively affect the figure. It is not anticipated that there will be any significant changes in the properties over the next 12 months. Therefore a target of 83% has been set. Looking further ahead the								

completion of the Art Gallery project and Tillydrone Community Hub will improve accessibility.

Strategic Priority: Improving Customer Experience

Aberdeen City Council Objective: We will provide a more efficient, safe and fit-for purpose operational property portfolio

02. Operational Assets Required Maintenance Costs

The required maintenance cost of operational assets per square metre	Value		Value		Value		Target	
	2014/15	£106.03	2015/16	£107.48	2016/17	£104.74	£102.00	
<p>The cost per square metre fell slightly although the overall cost rose slightly. The overall floor area has reduced by about 3500 sqm with some assets closing permanently (Kincorth Swimming Pool) or temporarily (Music Hall). These closures saw the removal of around £1m in required maintenance with investment from the Condition and Suitability Programme making improvements to other properties. However, this has been offset by the deterioration in condition identified during the condition survey programme. The Condition and Suitability 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.</p> <p>The completion of capital projects such as Orchard Brae and Altens East Office will help improve the figure over the next 12 months. Improvements will continue to be made through the Condition and Suitability Programme. Further decline in assets identified during the current survey programme is difficult to predict. However this is unlikely to offset all the programmed Condition and Suitability work and capital projects. Taking this into account a target of £102 sqm has been set for next year.</p>								

03. Sustainable Energy

Emissions Management

Information on corporate emissions was collated to meet statutory Climate Change Reporting requirements in 2016, as well as Council returns as part of the Carbon Reduction Commitment. All major public bodies in Scotland are required to report on emissions each year. Performance was reported to committee ahead of submission and the Emissions Accountant produced an infographic to summarise the emissions data. Work included the development of templates to assist data collation and to assist with the verification process. Powering Aberdeen, a programme to approve city wide emissions was approved in 2016. As part of this process a baseline emissions inventory was established. The city wide data set is in the process of being updated to cover 2014.

04. Sustainable Development


Work done to encourage and support sustainable development

There has been continued progress in 2016/17 with work to encourage and support sustainable development and embed sustainability. ACC submitted a Climate Change Report for the first year of statutory climate reporting in 2016 and an assessment using the Climate Change Assessment Tool (CCAT) process showed progress with work to meet duties under this Act. Powering Aberdeen: a Sustainable Energy Action Plan for the city, was approved with a target to reduce emissions by 50%. Work commenced on the development of a Sustainable Energy Action Plan for the North East of Scotland with aims to reduce emissions across the region. In addition, a series of stakeholder workshops were held to develop the Aberdeen Adapts project.

Aberdeen's Fairtrade City status was successfully renewed in 2016 for another 2 years by the Fairtrade Foundation. A number of awards were received in this period including, National Transport Awards for the hydrogen initiative, H2 Aberdeen; awards at the 50th annual Beautiful Scotland awards. Powering Aberdeen and an awareness raising campaign for Climate Week and Earth Hour 2016 both received Scottish Green Apple Awards.


There has been significant progress with the development of new waste infrastructure and recycling services in line with the Aberdeen City Waste Strategy 2014 - 2025. The launch of the Eco Stars fleet recognition scheme took place in this period, aiming to reduce climate change and health based pollutants and an Active Travel Plan was launched. ACC Catering Service achieved Food for Life Silver Accreditation for work in schools and Aberdeen was accepted as a member of the Sustainable Food Cities Network. Acknowledging local environmental achievements 2016 Ecocity Awards were presented to a record number of submissions over eight categories.

05. Traffic Light Repairs

Percentage of all traffic light repairs completed within 48 hours	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
	98.2%	96.46%	97.24%	95%	

The total number of faults recorded by the indicator decreased significantly from last year's figure of 1046, to 869. The number of lamp faults decreased significantly from last year's figure of 607 to 314 and represents around a 48% decrease. It is felt that this decrease is due to improvements in LED technology leading to a reduction in the level of intermittent faults. Faults attributable to detectors have increased by 52% from 83 in 2015/16 to 126 in 2016/17. This significant increase is being investigated but is considered to be attributable in part to the additional number of detectors on street due to the refurbishment of older traffic signal installations and the additional detection systems installed as part of the upgrade to Puffin pedestrian facilities. There has been a slight increase in faults attributable to damage caused following road traffic collisions (RTC's) from 67 in 2015/16 to 69 in 2016/17. The number of all dark faults decreased slightly to 160 in 2016/17, compared with 165 in 2015/16, which represents a decrease of around 4%. This decrease is considered to be attributable to the reduction in the number of traffic signal installations which have exceeded their service life due to the ongoing traffic signal refurbishment programme.


06. Street Light Repairs

Percentage of all street light repairs completed within 7 days	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
	68.29%	59.99%	59.07%	90%	

Staff time has been directed towards lighting column and luminaire replacement which appears to have brought down the total number of lighting faults in previous years; however the number of faults may be on the rise again. It is anticipated that overall this figure will continue to improve as conventional lamps are replaced for LED fittings as their lifespan is considerably greater.

Strategic Priority: Use of Resources
Aberdeen City Council Objective: The energy consumption and carbon footprint of the city's street lighting is reduced.

07. Street Light Columns

Percentage of street lighting columns that are over 30 years old	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
	28.8%	26.71%	26.82%	28.7%	


There has been a 0.11% increase in the percentage of the current stock of columns over 30 years old and which equates to a theoretical increase of 31 columns. This is due to

a large number of British Steel Tubular Galvanised columns (1171) moving into this age range in the last year. The majority of this increase has been counteracted by continued column replacement. The total lighting column stock has reduced by 16. The current level of investment has maintained the age profile of the column stock and there continues to be a commitment to continue with funding improvements. The Capital spend will continue to 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 survey and carrying out non-destructive column testing.

Strategic Priority: Use of Resources

Aberdeen City Council Objective: The energy consumption and carbon footprint of the city's street lighting is reduced.


08. Road Network Restrictions

Percentage of council and private bridges assessed that failed to meet the EU standard of 40 tonnes	Value		Value		Value		Target	
	2014/15	3.09%	2015/16	3.09%	2016/17	3.09%	4.6%	

The works for the reconstruction of the reinforced concrete section of Rob Roy Bridge is completed but does not affect the number of bridges failing. The programme of work regarding weak bridges is dependent upon budget and priority. None of the 6 bridges which fail to meet the EU standard of 40 tonnes can be regarded as a serious restriction to the public road network.

Road network restrictions does not feature in the Service Improvement Plan. It is a statutory requirement to assess all our bridges and those on the main routes must be able to meet the EU standard of 40 tonnes. Bridges on minor roads are assessed and the appropriate weight limit is stipulated.

09. Pothole Repairs


Potholes Category 1 and 2 – % defects repaired within timescale	Value		Value		Value		Target	
	2014/15	92.5%	2015/16	93.3%	2016/17	95.9%	92%	

During the recent winter period, although there were few severe frosts, there were still a high number of occasions where we had high degrees of temperature variation. This variation, in combination with the surface being wet, lead to the road surfaces deteriorating and breaking up. Regular work teams are normally added to from internal resources in order that account is taken of seasonal variations in the workload.

Priority pothole repairs decreased from 12,375 in 2015/16 to 12,081 in 2016/17, a decrease of 2.4% on the previous year. For Category 1 defects, the most serious failures, 1,257 were repaired in the period. There has been a recorded rise in the number of find and fix pothole repairs carried out which may account for the drop.

□ Performance for Category 2 repairs was higher than the previous year for the first quarter, with 4,666 potholes repaired compared with 3,041 last year, with an average performance of 95.9% completed within timescale.


10. Planning Applications Processing Time


Average Determination Times of Major Development Planning Applications (weeks)	Value		Value		Value		Target	
	2014/15	47.6	2015/16	24.1	2016/17	43.9	35	

These improved determination times have been achieved by continuing the systematic use of project planning and application of stop the clock. The improvement has been achieved despite the unavoidable adverse effects on performance resulting from the transition to the new computerised planning application system which resulted in downtime of four weeks in the summer of 2016. Whilst shorter than 2014-15, it is acknowledged that the determination times for major developments have lengthened considerably when compared with last year's figures. This figure has been skewed significantly by extended determination times inherent in project managing determination of few exceptionally large or complex major developments including applications for an Energy from Waste Plant for the region, New Maternity and Cancer Hospitals at Aberdeen Royal Infirmary, new £333M Aberdeen Exhibition and Conference Centre, Rowett South (a 1700 home mixed use community), Countesswells (a 3000 home mixed use community), Broadford Works (a 890 home mixed use conversion of Scotland's largest complex of Category A Listed buildings) and Cornhill Hospital (323 home development involving demolition/relocation of granite/listed buildings in a conservation area). A further issue has been the difficulty of getting applicants to enter into planning processing agreements which enables effective and timely project management of planning applications.

A further causative factor applicable to extended determination times for major applications has been the legal challenge to the Strategic Transport Fund Guidance that meant that previously agreed strategic transport contributions had to be negotiated or renegotiated from scratch e.g. Phase 3 Dubford - 115 homes. The resource available to deal with major development applications has been further stretched by a further increase in the number of cases considered by the Local Review Body - to which, until now, all Senior Planners have acted as a pool of Planning Advisors. To address this issue, and to improve consistency of advice to the LRB, it was decided that, as of April 2017, the role of Planning Advisor to the Local Review Body would be filled by a single dedicated Senior Planner.

Strategic Priority: Improving Customer Experience
Aberdeen City Council Objective: Develop for the first time a single front door approach to statutory approvals.


Average Determination Times of Non House Holder Planning Applications (weeks)	Value		Value		Value		Target	
	2014/15	16.6	2015/16	14.2	2016/17	13	14	

Average Determination Times of HouseHolder Planning Applications (weeks)	Value		Value		Value		Target	
	2014/15	12.8	2015/16	10.8	2016/17	8.7	9	

There is continuous improvement, particularly for the economically important major applications where determination times have halved. Furthermore, there is evidence that decision making is becoming more robust with 68.8 % of appeals upheld, compared to 40 % last year. A large factor in the improvement has been the introduction of ‘stop the clock’ provisions which now enable a more accurate reflection of the planning service performance to be reflected in the figures. There is still a recognised need to improve which is a priority and an ongoing focus for the coming year.

The following measures have delivered significant improvements to performance which will enable the momentum to be maintained into future years. Vacant and new posts have been filled; roll out of a project management based approach to application processing; ‘Stop the clock’ for planning applications has been introduced; a new planning application operating system is being put in place; dynamic performance monitoring allows performance standards to be visible and tracked in real time.


11. Homelessness


Council duty to secure permanent accommodation for household – % of decision notifications issued within 28 days of date of initial presentation	Value		Value		Value		Target	
	2014/15	57.5%	2015/16	83.9%	2016/17	98.6%		


The number of households presenting as homeless increased by 7% in 2016/17. Part of this increase can be attributed to the change in process whereby a Case Officer now manages all households who have advised that they consider themselves to homeless. There is no evidence to suggest that the downturn in the Oil & Gas sector has had a significant impact on the number of households presenting as homeless.


The type of homeless households changed little in 2016/17 with the majority of lets, 438, being to bedsit or 1 bedroom property. Tenancy sustainment after a year remains


good with 91.9% being achieved against the local target of 90%.

Council duty to secure permanent accommodation for household – iii. the % who are housed	Value		Value		Value		Target	
	2014/15	82.9%	2015/16	78.7%	2016/17	81.1%		


Council duty to secure permanent accommodation for household – iv. % of cases reassessed within 12 months of completion of duty	Value		Value		Value		Target	
	2014/15	2.4%	2015/16	5.8%	2016/17	6.6%		


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	
	2014/15	43.7%	2015/16	72.1%	2016/17	100%		

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	
	2014/15	2.6%	2015/16	5.8%	2016/17	5.3%		


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	
	2014/15	89.6%	2015/16	91.2%	2016/17	91.9%	90%	

12. House Sales

House Sales completed within 26 weeks – %		Value		Value		Value	Target	
	2014/15	97.8%	2015/16	78.7%	2016/17	56.3%	97%	
The decrease in performance is directly linked to the considerably increased level of applications received prior to the ending of right-to-buy on 1/8/2016. Consequently there were substantial demands on the District Valuer, Architectural Services, Legal Services as well as the Sales & Consents Unit. Staffing levels were increased within the Sales & Consents Unit to record and process the high level of applications received immediately before the abolition date. Currently, all valuations have now been received and the majority of the plans have been obtained and Legal Services are continuing to work on the conveyancing of the remaining sale applications.								
House Sales are not featured in the Service Improvement Plan because right-to-buy has ended.								

Average time for house sales (weeks)		Value		Value		Value	Target	
	2014/15	21.5	2015/16	23.9	2016/17	27.2	21.6	
House Sales are not featured in the Service Improvement Plan because right-to-buy has ended.								

13. Affordable Homes


No. of affordable houses developed		Value		Value		Value	Target	
	2014/15	22	2015/16	214	2016/17	108	415	
The Housing Need and Demand Assessment (HNDA0 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. The HNDA update report prepared in 2010–11 identified an annual requirement of 415 affordable houses in Aberdeen over a 10 year period.								

Completions by housing developers and RSLs are outwith the direct control of the Council. Developers build out sites with a number of factors impacting on the timeframes including weather, market performance, site conditions, etc. 2017-18 has already seen 144 affordable completions with potential for a total of 617 during the year.

Strategic Priority: Prosperous Economy

Aberdeen City Council Objective: We will ensure housing that is affordable, across markets, is widely available, and in particular to support vital key workers in the education, care and health sectors.

14. Housing Repairs Expenditure


Average repairs and maintenance expenditure per house per year	Value		Value		Value		Target	
	2014/15	1,143	2015/16	1,167	2016/17	1,194		

Overall increased spend of £500k from 2015/16. Budgeted per house of £1,105 compared with actual of £1,194, mainly due to increased recharge from Building Services for additional work completed in the last two months of the financial year.

Strategic Priority: Use of Resources


Aberdeen City Council Objective: We will decrease the number of housing repair jobs which require more than one visit

15. Housing Management Expenditure


Average supervision and management expenditure per house	Value		Value		Value		Target	
	2014/15	716	2015/16	765	2016/17	782		

Increase of £351k from 2015/16 principally due to increased staffing costs from increments & fewer vacancies. Over spend compared to budgeted management & admin per house of £730 compared to actual of £782, this is difficult to identify one areas which is above budget as there is a number of increases in all areas.

16. Refuse Complaints

Refuse Complaints received per 1000 households	Value		Value		Value Target		
	2014/15	25.34	2015/16	42.62	2016/17	52.48	
<p>Complaints overall has increased by 39%. Whilst it is accepted that this is a significant increase, there are factors that can account for this. The service underwent significant service changes during 2016 and 2017. These changes included rolling out communal mixed recycling containers across the 40,000 flatted properties during 2016 and 2017. This also included a change to collection routes and addition of new communal recycling routes. There are now twice as many communal bins in the city as there were the previous year, and in addition to this the installation of food waste bins to complement this is also now 95% complete.</p> <p>In addition, the service changed the refuse, recycling and brown bin routes for approx. 70,000 properties on 6 March 2017. This change included re-designating the existing refuse bin as a mixed recycling bin, delivering a new, reduced capacity refuse bin and changing the collection routes for all services. The route changes all happened on 6th March with the new bins being delivered from 27 February through until May 2017. In the run up to the service change the leases of the old recycling collection vehicles were extended to tie in with the planned new service changes. This lease extension meant that the fleet was elderly and encountered persistent breakdown and maintenance issues which resulted in operational challenges.</p> <p>Strategic Priority: Use of Resources Aberdeen City Council Objective: More waste is diverted from landfill through improved waste collection and disposal services.</p>							

17. Abandoned Vehicles


The number of abandoned vehicles that require to be removed by the council – removed within 14 days	Value		Value		Value Target		
	2014/15	96.77%	2015/16	61.54%	2016/17	61.63%	
<p>The number of vehicles uplifted has risen dramatically from 91 in 2015/16 to 245, which is an increase of 164%. The spike occurred from January 2017 as there were a total of 61 cars uplifted between April and December 2016, from January to March 2017 there were 184. This increase was unexpected and caused a significant backlog to occur early in 2017 whilst measures were put in place for amendments to workloads in order that this could be accommodated. This was done in January 2017 and for the period from January–March 2017 the success rate for uplift within 14 days was 82%.</p>							

In August 2015, the Council ceased to uplift abandoned cars in-house and an external contractor was appointed to do this instead. 2016/17 saw a dramatic increase in the number of abandoned cars reported, this is thought to be linked to both a continued fall in scrap prices and also the downturn in the oil industry causing people to move out of the area. The review of the process for Abandoned Cars is continuing although this has been delayed due to other commitments, such as the complete service change for all households in the city and is expected that the abandoned cars review can be completed by the end of 2017.

Strategic Priority: Improving Customer Experience


Aberdeen City Council Objective: Waste services are more responsive to customer enquiries and customer satisfaction is increased.

18. Domestic Noise Complaints

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	
	2014/15	26.77	2015/16	26.8	2016/17	18.6		

There were 312 domestic noise complaints (not antisocial behaviour) in 2016/17. A majority of the complaints related to dog barking noise. The average response time to visit was 18.6 hours. Time taken to respond is more than two times quicker than the required performance time and therefore well within management expectation. Systems are reviewed annually to identify potential improvements.


In 2016 the dog wardens became capable of accessing the services database at different locations across the City. Although not fully mobile working, this capability means virtually no requirement to travel to headquarters to obtain service request information. This improvement may explain why there has been an improvement in response times compared to previous years.


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	Value		Value		Value		Target	
	2014/15	0.36	2015/16	0.37	2016/17	0.37		

the time of the complaint and attendance on site

Of these 3142 domestic noise complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004, 1397 of these required attendance on site. In terms of the average time taken to attend these complaints, this was 0.36 hours in 2016/17, working out at just over 22 minutes between receipt of phone call and attendance at site. This number is exactly the same as the reported time recorded last year. This performance is considered to be encouraging and comfortably within internal expectations given the small scale of the ASBIT team and the vast boundaries of the city.


19. Trading Standards – Complaints and Advice

% of trading standards consumer complaints that were dealt with in 14 days	Value		Value		Value		Target	
	2014/15	86.95%	2015/16	84.85%	2016/17	83.84%		


PS4: % of trading standards business advice requests that were dealt with in 14 days	Value		Value		Value		Target	
	2014/15	93.66%	2015/16	87.43%	2016/17	88.42%		

Strategic Priority: Improving Customer Experience
Aberdeen City Council Objective: People and communities are protected from harm.

20. Trading Standards Inspections

Trading Standards Inspections – % visits to high risk premises achieved	Value		Value		Value		Target	
	2014/15	75.49%	2015/16	92.52%	2016/17	98.95%	100%	


21. Food Hygiene

Food Safety Hygiene Inspections % premises inspected 6 monthly	2014/15	Value 94.12%	2015/16	Value 100%	2016/17	Value 90.2%	Target 100%	
<p><u>Six Monthly Inspections</u> Calculation of the Q4 PI identified an error relating to the allocation of inspections, whereby officers were unaware of a small number of inspections that had been allocated to them. This resulted in five inspections of A rated (six month inspection frequency) establishments being missed. All of these establishments have subsequently been inspected. Improvements to the allocation and monitoring processes have now been implemented that will prevent a repetition occurring. 51 inspections were due and 46 were inspected on time – 90.20%</p> <p><u>Twelve Monthly Inspections</u> 190 inspections were due and 186 were inspected on time – 97.89%</p> <p><u>>12 Monthly Inspections</u> 501 inspections were due and 255 were inspected on time – 50.90%. This consists of 355 'C' rated (every 18 month) inspections, of which 250 were achieved on time and 146 'D' rated (every 24 month) inspections of which 5 were achieved on time. Due to staffing shortages, it has been necessary to prioritise work, with priority given to higher risk establishments. This is reflected in the lower performance against the '>12 monthly inspection' category. This was reported to CH&I Committee by bulletin report in November 2016. In Q4 of 2016/17, 2 FTE additional officers were recruited to the team, and in Q1 of 2017/18, an additional 1.6 FTE officers were recruited. One of the officers on maternity leave returned in Q1 and the other is due to return in Q2. Additionally two trainee officers are due to sit professional exams during 2017/18. It is therefore anticipated that performance against the SPI in 2017/18 should recover to appropriate levels.</p>								
<p>Strategic Priority: Use of Resources Aberdeen City Council Objective: People and communities are protected from harm.</p>								


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Food Safety Hygiene Inspections % premises inspected 12 monthly	Value	Value	Value	Target	
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	2014/15	97.08%	2015/16	97.86%	2016/17	97.89%	100%	
Strategic Priority: Best Use of Resources								
Aberdeen City Council Objective: People and communities are protected from harm.								

Food Safety Hygiene Inspections % premises inspected more than 12 monthly		Value		Value		Value	Target	
	2014/15	93.44%	2015/16	98.76%	2016/17	50.9%	100%	
Strategic Priority: Use of Resources								
Aberdeen City Council Objective: People and communities are protected from harm.								

22. High Priority Pest Control

High Priority Pest Control % responded to within 2 days		Value		Value		Value	Target	
	2014/15	98.5%	2015/16	98.7%	2016/17	98.8%	100%	
Strategic Priority: Improving Customer Experience								
Aberdeen City Council Objective: People and communities are protected from harm.								


High Priority Pest Control – % completed within 30 days		Value		Value		Value	Target	
	2014/15	92.8%	2015/16	90.4%	2016/17	86.8%	100%	
High priority pest control complaints response rate has remained consistently high although there was a slight drop in the percentage responded within 30 days. The majority of complaints will be possible to complete within the time period of 30 days, however, certain infestations can take longer to reach a satisfactory conclusion e.g. large infestations of cockroaches, pharaohs ants or rats. Climatic change and increasing resistance to insecticide can also affect time taken to resolve an infestation, historically a								

bedbug infestation could be satisfactorily resolved with one treatment, however, it is becoming more common that it takes two or more treatments.

Pest control have extended the variety of services offered in house, such as bird proofing domestic council properties and pigeon shooting at council depots, these are not reported within the SPI and therefore they are carrying a heavier work load than is reflected within this.

Strategic Priority: Improving Customer Experience
Aberdeen City Council Objective: People and communities are protected from harm.

23. Low Priority Pest Control

Low Priority Pest Control – % responded to within 5 days	Value		Value		Value		Target	
	2014/15	96.8%	2015/16	100%	2016/17	99.8%	100%	

Strategic Priority: Improving Customer Experience
Aberdeen City Council Objective: People and communities are protected from harm.

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Low priority Pest Control % completed within 30 days	Value		Value		Value		Target	
	2014/15	98%	2015/16	98.9%	2016/17	97.5%	100%	


In 2016/17 there were significantly more low priority complaints received, which may be due to more favourable conditions for wasps to survive and grow. Although the response rate and completion rate are slightly down, considering the increase in complaints received this shows performance is still being maintained. 100% response time may not always be possible to be achieved through variation in number of complaints received each month and lower staffing levels through annual leave, training and sickness makes this more challenging.

The majority of complaints can be completed within the time period of 30 days, however, certain infestations can take longer to reach a satisfactory conclusion e.g. large infestations of stored product insects. Climatic change and increasing resistance to insecticide can also affect time taken to resolve an infestation, historically a bedbug infestation could be satisfactorily resolved with one treatment, however, it is becoming more common that it takes two or more treatments.


Pest control have extended the variety of services offered in house, such as bird proofing domestic council properties and pigeon shooting at council depots, these are not reported within the SPI and therefore they are carrying a heavier work load than is reflected within this.

Strategic Priority: Improving Customer Experience
Aberdeen City Council Objective: People and communities are protected from harm.

24. High Priority Public Health Complaints

High Priority Public Health % responded to within 2 days	Value		Value		Value		Target	
	2014/15	96.4%	2015/16	99.1%	2016/17	97.5%	100%	

Strategic Priority: improving Customer Experience
Aberdeen City Council Objective: People and communities are protected from harm.


High Priority Public Health – % completed within 30 days	Value		Value		Value		Target	
	2014/15	91.5%	2015/16	91.5%	2016/17	87.4%	100%	

There was slight decrease in the number of complaints responded within 2 days and completed within 30 days. The majority of complaints will be possible to complete within the time period of 30 days, however, certain issues can take longer to reach a satisfactory conclusion e.g. a leaking water pipe within an unoccupied tenement flat. In this instance a statutory notice may have to be issued to allow works to be undertaken by the local authority to abate the nuisance. Thereafter it may take time to establish the owner and engage with them to arrange provision of replacement keys before passing the matter to the finance section for cost recovery.


Strategic Priority: Improving Customer Experience

Aberdeen City Council Objective: People and communities are protected from harm.

25. Low Priority Public Health Complaints

Low Priority Public Health – % responded to within 5 days	Value		Value		Value		Target	
	2014/15	98.6%	2015/16	98.7%	2016/17	97.2%	100%	

Strategic Priority: Improving Customer Experience
Aberdeen City Council Objective: People and communities are protected from harm.

Low Priority Public Health –% completed within 30 days	Value		Value		Value		Target	
	2014/15	95.7%	2015/16	96%	2016/17	95.6%	100%	

There was slight decrease in response rate but the completion rate remains consistently high. The majority of complaints will be possible to complete within the time period of 30 days, however, certain issues can take longer to reach a satisfactory conclusion e.g. a dirty house. In this instance it may take time to try and engage with the person who's property is causing the issue, there may also be several other partner agencies that are involved, such as housing or social work, meaning joint visits or meetings have to be arranged. The owner/occupier will be given a reasonable amount of time to make improvements clearing refuse or other putrescible items. Ultimately a statutory notice may have to be issued to allow works to be undertaken by the local authority to abate the nuisance which will typically take well over the 30 days.

Strategic Priority: Improving Customer Experience
Aberdeen City Council Objective: People and communities are protected from harm.

26. Diversity

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

All activity undertaken between has been in line with the Equality Outcomes. Positive progress has been made by establishing more effective ways to undertake community engagement, including the formation of the new Disability Equity Partnership (DEP) and Multi Faith Forum. The views of the representative groups have been progressed to help shape and inform Council Policy and Plans, including the Equality Outcomes (2017-21).

The review of Service Level Agreements is providing the opportunity to review the funding arrangements for voluntary organisations to ensure we are following public pound guidelines, as well as valuing the contribution made by partners and acknowledging and measuring their contribution to helping the Council deliver its Equality Outcomes. Work will continue to be done to embed equality across and throughout the Council, via the engagement with services and their leaders and mainstreaming of equalities into service and locality plans.


27. Community Engagement

Work done to encourage and support community engagement within the city


We continue to use a wide range of approaches to encourage, support and provide opportunities to be involved in the development and decision making regarding services and strategies. This is activity that takes place across the spectrum of our services and with Community Planning Aberdeen partners. Community Planning Aberdeen's Community Engagement Outcome group has been established and has developed an Engagement, Participation and Empowerment Strategy. The group is currently prioritising actions to deliver the strategy.

The Communities and Partnerships Team has completed its restructure into three localities and one citywide CLD strategic team. As per the Community Empowerment Act 3 locality plans have been created, with boards made up of less than 50% partners and more than 50% local community representatives in place. A CLD strategic plan is in place citywide, and interim review has been completed to review progress made, a consultation process is about to begin in relation to developing the next three year plan. Participatory Budgeting events have taken place in the three localities with funding going towards locality priorities identified at locality planning events. Further events took place through Housing and Fairer Aberdeen. This build significantly on the previous year event increasing the amount of funding allocated this way from £100k to £484500 (this total includes £100k from the Community Choices Fund).

28. Carbon Reduction Commitment


Building and Street-lighting Carbon Emissions	Value		Value		Value		Target	
	2014/15	40,056 tonnes	2015/16	39,996 tonnes	2016/17	34,365 tonnes		
<p>The Energy Management Team has annual 2.5% energy reduction target and have worked actively to reduce the energy consumption and carbon emissions from all public buildings and street-lighting. Energy efficiency measures and actions include energy awareness campaigns in schools, boiler controls, district heating connections, improved building management systems and new LED street-lighting. The Energy Team are continuously monitoring energy consumption patterns to identify more energy savings. There are also ongoing energy spend-to-save projects being planned and implemented.</p>								

29. Vehicles over 5 years old

Fleet Services – percentage vehicles over 5 years old	Value		Value		Value		Target	
	2014/15		2015/16	52.8%	2016/17	47%	40%	
<p>Vehicle “life” depends on a number of criteria and operating life may range from 3 to 7 years depending upon usage. There is an optimum time for vehicle replacement. It is likely that the older the vehicle the greater the cost of repairs and maintenance and the likely increase of vehicle downtime.</p> <p>In the year 2016/17 Fleet Service vehicle stock stood at 47% over 5 years old, which reflects an improvement over the last two years figures which was as high as 60% over five years old in 2013/14. This is a priority area for Fleet Services and a vehicle replacement schedule has been developed to address this.</p>								

Education and Children's Services


01. Community Use of Libraries

Number of community participations generated by Library and Information Service Engagement and Extensions activity	Value		Value		Value		Target	
	2014/15	28,301	2015/16	27,003	2016/17	35,257		

There were a significant increase in numbers with a 16% increase in the number of activities taking place and a 31% increase in participation. The service is engaging with customers more effectively, for example, the number of author events remained static at 14 but the number of attendees jumped from 496 in 2015–16 to 1318 in 2016–27.


The increasing number of core children’s activities – school and nursery visits, Bookbug sessions and Storytimes and holiday activities – accounted for 65% of the total and attracted 77% of the total participants.

02. Learning Centres / Access Points

Number of PC terminal and Netloan Wi-Fi access uses within Libraries and Library Learning Centres	Value		Value		Value Target		
	2014/15	204,840	2015/16	209,290	2016/17	228,890	

Wi-fi use has risen by 58%. The introduction of the new wi-fi supplier in 2015 made the network more reliable, easier to access with no obligation to be a library member and covered a number of public buildings in addition to libraries. It is this, combined with the increasing prevalence of mobile technology in society, which has caused such a large increase in the take-up in the library service. It should be noted that, although the wi-fi is extremely well-used and the trend continues for its use to rise while wired PC use falls, it still only accounts for 33% of the total IT use in libraries. This demonstrates the continuing value of maintaining library PCs for printing and to provide facilities for those who do not have a PC or mobile device of their own.

03. Education and Early Learning Centre Inspections


% of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of local authority and partner provider primary and secondary schools and Early Learning Centres per financial year	Value		Value		Value Target		
	2014/15	93.5%	2015/16	96.0%	2016/17	95.5% 95.0%	

There was a reduced numbers of inspections carried out in 2016/17, but the percentage of establishments achieving satisfactory or above ratings for each core Quality Reference Indicator (equating to a comprehensive positive evaluation) rose.

The proportion of evaluations rated Good or above rose to 79.5% from 77% in 2015/16, maintaining the three year improvement trend. These results, when extrapolated to the current academic year, suggest that the schools and Early Learning Centres are currently on course to meet the aspirational targets set for 2016–17 within Schools and Early Years Improvement Plans against this measure.

Strategic Priority: Prosperous Place
Aberdeen City Council Objective: We will deliver excellence and equity in order to raise attainment and close the outcome gap

04. Early Learning Centre Inspections


% of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of local authority and partner provider Early Learning Centres per financial year	Value		Value		Value		Target	
	2014/15	95.1%	2015/16	96.3%	2016/17	96.1%	95.0%	

There were 37 Education Scotland and Care Inspectorate inspections of establishment. 35 inspections resulted in positive outcomes against the full suite of core Quality Reference Indicators reviewed, with a single joint inspection and a Care Inspectorate evaluation identifying areas for specific improvement.

From these inspections 124 of the 129 QRI examined were rated as meeting the requirements for an evaluation of ‘Satisfactory or above’. This is in line with the national position extrapolated from the most recent Education Scotland and Care Inspectorate national reports and encompasses an increase in the combined proportion of Indicator assessments at Good or above from 77.8% in 2015–16 to 81.4% along with maintenance of a 98% outcome against Care Inspectorate assessments.

Strategic Priority: Prosperous Place
Aberdeen City Council Objective: We will deliver excellence and equity in order to raise attainment and close the outcome gap


05. Early Learning Provision

% of eligible population allocated ACC funded Ante Pre-school and Pre-school nursery places in local authority and partner provider Early Learning and Childcare settings	Value		Value		Value		Target	
	2014/15	80.3%	2015/16	84.1%	2016/17	86.2%	90.0%	


The combined percentage of allocations against funded ante pre-school and pre-school places in 2015–16 increased. This rate of improvement is around double that of the

national annual growth in ELC places which, most recently, was recorded at 1.1%, and serves as a proxy benchmark

Whilst there has been a significant improvement in the overall position, the City in common with a number of other local authorities, remains in a position where its capacity to secure full access to early learning and childcare provision in line with the provisions of the Act continues to face significant pressures from both: (1) predicted future population growth in this age group and (2) the availability of places as determined by current physical provision in terms of both facilities and capacity, particularly in the commercial and voluntary sectors.


% of eligible ante pre-school child population allocated ACC funded part time nursery provision within local authority and partner provider settings	Value		Value		Value		Target	
	2014/15	72.7%	2015/16	80.3%	2016/17	81.9%		

There has been continual improvement of the eligible population being allocated funded ante pre-school places. This in line with national comparative figures for year-on-year growth in place provision.

% of eligible pre-school child population allocated ACC funded part time nursery provision within local authority and partner provider settings	Value		Value		Value		Target	
	2014/15	88.2%	2015/16	87.9%	2016/17	90.5%		

There has been continual improvement of the proportion of eligible 4 year olds within the population that were able to access funded early learning and childcare places.


Strategic Priority: Prosperous Place
Aberdeen City Council Objective: We will ensure continued quality of childcare provision

% school leavers from publicly funded schools in positive and sustained destinations by academic year	Value		Value		Value Target		
	2014/15	91.2%	2015/16	89.3%	2016/17	93.1%	

The percentage of positive destinations in Aberdeen has fallen but has the highest proportion of leavers entering HE/FE at an eight year high of 66%.


The increasing impact of the City Campus, offering access to additional vocational training in partnership with the local FE provider and a wider range of educational qualifications than was previously available through individual schools, is relevant as indications are that this is impacting on the destinations of pupils from regeneration areas in the longer term. The impact of the City Campus, and work at school level, to improve future pupil destination outcomes is also materially reflected in the pass rates for Skills For Work* courses at National 5 Level which rose from 94.8% to 100%.

07. Allocated part time nursery provision

% of eligible population allocated Ante Pre-School, Pre-School and Deferred Entry nursery places in local authority and partner provider Early Learning and Childcare settings	Value		Value		Value Target		
	2014/15	83.4	2015/16	87.8	2016/17	88.9 90.0	


The combined percentage of allocations against ante pre-school and pre-school places in 2015-16 improved again.

Whilst there has been a significant improvement in the overall position, the City's education authority, in common with a number of other local authorities, remains in a position where its capacity to secure full access to early learning and childcare provision in line with the provisions of the Act, continues to face significant pressures from both (a) predicted future population growth in this age group and (b) the availability of places as determined by current physical provision in terms of both facilities and capacity, particularly in the commercial and voluntary sectors


% of eligible ante pre-school child population allocated part time nursery provision within local authority and partner provider settings	Value		Value		Value Target		
	2014/15	76.3%	2015/16	84.4%	2016/17	84.2%	

There has been a significant improvement but the City's education authority, in common with a number of other local authorities, remains in a position where its capacity to secure full access to early learning and childcare provision in line with the provisions of the Act, continues to face significant pressures from both (a) predicted future

population growth in this age group and (b) the availability of places as determined by current physical provision in terms of both facilities and capacity, particularly in the commercial and voluntary sectors.

% of eligible pre-school child population allocated part time nursery provision within local authority and partner provider settings	Value		Value		Value		Target	
	2014/15	90.7%	2015/16	91.1%	2016/17	93.8%		
<p>Whilst there has been an improvement, the City's education authority, in common with a number of other local authorities, remains in a position where its capacity to secure full access to early learning and childcare provision in line with the provisions of the Act, continues to face significant pressures from both (a) predicted future population growth in this age group and (b) the availability of places as determined by current physical provision in terms of both facilities and capacity, particularly in the commercial and voluntary sectors.</p>								


08. Looked After Accommodated Children

LAC with 3 or more placements in the past year (%)	Value		Value		Value		Target	
	2014/15	6%	2015/16	3.8%	2016/17	5.38%		
<p>31 children received more than 3 placements. 15 (48%) were aged 12+; 7 (23%) were aged between 5–11 years old and 9 (29%) were aged 0–5. This data reflects the challenge of being able to successfully care for children aged 12+ who have experienced early neglectful care and trauma, the ramifications of which continue to be felt in their teenage</p>								

years. While many of this group are placed in our own and other residential resources, others have been or continue to be placed in a fostering setting. In view of this a Service priority continues to be the recruitment; training and support provided to foster carers who care for teenagers. Research has clearly evidenced that the more placement moves children have they generally experience poorer outcomes. The instability of care experiences doesn't allow for children to put down roots to plan for their future, to develop a sense of belonging and forge relationships of significance with their primary care givers which can support them into adulthood. Moves of care placement's often necessitate changes of schools providing a disrupted pattern of education commonly resulting in poorer outcomes .i.e. qualifications, employment etc.

The review of our Residential Children's Homes has also identified the challenge of caring for young people who are in crisis. Caring for a group of young people with similar and competing needs is a hugely complex task, as it requires a staff group with the skills and experience to manage their individual and collective needs. The local authority has commissioned specific training in the coming year for residential and fostering staff to enable them to further develop the skills and knowledge to meet the needs of this complex group of young people.

09. Families at Risk

01.11a: % of looked after children and young people supported to remain within their families (at home and within kinship care)	Value		Value		Value		Target	
	2014/15	48.64%	2015/16	46.13%	2016/17	44.91%		


There is a decrease, although the overall number of children looked after saw a slight increase. It is important to note that around two thirds of all children and young people who are assessed as 'in need' of support from Children's Social Work live at home within their own communities without becoming looked after. The other third may be looked after not only at home or with friends, but also in foster care and residential care.

The proportion of looked after children placed at home or within a kinship placement remains below the national average, although the percentage placed in kinship care saw a slight increase. Nationally there has been a downward trend in the number placed at home over the last four years, creating a challenge to raise the proportion locally.

Strategic Priority: Prosperous Place

Aberdeen City Council Objective: We will consolidate implementation of the Reclaiming Social Work model


10. Child Protection Register No's

Number of children on Child Protection Register	Value		Value		Value Target		
	2014/15	257	2015/16	249	2016/17	276	

There has been an increase in the number of children who have featured on the child protection register over the past year. Analysis of the reasons for registration show that the primary categories of registration have also remained fairly static. Emotional Abuse 35%, Parental Drug Use 32%, Domestic Abuse 29% and Neglect (25%) are the top four categories of registration. This local picture mirrors the national picture.

The Scottish national average for child protection registration is 3 per 1000 children. The data highlights that the rate of registration in Aberdeen City is 3.5 per 1000. While above the national average this rate is not out of sync with our comparable authorities, (Dundee; Edinburgh City; Renfrewshire; Argyll & Bute and South Ayrshire) particularly urban authorities.

11. Child Protection Re-registrations


01.14a47: The number of children re-registering on the Children Protection Register within two years of being taken off the register	Value		Value		Value Target		
	2014/15	30	2015/16	30	2016/17	22	

There has been a decrease and the level of re-registration for Aberdeen City is 20%, whilst the Scottish average is 17%. While the data suggests that Aberdeen City is slightly above the national average the data this year is suggesting the gap is narrowing. Last year Aberdeen City's rate of reregistration was 25% compared to the national average of 16%.


Parental drug and alcohol use are among the most common reasons for children's names appearing on the CPR. We know that the recovery pattern for adults with addiction challenges is one prone to relapse. Given this, it is unsurprising for some children's names to reappear on the CPR. It remains incumbent on all agencies to ensure that decisions around de-registration are evidenced based with appropriate post registration support available to ensure change is sustained.

Health and Social Care Partnership

01. Criminal Justice Social Work Reports


Percentage of Criminal Justice Social Work reports submitted to courts by the due date	Value		Value		Value Target		
	2014/15	99.85%	2015/16	99.86%	2016/17	99.93%	
Performance has remained stable and 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 this was the case for one report the financial year.							
The Northern Community Justice Partnership ceased to exist as of 31 March 2017. The strategic lead is now with the Community Justice Partnership. Work is commencing on a revised service improvement plan to reflect the new strategic landscape, taking account of core priorities and the new model of partnership working							

02. Court Orders with Supervision

Proportion of offenders with supervision seen within 5 working days	Value		Value		Value Target		
	2014/15	78.45%	2015/16	81.32%	2016/17	82.32%	
Criminal Justice Social Work has had a team adjacent to Aberdeen Sheriff Court since 2014 which has resulted in improved working relationships between court and CJSW staff. This has led to appointments being made immediately following court and information gathered to ensure that individuals are rapidly assigned to Social Workers and Order Supervisors. This is seen in the results for this year continuing to show positive performance. The 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.							

The Northern Community Justice Partnership ceased to exist as of 31 March 2017. The strategic lead is now with the Community Justice Partnership. Work is commencing on a revised service improvement plan to reflect the new strategic landscape, taking account of core priorities and the new model of partnership working

03. Court Orders with Unpaid Work


Percentage of offenders with Unpaid Work who attended their first work placement within 7 working days of date of order	Value		Value		Value		Target	
	2014/15	41.94	2015/16	32.31	2016/17	30.33		

This year has seen a slight fall in the proportion of attendances within 7 working days continuing a below average performance. Where a reason is available as to why a placement was not attended within timescale this is most often due to a reason outwith our control (69.7%), for example illness or failure to attend an offered placement. Furthermore on occasions where it is recorded as being within our control reasons include the unavailability of an appropriate translator or a suitable placement is not available for someone with complex needs or risks.

We have increased the number of individual placements as these have more successful outcomes by lower breach rates and positive feedback from both clients and the recipients of service. However such placements take considerably longer to set up as can be reflected in the performance.

The Northern Community Justice Partnership ceased to exist as of 31 March 2017. The strategic lead is now with the Community Justice Partnership. Work is commencing on a revised service improvement plan to reflect the new strategic landscape, taking account of core priorities and the new model of partnership working.


04. Delayed Discharge

Number of delayed discharges outwith the two week delayed discharge planning period	Value		Value		Value		Target	
	2014/15	357	2015/16	232	2016/17	175		


There has been a significant decrease which is primarily due to improved integrated working, with embedding of social work professionals in both Aberdeen Royal Infirmary's Discharge Hub and at Woodend Hospital. Additionally, there have been improvements in procedures and process that have improved bed flow out of the hospital. Finally, there


has been significant investment in dedicated interim bed capacity in the social care sector to improve available resources to clients/patients upon discharge.


05. Home Care / Home Helps


The Number of people aged 65+ receiving a service who are supported to stay at home	Value		Value		Value		Target	
	2014/15	1496	2015/16	1558	2016/17	1498		

We continue to experience a shortfall in the availability of care staff. The figures show an increase in hours of delivery during the recording period, in comparison to the previous year. This is partly a reflection of a slight increase in the workforce, due to the changing job market and partly as a result of better processes around hours of unmet need, with information being shared weekly with service providers. Yet there continues to be a significant level of unmet need in the city.

Total number of homecare hours provided to people aged 65+	Value		Value		Value		Target	
	2014/15	11,853.9	2015/16	12,066.27	2016/17	13,509.64		

The % of homecare clients aged 65+ receiving personal care	Value		Value		Value		Target	
	2014/15	99.93%	2015/16	99.87%	2016/17	100%		

The % of homecare clients aged 65+ receiving a service during evening/overnight	Value		Value		Value		Target	
	2014/15	27.34%	2015/16	25.8%	2016/17	28.44%		

The % of homecare clients aged 65+ receiving a service at weekends	Value		Value		Value Target		
	2014/15	76.4%	2015/16	76.77%	2016/17	80.11%	

Office of Chief Executive


01. Citizen Panel


Citizens Panel
<p>The City Voice is an important tool for us as it allows the different services to get a feeling for and an understanding of what the public thinks about different policies and services and 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 with a response rate of 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. It is a great tool for public engagement as we ask every service to provide a service response once they have received the results from the questionnaire and the services explain how they will use the information gained through this process.</p> <p>We also run an additional feature called 'a year on' in every newsletter which asks services that submitted questions a year ago to give a short update on the impact the information gained through the City Voice process had on their service. This new feature helps improving the communication between the public and the services. The City Voice is currently undergoing a review as it is vital that the City Voice reflects Community Planning Aberdeen’s’ vision for Aberdeen and its citizens. This vision is outlined in the Local Outcome Improvement Plan (LOIP) and in the new Engagement, Participation and Empowerment Strategy. The new structure of the City Voice should come into effect at the end of this year.</p>

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Indicators provided in support of the Local Government Benchmarking Framework (LGBF)

01. Sickness Absence


The average number of working days per employee lost through sickness absence for teachers	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
	5.57	5.67	6.1		
Strategic Priority: Improving Staff Experience Aberdeen City Council Objective: We will deliver improvements in employee attendance levels, health and well-being through development, and implementation of a Directorate Maximising Attendance Improvement Plan, making best use of systemic resource, training and monitoring.					

The average number of working days per employee lost through sickness absence for other local government employees	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
	11.24	11.97	11.6		
There have been a number of initiatives which have been undertaken by the Council as a result of the information gathered throughout this process. These initiatives have included :- <ul style="list-style-type: none"> • The use of standardised absence profiles for all employees who have been absent for six or more short term absences in a rolling 12 month period. • Back pain toolbox talks have been developed in conjunction with the Occupational Health provider with spaces available for 260 employees. These were targeted specifically at employees who have been absent in the last year due to musculoskeletal issues • Gastrointestinal absences have also been targeted and employees within Services have been trained in the use of the “glitterbox” which is used to train employees on proper hand washing techniques. 					
Strategic Priority: Improving Staff Experience Aberdeen City Council Objective: We will reduce absences and days lost per employee					

02. Equal Opportunities Policy


Gender Pay Gap	Value	Value	Value	Target	
	2014/15	2015/16	2016/17		
		-0.2%	0.3%		
The basic average hourly rate of pay for male employees of Aberdeen City Council (which excludes any payments for overtime hours) is currently £15.21 per hour. This compares with a figure of £15.17 for females giving a current pay gap of 0.26%.					

Previously this has shown a small negative pay gap i.e. in favour of female employees. The slight shift towards a marginally higher hourly rate for male workers will be monitored going forwards to ensure that this is not part of a continuing trend. In practice however the pay gap is very small and not a source of concern at this stage.

Percentage of council employees in top 5% of earners that are women	Value		Value		Value		Target	
	2014/15	48.45%	2015/16	49.15%	2016/17	48.53%		


Changes in the workforce over the last year have, in the main, been due to natural wastage with replacements made through the recruitment and selection process, where authority was given to fill posts. The small decrease in the % of female employees in the top 5% of earners is due to more males than females having joined the organisation in the upper echelon of the organisation's structure. In light of the above, it is still considered that we are providing equality of opportunity to both female and male employees. Targets are not set for this particular SPI as they are not appropriate, with equality initiatives considered instead.


03. Council Tax Collection

Cost of collecting council tax per dwelling	Value		Value		Value		Target	
	2014/15	£9.06	2015/16	£9.85	2016/17	£8.32	£8.50	


Reduced Central Service recharges and Non Staff costs have decreased the net cost of the service. In addition an increased number of properties in the city has reduced the cost per dwelling.

04. Council Tax Income


Income due from council tax for the year net reliefs and rebates	Value		Value		Value		Target	
	2014/15	106,916,029	2015/16	107,531,934	2016/17	106,189,619		

Percentage of income due from council tax for the year that was received by the end of the year	Value		Value		Value		Target	
	2014/15	94.5%	2015/16	94.55%	2016/17	95.15%	95%	
The improvement in collection rate has been achieved through reviewing working practices and procedures, work allocation methods and filling vacant posts timeously.								

05. Payment of Invoices

Percentage of invoices sampled and paid within 30 days	Value		Value		Value		Target	
	2014/15	99.09%	2015/16	98.04%	2016/17	97.21%	98%	
Strategic Priority: Improving Customer Experience; Improving Staff Experience; Use of Resources								
Aberdeen City Council Objective: We will implement a commercial approach and business model that optimises spend with third parties and transactions								


06. Asset Management

Percentage of internal floor area of operational accommodation that is in a satisfactory condition.	Value		Value		Value		Target	
	2014/15	92.6%	2015/16	94.1%	2016/17	94.3%	94%	
Condition – This year’s satisfactory condition figure of 94.3% meets the 94% target. The actual number of unsatisfactory buildings has reduced, however a number of								

satisfactory buildings were closed either for refurbishment or on a permanent basis. The net effect is the figures remain unchanged between years.


The completion of capital projects such as Orchard Brae and Altens East Office will help improve the figure over the next 12 months. Improvements will continue to be made through the C&S programme and it is anticipated that some poor condition assets will close. Taking this into account a target for next year of 94% has been set.

General – Outwith the C&S programme there are approved capital projects at the Art Gallery, Lochside Academy, the Music Hall, Provost Skene’s House, a replacement Stoneywood Primary, new Tillydrone Primary, New Torry Primary and a replacement school for Milltimber Primary. These will result in improvements to figures in subsequent years if the rest of the estate does not deteriorate.

The proportion of operational accommodation that is suitable for its current use.	Value		Value		Value Target		
	2014/15	75.6%	2015/16	75.3%	2016/17	72.8% 75%	

Suitability – The figure has dropped from 75.3% to 72.8%, which is below the target of 75%. A number of assets have been resurveyed over the last 12 months, with some moving into the C-Poor category. The total number of unsuitable assets has increased from 74 to 80. The resurveys show a general trend towards a reduction in satisfactory assets. Although some capital projects will see improvements this may not offset any reductions. Taking this into account a target for next year of 73% has been set, which is essentially maintaining the current position.

07. Sport and Leisure Management

Total number of attendances for indoor pool and dry sports facilities; schools and community education establishments	Value		Value		Value Target		
	2014/15	2,487,138	2015/16	2,549,135	2016/17	2,396,458 2,537,129	


There is a decrease in performance which reflects a fall-off in attendances at dry sports facilities. The decrease is due to (a) reductions in the use of school and community facilities and (b) a similar percentage drop in visits to Aberdeen Sports Village.

Total number of attendances for indoor pool sports and	Value	Value	Value	Target	
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leisure facilities; schools and community education establishments	2014/15	652,925	2015/16	727,447	2016/17	727,546	
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Arm’s Length External Organisation Managed Centres
 Across the ALEO managed pool facilities, Northfield, Bridge of Don and Tullos swimming pools all reflected significant increases with Bucksburn and Cults recording smaller rises of under 10% in attendance levels. Of the remaining sites, the Beach Leisure Complex saw a fall in attendances of 10.4% whilst Hazlehead and Kincorth site recorded around 60% fewer visits as a result of the decision to close these venues during the course of the year. Overall, visits to Sport Aberdeen managed venues (incorporating Cults) saw a small year-on-year improvement of 0.7%. Visits to the Aberdeen Aquatics Centre, managed by Aberdeen Sports Village were effectively maintained at 2015–16 levels.

Education Pool Facilities
 Visits to these venues, Aberdeen Grammar, Hazlewood and the two education sites in Dyce generated 41,718 attendances, a 5.8% fall, largely as a result of a fall in the levels of club-based activity at the two academy sites

Total number of attendances for indoor dry sports and leisure facilities (excluding pools in a combined complex)– sports facilities; schools and community education establishments	Value		Value		Value		Target	
	2014/15	1,834,213	2015/16	1,821,688	2016/17	1,668,912		

Arm’s Length External Organisation Managed Centres
 Sport Aberdeen managed sites saw varied attendance outcomes although attendances at Aberdeen Sports Village reduced with ticketed activities (‘pay and play’ use of facilities) comprising the majority of the loss.


Education and Community Centre Dry Sports Facilities
 There was a greater decrease in visits to these facilities. It is not presently clear if this represents a substantive change trend in the types of use made of these facilities or if there is transference to non-Council venues which is influencing this outcome.

08. Museum Services


Number of visits to/usages of council funded or part funded museums – person; enquiries; outreach; virtual	Value		Value		Value		Target	

	2014/15	1,075,225	2015/16	1,094,948	2016/17	1,369,758	
<p><u>Visits in Person</u> Despite the extended closure of three venues, (the Art Gallery, Cowdray Hall and Provost Skene’s House) for redevelopment, the total number of physical visits has risen. Both the Maritime Museum and Tolbooth Museum have experienced a rise in physical visits; the Maritime by 9.29% and the Tolbooth by 18.55%.</p> <p><u>Virtual Visits</u> Website visits, via aagm.co.uk, aberdeenships.co.uk and aberdeenquest.co.uk has significantly. Usage of the Aberdeenquest website which provides topic support for the school curriculum has increased significantly. This is a seven year high in terms of use of and engagement with the Service’s on-line provision</p> <p><u>Enquiries</u> The number of enquiries fell which is significantly linked to closure of the art gallery.</p> <p><u>Outreach and Exhibit Sharing</u> Outreach participations and engagement, in part due to relocation of the Service’s events programme, including talks and concerts, decreased slightly.</p>							


09. Library Visits

	Value		Value		Value Target		
	2014/15	1,525,986	2015/16	1,429,835	2016/17	1,477,706	
Total number of library visits – person; virtual							
<p>Total visitor figures have increased which bucks the national trend of decreasing library visits. Physical visitors remained broadly similar to last year, aided by the increase in opening hours towards the end of 2015–16.</p> <p>The service has also been successful in continuing to expand its use of digital channels, with an 8% rise in virtual visitors from 538,025 to 581,215. The number of customers interacting with the service via the library catalogue has recovered well following the change of provider in 2015, showing a 30% increase on the previous year. The introduction of free reservations has played a large part in this, with significant increases in online reservations.</p> <p>Other self-service channels have also shown strong growth – app launches increased as well as the automated 24/7 telephone service.</p>							

10. Domestic Noise Complaints

For all those noise complaints requiring attendance on site, the average time (hours) between the time of the complaint and attendance on site (including both those dealt with and not dealt with under Part V of the Antisocial Behaviour Act 2004)	Value		Value		Value		Target	
	2014/15		2015/16	2.9	2016/17	2.4		

11. Refuse Collection

Number of premises for refuse collection (combined domestic, commercial, and domestic bulky uplift)	Value		Value		Value		Target	
	2014/15	115,501	2015/16	116,737	2016/17	116,173		

ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy & Resources
DATE	20 September 2017
REPORT TITLE	Corporate Governance Financial Performance – Quarter 1, 2017/18
REPORT NUMBER	CG/17/100
LEAD OFFICER	Steven Whyte, Head of Finance
REPORT AUTHOR	James Hashmi

1. PURPOSE OF REPORT:-

- 1.1 To provide the full year forecast position of Corporate Governance for the financial year 2017/18, for both revenue and capital accounts.

2. RECOMMENDATION(S)

- 2.1 It is recommended that Committee note the following:-

a) Corporate Governance forecast revenue and capital position as detailed in Appendix 1.

3. BACKGROUND/MAIN ISSUES

- 3.1 This is the first quarterly financial report for 2017/18, representing the first stage of a stepped change in the way the Council reports its financial position.
- 3.2 This report focuses the projected financial position for the full year for Corporate Governance.
- 3.3 Quarterly reporting will evolve throughout the year to incorporate further changes such that the ultimate aim of a faster year end closedown and the production of the unaudited annual accounts by the end of April 2018 can be achieved. This means the Council would have produced its annual accounts two months earlier than the statutory deadline.

4. FINANCIAL IMPLICATIONS

- 4.1 The forecast full year financial position of the Corporate Governance revenue and capital accounts for the financial year 2017/18 is reflected in Appendix 1 to this report.

- 4.2 Following a positive financial performance in 2016/17, Corporate Governance starts the financial year 2017/18 with a strong financial platform from which to operate. It is recognised that this will be another financially challenging year and that strong fiscal management coupled with financial restraint will be required to ensure that a balanced position against budget is achieved which in turn will continue to provide a strong balance sheet for future financial years.
- 4.3 Services continue to manage increased demand within the current service delivery model and structure within which the Council operates and this requires continued close fiscal management. Indeed services, including Corporate Governance, are examining all areas of spend with a view to avoiding expenditure except where absolutely necessary.
- 4.4 A short life working group has been set up to carry out a strategic review of spend across a range of council wide areas including procurement, workforce, technology and service specific areas where there has been historic or current budget pressures, taking into consideration trends and benchmarking data where possible to inform options going forward. Initial work carried out by the group indicates that whilst challenges ahead, a number of options are available to address these, which coupled with general restraint on spend means that a balanced position can be achieved.
- 4.5 These options will continue to be developed over the course of the next few weeks for initial review by services and consideration by the Corporate Management Team (CMT). Thereafter, proposed options will be taken through the proper governance process including consultation with Elected Members and reporting to committee for formal decisions where necessary.

5. LEGAL IMPLICATIONS

- 5.1 While there are no direct legal implications arising from the recommendations of this report, there are additional reporting requirements due to the London Stock Exchange listing and issue of bonds.

6. MANAGEMENT OF RISK

Financial

- 6.1 Every organisation has to manage the financial risks inherent in the operation of large and complex budgets. These risks are minimised by the regular review of financial information by services and corporately by Elected Members. This report is part of that framework and has been produced to provide an overview of the current operating position and so financial risk related to this report is considered to be low.
- 6.2 The main financial risk that the Council is managing is the increased demand on services. This is being mitigated through reviewing all areas of expenditure with a view to only incurring expenditure that is absolutely necessary.

- 6.3 In relation to capital projects there is a risk that following the procurement process, tendered costs will vary from that assumed at the time of project approval. This risk is mitigated through quantification and review of indicative project costs by suitably qualified staff or external body where appropriate.

Other

- 6.4 Consideration has also been given to Employee, Customer / Citizen, Environmental, Technological and Legal risks, and no risks were identified.

Reputational

- 6.5 The reputational risks to the Council are minimised by the regular review of financial information by services, CMT and Elected members throughout the Financial Year.

7. IMPACT SECTION

Economy

- 7.1 Investment in the city will have a positive impact on the economy.

People

- 7.2 Robust management of the council's finances will ensure that council services can continue to be provided.

Place

- 7.3 Investment will enhance the place by creating a better and more vibrant city in which to live.

Technology

- 7.4 There are no direct implications on technology arising from the recommendations of this report

8. BACKGROUND PAPERS

None

9. APPENDICES

Appendix 1 – Projected Financial Position – Revenue & Capital

10. REPORT AUTHOR DETAILS

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ABERDEEN
CITY COUNCIL

**PROJECTED FINANCIAL POSITION
FOR THE YEAR 2017/18**

CORPORATE GOVERNANCE

CORPORATE GOVERNANCE - GENERAL FUND REVENUE

As at 30 June 2017	Full Year Budget 2017/18	Forecast Outturn 2017/18	Variance from Budget		Notes
	£'000	£'000	£'000	%	
Finance	6,269	6,241	(28)	(0.4%)	1
Legal & Democratic Services	1,456	1,473	17	1.2%	2
HR, Organisational Development & Customer Services	6,870	6,590	(280)	(4.1%)	3
Commercial & Procurement Services	4,065	4,210	145	3.6%	4
IT & Transformation	9,103	9,235	132	1.4%	5
Housing Benefits	2,153	2,153	0	0.0%	6
Total	29,917	29,902	(15)	(0.1%)	

Notes

It should be noted that the full year budgets reflected above differ from those set by Council in February 2017 for a number of reasons. This is normal practice during the year as variances are identified. The main change in services relates to the allocation of procurement savings which was held within Contingencies at the time the budget was set.

There are a number of identified cost and/or demand pressures on services which require to be addressed during the remainder of the year. A short life working group has been set up to carry out a strategic review of spend across a range of areas including those detailed below. Initial work carried out by the group indicates that whilst there are challenges ahead, a number of options are available to address these such that a balanced position can be achieved.

1. The main areas of pressure, emerging risks and assumptions within Finance are:

- The significant volume of mail out of documentation such as Council Tax Billing creates a pressure on the services postage budget. Whilst the current forecast reflects the trend in prior years, efforts are being made to contain postage costs as far as possible.

2. The main areas of pressure, emerging risks and assumptions within Legal & Democratic Services are:

- Recharges to Other Heads such as Capital and the NESPF (North East Scotland Pension Fund) are anticipated to be lower than budget, in line with prior year actuals and rechargeable work during quarter 1 in 2017/18, reflecting actual work carried out by Legal Services for these accounts.

3. The main areas of pressure, emerging risks and assumptions within HR, Organisational Development and Customer Services are:

- Agency costs incurred in relation to the development of the Your HR IT system has created a pressure within the services budget.
- Following a review of training needs for the year, an underspend on the Corporate Training budget is now forecast.
- Recharges to Trading are forecast to be above budget reflecting actual recharges in Q1 and prior year actuals.
- The Employee Benefits Scheme is anticipated to generate significant unbudgeted income during the year not. This will be used to offset cost pressures within the service such as the development of the Your HR IT system referred to above.

4. The main areas of pressure, emerging risks and assumptions within Commercial & Procurement Services are:

- Reduced income is anticipated from Highland Council reflecting delays in filling posts which will be offset by savings in staff costs as a result of these short term vacancies.
- Following a review of the 2016/17 costs recharged for shared services, a prior year adjustment has been agreed which will have an adverse impact on income levels this year.

- Vehicle insurance continues to be a pressure area reflecting the poor claims history. Driver training has been implemented to mitigate this. This pressure will be partly offset by forecast underspends on general insurance.
- Anticipated savings/income reflected within recoveries general are unlikely to be achieved and therefore represent a pressure area within the service.

5. The main areas of pressure, emerging risks and assumptions within IT & Transformation are:

- Staffing costs are anticipated to be over budget as a result of hiring staff to work on capital projects. However, this will be offset by additional income from the capital programme.
- A review of Hardware and Software budgets has been undertaken which has identified areas where in year savings can be achieved with no major impact on service delivery.
- A new charging system was implemented in late 2016/17 which more accurately captures the cost of IT support to users of the service. Recharges to HRA are now forecast at a reduced rate reflecting the change to recording service use by time rather than number of uses. This will be partly offset by forecast an increase in the level of recharges to Trading.

6. Housing Benefits is demand led which can lead to cost pressure but this is offset by additional income from the DWP.

CORPORATE GOVERNANCE - GENERAL FUND CAPITAL

NHCP No.	Tender Let?		Outturn 2017/18	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22	Total
			£'000	£'000	£'000	£'000	£'000	£'000
630	Yes	Data Centre Transition & Infrastructure Transformation	62	156	0	0	0	218
			62	156	0	0	0	218
NHCP No.	Tender Let?	<i>Project budgets include more than one contract</i>	Outturn 2017/18	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22	Total
			£'000	£'000	£'000	£'000	£'000	£'000
805	Part	Technology Investment Requirements & Digital Strategy	1,100	1,134	695	855	0	3,784
			1,100	1,134	695	855	0	3,784
		Totals	1,162	1,290	695	855	0	4,002

There are no significant issues to report within the Corporate Governance capital projects.

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20 th September, 2017
REPORT TITLE	Corporate Governance Service Outcome Improvement Report
REPORT NUMBER	CG/17/097
DIRECTOR	Steve Whyte
REPORT AUTHOR	Martin Allan

1. PURPOSE OF REPORT:-

- 1.1 To present the Committee with the Corporate Governance Directorate Service Outcome Improvement Report which includes key performance information for the Service and how this relates to Strategic Priorities.

2. RECOMMENDATION(S)

- 2.1 The Committee are asked to:

Note the Service Outcome Improvement Report for the Corporate Governance Directorate and the information contained therein.

3. BACKGROUND

- 3.1 The Aberdeen City Local Outcome Improvement Plan (LOIP) 2016-26 was endorsed by the Council in August 2016. Since that point a number of developments have been taken forward:-

- Locality Plans 2017-27 have been developed which drill down from the LOIP at a locality level for the most disadvantaged communities in Aberdeen;
- Community Planning Aberdeen has put in place new arrangements for governance, accountability, outcome improvement and performance management;
- the Council has revised its Strategic Business Plan (February 2017) in order that it is fully aligned to the LOIP;
- Service Improvement Plans have been put in place, again these are aligned to the LOIP/ Locality Plans;
- The Council and Community Planning Aberdeen has committed to using the Model for Improvement, a quality improvement methodology, to achieve priority improvement aims within the LOIP/ Locality Plans;

- An Improvement Faculty lead by the Council in Partnership with the Scottish Government, NHS, ACVO and North East Scotland College has been established to oversee capacity building for staff to use the improvement methodology through ongoing training and coaching;
 - The Council has established a Performance, Risk and Improvement Group (PRIG) as part of the corporate change programme.
- 3.2 The PRIG has established a work stream on “Accountability” which includes performance reporting arrangements which focus on delivery of improvement against agreed outcomes at different levels (e.g. public, Committee, CMT, SMTs, 1-2-1s). This report proposes an alignment of the Council’s arrangements for performance reporting, outcome management and improvement with those already put in place for Community Planning Aberdeen.
- 3.3 The Corporate Management Team and Council Committees require regular reports to be able to monitor progress against the Strategic Business Plan and underpinning Service Improvement Plans. In turn, the Council is also monitoring its contribution to the improvement aims within the LOIP/ Locality Plans. The Council also needs to meet its statutory duties in relation to public performance reporting. Each Service will be submitting their Service Outcome Improvement Report to its “parent” Committee for consideration. This report outlines Corporate Governance’s Service Outcome Improvement areas.
- 3.4 Corporate Governance comprises many support functions, enabling frontline teams to deliver excellent service to our internal and external customers. It provides the backbone of the organisation, not only supporting frontline delivery but also ensuring effective governance across the council. As the Service provides this “central” support it is not always possible to directly align all of the measures within the Service Improvement Plans to the LOIP. The appendix to this report outlines the areas where the alignment can be shown and measured.
- 3.5 The directorate is responsible for the delivery of a wide range of services:
- Commercial & Procurement Services (Currently shared with Aberdeenshire Council)
 - Finance (including council tax & benefits)
 - Legal and Democratic services (including Archive services)
 - Human Resources
 - Customer Service
 - IT
 - Transformation
- 3.6 Corporate Governances’ frontline services are largely represented through revenues & benefits, customer services, registrars and the archive service.
- 3.7 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;

3.8 Targets

3.9 Where possible, services are encouraged to set meaningful performance targets as a means of contextualising performance and driving improvement. These are frequently based on benchmarking activity. The revised scorecard provides an accompanying narrative to provide Committee members with more detail on each of the Key Performance Indicators. Corporate Governance's Senior Management team reviewed the targets contained in the scorecard at its meeting on the 5th of September, 2017.

3.10 As the scorecard has been revised there are Key Performance Indicators which are being developed at the present moment, however once the ongoing outcomes have been reported then the Committee can compare current outcomes against previous outcomes, against the target. Where this is the case the supporting narrative will explain.

3.11 In terms of specific measures detailed in the scorecard, Corporate Governance's Senior Management Team have split the measurement on absenteeism into "short term" and "long term" to provide the Committee with a more detailed breakdown of absenteeism in the Service. The Management team scrutinise absenteeism figures for their own service area on an ongoing basis through the production of "People Performance" reports (operational management reports detailing various statistics. The Senior Management Team will update Committee on the exact revised targets for both short and long term absenteeism in due course. In terms of Agency Staff it is worth noting that the Senior Management team also scrutinise these figures through the People Performance report. It is worth noting that agency staff are procured to assist with discrete projects of work and are used to a minimum. With relation to overtime figures, again the Senior Management Team will have these figures to scrutinise through the People Performance report.

