

Public Document Pack



To: Councillor Wheeler, Convener; Councillor Bell and Grant, Vice Conveners; and Councillors Cooke, Cormie, Delaney, Lesley Dunbar, Jackie Dunbar, Lumsden, Macdonald, McRae, Jennifer Stewart and Townson.

Town House,
ABERDEEN 11 April 2018

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Council Chamber - Town House** on **THURSDAY, 19 APRIL 2018 at 11.30 am.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

- 1 Determination of Urgent Business

DETERMINATION OF EXEMPT BUSINESS

- 2 Determination of Exempt Business

DECLARATIONS OF INTEREST

- 3 Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

- 4 There are no requests for deputation at this time

COMMITTEE PLANNER

- 5 Committee Planner (Pages 5 - 12)

NOTICES OF MOTION

- 6 There are no Notices of Motion at this time

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 6.1 Performance Report (Pages 13 - 48)

GENERAL BUSINESS

- 7.1 Petition In Regards to Cycle Paths on Union Street

We the undersigned petition the Council to build a protected bicycle path on Union Street Aberdeen so that people of all ages and capabilities can ride bikers in safety. The protected path must be separated from motor vehicles by a physical barrier.

- 7.2 Continuing Care (Pages 49 - 56)

- 7.3 Windmill Brae, Langstane Place, Justice Mill Lane - Night time Pedestrianisation - Informal Consultation (Pages 57 - 78)

EXEMPT/CONFIDENTIAL BUSINESS

- 8.1 Marchburn Park (Pages 79 - 86)

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

To access the Service Updates for this Committee please use the following link:
<https://committees.aberdeencity.gov.uk/ecCatDisplayClassic.aspx?sch=doc&cat=13450&path=0>

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OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER									
The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.									
Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	If delayed, removed, transferred or withdrawn, enter either D, R, T or W	Explanation if delayed, removed, transferred or withdrawn	
19 April 2018									
Loading Ban in Wellington Circle Lochside Academy	Education & Children's Services Committee - 16/11/17 - The Committee resolved At its meeting on 16 November 2017, the E&CS Committee requested the Head of Public Infrastructure and Environment to report to the Communities, Housing and Infrastructure Committee for approval to undertake the necessary legal process to implement a loading ban in Wellington Circle to ensure traffic restrictions were in place between Lochside Academy and Wellington Road.	This item was included within the small scale traffic management proposals (stage 1) report considered by CH&I in January and will continue to be reported through the wider TRO reports.		Doug Ritchie	Operations and Protective Services	Operations	Purpose 1	Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
Various Small Scale Traffic Management Development Associated Proposals Stage 2	To present the stage 2 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported			Mike Cheyne	Operations and Protective Services	Operations	Purpose 1	Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
Various Small Scale Traffic Management Development Associated Proposals Stage 3	To present the stage 3 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported			Mike Cheyne	Operations and Protective Services	Operations	Purpose 1	Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
Update on the Roll Out of the Zero Waste Projects	To provide Committee with an update on the roll out of the Zero Waste Projects with regard to the completion of the new services and associated infrastructure.	Recommended to be reported by Service Update.		Pam Walker	Operations and Protective Services	Operations	Purpose 1	To be reported by means of service update.	
Road Safety Inspection & Defect Categorisation Policy and Procedure	To seek approval of the Road Safety Inspection & Defect Categorisation Policy and Procedure.			Mike Cheyne	Operations and Protective Services	Operations	GD 7.1	D	Will be reported in May after this has been through CMT for consideration.
Night-time Pedestrianisation of Langstane Place, Justicemill Lane and Windmill Brae	To inform Committee of the feedback received on the recent consultation for the proposed night time pedestrianisation of Langstane Place, Justicemill Lane and Windmill Brae.			Ross Stevenson	Operations and Protective Services	Operations	3 and 4		
Marchburn Park	Audit, Risk and Scrutiny on 23/11/17 noted that the Convener had requested that a report on Marchburn Park be presented to the Communities, Housing and Infrastructure Committee rather than the Audit, Risk and Scrutiny Committee as he had been contacted by residents regarding this matter.			Derek McGowan	Early Interventions and Community Empowerment	Customer	Purpose 1		
Continuing Care	Education & Children's Services Committee 01/06/17 - The Committee requested that a report be submitted to Committee in March 2018 detailing the costs of continuing care during the first full year of implementation of Part 11 of the Children and Young People (Scotland) Act 2014.			Anne Donaldson	Integrated Children's and Family Services	Operations	Purpose 1 and 1.3		
Children & Young People (Scotland) Act 2014	Education & Children's Services Committee 08/09/16 (Article 16) - The Committee instructed the Chief Executive to write to the Deputy First Minister and Cabinet Secretary for Education & Skills asking for a guarantee that the funding provided by the Scottish Government for the implementation of new statutory duties under the Act would be sufficient and for the Chief Executive to report back to Committee on the response.	The response is reported as part of the report on Continuing Care on the agenda.		Anne Donaldson	Integrated Children's and Family Services	Operations	Purpose 1		

Performance Report	To provide Committee an update in regards to the performance.		Martin Murchie	Business Intelligence Unit	Commissioning	Purpose 1		
29 May 2018								
Subsidised Transport and Safe Walking Routes to Lochside Academy - bus services	Education & Children's Services Committee - 16/11/17 - The Committee resolved to instruct the Interim Head of Planning & Sustainable Development to discuss adjustments to the routes of service buses 3/3G, 18 and the new supported public services detailed as were necessary to ensure that Lochside pupils were dropped off & picked up on Wellington Circle (or in the school grounds if appropriate) and report back on the outcome of those discussions; and to instruct the Interim Head of Planning & Sustainable Development to concurrently enter into discussions with bus providers with a view to re-routing services in Torry to ensure that pupils were picked up from safe locations and report back on the outcome of discussions.	These three items will be reported as one report.	Chris Cormack	Strategic Place Planning	Place	Purpose 1	D	Awaiting on details from First Bus and as a result would not make the April Committee.
Subsidised Transport and Safe Walking Routes to Lochside Academy - crossings / road safety	Education & Children's Services Committee - 16/11/17 - The Committee resolved (i) to instruct the Head of Public Infrastructure and Environment to carry out a study and option appraisal and budget analysis for the following measures in respect of safe walking routes to school for pupils residing in Cove and to report to Committee to ensure that these works, if approved, were implemented prior to the opening of Lochside Academy - (a) puffin crossing (est. £30k-£35k) on Cove Road with the location of the crossing determined in consultation with local Cllrs, Parent Councils and the Community Council; (b) puffin crossing (est. £30k-£35k) on Langdykes Road with the location determined in consultation with local Cllrs, Parent Councils and the Community Council; (c) investigation of the adoption of land between Charleston Drive & Crescent & the subsequent upgrading & lighting of the footpath (est. £30k-£35k) - works only not inclusive of the purchase of any land- as a route away from vehicular traffic for pupils to use; (d) resolve drainage issues and delivery of upgraded lighting on South Loirston Road (est. £25k) (streetlighting only); and (e) consider the installation of barriers between the pavement and road on Wellington Road, between Souter-Head Roundabout & the junctions of Charleston Road North & Wellington Circle		Doug Ritchie	Operations and Protective Services	Operations	Purpose 1	D	This was initially down against the April cycle but should have been May.
Lochside Academy Supported Bus Service - Tendering Exercise	FP&R Committee on 1/2/18 agreed to request the Interim Head of Planning and Sustainable Development to provide a brief report to members in June 2018 on the outcome of the tendering exercise for the supported bus service detailing what fares will apply.		Chris Cormack	Place Planning	Place	Purpose 1		
SUDS Section 7	Maintenance of SuDS within the boundaries or curtilage of a private property, such as a residential driveway or a supermarket car park, is the responsibility of the land owner or occupier. The Scottish Environment Protection Agency's (SEPA's) preference is for SuDS constructed outside the boundaries or curtilage of a private property to be adopted by Scottish Water, the local authority or a public body, and as such SEPA seeks a guarantee for the long term maintenance and sustainability of any SuDS implemented.		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		
Various Small Scale Traffic Management Development Associated Proposals Stage 2	To present the stage 2 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.

Various Small Scale Traffic Management Development Associated Proposals Stage 3	To present the stage 3 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.
Bedford Avenue Access	Communities, Housing and Infrastructure 8/11/17 - The Committee agreed to instruct the Head of Public Infrastructure and Environment to investigate the feasibility of creating a left turn exit from Bedford Avenue onto St Machar Drive, with access permitted for cars registered at properties on Powis Crescent, Powis Circle and Bedford Avenue only and report back to Communities, Housing and Infrastructure Committee in March 2018.		Doug Ritchie	Operations and Protective Services	Operations	Purpose 1		
Motion by Councillor McLellan	CH&I on 16/01/18, agreed the following terms of motion:-to note that the island garden and trees at the corner of Don Street and Cheyne Road, within the Old Aberdeen conservation area were removed in July 2017; and instructs the interim Director of Communities, Housing and Infrastructure to carry out an options appraisal for this site in consultation with the Old Aberdeen Community Council, included in the options appraisal should be the costs and detail of finding out the long term solution for the site taking into account the needs of the Great Aberdeen Run and the local community, and thereafter report their findings to the most appropriate committee.		Louisa Ratana-Arporn	Corporate Landlord/Operations and Protective Services	Operations	Purpose 1		
Development of Models for Civic Leadership and Engagement	To consider models for Civic Leadership and Engagement		Derek McGowan	Early Intervention and Community Empowerment	Customer			
Haudagain Improvement Scheme	Housing and Environment Committee on 26/8/14 (Article 13) agreed to request officers to provide regular updates to the Communities, Housing and Infrastructure Committee advising on how the relocation of tenants was progressing.			Early Intervention and Community Empowerment	Customer	Purpose 1		
Effectiveness of Existing Measures of Road Safety Around Schools- NOM Cllr Nicoll	Communities, Housing & Infrastructure 29/08/17 - To instruct the traffic management team and city wardens to report on the effectiveness of existing measures of road safety in the vicinity of schools and the costs currently incurred; to report on alternative options or measures that could be implemented to promote less indiscriminate parking and poor driving practices (including consultation with appropriate officers, Police Scotland and Parent Councils / pupil bodies).	The notice of motion requests that existing measures are evaluated and alternative measures are recommended and that extensive consultation is carried out with Parent Council and pupil bodies. The volume of research and consultation required has meant that a report could not be prepared for this coming committee. A Service Update will be provided to outline how this will be achieved with a report to Committee at a future date detailing the outcomes of the review, any proposed interventions and resource implications.	Vycki Ritson	Operations and Protective Services	Operations	Purpose 1	D	Dealted from 16/01/18 as per update
Property Level Flood Protection Grant Scheme	Communities, Housing and Infrastructure 8/11/17 - The Committee instructed the Head of Public Infrastructure and Environment to monitor take up of the grant and to report back to the committee via the six monthly flood bulletin.	Recommended to be reported by Service Update.	Will Burnish	Capital	Resources	GD 3	R	To be reported by means of service update.

Travel Improvements - Middlefield/Northfield	Finance, Policy and Resources Committee - 20/9/17 (Article 22) The Committee agreed to give approval for the public to be consulted on other potential active travel improvements within this Locality and instruct 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.		Bill Watson	Strategic Place Planning	Place	3		
Roads Winter Maintenance Operations 2016 – 17	To present the outcome of the Roads Winter Maintenance Operations 2016 – 17		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		
Smart Bins and Digitalisation of Waste Containers	To seek approval to conduct a trial on bin fill sensors on communal bins, i.e. to trial fitting sensors in communal bins that tell us when they need emptying and record accurately how often these bins require to be serviced.		Pam Walker	Operations and Protective Services	Operations			
Pet Policy in Council Houses	To seek approval of the Pet Policy in Council Houses in light of new legislation.		Kevin Kelly	Strategic Place Planning	Place	7.1		
Carers Act	To inform Committee on the implementation of the strategy underpinning		David Bliss	Integrated	Operations	GD 7.1		
Revision of Driveway Policy	To report on proposed revisions to the Driveway Regulations and application form to reduce the stringency of driveway requirements where road safety will not be compromised and to make the application process easier for customers.		Mike Cheyne	Operations and Protective Services	Operations	GD 7.1	D	Further consultation required and agreement with Planning.
42 and 44/48 King's Crescent Barrier NOM Cllr Hutchison	Council 23/08/17 referred the terms of the motion to Communities, Housing and Infrastructure Committee. Council instructs the Interim Director of Communities, Housing and Infrastructure:- (i) that no attempt should be made to sell the lane between 42 and 44/48 King's Crescent; (ii) that proceedings to have the barrier removed from the lane should be commenced; and (iii) that a report should be brought forward to the relevant committee on the possibility of this lane being adopted into the public road network or other options to improve the lane to an 'adoptable' standard."		Mark Wilkie	Strategic Place Planning	Place	Purpose 1	D	Delayed from April 2018 due to being allocated to the wrong team.
One Stop Employability Shop	Communities, Housing and Infrastructure on 29 August 2017 - The Committee agreed to receive annual reports on the outcomes achieved within the One Stop Employability Shop.	To be reported by Service Update	Matt Lockley	City Growth	Place	1	R	To be reported by means of service update in August.
Scotland's New Health and Social Care Standards	To provide assurance that the delivery of children's services is compliant with the new Health and Social Care Standard which came into effect of 1 April 2018.		David Bliss	Integrated Children's and Family Services	Customer	Purpose 1		
06 September 2018								
Various Small Scale Traffic Management Development Associated Proposals Stage 2			Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.