4. **FINANCIAL IMPLICATIONS**

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

5. **LEGAL IMPLICATIONS**

5.1 There are no direct legal implications arising from the recommendations of this report.

6. **MANAGEMENT OF RISK**

- 6.1 The report identifies areas of performance which are aligned to the delivery of priorities. This delivery is subject to the management of risk.
- 6.2 The management of risk is an important tool in ensuring that outcomes and improvements are achieved. It is proposed that reporting of service risk be aligned with the six monthly and annual reporting of performance improvement to service committees. Following Council restructure, service risk registers will be reviewed to take account of core and service improvement planning risks.

Risk	Mitigation	Assessment
Financial Resources	Proper reporting of performance information provides assurance to elected members and the public that the Council is managing its resources efficiently in order to deliver its commitments and service improvements as effectively as possible.	Low
Employees	The report contains information relating to our commitment to improving the staff experience.	Low
Customers / Citizens / Stakeholders	The report contains information to support our commitment to improving customer experience, as well as delivering outcome improvement in accordance with our strategic priorities. The report also provides our other stakeholders, including partners and Government agencies, with evidence on the rate of progress.	Low
Environment (no risk)		
Reputation	The Council's reputation could be at risk of damage if timely, relevant information on the management of resources and the delivery of service improvement is not adequately reported. This report mitigates that risk.	
Legal	Public performance reporting is a statutory duty placed on local authorities. This report therefore serves to mitigate the risk that this duty is not met.	

7. IMPACT SECTION

- 7.1 The report outlines how the Service Outcome Improvement areas for Corporate Governance link to the Local Outcome Improvement Plan and the Council's Strategic Business Plan. It is worth noting that due to the nature of its remit, Corporate Governance provides internal support to the other Council Services and, as a result does not have as many direct links to the LOIP, however where the links exist, these have been outlined in the appendix to this report. In terms of the impact the report has on the **Economy, People, Place and Technology**, these are explored and outlined in the appended scorecard. Specifically, in relation to **Technology**, the Council recognises that enabling technology is central to innovative, integrated and transformed public services. Corporate Governance has a major role to play in this regard and this is reflected in the scorecard.

8. BACKGROUND PAPERS

- 8.1 The following Service Improvement Plans were used in the collation of the appended scorecard:

Finance Service Improvement Plan
HR & Customer Services Service Improvement Plan
Legal and Democratic Services Service Improvement Plan
Commercial and Procurement Services Service Improvement Plan
IT & Transformation Service Improvement Plan

9. APPENDICES

- 9.1 The Appendix to this report contains the detail of the Corporate Governance Service Outcome Improvement scorecard.

10. REPORT AUTHOR DETAILS

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HEAD OF SERVICE DETAILS

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Service Outcome Improvement Report

Corporate Governance



Our Strategic Priorities

1.1. Prosperous Economy

1.1a Improvement Outcome: We will develop the people and skills necessary to deliver economic development and, as a result, support diversification of businesses and economy


ACC Objective: We will develop a specific economic footprint action plan across directorates with a focus on ensuring that community benefit clauses deliver against Locality Plans

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
1.1aa	No of contracts with community benefits to be realised										

1.2. Prosperous People

1.2a Improvement Outcome: Permanent placements for looked after children are secured expeditiously

ACC Objective: We will deliver court training to social workers including Section 80 report writing in order to reduce the processing time associated with report writing

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
1.2aa	Percentage of section 80 Reports edited by Legal Service						100%				30%

1.2b Improvement Outcome: Support community capacity building through the use of technology

ACC Objective: We will provide opportunities for lifelong learning which will develop knowledge, skills and attributes of our citizens to enable them to meet the changing demands of the 21st century

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
1.2ba	% of clients supported in their own homes through telecare										10%

1.2c Improvement Outcome: We will empower citizens to feel they have real and meaningful choice and control over their own lives

ACC Objective: We will develop self-management options/resources e.g. education, information, peer support, person centred staff and services, technology and carer support

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
1.2ca	% of commissioned services which are person-centred										50%

1.3. Prosperous Place

1.3a Improvement Outcome: People friendly city – a city where people to choose to invest, live and visit

ACC Objective: We will create an attractive and welcoming environment in partnership with our communities

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
1.3aa	% of people involved in the participatory budgeting process										20%
1.3ab	Number of asset transfer requests										1









1.4. Enabling Technology

1.4a Improvement Outcome: We will ensure businesses, citizens, the public and third sectors have access to the ultrafast fibre broadband, Wifi and wireless

ACC Objective: We will maximise digital connectivity to ensure equal opportunity of access to services for all people

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
1.4aa	% of households that have superfast broadband										95%
1.4ab	% of businesses that have access to ultrafast broadband										20%
1.4ac	Attract public and private sector investment in digital infrastructure										£10m

2. Improvement Outcome: Increased digitisation and self-service while reducing demand on HR staff

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
2.a	Number of queries received via AskHR query team – calls		2,558		2,791		2,563		2,309		2,400
2.b	Number of queries received via AskHR query team - emails		2,812		3,065		3,090		2,325		2,815

3. Improvement Outcome: Easier and quicker access to services (provided by Customer Service Operations) for customers

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
3.a	% of customers seen within 10 minutes (Corporate Governance queues)	69.5%	55.39%		52.53%		65.49%		74.83%		75%

Shaping Aberdeen

4.a. Improving Customer Experience





Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
4.aa	Late committee reports (all committees) as a percentage of total reports due (quarterly)	19.4%					33.88%				5%
4.ab	Percentage of incoming calls answered within 30 seconds (Customer Contact Centre) (monthly)	62.96%	59.58%		62.16%		59.26%		61.16%		60%
4.ac	Incoming calls abandoned as a percentage of total calls to the Customer Contact Centre (monthly)	12.43%	18.09%		17.01%		17.37%		14.96%		12%
4.ad	Internal customer satisfaction rate	87.63%					84.29%				85%
4.ae	External customer satisfaction rate	82.86%					75.89%				85%
4.af	Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	8.81	7.22		8.49		8.87		9.39		10
4.ag	Correct amount of Housing Benefit paid to customer	93.39%	94.61%		93.51%		93.96%		94.74%		95%
4.ah	The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	97.21%	98.92%		98.06%		98.06%		95.77%		98%

4.b. Improving Staff Experience

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
4.ba	Staff sickness absence - days per annum per employee (rolling 12 months)	6	5.7		5.5		5.2		5.2		
4.ba	Short-Term Absences (Average days lost per employee)		3		2.9		3		2.9		
4.ba	Long-Term Absences (Average days lost per employee)		2.7		2.6		2.2		2.3		
4.bb	Number of agency staff employed monthly	26	9		9		8		7		8
4.bc	Retirement Benefits – Notification of Actual within 5 working days as a %	95.7%					93.46%				90%
4.bd	Retirement Benefits - Notification of estimate within 10 working days as a %	98.38%					97.18%				90%
4.be	Percentage of staff turnover (rolling 12 months)	8.69%	9.43%		8.81%		9.68%		10.98%		8-15%
4.bf	Staff Engagement (Employee Opinion Survey - % who feel engaged)	55%									55%
4.bg	Compliance with the Health & Safety Matrix (monthly)	89%	91%		91%		92%		92%		100%

4.c. Improving Our Use of Resources

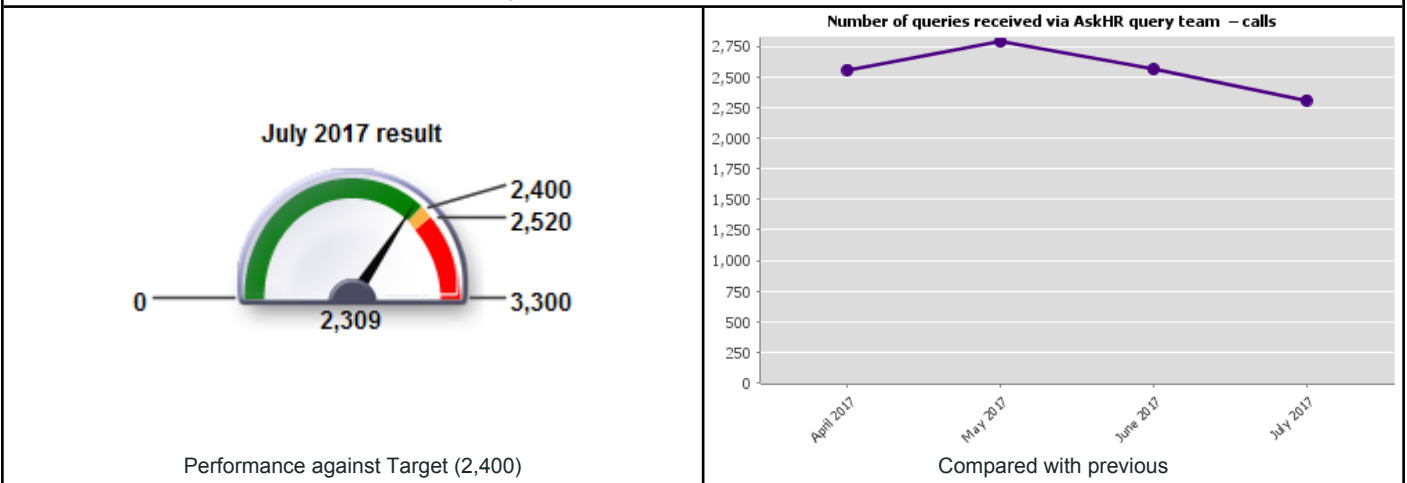
Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
4.ca	Cumulative savings vs target	83.16%					100%				25%
4.cb	Percentage of Critical system availability - average (monthly)	99.9%	99.9%		99.9%		99.9%		99.9%		99.5%
4.cc	Agreed internal audit recommendations (corporate) implemented as a percentage of total due for implementation (quarterly)	80.49%					77.57%				100%

Ref.	Measure	2016/17	Apr 2017		May 2017		Jun 2017		Jul 2017		2017/18 Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	
4.cd	Council Tax Cash Collected (In Year)	£104.9m	£14.2m		£25m		£35.5m		£45.6m		£46.6m

Strategic Priorities

2. Improvement Outcome: Increased digitisation and self-service while reducing demand on HR staff

Number of queries received via AskHR query team – calls



Why is this important?

In line with Shaping Aberdeen – “How we do business” – much more emphasis needs to be placed on achieving more with fewer resources and in delivering outcomes not just outputs. Our customers tell us that they often expect quick answers so with access to online HR support including guidance and FAQs they can proactively search for the answers themselves and avoid the need to speak to an advisor until absolutely necessary.

To achieve this we need to reduce demand and costs by enabling our staff and customers to self-serve. We will achieve this by having a ‘self-service strategy’, primarily through increased digitisation of HR services (an online ‘HR self-service portal’) that enables HR to migrate away from traditional service channels (phone, email, face to face meetings) towards self-service options. Digitalisation will consume a large number of queries from managers and employees and allow HR professionals to provide higher value HR support.

The proposed HR self-service portal will be data driven enabled by good information and modern infrastructure and will be available to customers 24 hours a day.

Measuring the volume of calls to AskHR will help identify how successful this portal is and indicate whether or not it meets the needs of the customer, as a reduction in calls can signify increased traffic to the HR self-help portal.

Benchmark Information:

This measure is not benchmarked

Target:

2,400

Intelligence:

A steady decline in the number of calls received by AskHR is evident over recent months since May 2017. Indeed, July has experienced the lowest volume with 91 calls below the target of 2,400. While the most recent figure may be attributed to the school holidays, the overall decrease in calls is a result of recent changes and improvements to the existing AskHR pages on the Zone.

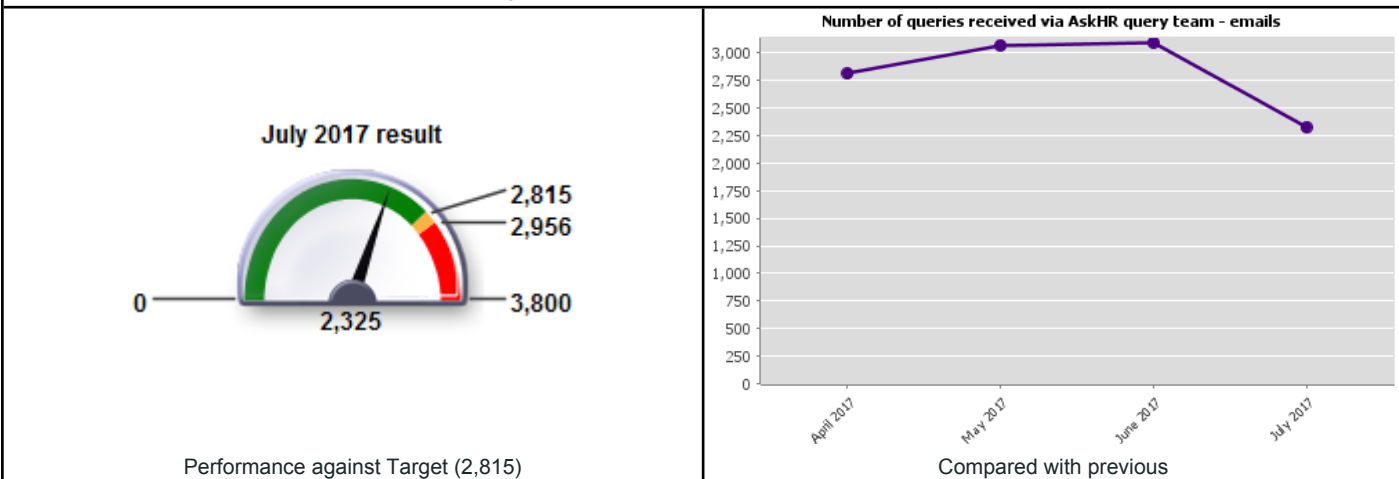
Responsible officer:

Mike Lawson

Last Updated:

July 2017

Number of queries received via AskHR query team - emails



Why is this important?

In line with Shaping Aberdeen – “How we do business” – much more emphasis needs to be placed on achieving more with fewer resources and in delivering outcomes not just outputs. Our customers tell us that they often expect quick answers so with access to online HR support including guidance and FAQs they can proactively search for the answers themselves and avoid the need to speak to an advisor until absolutely necessary.

To achieve this we need to reduce demand and costs by enabling our staff and customers to self-serve. We will achieve this by having a ‘self-service strategy’, primarily through increased digitisation of HR services (an online ‘HR self-service portal’) that enables HR to migrate away from traditional service channels (phone, email, face to face meetings) towards self-service options. Digitalisation will consume a large number of queries from managers and employees and allow HR professionals to provide higher value HR support.

The proposed HR self-service portal will be data driven enabled by good information and modern infrastructure and will be available to customers 24 hours a day.

Measuring the volume of calls to AskHR will help identify how successful this portal is and indicate whether or not it meets the needs of the customer, as a reduction in calls can signify increased traffic to the HR self-help portal.

Benchmark Information:

This measure is not benchmarked.

Target:

2,815

Intelligence:

The volume of emails received in July via AskHR reduced dramatically from the previous month – from a total of 3,090 to 2,325 emails in total. This drop in email volumes may be attributed to the recent changes to the existing HR pages on the Zone as well as the school holidays.

Responsible officer:

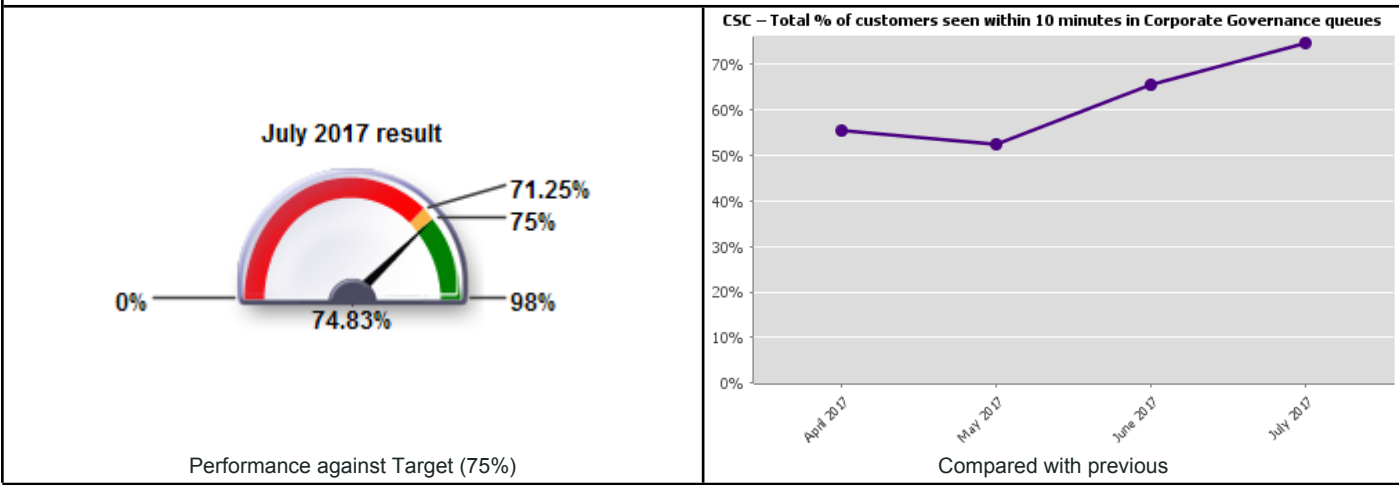
Mike Lawson

Last Updated:

July 2017

3. Improvement Outcome: Easier and quicker access to services (provided by Customer Service Operations) for customers

% of customers seen within 10 minutes (Corporate Governance queues)



Why is this important?

Why is this measured? This key performance indicator is a industry standard face to face access measure and as such defines the effectiveness of ACC Customer Service Centre Customer Service Advisors being able to personally see a customer once the customer has been triaged and allocated a ticket via the Qmatic system.

How calculated? It is calculated as a period of time in minutes from the time a ticket has been allocated to a customer, to when the customer is called to the booth and the system updated.

Target - 75%

Benchmark Information:

This measure is not benchmarked.

Target:

75%

Intelligence:

This KPI has seen good improvement in recent months with the streamlining of queues from QMatic and the use of a wall mounted tablet. This allows the floorwalker to direct customers to the self serve telephones during busy times, this tablet provides the floor walker with the live data on how the contact centre is handling it's customers and any spare capacity to take on waiting customers in Marischal College. Planned training to utilise staff from other customer service areas will also positively impact on this wait time in the customer service centre. Consideration will be given over the coming months to increasing the target to support continued improvement against this important indicator.

Responsible officer:

Allan MacCreadie

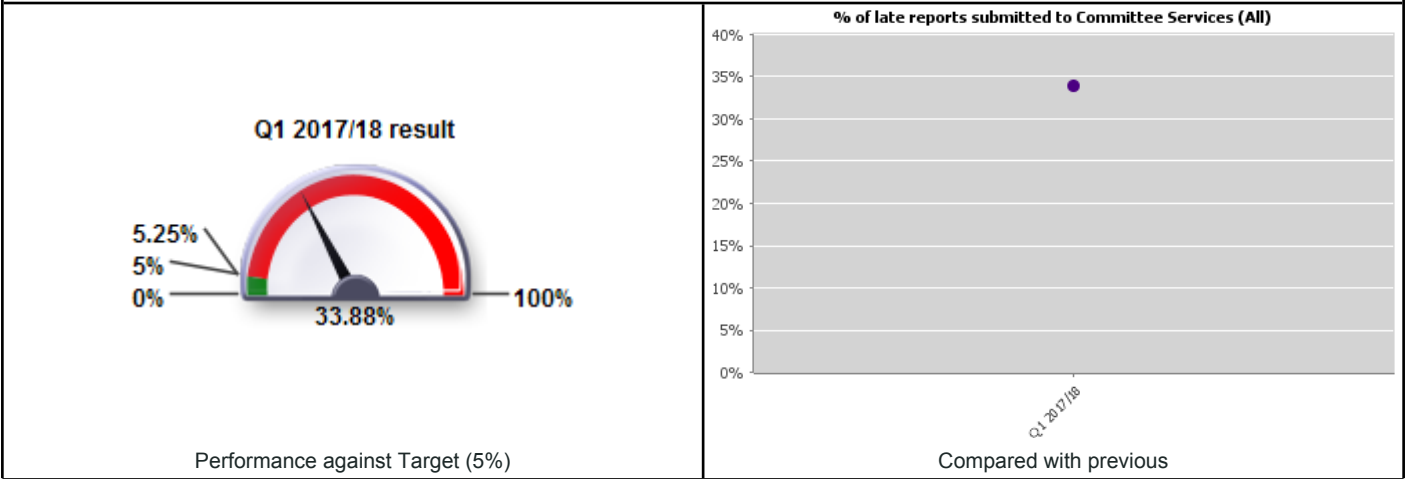
Last Updated:

July 2017

Shaping Aberdeen

4.a. Improving Customer Experience

Late committee reports (all committees) as a percentage of total reports due (quarterly)



Why is this important?

Receiving and issuing committee reports on time ensures that we are meeting our statutory responsibilities in terms of making copies of reports available and open to inspection by Elected Members and members of the public. It is essential for good governance and for the efficient and effective running of the Council. It also facilitates greater transparency, accountability and openness across the Council's decision making processes.

Operationally, receiving committee reports on time means that the proper checks can be made in relation to whether the report contains exempt information, whether an equalities and human rights impact assessment is required, or whether the appropriate consultation has been undertaken.

At Elected Member level, late committee reports mean less time available for scrutiny prior to the Committee meeting.

Benchmark Information:

Benchmarking has shown that information on this KPI is not currently collected by our comparator authorities; however it is proposed that contact be made via the SOLAR group to ask that other authorities participate in a benchmarking exercise around late reports so that we can see how performance in Aberdeen compares to other local authorities.

Target:

5%

Intelligence:

The percentage of late reports across all Directorates is 33.88%. The performance is again down on the last quarter. That reflects 41 late reports across all Directorates at both draft and final report stage out of a total of 121 committee reports for the quarter (April to June 2017).

- Late reports at draft stage – 10 out of 45 – 22.22%
- Late reports at final stage – 31 out of 76 – 40.79%

It should be noted that due to the timing of the June meetings of Council, Audit, Risk & Scrutiny and Finance, Policy & Resources Committee, the data for these meetings will be included in the PIs submitted for Quarter 2.

Any report which is submitted to the Committee Clerk after 10am on the day specified in the timetable at either draft or final stage is counted as a late report. Therefore if a report has been submitted to Committee Services late at the Draft Report Deadline and the Final Report Deadline, it will be counted twice in the number of late reports indicator. This accounts for some 'double-counting' in the statistics. However late reports at both stages have a significant impact on all consultees, including Committee Services, and it is important to accurately reflect how many reports are contributing to this pressure.

In order to benchmark Aberdeen City Council performance against other local authorities, we made contact through the SOLAR Governance Group to ask:-

- if they collate data on the number of late reports;
- how this is recorded and how frequently they report on this data;
- if they could provide their performance statistics in respect of late reports; and
- if they have any measures in place that have assisted in improving the number of late reports

We received a response from nine local authorities. Of those who responded, seven did not collate information on late reports, mainly as they did not have a high number of reports missing the deadline. It is proposed that we will ask members of the SOLAR Governance Group to take part in a benchmarking exercise over a set period to monitor our performance against other local authorities.

Revised committee processes have been in place from 29 April 2017 with standardised deadlines across Services. As part of the revised processes agreed by CMT, it was agreed that a standardised Director 'sign off' deadline be set for seven working days before the draft report deadline, to ensure that sufficient time was available to Directors to read and approve reports in advance of the draft deadline. Committee Services continue to challenge Services on the reasons provided for late reports, however it is often still difficult to get robust reasons from Services. To mitigate this, a revised report tracker was introduced as part of the new committee processes. A column in respect of any reports that have been highlighted as potentially being late is included in the tracker and it is expected that any reports falling under this category will be discussed in detail at SMT meetings to ensure that these are scrutinised with robust reasons provided where a late report cannot be avoided. The committee tracker is also included in agenda packs to enable Member scrutiny of upcoming reports. Committee Clerks are in attendance at Directorate SMTs following Committee meetings for a debrief on the previous cycle, and to be part of the preparation for the next cycle. Clerks continue to emphasise the importance of forward planning and robust reasons for late reports, and will also emphasise the importance of the tracker discussion at SMT meetings, to ensure that the Committee members have properly completed information in front of them.

Reasons Provided for Late Reports

Council

Final Reports

Election of Councillors – Election results were not known until after the report deadline (OCE Report)

Convention of Scottish Local Authorities – Report could not be finalised until after the election result was known which was after the report deadline (OCE Report)

Council Business – Officers needed to consult Councillors on the content which could not happen until the election result was known which was after the report deadline (OCE Report)

Appointment of Members to Committees and Appointment of Conveners and Vice Conveners – Calculation of Committee places could not be made until the election results were known which was after the report deadline (CG Report)

Appointment of Members to Sub Committees, Groups and Outside Bodies – Calculation of Committee places could not be made until the election results were known which was after the report deadline (CG Report)

Appointment of Members to Aberdeen City Licensing Board – Comments received from Head of Service after the deadline which needed to be worked through (CG Report)

School Placings and Exclusions Appeal Committee – Pool of Members - Comments received from Head of Service after the deadline which needed to be worked through (CG Report)

Local Review Body – Pool of Members - Comments received from Head of Service after the deadline which needed to be worked through (CG Report)

Re-establishment of Local Licensing Forum - Comments received from Head of Service after the deadline which needed to be worked through (CG Report)

Appointment of Baillies - Comments received from Head of Service after the deadline which needed to be worked through (CG Report)

Miscellaneous Historic Council Appointments - Comments received from Head of Service after the deadline which needed to be worked through (CG Report)

NB- The majority of the above reports relate to the Statutory Council meeting where there was no draft deadline / pre-agenda meeting, as many of the reports could not be prepared until after the election results were available.

Communities, Housing and Infrastructure

Draft Reports

Interim Report on Homelessness/Housing Support – Required extra days as quality of draft report was poor (CHI report)

Blue Badge Enforcement Officer / Misuse of Residents and Business Parking Permits – Required extra days as quality of draft report was poor, report author then went off sick which meant a colleague had to take over the report (CHI report)

Development of SLA (Equalities) – Extra time was needed to ensure accuracy on procurement regulations in the report (CHI report)

Final Reports

Play Area Refurbishment – Report author asked to make changes day before deadline and Head of Service did not respond until morning of deadline and report author was then out at pre-arranged site visit so the report was received 45 minutes after the deadline (CHI report)

Various Small Scale Stage 3 Traffic Orders – Report was received 2 and a half hours after the deadline due to the report author reconfiguring the report due to legibility issues. Clerk then omitted report from first circulation and had to be issued as an additional circulation (CHI report)

Vehicular Access to Deeside Way – Report author was seeking last minute advice from legal and Head of Service before submission (CHI report)

Provision of Festive Lighting – Following discussions with the procurement team it was concluded that due to the expected cost of the purchase of the new centres for some of the festive lighting would require the production of tender documents. The next CH&I Committee of 29 August would be too late for the winter festival. This report was not on the draft agenda (CHI report)

Nigg Harbour Dual Use Path – An approval to allow this project to accept funds and to proceed is required. There are extremely tight deadlines to deliver this project to make use of the funds being made available from Sustrans (prior to 12 June). Sustrans requires confirmation this week if funding is required from the Council, otherwise they will direct to another local authority area. Work by the Harbour Board to provide the cycleway project is currently underway but will stop on site this week if approval is not given. This report was not on the draft agenda as it was originally going to Council (CHI report)

Financial Update – To allow committee members to be provided with the most up to date financial figures from 2016/17 – they were not available earlier. This report was not on the draft agenda as at the time it was not known there would be a report required (CHI report)

Blue Badge Enforcement Officer / Misuse of Residents and Business Parking Permits – Report author was off sick and covering colleagues had to do some more background work prior to submitting the report (CHI report)

Wellington Brae – Officers needed time to clarify legal and procedural matters. This was not on the draft agenda as the matter was not known at the time (CHI report)

Education and Children's Services

Draft Reports

ALEO Funding Report – Report author was awaiting figures from Finance (ECS report)

Budget Monitoring Report – Report submitted timely but on wrong template therefore author asked to complete new template and resubmit (ECS report)

Continuing Care – Report author was stepping up to cover the role of Head of Children's Services as the postholder was on leave at the time. Therefore, it was a lack of capacity to meet the report deadline (ECS report)

Appointment of Members to Fishing Industry Memorial Working Group – Was initially submitted as a referral from Council at draft agenda stage, thereafter agreed to be reported by means of a Committee report (CG report)

Final Reports

Appointment of Members to Fishing Industry Memorial Working Group – Was initially submitted as a referral from Council at draft agenda stage, thereafter agreed to be reported by means of a Committee report (CG report)

ECS Directorate Improvement Plan – Submitted timely but revised Appendix 2 submitted after the deadline. There was a revision to formatting to Appendix 2 because it was found that on screen it appeared correct but when printed out, the template blended together. The fault was found in the template and was corrected to ensure that it was readable (ECS report)

ALEO Funding Report – Report author was awaiting figures from Finance and also awaiting a consultation response from Legal (ECS report)

Budget Monitoring Report – Submitted timely but had to be updated to ensure all aspects of the template had been completed and figures revised (ECS report)

Allocation of Work in Children’s Social Work – Report author was awaiting confirmation that Legal Services had responded to the report consultation (ECS report)

Integrated Children’s Services Plan 2017-2020 - Report author was awaiting confirmation that Legal Services had responded to the report consultation (ECS report)

Integration Joint Board

Draft Reports

Self Directed Support Uplift – Requested late as a matter of urgency as a previous report to the IJB did not fully cover SDS personal assistants within the living wage proposals (HSCP report)

Expansion of Balnagask Learning Disability Resource – Legal issues identified. The report was later withdrawn from the final agenda and is now expected in August (HSCP report)

Transformation Programme – Following legal advice, a decision was taken to prepare a report to seek the Board’s approval for five transformation projects as there is not currently an IJB scheme of delegation in effect (HSCP report)

Licensing Committee

Final Reports

Response to consultation on training for taxi and private hire drivers – Awaiting comments from Legal Services Manager (CG report)

Response to consultation on knowledge test for taxi and private hire drivers - Awaiting comments from Legal Services Manager (CG report)

Taxi demand survey and private hire car over-provision - Awaiting comments from Legal Services Manager (CG report)

Membership of the Taxi Consultation Group - Awaiting comments from Legal Services Manager (CG report)

Planning Development Management Committee

Final Reports

Former Royal Cornhill Hospital – Officer came back from a two week holiday and was advised to complete a report for the April meeting as soon as possible (CHI report)

Ardbeck House – Ongoing discussion with the Head of Planning and Director who in turn was discussing matters with the applicant until late on Friday afternoon. An email was received from the Head of Planning on Monday morning with an updated position which allowed the applicant until 2pm to agree to changes to the proposal. Those changes were agreed at the time and thus the Case Officer had been working on the report studiously since then (CHI report)

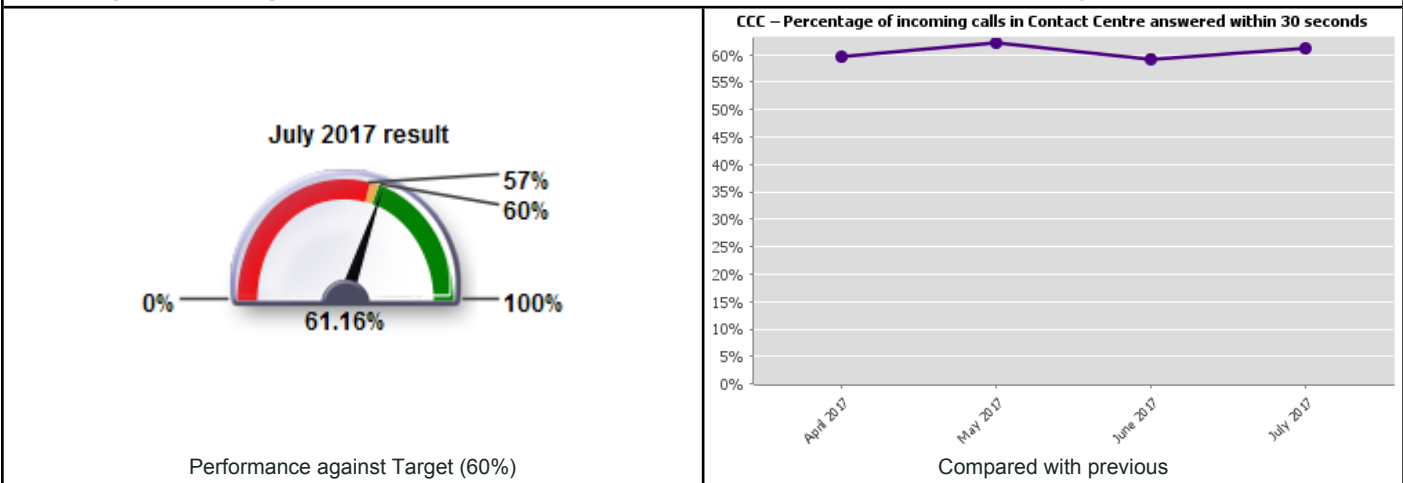
Responsible officer:

Last Updated:

Stephanie Dunsmuir

Q1 2017/18

Percentage of incoming calls answered within 30 seconds (Customer Contact Centre) (monthly)



Why is this important?

Why is this measured? This key performance indicator is an industry standard contact centre measure. It defines the effectiveness of ACC Customer Contact Centre Customer Service Advisors answering a telephone call that is delivered to them via the telephony system and the skill based routing system we have in place.

How calculated? It is calculated as a % of all answered calls within 30 seconds and it is taken from the telephony system reporting suite.

Target - 60%

Benchmark Information:

Customer contact telephony is benchmarked against a range of other local authorities across the UK. Average answering times at the most recent benchmarking exercise which published in January 2016 was 59% of calls within 30 seconds. A target of 60% for this indicator has therefore been set which is very achievable within the Shaping Aberdeen portfolio of work.

Target:

60%

Intelligence:

Again another slight improvement which has kept us above the target although this does need to be tempered by the fact that July is the start of the school holidays and calls have reduced from the June 2017 figure 29,387 to July 2017 figure 25,019 this is comparable to the July 2016 figure of 24,858. This figure of 61.16% of calls is a fairly consistent figure across the previous 12 months.

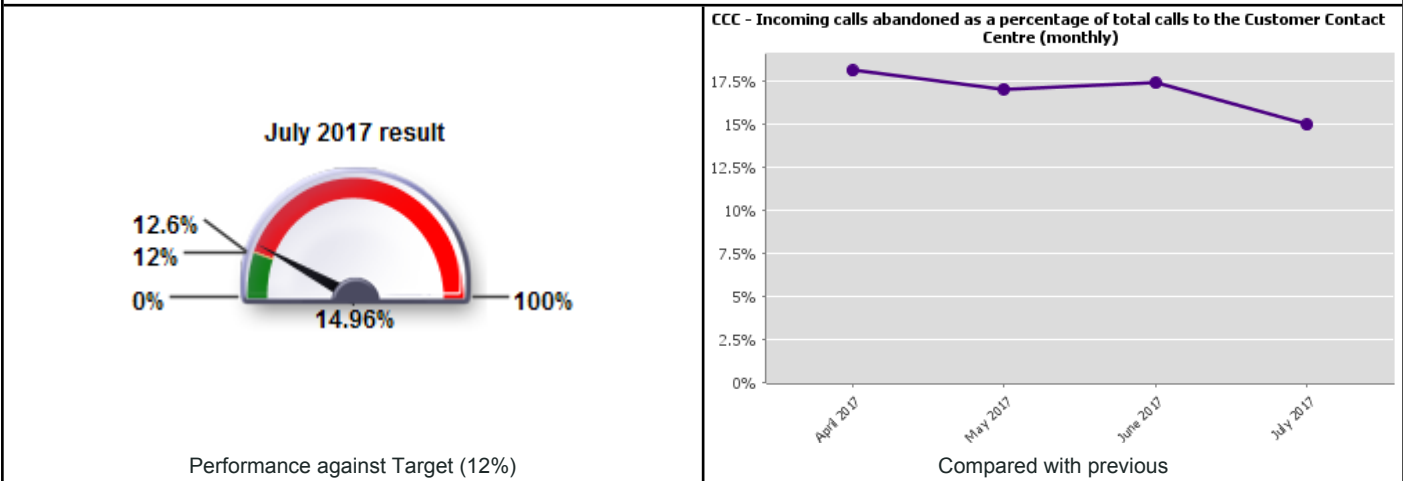
Responsible officer:

Allan MacCreadie

Last Updated:

July 2017

Incoming calls abandoned as a percentage of total calls to the Customer Contact Centre (monthly)



Why is this important?

Why is this measured? This key performance indicator is an industry standard measure and is used to determine the effectiveness of the workforce planning to ensure the availability of Customer Service Advisors is matched to customer demand.
How calculated? It is calculated as the volume of calls which have been classed as 'abandoned/customer has hung up' before being answered by a Customer Service Advisor divided by the total number of calls offered, expressed as a percentage.
Target - 12%

Benchmark Information:

Our target is 12%. This is a stretched target, analysis of benchmarking activity with comparator organisations found the average of call abandonment to be 14%.

Target:

12%

Intelligence:

The July 17 figure has shown another month on month improvement since the peak of 19.21% in March 2017 and this coincides with a drop in calls for Environmental services which peaked at 13,300 in February to 6,336 in July. This is showing an improvement on the majority of the calls following the issues surrounding the one bin campaign, which are showing signs of improving. Overall the calls and length of call are similar and it would appear that the vacancy factor and turnover in knowledge reliant services are beginning to have an impact.

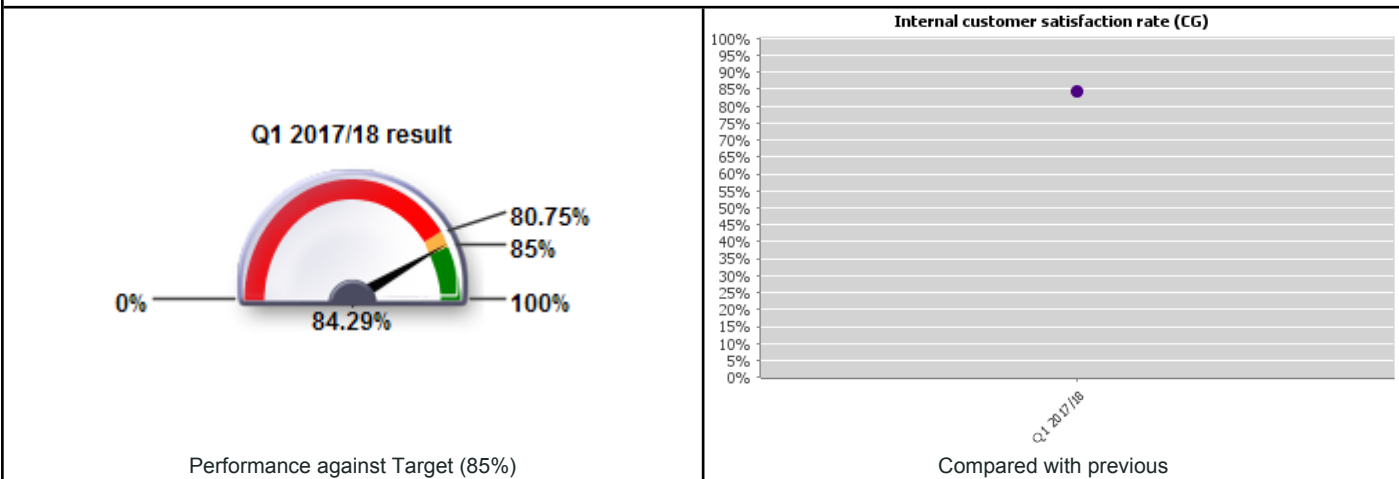
Responsible officer:

Allan MacCreadie

Last Updated:

July 2017

Internal customer satisfaction rate



Why is this important?

Measuring internal customer satisfaction gives us an assessment of customer experience from an internal perspective and enables us to measure how effectively we are delivering services within Corporate Governance. By measuring internal customer satisfaction, we can also assess the impact of implementing service improvements, e.g. the Customer Service Charter and Standards.

The data for this performance indicator will be gathered from responses to the aligned 'overall satisfaction' question which is included in the following customer surveys:-

- . Annual Corporate Governance internal customer satisfaction survey
- . HR Internal Customer Satisfaction Survey
- . IT Internal Customer Satisfaction Survey
- . Any additional internal survey introduced within Corporate Governance

The volume of satisfied customers will be aggregated to establish an overall annual satisfaction score (%) for Corporate Governance.

The Members Enquiries satisfaction survey results will not be included in the measure as although the Members Enquiries function sits within Corporate Governance, the process involves services from across the organisation and therefore the satisfaction measure is not purely based on Corporate Governance performance.

The performance indicator will be measured using the following calculation:-

$$\% \text{ satisfied customers} = \frac{\text{total number of satisfied responses}}{\text{total number of respondents to all surveys}} \times 100$$

Benchmark Information:

There is no benchmark information for this performance indicator at present

Target:

The target has been set as 85% based on it being industry standard and is considered to be an achievable target given the scores to date.

Intelligence:

The data is taken from the on-going HR customer satisfaction survey (17 responses of which 13 were satisfied or very satisfied with the overall service received - 76.47%) and the on-going IT satisfaction survey results (46 out of 53 respondents were satisfied or very satisfied with the overall service received - 86.79%) There are no other on-going internal surveys within CG therefore the figure is not truly representative of the directorate as a whole.

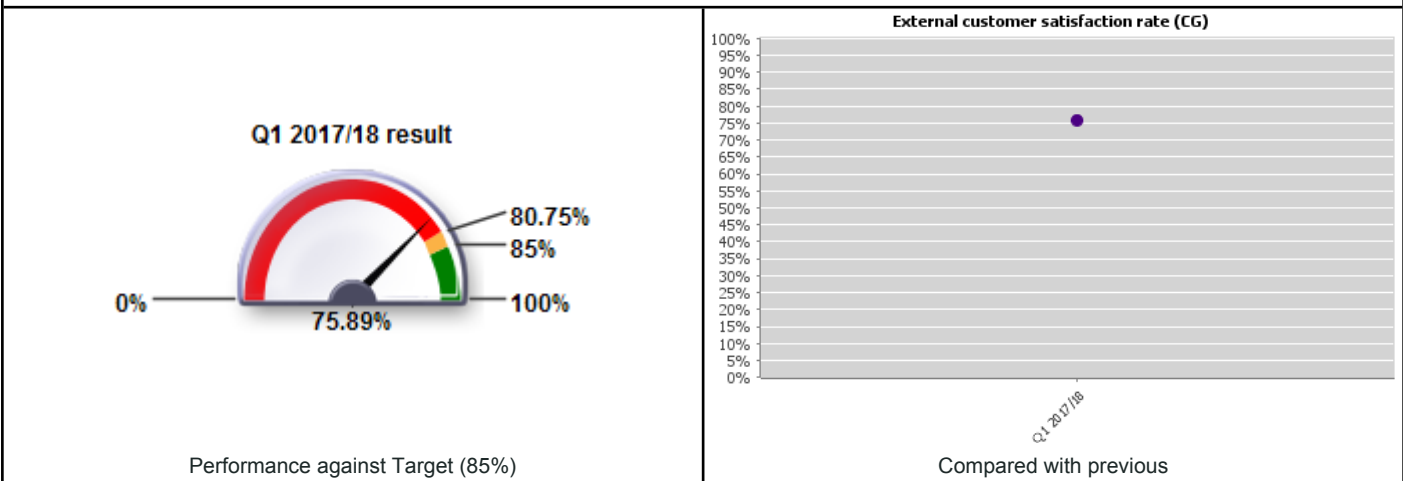
Responsible officer:

Lucy McKenzie

Last Updated:

Q1 2017/18

External customer satisfaction rate



Why is this important?

Measuring external customer satisfaction gives us an assessment of customer experience from an external perspective and enables us to measure how effectively we are delivering services within Corporate Governance. By measuring external customer satisfaction, we can also assess the impact of implementing service improvements, e.g. the Customer Service Charter and Standards.

The data for this performance indicator will be gathered from responses to the aligned 'overall satisfaction' question which is included in the following customer surveys:-

- . Customer Service Centre Customer Satisfaction Survey
- . Customer Contact Centre Customer Satisfaction Survey
- . Customer Access Point Customer Satisfaction Survey
- . Any additional external survey within Corporate Governance

The complaints satisfaction survey and MP/MSP satisfaction survey results will not be included in the measure as although the functions sit within Corporate Governance, the process involves services from across the organisation and therefore the satisfaction measure is not purely based on Corporate Governance performance.

The performance indicator will be measured using the following calculation:-

$$\% \text{ satisfied customers} = \frac{\text{total number of satisfied responses}}{\text{total number of respondents to all surveys}} \times 100$$

Please note that the number of satisfied responses will include all satisfied and very satisfied responses plus all responses to the Contact Centre Survey between 3 and 5 on the 5 point scale.

Benchmark Information:

There is no benchmark information for this performance indicator at present.

Target:

The target has been set as 85% based on it being industry standard and is considered to be an achievable target given the scores to date.

Intelligence:

The data is taken from the aggregated scores from the on-going external customer satisfaction surveys at Customer Contact Centre (73.68%), the Customer Service Centre, but only the services delivered by Corporate Governance teams (Registrars 97.22% and Customer Service 94.72%) and the Customer Access Points (93.33%).

Survey uptake at the Customer Service Centre has risen slightly since last quarter but still only 2% uptake and therefore potentially not a true reflection of customer satisfaction levels. Survey uptake at the Contact Centre reduced slightly for Q1 and was just over 3%. There were only 15 surveys completed at the Customer Access Points during the 3 month reporting period.

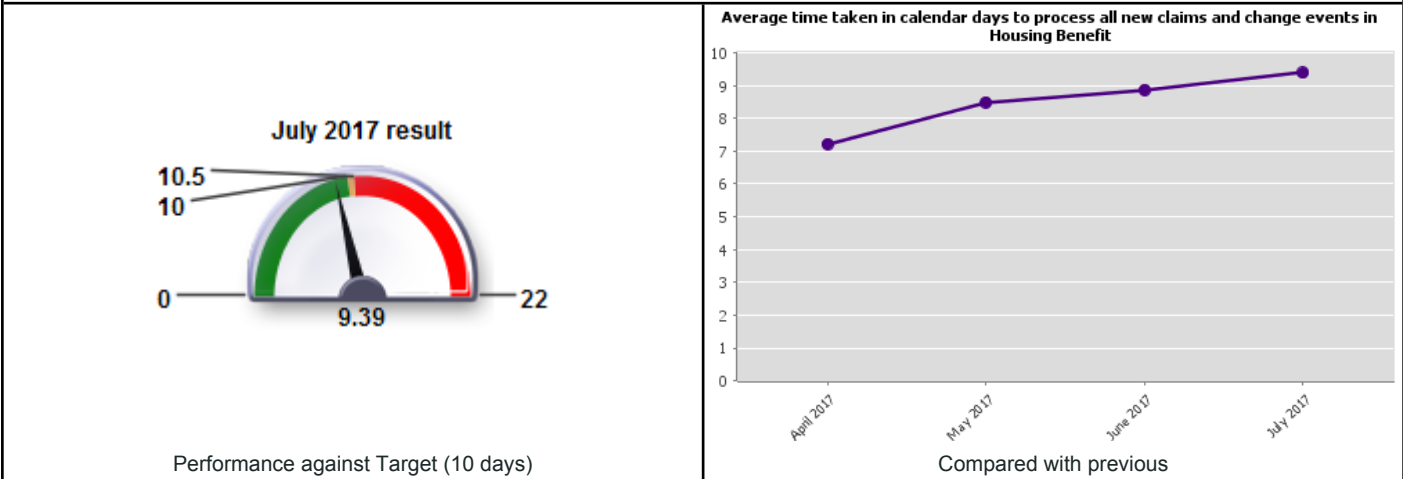
Responsible officer:

Lucy McKenzie

Last Updated:

Q1 2017/18

Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)



Why is this important?

When customers claim benefit, it is a time of financial uncertainty for them and, as such, it is essential that the service has sufficient fully trained and effective benefit processors in place that can make informed decisions on complex benefit claims and pay benefit promptly. Measuring the time taken to process all new claims and change events in Housing Benefit demonstrates how speedily the benefit service pays Housing Benefit to its customers.

Benchmark Information:

Suitable benchmarking intelligence will be sourced for this indicator and presented in future reports.

Target:

10 days

Intelligence:

Performance of this indicator for July is 9.39 days which is within the target of 10 days. Performance for the same period last year was 9.11 days.

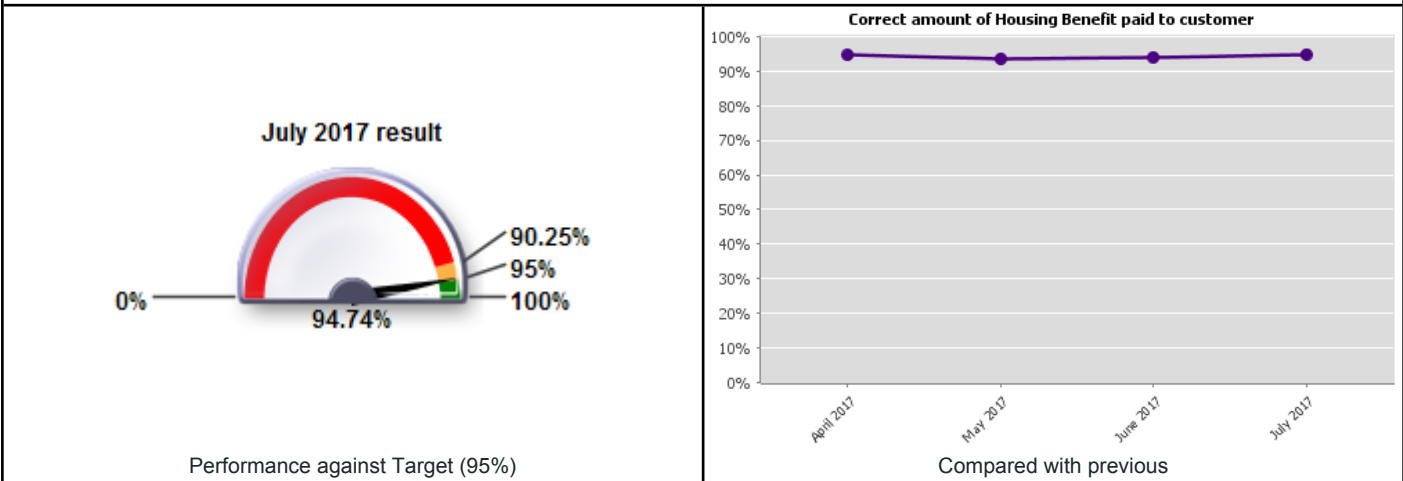
Responsible officer:

Helen Moir

Last Updated:

July 2017

Correct amount of Housing Benefit paid to customer



Why is this important?

When customers claim benefit, it is a time of financial uncertainty for them and, as such, it is essential that the service has sufficient fully trained and effective benefit assessors in place that can make informed decisions on complex benefit claims and pay benefit accurately. The accurate and secure administration of Housing Benefit is a key priority for every council and to support this a robust quality assurance framework is required to ensure performance is measured correctly.

Benchmark Information:

Suitable benchmarking for this indicator will be sourced.

Target:

95%

Intelligence:

Performance of this indicator for July is 94.74%. Performance for the same period last year was 93.28% an improvement of 1.40%.

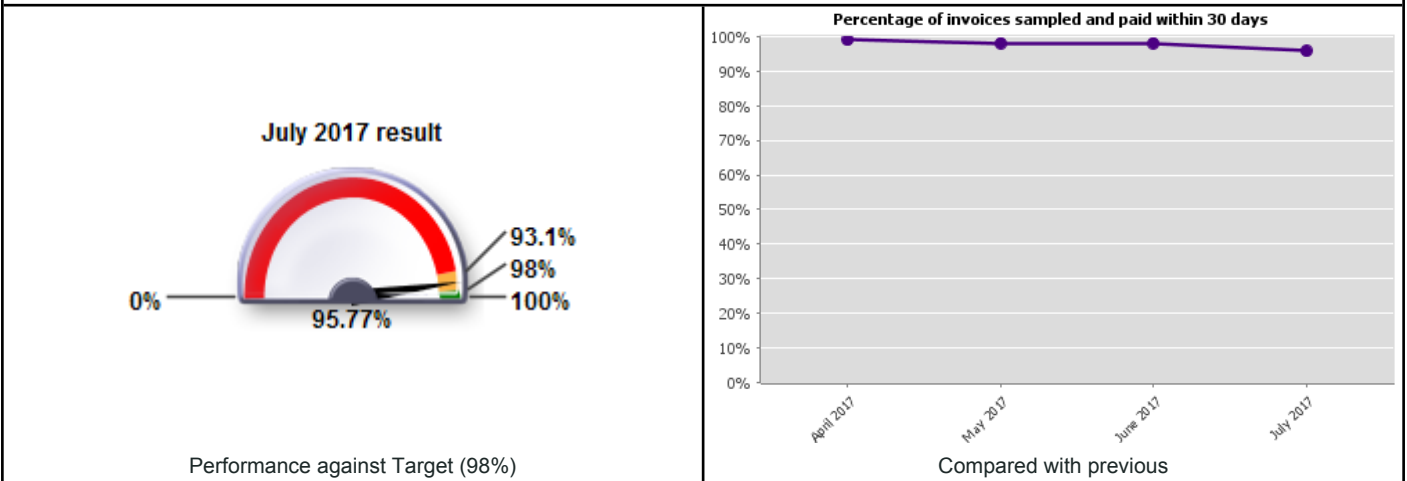
Responsible officer:

Wayne Connell

Last Updated:

July 2017

The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.



Why is this important?

This indicator shows the percentage of invoices paid by the Council within 30 calendar days. It supports the Council's role as a major purchaser and therefore the economic health of the city and region. Good performance will therefore show consistently high levels of invoices paid within this timeframe. Some invoices will not be paid within 30 days where they are in dispute so 100% will not be recorded.

Benchmark Information:

This indicator is benchmarked against all 32 Scottish local authorities through the Local Government Benchmarking Framework (LGBF). Aberdeen City Council recorded 98% invoices paid within timescale for the 2015/16 reporting year which reflects the current target. The average for Scotland as a whole was 93%.

Target:

98%

Intelligence:

Target not achieved due to staff annual leave and post not filled. Overtime in place to help maintain supplier payment terms. No Po No Pay policy to be enforced to help with automation.

Responsible officer:

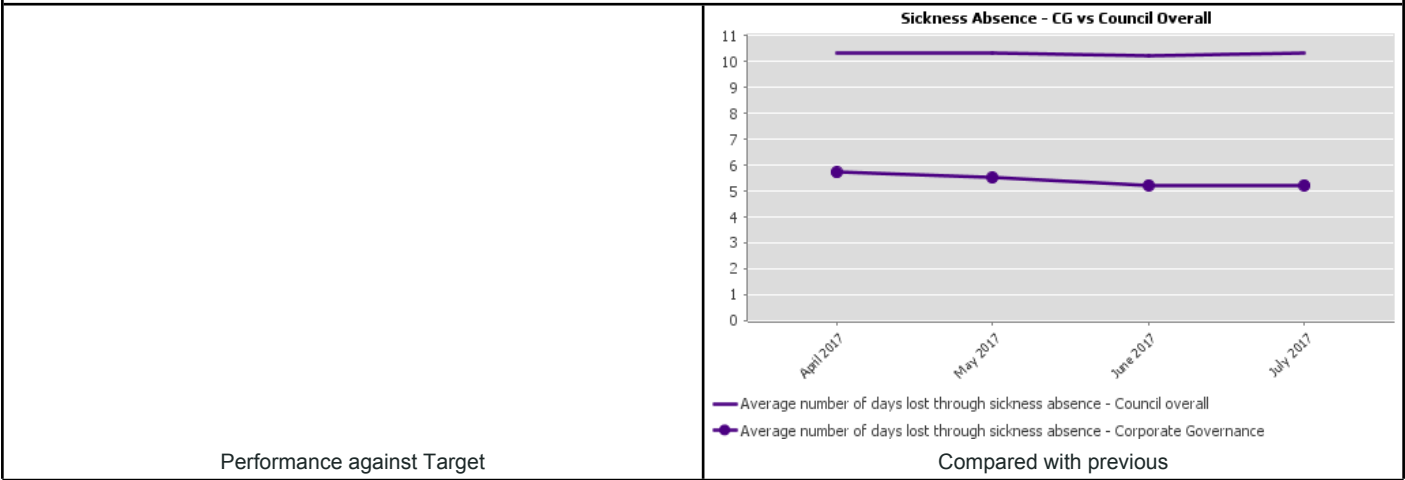
Carol Wright

Last Updated:

July 2017

4.b. Improving Staff Experience

Staff sickness absence - days per annum per employee (rolling 12 months)



Why is this important?

Why is this measured? The indicator highlights absence information within the Directorate. While recognising that some sickness absence is unavoidable and the Council has a duty of care to employees' health and wellbeing, high sickness absence impacts negatively on our ability to deliver our key services and functions efficiently and effectively. Good performance against this indicator will show reducing levels of absence.

How calculated? This indicator reports a rolling 12 months average number of days sickness absence per employee.

Target - No current target.

Benchmark Information:

Employee sickness absence is benchmarked with all Scottish Councils through the Local Government Benchmarking Framework (LGBF). The average number of days lost to sickness by non-teaching staff for Scotland for 2015/16 was 10.63 which is the latest available data. ACC recorded an average of 11.6 days in 2016/17 for non-teaching employees across the Council. No target has been set for absence in Corporate Governance for the 2017/18 period.

Target:

-

Intelligence:

Due to the ongoing work undertaken by Heads of Service in conjunction with the HR Business Partner Team for CG the figure for absence is now 5.2. This compares favourably against the Aberdeen City Council rate of 10.2 average days lost per employee. Short term absence within the Service is 2.3 and Long term absence is 2.9. The main causes of long term absence within the Service are Cancer, stress and depression and the main cause of Short term absence are respiratory issues such as colds and flu and gastric bugs. The Service is currently looking at the main causes of absence within the directorate to identify patterns which can then be addressed to reduce absence levels further.

Responsible officer:

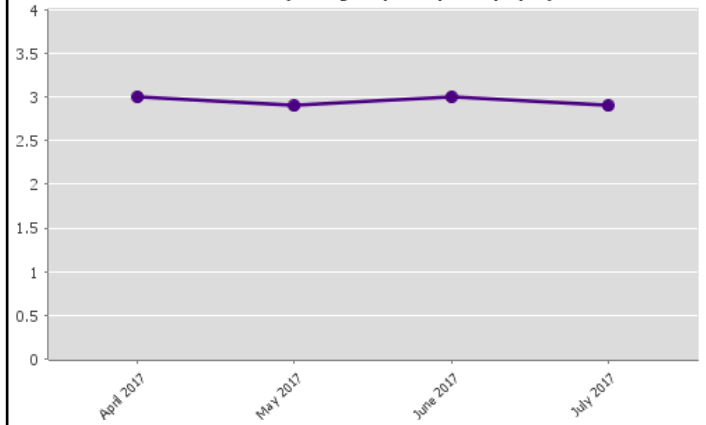
Neil Yacamini

Last Updated:

July 2017

Short-Term Absences (Average days lost per employee)

Short-Term Absences (Average days lost per employee) - CG



Why is this important?

Benchmark Information:

Target:

Intelligence:

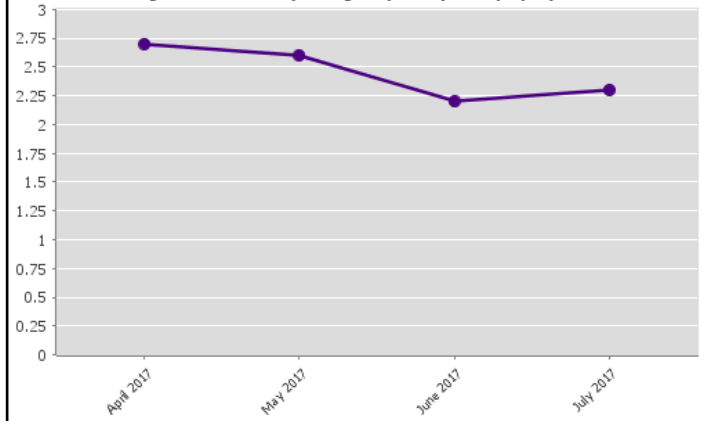
Responsible officer:

Last Updated:

July 2017

Long-Term Absences (Average days lost per employee)

Long-Term Absences (Average days lost per employee) - CG



Why is this important?

Benchmark Information:

Target:

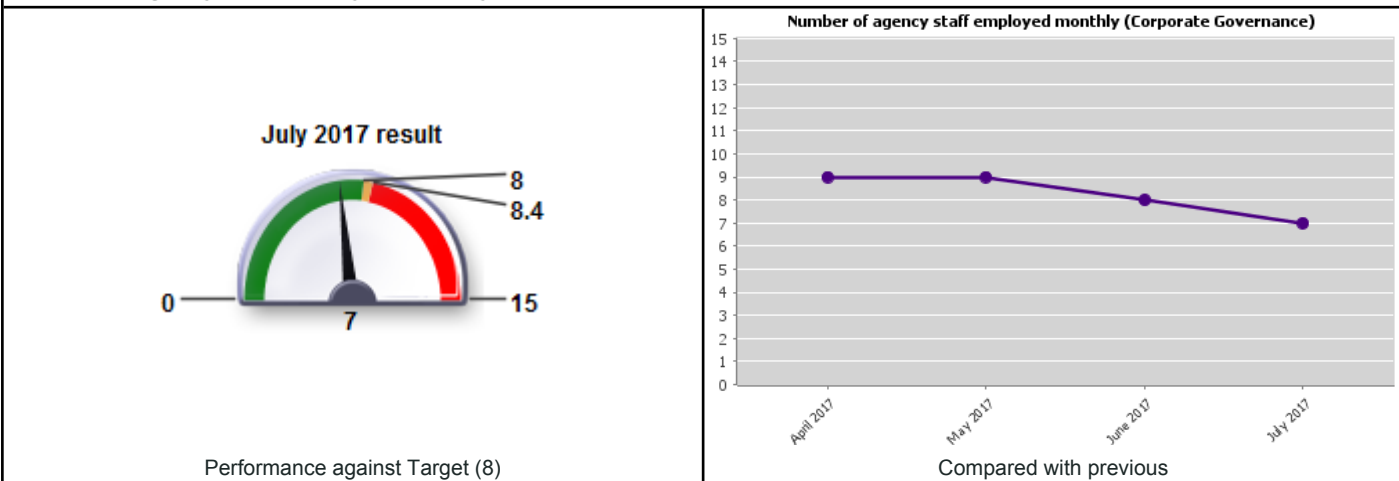
Intelligence:

Responsible officer:

Last Updated:

July 2017

Number of agency staff employed monthly



Why is this important?

Use of external staff resource is sometimes unavoidable, for example where permanent employees are absent due to long-term ill-health. In general terms however, use of external support should be minimised and more efficient methods of filling essential posts for prolonged periods found. For this reason, the target for the indicator has been set at 8 for 2017/18 for the Corporate Governance directorate. Managers will receive this performance information monthly and can monitor the Directorate's compliance with the Council's policy towards use of external support.

Benchmark Information:

At present, there is no benchmark information available on this indicator. As with all reportable indicators, efforts continue to be made to source comparative data from our peer organisations against which our relative performance can be assessed.

Target:

8

Intelligence:

The figure of 7 has been derived from an audit undertaken by officers in Corporate Governance to provide a consistent approach to the recording and payment of agency staff in the service. CG Heads of Service have been holding peer 1-2-1's whereat the figures of agency staff (and other performance data) are discussed and scrutinised. The Heads of Service have also got service level performance dashboards in place which they will use at their management team meetings to analyse the data and challenge their service managers.

The figure for July is 7 which is below target (8). The greater scrutiny on this area through the Finance, Policy and Resources Committee and Officers' 1-2-1's will provide more focussed analysis, and any use of agency staff will have been properly scrutinised and a business decision taken on the continuation of the contract. The Corporate Governance Directorate will continue to scrutinise the use of agency staff to drive the figure down.

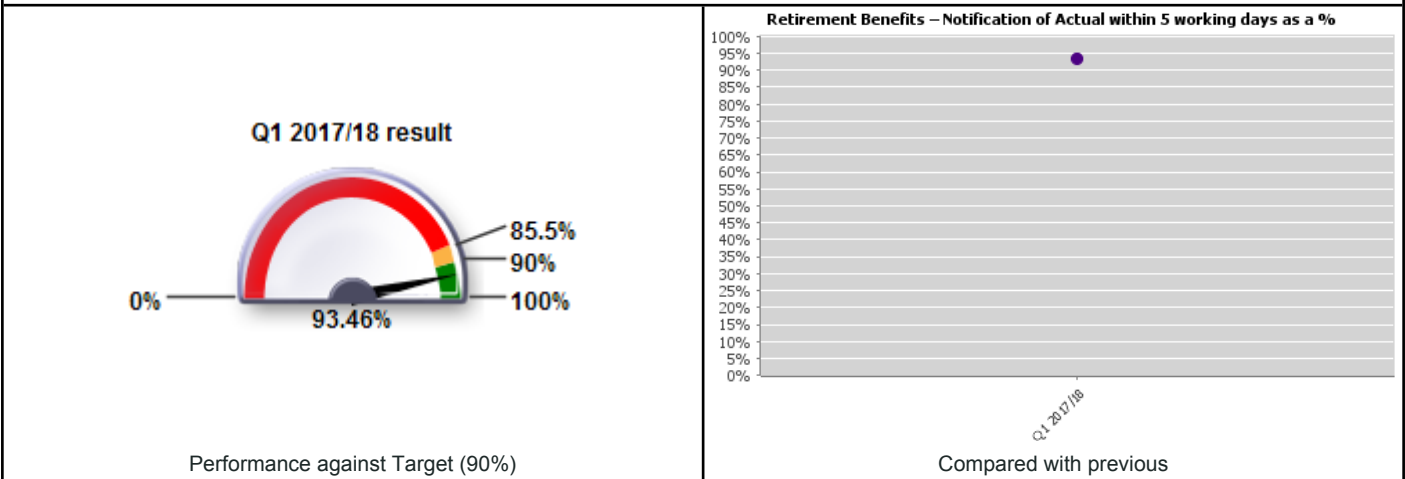
Responsible officer:

Martin Allan

Last Updated:

July 2017

Retirement Benefits – Notification of Actual within 5 working days as a %



Why is this important?

This indicator shows the percentage of actual retirement benefits processed by NESPF within 5 working days. Performance could fluctuate if bulk estimates are requested by a participating employer as part of an early retirement/voluntary severance exercise.

Benchmark Information:

5 working days is an industry standard set by the Local Government Pensions Committee and is used to compare administering authority performance for exercises such as CIPFA benchmarking.

Target:

90%

Intelligence:

First quarter processing of actual retirements within 5 working days at 93.5% is less than the 96.6% achieved for the same period last year as well as the 95.7% average achieved for 2016/17. The amount of actual retirements processed in the first quarter decreased from 352 last year to 343 this year. Performance for the first quarter is 3.5% above target set at 90%.

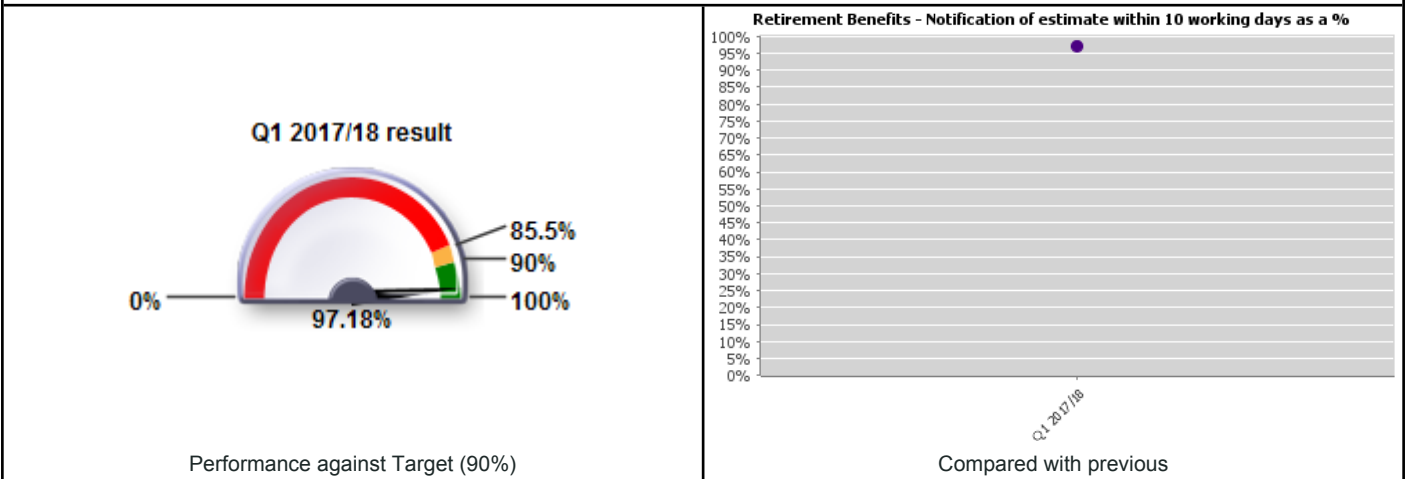
Responsible officer:

Gary Gray

Last Updated:

Q1 2017/18

Retirement Benefits - Notification of estimate within 10 working days as a %



Why is this important?

This indicator shows the percentage of retirement benefit estimates processed by NESPF within 10 working days. Performance could fluctuate if bulk estimates are requested by a participating employer as part of an early retirement/voluntary severance exercise. This performance measurement is part of our Pensions Administration Strategy and is reported throughout the year to Pensions Committee/Board and included in the Pension Fund annual report.

Benchmark Information:

10 working days is an industry standard set by the Local Government Pensions Committee and is used to compare administering authority performance for exercises such as CIPFA benchmarking.

Target:

90%

Intelligence:

First quarter processing of retirement estimates within 10 working days at 97.2% is almost identical to the 97.3% achieved for the same period last year and slightly below the 98.38% average achieved for 2016/17. The amount of retirement estimates processed in the first quarter decreased from 258 to 248 this year. Performance for the first quarter is 7.2% above target set at 90%.

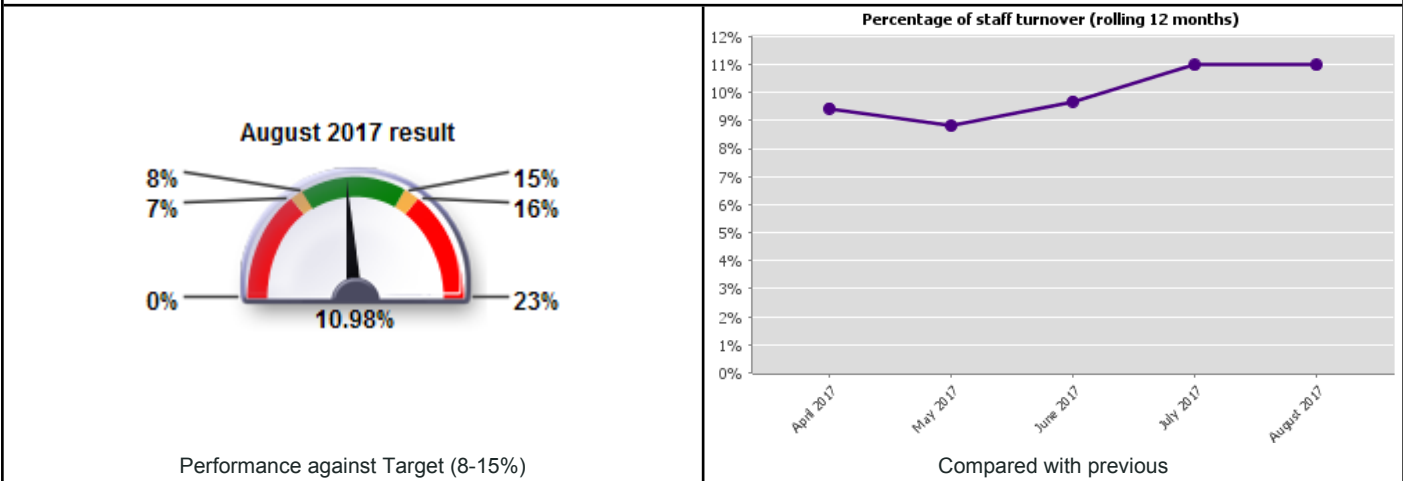
Responsible officer:

Gary Gray

Last Updated:

Q1 2017/18

Percentage of staff turnover (rolling 12 months)



Why is this important?

Why is this measured? The indicator highlights staff turnover rates within the Directorate and provides information on the health of the staff profile relative to accepted industry turnover standards.

How calculated? By taking the number of staff leaving the directorate compared to the total headcount on a rolling 12 month basis.

Target - For 17/18 a target of between 8-15% has been set which is based on industry standard for an organisation of this size.

Benchmark Information:

A target range of between 8% and 15% is considered a healthy rate of staff turnover. Turnover below this range may indicate good retention levels but fewer new employees who could have a positive impact on internal culture and practices. Turnover exceeding 15% may indicate the Council is failing to maintain a position as an employer of choice.

Target:

8% - 15%

Intelligence:

The rolling 12 month rate of staff turnover is 10.98% which is within the acceptable limit

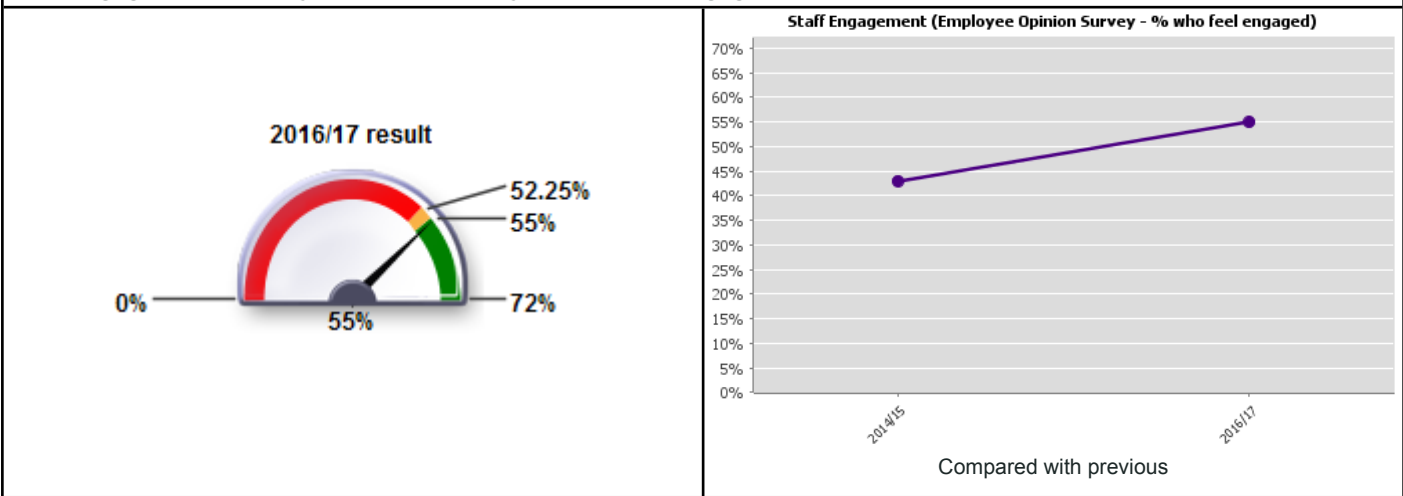
Responsible officer:

Neil Yacamini

Last Updated:

August 2017

Staff Engagement (Employee Opinion Survey - % who feel engaged)



Why is this important?

Why is this measured? An engaged workforce supports the achievement of our strategic and service objectives.
How calculated? This indicator will be populated every 2 years on the completion of the council's Employee Opinion Survey.

Benchmark Information:

This indicator is benchmarked by the contractor undertaking the survey. The benchmark is sourced from an average of the percentage of staff who feel engaged with their employing organisation. Organisations include local authorities, housing associations, police forces, government departments and publicly funded bodies, throughout the UK. The average score is 39% and a stretched target for this indicator has been set at 55%.

Target:

Intelligence:

In the Employee Opinion Survey conducted in 2016, the % of engaged staff in CG had increased to 55% (compared to 43% in 2014). The number of staff in CG who are partially engaged was 38% with 7% disengaged. The target % for engaged staff in CG was set at 55% however the service will work on the successes achieved in this area to further increase the engagement of staff and their experience. The CG/OCE Staff Engagement Hub has a role to play in further increasing the % and will be consulting and engaging with staff in CG on the different events and activities planned throughout the next year. BMG's (the company who undertook the survey) benchmark score for staff engagement is 43%. Again this is pleasing that staff in CG are more engaged than the benchmark but further work requires to be done to maintain and increase this %. Across the Council the engagement figures were 49% engaged, 41% partially engaged and 10% disengaged.

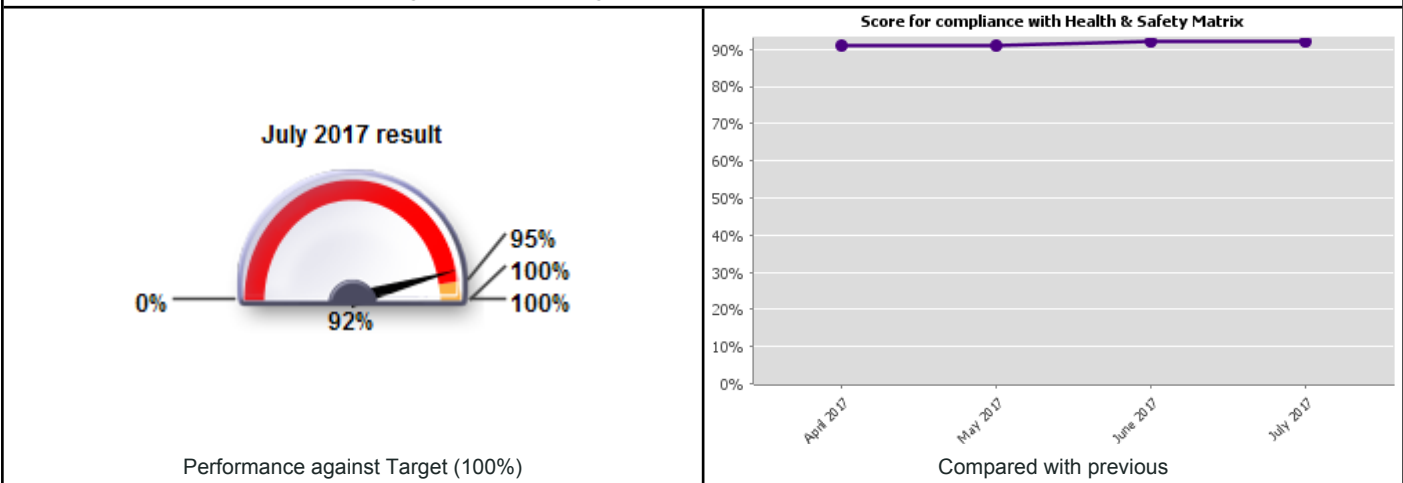
Responsible officer:

Martin Allan

Last Updated:

2016/17

Compliance with the Health & Safety Matrix (monthly)



Why is this important?

Why is this measured? This indicator measures the effectiveness and strength of the Directorate's compliance with a range of controls around Health and Safety. The Council's duty of care towards its employees and customers is of primary importance. Factors such as staff turnover can affect key controls such as the number of available fire wardens in each part of the Directorate and is reflected in fluctuating performance. This performance assists managers in addressing these issues timeously to ensure compliance continues to be robust.

How calculated? Compliance is calculated by scoring the number of Risk Assessments, 1st Aid Provisions, Accident Recordings and Workplace Inspections carried out within the directorate each month compared to expected.

Target - 100%

Benchmark Information:

There is no current benchmarking capacity out with ACC.

Target:

100%

Intelligence:

The compliance % in July 2017 is the same as it was in June, 92%. Specifically, looking at where the gaps are, the following can be provided:

- Commercial and Procurement Services- Gap in First Aiders (2 required-holding discussions with Aberdeenshire as to the sharing of first aiders and DSE assessors based at Woodhill House)
- Customer Services –1 x staff member to be trained in Evac Chair operation in Customer Services centre
- Legal and Democratic - DSE Assessors - 1 x additional required in Registrars.
- IT & Transformation - workplace inspections to be submitted. 1 x Evac Chair operator required
- OCE - Gaps across different areas.
- OCE - 83% compliance
- IT & T - 88%
- CPS - 86%
- Cust Serv - 93%
- LDS - 97%
- HR & Finance - 100% fully compliant

In relation to the OCE, a meeting of the OCE H&S Cttee was held on the 9th of August. The matrix was discussed and it was agreed that officers would feed back updated information to HR to ensure that the figures in the matrix were as relevant as possible. Agreement was also reached that officers would follow up any remaining gaps.

The draft CG/OCE H&S Improvement Plan has identified the importance of ensuring that effective and suitable health and safety documentation is in place, and that it is current, organized and relevant. The performance of CG/OCE will therefore be measured and monitored through CG SMT, the CG/OCE H&S Cttee and the Corporate Health and Safety Cttee.

Responsible officer:

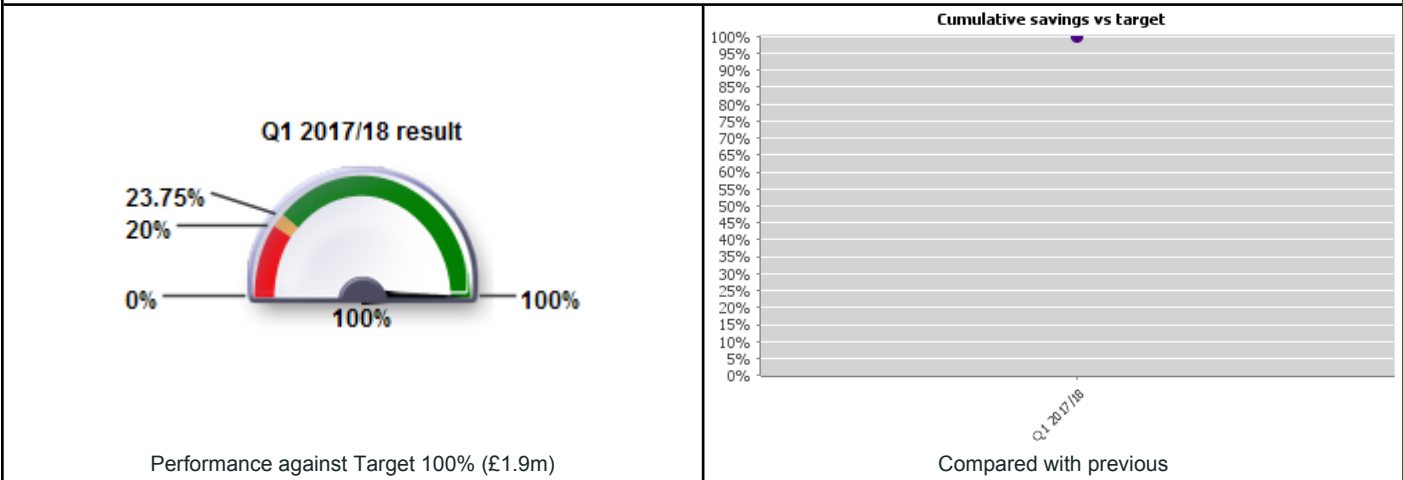
Last Updated:

Martin Allan

July 2017

4.c. Improving Our Use of Resources

Cumulative savings vs target



Why is this important?

£1.9m of savings have been incorporated into the 2017/18 Corporate Governance Net Expenditure Budget of £30m. Budget holders will have to manage their services within available resources.

Benchmark Information:

Budget savings would be reflected in actual year to date expenditure and income and forecast outturns in line with the revised budgets incorporating the savings.

Target:

100% (£1.9m)

Intelligence:

The position at Q1 was £390k budget savings achieved in line with budget. The Annual savings target is £1.9m.

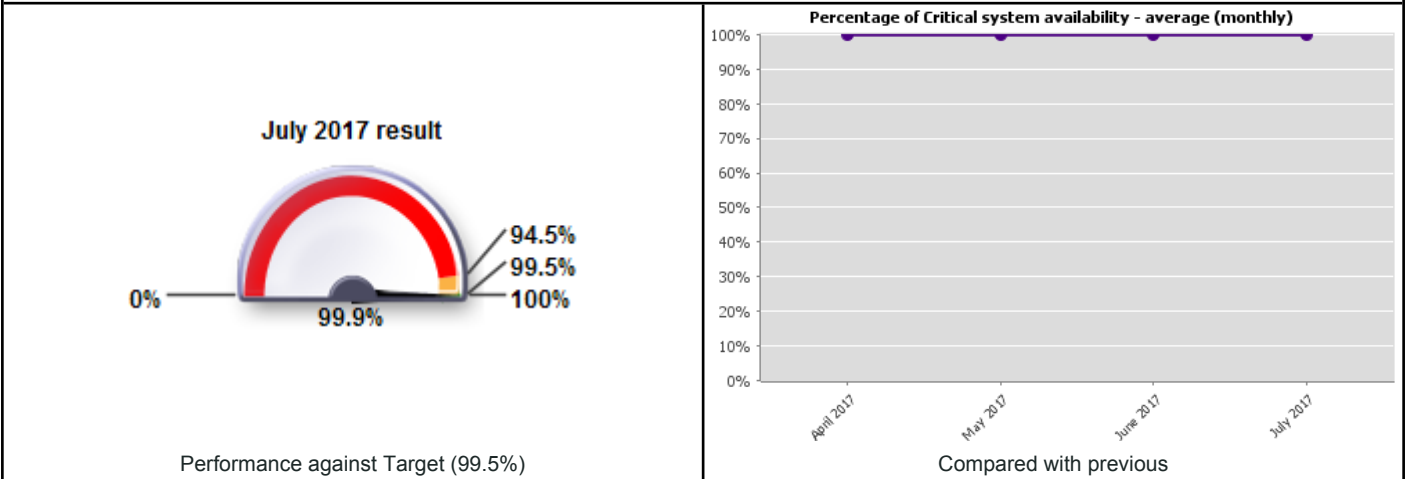
Responsible officer:

James Hashmi

Last Updated:

Q1 2017/18

Percentage of Critical system availability - average (monthly)



Why is this important?

System availability refers to the overall availability of the core corporate network, which is key to the day to day running of all council ICT reliant infrastructures.

Benchmark Information:

This measure is not benchmarked.

Target:

99.5%

Intelligence:

Of the 59 systems, the July average availability was 99.9%. July saw a total of two system outages, however their individual availability never dropped below 95%.

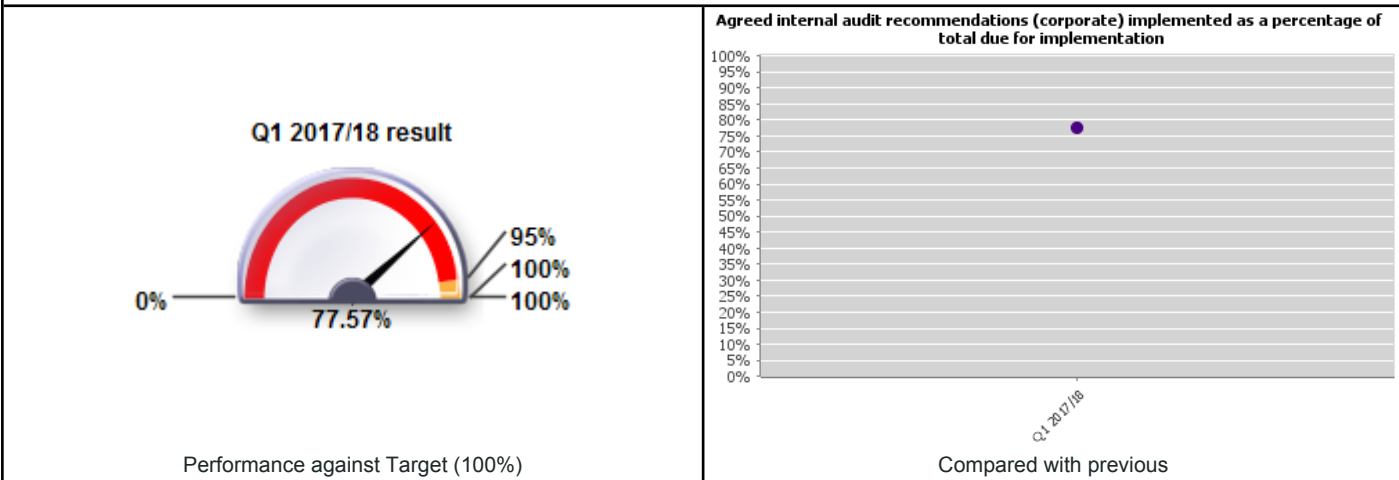
Responsible officer:

Jamie Kirkwood

Last Updated:

July 2017

Agreed internal audit recommendations (corporate) implemented as a percentage of total due for implementation (quarterly)



Why is this important?

The implementation of agreed internal audit recommendations gives risk based assurance to Elected Members and Senior Officers that the Council’s processes are as effective as possible, that the Council is delivering value for money and is demonstrating quality and continuous improvement. The measurement allows the Committee to scrutinise the level of compliance.

Benchmark Information:

This measure is not benchmarked

Target:

100%

Intelligence:

For this quarter the level of compliance is 77.5% which is below the required target of 100% and is a decrease from Q4 16/17 (83.5%). In terms of improving the %, the Audit, Risk and Scrutiny Committee at its meeting on 27th June, 2017 resolved to request all Services undertake the work required to complete the outstanding audit recommendations contained in the Internal Auditor’s report. The Committee at its meeting on 23rd Feb 2017 requested that an e-mail be sent to all Heads of Service expressing the Committee’s wishes that all services communicate progress on outstanding recommendations with the Internal Audit Team so that the Committee can receive the most up-to-date information. In addition to this, the CG/OCE Business Manager has been liaising with his equivalents in other services to follow up on the recommendations which will be reported to the Audit, Risk and Scrutiny Committee via Internal Audit to further formalise arrangements across all services. A summary of recommendations provided by Internal Audit has been submitted to the Business Support Managers to circulate around services to receive updates in advance of the Committee. If services are unable to provide updates in advance then they will take steps to ensure appropriate officers are in attendance to provide explanations thus reducing the frustrations often expressed by members of the Committee in recent cycles.

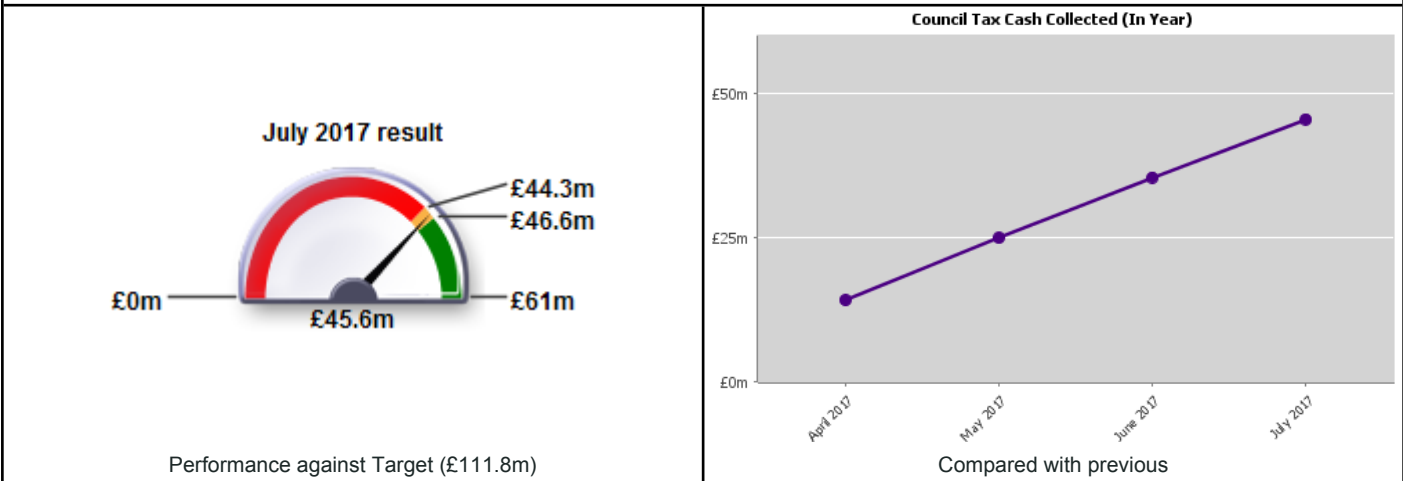
Responsible officer:

Martin Allan

Last Updated:

Q1 2017/18

Council Tax Cash Collected (In Year)



Why is this important?

It is important to monitor Council Tax collection as this is a major income stream to the Council and is set against the budget figure for income from Council Tax. This measures the Council Tax cash collected for both in year and previous years.

Benchmark Information:

Benchmarking this indicator is not appropriate as all councils have different cash sums to collect in year. Benchmarking intelligence is available for the % of council tax due which is collected in year, through the Local Government Benchmarking Framework (LGBF). For 2015/16, the average collection rate for Scotland was 96%, whilst ACC recorded a figure of 95%.

Target:

For 2017/18 target is £111.8m

Intelligence:

A budget figure of £111.8m has been set for 17/18. We have collected £45.6m as at 31.07.17 this compares to £43.8m for the same period last year. Monthly targets for 17/18 have been calculated based on the previous year's monthly collection rates. Whilst collection is slightly below that target at present, by continuing to collect the average monthly collection amount for 17/18 it is expected that the target will be met.

Responsible officer:

Wayne Connell

Last Updated:

July 2017

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance Policy and Resources
DATE	20 September 2017
REPORT TITLE	Living Wage Accreditation – Progress Report
REPORT NUMBER	CG/17/105
CG LEAD OFFICER	Steve Whyte, Head of Finance
REPORT AUTHOR	Karen Templeton

1. PURPOSE OF REPORT

- 1.1. The purpose of the report is to provide an update on the Council's application for accreditation as a Living Wage employer and to seek approval for an increase in the pre-parity rate for all framework agency workers.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee: -
- a) approve an increase in the pre-parity rate for all framework agency workers to at least the Living Wage figure for the year (currently £8.45); and
 - b) note the progress of the Council's application for accreditation as a Living Wage employer

3. BACKGROUND

- 3.1 Human Resources and Commercial and Procurement colleagues have been working closely together to progress Aberdeen City Council's application for accreditation as a Living Wage employer.
- 3.2 In accordance with the requirements for accreditation over 350 suppliers of services or agency workers have been contacted to determine whether they currently pay the Living Wage, or would be willing to do so. A representative of the Poverty Alliance has confirmed that the level and nature of the communication with these suppliers has been sufficient to meet their requirements.

- 3.3 Following agreement of the National Pay Award for Local Government Employees, the minimum hourly rate paid to Council employees (excluding Apprentices) will be £8.51 with effect from 1st April 2017. That is higher than the Living Wage (currently £8.45) and again meets the requirement for accreditation.
- 3.4 The framework rates paid to agency workers who have been working with the Council for over 12 weeks will be increased to match the hourly rate that would be paid to a Council employee carrying out the same role (as is required by Agency Worker Regulations). Again this meets the requirement for accreditation.
- 3.5 At present framework agency workers who have worked on contract for less than 12 weeks are paid a lower hourly rate (the pre-parity rate). That would not meet the requirement for accreditation. In order to progress the Council's application it would be necessary to increase the minimum hourly rate paid to framework agency workers to at least the Living Wage rate (currently £8.45). That figure would also have to be increased each year as the Living Wage figure increases.
- 3.6 If approval is given to increase the pre-parity rate to at least the Living Wage figure, then a draft application can be prepared and sent to the Poverty Alliance for their comment.

4. FINANCIAL IMPLICATIONS

- 4.1 The proposed uplift of the minimum hourly rate for Agency Workers to at least the Living Wage (currently £8.45) will increase the amount paid to each individual. It is not proposed that the budget available to the Directorates in regard to Agency Workers should be increased as a result of this proposal. Directorates will be required to manage within their budget and as such no additional cost is expected.
- 4.2 There is an annual Licence cost of £480 per year to be paid for accreditation. The costs will be contained within the current Human Resources subscriptions budget.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct Equal Pay implications as a result of the proposal.
- 5.2 Procurement legislation means that the Council cannot specify to suppliers that they must pay rate least the Living Wage where workers are supplied to work on our premises. The Council's Commercial and Procurement Service does consider Fair Work Practices of bidders during the tendering process in accordance with the Scottish Government's Statutory Guidance on the "Selection of Tenderers and Award of Contracts Addressing Fair Work Practices, including the Living Wage, in Procurement". This is considered to be both legally compliant and compatible with accreditation requirements.

6. MANAGEMENT OF RISK

- 6.1 Other than the financial considerations outlined above at section 4, no risks have been identified in Employee, Customer/Citizen, Environmental, Technological, Legal and Reputational categories. There is no financial risk if the Committee choose not to approve the recommendations contained in this report.

7. IMPACT SECTION

7.1 Economy

- 7.1.1 Accreditation as a Living Wage Employer has the potential to generate some cost savings as a result of improved retention and reduced sickness absence. It will however result in cost increases to the paybill for employees as the Living Wage has historically increased at a much higher rate than the rate of inflation or of national pay awards.

7.2 People

- 7.2.1 Increasing the wages of the lowest paid workers would be a step towards reducing the level of in-work poverty. The lowest paid workers would be enabled to have better access to goods and services contributing to improvements in their financial circumstances. Accreditation as a Living Wage Employer should also positively impact on recruitment and retention and on staff engagement.

7.3 Place

- 7.3.1 Any increases in productivity, reduced sickness absence, improved morale, motivation and commitment would impact positively on the level and quality of service available to customers.

7.4 Technology

- 7.4.1 No anticipated impact.

8. BACKGROUND PAPERS

None

9. APPENDICES (if applicable)

None

10. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy & Resources
DATE	20 September 2017
REPORT TITLE	Corporate Information & ICT Acceptable Use Policy
REPORT NUMBER	CG/17/101
CG LEAD OFFICER	Steve Whyte
REPORT AUTHOR	Helen Cannings

1. PURPOSE OF REPORT:-

- 1.1 To seek Committee approval for a new consolidated Corporate Information Policy, and a revised Corporate ICT Acceptable Use Policy.

2. RECOMMENDATION(S)

- 2.1 It is recommended that Committee:

- a) Note the information contained within this report;
- b) Approve the new consolidated Corporate Information Policy, as outlined at sections 3.1 to 3.4, and at Appendix 1.
- c) Approve the revised Corporate ICT Acceptable Use Policy, as outlined at sections 3.5 and 3.6, and at Appendix 2.
- d) Delegate authority to the Council's Senior Information Risk owner to: (i) approve any new or revised procedures required to support the above Policies, and: (ii) make minor amendments to the above Policies.

3. BACKGROUND

Corporate Information Policy

- 3.1 The Council currently has in place seven corporate policies which relate to the proper governance and use of its information and data, as follows:
- Corporate Data Protection Policy & Procedures
 - Corporate Freedom of Information and Environmental Information Policy
 - Corporate Information Lifecycle Management Policy

- Corporate Records Retention Policy
- Corporate Information Asset Register Policy
- Corporate Information Security Policy
- Corporate Business Classification Scheme Policy

3.1.1 All seven of these policies are due for review.

3.2 The new consolidated Corporate Information Policy brings these seven existing policies into one concise, high level policy. This Corporate Information Policy sets out the Council's policy statement on the proper use and governance of its information and data, and compliance with applicable data protection, freedom of information, environmental information and public records law.

3.3 It is intended that the adoption of a consolidated Corporate Information Policy will make it easier for everyone affected to understand and carry out their roles in relation to the proper governance and use of the Council's information and data.

3.4 Please refer to **Appendix 1** for the new consolidated Corporate Information Policy.

3.5 Corporate ICT Acceptable Use Policy

3.5.1 The revised Corporate ICT Acceptable Use Policy sets out the Council's policy statement on the acceptable use of Council ICT equipment, systems and networks.

3.6 Please refer to **Appendix 2** for the revised Corporate ICT Acceptable Use Policy.

3.7 Corporate Information and ICT related Procedure

3.7.1 These Policies will be supported with corporate procedures and guidance which will set out how Staff, Elected Members, and other relevant groups are expected to carry out their roles in relation to the proper governance and use of the Council's information and data, and the acceptable use of Council ICT equipment, systems and networks.

3.8 Maintaining a separation of policy and procedure allows for the appropriate and timely updating by officers of procedure in response to new and changing legislation, systems, and ways of doing business, as well as new and emerging cyber threats.

3.9 For example, current procedure around data protection compliance will be updated in readiness for the General Data Protection Regulation which takes effect on 25 May 2018. This updating requires to be done on a rolling basis as guidance is published by the Information Commissioner's Office. The proposed separation of policy from procedure will allow procedure to be revised updated, approved and implemented by officers in a timely manner. It is proposed that approval of any new or revised procedures required to support the Corporate ICT Acceptable Use Policy and the Corporate Information Policy be delegated to the Council's Senior Information Risk Owner.

3.10 Minor Amendments to the Policies

- 3.10.1 It is also proposed that the Senior Information Risk Owner be given delegated authority to make minor amendments to the Corporate ICT Acceptable Use Policy and the Corporate Information Policy. This will ensure that minor amendments or updates can be made in a timely manner.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from this report. The proposed ICT Acceptable Use and Information Policies form part of the Council's wider Information Assurance Framework, to ensure proper use and governance of our information and data, in compliance with relevant law. There are potential indirect financial implications related to penalties for non-compliance, as outlined at section 5.3, below.

5. LEGAL IMPLICATIONS

- 5.1 The Council's use and governance of its information is subject to the following legislation: the Data Protection Act 1998, the General Data Protection Regulation (from 25 May 2018), the Public Records (Scotland) Act 2011, the Freedom of Information (Scotland) Act 2002, the Environmental Information (Scotland) Regulations 2004, and the Reuse of Public Sector Information Regulations 2015.
- 5.2 Use of the Council's ICT equipment, systems and networks is subject to the above legislation, and also the Computer Misuse Act 1990, the Copyright, Design and Patents Act 1988, the Health and Safety at Work Act etc. 1974, The Human Rights Act 1998, the Regulation of Investigatory Powers (Scotland) Act 2000, the Communications Act 2003, and the Equality Act 2010.
- 5.3 The incoming General Data Protection Regulation (GDPR) will bring in significantly increased penalties for non-compliance with data protection law. The maximum penalty for non-compliance with the GDPR is 4% of turnover, or €20 million, whichever is higher.
- 5.4 The UK Government has confirmed that GDPR will be implemented into UK law, so it is not anticipated that the UK's exit from the EU will have Any significant impact the Council's requirement to comply with GDPR.

6. MANAGEMENT OF RISK

6.1 Financial

- 6.1.1 The proposed ICT Acceptable Use and Information Policies, as part of the Council's wider Information Assurance framework, form part of the Council's mitigation against the risk of non-compliance with applicable Data Protection law, which may lead to enforcement action with monetary penalties and/or financial liability for damages to customers.

6.2 Employee

6.2.1 The proposed ICT Acceptable Use and Information Policies, as part of the Council's wider Information Assurance framework, form part of the Council's mitigation against the risk that our staff, elected members, and other groups covered by these policies do not have the information and knowledge they need to play their part in the proper use and governance of the Council's information and data, and the acceptable use of the Council's ICT systems, networks and equipment. If approved, the implementation of these policies will be supported by appropriate awareness activities.

6.3 Customer

6.3.1 The proposed ICT Acceptable Use and Information Policies, as part of the Council's wider Information Assurance framework, form part of the Council's mitigation against the risk that customers are put at risk of harm due to inadequate management of personal data, and the risk that customers are unable to exercise their legal rights in relation to information and data held by the Council.

6.4 Environmental

6.4.1 No risks.

6.5 Technological

6.5.1 No risks.

6.6 Legal

6.6.1 The proposed ICT Acceptable Use and Information Policies, as part of the Council's wider Information Assurance framework, form part of the Council's mitigation against the risk that Council is exposed to enforcement or legal action resulting from non-compliance with information legislation.

6.7 Reputational

6.7.1 Realisation of any of the above risks would also be likely to lead to significant reputational damage to the Council.

7. **IMPACT SECTION**

7.1 Economy

7.1.1 Information and data are key assets of the Council, and recognised in the Aberdeen City Local Outcome Improvement Plan 2016-26 and the Aberdeen City Council Strategic Business Plan as critical enablers of the Council achieving its priorities for people, place and economy.

7.1.2 The proposed ICT Acceptable Use and Information Policies, as part of the Council's wider Information Assurance framework, form part of the Council's

assurance measures around our information, to ensure that it is fit to enable the Council to deliver outcomes for our people, place and economy.

7.2 People

7.2.1 As at section 7.1, above.

7.3 Place

7.3.1 As at section 7.1, above.

7.4 Technology

7.4.1 No impact.

8. BACKGROUND PAPERS

Being Digital: A Transformation Strategy for the Council
Information Management Strategy

9. APPENDICES (if applicable)

Appendix 1: Corporate Information Policy

Appendix 2: Corporate ICT Acceptable Use Policy

10. REPORT AUTHOR DETAILS

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CORPORATE INFORMATION POLICY

Date Created:	pending	
Version:	V0.4	
Location:	IT & Transformation	
Author (s) of Document:	Helen Cannings, Information Management Team	
Approval Authority	Finance, Policy & Resources	
Scheduled Review:	September 2018	
Changes:	September 2017	<p>New Policy which replaces the following corporate policies:</p> <p>Freedom of Information; Records Retention & Disposal Schedule; Information Security; Information Lifecycle Management; Information Asset Register; Business Classification Scheme; Data Protection.</p>

1. What is this policy for?

This Policy sets out the Council's policy on the use and governance of our information and data.

2. Who is this policy for?

This Policy applies to:

- all staff, agency staff and volunteers of the Council
- elected members, contractors and sub-contractors of the Council when involved in processing, or making decisions about the processing of, Council information and data
- any other person who in any way processes, or makes decisions about the processing of, Council information and data.

Processing includes but is not limited to the following activities, whether or not they are conducted by automated means: collection, recording, creation, organisation, structuring, storing, adapting, altering, retrieving, consulting, using, disclosing by transmission, dissemination or otherwise making available, alignment or combining, restriction, erasure or destruction.

3. Why do we need this policy?

Information and data are key assets of the Council. Realising the value of our information and data to evolve as an organisation means we need a strong, consistent, integrated and corporate approach to the use and governance of our information and data, so that we have clear assurance around our information assets, and we have information and data which is fit to enable both our day to day business, and our transformation.

Good quality information and data is the cornerstone of us being open and transparent, because it allows us to explain and justify the decisions that we have made, evidence the processes we have followed, and comply with our legal and statutory responsibilities.

Because of who we are, a great deal of our information is about the people we serve. Being the custodian of this type of information about people's lives is a huge responsibility, so making sure we properly steward our people's information is critical to maintaining the trust we need to deliver outcomes for our people, place and economy.

If we fail to manage our information and data properly, we may not have the right information and data in the right place, at the right time to deliver services for our customers. For critical services, this can have serious consequences. If we don't manage our information and data properly, our customers may lose confidence in us, our reputation may suffer, and we won't have the trust we need to engage meaningfully within the wider community to shape Aberdeen's future.

The adoption of an Information Policy means that we are taking a consistent approach across the Council to the use and governance of all of our information and data, in order to deliver outcomes for our people, place and economy.

The Council's use and governance of our information and data is increasingly subject to legislation, Government guidelines, scrutiny and audit. This Policy sets out the Council's position in relation to compliance with relevant Data Protection, Freedom of Information, Environmental Information, Re-use of Public Sector Information and Public Records law.

4. What does it mean for the Council? (Policy Statement)

The Council values its information and data, and recognises the crucial role that the proper use and governance of our information and data plays in:

- **delivering outcomes for our people, place and economy**
- **respecting privacy and fostering trust**
- **demonstrating accountability through openness**
- **enabling and supporting our staff**
- **building Aberdeen's memory**

These form the Council's guiding principles in relation to its information and data.

Because the Council serves the people and place of Aberdeen in such a diverse range of ways, the range and volume of information and data we create, receive and use to do this is huge.

The Council's information is defined as all information and data created, received, maintained or used by or on behalf of the Council, in any format and of any age. This includes, but is not limited to: paper records, email, spreadsheets, data in business systems, audio and video recordings, web pages, and CCTV recordings. Under each of our guiding principles, the Council is committed to the following policy statements in relation to its information and data:

Delivering outcomes for our people, place and economy

1. The Council is committed to improving the management of our information and data so it is aligned to our strategic objectives for our people, place and economy.

Our information and data supports our business. More than that, the way we use and govern our information and data can either enable or hinder us doing business in the best way to deliver for our people, place and economy.

2. The Council is committed to ensuring that effective and proportionate security, business continuity and disaster recovery arrangements are in place to protect and safeguard our information and data.

The Council recognises that appropriate security, business continuity and disaster recovery arrangements are essential to ensure the consistent availability, integrity and confidentiality of its information and data, which we rely on to deliver for our people, place and economy.

3. The Council is committed to the ethical use of its information and data for robust, transparent and evidence-based decision making.

The Council understands that the way we use, analyse, interpret and present our information and data is crucial to ensure we make robust, transparent, evidence-based decisions.

4. The Council is committed to realising the potential value of its information and data beyond the Council, by opening up our information and data, and making it available free of charge, wherever we can.

The Council recognises that the information and data it holds, due to its unique role in the lives of the people and place of Aberdeen, has a potential value which extends beyond the Council, to our local and national communities.

Respecting privacy and fostering trust

5. The Council is committed to the ethical, fair, lawful and transparent care of the personal information we process to carry out our business, in accordance with applicable data protection law.

A great deal of the information and data we hold is about the people we serve. Being the custodian of this type of information about people's lives is a huge responsibility, which the Council takes very seriously.

Demonstrating accountability through openness

6. The Council is committed to complying with the requirements of the Public Records (Scotland) Act 2011, Data Protection law and any other legislation which governs the way we create, use or dispose of our information and data.

The Council is committed to creating the right information and data so we can be held accountable for the decisions we've made, actions we've taken, and processes we've followed, and managing this information and data in the right way throughout its lifecycle, including keeping it for the right amount of time.

7. The Council is committed to complying with the requirements of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004.

The Council recognises the important role that the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 play in supporting accountability through openness and transparency.

Enabling and supporting our staff

8. The Council is committed to providing staff with appropriate procedures, guidance, training and awareness activities to support them to play their part, effectively and accountably, in the proper use and governance of the Council's information and data.

The Council recognises the central role our staff play in the proper use and governance of our information and data.

Building Aberdeen's Memory

9. The Council is committed to the ongoing appropriate permanent preservation of information and data which will continue to build the memory of the people and place of Aberdeen for future generations.

The Council recognises that our information and data are the building blocks of the Council's corporate memory, and of the memory of the people and place of Aberdeen.

5. How will we make it happen?

Overall governance and strategic responsibilities for this policy are assigned to the Council's Senior Information Risk Owner (SIRO). All activity relating to this policy is monitored, actioned and reported to the SIRO through the Information Governance Group. The Council's approach to ensuring the effective and appropriate use and governance of our information and data is focussed on three key areas:

- **People and Behaviour**

Everyone who creates or uses Council information or data shares responsibility for making sure we do it right.

That said, getting the proper use and governance of our information right means we need to make sure that the Council has the right expertise, leadership, accountability and ownership for the management of its information, so that everyone is clear on what their role is, how they do it, and where they can go for help and support.

- **Systems and Processes**

Making sure that everyone covered by this policy can carry out their roles effectively on behalf of the Council means having the right systems and processes in place; this includes standards, procedures, handbooks and guidance, training and awareness activities, underpinned by a culture throughout the Council that values our information.

- **Adapting and Learning**

Ensuring the proper use and governance of the Council's information and data is an ongoing activity. New and changing legislation, systems, staff, and ways of doing business, as well as new and emerging cyber threats, all shape and change the environment within which the Council operates in relation to effective use and governance of its information and data.

Keeping up means a careful balancing between the requirement to monitor and be adaptable to our changing environment, and the requirement to agree and implement improvements over the medium term, in line with the Council's Information Strategy, and associated Information Assurance Improvement Plan. This balance will be managed through the following roles and responsibilities:

5.1 Roles & Responsibilities

Everyone

Everyone covered by this policy is responsible and accountable for managing and using information in accordance with all relevant corporate policy, and corporate and local procedures. This includes but is not limited to the procedures on the left.

More broadly, everyone covered by this policy is responsible for taking appropriate care of the information and data they create, use, update and communicate in the course of their work.

Any deliberate or wilful breach of this policy may lead to disciplinary or other appropriate action being taken and may be reported to the police.

Managing Information Procedures

The Managing Information Procedures set out the Council's procedures in relation to the creation, organisation, communication, protection and disposal of information and data, including the Council's business classification scheme and records retention and disposal schedule. Everyone is responsible for following these procedures, in conjunction with any other corporate, team or service level procedures in relation to the proper use and governance of information and data.

Data Protection Procedures

The Council has a full range of Corporate Data Protection Procedures which cover all aspects of ensuring the Council's use and governance of personal data is ethical, fair, transparent and lawful. Everyone is responsible for ensuring that these are followed.

Freedom of Information and Environmental Information Procedures

The Council has Corporate Procedures in place which set out how it manages compliance with the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Everyone is responsible for ensuring that these procedures are followed.

Information Asset Owners

Information Asset Owners are senior business managers who are responsible and accountable for the specific, defined information assets within their remit, in accordance with the Council’s Information Asset Owner Handbook.

Information Asset Owners are responsible for ensuring all staff understand and act in accordance with their responsibilities outlined in this policy.

Information Asset Owners are responsible for maintaining the Information Asset Register in relation to their asset(s), and providing regular assurance to the Senior Information Risk Owner about the management of their asset(s).

Information Asset Owner Handbook

The Council’s Information Asset Owner Handbook, and supporting guidance, sets out the role of the Information Asset Owner and how this is carried out. All Information Asset Owners are responsible for carrying out their role in accordance with this Handbook.

Information Asset Register

The Council maintains an Information Asset Register to record all information of value held by the Council, which provides the basis for ensuring that the arrangements in place to secure and protect the information assets are effective and proportionate in relation to the value and risks around each asset. Information Asset Owners are responsible for maintaining entries in the Register.

Information Asset Assurance Statements

Information Asset Owners provide the Senior Information Risk Owner with regular Information Asset Assurance Statements in relation to the ongoing management of their information assets.

The Data Office

The Data Office is the central corporate office which is responsible for setting, owning and driving information and data strategy, policy, standards and practice across the organisation.

The Data Office holds the corporate Information Asset Register on behalf of the SIRO. The Data Office is led by the Council’s Information Manager.

Information Strategy, Policy and Standards

The Data Office is responsible for setting, owning and driving information and data strategy, policy, standards and practice across the organisation.

Records Management Plan

The Data Office will maintain the Council’s Records Management Plan which sets out its proper arrangements for records management across the organisation in accordance with the Public Records (Scotland) Act 2011. This plan is monitored through the Information Governance Group and formal updates are submitted to the Keeper of the Records of Scotland on an annual basis.

Information Governance Group

The Information Governance Group brings together specialist roles across the organisation in Freedom of Information, Data Protection, Risk Management, Performance, Information Security, Information and Data Management, and Information Preservation, Business Support, Organisational Development, and Corporate Investigations.

Information Governance Performance Monitoring and Reporting

The Council's Information Governance Group is responsible for collating, analysing, and monitoring the Council's performance in relation to compliance with information legislation and information security, to ensure that trends, issues, incidents and breaches are dealt with appropriately as they arise.

Information Assurance Improvement Plan

The Information Governance Group agree and implement the Council's annual Information Assurance Improvement Plan, in conjunction with relevant stakeholders throughout the organisation, and in accordance with the Council's Information Strategy. This plan sets out the Council's priorities in the following key areas:

- Oversight & Control
- Legal & Business Requirements
- Technical & Physical Security
- Business Continuity & Disaster Recovery
- Information Sharing & Integration
- Culture, Awareness & Training
- Information Preservation
- Information for Strategic Performance Management & Transformation
- Realising Information Re-use Value

Data Protection Officer

The Council's Data Protection Officer (DPO) is responsible for monitoring the Council's compliance with Data Protection law, and acting as the point of contact for the public and the Information Commissioner's Office. The Head of Legal & Democratic Services is the Council's Data Protection Officer

Privacy Impact Assessments

The DPO provides support on the completion of Privacy Impact Assessments, as well as providing expert advice on Data Protection issues more broadly.

Data Protection Compliance Monitoring

The Council's DPO is responsible for monitoring compliance with data protection legislation across the organisation.

Data Protection Culture

The Council's DPO is responsible for fostering a data protection culture throughout the Council.

Data Protection Point of Contact

The Data Protection Officer is the first point of contact for members of the public and for the Information Commissioner's Office on all matters relating to personal data.

Senior Information Risk Owner

The Senior Information Risk Owner (SIRO) is accountable to the Council's Chief Executive Officer for the management of the information risks across the Council.

This role chairs the Information Governance Group.

Information Risk

The SIRO has overall responsibility for monitoring the Council's information risk, and provides assurance to the Council's Chief Executive Officer.

Information Culture

The SIRO leads a culture throughout the Council that values, protects and uses information for the success of the Council and benefit of its customers.

Information Asset Ownership

The SIRO has overall responsibility for ensuring the Council's Information Asset Owners are carrying out their roles effectively and are consistently implementing information risk processes.

Information Incident Management

The SIRO owns the Council's information incident management framework.

6. How will we manage any risks that affect this policy?

6.1 Information Risk Register

The risks to the Council from a failure to appropriately manage the lifecycle of its information are outlined in the Council's Information Risk Register, which is managed by the Council's Senior Information Risk Owner. The Council's Information Risk Register is used as the basis for the Council's Information Assurance Improvement Plan, to ensure that the measures and actions identified and completed appropriately control and mitigate the Council's information risks.

6.2 Service Risk Registers

Information Asset Owners are responsible for managing risk to the information assets that they are responsible for, these risks are managed through Service Risk Registers and included in Business Continuity planning and disaster recovery arrangements wherever appropriate.

6.3 Strategic Risk Register

Information management and security also pose a strategic risk for the Council which is recorded in the Strategic Risk Register. The Council's SIRO provides the Council's Corporate Management Team with regular updates on the strength of controls in place against this risk.

7. How will we know if it's working?

All activity relating to this policy will be monitored by the Information Governance Group and reported by the Senior Information Risk Owner to the Corporate Management Team on a quarterly basis, and annually to the Audit, Risk & Scrutiny Committee through an annual Information Governance Report.

8. How will we keep this policy up to date?

This policy will be reviewed annually by the Data Office to ensure that it meets business and accountability requirements, and measurable standards of good practice.

9. Related Policy Document Suite

Strategy & Policy

- [Local Outcome Improvement Plan](#)
- [Strategic Business Plan](#)
- [Information Management Strategy](#)
- [Being Digital Transformation Strategy](#)

- ICT Acceptable Use Policy (updated policy pending)

Procedures and Protocols

- Data Protection Procedures
- Corporate Managing Information Procedures
- Corporate Records Retention & Disposal Schedule
- Freedom of Information & Environmental Information Procedures
- Information Asset Owner Handbook
- Insider Information Protocol (Pending)

Related Legislation

- [Data Protection Act 1998](#)
- [General Data Protection Regulation](#)
- [Freedom of Information \(Scotland\) Act 2002](#)
- [Environmental Information \(Scotland\) Regulations 2004](#)
- [Public Records \(Scotland\) Act 2011](#)
- [Re-use of Public Sector Information Regulations 2015](#)
- [Market Abuse Regulation](#) (concerning Insider Information)

CORPORATE ICT ACCEPTABLE USE POLICY

Date:	pending	
Version:	V1.5	
Location:	IT & Transformation	
Author (s) of Document:	Helen Cannings, Information Management Team	
Approval Authority	Finance, Policy & Resources	
Scheduled Review:	September 2018	
Changes:	September 2017	Replaces all previous version of ICT & Acceptable Use Policies

1. What is this policy for?

This policy sets out what is acceptable use of Council Information Communication & Technology (ICT) equipment, systems and networks.

For the avoidance of doubt, this includes, but is not limited to: laptops, notebooks, networks, tablets, desktop computers, mobile telephones, smart phones, telephones, printers, imaging equipment, document centres, tills, kiosks, video conferencing facilities, other peripherals; as well as servers, storage media and systems, power supplies and cabling which is used to deliver ICT and/or voice services to Council staff. "Systems" refers to any Council administered/ hosted/ licensed user accounts, credentials, records and software. Network refers to the infrastructure, and data carried and stored thereon, by Council equipment and systems.

2. Who is this policy for?

This policy applies to all staff, agency staff, elected members, contractors and sub-contractors, and to any person, without exception, who uses or requires access to Council owned or leased ICT equipment, systems and networks, as above.

By using any Council ICT equipment, systems and networks, the User agrees to use it in accordance with this Policy as a condition of being provided with access to it.

3. Why do we need this policy?

Having in place an ICT Acceptable Use Policy provides Users with clear information about their responsibilities when using Council ICT equipment, systems and networks.

This means all Users have a shared understanding of what acceptable use is, and are confident in using ICT equipment, systems and networks in line with the Council's values and behaviours, and in accordance with the Employee Code of Conduct (for Council Employees), and The Elected Member Code of Conduct (for Elected Members), and in accordance with the terms of this Policy.

Making sure that the Council has a clear Policy in place for the Acceptable Use of ICT equipment, systems and networks will mean that the Council complies with relevant legislation, regulatory codes of practice, and our own corporate governance requirements.

4. What does it mean for the Council? (Policy Statement)

4.1 Acceptable Use

The Council defines acceptable use as the use of Council ICT equipment, systems and networks in support of carrying out its business and/or functions, or any other permitted activity highlighted by this Policy. This includes official trade union business, Council sponsored training or educational courses, and limited personal use. The following criteria will be used, where relevant, to assess whether usage is acceptable:

- whether usage is in support of business and service needs consistent with Council policies;
- whether usage is in support of an individual's approved duties/remit;
- whether usage is consistent with the Council policy, procedure and guidance that is appropriate to any system or network being used/accessed;
- whether the handling of the information is appropriate for the type of information; and
- whether usage is limited personal use as defined in 4.2 Personal Use of Council ICT.

Any questions or guidance about acceptable usage should be discussed with the User's Line Manager.

4.2 Personal Use of Council ICT Equipment, Systems and Networks

ICT equipment and services may be used for limited personal usage provided that:

- this is not associated with monetary reward;
- it is undertaken in the user's own time (non-work hours e.g. lunch break, before or after work);
- it does not interfere with the delivery of Council services; and
- it does not violate this or any other Council policy, and is a lawful activity.

Where the Council's email system is used to send a personal email, only the words 'PERSONAL EMAIL' should appear in the subject field of an email. This is intended to ensure that the content of such messages is not reported on as part of the Council's Electronic Monitoring of Users' email.

Any questions or guidance about acceptable Personal Use of the Council's ICT equipment, systems and networks should be discussed with the User's Line Manager.

The Council accepts no liability for any loss or detriment suffered by personal use of Council ICT equipment, systems and networks. The Council does not provide a secure transaction system for any information passed, or purchase made, for personal use. Any personal use of Council ICT equipment, systems and networks to create, send, import or store personal information is done entirely at the User's own risk.

4.3 Security

All Users must:

- not share their account passwords or allow another person to use their account(s);
- not use or attempt to use another individual's account(s);
- make sure that passwords used to protect network access, systems and applications are maintained securely, and comply with current guidelines;
- not leave unattended ICT equipment logged on without first locking the device (if a lock facility is not available then the user must log out);

- notify the ICT Service Desk and their line manager if they suspect or identify a security problem or a breach of the ICT Acceptable Use Policy by any user;
- take reasonable precautions to protect the Council's ICT equipment, systems and networks from security issues such as computer viruses and malware. To reduce the risk of potential viruses and malware, users should not open any suspicious email attachments or independently load any software, including screensavers, onto their computers. If a user does inadvertently open a message or attachment that contains a virus or malware, they should contact the ICT Service Desk immediately;
- use only properly supplied and authorised systems for undertaking Council business; and
- use only the authorised software to access the internet.

4.4 Unacceptable Use

The effective operation of the Council's ICT equipment, systems and networks relies heavily on the proper conduct of all Users. The use of all ICT equipment, systems and networks must be in compliance with all appropriate legislation, relevant Codes of Conduct and Council Policies.

Users must only use ICT equipment, systems or networks that have been authorised for their use. Any attempt to gain unauthorised access to any ICT equipment, systems or networks provided by the Council, or use of the Council's ICT equipment, systems or networks to gain unauthorised access to any other system may be a breach of this policy, and may also be a breach of legislation (including the Computer Misuse Act 1990). Only hardware and software that has been authorised for use by ICT Services are acceptable for Internet and E-mail access use.

For a list of examples of unacceptable uses of Council ICT equipment, systems and networks please refer to **Appendix 1** of this Policy. Users should note that this is not an exhaustive list, and each potential breach of this Policy will be assessed on its individual circumstances. If a User is in any doubt about what constitutes acceptable or unacceptable use they should seek clarification from their Line Manager in the first instance.

4.5 Email

Email needs to be constructed with the same regard for the rules applicable to other forms of business communication, as it can be considered binding in business transactions, as well as being admissible evidence in court.

Confidential or otherwise sensitive information must be appropriately protected at all times. When emailing sensitive information outside the Council Users must ensure that either the email transmission is encrypted, the information itself is encrypted (by password protecting an attached document) or both. If you need advice or assistance please contact your Line Manager or the [IT Service Desk](#). Non Council email accounts must not be used to conduct council business unless a User has been authorised to do so.

Users who wish to communicate confidential, work-related information to their Trades Union or relevant Council Service should prefix their email message

descriptions with the words 'PRIVATE EMAIL' and then add subject-specific wording as per the following examples:

- PRIVATE EMAIL – UNISON;
- PRIVATE EMAIL – HEALTH MATTER
- PRIVATE EMAIL – EMPLOYEE PENSION etc.

This is intended to ensure that the content of such messages is not reported on as part of the Council's electronic monitoring of Users' email.

4.6 System Back-ups

Any personal information that Users enter on any Council ICT equipment, systems and networks will, in general, be handled in the same way as business information. For example, data on the Council's main networks and transaction logs are routinely backed up by either the Council or our service supplier, and will be stored for a period of time.

4.7 Access

It may sometimes prove necessary for ICT systems to be accessed by the Council's management, nominated representatives and/or the Police (in particular circumstances), and for the contents of a User's ICT accounts to be examined. The Council reserves the right to do this. Access to Users accounts will be managed in accordance with the ICT Account Access Procedure.

4.8 Monitoring

The Council seeks to safeguard Users of its ICT equipment, systems and networks from inappropriate activities and unacceptable material. One of its safeguards is monitoring, others include a suite of defensive measures at the perimeter and within the network. All Council ICT equipment, systems and networks may be monitored for compliance with current legislation and Council policies. Monitoring also has the following purposes:

- to establish compliance with Council policies;
- to investigate any suspected or actual breaches of Council policy;
- to investigate system performance;
- to gather evidence for investigative or disciplinary purposes; and
- for other legal and security purposes.

Monitoring is undertaken in accordance with the Council's approved [Electronic Monitoring of Use Impact Assessment](#).

4.9 Breaches and Incidents Reporting

All Users are responsible for reporting known or suspected breaches of this Policy immediately to their Line Manager, who should then report the incident to the ICT Service Desk in the first instance.

4.10 Consequences of Misuse

The Council may, at its sole discretion, suspend or terminate ICT access, withdraw or remove any material uploaded by the User in contravention of this Policy. The Council may take such action as it considers necessary, including taking disciplinary action or disclosing information to law enforcement agencies.

Any other Users that are not employed by the Council and not subject to the Council disciplinary procedure will be subject to provisions in the contract held with them or other acceptable use agreement they have entered into. In any event misuse may result in the withdrawal of ICT access or equipment, legal action or involvement of law enforcement agencies.

Users should be aware that use of Council ICT equipment, systems and networks may be monitored at all times and monitoring information is retained and used for both routine monitoring reports and to support potential misuse reports.

5. How will we know if it's working?

All activity relating to this policy will be reported by the Council's Senior Information Risk Owner (SIRO) to the Corporate Management Team, as required.

6. How will we manage any risks that affect this policy?

6.1 Information Risk Register

The risks to the Council from a failure to appropriately manage the lifecycle of its information are outlined in the Council's Information Risk Register, which is managed by the Council's Senior Information Risk Owner. The Council's Information Risk Register is used as the basis for the Council's Information Assurance Improvement Plan, to ensure that the measures and actions identified and completed appropriately control and mitigate the Council's information risks.

6.2 Service Risk Registers

Information Asset Owners are responsible for managing risk to the information assets that they are responsible for, these risks are managed through Service Risk Registers and are included in Business Continuity planning and disaster recovery arrangements wherever appropriate.

6.3 Strategic Risk Register

Information management and security also pose a strategic risk for the Council which is recorded in the Strategic Risk Register. The Council's SIRO provides the Council's Corporate Management Team with regular updates on the strength of controls in place against this risk.

7. How will we make sure this policy is kept up to date?

This Policy will be reviewed annually by the Council's Information Manager to ensure that it meets business and accountability requirements and measurable standards of good practice.

8. Related Policy Document Suite

- Corporate Information Policy (approval pending)
- [Being Digital Transformation Strategy](#)
- [Information Management Strategy](#)
- [Employee Code of Conduct \(for Employees only\)](#)
- [Financial Regulations](#)
- [Councillors Code of Conduct \(for Elected Members only\)](#)

Procedure

- [Corporate Managing Information Procedures](#)
- [Guidance on the Use by Employees of the Council's Telephone Systems for Private Calls and of Mobile Devices for Private Calls and Digital Messaging](#)
- [ICT Account Access Procedure \(currently under revision\)](#)

Related Legislation

- [The Data Protection Act \(1998\)](#)
- [General Data Protection Regulation](#)
- [The Freedom of Information \(Scotland\) Act 2002](#)
- [The Public Records \(Scotland\) Act 2011](#)
- [The Environmental Information \(Scotland\) Regulation 2004](#)
- [The Computer Misuse Act \(1990\)](#)
- [The Copyright, Designs and Patents Act \(1988\)](#)
- [The Health & Safety at Work Act \(1974\)](#)
- [The Human Rights Act \(1998\)](#)
- [The Regulation of Investigatory Powers \(Scotland\) Act 2000](#)

Appendix One: Examples of Unacceptable Use

It is unacceptable for a User to use, submit, publish, display, download or transmit (including the sharing of links) on or from the network or on any Council ICT system or device which connects to the Council network or is operated by the Council (or our ICT providers) any information or material which:

- restricts or inhibits other Users from using the system or impairs the efficiency of the ICT systems;
- violates or infringes upon the rights of any other person, including the right to privacy;
- is offensive, indecent or obscene or abusive images and literature, including images containing nudity or sexually explicit content;
- can reasonably be considered to promote any form of deception, defamation, discrimination, harassment, maliciousness, misrepresentation, racism, victimisation, intolerance or violence;
- encourages the use of controlled substances or uses the system with criminal intent;
- uses the system for any other illegal purpose; and
- breaches legislation or statutory requirements which the Council has to comply with e.g. Data Protection Act 1998, Copyright Designs & Patents Act 1988.

It is unacceptable for a User to use the facilities and capabilities of the Council's ICT systems to:

- conduct any non-approved business;
- download or install any unauthorised software;
- undertake any activities detrimental to the reputation of the Council;
- transmit material, information or software in violation of any local, national or international law;
- undertake, plan or encourage any illegal purpose;
- deliberately contribute to websites that advocate illegal activity;
- harass an individual or group of individuals;
- make offensive or derogatory remarks about anybody on social media and discussion forums;
- post offensive, obscene or derogatory content (including photographs, images, commentary, videos or audio) on social media and discussion forums;
- create or share any content which breaches confidentiality;
- transmit spam (electronic junk mail) or chain email;
- attempt to compromise Council ICT equipment, systems and networks, prevent legitimate access to them, damage them or seek to cause degradation of performance or a denial of service;
- view, transmit, copy, download or produce material, including (but not exhaustively) software, films, television programmes, music, electronic documents and books which infringes the copyright of another person, or organisation;
- conduct any unauthorised political activity;

- conduct any non-Council approved fund raising or non-Council related public relations activities;
- conduct commercial activities which are not connected to Council business, including but not limited to activities in connection with outside offices or employment, or self-employment ;
- undertake any form of gaming, lottery or betting;
- undertake any form of share dealing;
- offer items for sale, or place bids on, commercial auction sites (such as eBay™);
- participate in Chain Schemes (such as pyramid selling);
- access or transmit information via the Internet, including email, in an attempt to impersonate another individual;
- attempt to gain deliberate access to facilities or services which a User is unauthorised to access;
- attempt to bypass the Council internet filtering or any ICT monitoring functions;
- deliberately undertake activities that corrupt or destroy other Users' data; disrupt the work of other Users, or deny network resources to them; violate the privacy of other Users;
- send sensitive personal data by email to unsecure external email addresses/contacts (unless a secure method is used, for example password protecting the document);
- attempt to gain unauthorized access to Council ICT equipment, systems and networks or content for which you do not have permission (i.e. Hacking);
- attempt to access, amend, damage, delete or disseminate another User's files, emails, communications or data without the appropriate authority;
- where Users are authorised to access the Council's main email system over the Internet, using non-Council computers and services, they must not access messages or attachments which they know or suspect contain confidential or otherwise sensitive information;
- make any unauthorised alteration to the standard device configuration or image (except for the user customisation options found within operating systems, e.g. themes, sounds, desktop wallpaper); and
- download or install any software or scripts which have not been cleared through the standard procedure.

This list represents examples of unacceptable use, but this is not an exhaustive list. Each potential breach of this policy will be assessed on its individual circumstances. If a User is in any doubt about what constitutes acceptable or unacceptable use they should seek clarification from their Line Manager in the first instance.

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20/09/2017
REPORT TITLE	ACC Communications Policy 2017
REPORT NUMBER	OCE/17/018
LEAD OFFICER	Angela Scott
REPORT AUTHOR	Paul Smith

1. PURPOSE OF REPORT:-

- 1.1 To seek committee approval for the implementation of the updated Aberdeen City Council Communications Policy.

2. RECOMMENDATION

- 2.1 It is recommended that the committee approve the policy for implementation as attached at Appendix 1.