<p>Various Small Scale Traffic Management Development Associated Proposals Stage 3</p>			<p>Mike Cheyne</p>	<p>Operations and Protective Services</p>	<p>Operations</p>	<p>Purpose 1</p>		<p>Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.</p>
<p>Toilet Facilities in the City Centre for Disabled and Older People with Medical Conditions</p>	<p>Council 15/03/17 and Communities, Housing and Infrastructure 29/8/17 - The Committee agreed (i) to instruct officers to develop a strategy with local partners and businesses to increase awareness of accessible toilet provision in the City centre and potential for a Community Toilet Scheme focussed on accessible facilities; (ii) to instruct officers to carry out a further in depth review of Radar key user facilities in the city and increase awareness of facilities available; (iii) to instruct officers to carry out an audit on the availability of Changing Places toilets as well as accessible toilets in the City centre; (iv) to instruct officers to work with current partners to develop a database of available accessible toilets within the City centre and their provisions; and (v) to instruct officers to explore the potential of holding a workshop in partnership with Aberdeen Inspire for local businesses, along with local support groups, access panels and the Disability Equity Partnership (DEP) to look at the positive impacts on business by improving accessible toilet provision for the public within the city and how to address any concerns.</p>		<p>Sandra Howard</p>	<p>Early Intervention and Community Empowerment</p>	<p>Customer</p>	<p>Purpose 1</p>		
<p>Private Sector Housing - Enforcement Funding</p>	<p>Housing and Environment Committee 29/10/03 - The Committee request the Director of Communities, Housing and Infrastructure to bring further annual reports to Committee on future developments (or earlier as required).</p>	<p>This has been previously reported by means of Service Update and therefore it is recommended that this practise continues. Recommended to be reported by Service Update.</p>	<p>Andy Pitblado</p>	<p>Operations and Protective Services</p>	<p>Operations</p>	<p>Purpose 1</p>		
<p>Roads Hierarchy</p>	<p>Communities, Housing and Infrastructure 29/08/17 - The Committee requested that officers report back with the next level of detail as described in para 3.6 the first half of 2018, and consider the responses to the recent Strategic Car Parking Review as well as the objectives of the <u>new Quality Partnership</u>.</p>		<p>Joanna Murray</p>	<p>Strategic Place Planning</p>	<p>Place</p>	<p>3 and 5</p>	<p>D</p>	<p>Delayed from April 2018 due to resources</p>
<p>Community Learning and Development - Strategic Plan</p>	<p>Communities, Housing and Infrastructure Committee 24/5/17 - The Committee agreed to instruct the Head of Communities and Housing to submit a report to the Communities, Housing and Infrastructure Committee by September 2018 to ensure that the new Partnership Forums have delivered on the plan and to approve the priorities of CLD Plan 2018-2021. CLD Plan 2018 - 2021 to be approved by committee. Currently consulting with Communities and partners on this.</p>		<p>Linda Clark</p>	<p>Early Intervention and Community Empowerment</p>	<p>Customer</p>	<p>1.1</p>		

Community Food Growing Spaces	Communities, Housing and Infrastructure 29/08/17 - The Committee instructed the interim Head of Planning and Sustainable Development to report back in one year's time with a review of the recommended programme.		Gale Beattie	Strategic Place Planning	Place	Purpose 1		
Unadopted Roads Waste and Recycling Collection Policy	To formalise the policy that sets out criteria for collecting from rural properties.		Pam Walker	Operations and Protective Services	Operations	GD 7.1		
6 November 2018								
North East of Scotland Road Casualty Reduction	Communities, Housing and Infrastructure on 8/11/17 instructed the Head of Public Infrastructure and Environment to report back annually to the CHI Committee on the activities set out in the NE Road Casualty Reduction Strategy.		Doug Ritchie	Operations and Protective Services	Operations	1		
Public Bodies Duties Climate Change 2017/18	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 2019.		Olu Fatokun	Strategic Place Planning	Place			
Foster Care Fees and Allowances	To seek approval of the Foster Care fees and allowances.		Isabel McDonnell	Integrated Children's and Family Services	Operations	Purpose 1		
Various Small Scale Traffic Management Development Associated Proposals Stage 2	To present the stage 2 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.
Various Small Scale Traffic Management Development Associated Proposals Stage 3	To present the stage 3 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.
Aberdeen in Bloom	Housing and Environment - The Committee agreed to receive a report each year on the Aberdeen in Bloom campaign.	Recommended to be reported by Service Update.	Steven shaw	Operations and Protective Services	Operations	Purpose 1	R	To be reported by means of service update.
Formal Joint Working Partnership of North Scotland Trading Standards Services	Communities, Housing and Infrastructure, at its meeting on 29 August 2017, the committee authorised officers to continue discussions on collaborative working and to request a report back when joint working arrangements had been drafted for committee approval.	Report will be submitted following the conclusion of detailed discussions on collaborative working	Grame Paton	Operations & Protective Services	Operations	3		
Management of Gaps in the Public Transport Network	FP&R Committee on 20.09.2017 agreed to request 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.	The UK Government has heard evidence at the Transport Select Committee. The Minister of Transport has stated that the consultation on legislation will be out before Christmas and run for 12 weeks. At the moment with regards to section 22 permits, a decision is not expected until April 2018.	Chris Cormack	Strategic Place Planning	Place	1		
Safety Review of Broad Street Partial Pedestrianisation	Council on 5/3/18 agreed Instruct the Chief Officer for Strategic Place Planning to conduct a road safety review of the scheme, with relevant stakeholders including Disability Equity Partnership, Bus Companies and the Aberdeen Cycle Forum, (six months after opening) and report back with any recommendations at the earliest opportunity to the next available Committee.			Strategic Place Planning	Place	Purpose 1		
Roads Winter Service Plan 2018 – 19	To present the Roads Winter Service Plan 2018 – 19 for approval.		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		

17 January 2019								
Countryside Ranger Service Five Year Plan	Housing and Environment Committee on 14/01/14 - The Committee agreed to receive an annual report on the Countryside Ranger Service.	Recommended to be reported by Service Update.		Operations and Protective Services	Operations		1 R	To be reported by means of service update.
Responsible Dog Ownership	Housing and Environment Committee on 14/01/14 - The Committee agreed To instruct the Director of Communities, Housing and Infrastructure to provide an annual update report on responsible dog ownership to the Communities, Housing and Infrastructure Committee.	Recommended to be reported by Service Update.	Hazel Stevnson	Early Interventions and Community Empowerment	Customer		1 R	To be reported by means of service update.
Motorcycles In Bus Lanes	At its meeting on 21 November 2017, the Petitions Committee referred the following petition to the Communities, Housing and Infrastructure Committee for consideration. "We the undersigned petition the council to allow motorcycles to use the city bus lanes at all times." The Committee requested that works would consist of an assessment of other cities schemes and the findings would be reported back to a relevant committee and requested that the report include appropriate consultation with other road user groups.	To be reported January 2019	Joanna Murray	Strategic Place Planning	Place	3 and 5		
Enforcement of the Private Rented Housing Sector	Finance, Policy and Resources Committee 1/12/17 agreed that following the appointment of the Administration Assistant (Enforcement) to instruct officers to report back to Committee in 9 months providing an update on enforcement of the private rented housing sector.		Ally Thain	Operations and Protective Services	Operations	Purpose		
Waste Policy Review	To seek approval of the new Waste Policy.		Pam Walker	Operations and Protective Services	Operations	GD 7.1		
14 March 2019								
April 2019 Onwards								
Cycle Path for Ferryhill School Children	At its meeting on 14 June 2017, the Petitions committee referred the matter to the CH&I Committee which at its meeting on 29 August 2017 instructed officers to undertake a feasibility study to look at options on improving cycling within the area. At its meeting on 8 November 2017, the Committee instructed the Director of Communities, Housing and Infrastructure to report back to the appropriate committee with the anticipated levels of active travel associated with the school, how any	To be reported in 2019 Following the production of the Ferryhill School Travel Plan	Amye Simpson	Strategic Place Planning	Place	5		
South College Street/Queen Elizabeth Bridge Junction	Communities, Housing and Infrastructure Committee - 8/11/17 - The Committee agreed to instruct the interim Director of Communities, Housing and Infrastructure to report back to this Committee on a preferred option for South College Street/Queen Elizabeth Bridge junction. The report will also seek approval of a new roads hierarchy	To be reported August 2019	Ken Neil	Operations and Protective Services	Operations	5		
Small Financial Assistance Grants and Gala Funding	To consider any requests not approved under delegated powers.	To be reported as and when required.	TBC	Finance	Resources	GD3		
Annual Committee Effectiveness Report	To present the annual effectiveness report for the Committee.	May-19		Governance	Governance	GD 7.4		
Review of Broad Street Partial Pedestrianisation	Council on 5/3/18 agreed to instruct the Chief Officer for Strategic Place Planning to conduct a full review of the Broad Street partial pedestrianisation, (one year after opening) on the effectiveness of the scheme, the implications on the City centre network, the CCMP and reporting back with recommendations taking into consideration recommendation (b) to the relevant committee at the earliest opportunity.			Strategic Place Planning	Place	Purpose 1		

<p>Motion by Councillors Boulton and Delaney - Suitable Bus Laybys on the Hazlehead to Westhill Road</p>	<p>The Communities, Housing and Infrastructure Committee on 27 August 2015, resolved (i) to agree that any future development within this area should be conditioned to incorporate public transport facilities where feasible; (ii) to agree that due to the ongoing works at the Five Mile Garage in connection with the AWPR, along with the proposed expansion to the Prime Four development, no work should be carried out on introducing bus stops/laybys or pedestrian crossings on the A944 until such a time as the proposed expansion to the Prime Four development is agreed and after the AWPR becomes operational; (iii) to instruct officers to continue discussions with the developers in order to ensure that contributions are secured from future phases of the Prime Four development to allow the necessary infrastructure improvements to be introduced at no cost to Aberdeen City Council; and (iv) to instruct officers to update the committee in 12 months' time.</p>	<p>Due to continued lack of new development in the area of the Prime 4 site there have been no developer's contributions to take this proposal forward at this time.</p>	<p>Doug Ritchie</p>	<p>Operations and Protective Services</p>	<p>Operations</p>	<p>Purpose 1</p>	<p>No date specified for reporting back as this will depend on any new development in the area of the Prime Four site.</p>
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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	19 th April 2018
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	COM/18001
DIRECTORS	Rob Polkinghorne and Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1

1. PURPOSE OF REPORT

The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education). These measures are in the process of being aligned with the new interim structure and will be further developed in due course.

2. RECOMMENDATION(S)

It is recommended that the Committee provide comments and observations on the performance information contained in the report and highlight any indicators or areas of service they would like to see featured in future reports.

3. BACKGROUND

3.1 At its meeting of the 5th March 2018, Council approved the new Governance arrangements supporting introduction of the Target Operating Model. This provided for the establishment of the Operational Delivery Committee with, amongst other responsibilities, the purpose outlined below;

To oversee the delivery of internal services to customers, scrutinise performance and make improvements to those services, including Integrated Children's Services but excluding Educational services

4. MAIN ISSUES

4.1 This is the first report providing members with key performance measures in relation the Operations Directorate (non-Education). The report shows data which predates the move to the transitional structure and is offered to provide assurance to Members around the continuation of monitoring and scrutiny of

these performance issues during the transition to the Target Operating Model and to support the Committee undertake its scrutiny role.

4.2 It is recognised that significant changes are required to the data sets and a comprehensive review of performance measures and reporting has begun. In addition officers have been, and are currently, addressing a series of actions which will enable the full re-alignment and disaggregation of datasets to encapsulate the revised staffing structures and the Target Operating Model design principles.




4.3 Appendix B, shows further analysis of a number of performance measures, listed below, which have been identified as exceptional:-

- Sickness Absence - Average Number of Days Lost (Waste)
- Potholes Category 1 and 2 - % defects repaired within timescale
- Percentage of traffic light repairs completed within 48 hours
- % Waste diverted from landfill
- Contact Centre – all Contact Centre calls answered within 30 seconds
- Average time to process all new claims and change events in Housing Benefit
- Average time taken to relet all properties (Citywide - days)
- Value of Current rent arrears

4.4 Within the summary dashboard the following symbols are used:

Performance Measures

Traffic Light Icon

-  On target or within 5% of target
-  Within 5% and 20% of target and being monitored
-  Below 20% of target and being actively pursued

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

There are no direct implications arising out of this report regarding legal issues.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	No significant related financial risks.	L	N/A
Legal	No significant related legal risks.	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.
Employee	No significant related employee risks.	L	Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer
Customer	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report
Environment	No significant related environmental risks.	L	N/A
Technology	No significant related technological risks.	L	N/A
Reputational	There are no material reputational risks attached to this report	L	Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.

Prosperous People	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Enabling Technology	The Council recognises that enabling technology is central to innovative, integrated and transformed public services.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The report supports a focus on the delivery of customer centric services through the scrutiny of service delivery to customers. The review and realignment of performance measures will be done in the context of a customer centric service design and delivery.
Organisational Design	The report reflects recognition of the process of organisational design and provides assurance through scrutiny of operational effectiveness. The review and realignment of performance measures will support the redesign of the organisation.
Governance	Oversight and scrutiny of operational performance, including that provided by external inspection, supports the robustness of governance arrangements between and across internal and external providers
Workforce	The performance report does and will continue to support understanding of the role and development of the workforce.
Process Design	As the interim structure embeds, development and integration of process design will be influenced by continual evaluation of the performance and outcome measures applied to service provision.
Technology	Technology is being used both in the capture and analysis of data and in the improvement planning of services.
Partnerships and Alliances	Continuous review of the outcomes, and effectiveness, of in house services provides assurance to critical partners where there are

	shared objectives. Where available data sharing between partners will be used to monitor performance and support improvement.
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8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	The recommendations arising from this report do not require that full Equality and Human Rights Impact Assessment is completed
Privacy Impact Assessment	The recommendations arising from this report do not require that full Equality and Human Rights Impact Assessment is completed
Children's Rights Impact Assessment/Duty of Due Regard	Not applicable

9. BACKGROUND PAPERS

[Best Value Audit report by Audit Scotland 2015](#)
[Performance Management Framework](#)
[Aberdeen City Council Strategic Business Plan Refresh](#)
[Local Outcome Improvement Plan](#)

10. APPENDICES (if applicable)

Appendix A – Performance Summary Dashboard
 Appendix B – Performance Analysis of Exceptions

11. REPORT AUTHOR CONTACT DETAILS
























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Operations Committee Report

Operations

















Bereavement Services




Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£285K		£317K		£351K		£344K
Direct Staff Costs - % Spend to Date (FYB)	75.9%		84.7%		93.7%		100%
Overtime Costs - Cumulative Expenditure	£10K		£12K		£12K		£24K
Agency Staff Costs - Cumulative Expenditure	£12,783		£14,020		£18,602		£1,706
Sickness Absence - Average Number of Days Lost	16.3		12.9				10
Recovery of Ashes - Success Rate	100%		100%		100%		100%
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
Scheduled and Actual Cremations - Discrepancies	0		0		0		0

Building Services













Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs – Cumulative Expenditure	£1,159K		£1,284K		£1,417K		£1,574K
Direct Staff Costs - % Spend to Date (FYB)	67.6%		75%		82.7%		100%
Overtime Costs – Cumulative Expenditure	£532		£532		£532		£1,837
Agency Staff Costs – Cumulative Expenditure	£23,805		£25,319		£35,343		£57,365
Sickness Absence - Average Number of Days Lost	11.9		12.5				10
The year to date average length of time taken to complete emergency repairs (hrs)	3.24		3.28		3.26		4.1
The year to date average length of time taken to complete non emergency repairs (days)	2.62		2.67		2.61		8.3
Percentage of reactive repairs carried out in the last year completed right first time	92.72%		92.97%		92.97%		93.6%
Percentage of repairs appointments kept	99.45%		99.45%		99.46%		96.3%
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%		100%		100%		100%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.	95.6%		95.2%		95.2%		80%

Environmental Services

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£7,772K		£8,598K		£9,528K		£9,514K
Direct Staff Costs - % Spend to Date (FYB)	74.9%		82.9%		93.7%		100%
Overtime Costs - Cumulative Expenditure	£244K		£274K		£301K		£193K
Agency Staff Costs - Cumulative Expenditure	£263,395		£265,515		£352,342		£65,422
Agency Staff - Headcount	11		10				
Sickness Absence - Average Number of Days Lost	18.3		19				10

Performance Indicator	Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	150		150		150		

Facilities Management

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£8,840K		£9,801K		£10,799K		£11,761K
Direct Staff Costs - % Spend to Date (FYB)	68.9%		76.4%		84.2%		100%
Overtime Costs - Cumulative Expenditure	£493K		£553K		£599K		£348K
Agency Staff Costs - Cumulative Expenditure	£74,245		£75,245		£111,257		£0

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost	14.6		14.5				10

Performance Indicator	Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Number of children taking school lunches in the year – Primary (YTD)	418,884		616,540		1,019,173		1,120,063
Number of meals provided during holiday projects (YTD)			1,734		1,734		

Fleet and Transport

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£1,265K		£1,407K		£1,557K		£1,618K
Direct Staff Costs - % Spend to Date (FYB)	71.7%		79.8%		88.3%		100%
Overtime Costs - Cumulative Expenditure	£20K		£25K		£29K		£0K
Agency Staff Costs - Cumulative Expenditure	£49,078		£49,078		£61,719		£0
Agency Staff - Headcount	2		2				
Sickness Absence - Average Number of Days Lost	10.2		9.8				10

Performance Indicator	Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% of Council fleet lower emission vehicles (YTD)			90%		90%		73%

Integrated Children's Service (excluding Education)

Performance Indicator	December 2017		January 2018		February 2018		Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Average number of days lost through sickness absence per employee in a rolling 12 month period - Integrated Children's and Family Service	8.8		9.1		9.2		8.8		8.6		8.5		10.0
Supported children with an allocated social worker (%) - Integrated Children's and Family Service	91%		91%		90%		93%		93%		93%		
Looked After Children looked after at home (%)	15%		15%		15%		19%		17%		17%		
Looked After Children looked after in Kinship (%)	20%		20%		20%		20%		19%		19%		
Looked After Children looked after in Foster Care (%)	51%		51%		52%		45%		46%		46%		
Looked After Children with an allocated social worker (%) - Integrated Children's and Family Service	97%		98%		100%		98%		98%		98%		

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Operational Health and Safety

Performance Indicator	December 2017		January 2018		February 2018		Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No In Month)	0		2		0		0		3		1		
Accidents - Reportable - Employees (No In Month)	0		0		0		0		3		1		
Accidents - Non-Reportable - Employees (No In Month)	2		4		1		2		4		0		
Accidents - Non-Reportable - Employees (No In Month)	0		1		0		8		3		1		
Accidents - Reportable - Employees (No In Month - Environmental)	0		0		0		2		1		2		

Performance Indicator	December 2017		January 2018		February 2018		Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No In Month - Fleet)	0		0		0		0		0		0		
Accidents - Reportable - Employees (No In Month - Roads)	0		0		1		0		3		1		
Accidents - Reportable - Employees (No In Month - Waste)	0		0		1		0		0		0		
Accidents - Non-Reportable - Employees (No In Month - Environmental)	1		3		2		1		4		5		
Accidents - Non-Reportable - Employees (No In Month - Fleet)	1		0		1		3		3		1		
Accidents - Non-Reportable - Employees (No In Month - Roads)	0		0		1		2		4		0		
Accidents - Non-Reportable - Employees (No In Month - Waste)	1		2		6		4		5		7		
















Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Vehicle, Plant and Equipment Accidents (Environmental)	17		76		18		59
Vehicle, Plant and Equipment Accidents (Roads)	5		6		10		10
Vehicle, Plant and Equipment Accidents (Waste)	9		26		12		58
Fleet Compliance Incidents (Environmental)	10		11		41		150
Fleet Compliance Incidents (Fleet)	0		0		0		24
Fleet Compliance Incidents (Roads)	3		0		5		15
Fleet Compliance Incidents (Waste)	6		2		23		75

Protective Services

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Expenditure v Budget	£2,934K		£3,260K		£3,583K		£4,070K
Direct Staff Costs - % Spend to Date (FYB)	66.1%		73.5%		80.8%		100%
Overtime Costs - Expenditure v Budget	£21K		£24K		£26K		£84K
Agency Staff Costs - Expenditure v Budget	£702		£702		£702		£4,882
Sickness Absence - Average Number of Days Lost	4.5		5				10
Non Domestic Noise % responded to within 2 days	100%		100%		100%		100%
High Priority Pest Control % responded to within 2 days							100%
High Priority Public Health % responded to within 2 days							100%
Dog Fouling - % responded to within 2 days							100%
HMO Licenses in force			1,276		1,286		
HMO License Applications Pending			170		159		

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Performance Indicator	December 2017		January 2018		February 2018		Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	Not measured for Months						4.14%		25.86%		30%		20%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	Not measured for Months						1.72%		1.72%		9.66%		10%
% Response Rates to Domestic Noise Complaints	Not measured for Months								41.4%				
% of Samples reported within specified turnaround times (ASSL)	Not measured for Months						81.66%		72.56%		76.38%		80%

Performance Indicator	December 2017		January 2018		February 2018		Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (ASSL)	Not measured for Months						95.5%		100%		100%		95%
Number of Air Quality Management Areas	Not measured for Months						3		3		3		
Number of Noise Management Areas	Not measured for Months						15		15		15		
Food Safety Hygiene Inspections % premises inspected 6 monthly	Not measured for Months						100%		100%				100%
Food Safety Hygiene Inspections % premises inspected 12 monthly	Not measured for Months						100%		100%				100%
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	Not measured for Months						31.03%		46.67%				100%

Road and Infrastructure Services

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£4,716K		£5,187K		£5,778K		£6,273K
Direct Staff Costs - % Spend to Date (FYB)	68.2%		75%		83.5%		100%
Overtime Costs - Cumulative Expenditure	£320K		£306K		£342K		£551K
Agency Staff Costs - Cumulative Expenditure	£165,816		£164,127		£253,851		£0
Agency Staff - Headcount	17		15				
Sickness Absence - Average Number of Days Lost	12.1		12.3				10
Percentage of all traffic light repairs completed within 48 hours	96.3%		92.1%		90.2%		96%
Number of Traffic Light Repairs completed within 48 hours	77		58		55		
Percentage of all street light repairs completed within 7 days	39.6%		33.3%		49.2%		90%
Number of Street Light Repairs completed within 7 days	148		319		375		
Potholes Category 1 and 2 - % defects repaired within timescale	100%		100%		96.5%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	600		666		858		

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Performance Indicator	Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% Customer Satisfaction with Roads Services			63.6%		59.2%		74%













Waste Services

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£4,365K		£4,918K		£5,477K		£5,634K
Direct Staff Costs - % Spend to Date (FYB)	71%		80%		89.1%		100%
Overtime Costs - Cumulative Expenditure	£246K		£289K		£317K		£239K
Agency Staff Costs - Cumulative Expenditure	£398,102		£472,325		£609,911		£100,369
Agency Staff - Headcount	37		33				
Sickness Absence - Average Number of Days Lost (Waste)	21.8		24.3				10




Performance Indicator	Q1 2017/18		Q2 2017/18		Q3 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% Waste diverted from Landfill	38%		63.99%		86.87%		65%
Percentage of Household Waste Recycled/Composted	47.8%		45.6%		38.4%		40%
Percentage of Household Waste - Energy from Waste	38%		63.99%		86.87%		65%

Customer

Community Safety

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	97.7%		97.8%		97.9%		95%
Percentage of anti-social behaviour cases reported in the last year, resolved in the last year, which were resolved within locally agreed targets	97.29%		97.48%		97.95%		100%
Number of cases of anti-social behaviour reported in the last year (SSHC definition)	3,465		3,773		4,146		
Customer Satisfaction with the Anti Social Behaviour Investigation Team YTD	73.4%		75.9%		76.8%		80%

Customer Service

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
CCC – Percentage of all Contact Centre calls answered within 30 seconds (monthly)	78.00%		76.70%		76.20%		60%

Housing

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% of Homeless Applications Arising From Private Sector	12.88%		13.4%		13.6%		18%
Number of homeless applications received in the year	1,266		1,430		1,562		
Quarterly % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided By SG on a Quarterly Basis)	7%		6.3%		6.3%		5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	97.8%		97.7%		97.9%		100%
YTD % of statutory applicants found to be intentionally homeless	5.8%		5.6%		5.5%		6%
Average time taken to relet all properties (Citywide - days)	49		49.5		49.6		40.9
Rent loss due to voids - Citywide	1.26%		1.26%		1.26%		0.87%
Voids Available for Offer Month Number - Citywide	230		250		248		
Number of Households Residing in Temporary Accommodation at Month End	522		521		508		
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year (As reported by S.G)	23.8		23.4		23.5		24
Percentage of tenants satisfied with the standard of their home when moving in YTD	67.6%		66.4%		66.1%		73.3%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	86.8%		86.1%		86.5%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	92.9%		92.9%		93%		100%
YTD % of new homeless tenancies sustained for more than a year	88.71%		88.5%		90.37%		94%
Value of Former Tenants Arrears	£0		£817,494		£939,921		£603,157
The YTD % of users' who completed the homeless questionnaire and were satisfied with the overall quality of temporary accommodation provided.	89.7%		88.8%		87.9%		85%
Value of Current rent arrears	£3,116,840		£3,386,374		£3,509,599		£2,778,601

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Total number of housing advice cases registered in the year	4303		4926		5507		
YTD Percentage of new tenancies sustained for more than a year - All	90.47%		90.17%		90.37%		94%
Gross rent Arrears as a percentage of Rent due	5.03%		5.42%		5.72%		5%
PSL Stock at month end	166		166		165		
Current tenancy arrears for homeless households accommodated in ACC temporary furnished flats (excluding resettlement properties))	£397,140		£380,375		£321,410		
Repairs (50) Inspections - Percentage completed within 3 working day target	71%		70.2%		69.2%		78%
Legal repossessions following decree - Citywide	98		110		116		
Satisfaction of new tenants with the overall service received (Year To Date)	89.7%		89%		89%		90%










ICT Systems and Operations

Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	99.9%		99.7%		99.7%		99.5%

Libraries

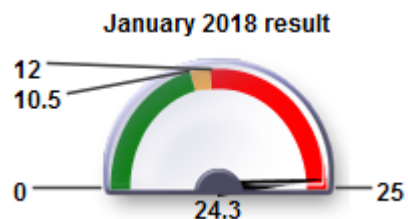
Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	55,826		74,110		71,265		
Number of visits to libraries - virtual	33,370		49,892		43,720		

Revenues and Benefits

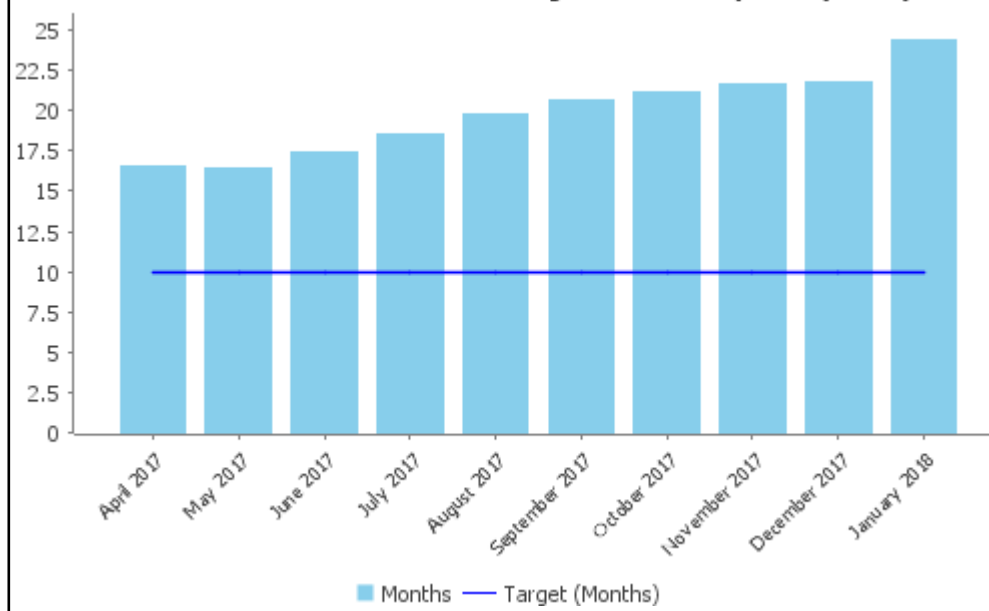
Performance Indicator	December 2017		January 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£96.8m		£107.1m		£109.2m		£111.8m
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	11.23		11.38		11.54		10
Correct amount of Housing Benefit paid to customer (monthly)	95.38%		95.73%		95.65%		95%

Operations

Sickness Absence - Average Number of Days Lost (Waste)



CHI4071WST Sickness Absence - Average Number of Days Lost (Waste)



Why is this important?

The Council recognises its staff as its most important asset and staffing costs account for the single biggest element of the Council's budget. It is therefore imperative that the health and wellbeing of our staff is paramount and that we effectively manage staff absences.

Benchmark Information:

In the most recent LGBF Overview report available for 2016/17, the average number of days lost per employee (non-teacher) ranges from 16.5 to 8.84 days across Scottish local authorities. Performance places Aberdeen City Council (at 11.6 days) approx. 0.7 days higher than the 2016/17 Scottish average of 10.92.

Target:

The target for the Average Number of Days lost per employee has been held at 10 days per annum for 2017/18.

Intelligence:

The Council's target for absence management remains at an average of 10 days lost per employee per annum, with a February 2018 figure of 11 days. This has risen from 10.30 days at the start of the current financial year and despite falling to a low of 9.9 days during September and October, has since increased month on month.

Based on a rolling 12 month period to January 2018 (February data for relevant services currently not available) it is possible to see that there are a variety of trends from service to service across Operations and Protective Services - some increasing, some improving, others remaining reasonably static. For instance, Bereavement Services has improved from 20.8 days lost at the start of the year to 12.9 in January, this improvement coming mainly from a reduction in short term absences. Waste, on the other hand, has increased considerably, from 16.5 days lost at the start of the financial year to 24.3 days in the most up to date figures available, mainly due to a large increase of 6.7 days in long term absences. Other services, such as Facilities have fluctuated but improved slightly over the year to date. Roads and Infrastructure have seen no change over the year so far for which figures are available, remaining at 12.3 days lost as of January 2018. The overall average number of days lost for those services now within Operations and Protective Services is 15.5, 10.3 of which are long term, with Musculoskeletal being the largest category (36.44%).

The overall days lost score of 24.3 in Waste for January 2018 is broken down as 8.1 days short term and 16.2 days long term with the increase in long term days continuing month on month from a low of 9.2 in May 2017. Short term days have seen a much smaller increase over all of 1.2 days, fluctuating between 6.9 in April and the January high of 8.1. In terms of absence reasons, it is significant to note not only the overall increase in days lost (from 1644 for the rolling year at April 17 to 2610 at Jan 18) but that the largest proportion of that increase (over 300 days) falls into the Psychological category.