3. BACKGROUND/MAIN ISSUES

- 3.1 The current Aberdeen City Council Communications Policy was introduced following approval by the Finance, Policy and Resources committee in November 2015.
- 3.2 The primary purpose of the policy is to define the Council's approach to communications taking into consideration the relevant regulatory requirements in relation to local government communications.
- 3.3 Since the 2016 bond issue on the London Stock Exchange, Aberdeen City Council has been bound by additional regulatory requirements which include stipulations around external communication in relation to subjects which may impact on the price of the bond.
- 3.4 The revised Communications Policy takes into account these additional regulatory requirements.
- 3.5 The revised policy also includes updates in areas including the approval of external communication which are designed to enhance the operational efficiency of the External and Internal Communications Team.

- 3.6 The draft policy was considered by the Council's Governance Reference Group on 11/07/2017.

4. FINANCIAL IMPLICATIONS

- 4.1 There is a financial cost for each announcement made through the London Stock Exchange (depending on the category of announcement, up to £330 per announcement). The number of announcements will be dependent on the business transacted by the Council, but it is anticipated that on average this will be less than 12 per annum.

5. LEGAL IMPLICATIONS

- 5.1 The recommendation to approve the revised policy is part of the wider work being undertaken in relation to bond governance and compliance with regulations. Specific updates to the communications policy are in relation to: Regulation (EU) No 596/2014 of the European Parliament and of the Council on Market Abuse; London Stock Exchange; Financial Conduct Authority. The regulations were implemented to improve market integrity and transparency.

6. MANAGEMENT OF RISK

6.1 Financial

- 6.1.1 There are no financial risks associated with approving the recommendation to implement the revised policy. However, failure to comply with the regulatory requirements outlined within the policy would pose financial and reputational risks, with the potential for penalties to be imposed on the organisation if a breach occurred. Processes and protocols are already in place to support compliance, therefore the risk is considered low.

In addition, the Council currently has a AA2 credit rating which supports the Bonds. The credit rating agency annually reviews the credit rating and while the financial robustness of the Council will be the prime consideration, the credit rating agency may take cognisance of the communications generated on behalf of the Council. The Communications Policy assists in mitigating the risk that the credit rating is reduced.

6.2 Employee

- 6.2.1 The policy is designed to provide a clear framework to ensure employees comply at all times with relevant legislation. With an existing policy already in place and established protocols to mitigate the exposure of individual officers, the risk is considered low.

6.3 Customer

- 6.3.1 The customers are both the citizens of Aberdeen and the investors in the bonds, as such there is a risk to achieving customer satisfaction if information

is not communicated appropriately. If implemented, this policy assists in mitigating that risk.

6.4 Environmental and Technological

6.4.1 There are no risks associated with the Environmental and Technological categories.

6.5 Legal

6.5.1 There are no legal risks associated with the recommendation in the report. As stated in relation to financial risks, there are legal risks associated with failure to comply with the provisions within the policy but due to existing processes and protocols these are considered low.

6.6 Reputational

6.6.1 There are no reputational risks associated with the recommendation in the report. There is the potential to cause damage to the Council's reputation if communications with the public are not handled appropriately. In addition, if the regulatory requirements around the bond are not adopted as part of the revised policy there is a risk that investor confidence is damaged.

7. IMPACT SECTION

7.1 Economy

7.1.1 Proactive communication is important in meeting the economic development aims of the Council, which support improvement in the local economy to ensure a high quality of life for all people in Aberdeen.

7.2 People

7.2.1 The Council is committed to communicating clearly and openly with all residents, businesses and organisations in the city to ensure information on services is available and access to services is encouraged for the benefit of all. The Communications Policy is important as a foundation for enhancing engagement with residents and all stakeholders, designed to support quicker and more effective communication with the public.

7.2.3 Staff will benefit from a clearer policy which will support the more efficient use of their time by creating a more efficient approval process. The inclusion of bond implications will also provide guidance to staff, supported by training on the subject, to broaden the skills and knowledge within the team.

7.3 Place

7.3.1 The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit. Promoting these aims locally, regionally, nationally and internationally is integral to Council communications, which are underpinned

by this policy. Protecting the people and place from harm is also a priority and the policy supports the role of communication in meeting that responsibility.

7.4 Technology

7.4.1 The Council recognises that enabling technology is central to innovative, integrated and transformed public services. The policy applies to the council's digital communication channels, which are continuing to grow and evolve in line with the organisation's commitment to transformation.

8. BACKGROUND PAPERS

N/A

9. APPENDIX

Aberdeen City Council Communications Policy 2017.

10. REPORT AUTHOR DETAILS

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Aberdeen City Council
Communications Policy

6th September 2017

A Policy 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 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 specific communications, some of which are provided corporately.
- 1.2** This Policy sets out the purpose, methods and extent of 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** This document supersedes previous Aberdeen City Council policies and practice on this matter, though it does incorporate relevant and appropriate elements of the following documents:
- *Social Media and Online Policy Guidelines* (EPI/11/275 22.09.11)
 - *Roles and Responsibilities* (CG/13/027 06.03.13)
 - *Member Officer Protocol*

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** Care must be taken to ensure the regulatory provisions outlined below are adhered to at all times and that communications output is objective, factual and politically neutral.
- 2.4** As a result of the issue of the bonds by Aberdeen City Council on the London Stock Exchange in 2016, there are additional external reporting and notification requirements which are laid down in the Market Abuse Regulations and by the London Stock Exchange and the Financial Conduct Authority.

2.5 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;
- Equality Act 2010
- *Regulation (EU) No 596/2014 of the European Parliament and of the Council on Market Abuse*
- *London Stock Exchange*
- *Financial Conduct Authority*

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

2.6.1 "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*).

2.6.2 "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*).

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

2.6.4 "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*).

- 2.6.5 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.
- 2.6.6 Guidance is produced on behalf of the Chief Executive which details how Council activity should be adjusted during the defined pre-election 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.
- 2.6.7 More generally, section two of the Local Government Act 1986 as amended by the Communications Act 2003 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 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 decision 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:
- 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
 - Advertising and sponsorship (including of external events and conferences)
 - Campaigns regarding services and local issues
 - Working with the media (local, trade, regional, national and international print and broadcast)

- Regulatory Information Services

3.4 All of the above activity must be channelled through the relevant team. Teams involved in the primary communication activity are: External and Internal Communications (within the Office of Chief Executive); Design and Marketing (Office of Chief Executive); Digital Engagement (IT and Transformation, Corporate Governance); City Events and City Promotions (Economic Development, Communities Housing and Infrastructure).

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 corporate communications planner maintained by External and Internal Communications.

Each directorate is assigned a member of the External and Internal Communications team to support this coordination. All communications activity will be compliant with the ‘Code of Recommended Practice on Local Authority Publicity’ (1988) (‘the Publicity Code’). If there is doubt as to whether proposed activity is compliant then legal advice must be sought. Where the Publicity Code does not specifically mention particular 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.

3.5 In general terms this policy will not apply to ALEOs and other arm’s length bodies such as external joint committees. However council staff operating across a range of organisations will be expected to adhere to the Council’s policy. Partnership organisations may well develop Service Level Agreements and communication protocols with Aberdeen City Council to cover joint communications. All such agreements on communications will require the input of the Council’s Communications and Promotion service.

4. Putting statute, guidance and regulation into practice

4.1 Working with the media and Regulatory Information Services

4.1.1 In general terms quotes used in media releases or statements concerning policy direction and committee decisions will be from the following:

- Council Co-Leaders
- Relevant Conveners or Vice Conveners
- Directors or Heads of Service

4.1.2 Quotes concerning civic matters will be from the Lord Provost or the Depute Provost.

- 4.1.3 In the event of civil emergencies or significant failures, and in line with the Chief Executive's role as chair of the Local Resilience Partnership (LRP), the Chief Executive will decide on the use of appropriate spokespeople according to the needs of specific situations.
- 4.1.4 In the case of operational matters (for example road closures) and in matters of fact and technical interpretation, or in the case of extremely short media deadlines where a lack of response would be detrimental to the Council's reputation, a Council spokesperson may be quoted. This competency will be held by the External and Internal Communications Manager.
- 4.1.5 Where the External and Internal Communications Manager is referenced in this policy it is understood to include communication and promotion staff members nominated by him/her or, in his/her absence, nominated by the Chief Executive, Head of Service Office of Chief Executive or the Duty Emergency Response Coordinator (DERC) in specific circumstances.
- 4.1.6 Exceptions to 4.1.1 include the use of employee quotes in case studies for recruitment advertising and where a designated employee holds a specific competency or technical knowledge relevant to the activity (for example museum and gallery curators).
- 4.1.6 In most circumstances the External and Internal Communications team will be unable to support the media requirements of ward Councillors, although may be able to offer general advice on the approach to be taken.
- 4.1.7 Where a media enquiry is about a particular Councillor the External and Internal Communications team will in most circumstances inform that Councillor, and where appropriate, the relevant group leader.
- 4.1.8 Roles and Responsibilities in relation to media handling are set out below. All staff are expected to contact the External and Internal Communications team when contacted by the media and are not authorised to issue statements or comments directly unless identified in the specific circumstances below.

The Council Co-Leaders

- The Council Co-Leaders will be quoted in media releases or statements where the matter is of Council-wide significance or crosses several portfolio areas. The Council Co-Leaders will also be quoted when another Portfolio Holder is unavailable.
- In the event of the Council Co-Leaders both being unavailable, another Senior Councillor will be quoted.
- The Council Co-Leaders will keep the External and Internal Communications team informed of significant media activities being organised by individual Councillors under their leadership or on behalf of any group of Councillors under their leadership.

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, such as a Depute Provost or Baillie. Comment from the Lord Provost and representatives should be objective, factual and politically neutral.

Conveners

- If the Council receives a media enquiry about policy direction and committee decision, the External and Internal Communications team will discuss the issue with the relevant Head of Service (or a Service representative) and work with them as appropriate to agree a statement or quote.
- Conveners will be quoted in relation to activity and decisions in their portfolio areas, with the exception of some operational matters as referenced in 4.1.4.
- They are supported in their portfolio role and not in their role as a member of a political party or as a ward councillor. The Convener will have approval of all quotes in their name.
- Where the Convener is not available, the Vice Convener will be contacted.
- In the absence of the Convener or Vice Convener, the Council Co-Leaders 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 External and Internal Communications team in these roles.

Chief Executive

- In some circumstances, 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 Office of Chief Executive is responsible for alerting the External and Internal Communications team and Council Leader promptly to any issues that may be of media interest. This will also apply to other group leaders as appropriate.

The External and Internal Communications team and related teams

The External and Internal Communications team handles media enquiries and issues media releases and statements on behalf of the Council. Other teams with a dedicated communications function (for example the City Centre Masterplan) can issue media releases and statements but must seek approval from the External and Internal Communications Manager in addition to the usual approval process.

Approvals Process

- Media activities will be decided by the External and Internal Communications Manager on behalf on the Council. In most circumstances this will be done following consultation with the Council Co-Leaders or relevant Convener and senior officers.
- On matters of policy and service performance most media activity requires Councillor and officer sign-off before issue. This will involve the relevant Convener or the Chair of a Committee, Board, Panel or Steering Group, as well as the Head of Service (or a service representative). When deadlines are pressing, media activity for the Council can be signed off by the External and Internal Communications Manager or other nominated person as per sections 4.1.3 and 4.1.4.
- 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 officer and Convener.
- Media activity concerning Aberdeen schools is undertaken with the agreement of the Headteacher and following consultation with a service representative for Education and Children's Services.

4.2 Bond governance

4.2.1 To adhere to the regulations listed in 2.4, the Council is required at certain points in time to make inside information public through the London Stock Exchange's Regulatory News Service (RNS). Inside information is defined as information which relates directly or indirectly to ACC or any of its group entities which has not been made public, is precise and if it were made public, could have a significant effect on the prices of one or more of the Council's bonds. The Council has a duty to ensure that communication of this nature is issued through the LSE's Regulatory News Service (RNS).

4.2.2 The Internal and External Communications manager, following consultation with senior officers, will be responsible for identifying communications which require to be announced through the RNS. In most circumstances those individual communications will be highlighted to the Council Leader and relevant committee Convener. Final approval of communications identified as requiring RNS distribution will be granted by the Head of Finance following consultation with the Head of Legal and Democratic Services.

4.2.3 In terms of the Market Abuse Regulations (MAR), Inside Information must be announced as soon as possible and may only be delayed where certain conditions are met. Where the Council has delayed disclosing Inside Information in accordance with MAR Article 17, the Council must notify the Financial Conduct Authority of the delay immediately after publicly disclosing the information. This decision to delay disclosure and take the necessary steps to do so will be taken by the Head of Finance.

4.3 Committee reports and publicity

- 4.3.1 In many cases publicity will be timed to coincide with the conclusion of a formal committee or Council decision.
- 4.3.2 In some cases it may be more appropriate to promote a particular committee report in advance of the committee or Council decision. This is exclusively reserved for reports that contain a clear officer recommendation or range of recommendations.
- 4.3.3 In such circumstances 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 no decision has been made.
- 4.3.4 Given the factual content of the material any quotes will be in the name of an officer or a Council spokesperson.
- 4.3.5 Representatives from the External and Internal Communications team will attend most committee meetings to report the outcomes of selected agenda items via media releases and through the Council's own digital channels. Agenda items reported will be agreed in advance with the relevant convener where possible or by the External and Internal Communications Manager.

4.4 Campaigns and Advertising

- 4.4.1 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.
- 4.4.2 Ultimately the decision to proceed will be based on an assessment of the appropriate use of such resources balanced against the intended positive impact of such publicity. Council staff must approach the External and Internal Communications team or Design and Marketing Team 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.
- 4.4.3 Consideration of the channel to be used is imperative, for example Ofcom via the Broadcasting Code has 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.

4.5 Publications and Brand Guidelines

- 4.5.1 The Marketing and Design team holds Brand Guidelines. All Council staff must adhere to the guidelines and seek advice from the Marketing and Design Manager about the most appropriate application of branding in publicity material.
- 4.5.1 Approval of promotional material (for example print collateral, brochures or advertisements) is the responsibility of officers in the commissioning service and does not require approval from elected members.

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, Apps 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 communications. 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 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 circumstance issues 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 quotation s 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 post holders such as the Co-Leaders of the Council will be supported in maintaining a blog presence as part of their official capacities as Council Co-Leaders. The content of the blog will abide by the principles as set out in section 2.4
- 4.8 Social media, App and website channels used by Council staff will be coordinated by the IT and Transformation service, who will maintain all passwords and usernames..
- 4.9 It is important that staff contact a member of the IT and Transformation prior to using or procuring any new social media, App or website channel. Using existing corporate accounts may be more effective and in addition it aids the coordination and integration of council communications activity.
- 4.10 Advice on the use of social media by Councillors is contained in the Guidance to the Councillors’ Code of Conduct issued by the Standards Commission.

4.11 Communications activity during elections and formal pre-election period

- 4.11.1 During the period between the publication of the notice of election until polling day, inclusive of both days, there is the need for heightened sensitivity to ensure that public resources are not used in any way that might prejudice the result of an election. 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 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 civil 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.
- 4.11.5 During referenda consideration will be given to the impact this may have on the content of Council communications. Guidance and best practice advice will be sought from the Electoral Commission where required.

4.12 Use of photographs and videos

- 4.12.1 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 to 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.

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance Policy & Resources
DATE	20 September 2017
REPORT TITLE	Tall Ships Race
REPORT NUMBER	CHI/17/128
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Dawn Schultz

1. PURPOSE OF REPORT:-

- 1.1 The purpose of this report is to respond to a previous instruction to work on a potential bid for the Tall Ships Race in Aberdeen in 2022.

2. RECOMMENDATION(S)

- 2.1 That Finance, Policy & Resources Committee:

- a) Note the content of this report;
- b) Agree that a bid for the Tall Ships Race in 2022 is not viable and therefore agree that the development of a formal business case and allocation of associated resources be postponed;
- c) Instruct officers to continue to explore options for a future bid for the Tall Ships Race and/or an appropriate maritime event following wider consultation with Aberdeen Harbour and city/regional partners. Where appropriate, this would align to any future City of Culture bid

3. BACKGROUND/MAIN ISSUES

- 3.1 At its meeting on 9 March 2017, Finance, Policy & Resources Committee instructed officers to build £500,000 into the base budget over the next four years to ensure Aberdeen City Council is in the best possible place to apply for and hold the Tall Ships Race in 2022. A second instruction required officers to work with partners and other organisations in the private sector to secure a minimum of 25% private sector funding to support any bid.
- 3.2 Subsequent to that instruction, lead officers met with Aberdeen Harbour Board to discuss a number of initiatives where there are joint interests, including:

- City Centre Masterplan – Aberdeen 365 events strategy
- Events of scale with economic impact
- Aberdeen Events Group
- Destination promotion through VisitAberdeenshire
- Opportunities to support event activity at Aberdeen/South Harbour for cruise passengers, thereby maximising this business opportunity for the city.

3.3 These discussions revealed that the Harbour Board is not in a position to support a bid for the Tall Ships in 2022 due to the following:

- Significant changes to the existing harbour layout since the event was last held in Aberdeen with quaysides and cargo sheds previously used to accommodate Tall Ships twenty years ago now leased to third parties.
- Interruption to business (and loss of revenue) represented by the Tall Ships is significant and the 2022 date would be at a critical point in terms of the Harbour’s efforts to market and secure business for the new South Harbour.
- Trust Port customers keen to optimise use of existing port and new South Harbour Facilities and tall ships represents significant interruption to harbour operations which are 24/7, 365 days a year
- Expanded Cruise strategy guaranteeing permanent long term economic benefit to City Region being developed in conjunction with VisitAberdeenshire with first ships visiting the South Harbour in 2020/2021
- Significant change in the operational practice and physical layout to address security across the port - ISPS Regulations*
- The number of large Tall Ships now in circulation means Aberdeen Harbour could no longer meet the demands of the organisers of the event.

*International Ship and Port Facility Security Code

3.4 Given that the Harbour Board would not be supportive of a bid to host the Tall Ships Race in 2022, no further work has been undertaken on the business case for Council investment of £500,000 per year to support the bidding process.

4. FINANCIAL IMPLICATIONS

4.1 There are no financial implications relating to this report.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations in this report.

6. MANAGEMENT OF RISK

6.1 Financial
No risk until such point as a decision is reached to develop a bid.

6.2 There are no risks identified in the categories Employee, Customer/Citizen, Environmental, Technological, Legal and Reputational.

7. IMPACT SECTION

- This section demonstrates how the proposals within this report impact on the strategic themes of Aberdeen City Council and Community Planning Aberdeen, as set out in the [Aberdeen City Local Outcome Improvement Plan 2016-26](#) and the [Aberdeen City Council Strategic Business Plan](#).

7.1 Economy

7.1.1 Events and participation by the Council provide an opportunity to promote and enhance the long-term economic prosperity of Aberdeen and the wider region by attracting additional visitors to the city on account of the event. In turn this attracts additional commercial activity in the city and officers will work with business customers to maximise both the benefit of the event on city-centre businesses and provide information on the event itself.

7.1.2 Supporting and delivering a diverse programme of city events is expected to improve the customer experience by:

- Enhancing the reputation of the city for staging local, national and international festivals and events;
- Better positioning of Aberdeen as a leisure tourism destination for those looking for new and unique event experiences
- Providing city infrastructure that attracts and supports external event organisers

7.2 People

7.2.1 Staff within the Council's City Promotion & Events Team will work closely with colleagues from Economic Development, Culture, Transportation and Communications to improve the economic impact of the events in the city.

7.2.2 The Strategy and subsequent operational plan allows much greater alignment of effort and resources within the Council and with external partners and stakeholders. Consideration should be given to improving the existing internal structures within which the City Council's events are strategically planned and delivered, to enable the maximum benefit of the city's investment and the expertise within the staff teams.

7.2.3 Delivering a diverse events programme provides the staff involved with valuable experience of dealing with a wide range of internal (Elected Members, senior officers) and external (businesses, contractors, suppliers etc) customers from diverse sectors including creative, cultural and event industries.

7.2.4 The Council is a member of VisitAberdeenshire and Aberdeen Inspired. At a strategic level, it has a key role in the long-term development of tourism in the

city and North East of Scotland. Aligned to this, is its corporate role in providing confidence to the events market that the Council supports the attraction of the 'right' event for the city, and the contribution to wider economic, tourism and City Centre Masterplan objectives.

7.3 Place

7.3.1 Promoting and supporting events, involving key partners, significantly contributes to Aberdeen City Council's economic vision and quality of life ambitions as detailed in the Regional Economic Strategy.

7.3.2 Collaborating with local, regional and national partners improves our use of resources and maximising financial leverage to secure an event.

7.3.3 Aberdeen's events programme also aligns to the cultural strategy vision as it allows for improved communication of cultural opportunities, helps with changing the perception of the city, to develop a stronger cultural identity and to have increased levels of effective partnership working.

7.4 Technology

7.4.1 The use of new technology in event organisation, management and delivery is actively encouraged, with delivery partner supported to use technology to develop and maintain relationships/communications through websites, blogs and video diaries to inform and to share event experiences.

8. BACKGROUND PAPERS

None

9. APPENDICES (if applicable)

None

10. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance Policy & Resources
DATE	20 September 2017
REPORT TITLE	Twinning & International Partnerships
REPORT NUMBER	CHI/17/217
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Dawn Schultz

1. PURPOSE OF REPORT:-

- 1.1 The purpose of this report is to bring before Committee applications for financial assistance from the International Twinning Budget 2017-18 and to make recommendations.

2. RECOMMENDATION(S)

- 2.1 That Finance, Policy & Resources Committee approve the following grants from the International Twinning Budget 2017-18:
- (a) Contribution of £2,280 towards 3 staff members from Education & Children's Services travelling to Clermont – Ferrand, 19 – 22 November 2017.
 - (b) Contribution of £4,002.50 to support the visit to Kincorth Academy of staff and students from Albert – Magnus Gymnasium, Regensburg in October 2017.
 - (c) Contribution of £150 towards a Lecturer in Contemporary Art Practice at Gray's School of Art (photography specialist) travelling to the 2nd Symposium of Contemporary Photography in Regensburg, 26 – 28 October 2017.

3. BACKGROUND/MAIN ISSUES

- 3.1 These recommendations involve the allocation of funds made available from the 2017 -18 budget:
- 3.1.1 Contribution of £2,280 towards 3 staff members from Education & Children's Services travelling to Clermont – Ferrand, 19 – 22 November 2017

- 3.2 This is the return visit to Clermont-Ferrand following the one by French colleagues in November 2016 and the one scheduled to take place from 6th till 9th November 2017 to Aberdeen by an education delegation from Clermont-Ferrand.
- 3.2.1 During their stay in Aberdeen, the delegation visited Quarryhill and Muirfield primary schools. Their emphasis was on the teaching of Modern Languages, observation of the Scottish Curriculum for Excellence methodology and establishing new links for schools.
- 3.2.2 They discussed the Singing project between Aberdeen and Clermont-Ferrand primary schools held on 21st June 2017, and will evaluate the event to take place in June 2018.
- 3.2.3 The returning ACC delegation will visit primary and secondary schools in Clermont-Ferrand with the aim of establishing new links. They will attend meetings with education partners: head teachers, teachers, education officers and school inspectors to familiarise themselves with the French school system.
- 3.2.4 Visit to the CAVILAM language school in Vichy (part of Clermont-Ferrand Local Authority) where a group of ACC primary school teachers will attend French immersion courses during school holidays from July 2017 till July 2018.
- 3.2.5 Meeting with Helene Lucchesi (Pole des Relations Internationales de Clermont-Ferrand) to evaluate the impact of the summer camp, held in Aberdeen in August 2017, on young people from Aberdeen, Regensburg and Clermont-Ferrand.
- 3.2.6 Plan a WWI educational project between schools in Clermont-Ferrand and Regensburg during the session 2017-18, ending with an exhibition in November 2018 to mark the centenary of the Armistice of WWI.
- 3.3 This visit aligns to the following criteria:
- Promoting the Scottish Government 1+2 Modern Languages initiative in ACC primary schools
 - Reinforcing existing schools' partnerships and establishing new ones.
 - Evaluating the visit from Clermont-Ferrand delegation due in March 2017 including head teachers and school inspectors coming to look at Scottish educational developments including: Inclusion and Bridging the Gap
 - Liaising with French colleagues to host the 2017 international summer camp
 - Meeting with Modern Languages Education Officers to share methodology in learning and teaching modern languages
 - Planning summer camp 2017 following successful first event in France in 2016: giving opportunities to ACC young people in secondary schools to take part in an international exchange
- 3.3.1 This will also support ACC's approach to promoting culture and improving staff experiences.

3.3.2 The educational links between the cities of Aberdeen and Clermont-Ferrand have strengthened since 2015 following a visit by French education officers.

3.3.3 Since then, visits have happened on a yearly basis leading to strong and durable school partnerships, projects which enhance ACC pupils' awareness of languages and cultures, cultural and practical exchanges and opportunities to ACC teachers to acquire a wider knowledge of education systems for the benefit of pupils in Aberdeen.

3.3.4 The French education authorities and Education Scotland wish to strengthen encourage working relationships and partnerships between Scottish local authorities and French regions. The main objectives are:

- Promote language learning and global citizenship
- Support CPD, peer learning and staff mobility
- Encourage creativity and awareness of other cultures

3.3.5 This is the third exchange visit from ACC Education and Children's Services reciprocal visit to Clermont-Ferrand.

3.3.6 Following the summer camps in August 2016 in France, 2017 in Scotland, we are hoping to offer opportunities for 12 young people from Aberdeen to travel to Germany in 2018 and ensure that the project becomes a triannual regular event, open to more young people from Aberdeen in the future.

3.3.7 Total applying for:

Expenditure	
Aberdeen group outbound to Clermont Ferrand - Flights - 3 x £400 Clermont Ferrand group inbound to Aberdeen – Flights – 3 x £400	£2,400
Aberdeen group accommodation in Clermont Ferrand - 3 nights @ £70 x 3 guests Clermont Ferrand group accommodation in Aberdeen - 3 nights @ £70 x 3 guests	£1,260
Aberdeen group in Clermont Ferrand - subsistence @£150 per person Clermont Ferrand group in Aberdeen - subsistence @£150 per person	£900
Total	£4,560

Income	
Ville de Clermont	£2,280
Total	£2,280
Expenditure-Income	£4,560 - £2,280
Total Applying For	<u>£2,280</u>

- ii) **Contribution of £4,002.50 to support the visit to Kincorth Academy of staff and students from Albert – Magnus Gymnasium, Regensburg in October 2017.** This visit will be reciprocated when Kincorth Academy travel to Regensburg in June 2018. 2 teachers and 15 pupils from each school will participate.
- 3.4 This cultural exchange partnership will develop curricular projects in both schools including Language, Literacy and Social Subjects specifically, with other projects being introduced as appropriate.
- 3.4.1 By developing this European partnership and embedding the exchange opportunities for future students, this project will be seen as beneficial in advance of the move to Lochside Academy in August 2018.
- 3.4.2 Students participating in the exchange will spend time in both schools experiencing student life as well as being given opportunities to experience the history and culture of Aberdeen and Scotland, and Regensburg and Germany.
- 3.4.3 Students will support the development of global citizenship in both schools and share their experiences with other students, staff and parents.
- 3.4.4 Work will be undertaken to develop this partnership and create a sustainable link for the future which will provide opportunities for pupils in Lochside Academy to experience a cultural link, and participate in joint projects with Regensburg students.
- 3.4.5 This project began in 2014 but due to staffing issues at Kincorth Academy did not progress as hoped.
- 3.4.6 The outcome will be that this will become a sustainable project for future generations of students.
- 3.4.7 The experience and further project working will be shared with the entire school community, and students would be able to present to the Aberdeen community. It would also be hoped that further links could be developed working with Harlaw Academy and their partnership with a different Regensburg school which again would support sustainability.
- 3.4.8 Funding is being sought from our twin city partner Stadt Regensburg and students will participate in a number of fundraising activities to raise awareness and fund activities.
- 3.4.9 Total applying for:

Expenditure	
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Flights - 17 x £240	£4,080
Hostel accommodation	£2,000
Airport transport – Regensburg to Munich Airport	£300
Transport in Aberdeen/Shire for Kincorth Academy and Albert – Magnus Gymnasium staff/students	£825
Circular development activities/entrance fees	£800
Total	£8,005
Income	
Stadt Regensburg/Fundraising	£4,002.50
Total	£4,002.50
Expenditure-Income	£8,4002.50 - £4,002.50
Total Applying For	<u>£4,002.50</u>

iii) **Contribution of £150 towards a Lecturer in Contemporary Art Practice at Gray’s School of Art (photography specialist) travelling to 2nd Symposium of Contemporary Photography in Regensburg, 26 – 28 October 2017.**

3.5 As part of the Aberdeen Regensburg Twinning relationship, Gray’s School of Art has been invited to represent Aberdeen at a Symposium of Contemporary Photography, to give a lecture and to participate in the two-day event. The lecture title is “Conquest of Photography: A Tale of Abstraction Versus the Richness of Images” and is a reference to a posthumously published book by Paul Feyerabend: “Conquest of Abundance: A Tale of Abstraction Versus the Richness of Being.”

3.5.1 This symposium will allow the nominated Lecturer to forge new relationships with the photographic community of Regensburg and to build a network of important contacts.

3.5.2 Gray’s School of Art are planning a similar symposium of photography in 2019 and would like to discuss with our partners in Regensburg how this might offer possibilities for a reciprocal and continuing arrangement.

3.5.3 The purpose of this symposium and the twinning application is to build new, and strengthen existing relationships between the photographic communities of the two cities. Gray’s School of Art will also discuss the possibility of bringing some of the representatives of the Regensburg photographic community over to Aberdeen for a similar event in the future.

Expenditure	
Flights, Accommodation &	£600.00

Transportation	
Total	£600.00
Income	
RGU & Regensburg	£450
Total	£450
Expenditure-Income	£600 - 450
Total Applying For	<u>£150.00</u>

4. FINANCIAL IMPLICATIONS

4.1 Full council approved the International Twinning Budget for 2017-2018 of £137,250. The approved budget from the Common Good Fund provides £102,000 of monies towards the support of twinning projects and/or visits. Remaining funds support the infrastructure of the programme, such as salary and ICT costs.

	Balance of budget available as at April 2017	£102,000
	Opening Balance	£69,224
i)	Contribution of £2,280 towards 3 staff members from Education & Children's Services travelling to Clermont – Ferrand, 19 – 22 November 2017.	£2,280
ii)	Contribution of £4,002.50 to support the visit to Kincorth Academy of staff and students from Albert – Magnus Gymnasium, Regensburg in October 2017.	£4,002.50
iii)	Contribution of £150 towards 1 Lecturer in Contemporary Art Practice at Gray's School of Art (photography specialist) travelling to 2nd Symposium of Contemporary Photography in Regensburg, 26 – 28 October 2017.	£150.00
	TOTAL	£6,432.50
	Closing Balance (if recommendations approved)	£62,791.50

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

6.1 **Financial**

6.1.1 .A review of the financial systems used to administer the Twinning Grant was undertaken in July 2016. As per recommendations in the Local Code for Practice (Approved FPR Committee September 2015), Following the Public Pound Tier 4 procedures are adhered to:

6.1.2 “Where annual funding is less than £15,000, an officer may still chose to ` follow the procedures laid down for Tier 4, as although the level of funding does not fall within the following the public pound guidance, the level of risk may be such that it would be prudent to follow these procedures.”

6.1.3 Following this review, existing measures were strengthened and new practices implemented to ensure that the Twinning Grant is fully accountable in its allocation of the public pound.

6.2 **Employee**

6.2 No risk identified.

6.3 **Customer/Citizen**

6.3.1 Grants provided through the twinning budget provide individuals and communities from throughout Aberdeen City with the opportunity to engage with international twinning activities. In addition, incoming visitors to the city on twin city projects support the local economy through their participation at events and hospitality and retail expenditure while visiting the city

6.4 **Environmental**

6.4.1 No risk identified.

6.5 **Technological**

6.5.1 Twinning partners are encouraged to develop and maintain relationships through various technology platforms including web, Facebook and Instagram.

6.6 **Legal**

6.6.1 The health and safety implications of all visits are taken into account during planning, with any exceptional implications addressed at the time of application. The Twinning & International Partnerships Officer receives automatic updates with regards to situations in countries from the Foreign and Commonwealth Office (FCO) and is in close contact with counterpart officers in the twin cities to ensure information provided to participants is accurate and up-to-date. All travel guidance issued by the Twinning & International Partnerships Officer is based upon the advice of the FCO and local intelligence, such as the police and local government authorities. All individuals/groups that have been supported by the Twinning Grant must follow the advice of these authorities when visiting the twin cities, including changing travel or programme arrangements if required. If any of these

authorities advice against travel to an area, then travel and the project must be postponed with immediate effect until it is deemed safe to continue.

6.1.2 Where individuals/groups from Aberdeen are travelling overseas, comprehensive pre-visit briefings are offered by the Twinning & International Partnerships Officer and all have the opportunity to ask questions and request support. When participating in overseas visits, Council employees are covered by the Council's insurance policy while non-Council employees are instructed by the Twinning & International Partnerships Officer to obtain comprehensive travel insurance.

6.7 Reputational

6.7.1 Twinning & International Partnerships upholds the principles of the Common Good Fund. The cessation of the programme could result in failure to 'uphold the dignity of the city' and a breakdown in projects 'which are good for the community as a whole'.

6.7.2 Should this diverse and engaging programme not continue, then Aberdeen could potentially cease to be an attractive destination for visitors and local residents with economic spend being distributed elsewhere in Scotland and international partnerships could be at risk.

6.7.3 Long established twinning links will not be maintained without regular reciprocal visits and ongoing projects being initiated by communities, groups and individuals and there is the potential for the city's international image to be damaged if we don't continue to support established relationships.

6.7.4 The Twinning & International Partnerships Officer will provide a strong link between Aberdeen and our twin cities who also provide organisational support, advice and guidance when required.

6.7.5 They will also make recommendations on funding available to the group and offer support to foster a relationship with the city so that it is long lasting and beneficial to the people of Aberdeen without requiring on-going financial support from the public purse.

7. IMPACT SECTION

7.1 This section demonstrates how the proposals within this report impact on the strategic themes of Aberdeen City Council and Community Planning Aberdeen, as set out in the [Aberdeen City Local Outcome Improvement Plan 2016-26](#) and the [Aberdeen City Council Strategic Business Plan](#).

7.2 Economy

7.2.1 The International Twinning Grant is funded through the Common Good Fund. Recommendations for grant allocations are presented to council committee and all reports detailing grant allocations are readily available through the council website.

7.2.3 Promoting and supporting international exchanges, involving various communities of interest, significantly contributes to Aberdeen City Council's vision and ambitions. This twinning project also align with the cultural strategy vision as it allows for improved communication of cultural opportunities, helps with changing the perception of the city, to develop a stronger cultural identity and to have increased levels of effective partnership working.

7.3 People

7.3.1 Twinning & International Partnerships supports the principles of the Common Good Fund:

- Upholding the dignity of the City: The expense of civic ceremonies; and of the provision of suitable hospitality on appropriate occasions and for appropriate persons, and guests would fall under this purpose;
- Any other purpose which, in the bona fide and reasonable judgement of the Council, is for the good of the community as a whole, or in which the inhabitants at large may share: to be distinguished from the separate interest or benefit of any particular individual or group of people, however deserving or needy.

7.3.2 The Twinning and International Partnerships Officer works closely with internal departments to create partnerships and projects between Aberdeen City Council and twin cities, regularly working with the Education, City Events and Civic Teams amongst others.

7.3.3 Human Rights, Equalities and Diversity: Aberdeen City Council has in place a range of statutory and discretionary plans, schemes and policies to promote equality. Officers endeavour to target groups and communities which have not previously had experience of international visits or exchanges, or have been under-represented in twin city activities. Applicants complete an equal opportunities monitoring form as part of the application process.

7.4 Place

7.4.1 All groups participating in twin city activities are encouraged to develop sustainable relationships with their partner groups. Links between most of the twin cities of Aberdeen are active, and links which have not recently been engaged have been contacted to re-establish communications. It is important that all visits and projects through twinning are long-standing and fruitful to ensure their benefit to the local people of Aberdeen, to establish and promote positively the overseas image of Aberdeen and for best practice to be shared between cities.

7.5 Technology

7.5.1 Twinning partners are encouraged to use technology to develop and maintain relationships with a number of partners developing websites, blogs and video diaries to keep dialogue open and continuing to share experiences.

8. BACKGROUND PAPERS

None

9. APPENDICES (if applicable)

None

10. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20 September 2017
REPORT TITLE	Crowdfund Aberdeen
REPORT NUMBER	CHI/17/213
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Stuart Bews

1. PURPOSE OF REPORT:

- 1.1 The purpose of this report is to outline the potential leverage and seek approval from Committee to commit £10,000 to Crowdfund Aberdeen from the existing Economic Development Service Project Development budget and also to approve the process outlined in this report to pledge this funding onto projects which are supported.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee:
- (a) Approve the commitment of £10,000 from the existing Economic Development Service Project Development budget to Crowdfund Aberdeen. Any additional funding will be subject to the Council forecast out-turn delivering a balanced budget for the year. If this is not the case then this item may be refer to the budget process:
 - (b) Approve the proposed pledging process as outlined in this report: and
 - (c) Delegate authority to the Head of Economic Development, to approve the pledge of funding to individual projects.

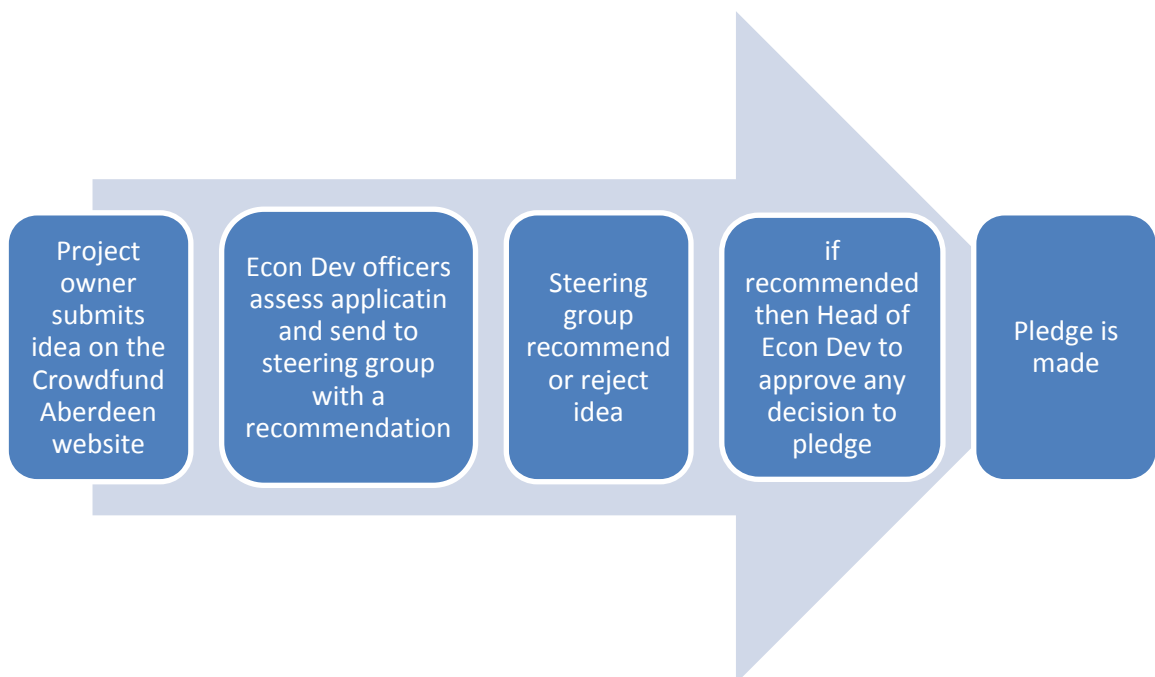
3. BACKGROUND

- 3.1 Previously Committee approved the creation of a Crowdfund Aberdeen platform, which has since gone live. At present the Crowdfund Aberdeen website is operational, however there is no ability for Economic Development to pledge financial support to projects at this time. Pledges to date have been from outwith Economic Development, but primarily from the public. Without the ability to pledge on projects there is a very limited input that Economic Development can have in terms of the support which we are able to offer and the impact that the platform can have.

- 3.2 There are criteria in place which projects must satisfy in order to appear on the Crowdfund Aberdeen page. These can be found at Annex 1.
- 3.3 A Steering Group has been formed which is made up of a range of internal and external stakeholders. This group are consulted on projects brought forward to ensure that they are suitable for promotion on the Crowdfund Aberdeen platform. Before being presented to the Steering Group officers from Economic Development will work with the projects to ensure that they are clear on how they support implementation of existing Council policy
- 3.4 So far 3 campaigns have successfully overfunded:
- Tuk In – £12,300 pledged - a mobile community café established to tackle food poverty and food waste.
 - Junior Parkrun Aberdeen - £1500 pledged (– weekly 2km timed run for children aged between 4 & 14
 - Mastrick Summer Club - £1100 pledged – a summer club for primary school age children, providing healthy meals.
- 3.4.1 Also £875 was raised to support Active Girls Committee, aimed at getting more girls in Aberdeen taking part in sport and activities.
- 3.5 To date projects have come on board without any financial incentive from ACC to do so. We have offered them support from Crowdfunder UK, and the promotion on the Crowdfund Aberdeen website. In addition, we can help raise awareness of their project to members of the Steering Group, who may be able to offer their support also.
- 3.6 However, the main benefit of a Crowdfund Aberdeen campaign would be the ability for ACC to offer small financial support to projects and that is the main purpose for this report. Small pledges from ACC would help to show support for these projects and give confidence to the Crowd to make pledges and help these projects reach their target.
- 3.7 Projects which are able to demonstrate that they will support implementation of existing policy could benefit from a pledge from Crowdfund Aberdeen. The impact of this pledge is that it will be made during the projects Crowdfunding Campaign and will be followed by a range of publicity. This will encourage more people to pledge funding to the project so that it can be delivered. In turn, this will provide a high level of leverage and impact from limited Council funds.
- 3.8 There is an innovative approach being taken here in that the Council is offering a small level of funding to projects, whilst also proving a platform from which they can secure additional funds from the crowd – a global website with 1.2 million users.

4. FINANCIAL IMPLICATIONS

- 4.1 Costs will be met from the existing Economic Development Service Project Development budget. Pledges from ACC would be made through a third party system called Mangopay. Through this system it is possible to pledge directly onto projects on the Crowdfund Aberdeen page. This is the quickest method of pledging funds, rather than ACC making payment to the organisation directly, in which case the public would have no awareness of the support being offered.
- 4.2 On the projects page this would then show that a pledge has been made from Crowdfund Aberdeen, with text to outline the role of the Council within Crowdfund Aberdeen initiative making the process much more automated and the payment much quicker.
- 4.3 Officers within economic development would provide a recommendation to the Steering group on the value of funding to be allocated. This is up to a maximum of 50% of the total project costs. Should the Steering Group approve this by a majority then the recommendation would be put to the Head of Economic Development for approval before the pledge is made.
- 4.4 The process is illustrated below:



- 4.4.1 It is intended that a report will come to Committee annually to outline impact of Crowdfund Aberdeen. This will include information about individual projects, but also consider the investment which the £10,000 has been able to lever into the area.
- 4.5 This process will meet the requirements of following the public pound, and the ability to use public funding as a mechanism to level in additional funds from the crowd will indeed demonstrate an innovative way of maximising the impact from public funds within the area.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendation of this report. State Aid is not applicable as the value of any award being offered will be less than £10,000. As such, pledges made will be classed as de minimis.

6. MANAGEMENT OF RISK

- 6.1 A risk register has been developed to capture all identified potential risks and measures are also identified to mitigate these risks as far as possible.

- 6.2 A Steering Group has been formed which is made up of a number of internal officers plus external organisations across the City. The inclusion of a variety of organisations helps to assess all projects which come forward seeking support and further reduce any perceived risks with these projects.

6.3 Financial

- 6.3.1 A pledge is made on a project which fails to reach its funding target. Projects will be required to state at the outset whether they can only deliver with 100% of their funding target or what they will do if a lower amount is achieved. Where a project can only deliver by reaching 100% of target, all pledges will only be taken from their respective accounts once the target has been reached. There is a requirement to set a time limit of usually 30-60 days for a campaign. This risk is therefore known prior to considering making a pledge. As such the level of risk is deemed low.

6.4 Employee

- 6.4.1 No risk identified.

6.5 Technological

- 6.5.1 An online Crowdfunding Platform may pose challenges to those who are not familiar with this use of technology. They can still make offline pledges, or request a friend/family member make the online pledge on their behalf. This risk is therefore considered low.

6.6 Legal

- 6.6.1 A process, including delegated authority for the Head of Economic Development to approve the making of pledges to projects is necessary to ensure good governance and transparency. This report seeks committee approval of a process, and the authority to allow the Head of Economic Development to approve the expenditure of these pledges. This would reduce the risk level from high to low. At present no pledges are being made from Economic Development due to this risk.

6.7 Reputational

- 6.7.1 For Economic Development to be able to provide small financial support, plus free access to an online Crowdfund Aberdeen platform to communities and organisations across the City could have a significant positive impact on the reputation of the Council and our partners in enabling and empowering others across the City.

7. IMPACT SECTION

7.1 Economy

- 7.1.1 Within a large organisation it is difficult to maintain knowledge and awareness of all the activity taking place. Crowdfund Aberdeen enables coordination of this, led by Economic Development team, putting us at the heart of supporting projects in the region. Other services have been consulted upon the proposal and have indicated their support to participate and use such a platform to increase their level of activity and access to funding for project delivery in the region.

7.2 People

- 7.2.1 External organisations have a single point of contact with the Crowdfund Aberdeen portal. Economic Development team coordinate the support which can be offered to the bodies if their proposal fits with strategic aims and objectives of ACC. Officers share project ideas with the Steering Group to ensure applicants are offered any support available rather than having to seek it by themselves.

7.3 Place

- 7.3.1 At a time where there is a great level of innovation being shown by people, communities and business across Aberdeen, it is vital that ACC respond with a mechanism which offers financial support to enable these ideas to come to life. Crowdfund Aberdeen offers this, and will maximise the ability to lever in funds to maximise the impact of ACC funds.

8. BACKGROUND PAPERS

- 8.1 Crowdfund Aberdeen – CHI/16/166

9. APPENDICES (where applicable)

None.

10. REPORT AUTHOR DETAILS

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HEAD OF SERVICE DETAILS

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Annex1

Crowdfund Aberdeen

Crowdfund Aberdeen fund criteria

1. Meet Crowdfund Aberdeen conditions:

- You must have a bank or building society account in the name of the group/individual raising money
- Your project must be completed within a year of the grant being awarded unless otherwise agreed
- You must sign a Grant Acceptance agreement
- All applicants must be aged 18 years or over at the time of submitting your application

2. Projects must benefit people in Aberdeen

- Your proposal must be in an Aberdeen area
- Helps improve the local environment and public spaces.
- Demonstrates added benefit for the city through using local businesses or developing skills of local people.

3. Further Guidelines:

- Crowdfund Aberdeen will fund up to 50% of a project up to a total of £10,000 except in exceptional circumstances.
- Crowdfund Aberdeen will pledge directly onto your project and it will count towards your project target.
- Once a pledge has been applied by Crowdfund Aberdeen, your project must raise the remaining money needed to reach 100% in order for you to receive those funds, unless otherwise agreed in advance.
- You are strongly advised to contact your local Councillor to make sure they know about your project.
- The decision to pledge towards a project will be influenced by the interest that the project generates from 'the crowd', the extent to which it benefits local people and how much has already been pledged in the area.

4. Crowdfund Aberdeen will not pledge towards projects that:

- interferes with Aberdeen City Council business or policy
- has an unauthorised financial implication on Aberdeen City Council
- Help only one individual
- Are managed by groups that have had a previous grant which has not been managed satisfactorily
- Are raising funds for works or equipment already committed, bought or completed
- Only benefit people who live outside of Aberdeen
- Include unspecified expenditure
- Promote a specific political party or faith

Crowdfund Aberdeen reserves the right to not fund a project or to withdraw funding during a campaign if it becomes apparent that any of the criteria are not being met.

Crowdfund Aberdeen reserves the right to amend this information at any time.

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ABERDEEN CITY COUNCIL

COMMITTEE	FINANCE, POLICY AND RESOURCES
DATE	20 SEPTMBER 2017
REPORT TITLE	POLICY PROHIBITING BALLOON, LANTERN AND SIMILAR RELEASES
REPORT NUMBER	CHI/17/173
DIRECTOR	BERNADETTE MARJORAM
REPORT AUTHOR	SINCLAIR LAING

1. PURPOSE OF REPORT

- 1.1 The report's purpose is to highlight the risks and consequences of uncontrolled release of items, including balloons and lanterns, on the economy and environment and seek approval for a policy prohibiting the practice from activities associated with Aberdeen City Council ("Council").

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee agrees:-

- a) to approve the Council policy (Appendix 1) prohibiting the intentional, uncontrolled release of balloons, lanterns and other items from Council property, by Council staff and at events endorsed or supported by the Council, including those on non-Council property; and
- b) to instruct the Head of Planning and Sustainable Development to raise awareness across the Council of the economic and environmental risks and consequences of such releases and promote alternatives.

3. BACKGROUND

3.1 Introduction

- 3.1.1 The intentional, uncontrolled release of items into our general environment (air, land and waters) have increased in recent years, especially balloons and sky lanterns. This policy highlights the hazards that the release of such uncontrolled items can pose to wildlife and livestock causing injury and death.

Lanterns can also cause injury to humans, damage to buildings and interfere with Coastguard and Civil Aviation Authority (CAA) activities. Balloon, lantern and other debris litter beaches and oceans resulting in clean-up costs.

- 3.1.2 This policy focuses on the intentional, uncontrolled release of items, including balloons and lanterns, into the general environment; air, land and water, from Council owned property, by Council employees and at Council endorsed or supported events, including those not on Council owned property.

3.2 Policy and legislative position

- 3.2.1 The intentional, uncontrolled release of items into the environment could be considered contrary to the Council's Environmental Management Policy, which states: "Aberdeen City Council will conduct its business responsibly to protect the environment ...; Wherever we operate, we will carry out our business with respect and care for both the local and global environment; We aim to reduce our carbon and ecological footprint and lead by example for the wider community to ensure a better quality of life for everyone."

- 3.2.2 The intentional and uncontrolled release of items into the environment could be considered an offence under Section 87 of the Environmental Protection Act 1990, which states: "it is an offence to throw down, drop or otherwise deposit and then leave litter in a public open place." Councils have powers to enforce the Act with fixed penalty notices. This highlights the powers available to the Council on this matter; it is not suggested the Council take this approach with regards to enforcing this Policy – refer to section 6.3.2.

3.3 Position of other authorities and partners

- 3.3.1 Fifty UK councils have a balloon and / or lantern release policy including Aberdeenshire, Angus, Argyll and Bute, Dundee City, Highland and ten other Scottish Councils. Regional authorities in Canada, the US and Australia have prohibited balloon releases. Lantern releases are prohibited in Australia, Malta, Vietnam, Spain, and most parts of Germany and all Austria.

- 3.3.2 Keep Scotland Beautiful, National Farmers Union, Scotland (NFUS), Royal National Lifeboat Institution, Royal Society for the Protection of Birds, the Marine Conservation Society (MCS) and KIMO (International Environmental Organisation for Local Authorities) all call for prohibitions. The Council is a key member of Keep Scotland Beautiful and founder member of KIMO.

3.4 Evidence of hazard and harm

- 3.4.1 Stray items pose choking threats to wildlife and livestock, cause false call outs to the Coastguard and interfere with Civil Aviation Authority activity. Moreover, lanterns pose fire hazards to dry standing crops, stacks of hay or straw, forestry and farm buildings, and thatched cottages. Examples of such incidents are blazes at a recycling plant in the Midlands and a caravan park in Worcestershire, both attributed to lanterns.
- 3.4.2 The National Farmers Union, Scotland (NFUS) staff and members have reported finding lantern remains on or near farmland in Renfrewshire, Bute, Aberdeenshire and elsewhere. While injury to animals or damage to property has yet to be reported in Scotland, the fear of the NFUS is that this is just a matter of time.
- 3.4.3 The following species, all of which frequent waters off the UK, have been reported with balloons in their digestive system: Common Dolphin, Risso's Dolphin, Loggerhead Turtle, Leatherback Turtle, Blue Shark and Northern Fulmar. The Common Dolphin, Risso's Dolphin and Northern Fulmar are all present off Aberdeen City and Shire coasts.
- 3.4.4 The Marine Conservation Society (MCS) coordinate regular beach cleans and litter surveys as part of their Beachwatch campaign on beaches throughout the UK. The MCS state that the average number of balloons and balloon pieces found on UK beaches on Beachwatch surveys almost tripled in 2011 when compared to figures in 1996. Their 2015 report notes "an astonishing rise in the amount of balloon related litter – up over 50% on 2015".
- 3.4.5 Neighbouring Aberdeenshire Council Ranger Service has led Beachwatch events on Aberdeenshire beaches since the 1990s. Evidence from Balmedie in 1996 shows that anything between six and 106 balloons or balloon pieces have been picked up during any one survey.
- 3.4.6 This policy includes degradable and biodegradable items as these do not always breakdown as intended. For example, once a latex balloon has been released, it can rise to a height of 5 miles where the pressure and the temperature cause the balloon to undergo 'brittle fracture'. The balloon pieces then fall back down. 5-10% of balloons released do not undergo this process, falling back down whole or partially deflated. These balloons pose a threat to wildlife through choking and entanglement. Degradable balloons are also not the solution, with these being shown to take a minimum of six months to breakdown fully, longer in marine environment.

3.5 Enforcement

- 3.5.1 The Council already operates an informal policy discouraging balloon and lantern releases. However, enforceability is limited. Implementation of this formal Council policy increases the options for enforcement, such as:
- 3.5.2 where an external party wilfully disregards the policy, the Service with an agreement with that party can address it under the terms of the agreement, i.e. terminating the agreement or not entering into future agreements.
- a) where a Council officer wilfully disregards the policy, in the course of their employment duties, this can be addressed by their manager in the context of the Council's Core Behaviours;

3.6 Alternatives

- 3.6.1 Balloon, lantern and similar releases are popular means of fundraising, commemoration and celebration. However, there are a number of viable alternatives that do not present the same negative outcomes.
- 3.6.2 These include, but are not limited to:
- a) Planting in remembrance – planting a tree or garden benefits the environment as well as providing a memorial which can be visited for many years.
- b) Flower water release – release of flowers or petals encapsulates a similar sense of farewell without the negative consequences, assuming the flowers are native and an appropriate quantity released.
- 3.6.3 More are provided by [Balloons Blow](#) and the [Marine Conservation Society](#).

4. FINANCIAL IMPLICATIONS

- 4.1 The proposal has the potential to reduce the costs to the Council and communities involved in litter picks and beach cleans.
No income will be generated from this policy as it is not intended that fixed penalty notices be issued as enforcement for non-compliance.

5. LEGAL IMPLICATIONS

- 5.1 With regards to this Policy, it is not suggested that the Council use its powers to issue fixed penalty notices under Section 87 of the Environmental Protection Act 1990 – refer to section 6.3.2 of this Report.
- 5.2 Land below the high water mark of ordinary spring tides is not covered by this Policy as it is generally not in the ownership of the Council.

6. MANAGEMENT OF RISK

6.1 Reputational

6.1.1 It is likely the Council will be portrayed in some media as 'killjoys' for preventing a perceived popular means of fundraising and celebration. The impact on the Council from this is not significant. To mitigate this risk, the Council will raise awareness of the negative consequences of the practice and promote alternatives (see Section 3.6). Low risk.

6.1.2 It is also likely that the Council risks reputational damage from other quarters if this policy is not approved. The Council may be seen by some to be less environmentally conscious, not delivering on its own commitments under its Environmental Management Policy Statement and not aligned to the aims of some of its key partner organisations. The impact to the Council from this is not considered significant. Approving this policy has the opportunity to further convey the Council's commitment to the environment and enhance the city's reputation as a clean and green city. Low risk.

6.2 Environmental

6.2.1 There is a likely risk to Aberdeen's environment from not implementing this policy. Council officers regularly receive enquiries regarding balloon and lantern releases. Officers presently follow an informal policy of declining requests based on the Council's commitments under its Environmental Management Policy Statement. Not implementing this formal policy raises the risk that this softer response is disregarded. The impact from this is not significant. It does present a medium risk.

6.3 Financial

6.3.1 There is not expected to be any risk under this heading.

6.4 Employee

6.4.1 There is not expected to be any risk under this heading.

6.5 Customer / citizen

6.5.1 There is not expected to be any risk under this heading.

6.6 Technological

6.6.1 There is not expected to be any risk under this heading.

6.7 Legal

6.7.1 There is not expected to be any further legal issues.

7 IMPACT SECTION

7.6 Economy

7.6.1 Implementation of this policy is one part of a larger puzzle of creating an attractive place for people to live, visit and invest.

7.7 People

7.7.1 The proposals in this report will not have a differential impact on people with protected characteristics.

7.8 Place

7.8.1 The Council, through its Strategic Business Plan Refresh 2017-18, has committed to: “strengthen the approach to environmental sustainability.”

7.8.2 The Council has made the following commitment under its Environmental Management Policy Statement: “Wherever we operate, we will carry out our business with respect and care for both the local and global environment.”

7.9 Technology

7.9.1 The subject matter of this report is not technology related and therefore there will be no impact on technology.

8 BACKGROUND PAPERS

8.6 Aberdeen City Council Environmental Management Policy Statement:
<http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=50732&SID=3321>

8.7 Process of balloon fragmentation – Keep Scotland Beautiful:
<http://www.keepsotlandbeautiful.org/media/1556461/balloon-and-flying-lantern.pdf> (accessed 12/06/17)

8.8 J.A. Van Franeker, 5 Small Facts About Balloons – Degradable balloons are not the solution: <http://www.wur.nl/en/Expertise-Services/Research-Institutes/marine-research/Dossiers/5-Small-facts-about-balloon-debris.htm> (accessed 12/06/17)

- 8.9 Smethwick fire: Chinese lantern 'caused largest blaze':
<http://www.bbc.co.uk/news/uk-england-birmingham-23123549> (accessed 12/06/17)
- 8.10 Worcestershire leisure park fire 'caused by Chinese lantern':
<http://www.bbc.co.uk/news/uk-england-hereford-worcester-25100406> (accessed 16/06/17)
- 8.11 List of animals with latex found in digestive systems –Keep Scotland Beautiful:
<http://www.keepsotlandbeautiful.org/media/1556461/balloon-and-flying-lantern.pdf> (accessed 12/06/17)
- 8.12 Increase in balloon debris found on beaches – Marine Conservation Society:
http://www.mcsuk.org/downloads/gbbc/2016/GBBC_2016_Report.pdf
(accessed 12/06/17)

9 APPENDICES

Appendix 1 – Policy Prohibiting Balloon, Lantern and Similar Releases

10 REPORT AUTHOR DETAILS

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APPENDIX 1

POLICY PROHIBITING BALLOON, LANTERN AND SIMILAR RELEASES

1. Preamble

- 1.1. The release of balloons, lanterns and other items into the environment can make an impressive sight. Such activities are on the increase, despite viable alternatives being available.
- 1.2. Evidence is mounting of the serious harm releases of such items into our environment can cause to livestock, wildlife, people and property and the hazard they create from interfering with legitimate Coastguard and Civil Aviation Authority activity.
- 1.3. Aberdeen City Council (“Council”) has introduced a policy prohibiting such activities associated with the Council. This emphasises the Council’s commitment to its people and place, aligns with partners who advocate such a policy and adds to the growing number of local authorities with a policy.
- 1.4. Often event organisers are ignorant of the issues and alternatives. The policy will be publicised fully, to help overcome this. It is anticipated that this will also lead to a reduction in private releases.

2. Balloons and lanterns

- 2.1. “Balloon” refers to an inflatable bag made from a synthetic or natural material, filled with gas or hot air for lift.
- 2.2. “Chinese” or “sky” lanterns are made of thin paper or other material, held by a wire or bamboo frame and lifted by heat from a naked flame.
- 2.3. The above include degradable and biodegradable forms which have been proven can still cause hazard or harm.

3. Policy

- 3.1. The Council prohibits intentional, uncontrolled releases of items, including balloons and lanterns, into the general environment; air, land and water.
- 3.2. This policy includes the intentional, uncontrolled release of any items which have the potential to cause hazard or harm, i.e. “rubber ducks” into water without a plan for their collection.
- 3.3. This policy covers all Council owned property (facilities and land)*, Council employees and Council endorsed or supported events, including those not on Council owned property. *Land below the high water mark of ordinary spring tides is not generally in the ownership of the Council.

- 3.4. The Council will raise awareness of the economic and environmental consequences of such activities and promote alternatives.
- 3.5. It is the responsibility of all Council Services, including its arms-length external organisations, to comply with, implement and enforce this policy as appropriate to their Service.
- 3.6. This policy will be regularly reviewed to ensure it remains fit for purpose for all.

4. Enforcement

- 4.1. The Council has powers to issue fixed penalty notices under [section 87 of the Environmental Protection Act 1990](#), which states: “it is an offence to throw down, drop or otherwise deposit and then leave litter in a public open place.” This is illustrative of the Council’s powers with regards to this matter. It is not suggested the Council take this approach with regards to this Policy.
- 4.2. Instead, enforcement could take, but is not limited to, the following means:
 - 4.2.1. where an external party wilfully disregards the policy, the Service with an agreement with that party can address it under the terms of that agreement, i.e. terminating the agreement or not entering into future agreements; and
 - 4.2.2. where an employee wilfully disregards the policy, in the course of their employment duties, this can be addressed by their manager in the context of the Council’s Core Behaviours.

5. Alternatives

- 5.1. Balloon, lantern and similar releases are popular means of fundraising, commemoration and celebration. However, there are a number of viable alternatives that do not present the same negative outcomes.
- 5.2. These include, but are not limited to:
 - 5.2.1. Planting in remembrance – planting a tree or garden benefits the environment as well as providing a memorial which can be visited for many years.
 - 5.2.2. Flower water release – release of flowers or petals encapsulates a similar sense of farewell without the negative consequences, assuming the flowers are native and an appropriate quantity released.
- 5.3. More alternatives are provided by [Balloons Blow](#) and the [Marine Conservation Society](#).

ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy & Resources
DATE	20th September, 2017
REPORT TITLE	Wallace Tower, Tillydrone Road
REPORT NUMBER	CHI/17/220
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Jim Argo

1. PURPOSE OF REPORT:-

- 1.2 This report gives an update on the efforts of the Tillydrone Community Development Trust (T.C.D.T.) to source external funding support to return the Wallace Tower building to community use and suggests other options open to the Council.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee :-

- a) – note the report summary of the efforts of T.C.D.T. to source external grant funding support to bring the property back into community use as part of a wider redevelopment of the complete area.
- b) – remit it to the Head of Land & Property Assets to re-advertise the property, for sale or lease (subject to court approval, detailed in the Legal Implications section below), for any use capable of getting planning permission, on the basis that any prospective purchaser or tenant must demonstrate that their proposed development scheme is fully funded.
- c) – remit it to the Head of Land & Property Assets to report back to a future meeting of this Committee on all offers received, including any proposal by T.C.D.T.

3. BACKGROUND/MAIN ISSUES

- 3.1 The report to the Property Sub Committee meeting on 17th November, 2015 recommended and the Sub-Committee approved that it be remitted to the Head of Land & Property Assets to :-

- a) – investigate how the potential provision of Community Facilities at and around a redeveloped Wallace Tower will fit into the overall provision of Community Facilities in the Tillydrone area, as envisaged by the C.H. & I. Committee and approved at their meeting on 27 August 2015 (see paragraph 5.12 of this report).
 - b) – to report back to the meeting of this Sub-Committee on 24 May, 2016;
 - c) – to continue to monitor T.C.D.T.'s progress on developing their business plan and in their funding endeavours; and
 - d) – otherwise note the terms of this report
- 3.2 A report to the Property Sub-Committee meeting on 24 September, 2013 outlined the interest of the Tillydrone Community Development Trust (T.C.D.T.) in leasing the Wallace Tower and developing the building to form a community facility. The report recommended and the Sub-Committee approved that pending confirmation that Tillydrone Community Development Trust (TCDT) could achieve grant funding to implement their scheme, to instruct the Head of Asset Management and Operations to cease the ongoing marketing effort, for a period of 12 months from that date (see Item 7 on pages 3 & 4 of the Minutes.)
- 3.3 **Background information** - Wallace Tower on Tillydrone Road is a Category B listed building, which Historic Scotland categorise as "Buildings of regional or more than local importance, or major examples of some particular period, style or building type which may have been altered."
- 3.4 The building formerly stood in St. Nicholas Street, on part of the site presently occupied by Marks & Spencer. When that store was initially developed, in the mid-1960s, the Wallace Tower was demolished, all the stones individually numbered and the building re-erected in Seaton Park, all at the cost of Marks & Spencer. As part of the property deal, the City Council became owner of the building.
- 3.5 At present, the building is managed as a vacant property. It has been "mothballed" for several years, even before the Sub-Committee decision of 24th September, 2013, because of its deteriorating condition, the lack of sufficient repair funds and potential tenants. The potential uses of the building have always been very restricted, even before its condition deteriorated.
- 3.6 **Present position** –T.C.D.T. has been granted Detailed Planning Permission to change the use of the property from a residential dwelling to a mixed use Community Café and Office Accommodation. Please see the following link :-
- <http://planning.aberdeencity.gov.uk/PlanningDetail.asp?ref=141400>
- 3.6.1 They've also been granted Listed Building Consent to change the use and extend the building. Please see the following link :-

- 3.7 *They advise that “....progress has been slower than had been envisaged but....it has only been in the previous 6 – 9 months that the Trust has rebuilt its capacity to make further progress. The Trust’s proposals for the Tower have been widely supported in the Community, including the Old Aberdeen Community Council, The Old Aberdeen Heritage Society, the local Tillydrone Community and has received considerable expressions of support from residents across the City.”*
- 3.8 *“The Trust believes that it has not yet worked up the “clincher” that transforms the Wallace Tower from a good proposal into a scheme that becomes a major tourist attraction and visitor destination. As such the Trust has focussed on the area surrounding the building and how it could be enhanced to achieve this. It resolved to :-*
- a) *work with Timberplay Scotland to develop a masterplan of the area introducing numerous bespoke and hardwearing sensory and acoustic play features to be the first “Play for the Senses” and “Acoustic Play” playground.*
 - b) *this concept would introduce a first for the City, a play park designed and tailored to accommodate the elderly as well as people with additional support needs, while also being a new experience for families with young children.*
 - c) *Develop this plan in tandem with the Wallace Tower Business Plan”*
- 3.9 *T.C.D.T. also advise of their meetings with private Companies to build up support for the scheme and get practical advice on its implementation. They’ve met City Council officers with specialist knowledge about applying for external grant funding. They intend to work up a Business Plan, with external advice from a business planning consultant and have submitted a project enquiry form to the Heritage Lottery Fund, as the first step in a capital funding application.*
- 3.10 *Their current estimate of the total aggregate cost of their redevelopment scheme, as per the planning permission in paragraph 3.6, is circa £600,000. Even if hypothetically, they are totally successful in securing grant awards from every external funder who they’ve approached to date, there would still be a shortfall of circa £250,000 in their capital funding. If the case got to that point, they would request that the City Council consider a capital contribution of £250,000 to the project, to make the scheme happen.*
- 3.11 **Commentary** - *The Head of Land & Property Assets advises that, at present, T.C.D.T. can’t set a timescale for submitting grant bids and receiving a response. The Property Sub-Committee’s decision of 24th September, 2013 to cease marketing the property for 12 months, was to give T.C.D.T. a “free run” at producing and funding a development scheme. Four years on, although T.C.D.T. have made considerable efforts, they are not much nearer having the building brought back into use.*

3.12 Previous Committee remits set timescales for officers to monitor T.C.D.T.'s progress and to report back. This has been done via the Property Update report and periodic updates in the Committee Business Statement. The Head of Land & Property Assets advises that he's been willing to give T.C.D.T. considerable leeway in their funding/ development endeavours as since September 2013 :-

- a) – they have made some progress; and
- b) – since the property has been off the market and sitting vacant, his officers have received no indication of interest (or even the most tentative enquiry) from any third party in leasing/ developing the property.

3.13 There are various factors that make the Wallace Tower difficult and expensive to bring back into use, not just for T.C.D.T. but for any potential tenant/ developer. They are :-

- i) – **limited floorspace** – It's a small building with thick external walls and very limited floorspace. T.C.D.T. could produce a cheaper scheme if they only utilised the existing building, but the end result would be a building of very limited community use.
- ii) – **cost-v-value** – the planning permission envisages a glass extension to the building that increases the cost of the project, but potentially makes the completed building more usable. If, hypothetically, T.C.D.T. or any other potential tenant/ developer built as per the existing planning permission, it's extremely doubtful that the capital value of the completed development, if sold on the open market, would reach or exceed £600,000. It's equally unlikely that the rental value of the completed development would equate to the cost of the project and enable a tenant/ developer to get any return on their investment. If there's a strong likelihood that any tenant/ developer will lose money on their development then any marketing scheme is trying to attract interested parties on sentiment, rather than commercial return.
- iii) - **awkwardly shaped site/ location** - the building lies on an awkwardly shaped site with poor vehicular access and problematic street parking, especially as a result of creating the Third Don Crossing.
- iv) - **tenure** – if we try to attract tenant/ developers to a scheme that doesn't have an obvious commercial return, then in a new marketing exercise, it makes the offer marginally more attractive if we indicate our willingness to sell the property, rather than retain ownership under a long-term development lease. It's emphasised that, even if we advertised the property for sale or lease, there's no guarantee that we'd attract new purchasers or tenants, but on the basis of “..nothing ventured, nothing gained..”

- 3.14 The Head of Land & Property Assets would emphasise that this commentary and the report recommendations isn't intended to "shut the door" on T.C.D.T. and their development aspirations. He'd anticipate that, if the Committee approve the report recommendations, it might be many months before we attract potential purchasers, or tenant/ developers. If during that period, T.C.D.T. come forward with more definite, funded proposals, then he's happy to report on same to a future meeting of this Committee.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

- 5.1 The Wallace Tower has been classified as forming part of Common Good property to which a question would arise as to its disposal, which includes lease and sale. Therefore should the authority wish to dispose of the property then in terms of section 75 of the Local Government (Scotland) Act 1973 it would require consent from the Court of Session or a Sheriff.

6. MANAGEMENT OF RISK

- 6.1 As the property lies vacant, the City Council is carrying no financial, employee, environmental, technological, legal or reputational risk. There is a managed security risk to prevent unauthorised access to the property
- 6.2. Should there be market interest in the property and the TCDT were to achieve the funding they are seeking there may be disappointment from other bidders. This will be managed during the marketing period.

7. IMPACT SECTION

7.1 Economy

- 7.1.1 If the property is brought back into use, by whatever means, it's likely to have a positive effect on the local community and the local economy, in that it's potentially attracting people to use the improved building/ facility

7.2 People

- 7.2.1 The subject matter of the report is likely to be of interest to the general public in that it discusses a well-known local landmark building. If the Committee is minded to approve the report recommendations, officers would anticipate the public may be most keen to see the building brought back into use, even though it has to be sold to achieve that objective, rather than have the City Council retain ownership of an empty, unusable building.

7.2.2 There's no obvious adverse public impact of the report recommendations, so as to require an E.H.R.I.A. or a P.I.A.

7.3 Place

7.3.1 If T.C.D.T.'s proposals, as described in paragraph 3.8, could be funded and implemented, it would have a very positive effect on the local environment.

7.4 Technology

7.4.1 There are no direct technological implications arising from the recommendations of this report.

8. BACKGROUND PAPERS

None

9. APPENDICES (if applicable)

9.1 Plans of T.C.D.T.'s proposed development scheme will be on wall display at today's meeting.

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy & Resources
DATE	20 th September 2017
REPORT TITLE	Towards A Fairer Aberdeen That Prospers For All 2017 – 2020 (Health and Wellbeing)
REPORT NUMBER	CHI/17/098
DIRECTOR	Bernadette Marjoram CHI (Interim Director)
REPORT AUTHOR	Dave Kilgour, Inclusion and Welfare Manager

1. PURPOSE OF REPORT:-

1.1 Following the F.P. & R decision to agree the previous recommendations contained in the report to Committee on the 9th March on Towards A Fairer Aberdeen That Prospers For All, Members are asked to consider and agree an additional theme for tackling poverty and further proposals relating to the structure for overseeing the implementation of agreed actions and future engagement with individuals and groups who are experiencing poverty.

2. RECOMMENDATION(S)

- a) To approve the list of lead Directors and Heads Of Service (See Appendix 1) who will progress the priorities and actions and report to Council as appropriate.
- b) To note that a further report on the governance and, performance and management for tackling poverty and inequality linked to the Community Planning Partnerships Local Outcome Improvement framework will be reported to Committee in November 2017.
- c) To approve the additional priorities and actions under Health and Wellbeing for inclusion in “Towards a Fairer Aberdeen That Prospers for All 2017- 2020” as detailed in Appendix 2 (see theme 11 Health and Wellbeing).
- d) To agree that the Head of Communities and Housing report back on the consultation results and proposed implementation of the Scottish Government’s Socio-economic duty early in 2018 once the Socio-Economic duty has been passed by the Scottish Parliament, and that this

report also includes options on how ongoing engagement with individuals and groups experiencing poverty will be progressed.

3 BACKGROUND/MAIN ISSUES

3.1 The Finance Policy & Resources Committee on the 9th March 2017 approved the corporate tackling poverty priorities and actions contained within Towards A Fairer Aberdeen That Prospers For All 2017 – 2020.

3.1.1 The Committee requested officers to report back with a corporate framework linked to the Community Planning Partnership's Local Outcome Improvement Plan structure for overseeing the governance for tackling poverty and inequalities.

3.1.2 Whilst this is still under discussion and will be reported to Committee following agreement with Community Planning Aberdeen, this report requests the agreement of recommendations a) and c) above as the first stage of this process. (Appendices 1 and 2).

3.1.3 Appendix 1 identifies the proposed lead Aberdeen City Council Directors and Heads of Service for progressing the priorities and actions approved within “Towards A Fairer Aberdeen that Prospers For All 2017-2020 and to report to Council as appropriate.

3.1.4 The Committee also agreed to request officers to have further discussion with Community Planning partners to identify further actions intended to address health inequalities, and report back to Committee at a future date.

3.1.5 Appendix 2 provides at pages 28-29 an additional Health and Wellbeing theme for consideration, to be included with Committee's agreement in the final version of “Towards A Fairer Aberdeen that Prospers For All 2017-2020”

3.1.6 The agreed Priority 11 under this theme is **To reduce health inequalities where they exist in the city.**

3.1.7 The proposed Actions under this theme are:

- Increase access to welfare advice and income maximisation services in health provider locations such as G.P surgeries (see Income Maximisation theme priority 4)
- Work with our partners to assess impact of health inequalities and wellbeing as part of service redesign and incorporate health inequality impact assessments as part of future strategic planning and decision making processes
- Promote “Making Every Opportunity Count” across all public sector and 3rd sector organisations involved in tackling poverty
- Capitalise on Locality Planning to address health inequalities in our communities and identify opportunities to adopt a community asset based approach and increase service user involvement in the co-

production and co-design of services aimed at improving health and wellbeing

- Monitor the outcome the CFINE “Access to Sanitary Products for Low Income People who Need Them” pilot and consider the evaluation report and any recommendations stemming from this to the Council and Community Planning partners
- Encourage Health and Social Care Services adopt Ethical Care standards

3.1.8 The Committee in March also agreed to request officers to develop proposals and report back to Committee regarding how ongoing engagement with individuals and groups who are experiencing poverty will be progressed. It is recognised that, through Community Planning Aberdeen, maximising our relationship with third sector organisations and service users supported by this sector will be vital in tackling inequality and poverty. It is proposed that options regarding this are included in the report identified at recommendation d.

3.1.9 The Scottish Government has recently completed consultation on introducing a new socio-economic duty which it intends to put in place later this year. The main outcome is that there will be a duty to improve decision-making that leads to better outcomes for those experiencing disadvantage. One of the principles included in the consultation was that “reforms must empower people and communities receiving public services by involving them in the design and delivery of the services they use”. It is proposed that Officers return to a future Committee with further detail and recommendations on this duty.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

6.1 Financial

6.1.1 Failure to address poverty and health and wellbeing inequalities will lead to increased demand on services and associated increased costs. The proposals in this report aim to address this.

6.2 Employee

6.2.1 It will be important to have the right services and staff with the right skills in place to deliver on the proposed actions.

6.3 Customer/Citizens

- 6.3.1 There is a risk that if customers and citizens are not involved in developing solutions to tackle poverty solutions will be ineffective.
- 6.3.2 Citizens and community organisations will have an important role in tackling poverty and addressing health inequalities and wellbeing through the increasing need to adopt asset based co-produced and co- designed services that build on community strengths.

6.4 Environment

- 6.4.1 The places and environment that people live in are an important aspect of contributing to people's health and wellbeing. Failure to improve the environment that people live in increases the risk for people living in disadvantaged areas being further marginalised

6.5 Technological

- 6.5.1 There is a risk that as new technological systems for accessing services are developed that people with poor literacy and numeracy skills may be further disadvantaged. It will be important to pay attention to the needs of vulnerable people in future service design based on new technology and ensure these are accessible for all and tested.

6.6 Legal

6.6.1 The proposed new Socio- Economic Duty once enacted will likely have legal implications regarding requirements to involve and give consideration to people who are experiencing disadvantage in decision making processes. The report contains proposals that build on existing involvement with organisations and people experiencing poverty.

6.7 Reputational

6.7.1 Failure to deliver “A Fairer Aberdeen that Prospers For All” is a reputational risk in relation to the commitments contained in the Local Outcome Improvement Plan. It will be important in the delivery of the LOIP that Community Planning Aberdeen demonstrates improvements in reducing poverty and the gap in health and wellbeing inequalities.

7. IMPACT

7.1. Aberdeen City Council’s Strategic Business Plan contains a number of objectives that relate to tackling poverty and inequality including:

7.1.1 “We will seek to reduce the levels of inequality in the city and plan with key partners to try and ensure welfare reform does not increase the gap”

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

7.2.1 Community Planning Aberdeen’s Local Outcome Improvement Plan sets four high level priorities for partnership working in the city

- Aberdeen Prospers
- Children are our future
- People are resilient, included and supported when in need
- Empowered, resilient and sustainable communities

7.2.2 It further states our focus is to tackle inequality at the root causes of low income and health inequalities ...”

7.2.3 Implementation of the actions contained within this report will help deliver the outcomes identified in the LOIP and the Council’s Strategic Business Plan.

7.3 Economy

7.3.1 It is important that as the city economy improves that those people who are experiencing poverty are connected to economic growth, benefit from employment opportunities and have improved incomes.

7.4 People

- 7.4.1 The actions contained in this report are aimed at tackling poverty for those primarily experiencing socio-economic disadvantage. Reduction in the health and inequalities gap has benefits for all citizens as it will not only reduce costs but provide improved wellbeing for all.

7.5 Place

- 7.5.1 Providing a better city to live in and better neighbourhoods through Locality Planning in our most disadvantaged communities has a key role in addressing poverty where it exists and improving health and wellbeing

7.6 Technology

- 7.6.1 Access to new technology and digital solutions has a major contribution to make in terms of reducing consumer costs and improving access to services. It will be important as Council services are transformed that the needs of socio-economically disadvantaged people are considered and addressed inclusively as part of the design.

8. BACKGROUND PAPERS

- 8.1 *Marmot Review 2010 – detail to be added*

9. APPENDICES (if applicable)

- 9.1 **Appendix 1 Proposed Lead Directors and Heads of Service for Reporting on Priority Areas and Actions**

- 9.2 **Appendix 2 “Towards a Fairer Aberdeen That Prospers For All 2017 – 2020”**

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Towards A Fairer Aberdeen That Prospers For All 2017 – 2020

Proposed Aberdeen City Council Lead Officers for Priority Areas

Number	Priority	Lead officer(s)
1	For Aberdeen to become Scotland's 1 st "Real" Living Wage City	Director of Communities, Housing and Infrastructure Head of Communities and Housing
2	Ensuring that through Linking Opportunity and Needs our educational, skills and training provision is coordinated to meet the needs of people in the city to secure employment	Director of Communities, Housing and Infrastructure Head of Economic Development
3	To be a leading Local Authority in Providing Apprenticeship opportunities for developing our young workforce	Director of Communities, Housing and Infrastructure Head of Economic Development
4	To ensure that those people most affected by welfare reform changes are provided with the advice and support services they need	Director of Communities, Housing and Infrastructure Head of Communities and Housing
5	To prioritise the development of new flexible childcare services where working families are on the lowest incomes and will benefit the most	Director of Education and Children's Services Head of Inclusion
6	To ensure that no child in the city is prevented from benefitting from their full educational entitlement due to the "Cost of the School Day"	Director of Education and Children's Services Head of Inclusion
7	To close the educational attainment gap	Director of Education and Children's Services Head of Inclusion
8	To increase awareness and understanding of the causes of fuel poverty and develop responses that reduces fuel poverty and the risk of fuel poverty	Director of Communities, Housing and Infrastructure Head of Land and Property Assets
9	To increase awareness and understanding of the causes of food poverty/insecurity and develop	Director of Communities, Housing and Infrastructure Head of Communities and Housing

	responses that reduces food poverty and the risk of food insecurity	
10	To increase the supply of social and affordable housing	Director of Communities, Housing and Infrastructure Head of Communities and Housing Head of Land and Property Assets
11	To reduce Health Inequalities where they exist in the city	Director of Communities, Housing and Infrastructure Director of Education and Children's Services Head of Communities and Housing Head of Economic Development Head of Inclusion

TOWARDS A FAIRER ABERDEEN THAT PROSPERS FOR ALL 2017-2020

A Review Of Aberdeen City Council Activity Tackling Poverty



What is Poverty?

Foreword

Summary

Context

Themes, Priorities and Actions

Income Maximisation

Child Poverty

Fuel Poverty

Food Insecurity

Housing

Health and Wellbeing

What is Poverty And How it Manifests Itself

Defining poverty

“Individuals, families and groups in the population can be said to be in poverty when they lack the resources to obtain the types of diet, participate in the activities, and have the living conditions and amenities which are customary, or are at least widely encouraged and approved, in the societies in which they belong.” (P. Townsend, Poverty in the United Kingdom)

Relative poverty

“When we talk about poverty in the UK today we rarely mean malnutrition or the levels of squalor of previous centuries or even the hardships of the 1930s before the advent of the welfare state. It is a relative concept. ‘Poor’ people are those who are considerably worse off than the majority of the population – a level of deprivation heavily out of line with the general living standards enjoyed by the majority of the population in one of the most affluent countries in the world”.

Child Poverty

“Child poverty means growing up in families without the resources to ‘obtain the type of diet, participate in the activities and have the living conditions and amenities’ which are the norm in 21st century Scotland.”

The effects of child poverty should not be underestimated and experiencing child poverty can undermine the health, wellbeing and educational attainment of children.

Fuel Poverty

The Scottish Government define fuel poverty as...

“A household is in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its income on all household fuel use. If over 20% of income is required, then this is termed as being in extreme fuel poverty.”

Food Poverty/Insecurity

The inability to acquire or consume an adequate quality or sufficient quantity of food in socially acceptable ways, or the uncertainty that one will be able to do so (Dowler 2003)

Funeral Poverty

This is a generic term used to encompass a range of issues around the difficulties experienced by people with insufficient funds faced with paying the cost of a funeral. In particular Funeral Poverty comprises:

- **Funeral debt:** the inability to pay timeously and in full the cost of a funeral for which a person is responsible
- **Funeral debt burden:** the contribution responsibility for the cost of a funeral plays in a person’s overall experience of unsustainable debt
- **Bereavement poverty:** the effect of financial debt and/or having to adjust the funeral for financial reasons has on the grief experience of the person responsible for arranging and paying for the funeral

- **Funeral industry debt:** the burden of debt carried by the funeral industry as a result of people being unable to pay in full for a funeral for which they are responsible.

Health Inequality

Health inequalities are potentially preventable and unfair differences in health status across the population. Health inequalities arise from a complex interaction of many factors - housing, income, education, social isolation, disability - all of which are strongly affected by one's economic and social status. The fundamental cause of inequalities in health and wellbeing is the unequal distribution of income, power and wealth in society *which can lead to poverty and marginalisation of individuals and groups*

Given the economic downturn in the city the following provides an opportunity for Aberdeen City Council to re-cast our understanding of the scale of poverty, how it manifests itself, and what else we can be doing to tackle poverty and inequalities

The following priorities for tackling poverty in Aberdeen builds on Aberdeen City Councils Smarter Aberdeen objectives and provides areas for services and strategic plans to focus on and consider when reviewing and developing services .

Smarter Aberdeen Living

We will work with partners to seek to reduce the levels of inequality in the city

Priority 1

For Aberdeen to become Scotland's 1st "Real" Living Wage City

Smarter Aberdeen People

We will aim to have a workforce across the city which has the skills and knowledge to sustain, grow and diversify the city economy

Priority2

Ensuring that through Linking Opportunity and Needs our educational, skills and training provision is coordinated to meet the needs of people in the city to secure employment

Priority 3

To be a leading Local Authority in Providing Apprenticeship opportunities for developing our young workforce

Smarter Aberdeen Living

We will use early intervention to help people sustain their tenancies

Priority4

To ensure that those people most affected by welfare reform changes are provided with the advice and support services they need

Smarter Aberdeen People

We will provide a high quality education service within our schools and communities which will improve attainment and life chances of our children and young people to achieve their full potential in education, employment and training

Priority5

To prioritise the development of new flexible childcare services where working families are on the lowest incomes and will benefit the most

Priority6

To ensure that no child in the city is prevented from benefitting from their full educational entitlement due to the "Cost of the School Day"

Priority7

To close the educational attainment gap

Smarter Aberdeen Environment

We will increase energy efficiency and introduce carbon reduction measures in processes and our housing and non housing assets to reduce our carbon footprint, save money and to bring people out of fuel poverty

Priority8

To increase awareness and understanding of the causes of fuel poverty and develop responses that reduces fuel poverty and the risk of fuel poverty

Smarter Aberdeen Living

We will work with our partners to reduce the level of inequality in the city

Priority9

To increase awareness and understanding of the causes of food poverty/insecurity and develop responses that reduces food poverty and the risk of food insecurity

Smarter Aberdeen Economy

We will improve access to affordable housing in both the social rented and private sectors, by supporting first-time buyers, regenerating areas in the city and by working with developers to maximise the effective use of developer contributions

Priority10

To increase the supply of social and affordable housing

Smarter Aberdeen Living

We will work with partners to reduce the levels of inequality in the city

Priority11

To reduce Health Inequalities where they exist in the city

Shifting Nature of Poverty in Aberdeen City – Economic Context

“Aberdeen is one of the most competitive, innovative and economically productive cities in the UK, and provides Scotland with 15% of its Gross Value Added (GVA). Much of the success of Aberdeen has been built on the traditional oil and gas sector; it also has a successful small business economy. Since the end of 2014, the local economy has suffered as a result of the global oil price decline. Business growth is slowing and, while this downturn is not the first of its kind, it highlights a growing and urgent need to diversify the economy to ensure economic sustainability” (Community Planning Aberdeen Local Outcome Improvement Plan 2016).

Due to the historical success of the City, workers in Aberdeen benefit from average salaries that are almost £6,000 higher than the Scottish average, and unemployment levels are low. Some of the most affluent areas of Scotland are within Aberdeen City, but equally within the City boundaries are some of Scotland’s most deprived areas. Overall, levels of deprivation remain low. In 2016, based on the Scottish Index of Multiple Deprivation 9 of the 267 datazones within Aberdeen were considered to be within the 15% most deprived areas in Scotland. It should be noted though that the SIMD measures relative poverty across Scotland as a whole, so if it appears as though things may be improving in Aberdeen this may just be due to a worsening situation elsewhere in Scotland. Also, the current economic situation in the city with the recent downturn in the oil industry will not be fully reflected in this most recent analysis.

Despite low headline deprivation figures, almost 30% of households in Aberdeen are in fuel poverty, and 18% of children in Aberdeen are living in poverty. The majority of children that are living in poverty are living in a working household.

Community Planning and Locality Planning

Aberdeen’s Community Planning Partnership, Community Planning Aberdeen (CPA) recently completed its first Local Outcome Improvement Plan (LOIP) as required by the Community Empowerment (Scotland) Act 2015.

“Unsurprisingly, the LOIP identifies improving the economy as a key priority for Community Planning Aberdeen. But our aspirations go beyond financial success. The word prosperity is used throughout this plan and refers to the ambition of the Partnership to see all people, families, businesses and communities do well, flourish and succeed. This means supporting people to enjoy positive outcomes throughout their life journey, rather than reacting to issues and problems as they arise. By ensuring that all people in Aberdeen have the opportunity to prosper, no matter their social circumstances, we will promote the wellbeing and equity of our citizens and prevent a series of intractable problems for the future. Investing in prevention is a core principle of Community Planning Aberdeen which underpins every decision, action and impact.” (Cllr Jenny Laing - Chair of CPA and Leader of Aberdeen City Council, LOIP)

The Community Empowerment (Scotland) Act 2015 also requires more localised planning for those parts of the city that are experiencing disadvantage and towards this end Aberdeen City Council and Community Planning Aberdeen are currently developing Locality Plans that will seek to address the social, economic, physical environment and health inequality issues facing residents living in the City’s regeneration priority neighbourhoods of Northfield, Mastrick, Cummings Park, Middlefield, Tillydrone, Woodside, Seaton and Torry.

These Locality Plans will be key to ensuring that the benefits of the wider economic success in the city are linked to those places and people that need help the most and are experiencing significantly poorer outcomes than other people in the city due to socio-economic disadvantage.

The approach being taken towards developing these plans is based on developing local collaborative partnership working arrangements including all stakeholders. Engagement and participation with residents is being strengthened building on local assets and strengths and developing services in the future that will be co-produced with increased service user involvement in service design, delivery and performance monitoring. Participatory budgeting is already being tested in these areas as part of the process of directly involving local people in decision making.

Public Services

Aberdeen City Council and our Community Planning partners already provide important and valued services that help protect against and prevent many of the worst aspects of poverty for citizens. Failure to address poverty and disadvantage though comes at a cost for public services, the Joseph Rowntree Foundation (JRF) estimate this as £78 billion across the U.K. and that about £1 in every £5 spent on public services is making up for the way poverty damages lives. ("Counting the Cost of U.K Poverty" JRF pub Aug 2016)

The impact of economic and welfare policy, whether set by the UK Government or Scottish Government, largely determines the context within which Aberdeen City Council and the CPA is operating.

Welfare Reform

The U.K Welfare Reform Acts introduced in 2012 and 2016, are the most fundamental reforms to the social security system for 60 years.

The stated aims of the U.K Government regarding Welfare Reform proposals are to:

- simplify what has become an overly complex benefits system
- to make the benefits system fair for recipients and taxpayers
- to ensure that individuals always benefit financially by moving off benefits and into work.

The main change relates to the introduction of Universal Credit which will provide a basic allowance/single payment with additional elements for children, disability, housing and caring that will support people both in and out of work replacing Working Tax Credit, Child Tax Credit, Housing Benefit, Income Support, income based Jobseekers allowance and income-related Employment and Support Allowance. In Aberdeen Universal Credit is only currently being applied to a small number of single person new claimants – the full roll out for Aberdeen is now scheduled for June 2018.

Whilst it is still too early to gauge what the full impact of welfare reform changes will be, some of the changes are known to be impacting significantly on household incomes and specific groups of people in the city. i.e those larger households affected by the Benefit Cap of £20,000 per annum, single parents, people with disabilities, migrants and asylum seekers and people in work as these changes are introduced.

Issues such as new claimant commitment requirements, alongside delays in benefit payments, have been cited by advice and information agencies as part the reasons for the growth of food banks across the U.K and the perceived increase in people experiencing food insecurity.

The Scottish Government is currently considering how new devolved Social Security powers will be used, and these may have the potential to contribute towards tackling poverty. These new powers include the ability to create new benefits in devolved areas, topping up reserved benefits (such as Universal credit, Tax Credits and Child Benefits), making discretionary payments and assistance, changing how employment support is provided, the timing and payments of Universal Credit and other welfare powers for carers, disability benefits, maternity payments and funeral payments. There is national concern regarding the rising costs of funerals and the sudden economic impact this can have on people at a time of bereavement, and the Scottish Government is also consulting on how this devolved power will operate in the future with regard to funeral poverty.

In Aberdeen the downturn in the oil industry is significantly affecting previously high income families who are suddenly finding themselves in a position of being unable to meet their household costs. Cumulatively, the changes highlighted in this section demonstrate how the context of poverty and disadvantage in the city is changing along with the welfare and social security system. Local responses need to reflect these changes and meet future challenges.

Local Authorities and Community Planning partners do not have a “silver bullet” to solve poverty, but do have significant resources that we can continue to use to prevent, protect and mitigate against poverty, and in partnership with those affected by poverty we need to continue to ensure that these joint resources are used in the most effective way.

Indicators of Poverty in Aberdeen

A detailed Poverty Profile for Aberdeen produced by the OCE Research Team has been placed in the Members Library

Summary of Key Facts

INCOME MAXIMISATION

- Claimant count – October 2016, total of 3,465 claimants
- Debt advice – 1,253 debt advice contacts were made to the Financial Inclusion Team in 2015/16.
- Research by Sheffield Hallam University regarding the financial impact of welfare reform estimates that In Aberdeen City the total anticipated financial loss by 2020-21 for pre- and post-2015 reforms is £390 per working age adult per year

CHILD POVERTY

- In Aberdeen City, an estimated 18% of children are living in poverty
- Child poverty unevenly distributed across the city's wards – ranging from a low of 6% to a high of 29%
- Level of attainment is strongly linked to deprivation – large differences in average tariff scores by deprivation within schools and between schools in the city
- 53.1% of primary school pupils and 9.2% of secondary school pupils in the city are registered for free school meals (N.B all children are provided with free school meals for first three years at primary school)
- Positive destinations – range from a low of 75.2% in Northfield Academy to a high of 96.8% in Oldmachar Academy

FUEL POVERTY

- Fuel poverty – 29% of households in Aberdeen are in fuel poverty and 9% are in extreme fuel poverty

FOOD POVERTY

- Food poverty – estimated that approximately 10% of people in the UK are moderately food insecure and 4.5% were severely food insecure. Estimated that only a small proportion (20-30%) of those in food poverty make use of food banks.

HEALTH INEQUALITY

- Homelessness – 1,284 homelessness applications in Aberdeen City in 2015/16
- Life expectancy – 76.6 years for males and 80.9 years for females in Aberdeen. Life expectancy varies depending on where you live – ranging by 16.7 years for males and 12.1 years for females in different areas of the City.

Principles For Tackling Poverty:

Based on research and the legislative and policy context, Aberdeen's approach to tackling poverty is based on the following principles.

Our Overall Objective:

For Aberdeen to be a place where children, young people and adults have the opportunity to reach their full potential and achieve their ambitions regardless of their background or circumstances. (LOIP)

We will achieve this by preventing and alleviating Child Poverty and Adult Poverty across all of our services.

The challenges we face are considerable but if we continue to develop a **preventative** approach; **protect** those individuals and families that are most vulnerable; enable **participation** from those **people** that are experiencing most disadvantage and commit to working in **partnership** with those people and in the **places** in our city that most need it then we can work towards our vision of **A Fairer City That Prospers For All**.

The principles we adopt going forward will be based on the following:

- Adopting early intervention and preventative measures as a priority towards tackling poverty and inequality
- Protecting those individuals and families that are most vulnerable seeking to alleviate poverty where that exists and ensuring dignity and respect at all times.
- Developing responses to poverty by ensuring participation from those experiencing poverty in designing the services they most need for support.
- Improving coordination, linkage and poverty awareness that tackles stigma across all strategic and frontline public services
- Ensuring all public services carry out socio-economic impact assessments when allocating resources
- Adopting a community assets based approach towards regenerating our most disadvantaged communities

These principles underpin the priorities and actions arising under each of the priority themes.

Theme 1 - Income Maximisation

Income maximisation is about ensuring that an individual's income is maximised, and outgoings controlled, via avenues such as welfare benefits; tax credit claims, and budgetary and debt advice.

People with inadequate income are likely to experience poorer quality of life. Despite this we know that every year, large numbers of Aberdeen citizens are missing out on their entitlement to means tested and non means tested benefits, or are experiencing problem debt.

The Living Wage and Tackling Pay Inequality

Priority 1

For Aberdeen to become Scotland's 1st "Real" Living Wage City

Ensuring that Aberdeen's economy thrives and that the jobs that are created pay a Living Wage is fundamental to protect those in poverty and at risk in the future.

Research from the Resolution Foundation estimates that 17% of jobs in Aberdeen pay less than the National Living Wage: this equates to approximately 25,000 jobs. They further report that, of people on National Minimum Wage, 33% are still on NMW after 5 years and 20% remain on minimum wage after 10 years. This indicates a significant core of people who are not able to lift themselves out of low household income.

Aberdeen City Council, like most public sector organisations, currently pay adult employees the "Real" Living Wage rate of £8.45 which is higher than the current National Living Wage of £7.20. Recently, the Health and Social Care Partnership were allocated additional monies from the Scottish Government to deliver this within their external commissioned services. This investment to Health and Social Care Partnerships will enable the "Real" Living Wage to be paid to care workers providing support to vulnerable residents receiving social care.

Currently, there are 694 Living Wage accredited employers in Scotland, 17 of those are in Aberdeen. Of Scotland's 32 Local Authorities, 13 have attained accredited Living Wage status. Given that Aberdeen City Council has been paying the Living Wage since 20??, we have a strong foundation from which to seek accreditation via the Poverty Alliance and promote the concept of becoming a "Real" Living Wage City.

It has been recognised for some time that the gender pay gap in Aberdeen between male and female pay is significant and one of the largest in the UK. As of April 2016, based on median hourly earnings, full time working women earned 10% less than their male counterparts. In terms of annual earnings, this research suggests women in Aberdeen earn around 23% less than men.

Promoting and encouraging employers to pay the "Real" Living Wage will therefore contribute to addressing poverty, reducing pay inequality and help reduce the gender pay gap. This measure will disproportionately benefit women, who research suggests make up around 65% of employees earning less than the Living Wage.

Actions to be developed and progressed:

- **Aberdeen City Council secures accreditation as a Living Wage employer**

Linking Opportunities and Need and Community Benefit Clauses

Priority 2

Ensuring that through Linking Opportunity and Needs our educational, skills and training provision is coordinated to meet the needs of people in the city to secure employment

The economic downturn in the oil and gas industry has had a significant impact both on the many people who have lost work, and the the local economy in general. However, Aberdeen is currently enjoying a period of significant investment across infrastructure, and in private and public housing investment. The Aberdeen Western Peripheral Route; Aberdeen to Inverness rail upgrade; Hotel and Office developments, and the Harbour development alongside “City Deal” investment offer the potential for significant employment opportunities. This investment provides an opportunity for those individuals most in need if we adopt an approach that maximises benefit for our citizens.

We aim for Aberdeen to be recognised as a place where access to work is maximised and where there is investment in the development of local skills.

A place where those furthest from the labour market get the support they need to secure and sustain employment while improving the equality of opportunity and earnings potential for low skilled workers.

A place able to attract and retain a workforce that meets its needs, and with the skills required to support the continued growth of the local economy.

By working with employers and new businesses coming to the city, we will seek to meet the needs of employers now and in the future, through workforce planning and development so that the right training/skills development opportunities are available to potential employees.

The inclusion of appropriate Community Benefit Clauses in public procurement contracts can engender significant benefits for Aberdeen City Council and other public sector bodies, maximising benefit from public investment and providing better use of procurement to promote jobs, apprenticeships and other training opportunities. These measures will also help to create the conditions for social enterprises to become more involved in the delivery of public services, potentially creating the possibilities for more customer-focused, efficient services.

Actions to be developed and progressed:

- **Further development of our employment and skills pipeline to incorporate education and training pathways**
- **Maximisation of Community Benefit clauses in all public procurement by Aberdeen City Council and Community Planning Aberdeen to increase apprenticeship and training opportunities**
- **Aberdeen City Council sets a target to establish an agreed level of apprenticeship training opportunities for every £1m of new public expenditure – starting with all City Deal investment**

Developing Our Young Workforce

Priority 3

To be a leading Local Authority in Providing Apprenticeship opportunities for developing our young workforce

In June 2014 The Commission for Developing Our Young Workforce, chaired by Sir Ian Wood published its final report, *Education Working For All!*. This report highlighted the need for concerted action to tackle structural and recurring youth unemployment. Its recommendations span the education and training system and call for more effective joint working between schools, colleges, training providers and employers, with the aim being to provide the best possible blend of learning for young people to equip them for work.

As part of this process 'Aberdeen Guarantees' seeks to ensure positive destinations for all young people upon leaving compulsory education, and it is important that we have clear education and training pathways that link further education provision and training to meet future employment in the city.

The Scottish Government, in partnership with employers, local authorities and the third sector, aspires to increase the number of Modern Apprenticeship opportunities to 30,000 new starts each year by 2020. By supporting measures to tackle structural unemployment issues; challenging inequalities, and challenging under-representation in the labour market of people who face barriers to education, training or employment, the aim is to increase employment opportunities for the young people of Aberdeen.

In July 2015 the UK Government announced its plans to introduce a UK wide Apprenticeship Levy from April 2017. Employers will pay 0.5% of their annual pay bill in excess of £3m through the PAYE system. Those with an annual pay bill of £3m or less will be exempt. The Apprenticeship Levy will apply to employers in the public, private and third sectors.

Public sector eligibility restrictions are however going to be removed, meaning that from April 2017, public sector employers will have the same access to Modern Apprenticeship funding as those in the private and third sector.

As part of the city's economic strategy Aberdeen City Council should seek to be a leading Scottish Local Authority in Developing our Young Workforce.

Actions to be developed and progressed:

- **Continued development of clear vocational pathways for our young people as part of Aberdeen Guarantees and preparing all our young people for the world of work**
- **Investigate the opportunities to increase apprenticeships in the Council and across all sectors in the city**

IMPROVING ADVICE AND INFORMATION SERVICES FOR THOSE AFFECTED BY WELFARE REFORM CHANGES

Priority 4

To ensure that those people most affected by welfare reform changes are provided with the advice and support services they need

Citizens of all ages and backgrounds need to be able to access quality advice and information to help them address the often complex issues arising from changes in welfare provision.

Aberdeen City Council provides and funds a range of free advice, information and advocacy services for residents of Aberdeen City. Financial Inclusion services play an important role in ensuring people's income is maximised, however often it is only when people are in financial difficulty that they seek help. There is therefore a need to consider what we can do to prevent issues arising in the first place.

Many people will seek advice either in their community first or via their G.P. However improved awareness and confidence within communities is needed to encourage individuals to seek help at the earliest point of need. There is also an additional need for digital and financial inclusion, given the expectation that future benefit claims will be made and maintained digitally, and that payments will require the recipient to have a bank account.

Most importantly, in designing services to tackle poverty and disadvantage it will be important to involve those with direct experience of poverty in developing community based initiatives, and involving service users in improvement programmes for existing services.

The Fairer Aberdeen Board and Fund supports a range of organisations including credit unions, which adopt community development principles and practices, are anchored in the communities, and provide a sound base for future development, thus strengthening community assets and building community participation. These community run organisations have a major role to play in promoting good household financial management and preventing debt.

Additionally, there is increasing national interest in the role Community Development Finance Institutes can play in supporting people to access affordable credit. Community Development Finance Institutions (CDFIs) are social enterprises that lend money to those unable to get finance from high street banks. They fill the gaps in mainstream lending, addressing market failures and offering an affordable alternative to high interest doorstep lenders, and present a further opportunity for those in financial difficulty.

Actions to be developed and progressed:

- **Instigate a Benefit's Awareness Take Up Campaign**
- **Continue to provide advocacy and support for people assessed for Work Capability and challenge decisions where people have not been fairly assessed**
- **Co-locate Advice and Support services in places and services that people already use eg G.P. surgeries, community centres libraries and the new community hubs in priority regeneration areas.**
- **Review current investment in benefit advice and information services involving service users**
- **Increase the knowledge of frontline staff across a range of services so that income maximisation checks can be carried out at an early point**
- **Promote community asset based and co-produced responses to welfare reform changes**

- **Continue to support and promote the cities Credit Unions and investigate the development of a Community Development Finance Institute as alternatives to high interest pay day loan companies.**
- **Consider how we can contribute towards reducing funeral poverty**

THEME 2 - CHILD POVERTY

One of Community Planning Aberdeen's key ambitions is to support every child, irrespective of their circumstances, to grow, develop and reach their full potential. We want Aberdeen to be a city where there is equality of outcomes and opportunities for all our children. Our priorities reflect the importance we place on supporting equity of access to education, supporting families to provide the best care they can for their children. We will also invest in the health, including mental health, of our children and young people.

Investment in children is increasingly seen as one of the best and most valuable long-term investments we can make. Investing shared resources to target prevention and early intervention for children and young people is central to tackling inequality and improving life chances. Living in deprivation, often can contribute to poorer outcomes for children and young people. Research has shown that children who live in persistent deprivation are: less likely achieve academically; meet developmental milestones; experience poor health and are at higher risk of behavioural problems. (CPA LOIP 2016 -26)

Developing Affordable Childcare

Priority 5

To prioritise the development of new flexible childcare services where working families are on the lowest incomes and will benefit the most

Aberdeen City Council recognises that access to affordable childcare provision is critical to support parents to access work and for the social and economic development of the city

Access to high quality, accessible, affordable, flexible early learning and childcare and out of school care is crucial to improving the outcomes for children and families. It contributes to closing the attainment gap, addresses inequality, mitigates against the impacts of welfare reform and supports the city economy overall.

ACC is working with its community planning partners to increase the early learning and childcare availability from 600 to 1140 hours for all eligible 2 year olds and all 3 and 4 year olds by 2020. We will continue to support families to minimise childcare costs and to maximise childcare tax benefits as these are rolled out.

Actions to be developed and progressed:

- **Development of new childcare services in regeneration areas**
- **Provision of out of school care and holiday provision in all city primaries**
- **Ensure that families who are entitled to "Access to Leisure" benefit from 25% reduction in costs**
- **Deliver flexible early learning and childcare services 50 weeks of year subject to additional capital and revenue resources being received from the Scottish Government**

Poverty Proofing Schools To Reduce The Cost Of The School Day

Priority 6

To ensure that no child in the city is prevented from benefitting from their full educational entitlement due to the “Cost of the School Day”

“Recent Scottish Government policy and investment has focused on closing the attainment gap between children from high and low income households in order to reduce current inequalities in educational outcomes. Integral to this agenda must be an understanding of how education and school structures, policies and practices affect children and young people from low income households and where difficulties and financial barriers to participation exist throughout the school day. Understanding more about this from children’s perspectives can support schools to poverty-proof their policies and practices so that conditions are right for all children and young people to learn and to achieve.” (Child Poverty Action Group (CPAG) : “Cost of the School Day” – copy in Members Library)

CPAG propose a range of ways that Education and Childrens services can tackle poverty in the school environment, primarily involving awareness raising of the issues children and families may face; connecting staff to other services such as advice and information provision; promoting benefit take up, and ensuring financial education is embedded in the curriculum.

A main element being proposed is poverty proofing the school day for every school. This involves examining and analysing every element of the school day from travelling to school; learning; friendships; school trips; school dress; eating; fun events; school clubs; home learning, and understanding attitudes towards poverty from the perspective of children and parents who may be experiencing poverty.

Actions to be developed and progressed:

All schools and services will use quality improvement processes to plan delivery of the Excellence and Equity agenda. This will include:

- **the removal of financial barriers to participation**
- **The promotion of financial entitlements (including the provision of free school meals) and examination of reasons for non-uptake**
- **Efficient use of poverty impact assessments when allocating resource**
- **Raising awareness of the indicators and consequences of poverty**
- **Raising awareness of the financial inclusion services that exist in the city and referral procedures**
- **Work with a range of partners to support the delivery of financial education in schools**

Raising Attainment and improving adult literacy levels

Priority 7

To close the educational attainment gap

It is widely recognised that ensuring children are provided with a good start in life and supported through early years into school education will help them achieve in the long term, and provides the basis for prospering in the long term.

The Scottish Government has established the Attainment Challenge, which is seeking to achieve equity in educational outcomes i.e. ensuring every child has the same opportunity to succeed, with a particular focus on closing the poverty-related attainment gap.

Aberdeen City Council will be receiving additional resources as part of this challenge, which will be targeted at those schools in the city where pupils experience the greatest gap in attainment.

As part of the collaborative approach across services towards tackling the attainment gap, Associated School Group Partnership Forums are currently being established for all areas in the city. These will help to develop our GIRFEC practices by promoting primary prevention and early intervention at local operational level.

Low educational attainment has lifelong implications and there is also a need to consider post compulsory education support needs.

For adults who need to claim welfare benefit, the welfare reform changes described at the start of this strategy - especially those that involve the requirement to claim and maintain claims digitally - provide a number of challenges for those who experience literacy and numeracy difficulties.

As Universal Credit is rolled out the provision of support for people to access the benefit and social security system will increasingly be required.

There will need to be more opportunities for people affected by welfare reform to access support to improve their literacy and digital skills, in order to prevent marginalisation in our increasingly digitised society. Opportunities will need to cover areas such as ensuring free public access and support for people to use new technology as part of meeting their claimant commitment, and accessing work through on line application processes.

Actions to be developed and progressed:

- **Maximise the use of Scottish Attainment Challenge funding to target those schools and pupils in most need**
- **Continue to work towards providing free access to digital technology in as many Localities as possible**
- **Commission research to assess required levels of support in relation to adult literacy and numeracy to meet welfare reform changes**
- **Commit to providing a sustainable support model for literacy and numeracy and monitor it's effectiveness as welfare reform and Universal Credit is rolled out.**

THEME 3 FUEL POVERTY

The impact of fuel poverty on society should not be under-estimated. A number of studies have shown there to be a negative impact on the physical and mental health and well-being of people who live in cold, damp, inadequately homes. Typically there are around 2,000 excess winter deaths in Scotland each year, and poor living conditions are a major contributing factor. The Scottish Government estimate that for every £1 spent on energy efficiency there is a saving of 42p on health services.

Broadly, within the current definition, there are 3 main factors that contribute to Fuel Poverty

- Cost of Fuel
- Householder Income
- Energy Efficiency of Dwelling.

Current ongoing schemes and projects developed and supported by Aberdeen City Council include;

- Energy Efficiency Advice Service – Offers all householders in the city, support, advocacy and advice on home energy issues. Annually, this free, impartial service provides bespoke, tailored advice in the home to around 1500 householders in the city helping to provide more affordable warmth.
- Aberdeen Victorian Tenement Project: Provides a co-ordination service to support householders and owners of flats within the cities granite tenements, install loft insulation into communal owned loft space, as well as offer advice on energy efficiency of flat and/or building.
- Aberdeen Affordable Warmth Loan scheme: Offers interest free or low interest loans to householders in fuel poverty to carry out energy efficiency improvements, where they are not eligible for existing grant schemes.
- Energy Efficiency Fund; A “hardship” grant fund of up to £500, available to homeowners in fuel poverty, to contribute toward the cost of an energy efficiency improvement, in cases where government grants are not available, and homeowners would not be able to manage a loan. The most common award is for householders where their heating system has irreparably broken down and who have no savings or insufficient income to replace.
- Home Energy Efficiency Programme Scotland: Area Based Schemes (HEEPS:ABS): A Scottish Government programme aimed at supporting energy efficiency improvements to homes in the private sector. Funding is allocated to each local authority, who are responsible for the allocation of funding in their area.
- Combined Heat and Power (CHP) and District Heating: Council programme to connect all 59 multi-storey buildings in the city to a CHP Network or a District Heating Scheme

Tackling Fuel Poverty

Priority 8

To increase awareness and understanding of the causes of fuel poverty and develop responses that reduces fuel poverty and the risk of fuel poverty

Fuel Poverty is often viewed as an issue for the housing sector to tackle, however as with relative poverty it is an issue that needs to be considered by all Council Directorates, Community Planning partners and communities.

For Aberdeen City Council it is important to carry on with the current ongoing activities in dealing with fuel poverty as they are having a positive impact. However we must continue to review how these can be improved and develop new responses to meet demand.

A growing number of independent energy supply companies have moved into the market in recent years. Customers transferring from the 'Big Six' can in some cases make like for like savings of over 20% on their bills.

Aberdeen City Council is currently investigating an option to establish an Energy Service Company and looking at the different potential partnership arrangements that could be set up to deliver a local energy tariff. The proposed Energy from Waste Plant offers, for those living in close proximity, the potential to benefit from more affordable heat. The council is preparing a business case for the 1st Phase of a heat network in Torry.

Other ways to reduce fuel costs for householders include installing domestic roof top solar schemes and for the council, local community or social enterprise, to develop a Photo Voltaic (PV) farm, to produce more affordable electricity.

Supporting community led energy schemes also provide a way for local communities to generate income to support improvements to their local economy eg Donside Hydro is a good example of what can be achieved by communities for themselves.

Actions to be developed and progressed:

- **ACC should review the current energy projects, schemes and service we provide and improve linkage with other services involved in tackling poverty**
- **Continue to increase awareness amongst staff of the effects of fuel poverty and the causes**
- **Consider running an awareness campaign to encourage householders to consider switching fuel supplier**
- **A.C.C should consider transferring void properties to a Local Energy Provider that can provide a good deal for the new tenants moving in.**
- **A.C.C. should complete the investigation into the potential for setting up it's own Energy Supply Company to progress and deliver project such as a local tarrif , PV solar schemes , solar farms**
- **Support and promote local and community led generation projects**
- **Continue to expand the District Heating Network**

THEME 4 - FOOD POVERTY / INSECURITY

The recent report from Scotland's Independent Working Group on Food Poverty: "Dignity: Ending Hunger Together In Scotland" highlighted that a variety of definitions to describe food poverty, hunger and food insecurity exist and adopted the term "food insecurity" to describe the broad phenomenon when people are worried about not having enough food for themselves and their families.

The rise in food banks in the city is evidence of household food insecurity. The largest reported (but not only) reasons for people using foodbanks are benefit delays and benefit sanctions.

Research has estimated that approximately only 20 – 30% of people suffering household food insecurity (HFI) use food banks: people are affected by different levels of HFI – some may find it difficult to provide adequate food until a next pay day, so adults may go without food, rely on friends and family for meals and children may get less than nutritious meals.

Some people will suffer more severe and enduring levels of hunger and will rely on emergency food aid provision.

Tackling Food Poverty /Insecurity

Priority 9

To increase awareness and understanding of the causes of food poverty/insecurity and develop responses that reduces food poverty and the risk of food insecurity

Aberdeen City Council helped set up Food Poverty Action Aberdeen (FPAA - previously known as the Food Bank Partnership Aberdeen) seeking to ensure people using food banks are also getting the help they need through eg Scottish Welfare Fund and other advice and support agencies.

FPAA has 61 partners from the community and voluntary sectors, churches and faith-based groups and public sector staff. Community Food Initiatives North East (CFINE), as the lead partner.

The stated views of FPAA is:

"FPPA's view is food banks in themselves are not helpful – but essential if people are hungry – creating dependency, eroding dignity and changing nothing. FPAA believes food banks only make sense if we try to engage beneficiaries to identify their priority issues and provide, refer or signpost to appropriate support particularly around financial capability and education, health and well-being and employability."

The report from Scotland's Independent Working Group makes a number of recommendations towards reducing the need for food banks founded on the principles of **dignity** and **inclusion** and calls for a "**right to food**" to be underpinned by law.

Aberdeen City Council could contribute towards this "**right to food**" goal by developing better integration of our debt recovery processes, ensuring minimum income standards in the process so that individuals and families are not left without income to provide food or fuel.

Measurement of food insecurity is another area raised by the Working Group on Food Poverty, and it is understood that the annual Public Health Survey will start to include questions that will begin to

measure and identify the level of food insecurity. This however is unlikely to provide information at city or local level, so there is a need to better understand the full extent and level of food insecurity in the city. We know that it is a majority of men that are using food banks in the city, yet the impact for single parents and large households faced with the benefit cap will significantly have affected a large number of households facing food insecurity.

The Working Group further proposes that the Scottish Welfare Fund should be increased in value and should act as a first port of call, linked to advice and information services, to ensure income maximisation is undertaken prior to referral to food banks.

Actions to be developed and progressed

- **Continue to ensure wide spread use of Scottish Welfare Fund as first port of call for emergency support**
- **All services in contact with individuals and families increasing their awareness of food poverty and referral processes**
- **Commission research to ascertain level and nature of food insecurity in the city**
- **Support the development of the Food Poverty Action Aberdeen Partnership and work together to improve the knowledge, nutrition, growing and cooking of food as part of helping to move beyond food banks**
- **Aberdeen City Council should develop a corporate debt policy and consider ring fencing the right for individual and family food and fuel when assessing and considering debt repayment levels**
- **Aberdeen City Council should work with a range of community organisations to develop community based solutions to address the needs of children facing food poverty during the school holidays and ensuring that no child goes hungry**

Having a secure home is fundamental to people's health and wellbeing, and also provides an essential base for bringing up children and a platform for adults to access the job market. The provision of good quality affordable housing in a safe community environment is therefore crucial if the city is going to be successful in tackling poverty and disadvantage.

"After housing costs, an extra 180,000 households in Scotland are in poverty. In 2012-13 average private rents rose to 24% of household incomes (+4% over the decade), while social rents remained at 18% and mortgage costs fell to 11%"

"A plan to cut poverty needs to prioritise housing affordability in order to raise net incomes but housing is also a 'prospects' issue. Good quality homes provide the security needed for people to build their lives and realise their potential; for health and children's development, and to make work pay. The policy focus should be to ensure an adequate supply of good quality, affordable housing to rent or own, without prioritising one above the other". ("A Scotland Without Poverty, Manifesto for A Poverty Free Scotland ,Dr Jim McCormack , Pub JRF Feb 2016)

The Scottish Government has set a target to build 50,000 new affordable homes by 2021, around 70 per cent for social rent.

Aberdeen City Council's Strategic Business Plan 2017-18 commits to:

"We will refresh the City's Local Housing Strategy and link this to broad City priorities, including improving health and social care; giving children the best start in life."

"We will consider viability of expanding "Places for People", a joint venture model to deliver 'private rented sector' homes regionally."

Addressing Housing Need

Priority 10

To increase the supply of social and affordable housing

The Strategic Housing Investment Plan (SHIP) 2017/18 – 2021/22 sets out the approach by Aberdeen City Council to the investment in and delivery of affordable housing in the city.

The SHIP:

- Sets out investment priorities for affordable housing
- Demonstrates how these will be delivered
- Identifies the resources required to deliver these priorities
- Enables the involvement of key partners

City Region Deal

Aberdeen City Region Deal was signed by Aberdeen City Council, Aberdeenshire Council, the Scottish and UK Governments on 21st November 2016.

On 28th January 2016 the Scottish Government announced £20 million in infrastructure funding to unlock housing sites that are of strategic importance as well as 5 year certainty on £130 million of affordable housing grant to the local authorities.

Aberdeen City Council and Aberdeenshire Council will continue to work together to support the delivery of affordable housing. Both SHIPs will continue to be closely monitored by the local authorities and jointly with the Scottish Government to ensure the investment in affordable housing is maximised across the two Council areas.

The Scottish Government is the main grant funder for affordable housing to the City Council and registered Social Landlords (RSL's) for their new build programmes; It sets national housing and planning policy frameworks to enable the delivery of housing

Grant funding from the Scottish Government and City Council are required to deliver housing at affordable rent levels. RSLs undertake private borrowing to cover the rest of the delivery costs ensuring that they are in financial position to achieve this. Due to market values for land in Aberdeen most of their new build programme is in partnership with developers as open market land values are normally too high to facilitate the delivery affordable of housing

The Scottish Cities Alliance a collaborative partnership between Scotland's seven cities (Aberdeen, Dundee, Edinburgh, Glasgow, Inverness, Perth and Stirling) aimed at promoting economic growth published "Empowering City Government". The report sets out a range of fiscal and non-fiscal levers that if devolved under a New Deal for Scottish cities would ensure that they continue to build on their current economic success and compete effectively with other cities home and abroad. One of the issues being raised by The Scottish Cities Alliance and would help deliver affordable housing is for : "Cities to have first refusal on all surplus public sector land for affordable housing".

This needs to go further with the land being available at an affordable housing value to facilitate affordable housing delivery. The North East Public Sector Property Group also has a role to play in taking these issues forward.

Actions to be taken forward:

- **Aberdeen City Council should continue to work with other housing providers via it'Housing Revenue Account to maximise delivery of new affordable housing within the parameters of our 30 year business plan**
- **Aberdeen City Council should ensure that the £20M infrastructure fund for the city region is applied to deliver affordable housing and that we work with the Shaping Aberdeen L.L.P RSL's and developers towards this end**
- **Aberdeen City Council should continue to support The Scottish Cities alliance in seeking greater powers from the Scottish Government to deliver affordable housing including first refusal on all surplus public sector lands for provision of affordable housing**

THEME 6 HEALTH AND WELLBEING

NHS Scotland defines health inequalities as :” the unfair differences in the health of the population that occurs across social classes or population groups. They are the result of social circumstances and are not inevitable “ (NHS Health Scotland 2015) .I

Health Inequalities arise therefore from the social determinants of health.

“People with higher socio- economic position in society have a greater array of life chances and more opportunities to lead a flourishing life. They also have better health. The two are linked, the more favoured people are, socially and economically, the better their health. This link between social conditions and health is not a footnote to the real concerns with health- health care and unhealthy behaviours – it should be the main focus.” (Marmot Review 2010)

Findings from the Marmot review outlined the need for evidence based strategy to address the social determinants of health. The review highlights the social gradient aspects of health inequalities, i.e. the lower one's social and economic status, the poorer one's health is likely to be.

It sets out a framework for action under two policy goals: to create an enabling society that maximizes individual and community potential; and to ensure social justice, health and sustainability are at the heart of all policies.

Central to the review was the recognition that disadvantage starts before birth and accumulates throughout life. This is reflected in the 6 policy objectives and to the highest priority being given to the first objective:

1. giving every child the best start in life
2. enabling all children, young people and adults to maximize their capabilities and have control over their lives
3. creating fair employment and good work for all
4. ensuring a healthy standard of living for all
5. creating and developing sustainable places and communities
6. strengthening the role and impact of ill-health prevention.

Health and Social Care inequalities are also a factor and can arise as a result of the structure of provision and processes for access (eg fewer health professionals per capita in poorer neighbourhoods or the difficulties some people can have in attending appointments depending on where those services are located.).

Priority 11

To reduce health Inequalities where they exist in the city

The actions for tackling poverty identified in the previous priority themes i.e income maximisation, child poverty fuel poverty, food poverty/insecurity and housing all contribute towards improving health and wellbeing outcomes for our cities most disadvantaged communities and individuals.

Further, it is important in terms of people's health and wellbeing to recognise the additional impact of disability. In terms of people's health there is significant evidence that disability creates an additional enduring component of inequality and poverty and it is important across all the actions to tackle poverty that this is explicitly taken into account when delivering on actions.

The Healthcare system has a key role to play in implementing Ethical Care standards and like other public services needs to consider this in procurement practices eg ensuring promotion of the "Real" Living wage throughout the supply chain and seeking formal accreditation for this.

Health services have a fundamental role to help people to overcome psychological, emotional, physical, social and material obstacles to staying healthy and supporting people to recover from illness. For people recovering from ill health aspects such as lack of affordable heating and access to nutritious food due to poverty is a factor that impairs recovery.

Also, where individual may have literacy and numeracy issues health literacy can be an issue and it is important as part of a system wide framework for tackling inequalities that sensitive practice is adopted.

All Community Planning partners have a role to play in reducing health inequalities by promoting fair pay, developing their workforces to understand their role in reducing inequalities and adopting procurement policies that maximise and deliver additional community benefits

Improving health and wellbeing is an important aspect in tackling poverty. Lack of income can lead to money worries and debt that can have a major negative impact on people's psychological health creating stress, anxiety and affecting health-related behaviours such as nutrition

People who have experienced long term unemployment often experience social isolation, loss of confidence and poor mental health. Poor health and wellbeing increases demands on individuals, families, communities and comes with increased costs in terms of demand for services.

Good health and wellbeing aside from the benefits this has for individuals reduces demand therefore reducing inequalities in health is in everybody's interest and needs to be everybody's business.

Making Every Opportunity Count (MeOC)

NHS Grampian currently adopts this approach which involves front line staff engaging service users in a light touch conversation and supporting them to live their lives as well as they can.

A good example of this is the collaboration of NHS Grampian, a local Care Provider (Paramount Care Ltd), Scottish Fire and Rescue and Home Energy North East.

As a “ test of change” carers have received training to refer and signpost people they care for to access the range of advice, support and home visits provided by Home Energy. This is a good example of early intervention and preventative outcomes being achieved through partnership working.

MeOc guidance on how, for example, Welfare Reform or employment issues may affect the health of patients is provided for staff, as well as relevant signposting to access support. This approach is suitable for all frontline staff in the public and 3rd sectors to assist people who use our services.

Period Poverty

A current issue which relates to health inequality and puts women and girls health at risk is the cost of feminine sanitary products. The cost of these products is also being attributed to school absences and the Scottish Government is exploring how to make products freely available to low-income groups.

Community Food Initiatives North East is being funded to carry out a 6 month “ Access to Sanitary Products for Low Income People who Need Them” pilot project involving 16 partner organisations in the city, including 3 schools providing free sanitary products to at least 1,000 women, girls and others.

Health and Social Care Partnership

The landscape for health improvement in Aberdeen is changing with the establishment of the Aberdeen Health and Social Care Partnership and it’s Integrated Joint Board. These changes which incorporate the requirement for Locality Planning provide a significant opportunity for Aberdeen to step up our efforts to reduce health inequalities improve wellbeing across the city as a whole but also targeted at those neighbourhoods that need it most.

Although the health of the population in general terms is improving the health inequality gap is widening. Given the challenge of reducing this gap there is a recognised need for public services to adopt an assets based approach building on individual and community strengths rather than deficits. This involves a change in culture involving and promoting the population as co-producers and co-designers of health rather than just consumers of health services

Actions to be taken forward :

- **Increase access to welfare advice and income maximisation services in health provider locations such as G.P surgeries (see Income Maximisation theme priority 4)**

- **Work with partners assess impact on health inequalities and wellbeing as part of service redesign and incorporate health inequality impact assessments as part of future strategic planning and decision making processes.**
- **Promote “Making Every Opportunity Count” across all public sector and 3rd sector organisations involved in tackling poverty,**
- **Capitalise on Locality Planning to address health inequalities in our communities and identify opportunities to adopt a community asset based approach and increase service user involvement in the co-production and co-design of services aimed at improving health and wellbeing.**
- **Monitor the outcome the CFINE “Access to Sanitary Products for Low Income People who need Need Them” pilot and consider the evaluation report and any recommendations stemming from this to the Council and Community Planning partners.**
- **Encourage Health and Social Care Services adopt Ethical Care standards.**

ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20 th September 2017
REPORT TITLE	Public Bodies Duties Climate Change Report 2016/2017
REPORT NUMBER	CHI/17/144
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Amy Gray

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to approve the mandatory Public Bodies Duties Climate Change Report submission to the Scottish Government to ensure compliance with the requirements of Part 4 of the Climate Change (Scotland) Act 2009. The report is due for submission by 30th November 2017 covering the financial year 2016/2017.

2. RECOMMENDATION(S)

- 2.1 It is recommended that committee:
- a. Approve the submission of the Public Bodies Duties Climate Change Report as set out within the appendices to Scottish Government.
 - b. Authorise the Chief Executive to sign off the submission.
 - c. Instruct the Interim Head of Planning and Sustainable Development to report back to this Committee in early 2018 with an action plan to improve performance and reporting.

3. BACKGROUND

- 3.1 Public sector organisations are required to report on progress against Public Bodies Duties annually. This relates to reducing Greenhouse Gas Emissions (mitigation), adapting to the impacts of a changing climate (adaptation) and having sustainable development as a core value (acting sustainably).
- 3.2 The report follows a standardised reporting methodology to allow the collection of consistent and accurate information and to enable comparison. The report requires that organisations demonstrate a commitment to tackling climate change, managing climate risks, improving performance reporting and reducing emissions whilst setting an example. The primary function of the report is to monitor performance against legislative requirements and our own relevant corporate plans, policies and strategies. This information is made publically available and should provide information in a transparent and accountable manner. The report can help to identify areas of best practice

and areas for improvement in order to support future decision making. The report has two sections: “Required” and “Recommended”.

- 3.3 The “Required” section (Appendix 1) provides evidence of corporate climate change governance, internal waste, business travel, street lighting, council building utilities, water and projects focusing upon efforts to reduce emissions at a corporate level. In addition it provides information on adaptation and sustainable procurement. The “Recommended” section (Appendix 2) reflects the influential functions that the Council has in supporting efforts on climate change mitigation and adaptation city-wide, beyond its estate boundary. The “Recommended” section should document relevant achievements not reported within the “Required” section and include evidence relating to communication and partnership working.
- 3.4 The Scottish Government expect all reports to be published prior to submission and that validation of quantitative and qualitative information is regarded as good practice. The Sustainable Scotland Network (SSN) expects all reports to be approved by the person with senior responsibility.
- 3.5 This year’s submission shows a reduction in overall emissions when compared to previous reporting periods. It should be noted that differences in emissions are attributed to changes in the scope of the submission (what is and isn’t included), more accurate data collection and emission factor usage, changes in estate and implementation of measures.

Reporting period	Overall emissions (tCO ₂ e)
2014/2015	44993
2015/2016	46371
2016/2017	39225

- 3.6 The most notable savings have been within building management and street lighting. Other areas such as travel, fleet and waste have seen an increase in emissions. Time needs to be taken to review performance against previous reporting periods to identify areas for improvement and to understand performance better.
- 3.7 Consideration should be given to assigning the Head of Planning and Sustainable Development the responsibility to undertake continual review. They will be required to present an action plan back to committee to improve performance and reporting in early 2018.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct budget implications arising from the completion of the report, which simply illustrates a point in time as to how the Council is performing. The compilation of the report has been undertaken through existing service budgets and staff allocations.
- 4.2 However, it should be noted that the report shows the Council is improved its performance slightly. This could be down to measures taken or differences between data capture between this reporting period and other years. It should be noted that any increase in emissions could have repercussions on revenue budgets and any fiscal penalties associated with emissions e.g. Carbon Reduction Commitment.

5. LEGAL IMPLICATIONS

5.1 Failure to report and show continual improvement to emissions reduction, adaptation to climate change and acting sustainably could result in non-compliance with:

- the requirements of the Climate Change (Scotland) Act 2009, part 4. Public Bodies Duties require the Council to act:
 - in the way best calculated to contribute to delivery of the Act's emission reduction targets of 42% by 2020 and 80% by 2050;
 - in the best way calculated to deliver any statutory adaptation programme. *Climate Ready Scotland*, the Scottish Adaptation Programme was approved in 2014; and
 - in the way it considers most sustainable.
- the requirements of individual topic specific pieces of legislation of which there are many.
- Council corporate policy, such as:
 - The Regional Economic Strategy – relating to innovation, investment in infrastructure and sustained and secure wellbeing of the city.
 - Aligning to the themes, priorities and drivers of the Local Outcome Improvement Plan.
 - The goals within the Strategic Business Plan.
 - The Building Performance Policy.
 - Sustainable Procurement Guidance Note 10.

5.2 As mentioned within the financial implications sections, there is likely to be increased costs associated with fiscal penalties.

5.3 At present it is not known how the impact of Brexit will affect such legislation.

6. MANAGEMENT OF RISK

6.1 Financial (low risk)

6.1.1 There are no financial risks associated with the actual report. However there are financial risks associated with not taking measures to reduce emissions as mentioned previously. This may have an impact on revenue and maintenance budgets and fiscal penalties. Such consideration needs to be factored into corporate decision making.

6.2 Environmental (low risk)

6.2.1 In regards to producing the report, the impact on the environment is minimal. Impact will be felt through the actions of the Council and how the city operates e.g. increases in emissions might result in reduced air quality, impact on health and well-being, increasing fuel costs affecting those within fuel poverty for example. These impacts are monitored through multiple plans, policies and strategies across Council activities.

6.3 Technological (low risk)

6.3.1 In regards to producing the report, the technological risk is minimal. Measures should be taken to address better performance reporting.

6.3.2 It should be noted that there are opportunities whereby technological and digital transformation can enable better data capture, reporting and subsequently using that information through intelligent systems to improve performance. This will be captured through the wider service review that is under commission.

6.4 Employee (medium risk)

6.4.1 To improve future reporting, the development of streamlined and robust procedures and processes to gather accurate information will be required. To improve procedures and processes the Environmental Policy team can provide limited support to relevant service area officers to identify and support data capture; subject to workload prioritisation. However, the onus is upon service areas themselves to improve their reporting methodologies. It should be noted that this may become a resource issue for areas where such reporting is not deemed a priority.

6.5 Customer / Citizen (low risk)

6.5.1 In regards to producing the report, the impact on customers / citizens is minimal. Impact will be felt through how the city operates e.g. increases in emissions might result in reduced air quality, impact on health and well-being, increasing fuel costs affecting those within fuel poverty for examples. These impacts are monitored through multiple plans, policies and strategies across Council activities.

6.6 Reputational (low to medium risk)

6.6.1 There is the potential for negative reputational impact if the Council's performance is poor when compared against similar organisations, or show's no or little improvement against the previous year's performance.

6.6.2 All reports are made publically available through both our own corporate website and that of the Sustainable Scotland Network (SSN). The information may be of interest to certain stakeholders in relation to how the Council is performing in reducing emissions, adapting to the impacts of a changing climate and complying with the Climate Change (Scotland) Act 2009.

6.6.3 Communications will be advised of the reports outcomes and when it is publically available so they can deal with any related inquiries. It is envisaged that this could be a low to medium risk dependent upon Freedom of Information requests, media interest and public enquiry on the topic.

7. IMPACT SECTION

7.1 Publication of the report will have limited impact upon people, place, technology and the economy. The impact upon these areas will likely be felt through either the lack of action or actions arising from measures to improve performance by reducing emissions and adapting to changing weather patterns, which this paper does not discuss. Such issues would be considered at the individual project level.

7.2 Completing a report is a matter of data collection and information gathering. This has little impact upon external customers aside from those responsible for reporting upon public sector emissions, for example SSN.