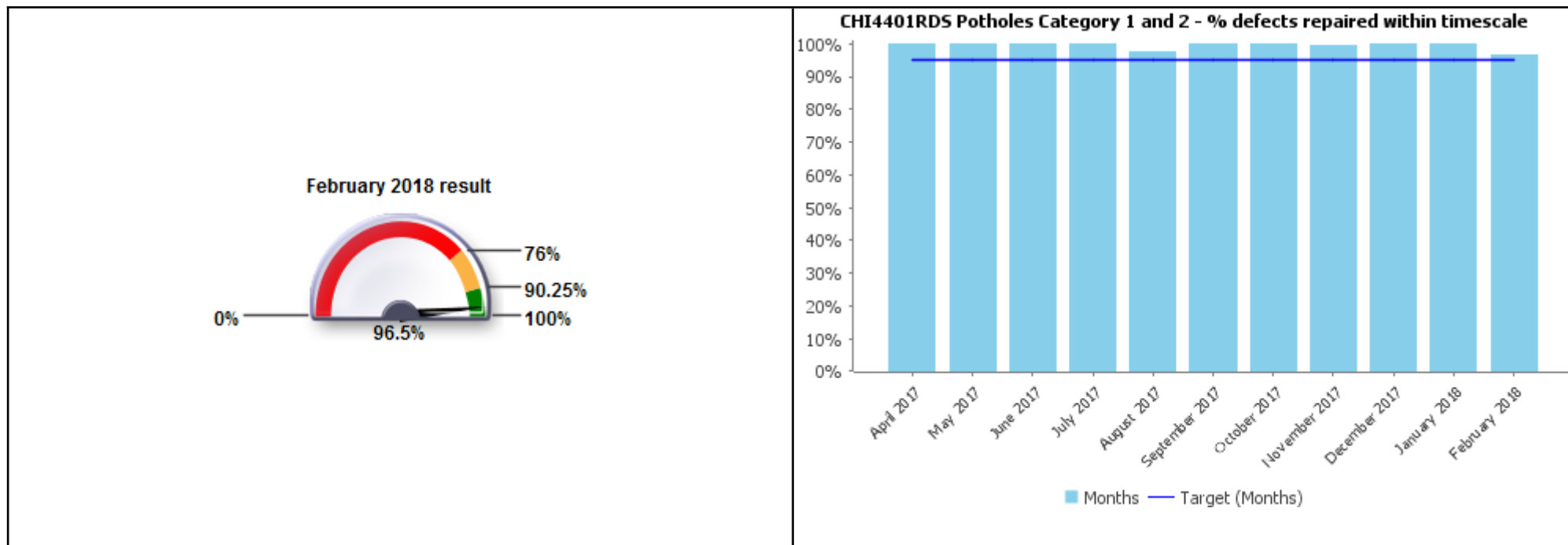
Responsible officer:

Mark Reilly

Last Updated:

January 2018

Potholes Category 1 and 2 - % defects repaired within timescale



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of 'Improving Customer Experience', as outlined in the Shaping Aberdeen programme.

Benchmark Information:

To be established. This measure is not benchmarked through the SCOTS/APSE network.

Target:

The current target is for 95% of Category 1 and 2 defects to be completed within the agreed timescale. This will be reviewed for the coming financial year.

Intelligence:

While the performance for the urgent (2 day) Category 1 repairs has been consistently close to 100%, the performance for Category 2 (7 day) has fluctuated as a result of the ongoing requirement to undertake winter maintenance and the need to undertake a number of structural repairs. Historically, it has been usual for close to 100% performance on both C1 and C2 pothole repairs to be maintained. However, for the last 3 years there has been a small but noticeable dip in the C2 performance during February. For 2016,17,18 the C2 performance during February has been 77%,99.8% and 96.5%. During February 2018 we have experienced ongoing periods of cold weather followed by a thaw and re-freeze cycle. Winter treatment was undertaken on 19 of the 28 days and there were 6 identifiable cold periods in addition to 5 thaw periods during the month. Much of frontline staff time was therefore dedicated to the ongoing requirement for winter maintenance. As thaws occur, they allow us to identify and repair the urgent defects; there is however a tendency to delay less urgent C2 repairs until a more window of suitable weather opens up and unfortunately, during February, these windows were limited. In addition, there was a requirement during February for approximately 20 frontline operatives to be dedicated to undertaking structural repairs where a number of roads had been badly affected by the prolonged cold weather from late November to mid -January. These operatives were therefore not available to undertake pothole repairs. Performance is affected during February as the damage done by winter weather becomes evident and the public demand for repairs increases reflected in the increased number of potholes reported in the month December 300, January 666, February 889).

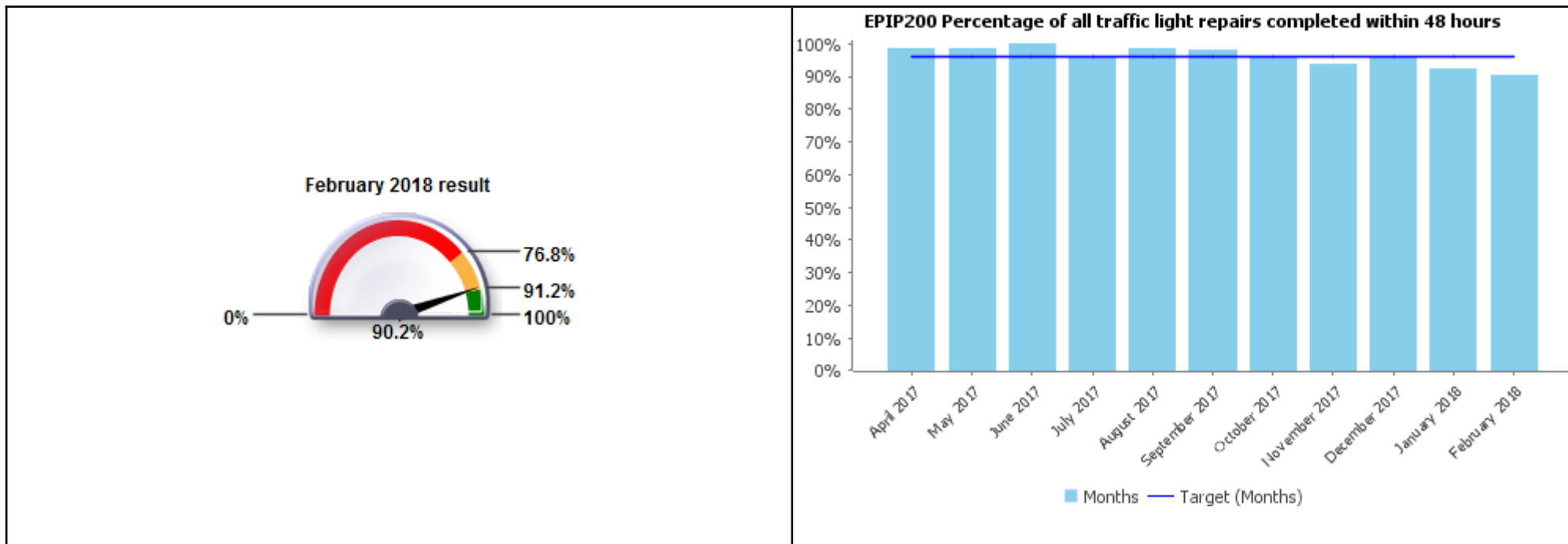
Responsible officer:

Angus MacIver

Last Updated:

February 2018

Percentage of all traffic light repairs completed within 48 hours



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of 'Improving Customer Experience', as outlined in the Shaping Aberdeen programme.

Benchmark Information:

There is no benchmarking data available as this performance indicator is no longer a key indicator for performance reporting. In 2015/16 the overall performance figure was 96.5%, while in 2016/17 this had improved to 97.3%, in both cases the target performance was set at 95%. For 2017/18 the target performance figure was increased to 96% to encourage continual improvement.

Target:

The target for this indicator for 2017/18 was set at 96% and will be maintained at that level for 2018/19.

Intelligence:

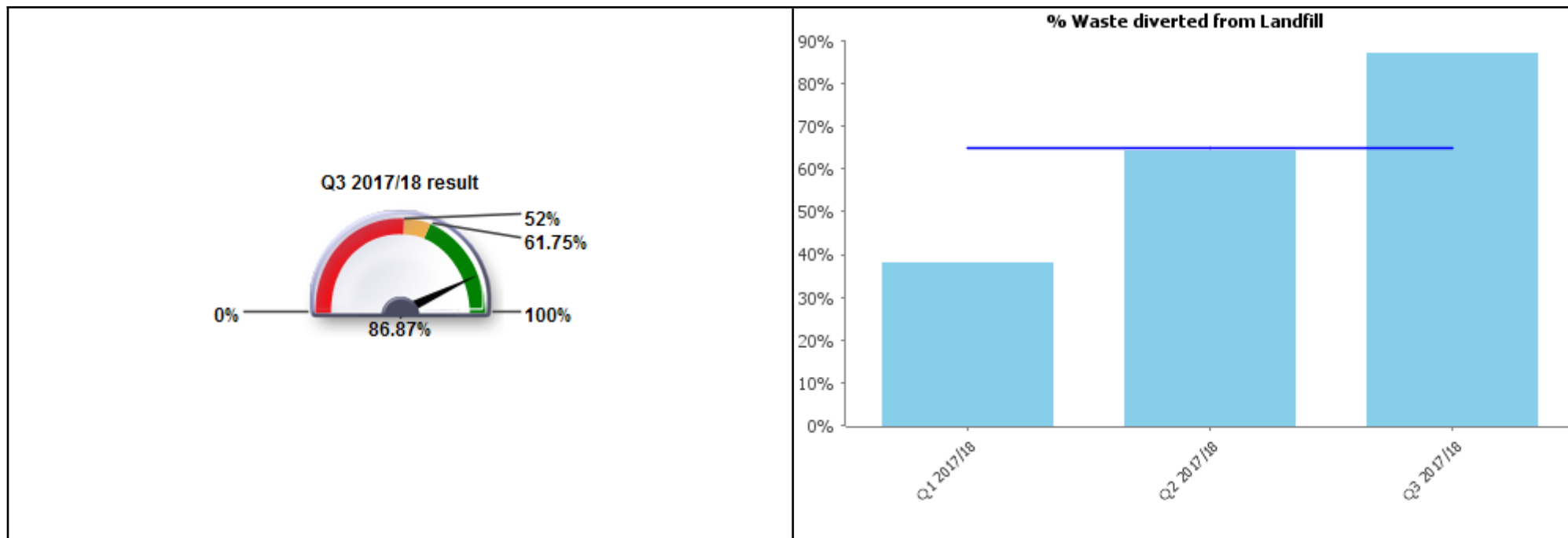
The percentage of faults repaired within 48 hours during January and February was 92.1% and 90.2% respectively, which was significantly below the target of 96%. The main reasons behind this drop in performance were that the Council's traffic signal maintenance contractor suffered a drop in the level of experience within the team prior to the Xmas holidays, which was exacerbated by the prolonged period of inclement weather earlier this year. Following a meeting with the maintenance contractor to discuss these performance issues, assistance has been provided to help mitigate the loss of experience within the maintenance team over the short term. This has proved to be beneficial as performance in March improved significantly with 97.4% of faults repaired within the 48 hour timescale. Despite the relatively poor performance earlier in the year, performance taken over the year as a whole was good ensuring that the target of 96% was met. Although performance has seen an improvement over the last month this will continue to be closely monitored to ensure this is maintained.

Responsible officer:

Last Updated:

Donald Kinnear	February 2018
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% Waste diverted from Landfill



Why is this important?

Meets local and national policy ambitions as well as statutory requirements.

Benchmark Information:

To be decided.

Target:

The target for 2017/18 has been set at 65%. For the coming financial year the aim is that 85% of waste will be diverted from landfill by the end of 2018/19, increasing to 95% in 2019/20.

Intelligence:

We remain on track to achieve the target to divert 90% of waste from landfill by 2018. The main mechanism delivering this is the Refuse Derived Fuel facility at Altens East, through the Waste Management Services Contract. This fuel is then exported and used to generate energy from Waste. The facility is currently in commissioning as the plant setup is finalised. Our waste is recycled, composted or sent to Energy from Waste plants in Europe. In addition to utilising non-recyclable waste as fuel, the Council successfully introduced improved recycling services to householders across the City. 80% of households in communal properties now have easy access to recycling services. 70,000 households now benefit from a significant increase in recycling capacity (from 70l per fortnight to 240l) and for the range of recycling collected has been expanded to include plastic pots, tubs and trays and waxed beverage containers (eg Tetrapack).

Responsible officer:

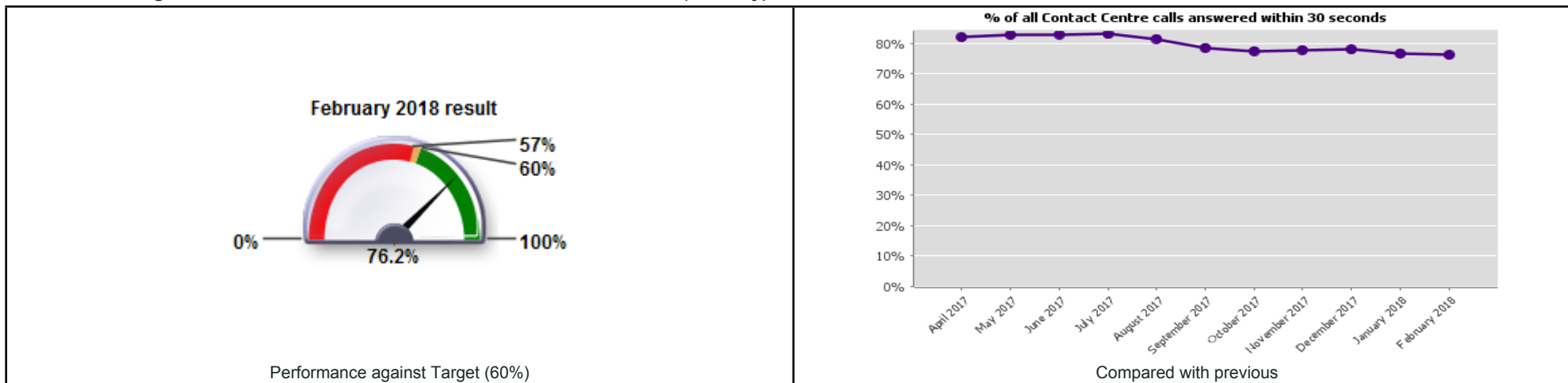
Pam Walker

Last Updated:

Q3 2017/18

Customer

CCC – Percentage of all Contact Centre calls answered within 30 seconds (monthly)



Page 41

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 Service within a contact environment is changing in line with customer feedback and expectations. As well as having the facility to transact online, customer feedback has indicated that it is more important for their query to be resolved at the first point of contact rather than have it answered immediately. As such best practice centres will run with an increased 'wait time' but will ensure the query can be resolved when the call is answered. A review will take place over the next 3 months to assess best practice in the industry and to make suitable recommendations as to measures that reflect customer needs.

Target:

60%

Intelligence:

February 2018 has shown a slight drop in performance when compared to January 2018 and December 2017. This can be attributed to in an increase in calls for Housing Repairs, Council Tax and Roads & Streetlighting. The cumulative impact was an average 15% increase in call volumes across these areas. To help offset this increase resources in the other areas of Customer Service (CSC and CAPS) are reallocated to support telephone contact. Staff also continue to be upskilled in other service area's with over the next few months will have an impact on performance.