- 7.3 There is a requirement for internal stakeholder involvement in the provision and verification of data. This covers many areas of Council operation including corporate governance, internal waste, travel, utilities, procurement, adaptation and project management. This is obtained from many service areas across the Council. Officers and Heads of Service are requested to provide this data and information in a specified format and in a timely manner; providing raw data, details of assumptions and methodologies, information on projects and commentary.
- 7.4 Over the past two years such requests have been made as and when guidance and clarification has been obtained from the SSN on reporting requirements. It is hoped that this process can be streamlined through implementation and improved information gathering processes and procedures. This would help Officers and Heads of Service to better understand their roles and responsibilities within this process and ensure that they are accommodated within future service and workload planning.
- 7.5 The report can be a management tool to improve corporate, cross-directorate working, challenging the inefficiencies inherent from stand-alone working and promoting joint working internally across Council services, as well as wider across the city.

8. BACKGROUND PAPERS

- CHI/16/162 – 1st November 2016¹

9. APPENDICES

- Appendix 1 – Required reporting
- Appendix 2 – Recommended reporting

10. REPORT AUTHOR DETAILS

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¹ <http://councilcommittees.acc.gov.uk/ieListDocuments.aspx?CIId=503&MIId=3877&Ver=4>

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SECTION 1 – PROFILE OF REPORTING BODY

- **1a Name of Reporting Body**

Aberdeen City Council

- **1b Type of body**

Local Government

- **1c Highest number of full-time equivalent staff in the body during the report year.**

7131.6

- **1d Metrics used by the body.**

Drop down options aren't relevant, so nothing noted.

- **1e Overall budget of the body (£).**

£436,159,000.00. This is the opening position on the General Services Revenue Budget, which was set in February 2015. In comparison, for 2017/2018 this will be £457,650,000. These are net figures, however in future we will be providing gross figures to the London Stock Exchange.

- **1f Specify the report year type.**

Financial (April to March)

- **1g Provide a summary of the body's nature and functions that are relevant to climate change reporting.**

Through planning, services and decision making ACC has a strong role to play in controlling and influencing corporate and city wide emissions. A number of these are as follows:

- Being seen as a leader within this field and acting as an example to others.
- Ensuring compliance with building standards and influencing the planning process to take cognisance of climate change mitigation and adaptation.
- Educating citizens through the school system and lifelong learning about the implications of a changing climate and the principles of sustainability, through the curriculum and awareness raising campaigns.
- Alleviating fuel poverty through ACC owned properties and working with the private/third sectors to improve standards in those areas.
- Delivery of projects that help mitigate/adapt to a changing climate and fulfil multiple plans, policies and strategies; e.g. wetland development, sustainable urban drainage, expansion of the EV network, energy efficiency retrofitting, renewables etc.
- Partnership working.
- Promoting city wide emission reduction through our Sustainable Energy Action Plan – Powering Aberdeen.
- Managing risk and building resilience through development of an Adaptation Strategy.
- Helping to shape and inform legislation through consultation responses.
- Procuring sustainably.

SECTION 2 – GOVERNANCE, MANAGEMENT AND STRATEGY

- **2a - How is climate change governed in the body?**

Aberdeen City Council's structure is based upon four directorates, as per below. These are managed by a corporate management team with overall responsibility resting with the Chief Executive. Please see the corporate management diagram attached.

- 1) Communities, Housing and Infrastructure
- 2) Corporate Governance
- 3) Education and Children's Services
- 4) Aberdeen City Health and Social Care Partnership

All directorates have a part to play in considering climate change through their decision making and operations in line with corporate policy and risk management. Progress on any plans, policies and strategies is reported through the committee reporting structures predominantly to:

- 1) Finance, Policy and Resources
- 2) Communities, Housing and Infrastructure, and
- 3) Full Council.

There is no specific steering group that oversees responsibility for climate change. Please refer to the diagram attached that illustrates internal and external parties involved with climate change. Most activity is undertaken through topic areas e.g. transport, waste, energy etc and then reported independently through their own reporting structures; most of these sit within Communities, Housing and Infrastructure. The only consolidated report that is produced is this. Some information is provided through statutory performance indicators.

Information on these is available here:

http://www.aberdeencity.gov.uk/council_government/performance/aberdeen_performs/abp_aberdeen_performs.asp

Discussion is underway regarding how an Energy Strategy will be managed both corporately and city wide. There is also a requirement to work collaboratively as part of the Local Outcome Improvement Plan.

Link to ACC structure diagram in separate pdf.

- **2b - How is climate change action managed and embedded by the body?**

The Planning and Environmental Policy Team, in Planning and Sustainable Development, has a specific remit for climate change and plays a role in advising upon mitigation and adaptation measures and promoting that these measures are embedded into both corporate and city wide plans, policies and strategies.

The team co-ordinated the Carbon Management Plan, until work ceased on this activity to concentrate on wider emissions in the form of a Sustainable Energy Action Plan (SEAP). Powering Aberdeen: Aberdeen's SEAP, approved in May 2016 by Full Council, contains information on baseline emissions for the entire city, reduction targets and details actions setting out how the reductions will be achieved. Powering Aberdeen encapsulates the Council's own corporate responsibility in emission reduction. Such responsibility is spread across relevant council services, as indicated in the diagram within the previous answer.

Land and Property Assets oversee building conditions and undertake surveys, working closely with the Energy Management Unit and Building Services/Maintenance to bring buildings up to standard and perform better in relation to energy efficiency. They also are obliged to comply with the corporate Buildings Performance Policy. This work is done on an ongoing basis.

The Energy Management Team is responsible for overseeing collation of the data behind the 'Carbon Reduction Commitment' and report on this externally on an annual basis. They are also responsible for energy efficiency measures across corporate assets.

The internal/corporate waste and recycling management responsibilities are spread among various service areas as set out in internal plan and policy:

- The Trade Waste Team, sitting in Public Infrastructure and Environment, are responsible for the collection of waste and recycling containers from most corporate buildings.
- Facilities, sitting within Properties and Assets, are responsible for the implementation and provision of the waste and recycling services from main office buildings.
- Help Desk-IT and Transformation Team, sitting within Corporate Governance, are responsible for the collection/liason with external companies for the reuse and recycling of Waste Electronic and Electric Equipment.
- Members of the Sustainable Development Team have been responsible for the development and reporting of the Internal Waste Minimisation Policy, though aren't responsible for implementation.

The Local Development Plan Team is responsible for providing the strategic direction for city development, including incorporation of sustainability principles into strategic plans and supplementary guidance. The Local Development Plan is reviewed on a five yearly cycle and is reported to the Communities, Housing and Infrastructure Committee.

Many corporate plans, policies and strategies undergo Strategic Environmental Assessment to assess their environmental impact, this includes addressing climate change. Climate change considerations are featured within strategic risk registers, service plans, business cases and development management consultations.

Activities to develop a Flood Risk Management Plan are done in partnership, to meet the Flood Risk Management (Scotland) Act 2009.

Work is ongoing to further embed sustainability across organisation decision making, processes and training. Some examples of how sustainability has been incorporated are illustrated below.

- a) Think GREAT Pit Stop development which is training to encourage sustainability principles within decision making.
- b) Awareness raising stalls relating to sustainability at the new managers induction, new members induction and the CH&I conference.
- c) Environmental considerations incorporated within business case templates.
- d) Environmental considerations incorporated within planning consultation responses, with regular cross service meetings with Development Management.
- e) Environmental considerations incorporated into the committee reporting structure and accompanying guidance document.
- f) Development of a building performance policy for corporate assets. This sets standards for sustainable construction, district heating and digital connectivity.

Link to diagram in separate word document.

- **2c - Does the body have specific climate change mitigation and adaptation objectives in its corporate plan or similar document?**

Wording of objective	Name of document	Weblink
<ul style="list-style-type: none"> - We will design and construct all new infrastructure to be energy efficient by maximising the use of low carbon technology and materials. We will use recycled materials where possible. - We will increase energy efficiency and introduce carbon reduction measures in our processes and our housing and non-housing assets to reduce our carbon footprint, save money and to bring people out of fuel poverty. - To provide and promote a sustainable transport system which reduces our carbon emissions. - We will manage waste effectively and in line with UK and European legislative requirements by maximising recycling and reducing waste to landfill, thereby reducing our costs and carbon footprint. - We will provide a clean, safe and attractive street-scape and promote biodiversity and nature conservation. - We will encourage wider access to green space in our streets, parks and countryside. 	5 year Business Plan 2013/2014 - 2017/2018. (Page 44)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?ID=48634&slID=13437
<ul style="list-style-type: none"> - We will design and construct all new infrastructure to be energy efficient by maximising the use of low carbon technology and materials. We will use recycled materials where appropriate. - We will increase energy efficiency and introduce carbon reduction measures in our processes and our housing and non housing assets to reduce our carbon footprint, save money and to bring people out of fuel poverty. - We will manage waste effectively and in line with UK and European legislative requirements by maximising recycling and reducing waste to landfill, thereby reducing our costs and carbon footprint. - We will provide a clean, safe and attractive street-scape and promote biodiversity and nature conservation. We will encourage wider access to green space in our streets, parks and countryside." - "We will provide and promote a sustainable transport system, including cycling, which reduces our carbon emissions. 	Aberdeen - A Smarter City 2012-2017. This is the administrations policy statement. The first 4 objectives come under the Smarter Environment (Natural Resources) theme (page 4). The last objective comes under the Smarter Mobility (Transport and ICT) theme (page 5).	https://www.aberdeencity.gov.uk/web/files/CouncilHousing/LHSAAppendix2.pdf
<p>The main aims of the plan are to:</p> <ul style="list-style-type: none"> - provide a strong framework for investment decisions which help to grow and diversify the regional economy, supported by promoting the need to use resources more efficiently and effectively; and - take on the urgent challenges of sustainable development and climate change. <p>To support these main aims, the plan also aims to:</p> <ul style="list-style-type: none"> - protect and improve our valued assets and resources, including the built and natural environment and our cultural heritage; - help create sustainable mixed communities, and the associated infrastructure, which meet the highest standards of urban and rural design and cater for the needs of the whole population; and - make the most efficient use of the transport network, reducing the need for people to travel and making sure that walking, cycling and public transport are attractive choices. 	Aberdeen City and Shire Strategic Development Plan. March 2014 (currently under review) (Page 6)	http://www.aberdeencityandshiresdpa.gov.uk/nmsruntime/saveasdialog.asp?ID=1111&slID=90
<p>Themes, priorities and drivers:</p> <ul style="list-style-type: none"> - Prosperous Economy - Prosperous People - Prosperous Place - Enabling Technology 	Local Outcome Improvement Plan. 2016-2026.	http://communityplanningaberdeen.org.uk/wpcontent/uploads/2016/08/FINAL-LOIP-22-AUG-16.pdf
Aberdeen 2022 being the city we love to live in: a socially, economically and environmentally sustainable and great city.	<p>Community Planning - Single Outcome Agreement 2013. (currently under review) (Page 4)</p> <p>Works toward the refreshed Single Outcome Agreement can be noted in the "Aberdeen City - Strategic Assessment 2016"</p>	<p>http://communityplanningaberdeen.org.uk/wpcontent/uploads/2016/05/AberdeenCPPStrategic-Assessment-2016.pdf</p> <p>and</p> <p>http://www.gov.scot/Resource/0043/00435518.pdf</p>

Wording of objective	Name of document	Weblink
Key goals and growth sectors.	Shaping Aberdeen - Strategic Infrastructure Plan. Covers mitigation and adaptation. (Page 12)	http://committees.aberdeencity.gov.uk/documents/s33119/Strategic%20Infrastructure%20Plan.pdf
Objectives: - Leadership and behaviour change. - Energy Efficiency. - Resource Efficiency. - Increase the share of alternative technologies. - Low emission society.	Powering Aberdeen – Aberdeen’s Sustainable Energy Action Plan (whole document)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=71150&SID=25580

- **2d - Does the body have a climate change plan or strategy?**

Powering Aberdeen, the city's Sustainable Energy Action Plan was approved in May 2016. This SEAP details steps that can be taken to reduce emissions across the city, including some of those from corporate activities. Further information on Powering Aberdeen is available here:

http://www.aberdeencity.gov.uk/council_government/shaping_aberdeen/SustainableEnergyActionPlan.asp

Work is ongoing to develop an accompanying Adaptation Plan that can guide decision making processes over the long term and build city resilience. Further information on this is available here:

http://www.aberdeencity.gov.uk/council_government/shaping_aberdeen/Shaping_Aberdeen_Adaptation_Plan.asp

As highlighted within section 2e, there is a cross over with many plans, policies and strategies.

- **2e - Does the body have any plans or strategies covering the following areas that include climate change?**

Topic area	Name of document	Link	Time period covered	Comments
Adaptation				Aberdeen Adapts, which is our future Adaptation Strategy for the city is currently under development. This covers in part corporate activity. There has been a number of stakeholder workshops, and much effort placed on embedding adaptation into risk registers. A Strategic Environmental Assessment is to be completed later this year.
Business travel				This is incorporated within the travel plan under four policy areas as opposed to a having a specific individual plan.
Staff travel	Council travel plan	This is only available via the intranet	Dated 2001	Surveys have been conducted every 2 years since 2008. With the latest results available for 2016. The travel plan has not recently been refreshed due to resource constraints within the transport team.
Energy Efficiency	Aberdeen Local Housing Strategy (page 10)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=56242&SID=21737	2012-2017	Outlines housing strategy approach to fuel poverty, energy efficiency and climate change. Increase energy efficiency and introduce carbon reduction measures in our processes and our housing and non-housing assets to reduce our carbon footprint, save money and to bring people out of fuel poverty.

Topic area	Name of document	Link	Time period covered	Comments
Fleet transport	Fleet Asset Management Plan	This is only available via the intranet.	2013	Emissions reduction and alternative fuels. The Fleet Asset Management Plan has not been updated since 2013, the Fleet replacement programme continues, in year 15/16 ACC had 47.2% vehicles under 5 years of age and year 16/17 stands at 52.8% under 5 years of age and is ongoing. Fleet are also looking to add 2 x 26 tonne Refuse Collection Vehicles and 1 x Large sweeper (Diesel / Hydrogen) by the end of the year.
Information and Communication Technology	ICT Asset Management Plan	This is only available via the intranet.	2013	Encourages more efficient use of greener resources which generates a competitive economy. No update available on status.
Renewable energy	Alternative Energy Strategy for Council Owned Buildings (Section 1, page 3)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=42070&SID=904		Reduce energy consumption and associated carbon emissions/enable low/zero carbon technologies. No update available on status.
Sustainable / renewable heat	Alternative Energy Strategy for Council Owned Buildings (Section 1, page 3)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=42070&SID=904		Reduce energy consumption and associated carbon emissions/enable low/zero carbon technologies. No update available on status.
Waste Management	Internal Waste Minimisation Policy	This is only available via the intranet.	2013	Discusses internal waste in relation to the waste hierarchy. No update available on status.
Water and sewerage	Not applicable			
Land Use	Local Development Plan 2017	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74821&SID=9484	2017 and for the next 5 years, plus transition period to new Local Development Plan	Helps deliver sustainable communities. There is on-going work to produce a Aberdeen Landscape Study. This is currently being drafted.
Other – city wide emissions.	Powering Aberdeen	http://www.aberdeencity.gov.uk/council_government/shaping_aberdeencity/SustainableEnergyActionPlan.asp	2016-2030	Covers city wide emissions and various themes.
Other – nature conservation	Nature Conservation Strategy (page 4 and 15)	http://www.aberdeencity.gov.uk/web/files/Natural_Heritage/Nature_Strategy_Dec2015_extended.pdf	2015 (currently under review)	Biodiversity, which touches upon aspects of climate change. Within the objectives of the strategy and also sections on sustainable development and climate change. There are many aspects to consider for truly sustainable development and climate change is one of them. Although it is not completely clear what the overall impacts (both positive and negative) will be on our natural heritage, a shift in species populations, ranges, migration patterns and reproductive behaviour are already evident both on land and at sea as a result of climate change.
Land Use	Open Space Strategy	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=42832&SID=11561	2011-2016 (currently under review. Review not likely until 2018/2019)	Covers open space across the city, assists with climate adaptation. Recognise the economic, environmental and social value of open spaces. Maximise opportunities to mitigate and adapt to climate change and further biodiversity.
Other – sustainable construction	Building Performance Policy	Not available on intranet due to web freeze - available through the Environmental Policy Team contacts.	2017 (reviewed on an annual basis)	Covers sustainable construction activity. Is not a plan or strategy but an internal policy that sets building standards for corporate assets.

Topic area	Name of document	Link	Time period covered	Comments
Other - various	Local Outcome Improvement Plan	http://communityplanningaberdeen.org.uk/wpcontent/uploads/2016/08/FINAL-LOIP-22-AUG-16.pdf	2016-2026	Themes, priorities and drivers: - Prosperous Economy - Prosperous People - Prosperous Place - Enabling Technology
Other – economy	Regional Economic Strategy (page 13)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=72384&SID=28556		Covers many topic areas.
Other – economy	Aberdeen City Regional Deal - Powering Tomorrow's World. (Page 6)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=63430&SID=26262		Theme 7 - Actively promote our offer and the transition to a low carbon economy.
Waste management	Aberdeen Waste Strategy. (Page 7-8)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=56656&SID=24896	2014-2025	The ACWS has been designed to ensure Aberdeen works towards meeting national and international legislative targets: Target 1: Waste growth will be eliminated by 2015. Target 2: We will work towards the targets set in the Scottish Government's Zero Waste Plan 2010 Target 3: Introduce an organic waste collection for all households by 2016. Target 4: Develop facilities within the Aberdeen area to recover our resources. Target 5: No more than 5% of household waste should be landfilled by 2025.
Other – transport	Sustainable Urban Mobility Plan. (Page 1)	http://www.aberdeencity.gov.uk/sump/ and http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=49222&SID=21944		Varying transport options. Reduces air and noise pollution, greenhouse gas emissions and energy consumption; improves the efficiency and cost-effectiveness of the transportation of people and goods.
Land use	City Centre Masterplan and delivery programme. (Executive summary, page 9)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=65366&SID=26695	June 2015	Technologically advanced and environmentally responsible. Providing the capacity, quality and reliability of infrastructure required by businesses and residents and utilising resources responsibly.
Other - hydrogen	Aberdeen City Region Hydrogen Strategy and Action Plan 2015-2025 (Part 2, page 16)	http://archive.northsearegion.eu/files/repository/20150918111637_AberdeenHydrogenStrategy_March2015.pdf	2015-2025	Hydrogen. To reinforce our place, now and in the future as the energy city by further enhancing the region's economic competitiveness, maximising the capacity and value of renewable energy and giving greater energy security by being at the forefront of a hydrogen economy. The aim of this strategy is to maintain and build on Aberdeen's expertise in hydrogen in order to achieve the long-term goals associated with hydrogen rollout and being the leading hub in Scotland. This strategy and action plan outlines how these aims can be achieved in the short, medium and long term. The action plan identifies a series of measures required to achieve this, across seven key objectives.
Other – air quality	Air Quality Action Plan. (Page 2)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=56878&SID=5034	2011	Air Quality. It is necessary to improve air quality in Aberdeen to protect the health of the City's inhabitants.
Other - transport	Local Transport Strategy. (Page 5)	http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=68616&SID=2866	2016-2026	Varying transport options.

- **2f - What are the body's top 5 priorities for climate change governance, management and strategy for the year ahead?**

It's important to state that the Council does not have an over-arching sustainability strategy and governance model, therefore the priorities indicated have been provided from the view of officers within the Planning and Environmental Policy team. These are not listed in order of priority and many other areas are equally important but have not been included.

- 1) Development and implementation of Powering Aberdeen, our Sustainable Energy Action Plan. This covers many areas such as transport, waste, energy, construction and planning etc.
- 2) Ongoing development and review of multiple plans, policies and strategies including those relating to flooding, waste, transport, energy, resources, open space, nature conservation, landscape, air quality, building performance etc.
- 3) Sustainable Procurement activities aligning to the requirements of the Procurement Reform (Scotland) Act 2014 and Community Benefits.
- 4) Embedding such considerations into corporate procedures and protocols, educating stakeholders about what should be considered, ultimately helping to inform decision making and holistic thinking.
- 5) Developing corporate reporting systems for sustainability indicators.

- **2g - Has the body used the Climate Change Assessment Tool (a) or equivalent tool to self-assess its capability / performance?**

The CCAT Tool was used in March 2015 in preparation for the pilot reporting year 2014/2015 of the Public Bodies Climate Change Reporting Duties. This provided an assessment of Council progress with action on climate change, giving recommendations to improve performance. The CCAT gave an assessment score for 5 topic areas, for the Council. These were:

- Governance 36%
- Emissions 27%
- Adaptation 36%
- Behaviour 20%
- Procurement 19%
- Overall result 29%.

Comparison CCAT workshops were undertaken in November/December 2016. The results from this were as follows:

- Governance 32%
- Emissions 27%
- Adaptation 75%
- Behaviour 20%
- Procurement 19%
- Overall result 39%

- **2h - Supporting information and best practice.**

Reference should be made to the Powering Aberdeen literature review showing how this programme aligns to the multiple plans, policies, strategies and legislation applicable to Aberdeen City. The literature review was accurate in relation to dated documents/legislation at the time of compilation. Information is available here:

<http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=70268&SID=25580>

Much work has been done by colleagues with the Council to take forward Adaptation. This is further detailed within section 4 of this submission. It should be noted that we've had active involvement within the Adaptation Learning Exchange co-ordinated through Adaptation Scotland and supported student placements within this field through direct collaboration with the University of Aberdeen. Further information is available here:

http://www.aberdeencity.gov.uk/council_government/shaping_aberdeens/Shaping_Aberdeen_Adaptation_Plan.asp

SECTION 3 – EMISSIONS, TARGETS AND PROJECTS

- **3a - Emissions from start of the year which the body uses as a baseline (for its carbon footprint) to the end of the report year.**

Reference year	Year	Scope 1	Scope 2	Scope 3	Total	Units	Comments
Baseline carbon footprint	2014/2015	14953	26433	3607	44993	tCO ₂ e	The Baseline differs from the one presented at the Climate Change Report 14/15 (34,052.2 tCO ₂ e) . Updates: - added Grid Electricity (transmissions and losses) for Estate/Assets/Buildings - added Grid Electricity (generation) and Grid Electricity (transmissions and losses) for street lighting as available - added Water - Treatment (95% of Water - Supply) - domestic, short-haul, long-haul flights and railway journey (National rail) moved from Scope 1 to Scope 3. Emission factors used: Defra/DECC 2014.
Year 1 carbon footprint	2015/2016	22020	21664	2687	46371	tCO ₂ e	Change in the building estate boundaries removing ALEO's (Sport Aberdeen, Aberdeen Performing Arts, Bon Accord Care) and removing householders/domestic properties as multi-storeys and housing estate. Fleet information available for year 1 and not available for baseline 2014/2015.
Year 2 carbon footprint	2016/2017	17704.09	18347.31	3173.58	39224.98	tCO ₂ e	Changes in estate, provision and accuracy of data account for any changes in relation to the total footprint. Total does not include 13.47 outside of scope for biomass chips.

- **3b – Breakdown of emission sources.**

Emission source	Scope	Consumption data	Units	Emission factors	Units	Emissions	Comments
Average car – unknown fuel	3	2021587.65	km	0.18695	kg CO ₂ e/km	377.94	Essential and casual car users, using their own vehicles.
Average car – unknown fuel	3	880818.00	km	0.18695	kg CO ₂ e/km	164.67	Car hire through corporate account. Use of various vehicles from Kia Ceed to BMW 52.
Car – petrol (average)	3	34517.2	km	0.19184	kg CO ₂ e/km	6.62	Co-wheels car club information. All distance data is captured using telematics from Co-wheels and itemised by each Council staff booking so is reliable. One vehicle didn't have working telematics for 4 months so we looked at the average number of miles per booking for the 8 months we had data for and applied this to the number of bookings received by the vehicle for the missing months.
Car- diesel (average – unknown engine size)	3	5657.6	km	0.18307	kg CO ₂ e/km	1.04	
Car – hybrid (medium)	3	5760	km	0.12047	kg CO ₂ e/km	0.69	
Grid electricity (transmission and distribution losses)	3	8874.67	kWh	0.03727	kg CO ₂ e/kWh	0.33	Car travel. For Grid electricity, we know that a Nissan leaf has a 24kWh battery which is good for 144km, meaning 1kWh = 6km. Electric vehicles travelled 53,248km so we divided this by 6 to get the kWh figure.

Emission source	Scope	Consumption data	Units	Emission factors	Units	Emissions	Comments
Rail (national rail)	3	771815.32	Passenger km	0.04885	kg CO ₂ e/passenger km	37.70	Some information is provided here based upon data from an external contractor. This information is not an accurate reflection of rail usage. Procedures/processes to capture information from external contractor, staff expense claims and the corporate credit card system will need to be improved and updated to allow the easy retrieval of data in an appropriate format.
Short-haul flights (economy class)	3	275420.21	Passenger km	0.16508	kg CO ₂ e/passenger km	45.47	All flights are economy class.
Long-haul flights (economy class)	3	615309	Passenger km	0.14678	kg CO ₂ e/passenger km	90.32	
Grid electricity (transmission and distribution losses)	3	14252162	kWh	0.03727	kg CO ₂ e/kWh	531.18	Street lighting.
Paper and board (mixed) recycling	3	199.88	Tonnes	21.0	kg CO ₂ e/tonne	4.20	Estimated weights of confidential paper collected for recycling through locked console system.
Organic food and drink composting	3	30.14	Tonnes	6.0	kg CO ₂ e/tonne	0.18	Food waste composting within the 3R schools, done through the contract of the school.
Organic food and drink composting	3	222.42	Tonnes	6.0	kg CO ₂ e/tonne	1.33	Food waste composting through Council premises.
Refuse Commercial and Industrial sent to landfill	3	2505.19	Tonnes	199.0	kg CO ₂ e/tonne	498.53	Refuse collections through Council premises.
Glass recycling	3	31.15	Tonnes	21.0	kg CO ₂ e/tonne	0.65	Glass collections through Council premises.
Mixed recycling	3	306.48	Tonnes	21.0	kg CO ₂ e/tonne	6.44	Mixed recycling through Council premises.
Other	3	360	Kg	0	kg CO ₂ e	0	No emissions created as these WEEE items were reused by facilities and their contract
WEEE (mixed recycling)	3	26.38	Tonnes	21.0	kg CO ₂ e/tonne	0.55	WEEE waste recycled through IT services. Information obtained through reports from external contractors.
Other	3	11726.92	Kg	0	kg CO ₂ e	0	No emissions created as these WEEE items were reused by IT and their contractors. Information obtained through reports from external contractors.
Refuse Commercial and Industrial sent to landfill	3	0.15	Tonnes	199.0	kg CO ₂ e/tonne	0.03	Refuse to landfill through the 3R schools.
Other	3	0.05	Tonnes	21.0	kg CO ₂ e/tonne	0	Recycling through 3R schools.
Natural gas	1	68130544	kWh	0.18400	kg CO ₂ e/kWh	12536.02	Usage through corporate assets.
Gas oil	1	4686984	kWh	0.27631	kg CO ₂ e/kWh	1295.06	Usage through corporate assets.
Water supply	3	273148	m ³	0.344	kg CO ₂ e/m ³	93.96	Usage through corporate assets.

Emission source	Scope	Consumption data	Units	Emission factors	Units	Emissions	Comments
Grid electricity (transmission and distribution losses)	3	30265862	kWh	0.03727	kg CO ₂ e/kWh	1128.01	Usage through corporate assets.
Diesel (average biofuel blend)	1	1453180	Litres	2.61163	kg CO ₂ e/litre	3795.16	Used within fleet services.
Petrol (average biofuel blend)	1	35429	Litres	2.19697	kg CO ₂ e/litre	77.84	Used within fleet services.
Grid electricity (transmission and distribution losses)	1	28555	km		kg CO ₂ e/km	0	km driven in an electric vehicle. Used within fleet services. There would be no tailpipe emissions from this.
Other - hydrogen	Unkn wn – outsid e of scope	0	km		kg CO ₂ e/km	0	km driven in a hydrogen vehicle. Used within fleet services. No data available on distance travelled. There would be no tailpipe emissions from this.
Biomass (wood chips)	Outsid e of scope	1030480	kWh	0.01307	kg CO ₂ e/kWh	13.47	Biomass boiler at Duthie Park.
Grid electricity (generation)	2	30265862	kWh	0.41205	kg CO ₂ e/kWh	12471.05	Usage through corporate assets.
Water treatment	3	259491	m ³	0.708	kg CO ₂ e/m ³	183.72	Usage through corporate assets. Figure is 95% of water supply.
Grid electricity (generation)	2	14252162	kWh	0.41205	kg CO ₂ e/kWh	5872.60	Street lighting.
Grid electricity (generation)	2	8874.67	kWh	0.41205	kg CO ₂ e/kWh	3.66	Car travel.
Total						39238.44	Includes out of scope data

- **3c - Generation, consumption and export of renewable energy**

Technology	Renewable electricity		Renewable heat		Comments
	Total consumed by the organisation (kWh)	Total exported (kWh)	Total consumed by the organisation (kWh)	Total exported (kWh)	
Solar PV	1164694				Solar PV's installed on corporate assets through Rent a Roof scheme.
Biomass			1030480		Wood-chip biomass boiler at Duthie Park. This includes Duthie Park Winter Gardens 941,000 kWh and estimated 89,480 kWh for Duthie Park Depot

- **3d – Targets**

Name of target	Type of target	Target	Units	Boundary / scope of target	Progress against target	Year used as baseline	Baseline figure	Units of baseline	Target completion year	Comments
Waste minimisation - reuse, recycling and composting of corporate waste.	%	65	Total % reduction	Waste		2011/2012	23589	Tonnes	2018/2019	Internal Waste Minimisation Policy (2013). No resource assigned for dealing with this area of work. Estimated - not actual weight data for most waste streams.
Reduce waste to landfill from corporate buildings.	%	28				2011/2012	7771			
Energy	%	2	Annual % reduction	Energy use in buildings		2014/2015		kWh/m ³		Ongoing. Carbon Reduction Commitment baseline and boundaries is different when compared to the than the Climate Change Report. Target met in 2016/2017.

- **3e - Estimated total annual carbon savings from all projects implemented by the body in the report year**

Emissions source	Total estimated annual carbon savings (tCO ₂ e)	Comments
Electricity	0	There will be electricity savings arising from the use of solar PV on corporate assets, however this figure has not been provided for this reporting period.
Natural Gas	0	There will be natural gas savings arising from the use of wood chip biomass at Duthie Park, however this figure has not been provided for this reporting period.
Other heating fuels	0	Unknown. No information is collated upon this.
Waste	0	Unknown. No information is collated upon this.
Water and sewerage	0	Unknown. No information is collated upon this.
Business travel	0	There has been limitations over staff travel due to austerity measures. Expansion of pool car fleet to accommodate greater volume of electric and hydrogen vehicles. Greater usage of smarter working arrangements.
Fleet transport	0	Unknown. No information is collated upon this.
Other		

- 3f - Detail the top 10 carbon reduction projects to be carried out by the body in the report year

(please note that this relates to corporate emissions and not city wide)

Project name	Funding source	First full year of CO ₂ e savings	Are these savings figures estimated or actual?	Capital cost (£)	Operational cost (£/annum)	Project lifetime (years)	Primary fuel / emission source saved	Estimated carbon savings per year (tCO ₂ e/annum)	Estimated cost savings (£/annum)	Behaviour change aspects including use of ISM	Comments
On-going replacement of high output with lower energy LED units as per maintenance and new lantern programme	Aberdeen City Council		Estimated				Grid electricity				From 2016-2023. Estimated 4,366 tCO ₂ e over 7 years.
Implementation of energy efficiency measures on buildings on an on-going basis through the maintenance and upgrade programme.	Aberdeen City Council	2015/2016	Estimated				Other				Can save grid electricity and natural gas. Aberdeen City Council has an ongoing programme to reduce energy efficiency in public buildings by 2.5% per year. 2015/16 a saving of 2,349 tCO ₂ e was achieved. Energy efficiency Projects are currently measured on energy cost savings for paybacks.
On-going expansion of the use of hydrogen vehicles within our fleet.	HyTrEc Interreg IVB funding (European), private partners and Aberdeen City Council		Estimated				Other				Will save both diesel and petrol emission.
On-going expansion of the Co-Wheels car club network with more vehicles available, with greater diversity and range of low carbon vehicles available to staff.	Aberdeen City Council, Transport Scotland, Cowheels Car Club	2012	Estimated				Other				Will save both diesel and petrol emission.
Expansion of electric vehicles charging points available within the city.	Transport Scotland, Energy Saving Trust Scotland, Office for Low Emission Vehicles	2012	Estimated				Other				Will save both diesel and petrol emission.
Thermal imaging study	Aberdeen City Council										Thermal imaging was undertaken on 6,000 properties during 2016. This information was loaded onto the web and householders were encouraged to view it and seek advice on energy efficiency measures. Interest was high but follow up was low.
External insulation at Froghall	Aberdeen City Council	2016	Estimated								Project completed. Anticipated 189tCO ₂ e 96 properties in a three-story mixed tenure block to be insulated externally to improve energy efficiency. Will reduce emissions associated with heating the building.
Overcladding at Seaton	Aberdeen City Council		Estimated								7 multi-storey blocks in Seaton to be over-clad to improve energy efficiency. Covers period 2016-2018. Anticipated 477 tCO ₂ e saving.. Will reduce emissions associated with heating the building.

- **3g - Estimated decrease or increase in the body's emissions attributed to factors (not reported elsewhere in this form) in the report year**

This section has not been populated due to lack of information.

Emission source	Total estimated annual emissions (tCO ₂ e)	Increase or decrease in emissions	Comments

- **3h - Anticipated annual carbon savings from all projects implemented by the body in the year ahead**

Emission source	Total estimated annual carbon savings (tCO ₂ e)	Comments
Electricity	0	Ongoing implementation of energy efficiency measures on buildings through maintenance and upgrade programmes. Ongoing replacement of high output with lower energy LED units as per maintenance and new lantern programme.
Natural gas	0	Ongoing implementation of energy efficiency measures on buildings through maintenance and upgrade programmes.
Other heating fuels	0	Unknown.
Waste	0	Unknown.
Water and sewerage	0	Unknown.
Business Travel	0	Continued expansion of co-wheels scheme providing access to electric, hybrid and hydrogen pool cars. Embargo on travel. Continued encouragement of smarter working.
Fleet transport	0	The Hytime Project will commence in September 2017. This is a European grant funded project for maximum emissions reduction. The lifetime of the project will be that of the participating vehicles (5-7 years) and will include 2 refuse collection vehicles and 1 large road sweeper.

- **3i - Estimated decrease or increase in the body's emissions attributed to factors (not reported elsewhere in this form) in the year ahead**

Emissions source	Total estimated annual emissions (tCO ₂ e)	Increase or decrease in emissions	Comments
Estate changes	Unknown	Increase	Overall GIFA will increase in the coming years unless the current budget pressures result in a significant number of buildings closing. This is based upon projections from the asset management team. More detailed information on m ² and % of the portfolio is available on request.
Service provision	Unknown	Decrease	Due to continued austerity measures, it is likely that some areas of work will no longer continue and automation/digitisation of practices will be considered to become more resource efficient.
Staff numbers	Unknown	Decrease	Likely to be a decrease in staff numbers due to voluntary severance and early retirement schemes, a recruitment freeze and Council restructuring.
Other			
TOTAL			

- **3j - Total carbon reduction project savings since the start of the year which the body uses as a baseline for its carbon footprint**

Total savings	Total estimated emissions savings (tCO ₂ e)	Comments
		Unknown as data is not captured.

- **3k - Supporting information and best practice**

This section has not been filled in.

SECTION 4 - ADAPTATION

- **4a - Has the body assessed current and future climate-related risks?**

An assessment of flood risk has been carried out in the north east for the Local Flood Risk Management Plan 2016-2022 and this has mapped areas potentially vulnerable to flood risk. The plan forms part of the statutory obligations placed on Aberdeen City Council (ACC) and partners SEPA, Moray Council, Aberdeenshire Council and Scottish Water, under the Flood Risk Management (Scotland) Act 2009.

The plan contains the statutory duties that ACC will be required to undertake during Cycle 1 of the Flood Risk Management Plan. It will be reviewed every 6 years, with an interim report at 3 years. The key elements from the plan are: 4 Flood Studies, 1 Natural River Management Study, 1 Flood Alleviation Scheme Design, 4 Surface Water Management Plans.

<http://apps.sepa.org.uk/FRMStrategies/norh-east.html>

An Integrated Catchment Study has been developed working with Scottish Water, to inform flood risk management.

A Strategic Flood Risk Assessment was undertaken for the Aberdeen Local Development Plan. This is to satisfy the requirements placed on local authorities under the Flood Risk Management (Scotland) Act 2009, requiring local authorities to exercise their flood risk related functions with a view to reducing overall flood risk and promoting sustainable flood risk management. The Assessment looks at a number of potential sources of flood risk which may be relevant for development in Aberdeen.

<http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74821&SID=9484>

Aberdeen has carried out an LCLIP, the Weather Impacts Report (2014) assesses the vulnerability of services to weather over a 5 year period. <http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=60120&SID=904>

An assessment of current and future climate risks has been carried out for the Council in line with the “5 Steps to Managing Your Climate Risks”. This involved Climate Impact Assessments and work to assess climate risks to Council services.

The risks come under the overarching heading “Risk that processes to manage and benefit from the effects of severe weather and climate change are not effective”. This risk was approved by the Communities, Housing and Infrastructure Committee in 2016. Quarterly updates on progress against the control measures for this risk are reported to the Senior Management Team and work is taking place to finalise climate risk guidance for the Council.

- **4b - What arrangements does the body have in place to manage climate-related risks?**

Aberdeen was selected by Adaptation Scotland to support in the development of a partnership project to develop a city wide approach to climate resilience. Stakeholder engagement for the **Aberdeen Adapts** project took place during the 2016/2017 period. Workshop sessions have aimed to increase understanding as to how climate change will impact the priorities, challenges and opportunities facing Aberdeen, collected ideas for vision/ strategy, shared information about actions that are already underway/ planned to support Aberdeen to adapt and looked at opportunities for increasing resilience.

Adaptation is embedded in many Council and partnership policies and strategies including:

The **Aberdeen Local Development Plan** was approved in 2016, includes policies on:

- Greenspace network – policy NE1 (p67)
- Trees and woodlands – policy NE5 (p72)
- Flooding, drainage & water quality - policy NE6 (p74)

- Coastal planning – policy NE7 (p77)
- Low and zero carbon buildings & water efficiency – policy R7 (p87)
- Supplementary guidance on open space & green infrastructure (p71) and flooding drainage and water quality (p75) with arrangements for Flood Risk Management Planning in Scotland, Flood Risk Assessment, Drainage Impact Assessment, Sustainable Drainage Systems (SuDS), Regional SuDS and Waste and Foul Drainage.

Link: <http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74821&SID=9484>

Aberdeen City and Shire Strategic Development Plan (2014) (p31) – Has targets including:

- To avoid having to increase the amount of water Scottish Water are licensed to take from the River Dee, as a result of the new developments proposed in the plan.
- For all new developments to use water-saving technology.
- To avoid developments on land which is at an unacceptable risk from coastal or river flooding (as defined by the 'Indicative River and Coastal Flood Map for Scotland' or through a detailed flood risk assessment), except in exceptional circumstances.

Link:

[file:///C:/Users/ALeslie/Downloads/Aberdeen City and Shire Strategic Development Plan \(2014\)%20\(1\).pdf](file:///C:/Users/ALeslie/Downloads/Aberdeen%20City%20and%20Shire%20Strategic%20Development%20Plan%20(2014)%20(1).pdf)

The **North of Scotland Community Risk Register** is produced by the North of Scotland Regional Resilience Partnership, highlights risks that have the highest likelihood and potential to have significant impact, causing disruption to the North of Scotland region and its communities.

It includes potential risks which will have increased impacts under climate change including severe weather, flooding, interruptions to utilities, transport disruptions, pollution & contamination.

Link: http://www.firescotland.gov.uk/media/864538/north_crr_version_1.2.pdf

The **Aberdeen Nature Conservation Strategy 2010 – 2015**, considers the future impacts of climate change and highlights the links between biodiversity and climate change. Specifically, the strategy recognises that biodiversity loss and climate change are interlinked and that both threaten the availability of the natural resources. The strategy covers the period 2010-2015 and is now currently an interim strategy while work takes place on updating it.

Link (p15):

http://www.aberdeencity.gov.uk/web/files/Natural_Heritage/Nature_Strategy_Dec2015_extended.pdf

The **Aberdeen Open Space Strategy 2011-2016**, contains a key objective and series of actions to, “Maximise opportunities to mitigate and adapt to climate change and further biodiversity.” This is through encouraging SUDS, protecting open spaces for the role they play in flood management, planting native and wildlife friendly species.

Link: <http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=42832&SID=11561>

The **Local Transport Strategy 2016 - 2021** states and “we therefore need to build infrastructure which is more sustainable, climate resilient and adapted to our environment, ecological conditions and landscape setting”. It includes the objectives

- To ensure that the transport network is as resilient as possible in case of flooding from extreme weather conditions. (P28)
- To contribute to Aberdeen’s carbon emissions targets and develop climate resilient infrastructure. (P43)

Link: <http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=68616&SID=2866>

Approval of the **North East Local Flood Risk Management Plan (NELFRMP)** which contains the statutory duties that Aberdeen City will be required to undertake during Cycle 1 of the plan. The obligations will start on 1 July 2016. The

Plan has been produced in partnership with SEPA, Moray Council, Aberdeenshire Council and Scottish Water to meet the requirement of the Flood Risk Management (Scotland) Act 2009.

The Community Planning Aberdeen, Local Outcome Improvement Plan was approved in 2016, this acknowledges “climate change and extreme weather events also pose a significant risk of harm to our communities”. It includes “Safe and resilient communities - Aberdeen is a place where people are safe from harm” and states “We will develop community and business resilience awareness as well as enhancing ability to respond” and will “raise awareness of Community Resilience across a range of community groups” and “assist Communities and Businesses to develop and maintain effective Resilience Plans.” (p37)

Link: http://www.aberdeencity.gov.uk/web/files/Council_and_Government/LOIP_22_Aug.pdf

The Local Outcome Improvement Plan includes “Safe and resilient communities - Aberdeen is a place where people are safe from harm” and includes the Primary Driver “We will develop community and business resilience awareness as well as enhancing ability to respond” and “We will maintain resilient and effective Category 1 and Category 2 Responders (as defined by Civil Contingencies Act 2004)” (P48)

Link: http://www.aberdeencity.gov.uk/web/files/Council_and_Government/LOIP_22_Aug.pdf

The Council has worked with Community Planning Partners and members of the Community to develop **Locality Plans** for areas in Aberdeen. The draft Locality Plans acknowledge climate impacts and vulnerability to flooding.

Adaptation is embedded into the **Council Business Case** template – “Building city resilience to projected changes in climate”, to ensure climate change is considered in new projects and proposals.

The Council continued participation in a **Risk Task Group** in 2016/17, hosted by, Adaptation Scotland. This work involved assessing climate risks to Council services and working with the group to share information and improve approaches to identifying and documenting climate risks. Approval for climate risk in the Communities, Housing & Infrastructure Risk Register in 2016 and Climate Risk Guidance is being produced.

A **Business Continuity Policy** is in place to show how the Council intends to continue to provide critical services after a disruptive event. Service Level Business Continuity Plans are in place for “critical” public facing aspects of Services in support of the Civil Contingencies Act 2004.

- **4c - What action has the body taken to adapt to climate change?**

Building Adaptive Capacity

Work took place to develop Aberdeen Adapts a partnership project to develop a city wide approach to climate resilience. Background research for the project took place in 2016 supported by a student from the MSc Environmental Partnership Management course at the University of Aberdeen. This work included stakeholder surveys. Climate impact messages were developed for the city.

A launch workshop was held in November 2016 and this was attended by 55 people from 28 organisations. The event gathered feedback on the climate challenges and opportunities that mattered most to local organisations, businesses and communities. As well as looking ahead to what a climate ready future looks like for Aberdeen.

In January 2016, a series of themed workshops were held covering: society & economy, buildings and infrastructure and the natural environment. 54 people from 21 organisations shared information on actions already underway and planned to support an adapting Aberdeen. As well as views on what a well adapting Aberdeen would look like. An Aberdeen Adapts newsletter was produced.

The Aberdeen City Voice survey seeks panellists’ views on a range of issues affecting people and services in Aberdeen. Questions on climate change were included in a survey was issued to all 895 City Voice members in February 2017. By survey close in March, 570 responses had been received to the overall survey representing an overall response rate of 63%. Climate change questions considered respondents’ awareness of and views on action to address climate change. This includes views on Aberdeen City Council’s approach to addressing climate change, and on the role of individuals.

6 Climate Ready Place workshops took place at the Bridge of Don Academy and Ashley Road Primary School in Aberdeen, in March and April 2017. The workshops used lesson plans developed by Planning Aid for Scotland and Adaptation Scotland. Information gathered is feeding into the Aberdeen Adapts project, giving the chance for the views of young people to be considered in the development of the project.

Fernielea School in Aberdeen took part in a 'Flood Awareness' Week, enabling pupils to learn about how to become more resilient to flooding events. The pupils completed a variety of activities including: learning about flood risks in the local area; designing and creating; flood emergency kits, rain gauges, rain alarms and pulley systems; and investigating water filters and using materials to build systems to filter clean water. Following the week 92% of the pupils have more awareness of the flood risks in their local area and 80% of the pupils are now more confident in knowing what to do in a flooding event.

Planning took place for an Arts and Climate Change Mini-Festival developed by Creative Carbon Scotland working with Adaptation Scotland, RGU and Aberdeen City Council. The event on 22 April is to host workshops run by four artists from across Scotland, exploring in new and unexpected ways, how climate change will impact on Aberdeen's communities.

Work commenced on BEGIN: Blue-green Infrastructure through Social Innovation project in September 2016. Aberdeen is one of 10 city and 6 scientific partners from across North Sea region involved in the project. Aberdeen's work will include: retro-fitting schemes to existing infrastructure; being able to model and deliver simple solutions that are highly effective at all scales; and, building a clear understanding of citizen engagement.

The Council remained chair and secretariat of the North East Scotland Climate Change during this reporting period.

Deliver Adaptation Action

The Council is developing a Green Walls project. Several streams of potential projects are currently being investigated including: testing out different potential types of moss; lichen and plant species; edible green walls for school gardening and small scale DIY options. The knowledge gained will be used to roll out Green Walls in multiple disused sites across Aberdeen.

Work on the Seaton Wetlands Project was completed in summer 2016. The project was created after flooding to the park area which had made parts unusable.

A man-made wetland surrounded by natural plants and a wooden viewing point has been created. The area is now starting to mature into a wildlife haven. A new drainage system has replaced the old clay drainage network on the sports pitch. New sections of path were put in place along with appropriate drainage measures to prevent future flooding. <http://www.aberdeencity.gov.uk/seatonparkwetlandproject/>

The Property Level Flood Protection Grant remains in place. The Council runs a 50% funded grant scheme to assist protecting property from flooding. The grant is for private residences that have either been previously flooded and damage sustained; located on a vulnerable area shown on the SEPA Flooding Maps or shown on the Integrated Catchment Study Model.

http://www.aberdeencity.gov.uk/Emergencies/Flooding/Property_Level_Protection_Flood_Grant.asp

A sedum roof was installed during the upgrade of Pets Corner at Hazlehead Park, Aberdeen's climate change park.

The Middlefield Greenspace and Regeneration project received funding from the SNH Green Infrastructure Strategic Infrastructure Fund. The project will convert the current area of low amenity grass into a matrix of habitats that include trees, wildflower meadows, grassland and the de-culverting of the burn that runs through the site. This is to reduce the flood risk in the Middlefield area and downstream.

Work to repair damage from Storm Frank and to address flooding in the city in 2016 included repairs to damage to a road at the Bridge of Don, design studies for a flood prevention scheme at Peterculter, installation of the Leggart Terrace Sewer Diversion project to reduce the volume of water in the existing sewer which currently fails during severe rainfall and storms and flooding prevention work at Watson Street/Cornhill areas. Flood prevention schemes already in place across the city include: Westburn Park Detention Pond, Stronsay Detention Pond, Glashieburn Scheme and Jacks's Brae.

Priority measures under the North East Local Flood Risk Management Plan include Merchant Quarter, a collaborative project with Scottish Water to prevent city centre sewer flooding.

- **4d - Where applicable, what progress has the body made in delivering the policies and proposals referenced N1, N2, N3, B1, B2, B3, S1, S2 and S3 in the Scottish Climate Change Adaptation Programme(a) ("the Programme")?**

Objective	Ref	Theme	Policy/ Proposal reference	Information required	Delivery progress made during 2016/17
Understand the effects of climate change and their impacts on the natural environment.	N1	Natural Environment	N1-8	Understand the risks associated with coastal flooding through development and implementation of local flood risk plans.	The North East Local Flood Risk Management Plan (NELFRMP) was approved in 2016. The plan contains the statutory duties that the Council will be required to undertake during Cycle 1 of the Flood Risk Management Plan 2016-2022. This is to meet statutory requirements under the Flood Risk Management (Scotland) Act 2009. The Plan was produced in partnership with SEPA, Moray Council, Aberdeenshire Council and Scottish Water. https://www.aberdeenshire.gov.uk/media/17174/north-east-local-flood-risk-management-plan-2016-2022-web-version.pdf
Understand the effects of climate change and their impacts on the natural environment.	N1	Natural Environment	N1-10	Developing datasets to support flood risk, river and coastal management. A requirement of the Flood Risk Management (Scotland) Act is to develop a programme to integrate necessary data.	The Council worked with Scottish Water on the development of an Integrated Catchment Study, surveying sewers and watercourses, measuring flows and rainfalls and building a computer model of the integrated catchment.

Objective	Ref	Theme	Policy/ Proposal reference	Information required	Delivery progress made during 2016/17
Support a healthy and diverse natural environment with capacity to adapt.	N2	Natural Environment	N2-2	The Scottish Planning Policy includes green networks, green space, street trees and other vegetation, green roofs, wetlands and other water features, and coastal habitats in helping Scotland to mitigate and adapt to climate change.	<p>A Green Space Network identifies threats and opportunities in relation to the natural and built environment across Aberdeen. This strategic network connects various habitats and species, urban and rural green spaces to each other and the communities around them. The network aims to protect and enhance designated sites; to improve connectivity between habitats and open spaces; and to promote opportunities for access to the outdoors. It also takes into account climate change adaptation opportunities and flood risk or alleviation. The Green Space Network and the Green Space Network (GSN) GIS Tool promotes, enhances and protects the environment identifies threats/ opportunities to the city natural and built environment. Focus on green infrastructure practices and enhancing the green space network.</p> <p>http://www.aberdeencity.gov.uk/planning_environment/planning/outdoor_access/pla_green_space_network.asp</p> <p>The development of green infrastructure including wetland areas in support of the Council Nature Conservation Strategy and Open Space Strategy.</p> <p>https://www.aberdeencity.gov.uk/web/files/Natural_Heritage/Nature_Strategy_Dec2015_extended.pdf</p> <p>http://www.aberdeencity.gov.uk/planning_environment/planning/local_development_plan/pla_open_space_audit.asp</p>
Support a healthy and diverse natural environment with capacity to adapt.	N2	Natural Environment	N2-11	Embed climate change adaptation considerations, and potential responses such as habitat networks and green networks, into wider land use planning decisions through the use of Forestry and Woodland Strategies, regional land use strategies, and Strategic and Local Development Plans and development master-plans.	<p>The Aberdeen Local Development Plan includes supplementary guidance on:</p> <ul style="list-style-type: none"> • Green Space Network and Open Space • Natural Heritage <p>http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74583&slD=14394</p> <p>http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74580&slD=14394</p>
Support a healthy and diverse natural environment with capacity to adapt.	N2	Natural Environment	N2-20	Assess and manage coasts, promoting adaptive coastal management that works with natural processes.	<p>The Council assess and manage coasts through the development of the North East Local Flood Risk Management Plan (NELFRMP) for approval in 2016.</p> <p>The Aberdeen Local Development Plan includes "Policy NE7 Coastal Planning", that states development will not be permitted in areas at risk from coastal erosion and flooding.</p> <p>http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74821&slD=9484</p> <p>The Council is a member of the East Grampian Coastal Partnership.</p> <p>http://www.egcp.org.uk/partnership/partnership-structure.html</p>

Objective	Ref	Theme	Policy/ Proposal reference	Information required	Delivery progress made during 2016/17
Understand the effects of climate change and their impacts on buildings and infrastructure networks.	B1	Buildings and infrastructure networks	B1-13	Flood Risk Management Plans - The Flood Risk Management (Scotland) Act 2009 requires the development of Flood Risk Management Strategies (FRMS) and Local Flood Risk Management Plans (LFRMP).	Development of the North East Local Flood Risk Management Plan (NELFRMP) for approval in 2016. The plan contains the statutory duties that the Council will be required to undertake during Cycle 1 of the Flood Risk Management Plan 2016-2022. This is to meet statutory requirements under the Flood Risk Management (Scotland) Act 2009. The Plan was produced in partnership with SEPA, Moray Council, Aberdeenshire Council and Scottish Water. https://www.aberdeenshire.gov.uk/media/17174/north-east-local-flood-risk-management-plan-2016-2022-web-version.pdf
Increase the resilience of buildings and infrastructure networks to sustain and enhance the benefits and services provided	B3	Buildings and infrastructure networks	B3-2	Planning Advice Notes (PAN) provides advice and information on technical planning matters. As part of the modernisation of the planning system, the planning advice notes are being reviewed and consolidated. Revised PANs are to be underpinned by the principles of sustainable flood risk management.	The Aberdeen Local Development Plan (ALDP) 2017 was adopted on 20 January 2017. http://www.aberdeencity.gov.uk/planning_environment/planning/local_development_plan/pla_local_development_plan.asp Adoption of supplementary guidance on 18 April 2017 including: Flooding, Drainage & Water Quality http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74582&SID=14394 and Resources for New Development : http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=74584&SID=14394 The ALDP 2017 includes a specific policy on Flooding, Drainage and Water Quality (policy NE6) and it further supported by newly adopted Supplementary Guidance (SG). The aim of the policy and SG are to manage and reduce flood risk by ensure that new development does not take place on areas that are susceptible to flooding, and incorporates appropriate and sustainable surface water management measures. The policy and SG also seek to protect land and green infrastructure, with the potential to contribute to natural flood risk management from developments. The SG provides guidance on statutory roles and responsibilities, arrangements for flood risk management planning in Scotland, Flood Risk Assessments, Drainage Impact Assessments, Sustainable Drainage Systems (SuDS), Regional SuDS and Waste and Foul Drainage. Further to this, Policy R7 and its associated supplementary guidance focus on water efficiency, all new buildings are required to use water saving technologies and techniques.

Objective	Ref	Theme	Policy/ Proposal reference	Information required	Delivery progress made during 2016/17
Increase the resilience of buildings and infrastructure networks to sustain and enhance the benefits and services provided	B3	Buildings and infrastructure networks	B3-3	Scottish Planning Policy (SPP) (Climate Change) identifies that short and long term impacts of climate change should be taken into account in all decisions throughout the planning system. Scottish Planning Policy is the statement of the Scottish Government's policy on nationally important land use planning matters.	<p>The Aberdeen Local Development Plan (ALDP) 2017 was adopted on 20 January 2017. http://www.aberdeencity.gov.uk/planning_environment/planning/local_development_plan/pla_local_development_plan.asp</p> <p>Adoption of supplementary guidance on 18 April 2017 http://www.aberdeencity.gov.uk/planning_environment/planning/local_development_plan/pla_aldp_supplementary_guidance_and_advice.asp</p> <p>The adoption of the ALDP 2017 and its associated supplementary guidance will ensure short and long term impacts of climate change will be taken into account in all decisions throughout the planning system.</p>
Increase the resilience of buildings and infrastructure networks to sustain and enhance the benefits and services provided	B3	Buildings and infrastructure networks	B3-6	Home Energy Efficiency Programme for Scotland. Delivering heating and insulation measures across Scotland to help improve energy efficiency and reduce energy demands of existing housing stock in the most fuel poor areas.	Information on home energy initiatives in Aberdeen can be found on the Council website. This includes the Aberdeen Affordable Warmth scheme and the Victorian Tenement Project. http://www.aberdeencity.gov.uk/housing/council_tenants/home_energy_saving/hoa_HomeEnergySaving.asp
Increase the resilience of buildings and infrastructure networks to sustain and enhance the benefits and services provided	B3	Buildings and infrastructure networks	B3-7	The Energy Efficiency Standard for Social Housing sets a minimum standard for energy efficiency in social housing. All social housing will be expected to meet the standard by 2020.	<p>The return for this year's Energy Efficiency Standard for Social Housing (EESH) showed a minimal improvement from the figure reported in 2016. The reason for this was an upgrade to the energy calculation tool from RdSAP 9.91 to 9.92, this resulted in 758 properties that were passing the standard in 2016 failed in the report for 2017 because the calculation methodology has changed.</p> <p>The number of properties meeting EESH for the reporting year 2016/17 was 82.8%. http://www.aberdeencity.gov.uk/housing/council_tenants/home_energy_saving/hoa_Energy_Efficiency_Council_Tenants.asp</p>
Increase the resilience of buildings and infrastructure networks to sustain and enhance the benefits and services provided	B3	Buildings and infrastructure networks	B3-8	Improve Housing Quality by ensuring all houses meet the tolerable standard, and that all social housing meets the Scottish Housing Quality Standard (SHQS) by 2015.	All houses under the Aberdeen City Council housing portfolio meet the criteria set in Tolerable Standard.

• **4e - What arrangements does the body have in place to review current and future climate risks?**

Question 4(a) and adaptation strategies, plans and policies in Question 4(b).

Update reports on progress with the Aberdeen City Council, Communities, Housing and Infrastructure climate risk - "Risk processes to manage and benefit from the effects of severe weather and climate change are not effective," are provided to the Senior Management Team on a quarterly basis. This includes progress with meeting the controls for this risk and updates on mitigating actions to improve risk measures. Progress with the Nature Conservation Strategy is reviewed as part of Biodiversity Reporting Duties, required every three years under the Wildlife and Natural Environment (Scotland) Act 2011. This was last reported in 2014. A review of current and future flood risks for the city will take place under the Flood Risk Management (Scotland) Act 2009. The Local Flood Risk Management Plan 2016-2022 for the North East Local Plan District will be reviewed at 6 yearly intervals.

- **4f - What arrangements does the body have in place to monitor and evaluate the impact of the adaptation actions?**

The monitoring and evaluation of adaptation actions will be taken into consideration under Aberdeen Adapts.

Biodiversity actions are monitored through implementation of the Aberdeen Nature Conservation Strategy.

Open space actions are monitored through the implementation of the Aberdeen Open Space Strategy.

Ongoing flood monitoring helps to assess the delivery and effectiveness of flood alleviation studies and schemes.

- **4g - What are the body's top 5 priorities for the year ahead in relation to climate change adaptation?**

1. Completion and approval of the Aberdeen Adapts, a climate adaptation strategy for the city, including completion of the Strategic Environmental Assessment process.
2. Progress with implementation of the Aberdeen Adapts strategy and development of governance processes.
3. Completion of the student community resilience project in summer 2017, this work supports wider development of community resilience as required under the Aberdeen Local Outcome Improvement Plan.
4. Completion of the Climate Risk Guidance with continued work to embed adaptation into new and under review procedures, policy and strategy.
5. Implementing priority measures for Aberdeen under the North East Flood Risk Management Plan.

- **4h - Supporting information and best practice**

Ongoing measures take place at the Climate Change Park, Hazlehead Park in Aberdeen. This has included the installation of a sedum roof at the recently refurbished Pets Corner at the park. In March events as part of a Climate Week Programme for the city included a Managing Woods for Climate Change event at the park.

The Seaton Wetland project aimed to deal with flooding issues through the creation of an official wetland in the Seaton Park. The project was completed in 2016. The park had suffered from flooding, creating problems with access in certain areas and the pooling of water in other parts of the park.

For many years there were attempts to drain the areas susceptible to flooding but the park continued to flood. Extensive community consultation took place on the design options for the wetland project. The selected option involved draining the area around the sports pitch to the north side of the access road, but maintaining much of the wet area to the south through the development of a man-made wetland. Appropriate wetland planting has taken place to help to increase biodiversity in the area.

SECTION 5 - PROCUREMENT

- **5a - How have procurement policies contributed to compliance with climate change duties?**

The following policies guide sustainable procurement activity at a strategic and operational level, contributing directly to Council commitments under the Scottish Climate Change Declaration. Overarching policies provide strategic and practical guidance at every stage i.e. identification of need, specification development, selection/award and contract management. This helps to ensure emissions targets are met in addition to maximising added social, economic and environmental value in our own procurements and call offs from national frameworks. Procurement strategy, policies and guidance link with council topic specific policies.

The Commercial and Procurement Shared Service

The Commercial & Procurement Shared Service (C&PSS) embraces Aberdeen City Council, Aberdeenshire Council and The Highland Council. The 2017-2022 Joint Procurement Strategy is fully aligned to: i) The Scottish Model of Procurement (emphasising quality, cost and sustainability) ii) National Outcomes iii) the Public Service Reform Agenda and iv) Scottish Government aspirations to:

“...support Scotland’s economic growth by delivering social and environmental benefits, supporting innovation and promoting public procurement processes and systems which are transparent, streamlined, standard, proportionate, fair and business-friendly”

Procurement Mission Statement

The Procurement Mission Statement commits to delivery of “ethical and sustainable value for money solutions that support the operational needs and wider strategic aims of the councils and the communities they service to further local and national priorities to the fullest extent possible.” Changes to environmental and social law (particularly climate change and community empowerment) were key drivers in the strategy refresh. In particular, the following National Outcomes guide procurement activity at a strategic and operation level:

“We value and enjoy our built and natural environment and protect it and enhance it for future generations”
and

“We reduce the local and global environmental impact of our consumption and production.”

Policy/strategy/guidance emphasises a commitment to identify: “leverage opportunities (including social, economic and environmental value) aligned to the needs and priorities of our communities.”

Policy Statement

“The partner councils aim to act as a role model within the public sector by; carrying out activities in a responsible and sustainable manner, considering how the economic, social and environmental wellbeing of the area can be improved and working with all sectors of the business community in order to achieve increased prosperity. As responsible and ethical buyers, the partner councils aim to embed the key principles of sustainability into procurement activity for the benefit of society, the economy and the environment.”

The above appears in sourcing strategies (to guide procurers) and tender documentation (to guide bidders). Communication of these priorities leads to climate change/adaptation/sustainable procurement initiatives receiving considered focus at the sourcing stage. This in turn leads to higher quality, innovative responses from bidders aligned to local priorities and climate change/adaptation duties.

Specifications/Statements of Requirements

Policy explains that not all sustainability measures are best achieved solely through community benefits. Some environmental/energy efficiency measures can be specified as contractual conditions e.g. that a product is made of particular materials or manufactured to a particular eco/industry standard. Methods of production, lifecycle costing, environmental performance measures and reduction of packaging are suggested in guidance. The following specific examples are provided in this context:

- Environmental/emissions/climate performance levels
- Legislation or regulatory standards (e.g., equalities Climate Change Scotland Act 2009 etc)
- Waste water standards/accreditation
- Production processes and methods at any stage of the life cycle of the supply or service.

Zero Waste Scotland Specification Development guidance is incorporated into guidance. Sustainable procurement measures achieved in the specification are regarded as “community benefits” and procurers are encouraged to consider utilising community benefits and the specification to maximise environmental wellbeing. Policy and Guidance

A Sustainable Procurement Policy (PGN 10) has been developed in collaboration with sustainability colleagues with input from Economic Development and Community Planning colleagues. Policy and guidance links to and strongly recommends usage of the following tools: i) The Sustainability Test, ii) The Prioritisation Tool and iii) Lifecycle Impact Mapping. As with procurement strategy, there are linkages to The Scottish Model of Procurement, National Outcomes and Local Outcomes Improvement Plans. Sustainable procurement themes have been distilled into the following to guide procurers and bidders:

Improve (Wellbeing)

- Social
- Environmental
- Economic
- Health
- Food poverty/fuel poverty/energy efficiency
- Air quality/reduction of harmful emissions/reduction of waste and packaging

Promote

- Innovation
- Equalities/reduce inequality
- Ethical trading and social justice
- Fair Work Practices/The Living Wage
- Resource efficiency and the circular economy
- Education; employability and skills training

Facilitate (Involve)

- SMEs
- 3rd Sector organisations
- Supported Businesses
- Prompt Payment throughout the supply chain
- Community engagement and community empowerment; community projects
- Collaboration and collaborative working

To aid compliance with climate change duties, policy and guidance covers demand management and defines and explains key terms such as “sustainable procurement”, “whole of life costing” “demand management” and “the circular economy.” Extensive guidance has been condensed into a 2-page summary... the summary states that:

“Value for money remains as important as ever but our procurements must look to generate wider benefits to society and improve the local environment/minimise environmental damage.”

Policy and guidance identifies that councils have influence and responsibilities beyond the geographic areas they serve. Sustainable procurement measures/community benefits can be captured at the following levels: Local (Council/area specific); National (Scotland/UK) or Global (e.g. fairly traded and ethically sourced goods/carbon emission reduction.) Guidance prompts that many national strategic objectives can be addressed locally (e.g. employment & skills, Living Wage, health and wellbeing, poverty, biodiversity, reduced road miles/reduced carbon emissions etc.)

To simplify the subject, policy and guidance link sustainable procurement as a means of increasing prosperity.

- Prosperity of the (local) economy;
- Prosperity of (local) people;
- Prosperity of (local) places and
- Prosperity of the (local) environment

Fair Trade/Trading Labels

The Sustainable Procurement Policy supports the promotion of the FairTrade Resolution. “FairTrade” can be specified as representing a standard without further enquiries. As with the use of any trading label, to avoid inadvertent discrimination, procurers must offer alternatives to meet the standard without accreditation. Guidance covers compliant use of trading labels and guides where “equivalents” must be offered.

- **5b - How has procurement activity contributed to compliance with climate change duties?**

The following represents an illustrative sample of procurement activity i) delivering a reduction in CO2 emissions ii) improving energy efficiencies and iii) incorporating meaningful sustainability criteria:

1. Construction Procurements – follow industry terms/best practice (NEC3, SBCC ICE etc), Building Standards/Building Performance polices. Specifications incorporate sustainability, energy and environmental considerations to a challenging but proportionate and relevant extent per project. Strong ethos that value for money is demonstrated by whole of life costing/best price-quality ratio. Current and future climate change risks factored into procurement processes where proportionate and relevant to safeguard assets/infrastructure /communities to ensure business continuity.
2. Design & build Floodgate Project (Riverside Drive Underpass) – The area suffered from acute flooding from rising water levels in the River Dee during the winter 2015-16 storms attributed to Storm Frank. This resulted in evacuation of a sheltered housing complex and flooding to other domestic and commercial properties in the area. It is recognised the influence of climate change is expected to increase the frequency and severity of storms in the North East of Scotland. The flood gate will close off the underpass to full height in order to give protection to the low Lying area between Riverside Drive and Holburn Street including Dee View Court. The floodgate will provide protection from fluvial flooding associated with a 1:200 year return storm event. This is considered to be a conservative approach. The project is currently at the manufacture/construction stage and expected to be complete around the end of August 2017.

3. Managed Print Contract (Aberdeen City/Aberdeenshire) – “Print Smart” power saving models embedded. Contract looks to eliminate use of small, inefficient desktop printers requiring regular replacement of peripherals - 4500 devices identified for removal in 2016/2017. Less archiving - scanning, duplex and mono strongly promoted in policy designed to reduce volumes, eliminate waste, reduce resources & energy consumed. Contract embraces hybrid mail (less road miles for deliveries/less paper) and ensures used print cartridges recycled responsibly. Contract provides for monitoring of greenhouse gases, reduced landfill, energy efficiencies, road miles and overall environmental impact.
4. Energy From Waste (Aberdeen City, Aberdeenshire and Moray) Development of an ambitious project to fulfil Zero Waste Plan requirements. Project provides a long term solution for non-recyclable waste produced in the north east of Scotland. Provides a viable solution for residual waste that provides local benefits – electricity/heat for local residents and a means to reduce fuel poverty. Forecasts indicate the plant will process circa 150,000 tonnes of non-recyclable waste per annum with a facility combining waste reception, combustion chamber, steam turbine, air cooled condensers and gas treatment. Modern combustion technology utilizes flexible, future-proof cutting-edge process control. High temperature combustion provides electricity and heat from the production of steam. The project has the potential to heat 10,000 homes otherwise reliant on fossil fuels - forecasts show around 10MW of electricity, and/or 20MW of heat as steam or hot water will be produced.
5. Aberdeen Hydrogen Bus Project – The fleet has travelled 1,093,637 km to date carrying an average 36,700 passengers per month/1,129,719 passengers. 10 diesel buses have been replaced and only emit water vapour so reduce carbon emissions/air pollution. For 2016/2017, the CO2 emissions savings = 393,362 KG CO2.
6. Fuel Cell Vehicles/Electric Vehicles – with car club partner “Co Wheels”, an additional three hydrogen powered vehicles available in 2016/17 giving a total of five. The electric vehicle Chargepoint network continues to expand.

National Frameworks

The Council works in close collaboration with Scotland Excel (centre of procurement expertise for the local government sector in Scotland) <http://www.scotland-excel.org.uk/nmsruntime/saveasdialog.aspx?IID=11894&SID=25652>. Sustainability criteria aligned to the Scottish Sustainable Procurement Action Plan which takes a holistic view of the social, economic and environmental implications of product and service choices.

- Asbestos - hazardous waste requires specialist landfills. Suppliers only able to direct minimal waste to landfill. Commitment to reducing carbon footprint, producing survey reports electronically and use of Euro 5 and 6 emission standard vehicles + commitments to reuse, recycle and reduce waste.
- Building and Timber materials - per UK Government Timber Procurement Policy only use legal and sustainable timber used.
- Catering Sundries - range of reusable/recycled products, packing, assisting councils to reduce waste. Euro VI engines in delivery vehicles.
- Domestic Furniture and Furnishings - reuse options on key items. Supports transition to a more circular economy ... environmental impacts of deliveries minimised..
- Electrical Materials - all meet the Government Buying Standards for energy efficiency ratings (per DEFRA)

- Energy Efficient Contractors - for services/works c required across Scotland's Energy Efficiency Programme (SEEP)
- Engineering and Technical Consultancy – Provides for Environmental Impact Assessments, Environmental Surveys, Noise & Vibration, Water Quality, Ecology & Biodiversity Studies, Habitat Surveys, Air Quality and Landscape Architecture
- Frozen Foods - utilises effective route planning, fuel efficiency and dual temperature vehicles to minimise deliveries. 2% increase in sustainably sourced products
- Groceries and Provisions - reduced food waste including demand planning systems and forecast accuracy models, tasking supply chains to reduce case/pack, food waste often passed to local farmers as animal feed.
- Heavy Vehicles & Light Vehicles - suppliers must consider raw material usage (particularly steel and oil based products) in the design process. Carbon emission reductions achieved supported by the EST (installing energy efficient lighting etc). Majority of operational fleet meet Euro V emissions standards with a primary goal of Euro VI emissions standards.
- Janitorial Products - reduce waste through products and processes improvements. Most paper products 100% recycled.
- Plumbing and Heating Materials - all meet the Government Buying Standards
- Recycle/Refuse Containers - maximise recycling opportunities through bin refurbishment and take-back schemes. Redundant bins treated to produce new products. Environmental credentials demonstrated through investment in production efficiencies to reduce emissions/increase use of recycled materials.
- Road Maintenance Materials- reduces environmental impact, including fleet reviews, raw material reviews and product recycling.
- Roadstone - initiatives to reduce the impact to the environment - sustainable methods of recycling/disposing of products at the end of life – reduced vehicle emissions.
- Street Lighting Materials - compliance with the W.E.E.E. directive. Emphasis on recyclable materials and end-of-life disposal. Lighting columns/projection brackets meet standards for 50 years min - carbon neutral columns included.
- Street Lighting Bulk Renewal of Luminaires – allows for accelerated LED replacement - converting to LED luminare = 50% reduction in energy costs/reduced usage compared to traditional lights.
- Trade Materials (ironmongery, trade tools, paint) – reduced vehicle emissions/energy use, materials recycling, community repaint schemes to use leftover paint for communities - waste reduction through innovative packaging design.
- Tyres - re-used or recycled, retreads, re-cycling as fuel for use in cement kilns and as planters for community projects. Euro V emissions - plans to upgrade older vehicles –efficient route planning to minimise road miles.

Utilities (Procurement Scotland)

- Electricity - Promoting greener power: addresses emissions from energy use – mitigation through a range of energy efficiency measures, access to renewable generation sources promoted and opportunities to sell energy back to the grid.
- Natural Gas – sustainable measures and energy performance guarantee option to ensure a range of energy conservation measures.

- **5c - Supporting information and best practice**

In the reporting period, C&PSS has continued to develop the themed approach to community benefits described in the 2015/2016 return. The approach is intended to provide procurers and suppliers with a clear, compliant, ideas-driven framework to work consistently within.

C&PSS has established closer partnerships with community planning partners, local third sector interface organisations and Senscot in order to raise awareness of and capability within the 3rd sector re sustainable procurement/community benefits.

Closer ties with the 3rd sector will identify areas where there might be an active role for community planning partners; 3rd sector organisations and our communities to shape, support or deliver requirements. The Councils' approach to community benefits relies on identifying potential sources of financial and practical support to assist suppliers in the delivery of social value. If this converges with the social purposes of a 3rd sector organisation (including supported businesses) or the interests of a community group, a key objective is to engage early and make this information available to bidders.

This approach ensures that as far as possible, social value is aligned to community priorities. If social/economic value can be supported by the 3rd sector, this might allow increased scope for procurers and suppliers address "environmental wellbeing" meaningfully. The Council's approach/strategy and themes illustrated within 5a has secured supportive feedback from The Scottish Government, Ready for Business, Sustainable Procurement Limited, Senscot, Ready for Business and 3rd Sector Interfaces.

SECTION 6 – VALIDATION AND DECLARATION

- **6a – Internal validation process.**

Representatives from the Council's Environmental Policy team collated the information to populate the Climate Change Report template. The information was gathered across multiple service areas. It is assumed that those service areas have provided accurate data and have gained verification of this by their management. The Climate Change Report is checked purely by the Environmental Policy team that all areas have been completely where reasonably practicable to do so.

- **6b – Peer validation process**

Heads of Service have been asked to validate information provided by relevant Service Area Officers. The following information has been validated in this way.

- IT WEEE
- Adaptation
- Car club
- Trade waste
- Domestic waste
- Street Lighting
- Fleet
- Co-Wheels
- Travel

It is anticipated that further engagement would need to be undertaken to ensure full corporate validation from Heads of Service in future. This will also allow the information gaps present in the current report to be filled and identify areas for improvement.

The Climate Change Report 2016/2017 has been submitted to the Finance, Policy and Resource Committee and during the committee process all Service Area Officers and Heads of Service involved in the data gathering have been consulted for comments and suggestions. The committee approved the Climate Change Report submission to the Scottish Government on 20th September 2017.

- **6c – External validation process**

The Climate Change Report 2016/2017 has not undertaken any external validation due to time and resource constraints.

- **6d – No validation process**

Not applicable.

- **6e – Declaration**

Angela Scott, Chief Executive.

RECOMMENDED – WIDER INFLUENCE

- 1a Historic Emissions

Table is already pre-populated with datasets provided already by SSN – the table below shows additional information provided by the Council, informed by SEPA waste datasets for the local authority area.

Sector	2012	2013	2014	2015	Units	Comments
Waste	17676.15	17114.75	17109.82	26693.15	tCO ₂ e	<p>Domestic waste to landfill: 2012 = 60,988 tonnes 2013 = 59,051 tonnes 2014 = 59,034 tonnes 2015 = 58,155 tonnes</p> <p>Data from: http://www.environment.scotland.gov.uk/get-interactive/data/household-waste/</p> <p>Defra/DECC Emissions factors used for 2012, 2013, 2014. 2015 sees a change in the factor used.</p> <p>Municipal waste to landfill equates to 283.83 KgCO₂e/tonne</p> <p>Emission factors from: https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting</p>
Waste	88.55	87.81	95.45	94.85	tCO ₂ e	<p>Domestic waste organics recycled: 2012 = 14,591 tonnes 2013 = 14,469 tonnes 2014 = 15,909 tonnes 2015 = 15,809 tonnes</p> <p>Data from: http://www.environment.scotland.gov.uk/get-interactive/data/household-waste/</p> <p>Defra/DECC Emissions factors used for 2012, 2013, 2014 and 2015. No change in emissions factor.</p> <p>Organic: mixed food and garden waste to composting = 6 KgCO₂e/tonne</p> <p>Emission factors from: https://www.gov.uk/government/collections/government-conversion-factors-forcompany-reporting</p>

Sector	2012	2013	2014	2015	Units	Comments
Waste	454.67	430.23	437.49	438.06	tCO ₂ e	<p>Domestic waste recycled:</p> <p>2012 = 21,651 tonnes 2013 = 20,487 tonnes 2014 = 20,833 tonnes 2015 = 20,860 tonnes</p> <p>Data from: http://www.environment.scotland.gov.uk/get-interactive/data/household-waste/ Defra/DECC Emissions factors used for 2012, 2013, 2014 and 2015. No change in emissions factor.</p> <p>Domestic waste recycled = 21 KgCO₂e/tonne</p> <p>Emission factors from: https://www.gov.uk/government/collections/government-conversion-factors-forcompany-reporting</p>
Waste	0.25	0.50	0.29	3.53	tCO ₂ e	<p>Domestic waste recovered by co-incineration:</p> <p>2012 = 12 tonnes 2013 = 24 tonnes 2014 = 14 tonnes 2015 = 168 tonnes</p> <p>Data from: http://www.environment.scotland.gov.uk/get-interactive/data/household-waste/</p> <p>Defra/DECC Emissions factors used for 2012, 2013, 2014 and 2015. No change in emissions factor.</p> <p>Domestic waste recovered by co-incineration = 21 KgCO₂e/tonne</p> <p>Emission factors from: https://www.gov.uk/government/collections/government-conversion-factors-forcompany-reporting</p> <p>Please note incorrect figures have been reported previously.</p>

Sector	2012	2013	2014	2015	Units	Comments
Waste	1.79	7.14	5.02		tCO ₂ e	<p>Domestic waste disposed of by incineration: 2012 = 0 tonnes 2013 = 85 tonnes 2014 = 340 tonnes 2015 = 239 tonnes</p> <p>Data from: http://www.environment.scotland.gov.uk/get-interactive/data/household-waste/</p> <p>Defra/DECC Emissions factors used for 2012, 2013, 2014 and 2015. No change in emissions factor.</p> <p>Domestic waste disposed of by incineration = 21 KgCO₂e/tonne</p> <p>Emission factors from: https://www.gov.uk/government/collections/government-conversion-factors-forcompany-reporting</p>
Waste			0		tCO ₂ e	<p>Prepared for reuse: No previous data 2015 = 10 tonnes</p> <p>Data from: http://www.environment.scotland.gov.uk/get-interactive/data/household-waste/</p> <p>Defra/DECC Emissions factors used for 2012, 2013, 2014 and 2015. No change in emissions factor.</p> <p>Prepared for reuse = 0 KgCO₂e/tonne – as being reused.</p> <p>Emission factors from: https://www.gov.uk/government/collections/government-conversion-factors-forcompany-reporting</p>

• 2a. Detail wider influence targets

Sector	Description	Type of targets (units)	Baseline value	Start year	Target saving	Target / End year	Saving in latest year measured	Latest year measured	Comments
Overall reduction target	Powering Aberdeen - Sustainable Energy Action Plan - Signatory of the Covenant of Mayors.	Percentage emissions	1832494	2005	50	2030			Interim target
Overall reduction target	Masterplanning through the Aberdeen City and Shire Strategic Development Plan.	Other				2020			All new buildings to be carbon neutral by 2020. Also, for the equivalent of the city's energy needs to be met by renewable energy.
Waste	<p>Within Aberdeen's Waste Strategy there are targets:</p> <ul style="list-style-type: none"> - 60% of households waste to be recycled by 2020. - 56% of household waste to be recycled through source separation by 2025. - No more than 5% of household waste should be landfilled by 2025. - Organic waste introduced to households by 2016 	Other	36242 tonnes for household waste (37.27%) 117000 households for organic waste. 60988 tonnes for landfill waste.	2012		2016/2020/2025	37499 – 39% an increase of 1257 tonnes for household waste. 58021 tonnes landfilled in 2016 – a reduction of 4.8% since 2012.	2016	2016 for household waste, organic and landfilled waste. % of waste recycled, normally equates to a tonnage as opposed to an emissions figure. Target is for level of provision of service, any tonnage collected via this project is included in the figure for household recycling. From mid-2017, residual waste is now being treated in a Refuse Derived Fuel facility and being sent for thermal treatment in Europe. Landfill for 2017/18 will therefore be reduced by approx. 75%.
Transport	In the Local Transport Strategy there are targets to reduce road vehicles and promote alternative transport options.	Other				2021			More information available at http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog .
Overall reduction target	Various								See response to required reporting sections 2c-2e and also reference Powering Aberdeen's literature review which is available at: http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.aspx?IID=70268&SID=25580
Other	The target is to connect all 59 tower blocks to the district heating network or to stand alone CHP where this is cost prohibitive.	Other		2002		2020			To connect all Tower Blocks to district heating provided by a Combined Heat and Power plant. When Aberdeen Heat and Power was established in 2002 the aim was to connect all tower blocks within the city to the district heating network or to provide them with stand-alone CHP where the cost for this is prohibitive. There has been an annual programme of development to deliver this objective since 2002 but this is not set out in a formal plan or strategy. See www.aberdeenheatandpower.co.uk

- **2b. Does the organisation have an overall mission statement, strategies, plans or policies outlining ambition to influence emissions beyond your corporate boundaries? If so, please detail this in the box below.**

Powering Aberdeen, Aberdeen's Sustainable Energy Action Plan (SEAP) was approved by Full Council in May 2016. In 2015/2016 a SEAP Programme Manager was recruited to progress with the implementation/development of the plan.

Information on Powering Aberdeen, Aberdeen's SEAP is available:

http://www.aberdeencity.gov.uk/council_government/shaping_aberdeen/SustainableEnergyActionPlan.asp

A new project is working to support Aberdeen to become a city resilient to the impacts of current and future climate change. The Aberdeen Adapts initiative was developed by the Council and the University of Aberdeen. It has been selected, following a competitive application process, to receive support over 2016/17 from the Scottish Government funded through the Adaptation Scotland programme. This support will provide expertise and funding for project workshops and engagement across the city.

The Aberdeen Adapts project will bring together a range of organisations and businesses to identify the specific challenges for the area and the new opportunities that come from a changing climate. The aim is to create a positive and ambitious strategic approach, setting the foundations for long term local partnership working on climate change.

This ongoing project complements Powering Aberdeen in ensuring the city is taking action to mitigate and adapt to a changing climate.

Information on Aberdeen Adapts is available:

http://www.aberdeencity.gov.uk/council_government/shaping_aberdeen/Shaping_Aberdeen_Adaptation_Plan.asp

• **3 Policies and Actions to Reduce Emissions (actions planned to achieve emissions reductions)**

Sector	Start year for policy / action	Year of full implementation	Annual CO ₂ saving	Last year measured	Savings in latest year measured	Status	Metric/indicators for monitoring progress	Delivery role	ISM used?	Details of behaviour change activity	Value of investment	Ongoing costs	Primary funding source	Comments
Residential	2002	2020				In implementation	The carbon savings are calculated based on the amount of heat and electricity supplied by the CHP plant operated by AHP. There is no consumption data for individual properties.	Indirect	No	http://www.aberdeenheatandpower.co.uk/			Some funding received from the Community Energy Savings Programme and Aberdeen City Council.	Aberdeen Heat and Power was established in 2002 providing Combined Heat and Power. Connected - Stockethill, Hazlehead, Seaton, city centre and Tillydrone. Covering blocks flats and 13 public buildings. Further works in progress to connect more public buildings and housing estate properties as multistoreys. In 2016/17, new housing developments are connected to district heating network. 12new houses connected and still ongoing. Balmoral Court flats were connected, total 58 flats.
Services	2016	2018				In implementation	There will be a full evaluation at the end of the project in line with the SEEP funding evaluation criteria.	Direct	No		£12,000,000. Co-ordinated by Aberdeen Heat and Power.	19,200	SEEP District heating and energy efficiency programme.	This project is installing thermal storage at one of the energy centres at Seaton to improve efficiency, extending the heat network towards the city centre to include Hanover School, Marischal College the City Council head office and the Art Centre and externally insulating additional tower blocks.
Transport	2012	2021		2016		In implementation	Number of electric vehicle charging points installed. Increased charging points for electric vehicles from 58 in 2014/2015 to 62 in 2015/2016 with additional 4 charging points. This has increased to 72 in period 2016/2017.	Direct	No	http://www.aberdeencity.gov.uk/electricvehicles/ and http://www.cowheels.org.uk/aberdeen	83,570.75		Transport Scotland, Energy Saving Trust Scotland, Office for Low Emission Vehicles	Decarbonising vehicles through development of a network of electric charging points.
Transport	2012	2020		2017		In implementation	Number of members of Co-wheels Car Club. Additional 9 vehicles added during the reporting year 2015/2016 (38 vehicles) compared to 2014/2015 (29 vehicles). Increase in number of members signed Co-Wheels Car Club = 400 members (In 2014/2015 900 members of the public signed in Co-wheels car Club, 2015/2016 1300 members of public signed in Co-Wheels car Club). Additional 73 employees added to the account in the reporting year (661 compared with 588 before) Additional 7 vehicles added during reporting year (now 45). Additional 224 members added to the account in the reporting year (1524 compared with 1300 before. Does not include removal of some inactive members). 148,970 km covered by petrol cars, 32,874 covered by diesel cars, 102,483 covered by hybrid cars, 126,439 covered by electric vehicles during the reporting period. Obtained through telematics.	Influencing	No	http://www.cowheels.org.uk/about_us Council has tendered for a company to come into Aberdeen to run a pay as you go car club from spaces the Council created on the public road and Council car parks. It also had to run pool car services for the Council. Furthermore, car club is used as part of the Development Management process		57522	Aberdeen City Council, Transport Scotland, Cowheels Car Club	Decarbonising private vehicles - Expansion of Co-Wheels car club - Aberdeen network with more vehicles available, more low carbon vehicles available to public.
Transport	2014	2018		2016	1447		Number of hydrogen vehicles and fuelling stations. Working on a conversion of a diesel equivalent emissions of 1200gCO ₂ /KM	Enabling	No	http://www.aberdeeninvestiveisit.co.uk/Invest/AberdeensEconomy/CityProjects/H2-Aberdeen/H2-Aberdeen.aspx	19000000		Public-private sector partnership	Decarbonising public transport and other vehicle. Fleet of 10 x hydrogen buses and hydrogen refuelling stations.
Waste	2013	2017		2015		In implementation	Food waste service has been provided to flatted/tenemental properties starting in 2013 covering around 17000 properties in 2013, nearly 8900 properties in 2014 and just over 8300 in 2015. Food waste is collected separately from other waste streams. With the weight information and the emission factors available from Defra/DECC (https://www.gov.uk/government/collections/government-conversionfactors-for-companyreporting) both for food waste sent to landfill and food waste composted it is possible to calculate how many tCO ₂ e is saved with the implementation of the project. Calculation as per follows: 2013 = 85.1 tonnes x (570-6) KgCO ₂ e/tonne = 48 tCO ₂ e saved 2014 = 398.3 tonnes x (570-6) KgCO ₂ e/tonne = 225 tCO ₂ e saved 2015 = 643.4 tonnes x (723-6) KgCO ₂ e/tonne = 462 tCO ₂ e saved	Direct	No	http://www.aberdeencity.gov.uk/waste/waste_recycling/waste_recycling_food_flats.asp	1429517		Aberdeen City Council and Zero Waste Scotland Zero Waste Scotland funding = £1,429,517 over the length of the project	

Sector	Start year for policy / action	Year of full implementation	Annual CO ₂ saving	Last year measured	Savings in latest year measured	Status	Metric/indicators for monitoring progress	Delivery role	ISM used?	Details of behaviour change activity	Value of investment	Ongoing costs	Primary funding source	Comments
Waste	2016	2018		2016		In implementation	Mixed recycling coming from flats/tenemental properties is not collected separately from other recycling service and for this reason it is difficult to provide figures on emissions saved with the implementation of this specific project. The emission saving should be visible with the increase of the recycled tonnage and with the increase of overall recycling rate.	Direct	No	http://www.aberdeencity.gov.uk/waste/waste_recycling/waste_onstreet_mixed_recycling.asp	180000		Funding for tenements from Zero Waste Scotland. Funding for kerbside from Aberdeen City Council.	Enhanced recycling - Domestic communal mixed recycling service for flats. Provision of communal mixed recycling service to householders living in flats/tenemental properties. The project started in 2016 and is still on-going.
Waste	2017	2017				Complete	<p>The indicator will be tonnes diverted per annum. Total tonnes of material diverted from recycling and reused 2017 = 26.23 tonnes (Bicycle, furniture, sports equipment, bric-a-brac- toys etc)</p> <p>tCO₂e saved from material diverted from recycling = 550.83 kg</p> <p>Tonnes of material diverted from recycling and reused x emission factor for material recycled = 26.23 tonnes x 21 kgCO₂e/tonne waste = 550.83 kg CO₂e saved = 0.55 tCO₂e saved</p>	Direct	No	http://news.aberdeencity.gov.uk/residents-encouraged-to-reuse/ The reuse facility provides an opportunity to divert more materials and resources from landfill. Each year we are endeavouring to achieve a 10% increase based in year one figures for the materials recovered and reused. So far over 36.73 tonnes of valuable materials have been diverted from landfill since the project began.	25600		Aberdeen City Council Zero Waste Scotland. The funding from Zero Waste Scotland was obtained for the purchase of two storage containers of around 36m ³ capacity which will allow the safe, secure acceptance and storage of reuse items. In addition the funding paid for the costs of signage and associated marketing campaign to publicise the service.	Reuse - In January 2017 a reuse facility was opened at Sclattie Household Waste Recycling Centre in Bucksburn. The Reuse service was expanded to due to the success shown at Grove HWRC. The site accommodates a full range of recycling facilities and is convenient for the population North of the city. The reuse facility is a partnership between Aberdeen City Council, Suez UK and the charity Blythswood. The facility is operated by SUEZ UK and the charity collects the items to sell on to the public. The targeted items are household furniture, sports equipment and bicycles and has been expanded to collect further items such as household bric-a-brac, DIY equipment and toys among many other materials and any items that are unsuitable, will continue to be recycled.
Waste	2014	2017				Complete	Number of properties provided by new service.	Direct	No	All householders on bin system now have smaller residual waste bins and larger recycling containers. A comprehensive communications plan was also executed as part of this and has resulted in an increased recycling rate. Early indications suggest participation rates are on average 70%+.			Aberdeen City Council	Enhanced recycling - Introduction of new mixed recycling service which increases range of materials recycled and reduces capacity for residual waste to 70,000 domestic properties.
Electricity	2015	2023				In implementation		Direct	No		1050400		Aberdeen City Council - spend to save and non-housing capital plan.	Replacement of high consumption Street Lighting Lanterns with lower energy LED units. Saving of grid electricity. Estimated cost savings of 254,469 per annum.
Transport	2017	2022				Proposed		Direct	No				European grant funding for maximum Emission Reductions.	Hytime Project – Hydrogen Truck Implementation. This will be for 2 x Refuse Collection Vehicles and 1 x Large Sweeper.
Transport	2016	2020				In implementation		Direct	No				European Funding through Civitas has been obtained to support development of this plan and improve the data set behind it.	Develop and implement the Sustainable Urban Mobility Plan (SUMP) for the city. Improvements to cycling and walking infrastructure to the city centre Target 20% increase in cycling and walking to access city centre. 20% reduction in traffic in city centre. Impact will be monitored by RGU.

Sector	Start year for policy / action	Year of full implementation	Annual CO ₂ saving	Last year measured	Savings in latest year measured	Status	Metric/indicators for monitoring progress	Delivery role	ISM used?	Details of behaviour change activity	Value of investment	Ongoing costs	Primary funding source	Comments
Other	2016					Complete		Joint venture	No					City Centre Carbon Reduction Project. This project aims to encourage city centre businesses to undertake energy efficiency audits available through Resource Efficient Scotland to reduce costs and carbon. This is an on-going project which aimed to have a pilot of 5 businesses signed up by the end of 2016, working with RES to a much larger regional promotion of their services which should help boost take up. Aberdeen Inspired, Resource Efficient Scotland, Aberdeen City Council.
Other		2018				Proposed		Joint venture	No					Pilot Local Heat and Energy Efficiency Strategy. In partnership with 4 other cities through the Scottish Cities Alliance (SCA), ACC is seeking funding from SEEP to develop a pilot LHEES in the Tillydrone area of Aberdeen. Bid issued. End of 2018 project due for completion.
Other	2016	2018				In implementation		Indirect	No				Scottish Government and ACC	Plans have been approved to extend the district heating system to an additional 7 multi storey blocks.
Other	2016	2020				In implementation		Joint venture	No				ACC has received EU funding which includes funding to Codevelop a heat map for the city and a city wide heat network plan.	Development of a heat map and district heating plan for the city.
Transport	2016	2021				In implementation		Direct	No					Develop new Park and Choose site on the A96/Dyce Drive link road – opened March 2017. The aim is to double the number of people using Park and Choose sites by 2021.
Transport	2016					In implementation		Joint venture	No					This is an ongoing scheme, called EcoStar. This programme encourages fleet operators to seek EcoStar status which is based on them reducing their fleet emissions and includes auditing and advice. So far 40 organisations have signed up.
Transport	2016	2020				In implementation		Joint venture	No				This is European funded project and we will be working with RGU to see how we can monitor any carbon benefits arising.	Civitas Project – promoting active travel and uptake of collective travel. Improvements to cycling and walking infrastructure to the city centre Target 20% increase in cycling and walking to access city centre. 20% reduction in traffic in city centre. ACC, Aberdeen Harbour Board, the University of Aberdeen, RGU, Nestrans, Abellio, Aberdeen cycle network.
Transport	2016	2016				Complete								Behaviour change pilot. As part of developing their multistorey carpark NHS Grampian need to significantly reduce car parking for a period of time. The partners (NHS, nestrans, stagecoach and ACC) are working together encourage alternative transport for the commute to encourage long-term behaviour change.

• 4 Partnership Working, Communications and Capacity Building

Key action type	Description	Action	Organisation's project role	Lead organisation (if not reporting organisation)	Private partners	Public partners	3 rd sector partners	Outputs	Comments
Partnership working	Implementation of Powering Aberdeen	Partnership working of climate change or sustainability	Lead		There are many private partners including First, Stagecoach, Network Rail, Aberdeen Harbour Board etc.	There are many public partners including the NHS, University, SSN etc.	There are a number of third sector partners including FSB, SBC and FoE.	Implementation of projects/actions within Powering Aberdeen.	http://www.aberdeency.gov.uk/council_government/shaping_aberdeen/SustainableEnergyActionPlan.asp
Partnership working	Inputting and supporting development of an over-arching Sustainable Energy Action Plan for the North East of Scotland.	Partnership working of climate change or sustainability	Supporting	Aberdeenshire Council	Same as Powering Aberdeen, but includes stakeholders from Angus, Moray and Aberdeenshire.			Development and progression of the NE SEAP.	Over-arching strategy for the North East of Scotland to ensure transboundary issues are considered. Compliance with legislation, alleviation of fuel poverty, fuel security, job creation, revenue savings, corporate reputation enhancement, attraction of investment, global recognition, diversification of the economy alongside many other benefits.
Partnership working	Facilitation of a network to learn from others, share best practice and develop collaborative projects.	Partnership working of climate change or sustainability	Lead		Members attend from all sectors. Details can be found at: http://www.aberdeency.gov.uk/planning_environment/environmental/your_environment/cma_northeastscotlandclimatechangepartnership.asp			North East Scotland Climate Change Partnership.	http://www.aberdeency.gov.uk/planning_environment/environmental/your_environment/cma_northeastscotlandclimatechangepartnership.asp
Communications	Leading, working in partnership and developing activities to showcase during these campaigns.	Multi-organisation communications	Participant	Sometimes lead, other times support Aberdeen Climate Action.	Many businesses across the city are encouraged to be involved.	Aberdeenshire Council, NHS, University of Aberdeen, Robert Gordon University, James Hutton Institute.	FoE who project manage Earth Hour and then Aberdeen Climate Action, alongside multiple local groups.	Co-ordinating engagement and communications for Earth Hour and Climate Week through partnership working.	http://www.aberdeency.gov.uk/CouncilNews/ci_cns/pr_Earth_Hour_Panda_160316.asp

Key action type	Description	Action	Organisation's project role	Lead organisation (if not reporting organisation)	Private partners	Public partners	3 rd sector partners	Outputs	Comments
Communications	Recognises sustainable initiatives of organisations and individuals.	Awareness raising	Lead		Open for businesses across the city to apply.	Open to schools across the city to apply.	Open to charities, community groups, individuals across the city to apply.	EcoCity Awards	http://www.aberdeencity.gov.uk/planning_environment/environmental/your_environment/cma_ecocityawards.asp
Capacity building	Training and guidance for internal stakeholders to help inform corporate and city wide decision making.	Skills/capacity building	Lead			Internal stakeholders including elected members.		New managers induction. Elected members induction. Committee report writing training/guidance. PIT STOP training.	Internal communications with participation within the new managers induction, elected members induction, committee report writing and PIT STOP training.
Partnership working	Ensure effective management and conservation of the river Dee and its surrounding environment including natural flood management.	Partnership working of climate change or sustainability	Supporting	Dee Catchment Partnership	Aberdeen Harbour Board, National Farmers Union Scotland	Aberdeenshire Council, Cairngorms National Park Authority, Forestry Commission Scotland, James Hutton Institute, Scotland Rural College (SRUC), Scottish Environment Protection Agency, Scottish Government, Scottish Natural Heritage, Scottish Water	Royal Society for the Protection of Birds (RSPB), Dee District Salmon Fishery Board	Dee Catchment Management Plan and Partnership. Natural Flood Management.	http://theriverdee.org/ourpartners.asp
Communications	Production of a quarterly newsletter showcasing sustainability stories from multiple stakeholders across the city.	Awareness raising	Lead		Any private partners within the city can contribute to the newsletter.	Any public sector partners within the city can contribute to the newsletter.	Any third sector partners within the city can contribute to the newsletter.	Green Times	http://www.aberdeencity.gov.uk/planning_environment/environmental/your_environment/cma_your_environment/Greentimes.asp

Key action type	Description	Action	Organisation's project role	Lead organisation (if not reporting organisation)	Private partners	Public partners	3 rd sector partners	Outputs	Comments
Partnership working	Preservation and enhancement of biodiversity through networking and delivery of a Local Biodiversity Action Plan.	Partnership working of climate change or sustainability	Participant	James Hutton Institute	Representatives drawn from a range of organisations including local authorities, conservation environmental and research organisations, statutory agencies and local businesses and individuals.			North East Scotland Biodiversity Partnership. Local Biodiversity Action Plan.	Working to help preserve and protect biodiversity and will implement projects that helps achieve this aim, taking the future threats of climate change into consideration. For example, there will be a focus on protecting and preserving habitats that help store carbon such as peatlands, raised bogs, heaths and fens. http://www.nesbiodiversity.org.uk/
Capacity building	To consolidate and grow the region's position as one of the world's major energy centres and the energy capital of Europe	Skills/Capacity building	Supporting	Aberdeenshire Council	Scottish Enterprise	Aberdeenshire Council		Energetica	http://www.energetica.u.com/about/what-is-energetica
Partnership working	Working to bring about a hydrogen economy in the Aberdeen City Region developed through the HyTrEc project.	Partnership working of climate change or sustainability	Lead		Various – see weblink			H2 Aberdeen. Hydrogen Strategy development and implementation for Europe's North Sea region.	http://www.aberdeeninvestlivevisit.co.uk/Invest/Aberdeens-Economy/City-Projects/H2-Aberdeen/A-Hydrogen-Economy.aspx

Key action type	Description	Action	Organisation's project role	Lead organisation (if not reporting organisation)	Private partners	Public partners	3 rd sector partners	Outputs	Comments
Partnership working	AREG works closely in partnership with the Council to identify and help facilitate the delivery of projects that could provide additional renewable energy infrastructure.	Partnership working of climate change or sustainability	Lead					Aberdeen Renewable Energy Group working to ensure businesses in Aberdeen City and Shire capitalise on opportunities in renewable energy.	http://www.aberdeenrenewables.com/
Partnership working	Working together to ensure water bodies achieve a certain ecological status.	Partnership working of climate change or sustainability	Participant	SEPA		http://www.sepa.org.uk/media/75414/doc-7-north-east-areaadvisory-groupmembership-list.pdf		North East Scotland Area Advisory Group. Local River Basin Management.	http://www.sepa.org.uk/environment/water/river-basinmanagementplanning/
Partnership working	Working together to prevent and alleviate flooding.	Partnership working of climate change or sustainability	Participant	SEPA		http://www.sepa.org.uk/media/75414/doc-7-north-east-areaadvisory-groupmembership-list.pdf		North East Scotland Area Advisory Group. Local Flood Risk Management Plan (LFRMPs)	Aberdeen City Council Planning and Flooding Team have been involved in developing the Scotland Flood Risk Management Plan and the Local Flood Risk Management Plan (LFRMPs). These are based on the Flood Risk Management Strategies (FRM Strategies), which were published in December 2015. The LFRMPs provide more detail on the actions that are to be taken forward in the first flood risk management cycle, June 2016 - June 2022. The LFRMPs were developed in partnership and will link to other plans, policies, strategies and legislative requirements. http://apps.sepa.org.uk/FRMStrategies/

Key action type	Description	Action	Organisation's project role	Lead organisation (if not reporting organisation)	Private partners	Public partners	3rd sector partners	Outputs	Comments
Communications	Raising awareness of alternative transport options.	Awareness raising	Lead		Various – changes yearly.			Participation in European Mobility Week September 2016 including an In Town Without My Car Day event and a West End Street reclaim project - closing parts of the city centre to vehicles.	http://www.aberdeency.gov.uk/CouncilNews/ci_cns/pr_europeanmobilityweek_070815.asp Funded with smarter choice, smarter placed money. £15000.
Partnership working	Getabout is a sustainable travel brand promoting walking, cycling, use of public transport, lift share.	Behaviour Change	Participant	Getabout Partnership (rotating chair with ACC currently chairing)		Aberdeenshire Council, University of Aberdeen, Robert Gordon University, North East College, James Hutton Institute, Energy Saving Trust, NESTRANS, NHS		Get About Partnership and awareness raising	http://getabout.org.uk/
Partnership working	Promotion and use of shared transport.	Behaviour Change	Participant	Co-wheels				Co-wheels partnership. Car club scheme.	http://www.cowheels.org.uk/Aberdeen £133,000 (Council, Transport Scotland)
Partnership working	Promotion of usage of low carbon emission vehicles: electric vehicles.	Behaviour Change	Participant	Transport Scotland		Transport Scotland, Energy Saving Trust Scotland, EVAS (Electric Vehicle Association Scotland)			http://www.aberdeency.gov.uk/electricvehicles/ £103,000 (2016/17)
Partnership working	Promotion of Active Travel as walking and cycling to improve and expand the network of paths/routes.	Partnership working of climate change or sustainability	Participant	NESTRANS		Aberdeenshire Council	SUSTRANS, Paths for All	Network that delivers awareness events and works together on projects.	http://www.aberdeency.gov.uk/planning_environment/planning/outdoor_access/wac_outdoor_access.asp

Key action type	Description	Action	Organisation's project role	Lead organisation (if not reporting organisation)	Private partners	Public partners	3 rd sector partners	Outputs	Comments
Partnership working	Promotion of access via paths.	Partnership working of climate change or sustainability	Participant	Paths for All		Transport Scotland, NESTRANS, NHS, Aberdeenshire Council, Energy Saving Trust Scotland		Network that delivers awareness events and works together to develop/maintain paths. Smarter Choices, Smarter Places Programme.	http://www.pathsforall.org.uk/pfa/getinvolved/smarter-choices-smarter-places-fund.html Total invested in the partnership - £495,592.21.
Partnership working	Changing waste and recycling service from individual to communal containers to promote of easier and more accessible access to recycling service	Partnership working of climate change or sustainability	Participant	Zero Waste Scotland				Working with members of the public, community councils and groups to expand waste infrastructure across the city.	http://news.aberdeency.gov.uk/recycling-boost-for-hundreds-ofaberdeen-households/
Partnership working	Provision of a reuse scheme at Hazlehead Recycling Centre.	Partnership working of climate change or sustainability	Lead		Sita			Reuse programme for waste.	http://news.aberdeency.gov.uk/residents-encouraged-to-reuse/
Partnership working	Treatment and recovery of residual waste to produce heat and electricity.		Lead		None	Aberdeenshire and Moray Councils	None	To develop an energy from waste facility to deal with the residual municipal waste produced by the three authorities in the north east of Scotland.	Facility expected to be operational by late 2021.

Key action type	Description	Action	Organisation's project role	Lead organisation (if not reporting organisation)	Private partners	Public partners	3 rd sector partners	Outputs	Comments
Communications	Worked with city stakeholders to produce a programme of events and lights to be switched off for Earth Hour and climate week within March 2017.	Awareness raising	Participant	Aberdeen Climate Action	Various stakeholders – see website.			Earth Hour and Climate Week campaigns.	Raising awareness of climate change in the Council, schools and with the public through a series of press releases, flyers, emails, radio interviews, and posters in public places. A programme of events took place including talks, films, rangers walks, art projects, science workshops, tree planting and information events with many people taking part. http://www.climateweekaberdeen.org/
Partnership working	Heat recovery	Partnership working of climate change or sustainability	Participant	Aberdeen Heat and Power				Heat recovery from the ice rink to locally heat the ice rink beach ballroom complex.	Investment of £1 million.
Communications	Green Business Network	Skills/Capacity building	Lead		ACC/Aberdeenshire, SE, Energetica			Green Business Network	The aim is to develop a green business network to promote opportunities to business and to help encourage leadership and sharing of best practice. Discussions are on-going to establish the network.

- 5 Please detail key actions relating to Food and Drink, Biodiversity, Water, Procurement and Resource Use in the table below.

Key action type	Key action description	Organisation's project role	Impacts	Comments
Biodiversity	Hazlehead Grove Nursery	Lead	Providing an opportunity to develop life skills and learning opportunities for people, through various activities including plant cultivation and other horticultural related activities for the benefit of the city's parks and open spaces and an outdoor educational space.	Ongoing initiative
Food and drink	The Allotments Market Stall	Supporting	Supporting a market stall at Duthie Park for produce from allotments in Aberdeen. All the proceeds go back to the gardeners to help them maintain and improve their allotment sites. TAMS works with the Council and Community Food Initiative North East (CFINE) who coordinate the foodbanks initiative.	Ongoing initiative
Food and Drink	Sustainable Food Cities	Participant	The initiative promotes a sustainable approach to food and could see more local food growing projects, organic food, less food waste, less food transportation and stronger links between consumers and local producers. A reduced foodprint will reduce city-wide carbon emissions.	http://sustainablefoodcities.org/findacity/cityinformation/userid/
Food and drink	Aberdeen City Fairtrade	Participant	Aberdeen City Council reaffirmed its support for Fairtrade and committed to establishing a baseline to monitor its own procurement of Fairtrade, or equivalent, items. Buying more Fairtrade supports an income stream and engagement with communities in developing countries. This gives them more opportunity to adapt to a changing climate and to pursue low carbon solutions relevant to their needs. This is an on-going initiative.	Continued support for Fairtrade. http://www.aberdeencity.gov.uk/business_trade/trading_standards/fairtrade_city.asp
Biodiversity	Seaton Wetland project	Lead	This £90,000 project was developed to deal with flooding issues through the creation of an official wetland in the Seaton Park. In recent years, the park has suffered from flooding creating problems with access in certain areas and the pooling of water in other parts of the park. The project includes a viewing platform and wildflower planting.	http://www.aberdeencity.gov.uk/seatonparkwetlandproject/

ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20 th September 2017
REPORT TITLE	Middlefield/Northfield Place-Making (2 nd report)
REPORT NUMBER	CHI/17/008
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Bill Watson

1. PURPOSE OF REPORT:-

- 1.1 Finance, Policy and Resources Committee, on 9th March 2017, instructed that the Head of Land and Property Assets report back should Sustrans make a provisional grant offer.

2. RECOMMENDATION(S)

- 2.1 It is recommended that Committee:
- (a) approves acceptance of Sustrans' offer of a grant of up to £469,094 (subject to 2.5 below) to enhance active travel routes in, and around, Heathryfold Park, Middlefield and Northfield (so as to improve their accessibility for cyclists and pedestrians) (see 4.1. below);
 - (b) approves the expenditure of this grant allocation, from Sustrans;
 - (c) authorises the required procurement exercise(s) and approves delivery of improvements to paths in, and around, Heathryfold Park, Middlefield and Northfield up to the value of this grant allocation;
 - (d) instructs that an allowance be made within future revenue budgets for the maintenance of these enhanced paths;
 - (e) instructs the Director of Communities Housing and Infrastructure, in consultation with the Heads of Finance and Legal and Democratic Services, to confirm to their satisfaction that the terms and conditions of the grant funding can be met in relation to this offer of funding (see 4.1 below);

- (f) instructs the Head of Land and Property Assets to identify a responsible officer to monitor compliance with the grant conditions;
- (g) gives approval for the public to be consulted on other potential active travel improvements within this Locality;
- (h) instructs the Head of Land and Property Assets to report to a future Committee meeting as to the results of this public consultation, along with recommended actions.

3. BACKGROUND/MAIN ISSUES

3.1 This project is intended to:

- increase the accessibility and usage of the paths that cross Heathryfold Park, and routes which link to the Park;
- improve the night time accessibility of these paths; and
- increase the number of journeys made by bicycle, and on foot, within Middlefield and Northfield by providing improved active travel routes.

3.2 Where the idea for the project came from

3.2.1 The initial impetus to develop this project came from a 'Total Place' consultation process that commenced in 2014. The lack of provision for cyclists; and the quality of the environment were identified as priorities by this community.

3.2.2 An audit of the streets and paths in, and around, this Park was undertaken in June 2016 by 'Living Streets' and members of the public.

3.2.3 A community based steering group has been formed so as to guide the development of the detailed designs, so as to ensure the range of aspirations within the community are fully considered, and met where possible.

3.3 How this project fits into the bigger picture

3.3.1 A number of regeneration projects have recently been completed and are underway within Middlefield and Northfield: "Aberdeen Treasure Hub"; the community "Hub" to Manor Avenue; the redevelopment of the Haudagain junction; the new housing developments at Byron Terrace, Marchburn Drive, Manor Walk and Smithfield Drive; and the environmental improvements of Heathryfold Park. Improving the pedestrian and cycle routes, within these neighbourhoods, will:

- link these new projects with each other and the other public facilities within these neighbourhoods (adding to the momentum of regenerational change to these priority neighbourhoods); and

- reduce the need for residents to use motorised forms of transport to access these facilities (with consequent improvements in road safety and air quality).
- 3.3.2 Scottish Index of Multiple Deprivation Data Zones (2016) S01006727, S01006726, S01006729 and S01006724 (located within Middlefield and Northfield) are ranked in the 2nd most deprived decile. The regeneration of the areas of multiple deprivation within Aberdeen (including these) are a priority for Community Planning Aberdeen. The project will (for those with a low disposable income):
- reduce transport costs (releasing income for other needs);
 - reduce isolation;
 - improve access to public services and employment; and encourage healthier lifestyles.
- 3.3.3 Car ownership within these data zones is understood to be relatively low. A relatively high proportion of adults within these neighbourhoods rely on public transport to get to the shops, education, training and employment. Improvements to the access routes to the bus stops will:
- increase safety;
 - reduce isolation, amongst those with mobility constraints; and increase the accessibility of public services and employment, amongst those with mobility constraints.
- 3.3.4 Attendance levels at Northfield Academy is significantly lower than the City's average: this is linked to high rates of sickness. This low rate of attendance is linked to poorer academic attainment and poorer employment prospects. An environment conducive to healthy living, in the form of improved leisure facilities and increased opportunities for active travel, is expected to reduce incidences of ill health and hence improve school attendance. In addition, studies have shown that children who walk and cycle to school are more alert and are better able to absorb information. It is anticipated that this project will contribute to improved school attainment and, therefore, improved employment prospects.
- 3.3.5 The accident rate for the elderly in data zones S01006727 and S01006729 is more than twice the City's average. This neighbourhood is also classified as a 'high risk' area for children. It is understood these raised accident rates are partly due to barriers the elderly and the young experience in accessing supportive and safe public facilities. This project will reduce these barriers by improving the safety and accessibility of the routes from residents' homes to the wide range of public facilities, within these neighbourhoods.
- 3.3.6 The Aberdeen Active Travel Action Plan 2017-2021 recognises the priority that should be given to "Local Improvements", so as to achieve higher proportion of journeys being made on foot and by bicycle.
- 3.3.7 This project is aligned with the Nestrans Regional Transport Strategy 2013/2035, "Proposals for Action: Walking and Cycling (IC6)", and "The Cycling Action Plan for Scotland".

3.4 How this project will improve the local area

3.4.1 The strategic objectives of this Project are:

- to improve the quality and accessibility of the Park, which currently has low value amenity;
- to improve the path network in this neighbourhood so as to increase and enhance the opportunities for people to get outdoors to relax, exercise and socialise;
- to build community confidence and capacity through community collaboration during the design, delivery and long-term management processes;
- **link** the regeneration projects with each other and the other public facilities within these neighbourhoods (adding to the momentum of regenerational change to these priority neighbourhoods);
- reduce the need for residents to use motorised forms of transport (with consequent improvements in road safety and air quality);
- reduce transport costs (releasing income for other needs); and
- reduce isolation and increase the accessibility of public services and employment: amongst those with mobility constraints.

4. FINANCIAL IMPLICATIONS

4.1 Capital cost

4.1.1 The capital and administration costs of these recommendations are to be met by the grant from Sustrans.

4.1.2 Sustrans have made a budget allocation of £469,094 towards this project, for financial year 2017/18.

4.2 Revenue costs associated with the recommendations

4.2.1 There are existing paths, across Heathryfold Park, in the locations of the proposed improved paths. The upgraded paths will not require repair works for a considerable period of time. It is proposed that when these upgraded paths do require repair works that this will be considered within the usual budgetary process.

- 4.2.2 It is envisaged that lights will be provided to these improved paths across the Park. The grant application has been made on the basis that these lights will be energy efficient LED luminaires (with detectors to further reduce power output when the path is not in use). It is proposed that the running cost of these additional street lights are allowed for within the usual budgetary process. This has been estimated at £110, per annum.
- 4.2.3 It is envisaged that the upgrading of the paths across the Park may increase the public's maintenance expectations: for additional glass sweeping etc. It is proposed that an additional maintenance expenditure of £5000, per annum, is allowed for within the usual budgetary process.

5. LEGAL IMPLICATIONS

- 5.1 The paths to be improved, across the Park, are on land which the Council's Property Legal Team has confirmed as being owned by the Council's General Account.
- 5.2 The Commercial and Procurement Legal Team shall be asked to review the terms and conditions of the grant funding agreement.

6. MANAGEMENT OF RISK

6.1 Financial

- 6.1.1 If the works are not undertaken in a manner that meets Sustrans expectations then this could lead to the loss of the grant. To avoid this eventuality, officers have been undertaking the design development in consultation with Sustrans. Prior to construction of the paths Sustrans will be asked to approve the detailed drawings and specification.
- 6.1.2 The recommendations in this report are designed to ensure adherence to the Council's Financial Regulations, Management & Control, A Code of Practice, dated 1 December 2016, especially regulation 5.14 thereof relating to External Funding / Grants.
- 6.1.3 The Council's Finance team are to review the terms and conditions of the grant funding to ensure they can be complied with.

6.2 Employee

- 6.2.1 Not applicable

6.3 Customer / citizen

- 6.3.1 These neighbourhoods have been troubled by the anti-social use of motorbikes. It is possible, that this might result in a perception that improved paths might, in some way, exacerbate this motorbike issue. It is anticipated, however, that increased use and the increased visibility of these paths, at all hours, will deter their anti-social use.

6.4 Environmental

6.4.1 The improved paths are likely to increase active travel within these neighbourhoods and, thereby, reduce carbon emissions.

6.4.2 The introduction of lighting to these paths may reduce the wildlife habitat improvements that will be achieved through the upgrading of Heathryfold Park. The lighting will be selected so as to provide lighting that is appropriate to the needs of the community, while minimising the adverse impact on wildlife.

6.5 Technological

6.5.1 Not applicable

6.6 Legal

6.6.1 Not applicable/see above

6.7 Reputational

6.7.1 It is intended that public awareness events will be conducted to promote this project.

7. IMPACT SECTION

7.1 Economy

7.1.1 These recommendations will increase economic activity within Aberdeen, by securing external funding.

7.2 People

7.2.1 An Equality and Human Rights Impact Assessment has been undertaken. It has been assessed that this project will have a positive impact

7.3 Place

7.3.1 These recommendations are designed to meet the community's aspirations for an enhanced and safer environment. In addition, they are designed to meet the following objectives:

- **Local Outcome Improvement Plan 2016-2016**
- **Aberdeen – the Smarter City:** Smarter Governance (Participation); Smarter Living (Quality of Life); Smarter People (Social and Human Capital); and Smarter Environment (Natural resources)
- **Shaping Aberdeen:** Improving Customer Experience; Improving our Use of Resources; Transform; Place; and People
- **Shaping Middlefield**
- **Joint working across Public, Community and Council organisations:**

Communities and Housing, Land and Property, Public Infrastructure and Environment, Planning and Sustainable Development. Police Scotland. Heathryfold Allotment Holders' Association. Healthy Roots.

7.4 Technology

7.4.1 Not applicable

8. BACKGROUND PAPERS

Community Planning Aberdeen, Single Outcome Agreement 2013

Aberdeen – the Smarter City

Community Planning Aberdeen Board, minutes 20th June 2016

Shaping Middlefield. Aberdeen City Council/Shaping Aberdeen ACC's Open Space Strategy 2011-2016

Aberdeen Local Development Plan 2012

Aberdeen Local Transport Strategy 2016-2021

ACC's Core Paths Plan

Scottish Index of Multiple Deprivation Data Zones (2016)

Scotland's People Annual Report: results from 2014 Scottish Household Survey (Transport and Travel). Scottish Government.

Let's get Scotland Walking: the National Walking Strategy (2014)

Cycling Action Plan for Scotland 2017-2020. Transport Scotland

Aberdeen Active Travel Action Plan 2017-2021. Aberdeen City Council

Benefits of active travel for young people. Sustrans

Nestrans Regional Transport Strategy 2013/2035, "Proposals for Action: Walking and Cycling (IC6)".

Locality 2 Strategic Assessment 2016. Community Planning Aberdeen.

Community Street Audit Report, Middlefield, Aberdeen City. June 2016. Living Streets

9. APPENDICES (if applicable)

Not applicable

10. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20 September 2017
REPORT TITLE	Unrecoverable Debt
REPORT NUMBER	CG/17/098
LEAD OFFICER	Steven Whyte
REPORT AUTHOR	Wayne Connell

1. PURPOSE OF REPORT:-

- 1.1 To advise numbers and values of Council Tax, Business Rates and Housing Benefit Overpayments made unrecoverable during 2016/17 as required in terms of Financial Regulations 5.3.4.

2. RECOMMENDATION(S)

- 2.1 The Committee is asked to:
- a. Note the value of Council Tax, Business Rates and Housing Benefit Overpayments deemed by the Head of Finance as unrecoverable and shown in Appendices 1 to 4.
 - b. Approve the Business Rates debts in excess of £25,000 shown in Appendix 4 are unrecoverable and be written off.

3. BACKGROUND

- 3.1 In accordance with the Council's Financial Regulations, it is policy to report annually on the levels of Council Tax, Business Rates and Housing Benefit Overpayments deemed unrecoverable.
- 3.2 The figures included within this report relate to those debts treated as unrecoverable during the financial year 2016/17. Apart from Sequestrations, debts are not deemed unrecoverable where there is on-going liability. The sums mostly relate to previous years where all approved recovery procedures have been followed. Full bad debt provision has been made in the accounts.
- 3.3 It must be emphasised that prior to completing the list, full advice, where appropriate, has been received from the Council's Debt Recovery Agents (Sheriff Officers) in determining that debts are indeed unrecoverable.

3.4 It should be noted that despite being deemed unrecoverable at this time, should the debtor be subsequently located, the debt will be reinstated and pursued. During 2016/17, Council Tax debts previously written off with a value of £74,052.03 were reinstated or recovered, for example by finding new addresses for the debtors.

3.5 Council Tax:

3.5.1 In total 8,166 debts were deemed unrecoverable with a value of £1,075,916.81. After allowing for £74,052.03 in recoveries and reinstatements, the net amount is £1,001,864.78. This is compared with the previous year where 6,649 debts were deemed unrecoverable with a net value of £830,859.71.

3.5.2 A breakdown over the years and reasons is shown in Appendix 1.

3.6 Housing Benefit Overpayments:

3.6.1 In total 1,775 debts were deemed unrecoverable with a value of £231,218.17. This is compared with the previous year where 1,673 debts were deemed unrecoverable with a value of £103,469.02.

3.6.2 A breakdown of the reasons is shown in Appendix 2.

3.7 Business Rates:

3.7.1 In total 286 debts were deemed unrecoverable with a value of £1,326,842.50. This is compared with the previous year where 89 debts were deemed unrecoverable with a net value of £683,117.37.

3.7.2 A breakdown over the years and reasons are shown in Appendix 3.

3.7.3 Appendix 4 shows 14 debts with values above £25,000 and reasons are shown. The Committee is asked to deem the value of £603,994.80 as unrecoverable (totals also included in Appendix 3).

4. FINANCIAL IMPLICATIONS

4.1 The sums deemed as unrecoverable are fully provided for in terms of bad debt provision.

4.2 To put the level of unrecoverable debt into context, the annual sums raised in 2016/17 for Council Tax (including water charges) and Business Rates were £146.5m and £215.2m respectively. The sums deemed unrecoverable cover a number of financial years.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

6.1 Customer/Citizen and Reputation

6.1.1 There is the possibility of a negative perception of the decision to write off debt due. However, it should be known that debts are pursued vigorously but there is no option but to class debts as unrecoverable when businesses fail and when individuals are sequestrated (made bankrupt). This Council only writes-off debts in exceptional circumstances but reinstates amounts owed regularly when further information becomes available.

6.2 Financial

6.2.1 There is no financial risk as sums deemed unrecoverable are fully provided for in terms of bad debt provision.

6.3 Employee, Environmental, Technological and Legal

6.3 There are no employees, environmental, technological or legal risks arising from the recommendations of this report

7. IMPACT SECTION

7.1 Economy

7.1.1 Managing debt in accordance with the Council's Financial Regulations promotes good practice in the administration of local taxes and the economy by writing off debt that has become uncollectable. The non-collection of the amounts owed will have no affect because full account has been taken in budgets.

7.2 People, Place and Technology

7.2.1 There are no direct implications on people, place and technology arising from the recommendations of this report.

8. BACKGROUND PAPERS

None

9. APPENDICES (if applicable)

Appendix 1 – Council Tax Write Offs 2016/17

Appendix 2 – Housing Benefit Overpayments Write Offs 2016/17

Appendix 3 – Business Rates Write Offs 2016/17

Appendix 4 - Business Rates Write Offs 2016/17 over £25,000

10. REPORT AUTHOR DETAILS

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COUNCIL TAX WRITE-OFFS 2016/17

Appendix 1

<u>Reason</u>	<u>Bills</u>	<u>Prior Years</u>	<u>2008/09</u>	<u>2009/10</u>	<u>2010/11</u>	<u>2011/12</u>	<u>2012/13</u>	<u>2013/14</u>	<u>2014/15</u>	<u>2015/16</u>	<u>2016/17</u>	<u>Total</u>
Unable to Trace	157	508.30		39.82	59.20		421.72	37.40	39.52	244.20	2,375.63	3,725.79
Deceased	926	103,970.55	9,310.72	9,140.76	9,594.36	9,854.23	11,371.48	16,414.08	13,818.23	13,361.40	2,412.98	199,248.79
Sequestration	2,845	218,611.22	31,610.90	39,367.34	35,410.11	43,913.68	61,783.81	90,507.02	105,495.38	185,867.20	40,857.48	853,424.14
Unrecoverable/No Assets	1,006	11,087.43	168.58	141.13	1,062.88	425.02	244.06	970.70	488.96	5,896.83	1,222.32	21,707.91
Uneconomical	<u>3,232</u> <u>8,166</u>	<u>42.20</u> <u>334,219.70</u>	<u>17.32</u> <u>41,107.52</u>	<u>18.03</u> <u>48,707.08</u>	<u>67.30</u> <u>46,193.85</u>	<u>-22.46</u> <u>54,170.47</u>	<u>12.49</u> <u>73,833.56</u>	<u>-1.21</u> <u>107,927.99</u>	<u>-280.51</u> <u>119,561.58</u>	<u>953.71</u> <u>206,323.34</u>	<u>-2,996.69</u> <u>43,871.72</u>	<u>-2,189.82</u> <u>1,075,916.81</u>
Less address found and previous write-off reversed		-9,527.78		-52.58	-59.20	-16.58	-3.94	-3.00	-21.86	-136.21	-2,978.88	-12,800.03
Write On		16,174.54	319.47	2,429.42	2,545.47	307.16	2,521.58	-3,340.24	-8,035.66	-26,634.53	-47,539.21	-61,252.00
	<u>8,166</u>	<u>340,866.46</u>	<u>41,426.99</u>	<u>51,083.92</u>	<u>48,680.12</u>	<u>54,461.05</u>	<u>76,351.20</u>	<u>104,584.75</u>	<u>111,504.06</u>	<u>179,552.60</u>	<u>-6,646.37</u>	<u>1,001,864.78</u>

HOUSING BENEFIT OVERPAYMENT WRITE-OFFS 2016/17

Appendix 2

<u>Reason</u>	<u>Cases</u>	<u>Total</u>
Deceased	20	16,912.22
Sequestration	385	181,774.35
Uneconomical	1258	10,237.56
Unrecoverable - no assets	112	22,294.04
	<u>1,775</u>	<u>231,218.17</u>

Business Rates Write Offs 2016/17

Appendix 3

<u>Reason</u>	<u>Cases</u>	<u>Prior Years</u>	<u>2011/12</u>	<u>2012/13</u>	<u>2013/14</u>	<u>2014/15</u>	<u>2015/16</u>	<u>2016/17</u>	<u>Total</u>
Receivership/ Liquidation	151	57,920.19	2,103.30		34,005.55	95,791.85	257,806.74	312,769.21	760,396.84
Unrecoverable/No Prospect of Recovery	34		1,555.02	13,426.73	35,329.16	32,911.33	18,583.42	763.79	102,569.45
Ceased Trading	80	18,390.61	27,752.92	78,677.83	93,194.50	69,065.93	102,871.44	28,040.28	417,993.51
Per Sheriff Officer	20	11,697.24	2,002.20	1,124.96	1,913.30	13,600.13	13,700.00	1,844.84	45,882.67
Small balance (w/off and w/on total)	1						0.03		0.03
Small Balance Global Write Off									
	286	88,008.04	33,413.44	93,229.52	164,442.51	211,369.24	392,961.63	343,418.12	1,326,842.50

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COMMITTEE	Finance, Policy and Resources
DATE	20 th September 2017
REPORT TITLE	Management of Gaps in the Public Transport Network
REPORT NUMBER	CHI/17/171
INTERIM DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Chris Cormack

1. PURPOSE OF REPORT:-

1.1 The purpose of this report is to advise members on the identified gaps in the public transport network in Aberdeen and how these gaps measure against the Council's assessment criteria for determining what transport is required. The report also seeks approval to address a number of gaps in the public transport network by tendering for new contracts.

2. RECOMMENDATIONS

2.1 It is recommended that the Committee:

- a) Delegates authority to the Interim Head of Planning and Sustainable Development, following consultation with the Head of Commercial and Procurement Services, to undertake a tender process for the procurement and thereafter award of contracts for supported bus services in Kingswells, Airyhall/Craigiebuckler and Dubford/Denmore as detailed in this report and in Appendix 2.
- b) Approves the total estimated expenditure for the award of these contracts as detailed in Appendix 2.
- c) Instruct the Interim Head of Planning and Sustainable Development to include the budgetary spend for supported bus services as detailed in Appendix 2 to this report for the 2018/19 financial year. Any additional funding will be subject to the Council forecast out-turn delivering a balanced budget for the year. If this is not the case then the item will be referred to the budget process.
- d) Requests the Interim Head of Planning and Sustainable Development to report to the Communities Housing and Infrastructure Committee in May 2018 with regards to the position of operating services under s22 Community Bus Permit and to update on the performance of all supported bus services.

3. BACKGROUND/MAIN ISSUES

3.1 Background

3.1.1 At the Council meeting on 21st June 2017 the Council instructed “*the Interim Director of Communities, Housing and Infrastructure to report to the Finance, Policy and Resources Committee in September 2017 with options for dealing with gaps in the public transport network, where a need has been identified and for a decision to be made.*” This followed on from the recommendation for the Council to engage in the forthcoming Transport Bill in order to seek new powers for local authorities to deliver bus services and to consider how the Council will deal with gaps in the public transport network in the interim, recognising that there are key areas of the City which currently have an identified gap in public transport provision and specific options for dealing with these gaps have been appraised.

3.2 Statutory Provisions / Assessment Criteria

3.2.1 The local bus service market is governed by the Transport Act 1985 and the Transport (Scotland) Act 2001, under which, commercial bus operators have the freedom to set their own routes, timetables and fares. Local Transport Authorities have a duty under sections 63-64 of the 1985 Act to secure the provision of public transport in its area that it deems is required. In order to consider the public transport that the Council considers may be required an assessment criteria is followed and is detailed in Appendix 1 to this report.

3.3 Identified Gap Assessment

3.3.1 The majority of Aberdeen is served throughout the day and all week, to a satisfactory level by commercial bus services. There are however a number of gaps which have been identified, noted below in priority rank order, along with a summary as to how they measure against the assessment criteria; recommendation on action required and how any required transport should be undertaken. The full assessment detail for each area with an identified gap is contained in Appendix 1 to this report.

Kingswells

3.3.2 Commercial bus services ceased to operate in Kingswells Village in April 2017. As a result there was no bus service and the nearest services were at the Park and Ride (P&R) which is up to a 2.5km walk for some residents. The Council has implemented interim services all day Monday to Friday, but a more permanent solution is required and a commitment has been given to residents to establish one.

3.3.3 The assessment for Kingswells demonstrates that the existing supported services do meet the minimum criteria between Monday to Friday, but there are insufficient bus services at the weekend and should supported services no longer be available then residents would have a significant walk to a bus service and this would significantly impact on residents ability to access education, employment and key services.

- 3.3.4 The current service requires passengers to connect at the P&R and the current cost to Council is high as there is no fare revenue to offset the running costs and there is a change in service between daytime and evening which has resulted in an inconsistent two-tier service. On this basis, it is considered that a service should be supported with a 30 minute peak time service daytime, a minimum hourly service off-peak and in the evenings between 06:00 to 23:00 Monday to Saturday and an hourly service on Sundays, between 08:00 to 22:00. It is recommended where possible for any service to travel via Lang Stracht and Westburn Road as the feedback from the community has highlighted the importance of this link; however when doing so consideration would have to be given to the availability of funding.
- 3.3.5 The recommended delivery of a service would be to support journeys on an existing commercial bus service. This would be dependent on an operator's willingness to amend one of their services and/or to bid for such a service. This method of service delivery would represent best value as there wouldn't be the requirement to fully support a standalone service. The financial implications with regards this option is detailed in Appendix 2 to this report.

Airyhall/Craigiebuckler

- 3.3.6 Commercial bus operators ceased to provide evening services in the area in April 2013 and as a result residents were required to walk up to 2km for their nearest bus service. The Council currently provides a supported bus service in the evenings which was implemented in June 2016.
- 3.3.7 The assessment for Airyhall/Craigiebuckler demonstrates that the existing supported evening services do meet the minimum criteria, however should supported services no longer be available then residents would have a significant walk to a bus service and this would significantly impact on resident's ability to access education, employment and key services in the evenings.
- 3.3.8 The current supported service has seen growth since its inception with the cost per passenger averaging at around £5-£6, which is considered medium level for a supported bus service, when benchmarked with other local authority supported services.
- 3.3.9 An option worth considering in more detail would be to deliver this service in-house on a s22 permit. An analysis of the financial implications for both options is detailed in Appendix 2 of this report.

Dubford/Denmore

- 3.3.10 Commercial bus operators ceased to provide Sunday services in the area in September 2012 and as a result residents are required to walk up to 1.6km for their nearest bus service.
- 3.3.11 The assessment for Dubford/Denmore demonstrates that there is an insufficient level of bus service in the area on a Sunday, requiring residents to walk a considerable distance to access a bus service.

3.3.12 It is considered that a supported service is implemented between 09:00 and 22:00 on a Sunday given the assessment that has been made, this may be a standalone service or an amended existing service and there are a number of options which Officers could tender for. Consideration should also be given to operating in-house as detailed in paragraph 3.3.12.

Footdee/Sea Beach

3.3.13 Commercial bus operations have not operated to the Beach and Footdee in the evenings for a considerable period of time.

3.3.14 The assessment for the Beach and Footdee demonstrates that the majority of residents in the beach area are within a reasonable walking distance to a bus service with only Footdee being a considerable distance to a bus service in the evenings. The population of Footdee is small and the level of demand would not substantiate the cost of a supported service where the subsidy per passenger would be extremely high, as such it is recommended that no further action is taken at this time.

Lower Deeside

3.3.15 Lower Deeside has a good level of service along North Deeside Road. This however can be challenging for some residents to access due to the topography of the area.

3.3.16 The assessment for Lower Deeside demonstrates that the majority of residents are within a reasonable walking distance to high frequency bus services, but those with mobility problems do have difficulty in accessing services. The Council has supported services in the past, but these have been at high cost per passenger and were not representing value for money given the low level of demand. The Council currently operates the Community Transport dial-a-bus service in the area Monday to Friday between 10:15 and 14:15 and it is considered that this is generally sufficient to meet the needs of residents to get some access to services, as the majority of residents use the commercial services.