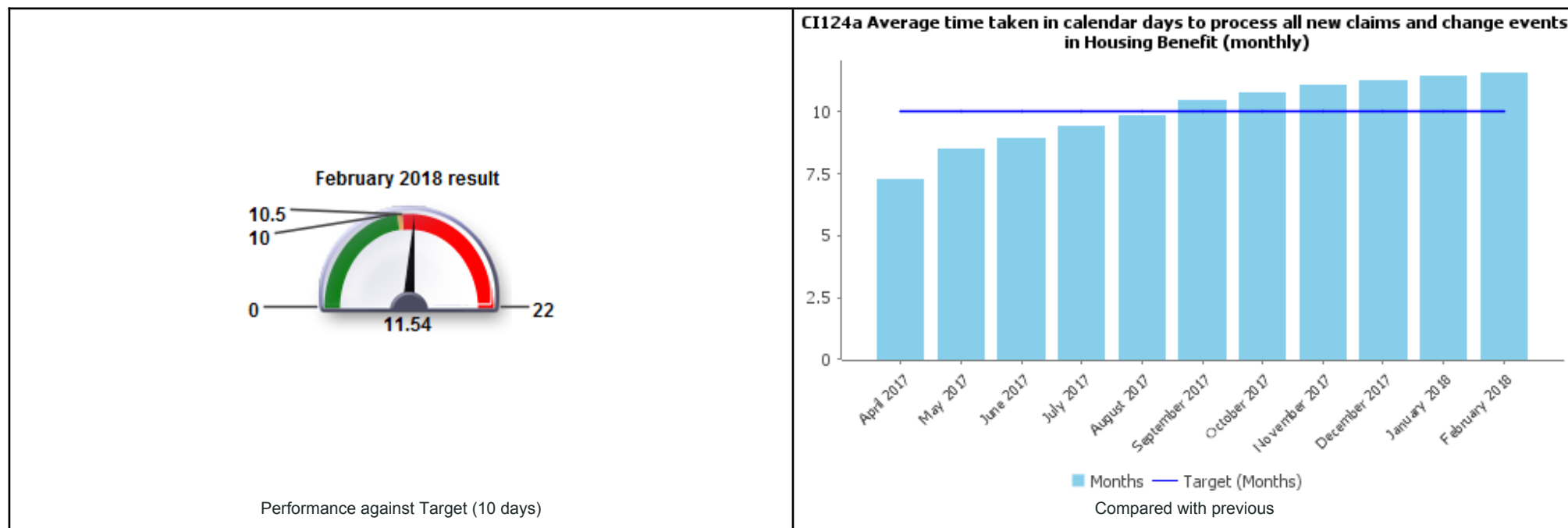
Responsible officer:

Allan MacCreadie

Last Updated:

February 2018

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



Page 43

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 February is 11.54 days. Performance for the same period last year was 9.80 days. Reason for not meeting target is significant vacancies within this area. Staff have been recruited, initial training completed and staff have now commenced processing

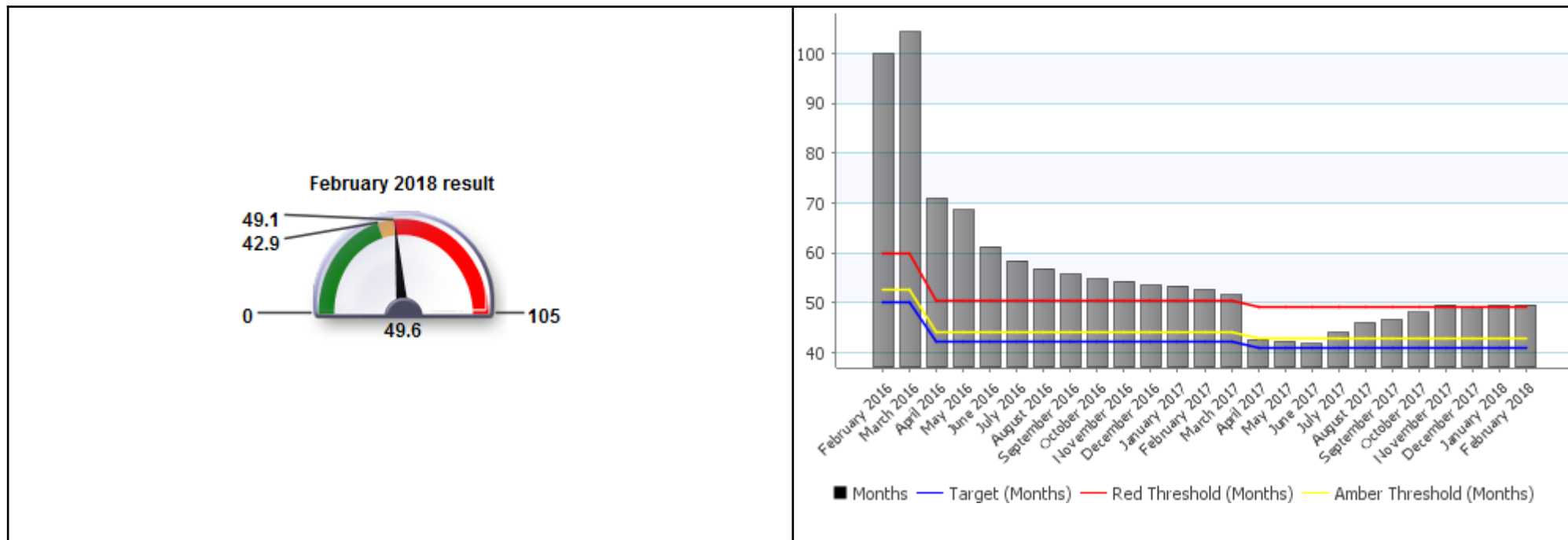
Responsible officer:

Helen Moir

Last Updated:

February 2018

Average time taken to relet all properties (Citywide - days)



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter Outcome **10** – Access to Housing – stipulates that Social Landlords ensure that:
People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Benchmark Information:

In 2016-17 our year-end figure was 51.5 days against the Scottish LA average of 38.4 days.

Target:

The target for the average number of days to relet all properties for 2017/18 has been set at 40.9 days.

Intelligence:

We have made significant progress since we implemented our void property improvement plan in October 2015 and by March 2017 we had reduced the number of void properties to their lowest level since 2009, a reduction of 57%.

While demand for our tenancies remains generally high, turnover has increased resulting in a higher number of void properties to be repaired and relet through the year. This has contributed to the increase in average void times.

Void repair timescales are currently 33.1 days and we continue to work with Building Services to reduce timescales for 'void repairs'.

The transition of Smithfield Court from key-worker to mainstream housing, times being taken to arrange care packages in very sheltered housing and high refusal rates have also impacted on overall performance. We have recently implemented an action plan to reduce refusal rates and are engaging colleagues in the Health and Care Partnership to explore how we may organise care in very sheltered housing more speedily.

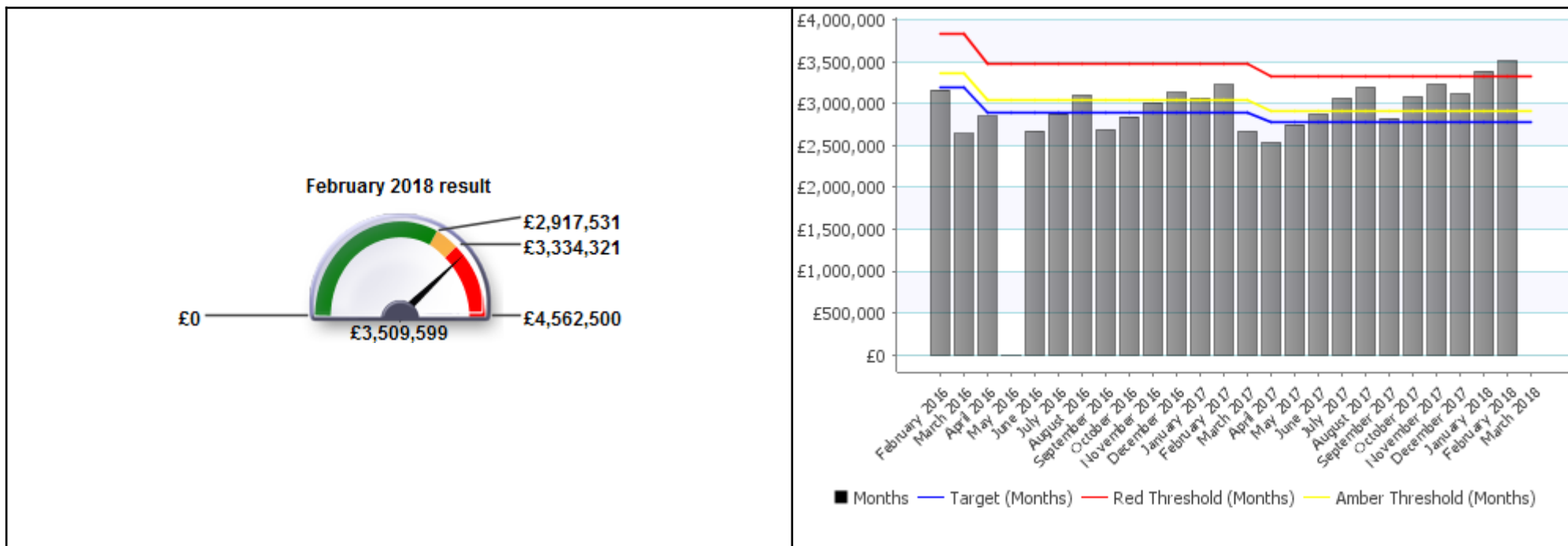
Responsible officer:

Neil Carnegie

Last Updated:

February 2018

Value of Current rent arrears



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome **13** – Value For Money - stipulates that Social Landlords manager their business so that;
Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Rental income pays for our housing services and capital investments.

Benchmark Information:

Our rent collection performance is considered to be very strong and in 2016-17 our year-end figure for Gross Rent Arrears as a percentage of rent due was 4.6% below the Scottish LA average of 6.3%.

Target:

The year-end target for current tenant residential arrears for 2017/18 has been set at £2,971,531 with a target of 5% for Arrears as a percentage of rent due. The year-end target for former tenant residential arrears for 2017/18 has been set at £603,157.

Intelligence:

We have had outstanding performance in collecting rent and our income collected has exceeded rent charged in each of the last two years.

The arrears target is a year-end target and the value of rent arrears at year-end 2017/18 is **£3,058,974** and is **2.9%** over target. We consider that the challenging economic environment is the major factor in this rise.

In late 2017, we established a new tenancy sustainment panel to consider tenancies at immediate risk of eviction due to rent arrears and to identify actions to support tenancy sustainment. This approach is proving effective and we have reduced the number evictions by 20% this year. This enhanced scrutiny of cases by the panel has assisted us strengthen our procedures and introduce additional intervention stages aimed at preventing cases escalate to legal action.

We have also prepared a new rent management policy which will be reported to a future committee. This policy will increase our focus on prevention and early intervention. We are also planning a housing service review to ensure that our staffing resource is suitably organised to maximise support and assistance for tenants. Our new policy and the organisation of staff will align with the new target operating model and be designed to prepare us for the full implementation of Universal Credit from 31 October 2018.

Responsible officer:

Neil Carnegie

Last Updated:

March 2018

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	19 April 2018
REPORT TITLE	Continuing Care
REPORT NUMBER	OPE/18/005
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Bernadette Oxley
REPORT AUTHOR	Anne Donaldson
TERMS OF REFERENCE	1.1 and 1.3

1. PURPOSE OF REPORT

To provide a service update on the financial implications of continuing care as requested at the June 2017 Education and Children Services Committee.

2. RECOMMENDATION(S)

That Committee:

- (i) Notes the financial information provided in the report.

3. BACKGROUND

- 3.1 The Continuing Care provisions of Part 11 of the Children and Young People (Scotland) 2014 Act came into force in April 2015. They do not however apply to all care leavers. The right to Continuing Care is only available to those who leave care in or after April 2015, were born after 1 April 1999 and whose last placement was 'away from home'.
- 3.2 The 2014 Act changed the legal definition of a 'care leaver' so that from April 2015 any young person who ceased to be looked after on or after their 16th birthday became classified as a 'care leaver'.
- 3.3 All looked after children can become 'care leavers', including those who were classified as 'looked after at home' and in formal kinship care.
- 3.4 'Continuing Care' is a legal term introduced by the 2014 Act. It places a duty on local authorities to provide for care leavers. Whose final placement was 'away from home', with a continuation of the kinds of support they received

prior to their ceasing to be looked after (including accommodation in a 'looked after' placement).

- 3.5 The aim of the provisions is to provide eligible young people with a more graduated transition out of care.
- 3.6 The service has previously reported 1 June 2017 on the difficulty of projecting the longer term costs of continuing care. This is because it is dependent on a number of factors which include:
- The number of young people choosing to request continuing care.
 - The implications this has for reducing the availability of foster and residential placements.
 - The service's ability to recruit more foster carers to place children in local in house placements in the context of a national shortage of foster carers.
 - The service's ability to recruit sufficient staff to fully resource our ACC children's homes and satellite units.
 - An acknowledgement that some young people will be able to find employment or access their own income via the benefits agency and the implications this has for the cost of continuing care placements.
- 3.7 Current position:
- There have been no requests for continuing care from young people placed in out of authority residential placements or from our local children's homes.
 - Two young people who are placed with external fostering agencies have requested continuing care and this has been agreed by the service.
 - Six young people are placed with ACC Carers in continuing care placements.
- 3.8 The cost of individual continuing care foster placements will vary depending on the level of payment for skills the carer is receiving, whether there are other foster children in the household and whether the young person is in further education, working, or in receipt of any other funding or benefits.

4. FINANCIAL IMPLICATIONS

- 4.1 Actual spend for 2017/18 was £18,200 for external provision and £83,536.66 for internal provision.
- 4.2 The allowance paid to ACC Foster carers offering continuing care will vary for example to reflect level of payment for skills level, if they are caring for other children. The young person's financial circumstances will also be considered as they may be in employment or further education.
- 4.5 Service Managers are tracking plans for all 16 and 17 years olds in all out of authority residential placements to inform financial forecasting.

4.6 It is anticipated there will be increasing financial pressure on Aberdeen City Council as young people have an increased awareness of continuing care increases.

5. LEGAL IMPLICATIONS

5.1 Statutory duty placed under Part 11 of the Children and Young People (Scotland) Act 2014.

6. MANAGEMENT OF RISK

6.1 Continuing care placements may reduce the number of available placements for children and young people requiring accommodation, or being returned to ACC from out of authority care.

6.2 The “staying put” agenda that underpins Part 11 of the 2014 Act is fully supported by the service and is based upon solid evidence of better outcomes for care experienced young people who remain within their care placement beyond the age of 16.

6.3 The financial risk of providing continuing care placements in external residential children’s homes must be considered. Whilst the ambition is to return young people to the city to family or other local resources, this could be challenged by external providers who may see a market in developing continuing care options. Pathway planning and welfare assessments undertaken by the service will identify whether this is a possibility.

6.4 Reputational risk is low as young people are currently supported to ‘stay put’ until they are 18 years old. Continuing care is therefore in keeping with our philosophy of care.

7. BACKGROUND PAPERS

Financial	Reduction in numbers of fostering and residential placements available for children coming into the system requiring care.	M	Edge of Care services now in place to help reduce the numbers of children and young people entering the care system. Early intervention and prevention in universal services should impact on the numbers of children requiring statutory social work and residential care provision.
Legal	Failure to deliver on statutory requirement	L	The service is delivering the requirements of the

	under Part 11 of the 2014 Act.		legislation and is committed to high quality provision.
Employee	No risk.		
Customer	No risk.		
Environment	No risk.		
Technology	No risk.		
Reputational	No risk.		

8. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	To support care leavers to contribute to the economy through stable accommodation, financial advice, education, training and employment.
Prosperous People	Care leavers are prepared and supported to enter adult life.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	Young people have been actively involved in the design of continuing care services.
Organisational Design	Corporate parenting is a key duty of the 2014 Act and the needs and views of young people must be considered in any organisational redesign.
Governance	Governance of out of authority placements is the responsibility of the Children's Services Forum.
Workforce	Staff and ACC foster carers have been trained in the requirements of the legislation.
Process Design	Continuing to be developed by the Continuing Care Policy and Practice works stream.
Technology	Further opportunities for young people to be involved in the digital strategy to ensure reaching young people using the latest applications.
Partnerships and Alliances	Housing, NHS, education, further and higher education, third sector, private providers of care.

9. IMPACT ASSESSMENTS

Assessment	Outcome
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Equality & Human Rights Impact Assessment	Not required.
Privacy Impact Assessment	Not required.
Children's Rights Impact Assessment/Duty of Due Regard	Not applicable.

10. BACKGROUND PAPERS

None.

11. APPENDICES (if applicable)

Letter response from the Scottish Government 15 September 2017

12. REPORT AUTHOR CONTACT DETAILS

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Email Address: adonaldson@aberdeencity.gov.uk

Tel: 01224 523019

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Deputy First Minister and Cabinet Secretary for
Education and Skills
John Swinney MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

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Ms Angela Scott
Aberdeen City Council
Marischal College
Broad Street
ABERDEEN
AB10 1AB

Your ref: Implementation of the Children and Young People (Scotland) Act 2014
Our ref: 2017/0030578
15 September 2017

Ms Scott,

Thank you very much for your letter of 22 August 2017 in which you enquired on behalf of Aberdeen City Council around financial support to implement Parts 10-14 of the Children and Young People (Scotland) Act 2014.

In your letter you outlined your concerns around the agreed funding for and costs of implementing Parts 10-14 of the Act, and I hope that the following information is of help. This explains how funding was allocated and how the Scottish Government continues to monitor the implementation of our looked after children policies.

As you know the majority of funding to local authorities, including Aberdeen City Council, is provided by means of a block grant. It is the responsibility of each local authority to allocate the total financial resources available to it on the basis of local needs and priorities, having first fulfilled its statutory obligations and the jointly agreed set of national and local priorities including the Scottish Government's key strategic objectives and manifesto commitments.

Taking into account the 2017-18 local government finance settlement, including the extra £160 million announced at Stage 1 of the Budget Bill, plus the other sources of income available to councils through reforms to council tax and funding for Health and Social Care Integration, the overall increase in spending power to support local authority services now amounts to over £383 million (or 3.7%).

You will be aware that the funding allocation for individual local authorities, and specifically the methodology behind allocation of funding relevant to Parts 10-14 of the Children and Young People (Scotland) Act is detailed in full in the Financial Memorandum which accompanied the Bill:

[http://www.parliament.scot/S4_Bills/Children%20and%20Young%20People%20\(Scotland\)%20Bill/b27s4-introd-en.pdf](http://www.parliament.scot/S4_Bills/Children%20and%20Young%20People%20(Scotland)%20Bill/b27s4-introd-en.pdf).

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



Pages 59 – 78 of the Memorandum outline the potential costs to local authorities specific to Parts 10-14, in addition to costs relating to Part 9 (Corporate Parenting).

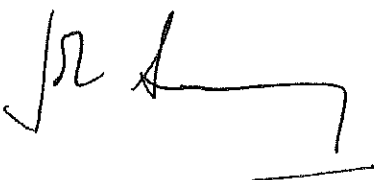
Analysis and estimates explained in the Memorandum originated from consultation responses to the Bill proposals and the draft Business Regulatory Impact Assessment (BRIA); as well as discussions with partners and stakeholders for whom there may be financial implications, or who may be affected as a result of the Bill. Responses were received from the Convention of Scottish Local Authorities (COSLA); individual local authorities; Community Planning Partnerships (CPPs); health boards; special health boards; the Association of Directors of Education (ADES); the Association of Directors of Social Work (ADSW); Scotland's Commissioner for Children and Young People; partner providers of early learning and childcare; independent schools and the third sector. Scottish Parliament Committees also considered extensive evidence from partners and stakeholders throughout the passage of the Bill. Evidence submitted to the Committees can be found at: <http://www.parliament.scot/parliamentarybusiness/Bills/62233.aspx>.

I would like to reassure you that the Scottish Government monitors data on numbers and types of placements through the annual Children's Social Work Statistics publication 'Children Looked After in Scotland' (CLAS):

<http://www.gov.scot/Topics/Statistics/Browse/Children/PubChildrenSocialWork>.

This provides the Scottish Government with actual numbers of young people eligible for and being supported by provisions set out in the 2014 Act. The Scottish Government works with local authorities continually to review data collections and agrees any changes to further collections and developments (e.g. proposals to collect new data or to stop collecting data).

I hope the above information is helpful, and thank you once again for taking the time to write to us.

Yours,


JOHN SWINNEY

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	19 April 2018
REPORT TITLE	Windmill Brae, Langstane Place, Justice Mill Lane – Night time Pedestrianisation - Informal Consultation
REPORT NUMBER	OPE/18/007
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Ross Stevenson
TERMS OF REFERENCE	3 & 4

1. PURPOSE OF REPORT

This report advises the Committee of the initial feedback from the informal consultation on the Justice Mill Lane / Langstane Place / Windmill Brae night time pedestrianisation plans and thereafter outlines the detailed proposals and asks permission to progress the statutory procedure to establish the Traffic Regulation Orders required to bring these proposals into effect.

2. RECOMMENDATION(S)

That the Committee:

- (i) Approve the outline principle of the proposals to introduce a pedestrianised zone (no motor vehicles) between 10pm and 5am, 7 days a week, on Justice Mill Lane, Bon Accord Terrace (part of), Langstane Place (part of), Gordon Street (part of), Windmill Brae, Windmill Lane, Bath Street and Bridge Street (part of), with exemptions for cyclists, blue badge holders and also to allow access to off-street car parks.
- (ii) Approve the outline principle of the proposals for the 24 hour pedestrianisation of Langstane Place between Dee Street and Crown Street, with a timed exemption for delivery by goods vehicles between 6am and 11am Monday to Saturday.
- (iii) Approve the outline principle of the proposals for the introduction of a one-way restriction on Windmill Brae.

- (iv) Approve the outline principle for the proposed reintroduction of pay and display parking bays on the east side of Dee Street, with the conversion of 3 existing pay and display bays on the west side to blue badge holders only.
- (v) Instruct the Chief Officer Operations and Protective Services to commence the necessary legal procedure of initial consultation with Police Scotland, Scottish Ambulance Service, Scottish Fire and Rescue Service, Public Transport Operators, Freight Transport Association, Road Haulage Association and any other organisations representing persons likely to be affected by any provision in the order as the authority considers appropriate e.g. Community Councils, Aberdeen Cycle Forum, Disability Equity Partnership etc. If no objections are received, then progress to the public advertisement.
- (vi) Following the public advertisement, if there are no objections, the Traffic Regulations Orders may be made by way of delegated authority. In the event of objection(s) being lodged, instruct officers to report the results to a future meeting of this Committee.

3. BACKGROUND

- 3.1 Over a number of years Police Scotland have raised safety concerns regarding the interaction between pedestrians and vehicular traffic at night time in the Windmill Brae area. As a result a series of night time surveys were undertaken with the purpose of providing background information for any future traffic management proposals in the area.
- 3.2 As part of the Aberdeen City Council's City Centre Masterplan (CCMP), the following project was proposed:

EN03 Langstane Place / Windmill Brae: This key area for evening economy activities will be enhanced as a pedestrian priority area with new cycle routes, improved streetscape and lighting.
- 3.3 An informal consultation on the outline traffic management proposals for the first phase of this project was carried out by way of leaflet drop in October 2017; this process was subsequently extended into November to include additional residential and commercial properties within the scope of the consultation. In addition a meeting was held with the chairman of the Bon Accord Residents Group to discuss their concerns regarding the proposals.
- 3.4 The consultation leaflet outlined the general traffic management proposals for the night time pedestrianisation of Justice Mill Lane / Langstane Place and Windmill Brae and included the specific introduction of a prohibition of vehicles from a short stretch of Langstane Place between Dee Street and Crown Street, at all times, and the permanent introduction of a section of one-way on Windmill Brae between Crown Street and Bath Street. (See Appendix A).

3.5 The feedback received is summarised in Appendix B - Summary of Consultation Responses, with appropriate commentary, however the responses can be categorised as follows:

- A letter of concern from an affected residents group
- Two letters of concern from local residents
- Two letters of concern from a nearby church
- Three letters of concern raised by businesses
- Two letters of support from businesses in the area with some comment regarding adjustments to the scheme
- Five letters of unqualified support from organisations and businesses such as Aberdeen Inspired and, Aberdeen Street Pastors
- A letter from a member of the Disability Equity Partnership

3.6 From the feedback, there are two main traffic management related areas of concern from the residents and businesses in the area. The first relates to the concerns raised by the residents regarding the potential for increased levels of anti-social behaviour. This is responded to fully within Appendix B; however one proposed alteration would be the expansion of the pedestrianisation to include Bon Accord Terrace between Union Street and Langstane Place. An expansion would reduce the potential for drivers utilising the southern part of Bon Accord Terrace as a collection point as the route would be more convoluted but would still maintain access to the residents.

3.7 The second traffic management issue raised concerns the operation of the scheme and the ability for residents / businesses to access their properties during the hours of operation. How access is managed could influence the efficacy of the scheme; the more open the restriction is the more vehicles could use the area.

3.8 The more open the restriction is the more challenging it becomes for Police Scotland to effectively enforce any non-compliance. Officers consider that cyclists and Blue Badge holders should certainly be exempt from any movement restrictions. Further, the following are a summary of types of pedestrianisation and potential additional exemptions, some of which are already in use in Aberdeen:

No exemption - No exemptions would prevent access to all vehicles, including the off-street car parks, on-street parking bays. Currently there are no pedestrianised areas without any exemptions.

Except for Access - Both New Pier Road, Footdee, and the Belmont Street Area are pedestrianised zones with an exemption "Except for Access". In the instance of Belmont Street / Back Wynd this includes access to off-street car parks, a taxi rank, blue badge spaces, and also allows for direct loading to properties.

Except for loading by goods vehicles - The George Street Area, The Green and the St Nicholas Street area all operate as pedestrianised zones, except for access for goods vehicles only.

Except for Permit holders - In addition to an exclusion for goods vehicles the Shiprow Area, between Shore Brae and Market Street, includes an “Except for Permit Holders” this system is historical and in practice has never been fully operated, however such a scheme could be developed for the proposed area.

Except for access to off-street car parks - Whilst the current *Traffic Signs Regulations and General Directions 2016*, do not allow a “pedestrianised zone” to operate with an “Except for Access to off-street car parks” they do allow a “No motorised Vehicles Except for Access to Off-street car parks”. Whilst this essentially means the same thing, if chosen, officers would seek Scottish Government approval for a variation of the pedestrianisation sign to provide clarity and consistency of message to the public.

- 3.9 Appendix C – Option Appraisal, shows an assessment of each option and concludes that the most appropriate option would be with the inclusion of an “except for access to off-street parking”.
- 3.10 Appendix D – Revised Scheme Proposals, shows the adjusted proposals for the scheme.
- 3.11 The surveys carried out in 2015 suggest that the pedestrian activity along the corridor increases steadily from 9pm, generally peaking between midnight and 1am, where 1361 pedestrian movements were recorded along the corridor. On a single Saturday evening 6034 pedestrian movements were recorded between 2100 and 0500 at the junction of Langstane Place / Bon Accord Street. The peak period for vehicular traffic occurs between 9pm and 1am. In order to address the vehicular / pedestrian conflict at its height whilst also minimising impact on residential movement it is suggested that the operational hours of the scheme are set at 10pm – 5am in the outset.
- 3.12 There are approximately 30 pay and display parking spaces within the proposed area. On reviewing the extent of the timed waiting restrictions, it is evident that there are approximately 50 further night time parking spaces, giving a total of approximately 80 on-street parking spaces. Setting the operational hours between 10pm and 5am would allow residents to park their car on-street before 10pm, after this time it will only be possible to remove cars from the area, or to park in an off-street parking area. It should be noted that this area is currently part of parking zone B, however there is an existing commitment to rationalise the city centre parking zones to create larger boundaries, to assist residents with the availability of parking spaces.

4. FINANCIAL IMPLICATIONS

- 4.1 An application for funds was made to the Bus Lane Enforcement (BLE) surplus fund in 2017/18, £20k was allocated during that financial year but the funds have not been released. A committee report on the BLE surplus is

being submitted to the City Growth & Resources Committee on 26 April 2017 requesting the funding carry forward into the 2018/19 financial year.

5. LEGAL IMPLICATIONS

- 5.1 Should the committee decide to accept the recommendations within the report it will be necessary to promote a new Traffic Regulation Order, to do this Aberdeen City Council must follow the procedures set out in *The Local Authorities' Traffic Orders (Procedure)(Scotland) Regulations 1999*.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	Implementation costs There is a risk that the signage costs could increase based on locations of utilities, power supplies, etc.	M	Existing power supplies will be utilised whenever possible and signs will be located to minimise impact.
Legal	Objections received relating to the Statutory Process.	L	Officers will follow the procedures set out in The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999.
Employee	None.		
Customer	These proposals may have a detrimental impact on Taxi users due to the proposed restrictions between Dee Street and Crown Street.	M	Officers will include the Taxi groups as part of the statutory consultation process.
Environment	None.		
Technology	None.		
Reputational	None.		

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report

Prosperous Place	People friendly City - The proposals will enhance the night-time environment, and create safer streets for people.
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Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	-
Organisational Design	-
Governance	-
Workforce	-
Process Design	-
Technology	-
Partnerships and Alliances	-

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	EHRIA not required
Privacy Impact Assessment	Not required
Children's Rights Impact Assessment/Duty of Due Regard	Not applicable

9. BACKGROUND PAPERS

City Centre Masterplan

10. APPENDICES (if applicable)

Appendix A – Consultation Leaflet

Appendix B – Consultation Responses

11. REPORT AUTHOR CONTACT DETAILS

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01224 522678

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JUSTICE MILL LANE / LANGSTANE PLACE / WINDMILL BRAE

Aberdeen City Council's City Centre Masterplan (CCMP) contains the following project:

EN03 Langstane Place / Windmill Brae: This key area for evening economy activities will be enhanced as a pedestrian priority area with new cycle routes, improved streetscape and lighting.

As a first step towards achieving this, the Council, in consultation with partners, is considering making Justice Mill Lane, Langstane Place and Windmill Brae, pedestrian and cycle only areas in the evenings, through the night and into the early morning. This would apply seven days a week.