Leggart

3.3.17 The Leggart area has bus stops on the A90 Stonehaven Road and a number of infrequent services operate along Leggart Terrace.

3.3.18 The assessment for Leggart demonstrates that the majority of residents are within a reasonable walking distance to high frequency bus services. But those with mobility problems do have difficulty in accessing services. The Council is currently operating the Community Transport dial-a-bus service in the area Monday to Friday between 10:00 and 14:30 and there are accessible local bus services on Leggart Terrace three times per day and it is considered that this is generally sufficient to meet the needs of residents to get some access to services, as the majority of residents use the commercial services.

Airport/Dyce Station bus link

- 3.3.19 The service 80 was initially funded by Nestrans between 2008 and 2013, as the route between Dyce Station and Aberdeen International Airport was viewed to be of regional strategic importance. The service was subsequently operated commercially by Stagecoach North Scotland from 1st April 2013 to 5th May 2017, with Stagecoach withdrawing the service due to low levels of patronage.
- 3.3.20 This is not a service which the Council would readily subsidise as the Council would only usually subsidise socially necessary transport where the service would not be provided except by action taken by the Council. While this strategic importance, alternative options do exist to access the Airport and Kirkhill Industrial Estate by bus, including bus access from Aberdeen train station, as such it is not recommended the Council provide financial support for such a service.
- 3.3.21 The Civitas Portis project, Collective Travel work stream focusses on the A96 transport corridor between Broad Street and Inverurie and will review the current travel methods and work towards modal shift from car to more sustainable forms of transport such as bus and train and the link between Dyce station and the airport will play an important role in this work stream.

4. FINANCIAL IMPLICATIONS

- 4.1 The financial implications are considered in Appendix 2 to this report.

5. LEGAL IMPLICATIONS

- 5.1 The Council must adhere to the legislative requirements for bus services as determined by the Transport Act 1985 and Transport (Scotland) Act 2001 and any procurement must be conducted in line with the Council's Procurement Regulations and an open Tender process would be required through Public Contracts Scotland.
- 5.2 Consideration has been given as to whether state aid would apply in such circumstances, where funding is being awarded to a commercial operator to provide these services. State Aid is not considered to apply as the funding of such services does not distort competition or affect trade between Member States. Furthermore, if a competitive tendering exercise is undertaken there is no favouring of one particular undertaking, but an open and transparent process.
- 5.3 A section 22 community bus permit can be utilised to operate local bus services but this must be on the basis of the social needs of a community and on a non-profit making basis, as such the Council would need to be mindful of these requirements and as such a service could not compete with commercial bus services. There is an imminent Department for Transport consultation with regards to the operation of s22 permits to ensure adherence to EU Regulations and this may have significant implications on the operation of these permits and services and accordingly the Council would be best to await the outcome of the consultation before implementing any s22 services.

6. MANAGEMENT OF RISK

- 6.1 Financial - There is a medium risk that there will not be sufficient budget to provide supported services, particularly in the forthcoming years. Officers will work to ensure options are costed and work with members to identify how to accommodate services in line with available resources. Consideration is also to be given to the possible options under the forthcoming Transport Bill to establish more sustainable delivery methods of bus services.
- 6.2 Employee - There is a risk that there is insufficient staff time and resource to implement and manage supported bus services. There is a low likelihood of this occurring, given the low volume of services and the workloads of Officers will be managed by the Interim Head of Planning and Sustainable to ensure requirements are met.
- 6.3 Customer/Citizen - There is a high risk that where the Council does not step to provide supported bus services that this will significantly impact residents, particularly in their ability to attend work, education, social activities and healthcare, and in some cases will result in social isolation.
- 6.4 Environmental - Transport is a major contributor to carbon emissions and in Aberdeen there is an exceptionally high level of car ownership and usage. There is a medium risk that if public transport is not readily available that this places more dependence on private car which will continue to impact on air quality. By ensuring high quality public transport services are available, helps encourage bus use and reduce dependency on the private car. Any supported service introduced by the Council would stipulate low emission vehicles or cleaner engines.
- 6.5 Technological - There are no technological risks as a result of the recommendations of this report
- 6.6 Legal - It is envisaged that in the medium term the wider situation required to be resolved satisfactorily, most likely within a new legislative framework introduced by the Scottish Transport Bill. Members should be aware that there are potential risks in subsidising bus services, such as competition implications with commercial bus services and adherence to procurement regulations and by ensuring proper consideration of and strict adherence to the legislation is undertaken reduces such risks.
- 6.7 Reputational - There is a medium risk of adverse publicity and reputational damage for the Council if supported bus services are not introduced or if residents do not feel the services are sufficient. We will ensure any decision is managed through our communications team and details are fully set out with regards to the reasoning for any decision and ensure officers continue to engage with the communities involved and to work in collaboration with the communities.

7. IMPACT SECTION

7.1 Economy

7.1.1 The recommendations in this report are focussed on improving public transport in the City. A high quality public transport system is important for any thriving economy in transporting people to work and education and directly support the business and education sectors and ensures the workforce can travel effectively and that all have access to appropriate education opportunities and access to all facilities in a cost effective way. A consistent approach to delivery of public transport in the City will ensure that local environmental factors, changing priorities and customer needs are considered as well as available budgets are taken into account on a reviewed basis.

7.2 People

7.2.1 The improvement to public transport links to the Community Plan vision of creating a *'sustainable City with an integrated transport system that is accessible to all.'* The actions in the Action and Delivery Plan assist in the delivery of actions identified in the Single Outcome Agreement (SOA) 2013, in particular the Thematic Priority – Older People (*'Older people in Aberdeen have increased independence'*) and the Multi-lateral Priority – Integrated Transport (*'Aberdeen is easy to access and move around in'*) and the Underlying Principle – (A presumption for community based access to services – *'Services are accessible to all citizens in the ways which meet their needs'*). This report will be of interest to the public as the citizens of Aberdeen have a vested interest in the public transport network and an Equality and Human Rights Impact Assessment (EHRIA) has been completed.

7.3 Place

7.3.1 The Local Outcome Improvement Plan (LOIP) sets out that we will improve multi-modal access to Aberdeen. The LOIP identifies that transport is a major contributor to carbon emissions and in Aberdeen there is an exceptionally high level of car ownership and usage. It is a vicious circle – poor air quality and poor road safety discourages people from walking or cycling, yet reducing reliance on private transport is the best way to improve air quality and a high quality public transport network is critical to this and this is identified in the LOIP which sets out the requirement for a competitive and accessible public transport system. Improvements to public transport will assist in the delivery of the Strategic Business Plan to provide and promote a sustainable transport system which reduces our carbon emissions. The Equality Outcomes sets out that Aberdeen will be an accessible city. The provision of a fully integrated and accessible public transport network is crucial to this as it is for ensuring physical and social barriers are removed for those with a disability to access services and public space.

7.4 Technology

There are no technological impacts as a result of recommendations to this report at the present time.

8. BACKGROUND PAPERS - N/A

9. APPENDICES (if applicable)

9.1 Appendix 1 – Transport Assessment

9.2 Appendix 2 – Financial Assessment and Procurement Requirements

10. REPORT AUTHOR DETAILS

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Appendix 1 - Council Duty | Sections 63 – 64 of the Transport Act 1985

1.0 Criteria

1.1 The Council will seek to provide a minimum level of service taking into account the financial resources at its disposal and value for money as indicated by cost/demand relationships. In determining priorities for subsidised service provision, the Council will have regard to the following:

1.1.1 Maintenance of the existing route network

1.1.2 Minimum levels of service defined by:-

Population	Minimum Service Level
<100	1-3 days/week
100 – 400	Daily
400 – 750	2-3 buses/day
750 – 2500	2 hourly
2500 - 4000	hourly
4000 +	hourly

1.1.3 Application of maximum walking distance standards of:-

- 400 metres in urban areas (population over 4000)
- 1000 metres in rural areas.

1.1.4 Access to alternative facilities.

1.1.5 In assessing cost/demand relationships, subsidies will be allocated on the basis of needs met in order of priority as follows:

- Priority Trip Purpose
 1. Work, higher education and vocational training
 2. Shopping
 3. Health
 4. Leisure and social
 5. Non-statutory education
 6. Seasonal/tourism

1.2 The Council will exercise its powers under sections 63 - 64 of the Transport Act 1985, to secure the provision of passenger transport services to meet needs which are not otherwise met.

1.3 The Council shall monitor the provision of passenger transport services in its area and shall seek to ensure the provision of minimum levels of service in accordance with the standards outlined above.

2.0 Assessment

2.1 Kingswells

2.1.1 The output from the Kingswells assessment is as follows:

- The population is approximately 5,500 and as such there should be at least an hourly service in place. The current interim service meets this need at peak times Monday to Friday, but during the off-peak and weekends this is not met. Given this is a large community within the city, a half hourly service would be recommended daytime.
- Walking distance to bus services, at times, is considerably in excess of the target 400m.
- Access to facilities is generally maintained with the interim services but without these there would be no access to key facilities such as, GP/medical, pharmacy, shopping, community facilities and dental and priority trips are generally catered for with the interim services but at the weekends these are not as there are no services for access to education/work, shopping, health and leisure/social.

2.2 Airyhall/Craigiebuckler

2.2.1 The output from the Airyhall/Craigiebuckler assessment for evenings is as follows:

- The population is in excess of 5,000 and as such at least an hourly daytime service should be in place, the current supported evening service is hourly.
- The target maximum walking distance to bus services, with the supported service is met, however without the council supported service it would be in excess of the target 400m.
- Access to facilities and priority trips are generally maintained with the current supported services but without these there would be no access to key facilities access for evening education/work, shopping, health and leisure/social.

2.3 Dubford/Denmore

2.3.1 The output from the Dubford/Denmore assessment for Sundays is as follows:

- The population is approximately 3,500 and as such at least an hourly daytime service should be in place, although given it is a Sunday infrequent services would be deemed reasonable.
- The walking distance to bus services is considerably in excess of the target 400m.
- There is no access to key facilities on a Sunday such as, medical, shopping and community facilities and priority trips are generally not catered for with restricted access for Sunday work, shopping, health and leisure/social.

2.4 Footdee/Sea Beach

2.4.1 The output from the Footdee/Beach assessment for evenings is as follows:

- The population is under 1000 and the area is largely entertainment, leisure and retail and as such we would expect a bus up to every 2 hours during the day.
- The walking distance to bus services for housing at the beach is up to 500m; for the beach retail and leisure offering it is up to a 1km walk and for Footdee it is up to a 1.65km walk, all of which are in excess of the target 400m, although the housing at the beach would be within a tolerable distance given the majority of properties would be within the 400m and the consideration is focussed on residential access primarily as opposed to access for the retail and leisure facilities when considering supported services.
- There is no access to key facilities in the evening for Footdee residents such as, medical, shopping and community facilities and priority trips are generally not catered for Footdee residents with restricted access in evenings for work, shopping, health and leisure/social.

2.5 Lower Deeside

2.5.1 The output from the Lower Deeside (residential streets) assessment is as follows:

- The population is approximately 15,500 and as such we would expect a bus at least every hour, but the area would require a higher frequency. There are currently services in excess of every 15 minutes on the main corridor.
- Walking distance to bus services can be up to a 1km walk for some residents, but the majority of properties are within the 400m walk and no more than 600m walk, which would be tolerable.
- Access to facilities is generally maintained and priority trips catered for with the current services but those with mobility problems will have difficulty in accessing services.

2.6 Leggart

2.6.1 The output from the Leggart assessment is as follows:

- The population is under 1000 and as such would expect a bus service up to 3 times a day would be expected and there are currently services at least every 30 minutes on the main corridor and 3 buses per day on Leggart Terrace.
- The walking distance to bus services can be up to a 600m walk for some residents, but the majority of properties are within the 400m walk and no more than 600m walk, which would be tolerable.
- Access to facilities is generally maintained and priority trips catered for with the current services but those with mobility problems will have difficulty in accessing services.

2.7 Airport / Dyce Station

2.7.1 The output from the Airport / Dyce Station link assessment is as follows:

- Population is not considered as the population of Dyce have access to a number of bus services. The link between the station and airport/industrial estates while potentially used by hundreds of people other services do exist.
- The walking distance to bus services for the key locations are under the required 400m.
- Access to facilities is generally maintained and priority trips catered for with alternative services but there is an increase in journey time compared with previously when the Airlink service operated.

COMMITTEE	Finance, Policy and Resources
DATE	20 th September 2017
REPORT TITLE	School and Social Work Transport Framework Agreement Extension
REPORT NUMBER	CHI/17/172
INTERIM DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Chris Cormack

1. PURPOSE OF REPORT:-

- 1.1 The purpose of this report is to seek approval to invoke the one year extension clause in the current Framework Agreement for the provision of school, college and social work transport

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee:
- a) Approve the 1 year extension to the current Framework Agreement for the provision of call-off contracted School and Social Work Transport.
 - b) Approves the related estimated expenditure for the call off contracts, (of 4 year duration) to be entered into in respect of a) above as set out in Appendix 1 of this Report
 - c) Instructs the Interim Head of Planning and Sustainable Development to advise the committee on an annual basis of expenditure made within that year, and cumulative expenditure against initial estimate.

3. BACKGROUND/MAIN ISSUES

- 3.1 The Public Transport Unit (PTU) procures and manages the required school and social work transport services. In 2016 the PTU entered a framework agreement with 17 service providers, for the procurement of school and social work transport services following a tendering exercise.
- 3.2 The framework agreement was entered into for a period of 2 years (1st April 2016 – 31st March 2018) with the potential to extend by a further year, as approved by the Finance, Policy and Resources Committee on 15th September 2015.

- 3.3 Currently a quarter of all school and social work transport specifications are re-tendered each year on a 4 year cycle, with each specification being awarded and contracted for up to 4 years through a call-off contract from the framework agreement. This allows for a managed workload and ensures that service providers can bid for new work each year. We also seek quotes for a number of ad-hoc call-off contract specifications throughout the year with due consideration being given to Best Value and service delivery.
- 3.4 The two year framework agreement term ends on 31st March 2018. The agreement has on the whole been successful in terms of ensuring transport requirements are met, transport costs have been managed and service providers have performed well.
- 3.5 Under the Procurement Reform (Scotland) Act 2014, implemented on 18 April 2016, lowest price is no longer allowed for contracts above £50,000 and Most Economically Advantageous Tender (MEAT) must be used and accordingly all contracts must be awarded on the basis of quality and cost.
- 3.6 At present we require a high level of minimum standards to be met prior to award onto the Framework Agreement and call-off contracts are awarded on the basis of lowest cost only, neither of which would satisfy the MEAT requirement. For all future tenders for both entry to the framework agreement and award of call-off contracts these will require to be evaluated in terms of both cost and a specific quality assessment.
- 3.7 In order to fully prepare for this change in tender evaluation for both the Council and prospective tenderers we are seeking to invoke the one year extension of the current Framework Agreement, so that the agreement remains in place up to 31st March 2019. The Commercial and Procurement Service have been consulted on this proposal and all service providers have agreed in principle to the one year extension.
- 3.8 In addition the PTU are currently working with the Commercial and Procurement Service (CPS) in identifying opportunities for shared and consistent tendering and contractual terms and conditions across the CPS remit of Aberdeen City, Aberdeenshire and Highland and establishing whether a more joined approach can be adopted. The one year extension further allows time for this consideration to take place.
- 3.9 It should be noted that the terms and conditions of the Framework Agreement contract make provision for the Council to terminate the agreement, with a one month notice period, should it find it advantageous to do so, for example if there were to be a change in school zoning or increases in pupil numbers, we can react without having to pay adversely high costs.
- 3.10 An internal audit report in 2014 noted that while contracts are awarded by lowest cost, this was not perceived to be of concern. The report noted that the awarding of contracts is assessed on value for money, as well requirements such as Licensing, Protection for Vulnerable Groups (PVG) checks, insurance and the road worthiness of vehicles. Checks are in place and consistently followed to seek assurance on the above requirements on a regular basis and efforts are made to increase competition among transport firms in the local

area and improved service delivery is actively encouraged. In addition, awarding on lowest cost has worked relatively well over the past few years. We have strong terms and conditions and an effective contract monitoring regime. Contract Monitoring Reports are completed on a 6 monthly basis and have highlighted a consistently satisfactory standard in transport. Therefore a further year of operating under this model will not be disadvantageous.

4. FINANCIAL IMPLICATIONS

- 4.1 There are currently a total of approximately 87 school and social work call-off contract specifications to award under the framework agreement in 2018 – 2019, the estimated value of which is detailed in Appendix 1. The cost of the new contracts would be met from existing budgets for school and social work transport.
- 4.2 The budget for school transport sits with Communities, Housing and Infrastructure and the budget for Social Work transport sits with the individual service, but transport spend is managed by the Public Transport Unit.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

- 6.1 Financial - There is a risk that there is insufficient budgets to cover all the transport needs or if there is an increase in cost, which may result in the Council being unable to provide transport or requiring to absorb increased costs to Council. There is a low likelihood of this occurring given the current budget available, decreases to transport needs and based on the spend analysis over the last 5 years, in addition this will be reviewed on an ongoing basis with monitoring and analysis of spends and likely trends in spending to ensure the Council can react accordingly.
- 6.2 Employee - There is a risk that there is insufficient staff resource to deliver the services under contract. There is a low likelihood of this occurring and the workloads of Officers will be managed by the Interim Head of Planning and Sustainable to ensure service delivery is met.
- 6.3 Customer / citizen – There is a risk of harm to customers if a service provider does not provide a high quality of service. There is a low likelihood of this occurring as all contracts are stringently monitored and managed and any failings are addressed in line with terms and conditions of contract.
- 6.4 Legal – There is a risk that if any service providers no longer operate under the framework there will be insufficient provision to deliver the services required. There is a medium likelihood of this occurring and this will be mitigated through the ability to tender off of the framework agreement for low cost purchases if required or through the ability to dissolve the framework agreement and fully retender.

- 6.5 Reputational - There is a risk that if a service provider does not provide a high quality of service that this may impact on the Council's reputation. There is a low likelihood of this occurring as all contracts are stringently monitored and managed and any failings are addressed in line with terms and conditions of contract.
- 6.6 Environmental - There are no risks as a result of the recommendations of this report and no future risks foreseeable at the present time
- 6.7 Technological - There are no risks as a result of the recommendations of this report and no future risks foreseeable at the present time

7. IMPACT SECTION

7.1 Economy

- 7.1.1 The Strategic Business Plan sets out the importance of sustaining a competitive economy with clear financial parameters which attracts people to invest, live, work and export from. By opening up contracts to competition ensures that businesses are able to operate and compete to provide essential services to the citizens of Aberdeen.

7.2 People

- 7.2.1 The provision of contracted school and social work transport links to the Community Plan vision of ensuring that all citizens have access to a range of transport options that reflect differing needs of age, gender, disability and income. The actions in the Action and Delivery Plan assist in the delivery of actions identified in the Single Outcome Agreement (SOA) 2013, in particular the Thematic Priority – Older People (*'Older people in Aberdeen have increased independence'*) and the Multi-lateral Priority – Integrated Transport (*'Aberdeen is easy to access and move around in'*) and the Underlying Principle – (A presumption for community based access to services – *'Services are accessible to all citizens in the ways which meet their needs'*).
- 7.2.2 The Equality Outcomes sets out that Children and young people with a disability and their families are supported and included enabling them to achieve their full potential and physical and social barriers are removed for those with a disability to access services and public space. The provision of transport to those in need is crucial in providing access to services.
- 7.2.3 This report may be of interest to the public in terms of a statutory service delivery. An Equalities and Human Rights Impact Assessment is not required as there are no changes to current practice or policy suggested.

7.3 Place

- 7.3.1 The Local Outcome Improvement Plan (LOIP) sets out that we will ensure people are resilient, included and supported when in need, in particular that people are supported when necessary and fully included in the life of the city and that people sometimes need others to support their achievement of a full,

active, safe citizenship. The provision of transport allows access to essential services such as school education and social care activities. Provision of transport to those in need will assist in delivering the Strategic Business Plan to focus on education including lifelong learning and nurturing a city of learning.

7.4 Technology

There are no technological impacts as a result of recommendations to this report.

8. BACKGROUND PAPERS

N/A

9. APPENDICES

Appendix 1 – Proposed Spend and Budgetary Implications

10. REPORT AUTHOR DETAILS

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COMMITTEE	Finance Policy & Resources
DATE	20 September 2017
REPORT TITLE	Condition & Suitability 3 Year Programme
REPORT NUMBER	CHI/17/227
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Alastair Reid

1. PURPOSE OF REPORT:-

- 1.1 This report seeks approval of an updated three year Condition and Suitability Programme.

2. RECOMMENDATIONS

2.1 That the Committee:-

- a) Note the projects completed or legally committed in 2017/18 as shown in Appendix A.
- b) Note the currently approved projects and approves the amended budgets for each project as shown in Appendix B.
- c) Approve the removal of the projects listed in Appendix C.
- d) Approve the new Condition & Suitability (C&S) Programme projects listed in Appendix D for inclusion in the 3 year C&S Programme and notes the estimated budget for each project.
- e) Instructs the Head of Land & Property Assets to implement the detailed 3 year C&S Programme.
- f) Delegates authority to the Head of Land & Property Assets, following consultation with the Capital Board and the Convenor and Vice-Convenor of this Committee, to amend the C&S Programme should priorities change due to unforeseen circumstances during the year, with such changes to be reported to the Committee.
- g) Delegates authority to the Head of Land & Property Assets, following consultation with the Capital Board and the Convenor and Vice-Convenor of this Committee, to allocate projects or additional budgets to/from a £500k

reserve fund, with such allocations to be reported to the Committee.

- h) Delegates authority to the Director of Communities Housing & Infrastructure, following consultation with the Head of Commercial and Procurement Services, Head of Land & Property Assets and the Asset Management Manager, in connection with the C&S Programme, to undertake or instruct tendering procedures or competitive quotes procedures as appropriate and in accordance with the Aberdeen City Council Procurement Regulations, and the awarding of contracts following thereon, subject to the necessary funding being available in the approved Non-Housing Capital Budget.
- i) Exempts all such procedures and contracts from the requirements of Aberdeen City Council Procurement Regulation 4.1.1 (Committee approval of expenditure).
- j) Note the future C&S projects listed in Appendix E.

3. BACKGROUND/MAIN ISSUES

- 3.1 This report brings together, for Members' approval, the proposed 3 year C&S programme (2017/18 – 2019/20) for the condition and suitability works on the Council's non-housing property portfolio. This report seeks approval of the revised three year programme.
- 3.2 The total budget allocation for the 3 years is £26.828m. This programme was prepared utilising the detailed property information gathered as part of the development of the Property Asset Management Framework, and after discussions with all relevant Services.
- 3.3 Proposed 3 Year Programme
Projects with a value of £3.421m have already been completed to date or are legally committed in 2017/18. The completed and legally committed are detailed in **Appendix A**. A further £14.510m is allocated to currently approved projects. As certain projects have advanced it is apparent that the initial budgets are inadequate or the project scope needs to be updated. This increase has been slightly offset by projects either coming in under budget or expected to do so. The net effect of this is an additional budget requirement of £1.127m.
- 3.4 Additional budget allocations for both Central Library and Aberdeen Crematorium are included on a provisional basis. These are progressing through final technical checks prior to Capital Board Approval. The outcome of this will be reported to the November meeting of this committee. Should the additional funds not be approved alternative projects will be identified for inclusion in the programme.
- 3.5 The currently approved projects are shown in **Appendix B**. A confidential version of Appendix B is included within today's confidential reports, which details the approximate cost for each project and the revised budgets where applicable.

- 3.6 The projects shown within **Appendix C** are recommended for removal from the programme. The reasons for doing so are shown within Appendix C.
- 3.7 The above allocations leave £7.27m available for new projects to allow the continued condition and suitability work to be progressed. Significant elements of the programme are specifically aimed at increasing the expected useful life of the properties. The proposed programme is contained in **Appendix D**. A confidential version of Appendix D is included within today's confidential reports section, which details the approximate cost for each project.
- 3.8 £500k has been left unallocated. The recommendation is for this to be used as a reserve fund which can address increased budgetary demands for individual projects or be allocated to urgent projects not previously identified. Over the last 12 months £470k was used from the previously approved reserve fund.
- 3.9 The proposed allocation of the £26.828m is shown below:-

Budget Requirement	Allocation
Projects Completed or Legally Committed	£3,421,000
Currently Approved Projects	£14,510,000
Additional Budget for Approved Projects	£1,127,000
New Projects	£7,270,000
Reserve Fund	£500,000
Total	£26,828,000

- 3.10 The provisional 3 year programme will allow substitution of projects should it not be possible to implement any of the projects on the primary list, or should a statutory requirement arise. Potential projects for future programmes have been identified and could be brought forward in some instances. These projects are shown in **Appendix E**. It should be noted that Appendix E is not a definitive list of the capital spend required.
- 3.11 In addition to the major works contained in the overall programme, a combined sum of £808k has been identified for minor works (£558k already approved and an additional £250k). These works are primarily related to Health and Safety, Asbestos removal and Disability Discrimination Act projects. This list requires to be flexible as works often have to be carried out at short notice to address health and safety issues or to remove asbestos after it has been identified. The proposed allocation of the £808k is:-

	2017/18	2018/19	2019/20
Asbestos Removal	£80k	£95k	£95k
	Completed/programmed:-	Proposed projects:-	Proposed projects:-
	<ul style="list-style-type: none"> • Scotstown Primary School - Toilet area wall panels • Smithfield Drive Garage units- Uplift asbestos debris • Ferryhill School - phase 1&2 pipe insulation • Kingsford School - Seal 	<ul style="list-style-type: none"> • Harlaw Academy - Boiler room and duct • Kittybrewster School - Ducts phase 2 • Ferryhill School - Phase 2 in attic • Cornhill School - Kitchen duct 	<ul style="list-style-type: none"> • Bramblebrae School - Phase 1 ducts • Ashley Road School - Phase 4 roof space • Northfield Academy removal of asbestos columns in library area

	boiler house walls and ceiling <ul style="list-style-type: none"> • Abbotswell School - Debris in boiler house • Kirkhill School - Removal of wall debris • Northfield Academy - Stage duct area 		
General H&S Works	£50k	£50k	£50k
	Completed/programmed:- <ul style="list-style-type: none"> • Aberdeen Grammar School - Roof space flooring and lighting to allow for safe access to cold water storage tank • Town House & Town House extension - Install panic alarms at receptions 	Proposed projects:- To be identified	Proposed projects:- To be identified
Fire Risk Audit works	£48k	£50k	£50k
	Completed/programmed:- <ul style="list-style-type: none"> • Hazlehead Pets Corner - Upgrade of panel to allow system extension • Oldmachar Academy - Install 2 fire doors 	Proposed projects:- To be identified	Proposed projects:- To be identified
Security Works	£30k	£30k	£30k
	Completed/programmed:- <ul style="list-style-type: none"> • Former Bon Accord Baths - Install Cacti anti climb device • Frederick Street Car Park - Reconfigure CCTV system to allow remote monitoring of system 	Proposed projects:- To be identified	Proposed projects:- To be identified
Legionella Works	£50k	£50k	£50k
	Completed/programmed:- <ul style="list-style-type: none"> • St Machar Academy - Replacement cold water storage tank • Central Library - Replacement cold water storage tank • Cairncry CC replace internal braces • Aberdeen Business Centre - Replace CWS & cylinder • Chapel Street Car Park Public Convenience - Replace CWS & cylinder • Kittbrewster School - Replace CWDS tank, walkway and lighting • Harlaw Playing Fields Pavilion office - Safe Access and lighting • Riverbank School - Safe access and lighting 	Proposed projects:- <ul style="list-style-type: none"> • Bridge of Don Academy - Replace CWSC tank • Aberdeen Grammar Provide safe Access & lighting • Danestone Primary- Provide safe access & lighting • Glashieburn Primary- Provide safe access & lighting • Northfield CC- Provide safe access & lighting 	Proposed projects:- <ul style="list-style-type: none"> • Sheddocksly CC- Replacement CWSC • St Peters RC school- Replace CWSC • Tullos Roads Depot- Replace CWSC • Westpark School- Kitchen area new tank housing

- 3.12 Procurement Procedures – Authority to Incur Expenditure
When inviting tenders or awarding contracts Aberdeen City Council Procurement Regulation 4.1.1 as shown below should be followed.
- 3.13 *"4.1.1 No tender shall be invited or contract entered into unless the total estimated expenditure has been previously approved. The allocation of a budget as part of the Council's budget setting process is insufficient. The method of authorising a procurement is dependent on the Contract Value as follows:*
- 3.14 Under ACC Procurement Regulation 4.1.1.1 C&S projects with an estimated value of less than £250,000 can be procured without Committee approval of the estimated expenditure. However, there are over 25 projects which are beyond that threshold and would require Committee approval of estimated expenditure to proceed to tender.
- 3.15 It is recommended that the Committee grant an exemption from ACC Procurement Regulation 4.1.1 for C&S projects with budgets greater than £250,000 for two primary reasons. Firstly the projects with budgets greater than £250,000 would require Committee approval prior to going out to tender. This would be very time consuming and create a potentially unnecessary burden on Officers and this Committee.
- 3.16 Secondly projects could potentially be delayed if contracts could not be tendered until after Committee approval is granted. This could make the overall programme unachievable within the timescales.
- 3.17 Monitoring and Reporting of Programme
Monitoring of the programme will be carried out in line with the capital monitoring procedures. This includes monthly progress reports to the Capital Board led by the Interim Director for Communities Housing & Infrastructure. In addition progress is reported to this Committee as part of the regular Strategic Infrastructure Plan and Capital Programme report.
- 3.18 An annual report to this Committee will be required to add a further year to the programme and revise any individual budgets if necessary. Changes to the programme reports will be submitted in line with recommendations f) and g).
- 3.19 Property Asset Management Policy and Framework
The approved 2016 Property Asset Management Framework has the following vision for property assets:-
- “The Council will provide property, working with partners, where appropriate, which supports the Council in the delivery of quality services by being fit for purpose, accessible, efficient, suitable and sustainable.”**
- 3.20 In terms of Condition and Suitability this means that the aim is to have all assets in A or B Condition and A or B Suitability. The definitions of the gradings are contained in **Appendix F**.

- 3.21 Targets for improving the percentage of assets in satisfactory condition and reducing the backlog maintenance are reported through the Statutory Performance Indicators. This programme along with the rationalisation of our portfolio and the main capital programme will provide the main tools for meeting these targets.

4. FINANCIAL IMPLICATIONS

- 4.1 Expenditure will be in accordance with the Council's approved Non-Housing Capital budget. The budget identified in years 1-3 in the Capital programme for the Condition & Suitability (C&S) programme is £26.828m. Completed or legally committed projects account for £3.421m, approved projects amount to £14.51m with the remainder allocated as detailed.
- 4.2 There are further allocations of £8m in 2020/21 and £8m in 2021/22. Giving a combined indicative 5 year budget of £42.828m. Projects shown in Appendix E will form the basis for years 2020/21 and 2021/22.
- 4.3 To manage unexpected costs a reserve fund budget of £500k will not be allocated at this time. This budget will be used to accommodate increased budgetary requirements or urgent projects not previously identified.
- 4.4 There will be flexibility within the 3 year programme for approved projects to move between financial years, however the overall spend will remain within the total budgeted profile.
- 4.5 Tendering is carried out in line with Communities Housing & Infrastructure procedures to ensure best value. These procedures are reviewed in consultation with the Commercial & Procurement Service.

5. LEGAL IMPLICATIONS

- 5.1 All contracts to be tendered shall be done so in accordance with the ACC Procurement Regulations and the applicable legislation.

6. MANAGEMENT OF RISK

6.1 Financial

The overall budget remains unchanged and the programme is managed in line with capital procedures. If the recommendations are not approved there would be a high risk that spend would reduce.

6.2 Employee

If the recommendations are not approved there would be a risk that places of work included in the programme would be negatively affected. Potentially leading to a poorer work environment or closure of the building. The risk of this would be considered high.

6.3 Legal

All contracts to be tendered shall be done so in accordance with the ACC Procurement Regulations and the applicable legislation.

6.4 Customer / citizen

If the recommendations are not approved there would be a risk that publicly accessible assets included in the programme would be negatively affected. Potentially leading to a poorer visitor experience or closure of the building. The risk of this would be considered high.

6.5 Reputational

Certain projects will not be included which may be viewed negatively by the public and/or press. Given that funding would be in place for many other projects the risk would be low. This risk could be managed through appropriate communications. The increased budget requirements for projects shown in Appendix B could be perceived negatively by the public and/or press. The reasons for the budget changes are explained within the appendix, so the risks are considered low.

6.6 The following categories have no risks identified:- **Environmental and Technological.**

7. IMPACT SECTION

7.1 Economy

No impact on the strategic theme of economy.

7.2 People

Recommendations have no specific impact on the strategic theme of people. However, individual projects in some cases will result in improvements to the accessibility of the Council's assets.

7.3 Place

Recommendations have no specific impact on the strategic theme of place. However, individual projects will result in improvements to the Council's assets.

7.4 Technology

No impact on the strategic theme of technology.

8. BACKGROUND PAPERS

8.1 Condition & Suitability 3 year programme report to Finance Policy & Resources Committee 20 September 2016 (item 10.3).

9. APPENDICES

9.1 Appendix A – Complete or Committed Projects

- 9.2 Appendix B – Currently Approved Projects
- 9.3 Appendix C – Projects to be Removed
- 9.4 Appendix D - Proposed New Projects
- 9.4 Appendix E – Future Projects
- 9.5 Appendix F – Definitions

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Appendix A - Complete or Committed

Asset	Works	Notes	Financial Year
Aberdeen Crematorium	Resurfacing of car parks and upgrade steps leading from small car park.	Complete	2016/17
Aberdeen Treasure Hub	Additional security measures, additional M&E works, revised fire stopping and gas suppression testing.	Complete	2016/17
Balnagask House	Replacement call system.	Committed	2017/18
Beach Ballroom	Window replacements. Phase 1 and 2.	Committed	2017/18
Beach Ballroom	Inspection of main ballroom lowered and concealed ceilings, walkways, lighting, winch gear, redundant equipment and electrics.	Committed	2017/18
Bridge Of Don Academy	Refurbish toilet blocks. Phase 1	Committed	2017/18
Broomhill Primary School	Window replacements throughout. Phase 1	Committed	2017/18
Cornhill Primary School	Refurbishment of main pupil toilets including creation of disabled facilities.	Committed	2017/18
Cornhill Primary School	Replace external doors in poor condition.	Committed	2017/18
Cornhill Primary School	Resurfacing of playground.	Complete	2016/17
Cowdray Hall	Repairs to dome.	Complete	2016/17
Cults Primary School	Create ramped access for North Block.	Complete	2016/17
David Welch Winter Gardens	Phases 4/5 of greenhouse refurbishment.	Committed	2017/18
Dyce Academy	Partial refurbishment of ground floor toilets (vanity units and urinals). Phase 1 and 2.	Committed	2017/18
Fergus House	Replacement call system.	Committed	2017/18
Gilcomstoun School	Replacement of flat roofs/drainage. Include external decoration funded from R&M. Window Replacements (single glazing) and external doors. Upgrade ventilation in ladies staff toilets.	Committed	2017/18
Greenbrae School	The additional funds are specifically for the new nursery element of the extension which contribute significantly to early learning and childcare provision.	Complete	2016/17
Hazlehead Pets Corner	Comprehensive refurbishment and reconfiguration.	Committed	2017/18
Kittybrewster School	Production kitchen refurbishment.	Committed	2017/18
Mastrick Area Social Work Office	Reconfiguration of office space to support reclaiming SW teams.	Complete	2017/18

Appendix A - Complete or Committed

Newhills Churchyard Cemetery	Car park resurface.	Complete	2016/17
Old Aberdeen House	Upgrade of fire alarm system and emergency lighting.	Committed	2017/18
Quarryhill Primary School	Refurbish staff toilets.	Committed	2017/18
Rubislaw Playing Fields Pavilion	Floor issues to be resolved.	Committed	2017/18
Scotstown School	Refurb of 2 remaining toilet blocks.	Committed	2017/18
St Josephs R. C. School	Toilet refurbishment.	Complete	2017/18
Sunnybank School	Repointing to south elevation.	Committed	2017/18
Town House	Major repairs to roof and clock tower.	Complete	2016/17
Tullos Community Centre	Roof works and internal concrete repairs.	Complete	2017/18
Tullos Primary School	Roof works and internal concrete repairs.	Complete	2017/18
Tullos Primary School	Replacement of boundary fence approx. 800Lm in length.	Committed	2017/18
Legacy payments from projects completed in 2016/17		Complete	2016/17

Total **£3,421,000**

Asset	Proposed Works	Notes	Financial Year
116 Westburn Road	Window and external door replacements throughout.	Windows are in C (Poor) condition.	2018/19
Aberdeen Crematorium	Refurbishment of chapels and public areas.		2018/19
	Budget Change Reason: Enhanced budget to do comprehensive refurbishment. Existing budget covers new reception/book of remembrance area, new DDA compliant toilets and refurbishment of entrance/departure halls. The existing budget will not cover the refurbishment of the Chapels which are very outdated and in need of refreshment. Investment is required in the associated IT, display equipment and sound systems which are well below modern standards. Progressing all the work prevents closure in future years to do a further phase and also provides an enhanced customer experience. The project is scheduled to start in Spring 2018. Project is progressing through final technical checks prior to Capital Board		
Aberdeen Grammar School	Flat roof replacements - Link Corridor, Tech Block, Dining/Kitchen and Music (1st Floor).	Roofs are in C (Poor) condition.	2017/18
Aberdeen Grammar School	Kitchen refurbishment including ventilation and heating improvements. R&M contribution.	Ongoing kitchen/servery refurbishment programme.	2018/19
Aberdeen Grammar School	Refurbishment of swimming pool changing facilities.	Changing facilities are in C (Poor) condition.	2018/19
Ashgrove Nursery Infant School	Establish forest nursery - 2's provision.	Part of Early Learning and Childcare – statutory Increase in provision.	2017/18
Ashley Road School	Window replacement Phase 2 and external doors replacement. Include external decoration to be funded from R&M.	Windows are in C (Poor) condition and external doors in D (Bad) condition.	2018/19
Balnagask House	Boiler replacement.		2017/18
Beach Ballroom	Access issues, ceiling, safety issues, electrics all associated with main ballroom ceiling/roof.		2017/18

Asset	Proposed Works	Notes	Financial Year
Braeside Nursery Infant School	Flat roof replacement to original building.	Roof is in C (Poor) condition.	2017/18
	Budget Change Reason: Additional budget to carry out mechanical and electrical works. The works are essential to ensure the building is suitable for use as temporary accommodation for the new Countesswells primary school and Airyhall School Out of School Care provision, prior to a new school building being built at Countesswells.		
Bramble Brae Primary School	Refurbishment of toilet blocks. Phase 1.		2017/18
Bramble Brae Primary School	Refurbishment of two toilet blocks. Phase 2.		2017/18
Bramble Brae Primary School	Replacement windows to original building. Include external decoration to be funded from R&M.	Windows are in D (Bad) condition.	2018/19
Bridge Of Don Academy	Refurbish toilet blocks. Phase 2 and 3.	Toilets are in C (Poor) condition.	2018/19
Bridge Of Don Swimming Pool	Replacement of roof and solar panels. CEEF to provide funding for panels.	Roof is in C (Poor) condition.	2018/19
Broomhill Primary School	Window replacements throughout. Phase 2.	Windows are in C (Poor) condition.	2018/19
Central Library	Roof and parapet works.	Required to resolve significant water penetration issues.	2017/18
	Budget Change Reason: Full scope of work established which includes work to multiple roofs. Scaffolding was erected outside the library at the end of May 2017 and an investigation was carried out by a steeplejack. The investigation highlighted significant issues, primarily relating to a number of unstable parapet coping stones. Emergency repairs took place including the removal of loose parapet coping stones. No permanent repairs were carried out at this time. Following the erection of scaffolding initial works have been carried out and a full survey has been completed. This has identified extensive requirements across the various roofs. The additional budget will allow all the identified work to be carried out and provides a long term solution to water penetration. The works would take 40 weeks to complete. Project progressing through final technical checks prior to Capital Board Approval.		
Central Library	Refurbishment of staff toilet.	Toilets are in C (Poor) condition.	2018/19

Asset	Proposed Works	Notes	Financial Year
Connections Women's Centre 82 Spring Garden	Window replacements throughout.	Windows are in D (Bad) condition.	2018/19
Cornhill Primary School	Repoint and repair walls. Include external decoration to be funded from R&M.	External walls in C (Poor) condition.	2018/19
Cove Library	Issues with curtain walling to be resolved.	Ongoing issues with vandalism and prohibitive repair costs.	2018/19
Criminal Justice Office (all Floors) 74-80 Spring Gardens	Window replacements throughout.	Windows are in D (Bad) condition.	2018/19
Criminal Justice Office (all Floors) 74-80 Spring Gardens	Security improvements including external lighting and potentially CCTV.		2018/19
Cults Primary School	Remaining felt flat roof replacements.	Roof is in C (Poor) condition.	2018/19
David Welch Winter Gardens	Visitors toilet refurbishment.		2018/19
Denmore Depot Denmore Gardens	Refurbishment of external areas and welfare facilities. C condition. Rationalise buildings on site.	Asset is C (Poor) condition overall.	2017/18
Dyce Academy	Flat roof replacement to sports wing, including widening of gully outlets. PV panels.	Roof is in C (Poor) condition.	2018/19
Dyce Community Centre	Replacement Windows.	Windows are in C (Poor) condition.	2018/19
Fernielea Primary School	Further roof replacements.	Roofs are in C (Poor) condition.	2017/18
Ferryhill Library	Structural work to external walls. Along with associated works to roof and internal areas.		2017/18
Frederick Street Training Centre And Customer Contact Centre	Further repointing and covering of parapets.	To address ongoing water penetration issues.	2018/19
Gilcomstoun School	Phase 2 of window replacements.	Windows are in D (Bad) condition.	2018/19
Harlaw Academy	Replacement of single glazed windows in stair wells and external doors. Include external decoration to be funded from R&M.	Windows are in C (Poor) condition.	2018/19

Asset	Proposed Works	Notes	Financial Year
Harlaw Playing Fields Pavilion	Refurbishment and access improvements (DDA). Include external decoration to be funded from R&M. Increased used planned by E&CS.	Asset is C (Poor) condition overall.	2018/19
Hazlehead Academy	Windows (PE Department). Include external decoration to be funded from R&M.	Windows are in C (Poor) condition.	2018/19
	Budget Change Reason: Scope of work reduced.		
Hazlehead Academy	Artificial pitch replacement.	Ongoing pitch replacements.	2017/18
Hazlehead Cemetery	Resurfacing of access road.		2017/18
Health & Safety Budget	2 year budget allocation.		2018/19
Holy Family R.C. Primary School	Replacement windows (block 2) and replace remaining flat roofs.	Windows and roofs in C (Poor) condition.	2018/19
House 11 Craigendarroch Place	Window, external door and heater replacement. Potentially kitchen replacement as well.		2018/19
House 145 Gardner Road	Window replacements.	Windows are in C (Poor) condition.	2017/18
Kincorth Childrens Home	Electrical Upgrade.	Electrical upgrade covering entire house.	2017/18
	Budget Change Reason: Initial budget was only for enabling works for kitchen refurbishment. Proposed new project in Appendix D is for wider refurbishment so comprehensive electrical upgrade is required.		
Kincorth Community Centre	Toilet refurbishments.	Potentially part funded by Management Committee.	2018/19
Kingswells Primary School	Establish forest nursery - 2's provision.	Part of Early Learning and Childcare – statutory Increase in provision.	2017/18
	Budget Change Reason: Service has established full scope of work which is more extensive than budgeted for. This brings it line with similar project at Ashgrove Childrens Centre.		

Appendix B - Currently Approved

Asset	Proposed Works	Notes	Financial Year
Kirkhill Primary School	Replacement light fittings in dining and assembly halls.		2018/19
Leadside Road (Former) Community Centre	Demolition - unsafe building.		2018/19
Loirston Community Centre	Re-render external walls and replace gutters/downpipes.	Potentially part funded by Management Committee. External walls and roof drainage in C (Poor) condition.	2017/18
Mastrick Community Centre	Window replacements.	Windows are in C (Poor) condition.	2017/18
Mastrick Library	Window replacements.	Windows are in C (Poor) condition.	2017/18
Memorials in City Centre	2 year budget allocation.		2018/19
Middleton Park Community Centre (Little Bods)	Improve accessibility as currently rates as C (Poor).		2018/19
Muirfield School	Replace roof and windows to non teaching block. Include external decoration to be funded from R&M.	Windows and roof in C (Poor) condition.	2018/19
Northfield Academy	Resolve drainage/waste issues associated with toilets.		2017/18
Northfield Academy	Replacement windows and external doors to gymnasium/music block.	Windows and external doors in C (Poor) condition.	2018/19
Northfield Academy Pitches	Replacement fencing.		2018/19
Old Aberdeen House	Refurbishment of public areas and replacement of single glazed windows.	Windows are in C (Poor) condition.	2017/18
Oldmachar Academy	Artificial pitch replacement.	Ongoing pitch replacements.	2017/18
Oldmachar Academy	Toilet refurbishments - Phase 2.		2018/19
Oldmachar Academy	Games hall flooring replacement.		2018/19

Appendix B - Currently Approved

Asset	Proposed Works	Notes	Financial Year
Oldmachar Academy	New fire doors and potentially magnetic door holders.	To address fire risk assessment recommendations.	2018/19
Play Ground Equipment (Various)	2 year budget allocation.		2018/19
Quarryhill Primary School	Re-render external walls. Include external decoration to be funded from R&M.	External walls are in C (Poor) condition.	2018/19
Riverbank School	Additional nursery toilet.		2017/18
Rosemount Community Centre	Various External works (including works to boundary wall).		2018/19
Rosemount Community Centre	External improvements.		2018/19
Rosemount Community Centre	Fire escape improvements at ground floor gym.		2018/19
Rosemount Community Centre	Ground floor male toilet refurbishment. Part funded by revenue.		2018/19
Rosemount Community Centre	Window replacements - Phase 2.	Windows are in D (Poor) condition.	2018/19
Rosemount Community Centre	Damp proofing to gym and gym store.	To address ongoing water penetration issues.	2018/19
St Machar Academy	Replacement of single glazed windows in courtyard and stairwells.	Windows are in C (Poor) condition.	2018/19
St Machar Academy	Phase 2 of pavilion refurbishment.	Internal fabric is in C (Poor) condition.	2017/18
Stocket Parade Hostel	Kitchen and bathroom refurbishment.		2018/19
Sunnybank School	Replacement windows to West block and external doors.	Windows are in C (Poor) condition.	2018/19
Sunnybank School	Flat roof replacement to East block.		2018/19
The Quarry Centre	Reconfiguration of office space to support reclaiming SW teams.		2017/18
Tolbooth Museum	Major roof and parapet works.		2017/18

Appendix B - Currently Approved

Asset	Proposed Works	Notes	Financial Year
Tullos Primary School	Refurbish remaining toilets. Toilets next to the child development team and the male staff toilet.	Toilets are in C (Poor) condition.	2018/19
Westburn Park	Resurface access road and car park. Mark out spaces.		2017/18
Westburn Park	Replacement railings.		2018/19
Woodside School	Pitched roof refurbishment.	Roof is in C (Poor) condition.	2018/19

Total approved £ 14,510,000
 Additional £ 1,127,000
Revised Total £ 15,637,000

Location	Cancelled Works	Budget Cost	Notes
Hazlehead Park Public Convenience	Replace with automated unit.	£ 25,000	In programme since 2012. To date service requirement not fully demonstrated. Consideration to be given as to how other facilities in the park can be utilised. Project can be brought through governance processes if identified as Service requirement.
St Machar Academy	Refurbishment of HE Kitchen.	£ 50,000	School originally indicated that it would provide part funding for the project but this is no longer the case. Similar project at another school was carried out after the school part funded the project. In addition this project is considered low priority.
Tullos Artificial Pitch	Artificial pitch replacement.	£ 60,000	Following consultation with Sport Aberdeen it was agreed that the demand for an all weather surface in this area was not sufficient to justify investment. In addition the use by Torry Academy will cease when Lochside Academy becomes operational. Provision for pitches and multi use games area in Torry will be considered as part of new Tillydrone Primary School project.
Westburn Park Depot	Major refurbishment and improvements.	£ 560,000	Projected costs predicted to significantly exceed available budget. Due to the large cost and service requirement not being fully demonstrated to date the project will not be progressed. Project can be brought through governance processes if identified as Service requirement.

Asset	Proposed Works	Notes	Financial Year
Abbotswell Primary School	Roof replacements to ground floor (lower) and link corridor.	Roof is in C (Poor) condition.	2018/19
Aberdeen Grammar School	Toilet refurbishments.		2019/20
Aberdeen Grammar School	Pool filtration tanks and chemical control replacement.	Required to keep pool operational.	2017/18
Aberdeen Grammar School	Upgrade of fire alarm system.	To address fire risk assessment recommendations.	2019/20
Airyhall Library	Window replacements throughout. Consider funding of external decoration from R&M.	Windows are in C (Poor) condition.	2019/20
Ashgrove Nursery Infant School	Access improvements including platform lift.		2019/20
Ashgrove Nursery Infant School	Heating replacement.	Heating is in C (Poor) conditions.	2019/20
Balnagask Community Centre	Boiler replacement burner bars.		2018/19
Beach Ballroom	Re-rendering works. Contributions from R&M budget.	Part contribution with funding also coming from R&M.	2018/19
Beach Ballroom	Replacement fire alarm system.		2019/20
Bridge Of Don Academy	Heating plant replacement - boiler and gas supply booster.		2018/19
Bridge of Don Community Centre	Refurbishment of community centre servery.		2019/20
Culter School	Purchase of new modular accommodation.	Additional classroom space is required to alleviate pressures created by growth in school roll. Temporary leased modular accommodation and redundant unit will be	2018/19
Cults Primary School	Purchase of new modular accommodation.	Additional classroom space is required to alleviate pressures created by growth in school roll. Unit will be linked to school. Temporary leased modular accommodation will be	2018/19
Cummings Park Learning Centre	Replacement of poor condition flooring and ceilings.	Flooring and ceiling are in C (Poor) condition.	2019/20
Danestone Primary School	Car park and access road resurfacing.	Assessed as C (Poor) condition.	2019/20
Deeside Family Centre	Car park and access road resurfacing.	Assessed as C (Poor) condition.	2019/20
Duthie Park Workshops	Car park and access road resurfacing.	Assessed as C (Poor) condition.	2019/20
Dyce Academy	Replace/refurbishment of lift. Improve accessibility.		2018/19
Dyce Primary School	Replace air handling units and carry out associated asbestos works.		2019/20
Fernielea Primary School	Alterations to create additional classrooms.	Previously deferred.	2019/20
Ferryhill Primary School	Improve security and accessibility.		2019/20
Forehill School	Car park and access road resurfacing.	Assessed as C (Poor) condition.	2019/20
Glashieburn School	Car park and access road resurfacing.	Assessed as C (Poor) condition.	2019/20
Hall (Creche) 5 West North Street	Flat roof replacements.	Roof is in C (Poor) condition.	2019/20
Harlaw Academy	Toilet refurbishments.	Potentially phased due to scale of work.	2019/20
Hazlehead Park Car Park	Resurfacing of car park.		2019/20

Asset	Proposed Works	Notes	Financial Year
Hazlehead Academy	Structural repairs - initial works.		2018/19
House 145 Gardner Road	Kitchen replacement.		2019/20
Inchgarth Community Centre	Roof replacements.	Roof is in C (Poor) condition.	2019/20
Inchgarth Community Centre	Boiler replacements.		2019/20
Kincorth Childrens Home	Kitchen replacement and minor refurbishment.	Linked to existing electrical upgrade project.	2019/20
Kincorth Sports Centre	Roof replacement to original building.	Roof is in C (Poor) condition. Sport Aberdeen contributing £40k to project.	2017/18
Kittybrewster School	Toilet refurbishments.	Potentially phased due to scale of work.	2019/20
Multi Storey Car Park Chapel Street	Structural repairs.		2019/20
Multi Storey Car Park West North Street	Structural repairs including works to parapets.		2019/20
New Town House Extension	Flat roof replacement.	Roof is in C (Poor) condition.	2019/20
Newhills Churchyard Cemetery Depot	New welfare modular unit. Demolish existing buildings.	Poor quality structures with significant issues. Not worth investing in so replacement preferred.	2018/19
Northfield Academy	Replacement of remaining felt flat roofs.		2019/20
Old Aberdeen House	Further repointing.		2018/19
Powis Community Centre	Window replacements.	Windows are in C (Poor) condition.	2019/20
Sheddocksley Community Centre	Replacement windows and entrance doors. Accessibility improvements. Repointing of external walls.	Windows and external doors are in C (Poor) condition.	2019/20
Springbank Cemetery Depot	New welfare modular unit. Demolish existing buildings.	Poor quality structures with significant issues. Not worth investing in so replacement preferred.	2018/19
St Josephs R. C. School	Toilet refurbishments.	Phase 1 completed in 2016/17.	2018/19
St Josephs R. C. School	Fire alarm installation.	To address fire risk assessment recommendations.	2017/18
St Machar Academy	Toilet refurbishments.		2019/20
St Machar Academy	Heating plant replacement - boiler, calorifier and pressurisation unit.		2018/19
St Nicholas Pupil Centre	Window replacements. Form path to entrance.	Windows are in C (Poor) condition.	2019/20
Webster Park Community Facility	MUGA (Multi Use Games Area) contribution. Community Centre Management Committee funding majority of work.		2018/19
Westpark School	Production kitchen refurbishment.	Part of ongoing programme of servery/production kitchen replacements.	2019/20
Woodside School	Toilet refurbishments (Two Large Blocks).		2019/20
Health & Safety - Rolling programme	Rolling programme of H&S works.	Year 3 of programme.	2019/20
Memorials in City Centre - Rolling programme	Rolling programme of stabilisation and H&S works to memorials.	Year 3 of programme.	2019/20
Play Ground Equipment - Rolling programme	Rolling programme of play ground equipment renewal.	Year 3 of programme.	2019/20

Asset	Proposed Works	Notes	Financial Year
Play Ground Equipment - Additional allocation	One off additional allocation of funds as per decision by Full Council.		2018/19
School Security - Rolling programme	Rolling programme of works to improve security at schools. Previously revenue funded.	Various schools primarily covering work to enhance security at entrances and receptions.	2019/20

Total £ 7,270,000

Property Address	Proposed Work
Abbotswell Primary School	Window replacements throughout.
Abbotswell Primary School	Kitchen refurbishment.
Airyhall Library	Car park resurfacing.
Altens Community Centre	Additional parking - subject to land transfer.
B & W Depot (North) Sillerton Lane Depot	Refurbish toilets and replace windows in toilets/welfare areas.
Bramble Brae Primary School	Kitchen refurbishment.
Charleston School	Replacement modular accomodation.
Community Centre Catherine Street	Window and external door replacements.
Cromdale Outdoor Centre	Toilet refurb and resolve storage issues .
Culter Library	Refurbishment of staff areas.
Cults Library	Roof replacement.
Cults Primary School	Replace slabbed areas with wheelchair friendly surface.
Danestone Primary School	Electric heating replacement.
Depot Bucksburn	Window replacements.
Depot Cairnwell Drive	Refurbishment.
Dyce Academy	Toilet refurbishment.
Dyce Primary School	Toilet refurbishment.
Forehill School	Heating replacement solution potentially covering all buildings.
Gilcomstoun School	Toilet refurbishment.
Glashieburn School	Electric heating replacement.
Harlaw Academy Playing Fields Pavilion	Drainage issues for pitch to be resolved.
Hazlehead Academy	Toilet refurbishment.
Holy Family R.C. Primary School	Toilet refurbishment.
Holy Family R.C. Primary School	Playground resurfacing. Condition issues not that much of an issue.
Kincorth Library And Customer Access Point	Window replacements.
Kingsford Primary School	Toilet refurbishment.
Kirkhill Primary School	Toilet refurbishment.
Loirston Primary School	Toilet refurbishment.
Middleton Park Primary School	Heating replacement solution potentially covering all buildings.
Milltimber Primary School	Resurface playground - currently a soft play surface.
Muirfield School	Playground resurfacing.
Northfield Community Centre	Toilet refurbishment (beside gymnasium).
Northfield Community Centre	Window replacements and pitched roof refurbishment.
Northfield Library	Window replacements and pitched roof refurbishment.
Northfield Swimming Pool	Air handling unit replacement.
Playing Fields Pavilion Torry Academy	Refurbishment including upgrading foot fall access.
Rosemount Community Centre	Resurfacing of access road and realignment of gate.
Rosewell House	Enhanced lighting levels and additional motion detectors. Assessment required to establish requirements.

Property Address	Proposed Work
Skene Square Primary School	Toilets refurbishment.
St Machar Academy	Replace/rationalise modular units.
The Bush Peterculter Roads Depot	Window replacements.
The Quarry Centre	Wider refurbishment.
Torry Community Centre	Windows replacement - C condition.
Trinity Cemetery Depot	Refurbishment.
Westburn House	Structural Survey & Structural Stability/H & S works.
Westpark School	Toilet refurbishments.

Condition

- A: Good - performing well and operating efficiently
- B: Satisfactory - performing adequately but showing minor deterioration
- C: Poor - showing major problems and/or not operating adequately
- D: Bad - life expired and/or serious risk of imminent failure

Suitability

- A: Good - performing well and operating efficiently. The buildings support the delivery of the service and are considered suitable for use now and in the future.
- B: Satisfactory - performing well but with minor issues. The buildings generally support the delivery of services and would be considered suitable. There is room for improvement in certain areas but the property is fundamentally okay.
- C: Poor - showing major problems and/or not operating optimally. The buildings impede the delivery of services and would not be considered suitable.
- D: Bad - does not support the delivery of services at all. The buildings seriously impede the delivery of services and would definitely not be considered suitable.

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance, Policy and Resources
DATE	20 September 2017
REPORT TITLE	Proposed Purchase – Ground Wellington Road
REPORT NUMBER	CHI/17/216
DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Neil Strachan

1. PURPOSE OF REPORT:-

- 1.1 The purpose of this report is to advise members of the outcome of the instruction from this Committee to request the property be sold by the Scottish Government to the Council for £1.

2. RECOMMENDATION(S)

- 2.1 It is recommended that Committee:-

- a) Note and discuss the content of the report including the outcome of the request and response from the Scottish Government.
- b) Instruct officers to progress the preferred option from the options detailed in paragraph 3.10 and if appropriate instruct the Head of Legal and Democratic Services to conclude the purchase of the ground incorporating appropriate clauses to protect the Council's interest.

3. BACKGROUND/MAIN ISSUES

- 3.1 The Communities Housing and Infrastructure Committee of 13 January 2015 had a report titled A956 Wellington Road Corridor, a link to the report is below:

<http://councilcommittees/documents/s43368/A956%20Wellington%20Road%20Corridor.pdf>

Committee approved the report with the following decision:

- (i) To approve the land identified on the site of the former Craiginches Prison for the purposes of improving the transport corridor A956 Wellington Road and
- (ii) To instruct officers to enter into negotiations with the Scottish Government to seek transfer of the land into Council ownership at no

cost to the Council, noting that provision would be made within the capital programme as a contingency.

- 3.2 The Finance, Policy and Resources Committee of 1 December 2016 had a report title Purchase of Ground, Wellington Road, a link to the report is below:

<http://councilcommittees/documents/s64080/CHI.16.281-%20Purchase%20of%20ground%20Wellington%20Road.pdf>

The report recommended:-

that the Committee –

- (a) approve the recommendation that the ground detailed within the report is purchased for £230,000; and
- (b) agree that the Head of Legal and Democratic Services is instructed to conclude the purchase of the ground incorporating appropriate clauses to protect the Council's interest.

The Convener, seconded by the Vice Convener moved: that the Committee –

- (1) note the content of the report and agree to instruct officers to confirm to the Scottish Government that the Council no longer wishes to proceed with the purchase of this land at a £230,000 valuation but would consider purchasing the land for £1 as an act of goodwill given our £75m contribution towards the AWPR; and
- (2) instruct officers to report back to the Committee on the Scottish Government's response to the request.

The Committee approved the motion.

- 3.3 Following the Committee instruction a letter was formally issued to the Scottish Government with the request that the Council purchase the ground at £1. The Scottish Government confirmed in their letter dated 25 May 2017 which was received on 6 June 2017 that they were not prepared to sell the ground at £1. Within the letter the Scottish Government confirmed that they would still be prepared to sell the ground at the valuation that was established in the joint valuation undertaken in September 2016 which was £230,000. The valuation was based on an agreed basis of valuation in line with the Scottish Public Finance Manual.
- 3.4 In order to provide Committee with all the relevant information the Council instructed an update valuation of the site as it is 12 months since the last valuation. The Valuation Office Agency were instructed to update their valuation and in their opinion the value of the site based on the assumption that the site could have been included in the adjacent residential development site is £230,000 with a valuation date of 14 August 2017. The Valuation Office Agency were also requested to provide a valuation of the ground reflecting the current situation which is the ground within the ownership of Scottish Government is a strip of land between the current adopted highway and a neighboring housing development. Their valuation on this basis is £5,000.
- 3.5 In order to provide Committee with an update on the requirement for the land the Transportation Section of Planning and Sustainable Development were requested to provide an update and their update is below:

- 3.5.1 The Wellington Road Corridor Multi Modal Study STAG Part 1 (Scottish Transport Appraisal Guidance) is well underway identifying and assessing a range of options to meet the objectives for the study area. The objectives range from facilitating sustainable and active modes of travel, safety and improving air quality to managing pinch points and the efficient movement of freight.
- 3.5.2 The long list of options is currently being assessed including several reliant on increasing road capacity adjacent to the former HM Craiginches Prison site. Preliminary assessments, reviewing these options against the objectives, indicate the 'do nothing' scenario where the current road width and capacity remain unchanged offers no opportunities to deliver improvements; conversely it will likely undermine the objectives for the study area.
- 3.5.3 Preliminary assessments of the 'do something' scenarios where road capacity is increased indicate they will result in beneficial impacts supporting many of the study objectives. Therefore, whilst the STAG Part 1 study is not yet complete, it is likely that a 'do something' scenario with a widened road adjacent to the former prison site will deliver transport benefits over and above the current situation. It is also clear from the public and stakeholder engagement undertaken as part of this process that such an intervention will attract support.
- 3.5.4 Full reporting of the Wellington Road Corridor Multi Modal Study STAG Part 1 with detailed information on the assessment outcomes for the range of possible interventions is planned to be reported to Members of the Communities Housing and Infrastructure Committee at the turn of the year.
- 3.6 Taking into account there is still a desire from the Council to purchase this land for a future improvement of Wellington Road and that funding is available from the Strategic Land Acquisition budget it would seem reasonable to purchase the ground.
- 3.7 The valuations provided in paragraph 3.4 show a significant difference between the valuation assuming the land was still part of the larger development site and the current situation that the land has now been removed from the site and is a strip between the development site and the adopted road. If negotiations over the purchase of the ground were to be instigated now then the second valuation would be the one to be recommended for the purchase (albeit this is unlikely to have happened as the site would have been incorporated in the development of the former prison site). The Committee at its meeting in January 2015 stated a desire to use the ground for an improvement to Wellington Road and the Scottish Government acting in good faith removed the strip from their redevelopment plans. It would appear reasonable to expect the Council to pay based on the situation that was present in January 2015.
- 3.8 If agreement over the purchase of the ground cannot be reached it should be noted that as the ground is held within Scottish Government ownership the Council will not be able to compulsory purchase the subjects as the Roads

(Scotland) Act 1984 states that compulsory purchase powers do not apply to Crown land unless the relevant Crown authority agrees otherwise with the Roads Authority. It is unlikely that the Scottish Government would agree to a compulsory purchase.

3.9 The Council's Legal Service has been asked to comment on the situation and their advice is contained in section 5 below.

3.10 The options open to the Council are:

3.10.1 Purchase the ground at £230,000.

3.10.2 Request the Scottish Government sell the ground to the Council at its current market value of £5,000 ignoring any potential blight implications detailed in Paragraph 5.1.

3.10.3 Await the outcome of the STAG before instructing officers further.

3.10.4 Do not progress with the purchase at this time ignoring any potential blight implications detailed in Paragraph 5.1.

4. FINANCIAL IMPLICATIONS

4.1 The purchase cost of the land has been budgeted for within the Non-Housing Capital Programme project NHCP791 - Strategic Land Acquisition. Once purchased the ground will have to be maintained however its size and layout should not add a significant burden to the Council as the ground will be grassed so will only require periodic cutting.

4.2 The purchase of the ground now removes the need for negotiations in the future once the proposed road widening scheme is further developed thus saving the costs of the negotiation in the future which might have included the payment of compensation for the reduction in value of adjacent property. Further by purchasing the ground now this removes the need for a potential compulsory purchase order in the future for this area of ground should the exercise of compulsory purchase powers be possible i.e. in the event of a change of ownership or agreement by the Scottish Government to a Compulsory Purchase Order. It should be noted that if additional land is required for the scheme a Compulsory Purchase Order may still be required.

5. LEGAL IMPLICATIONS

5.1 See confidential appendix

5.2 If the approved option is to proceed to purchase the ground then there will be a requirement for the usual conveyancing formalities to protect the Council's position.

6. MANAGEMENT OF RISK

6.1 Financial

There is a financial risk that if the ground is purchased and the road improvement scheme does not progress in that there would be a long term maintenance burden. To mitigate this the ground will be maintained as road verge until required. If not required for the scheme the ground will continue to be maintained as road verge. If the ground is not purchased now the value of the land might change in the future which may increase or decrease the cost to the Council.

6.2 Employee

There is not expected to be any risk under this heading.

6.3 Customer / citizen

If the Council does not purchase the ground there is a risk that the customer may assume that the Council is not progressing with plans to upgrade Wellington Road.

6.4 Environmental

There is not expected to be any risk under this heading for this report. However any future report on the proposed road improvement scheme will cover all environmental issues in relation to any improvement scheme.

6.5 Technological

There is not expected to be any risk under this heading.

6.6 Legal

Any potential Legal risk is set out in section 5 above.

6.7 Reputational Risk

There is a reputational risk that as Committee instructed officers to seek to purchase the ground that if no purchase is progressed there could be a suggestion the Council is acting unreasonably which may have effects in future dealings with the Scottish Government.

7. IMPACT SECTION

7.1 Economy

The purchase of the ground will allow the potential improvement of Wellington Road which would potentially help traffic flow to Aberdeen City Centre. The purchase of the land voluntarily reduces the need for a compulsory purchase order and ensures the purchase of the land prior to the adjacent residential development being complete thus reducing the chance of any claims for reduction in value of adjacent properties.

7.2 People

By working with the Scottish Government property team the purchase of the ground will be undertaken earlier and will remove the uncertainty over the future of that area of ground from the adjoining owner. The securing of the site earlier creates the certainty for the Council's Road Service in knowing what

land they have available to undertake the scheme and may allow the scheme to progress without the need for a compulsory purchase order.

7.3 Place

The purchasing of the ground will ensure that the land is available for the road improvement scheme when the budget is available thus hopefully ensuring the improvement of the road at the earliest opportunity.

7.4 Technology

The proposal to purchase ground will have no significant effect on the Council's Technology programmes.

8. BACKGROUND PAPERS

8.1 None

9. APPENDICES

9.1 Appendix 1 - Copy of letter from Scottish Government

10. REPORT AUTHOR DETAILS

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HEAD OF SERVICE DETAILS

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