Our initial proposals would also include the prohibition of vehicles from a short stretch of Langstane Place between Dee Street and Crown Street, at all times, and the permanent introduction of a section of one-way on Windmill Brae between Crown Street and Bath Street.

The benefits in achieving the first stage of this CCMP proposal are:

- **Enhancing the night-time environment in the area.**

- **Creating safer streets for people using the bars, clubs, restaurants and take-aways in the evenings.**
- **The opportunity for an outdoor public area on the short part of Langstane Place between Dee Street and Crown Street.**

In order to progress the detail of the proposals and how the scheme will operate we want to understand the needs of those in the area. Please consider the proposals and how they may affect you on a day to day basis.

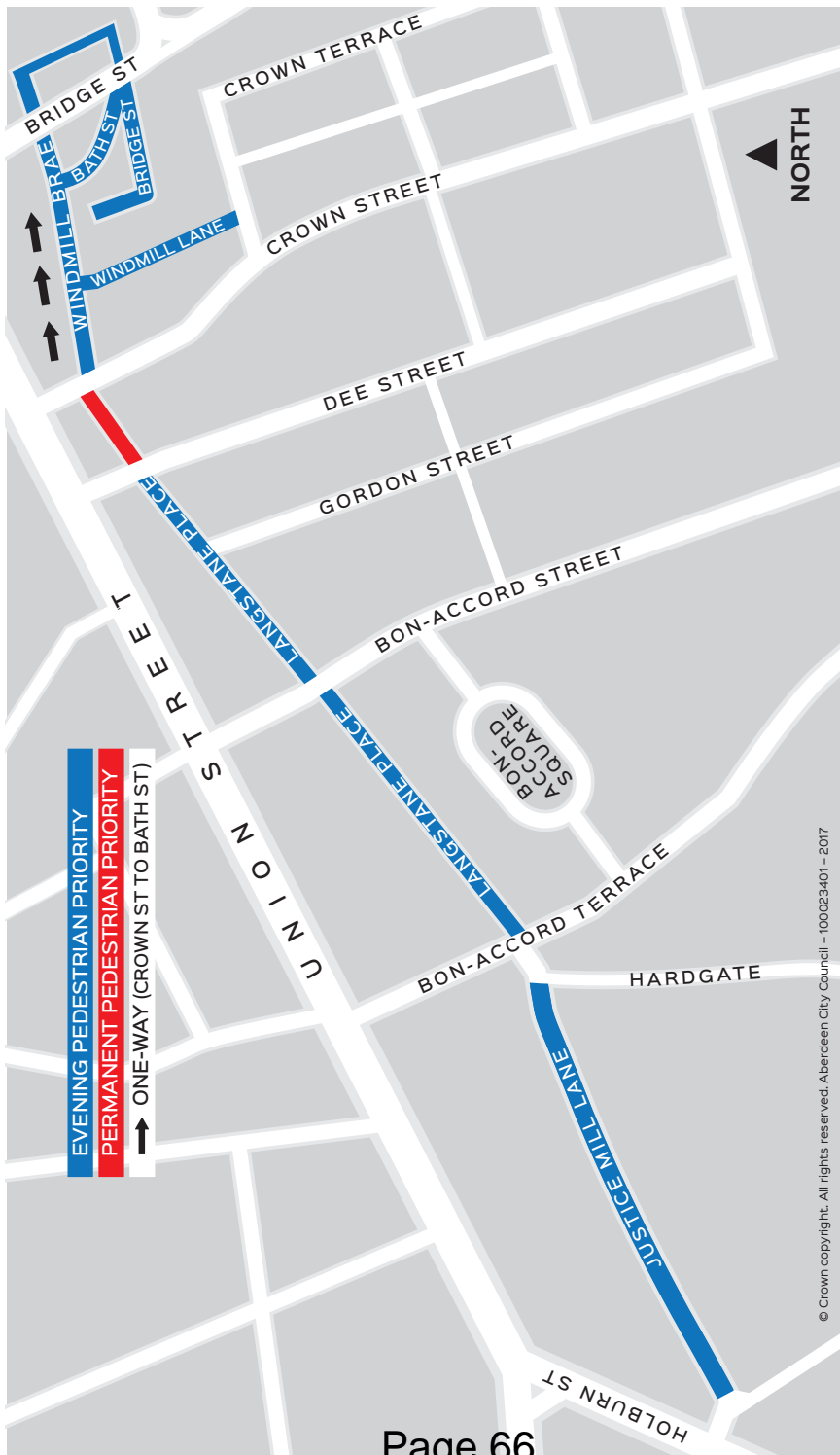
Send your comments to ProjectEN03@aberdeency.gov.uk by 31 October, 2017.

Once feedback has been received, any issues arising will be evaluated and used to develop the detail of the scheme. It is likely that the proposals will be reported to the Council in early 2018 where permission will be sought to progress with the statutory process required to implement the measures.

If you have any questions or wish to discuss the proposals please do not hesitate to contact Ross Stevenson, in the Traffic Management and Road Safety Team on 01224 522678, or Scott Davidson, City Centre Programme Manager on 01224 522269



**Shaping
Aberdeen**



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Appendix B – Summary of Consultation Responses

<p>Bon Accord Terrace and Area residents' association</p>	<p>Did not receive a copy of the consultation document, only read about it in the local press.</p>	<p>The initial leaflet drop was limited to properties with addresses directly onto the affected streets; subsequent extension extended the consultation to include the additional properties with access onto the proposed area. This process was combined with local press releases to publicise the proposals.</p>
	<p>Over an extended period residents of Bon Accord Terrace have met on a regular basis with representatives of Aberdeen City Council, Grampian Police, and a number of the local bar/nightclub proprietors in the area. We met to discuss the management of rowdy, disruptive and illegal behaviour in and around the area and looked at possible solutions for reducing anti-social behaviour. In all our previous discussions with ACC, Grampian Police and local businesses the aim of all of us has been to find ways to disperse the crowds using licensed premises as quickly and safely as possible. There has never been any discussion that this should not be the case. The problems identified by residents / businesses / ACC / Grampian Police include:</p> <ul style="list-style-type: none"> • Fouling of the streets. • The invasion of gardens by night time revellers to urinate, defecate and perform sexual acts. • The dealing and taking of drugs both on the street and in gardens. • Property damage. • Noise from (sometimes hundreds) of revellers leaving the local nightclub and not dispersing quickly enough due to what appears to be a lack of police presence and a lack of any perceived responsibility on the part of nightclub staff. • Late night illegal car parking. • Bottles thrown and smashed into gardens and general litter • Cars picking up/dropping off revellers. <p>We would be interested to hear how ACC/Grampian Police has gone from a policy of trying to clear the area as quickly as possible to encouraging hundreds of revellers to hang around very close to residential streets during the night? Frankly, we are incredulous that this is even being considered.</p> <p>In fact, the residents were about to re-establish contact with the above mentioned groups to highlight intensified problems resulting from a local nightclub a) increasing their opening hours and b) targeting the student fraternity, bringing increased footfall and even greater disruption to our neighbourhood. It seems to be that rather than work together to find a solution to anti-social behaviour, Aberdeen City Council are not only giving in to it, but encouraging it!</p>	<p>It is questionable whether the proposals to pedestrianise the area would exacerbate the specific problems already being experienced by the residents in the area.</p> <p>The lack of cars in the area should make the area safer for those who have enjoyed the licensed premises and should also encourage them to move off to taxi ranks, bus stops and other roads for collection by friends/family. We also invest in Home safe marshalls at the taxi ranks to manage the crowds and behaviour there and ensure these do not become areas of disruption.</p>

	<p>Lastly, we are also concerned about the potential increase in vehicle noise resulting from the proposed pedestrianisation. Most of the night-time traffic will now divert down Bon Accord Terrace and Langstane Place, the most densely populated residential location in the area.</p>	<p>Officers have reviewed the initial proposals and believe that extending the scheme to include Bon Accord Terrace between Union Street and Langstane Place would prevent drivers easily accessing the area to use it as a pick up / collection point. Access to the area would still be available for residents via a longer route through Willowbank / Hardgate.</p>
Local Resident	<p>Support the sentiments and issues raised by the acting chair of our local residents association. However, I would like to add my own personal view as to how these plans would affect me, as an individual.</p> <p>For the past few years, my life has been blighted by noise from revellers entering and leaving local nightclub. Up to 200 people can be queuing up to gain entry, from around 2315 to 2330 onwards, four nights per week (weekdays are just as bad as weekends). The noise from this is incredible, despite all my efforts at soundproofing. Disturbance continues throughout and peaks again from 0200-0230 when revellers leaving the nightclub congregate outside the premises (and neighbouring houses), entering gardens, leaving bottles and broken glass (among other littering and fouling) on the streets and in resident's gardens. I have had to phone the police on several occasions to ask them to move people on as they were creating a disturbance. The nightclub door staff have no interest in moving people on once they have left the premises, nor do the police seem to have a routine presence to disperse the crowds. It is generally left for people to disperse at their own pace, and being drunk (as most of them are); they are inclined to hang around, creating a disturbance.</p> <p>On the face of it, the proposals sound as though they are aimed at improving quality of life. However, far from promoting a café society, if that is the plan, what they will do is to encourage large groups of intoxicated people to gather in the street outside residential premises, late at night and in the early hours of the morning. Vehicular traffic is light anyway, so pedestrian safety should not be an issue, but pedestrianisation of these thoroughfares will just encourage mob behaviour. Far from encouraging people to live in the city centre, this will have the opposite effect of driving people away.</p>	
Local Resident	<p>If Langstane Place was pedestrianised access to Gordon Street could only be from the south. Once traffic had moved into the section of Gordon Street north of Bon Accord Lane egress would only be possible by either reversing along Gordon Street or negotiating a 3 point turn. Both would be very difficult in a very narrow street, in darkness and with a number of potentially very drunk pedestrians in the area.</p>	<p>The proposed operational hours for the scheme would be between 10pm – 5am, the likelihood of any vehicle not accessing a particular property on Gordon Street during this time is extremely low. However, it is possible and with the absence of a suitable turning area officers suggest extending the proposals to include the section of Gordon Street between Bon Accord Lane and Langstane Place.</p>
Crown Terrace Baptist Church, 1 Crown Terrace, Aberdeen AB11 6HE	<p>Thank you for the work put into the proposal for overnight changes to the Justice Mill Lane, Langstane Place and Windmill Brae and some of the surrounding Streets. Our building is on the corner of Crown Terrace and Windmill Lane, so we will be affected by the proposals. While our main doors are on Crown Terrace, access to our hall, back rooms and lounge is from Windmill Lane.</p>	

	<p>Could you clarify the timings that you envisage the pedestrian priority area operating? From our perspective, the majority of users of our premises are finished by 10pm, and don't start before 9am. If the pedestrian priority area only operated from late evening to early morning it would not impact us to any great extent.</p>	<p>The initial consultation did not give details of operational hours to allow officers the opportunity to tailor the operation to match the needs of the residents and businesses. The proposed timings which officers wish to progress would operate between 10pm – 5am, 7 days a week.</p>
	<p>Access to the top end of Crown Street from Union Street would be affected with the permanent closure of the short stretch of Langstane Place between Dee Street and Crown Street, are you considering allowing traffic heading down Union Street from Holburn Junction to be able to turn right onto Crown Street (at the moment only buses can do this, so traffic has to access Crown Street via Dee Street and Langstane Place)? If you are considering this, would you also consider altering the priority of the lights on Union Street with Crown Street and South Silver Street and including filters? This is a bad junction partly due to the offset nature of Crown Street and South Silver Street, which may be helped with separate green lights.</p>	<p>Officers have reviewed the possibility of allowing all vehicles to turn right onto Crown Street however as there are alternative routes available there are no proposals to bring this forward at this time.</p> <p>Officers within the ITS team have been asked to review the operation of the Crown Street / South Silver Street junction if considered appropriate may look to progress alterations out with the scope of this project.</p>
	<p>Parking is always an issue in the proposed area. At present, it is already tight, and more will be needed if Crown House, the former Council office on Crown Street (backing onto Windmill Lane) is turned into flats and two restaurants as has been proposed). Has any calculation been made as to the number of parking spaces that would be affected in the priority area, and has consideration been given to the provision of other parking by way of compensating for the loss of these?</p>	<p>There are approximately 30 pay and display bays within the proposed area, with a further 50 spaces available in the evenings on the timed restrictions. With the proposed timings being set between 10pm – 5am vehicles will only be prohibited from entering the zone after 10pm, by which time the majority of demand for new on street parking spaces will have subsided. It is acknowledged that this may have some effect on residents however this is considered to be limited.</p>
	<p>Could a trial period be considered to see how the proposals work out in practice? This could be over a few weekends (or in the run up to Christmas when it's particularly busy and the area is at it's darkest and wettest) when the area is much busier and could give a truer picture of how it would pan out before making the proposal final.</p>	<p>Should the scheme progress to implementation a 6 month review of the impact on the residents / businesses and effected organisations could be undertaken.</p>
	<p>Why is it just a small stretch of Windmill Brae that is to be made one-way? Why not include Bath Street? By keeping Bath Street as two way, traffic heading towards Windmill Brae along Bath Street will be forced to perform a U-turn, which may not be easy in the space available.</p>	<p>The proposed one-way was introduced because there are a number of on-street parking spaces and a couple of car parks within this section of the scheme. If vehicles were to be removed during the hours of operation then it would be desirable for vehicles to travel in a consistent direction, Bath Street was to remain two way to facilitate access / egress to the hotel off-street car park.</p> <p>There is an existing turning area on the old section of College Street which will allow vehicles to turn.</p>
	<p>Would a further reduction in the speed limit along these roads, to say 10 mph, have the desired effect of improving safety for those using these streets overnight?</p>	<p>The minimum speed limit that we are permitted to implement on a public road is 20mph. This area is already within the city centre mandatory 2mph speed limit.</p>
	<p>Improved lighting in this area is a great idea, as it can often be dark and intimidating walking along the streets. Many avoid these streets after dark as it is safer to use Union Street which is better lit and more populated.</p>	<p>The lighting element of the City Centre Masterplan is being progressed as a separate phase of the project.</p>
	<p>A better streetscape would certainly enhance the look of the area. It is not the most aesthetically pleasing area of Aberdeen, mainly because they are regarded as backstreets, and treated as such. Justice Mill Lane has improved greatly over recent years with the creation of new offices, hotels and clubs. The down side is that this makes the rest of the area look even more tired and forgotten. It may be worth considering making grants available for premises in the affected area to</p>	

	improve the look of their frontage onto these streets.	
GDPM Ltd 4 Bon Accord Square	My main concern is, will we still have vehicular access to our property in an evening? We provide Well Management services for international companies, this can require our engineers to work in the evenings to tie in with our clients needs, therefore access to the office is essential at all times.	
	I'm not sure if you have walked along Langstane Place recently? Mornings are the worst as you often have to negotiate the previous nights vomit, chewing gum, cigarette ends and packets. The car park of the office next to Prohibition is always a mess as everyone throws the debris through the gates. Langstane Place certainly doesn't look like an area where you could envisage a cafe culture attracting more trade.	
Optima Financial Services Ltd. 2 Bon Accord Square Aberdeen AB11 6DJ	My office is on Bon Accord Square with car park access off Langstane Place. We need 24 hr access to the car park. We need to drive from the car park onto Bridge Street. We need to clean our car park every Monday and often daily	
Tubular Products Unit, Holburn House	<p>Car parking access to our office (Holburn House) is via Justice Mill lane. As an international trading company dealing with countries across different time zones it is not uncommon for early morning or late evening video conferences to be held. We often have international visitors which results in staff members entertaining them over dinner. Consequently access to our car park is often required from 06:00am until midnight during week days.</p> <p>Under your proposal, clarification is required regarding how we will be able to enter or leave our office car park if these restrictions are in place.</p> <p>With regards to enhancing the night time environment on these particular streets, the main activities (night clubs) are located between the Hardgate junction and along Langstane Place. Rather than closing the full length of Justice Mill Lane under these proposals an alternative solution would be to close access to Justice Mill Lane at the Hard Gate junction end of the road while continuing to allow car access from Holburn Street. This would provide a pedestrian area around the night club cluster while still maintaining access to the multiple car parks located on Justice Mill Lane (i.e offices, hotel and gym facilities).</p> <p>We are fully familiar with the busy night time activity on Langstane Place and if leaving the office late our staff typically leave the car park and turn right to access Holburn Street in order to avoid the pedestrians on Langstane Place.</p> <p>In conclusion, closing access to Justice Mill Lane has the potential to impact directly on the operational efficiency of our business.</p>	
		The original proposals did not extend to the junction with Holburn Street as this

<p>The Glentanar Bar / The Wee Glen</p>	<p>We are fully supportive of the proposals. It will lead to a much safer environment for our customers and will raise the safety and amenity for all in the area.</p> <p>In a P&J Infographic, there appeared to be a gap in the part time closure at the Holburn Street end. It's showed there may be access to JML briefly to allow access down the side of Nuffield Sports Centre and down Justice Mill Brae.</p> <p>I'm pretty sure this was a mistake as this would cause an un- rat run which would put evening revellers and members of the public at risk.</p> <p>I think the part time pedestrianisation should be taken all the way to the end of JML.</p>	<p>would have a subsequent impact on Justice Mill Brae and the adjacent residential properties. However if the option to promote a "no motorised vehicles except for access to off-street car parks" is chosen then this would allow the extension of the zone to include Justice Mill Brae from its junction with Union Glen. Officers agree that this is a desirable option as the surveys suggest that this is the busiest vehicular junction on the corridor.</p>
<p>John Michie</p>	<p>VERY SUPPORTIVE As you know I have been canvassing for over 25 years to have retractable bollards installed</p> <p>I support all the sections mentioned being pedestrianised in evenings from top of Hardgate down to foot of Windmill Brae (allowing for crossings at Bon Accord Street, Dee Street, Crown Street etc) but NO element permanently pedestrianised as I have seen mentioned.</p> <p>I also support the renewed entry in off Holburn Street into Langstane Place. The delivery drivers, and we have 8 to 16 some days, are ecstatic as it greatly improves their route options. It also greatly releases pressure on the Holburn Junction lights and allows for one of the best approaches to the Rail and Bus Station for MVs coming from South and West, otherwise they have a difficult journey down Union Street with very limited R H Turns</p>	<p>The permanent pedestrianisation of the section of Langstane Place between Dee Street and Crown Street has been identified as part of the City Centre Masterplan. The removal of vehicles from this area creates an opportunity for the introduction of a public open space / outdoor seating area. This route is not a suitable alternative to accessing the train station from the south and west where there are existing routes which are more appropriate.</p>
<p>Aberdeen Street Pastors</p>	<p>We at Aberdeen Street Pastors thank you for seeking comments on this and would wholly support the proposal to pedestrianise these roads and areas during these periods.</p> <p>This support is based on our ten years of experience and observations serving the community on the streets of Aberdeen City through almost every Friday & Saturday night and for many major events & festivals over that time.</p> <p>We would especially note the following as direct benefits. It would:</p> <ul style="list-style-type: none"> Reduce the likelihood of accidents from collisions with moving vehicles as people walk (& sometimes stagger) along and across the roads (often without looking properly) between clubs and pubs Reduce the "Boy Racer" & "Distracted Cruiser" elements on these roads Potentially make the area more pleasant generally Reduce the road traffic noise (recognising that the crowds are no less likely to be quieter 	

	<p>Proposals would potentially enable more flexibility in having the truck there to help better serve the community at that time of night too.</p> <p>We do have a slight concern re cyclists moving at speed along the roads.</p>	
The Grill,	<p>We should like record that we are in favour of the above proposal as part of the CCMP as we believe it will enhance the night-time environment and create safer streets for people using this area.</p> <p>We are also in favour of creating an outdoor public area on the short part of Langstane Place.</p> <p>Our support for the proposals is given on the understanding that allowance is made for delivery access for premises and also consideration of the needs of disabled patrons who may require vehicular access for taxis.</p>	<p>It is proposed that the section of Langstane Place between Dee Street and Crown Street would include a timed exemption for deliveries by goods vehicles, between 6am – 10am. To facilitate any future outdoor public area it would also be necessary to omit any exemption for blue badge holders over this 40m section.</p>
Park Inn	<p>Believe that the area will benefit significantly from an improved look and feel, making it a safer, more attractive place to be at night.</p>	
SOUL	<p>The pedestrianisation of Langstane Place will create an attractive, sophisticated street and improve the physical appearance and perception of the area.</p> <p>It will encourage an increase in footfall whilst decreasing the amount of traffic accidents. Perhaps it could be then used as an area for markets, festivals and events hence further enhancing the night time economy.</p> <p>As mentioned, the street lighting will be looked at and if any of the options from the City Centre Masterplan are chosen it will create a safe, clean and attractive area.</p> <p>Being a pedestrian priority area, I assume that the footpaths will be replaced creating a more user-friendly street in particular for wheelchair and pushchair users?</p> <p>Hopefully alongside this, the possibility of new hanging baskets, planting of trees (similar to the Merchant Quarter), seating could be reviewed. Similarly, will communal bins be put into use?</p> <p>Lastly, how will long term parking on Langstane Place be affected?</p>	<p>This initial phase of the Masterplan does not include the upgrade of the footways in the area; however there are separate measures being progressed to improve some of the footways on Justice Mill Lane. Similarly the introduction of seating, hanging baskets and lighting will be progressed separately as part of the Masterplan for the area.</p>
Aberdeen Inspired	<p>Aberdeen Inspired have been involved in this consultation from a very early stage. Our members, who we have spoken to, have been universally supportive of this plan. We believe it will make this a more informal and relaxed area for people to meet and socialise. We also believe it will address a serious safety concern where cars use this route as a short cut to avoid the traffic controls on Union Street, this</p>	

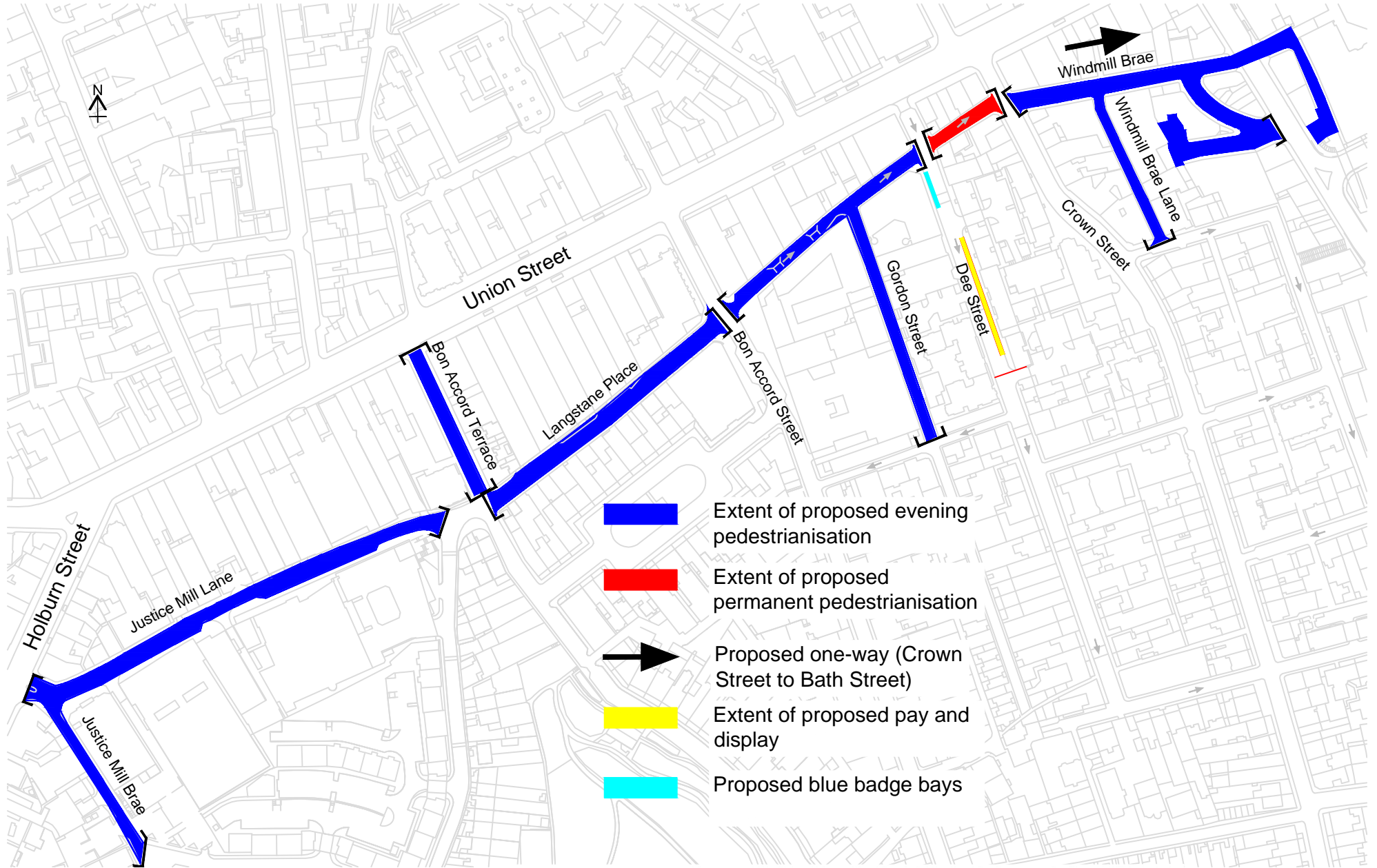
	<p>results in cars interacting with members of the public who are out in town to have a good time and perhaps not so alert to the dangers of cars and pedestrians mixing in this area.</p> <p>Aberdeen Inspired support the goals and vision of this project and look forward to its introduction.</p>	
Member of DEP	<p>Concerned about the outdoor public area, will this restrict access for wheelchair users and shopping buggies and also difficult for visually impaired people.</p>	<p>The proposals are for the prohibition of motor vehicles in this area. Any further proposals such as an outdoor seating area will need to take access requirements into consideration as the proposals are developed.</p>
	<p>Cycle path - will it encourage adults to cycle on the footpath, at night, maybe without lights, high Vis vests, no bike lights or bells? Again, potentially dangerous for Disabled people and visually impaired people.</p>	<p>There are no proposals to redetermine the footways to allow cyclists to use these areas. The proposals are to prohibit the use of motor vehicles during specific hours and as such cyclists would be exempt but would still be expected to use the carriageway.</p>
	<p>With regards to the One Way system, will this restrict locations for Disabled parking and/or make it more difficult to access the likely places where they might want to go?</p>	<p>The proposed one way restriction would not change the ability for blue badge drivers to park, however it may change route choices when driving a motor vehicle.</p>
	<p>Main concern is lack of adequate Disabled parking. If we start at Justice Mill Lane and continue to the bottom of Windmill - this would mean that from Holburn St, all of Union Street, down Dee St, Crown Street then down Windmill Brae becoming No Go Areas for Disabled People. Bon Accord Terrace and Bon Accord street have cobbles making parking very difficult if not impossible to use. This is not transforming our city centre; it is excluding our city centre for disabled people. How many parking bays have been allocated for Disabled People's parking since the rebuilding of our City ??</p>	<p>The removal of motor vehicles from the short section of Langstane Place will result in the loss of on-street parking opportunity for blue badge holders.</p> <p>Having reviewed the parking arrangements in the locality, officers believe that there is an opportunity to reintroduce up to 11 parking spaces on Dee Street, as it is relatively wide and also a one way, Whilst these bays are further away from Union Street there is an opportunity to convert 3 existing spaces outside the Job Centre to blue badge parking with the new spaces offsetting the loss.</p>
	<p>Why are the looking to block off the area between Crown Street and Dee Street on a permanent basis - is this another 'outside sitting area? This is one of the very few areas Disabled People could park.</p>	

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Appendix C – Option Assessment

	Enforceability		Impact on Residential Parking		Impact on Businesses Parking		Scale		Effectiveness	
No Exemptions (Any vehicle moving in the area would be committing an offence)	This would be the most straight forward option for Police Scotland to enforce; any motor vehicle being driven in the area would be committing an offence.	- 1	There are over 80 on-street parking spaces within the proposed area; during the operational hours no car would be able to enter the zone to access any of these spaces. Similarly a number of residential off-street car parks would be impacted by the proposals.	- 3	There are a number of large office blocks, numerous smaller offices, two hotels and a gym, all of which would have access to their off-street parking areas restricted during the hours of operation.	- 3	The size of the zone would need to be limited to reduce the impact on properties on Windmill Brae Lane, and Gordon Street.	- 1	This option would reduce the interactions between pedestrians and vehicles creating the safest and most pleasant environment.	+ 3
Except for access (General exemption to access the area)	Including an exemption for access would be the hardest to enforce, issues could occur with drivers claiming to be accessing on-street parking areas or taking access to a neighbouring property.	- 3	This option would allow residents to access to the on-street parking and also any off-street car parks	0	This option would allow businesses to access to the on-street parking and also any off-street car parks	- 1	This option would allow for a larger zone to be introduced.	+ 2	Increasing the number of vehicles permitted into a zone reintroduces conflict into the area, and potentially gives a falls sense of safety to the pedestrians.	+ 1
Except for Permit Holders (A permit system would need to be established and managed).	The burden of enforcement on the ground may be reduced however the management and abuse of a permit system could introduce different enforcement issues.	- 2	This option would allow residents to access to the on-street parking and also any off-street car parks	- 2	This option would allow businesses to access to the on-street parking and also any off-street car parks	- 1	This option would allow for a larger zone to be introduced.	+ 2	Increasing the number of vehicles permitted into a zone reintroduces conflict into the area.	+ 2
No motor vehicles except for access to off-street car parks	Allowing access to off-street car parks would require the driver to prove they were accessing a specific car park.	- 1	There are over 80 on-street parking spaces within the proposed area; during the operational hours no car would be able to enter the zone to access any of these spaces	- 2	There would be no impact on commercial parking in the area.	0	This option would allow for a larger zone to be introduced.	+ 2	Increasing the number of vehicles permitted into a zone reintroduces conflict into the area.	+ 2

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Exempt information as described in paragraph(s) 3, 4, 6, 12 of Schedule 7A of the Local Government (Scotland) Act 1973.

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